

WPD Customer Panel

Zoom meeting

Thursday 24 June 2021

Instructions to join the meeting by Zoom

- **Download the Zoom app** from the app store and open the App when you're ready
- Join meeting by entering the Zoom ID number we **issue the day before the meeting**
- Select that you would like to connect using audio or video and **select 'JOIN'**
- Pre meeting: members join meeting at 9.30 (not open to WPD, Gabby to lead discussion and collate any CP questions for the full meeting)
- 10.00am – WPD to join the meeting
- All participants other than the presenter to use 'mute' while presentations are underway, and unmute should you wish to ask questions (welcome throughout)
- We will share the slides of the meeting throughout



Customer Panel Agenda

24 June 2021 – by zoom

- 09.30 Closed member session – optional for all members
- 10.00 Welcome and introductions
- 10.05 RIIO ED2 Business Plan update & Consumer Vulnerability Strategy
Alison Sleightholm
- 10.55 Customer Panel going forward
Gabby Mallet
- 11.25 COMFORT BREAK
- 11.40 Social Contract update
Ellie Patey, Social Obligations Officer
- 12.00 A CEG update
Duncan McCombie, CEG Chair
- 12.30 CLOSE
(Performance slides included for info in slide pack)



Attending

Customer Panel members

Amy Brooks	Cadent
Golam Chowdhury	The British Red Cross
Richard Hellen	The Schumaker Institute
Ron Loveland	Welsh Assembly Government (tentative)
Gabby Mallett	Customer representative - Chair
David Penfold	Teal Hippo (tentative)
Eddie Proffitt	Major Energy User's Council
Lydia Pymm	Severn Trent Water (tentative)
Bob Radford	Customer representative
Kate Robbins	Wessex Water
Nicola Roberts	South West Water
Paul Santer	South West Business Council
Jacob Shell	Coventry Citizen's Advice
Alex Spreadbury	B&Q

Western Power Distribution:

Alison Sleightholm	Resources and External Affairs Director
Richard Allcock	Stakeholder Engagement Manager
Nicki Johnson	Stakeholder Engagement Officer
Ellie Patey	Social Obligations Officer

Customer Engagement Group:

Duncan McCombie	Chair
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RIIO ED2 Business Plan update & Customer Vulnerability Strategy

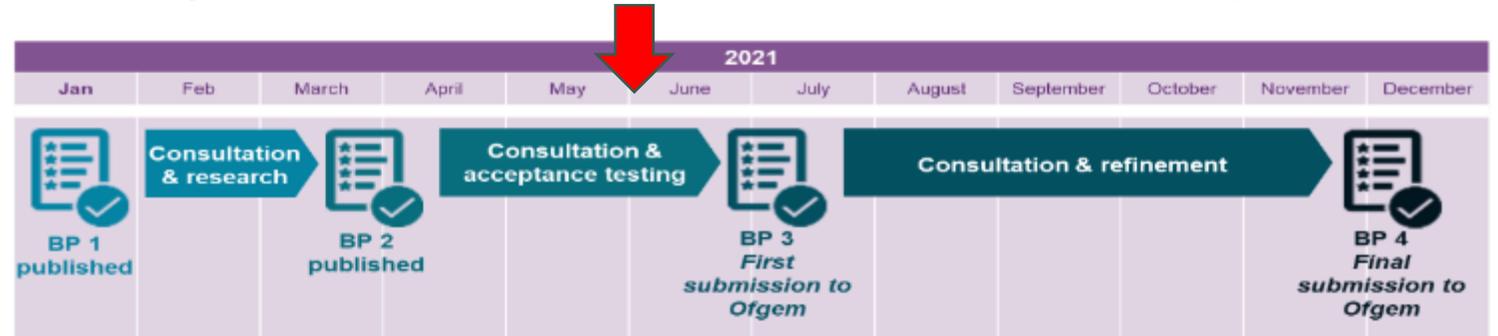
Alison Sleightholm, Resources & External Affairs Director

Our stakeholder engagement programme

We are building a Plan that is entirely reflective of stakeholder needs and priorities

Four published versions for stakeholders:

We are maximising the opportunities for stakeholders to co-create our Plans before final submission to Ofgem on 1st December 2021:



We have engaged over 16,300 stakeholders (over 6,300 of these were direct, in-person engagements) at over 250 engagement events to date.

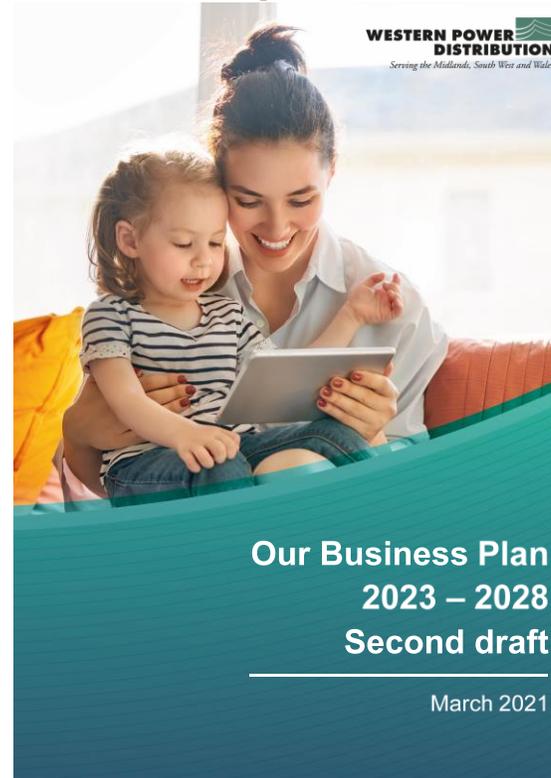


What we have published so far

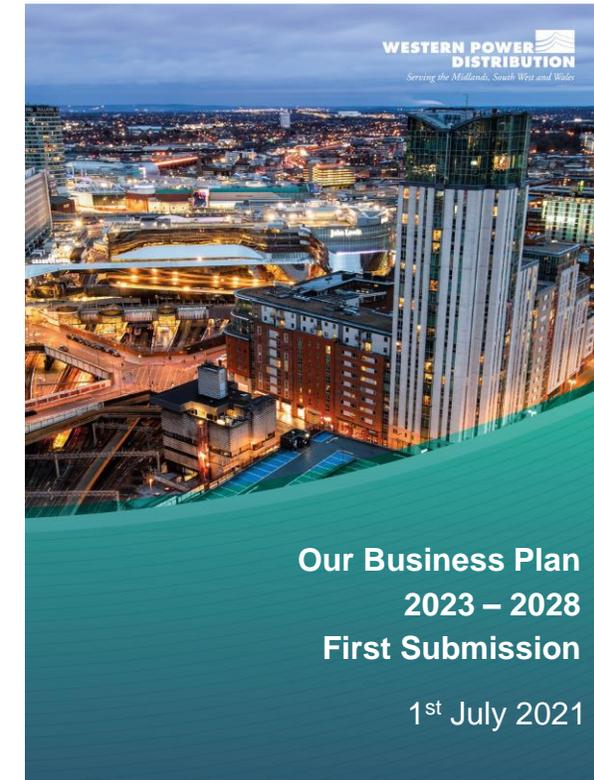
**First draft Business Plan
– 2,331 consultation
responses**



**Second draft Business
Plan – 1,002 consultation
responses**



**First Submission
Business Plan**



Headlines of our plan - *Commitments*

45 Core Commitments

- Affordable for our customers
- Measurable
- Outcome focused
- Ambitious
- Align with WPD's purpose & values
- Support sustainability and Net Zero
- Developed with our stakeholders
 - We started with 67 core commitments, reduced to 58 after BP1's consultation and after BP2's consultation reduced to 45 core commitments.



What is different for RIIO-ED2?

Supporting consumers in vulnerable situations

RIIO-ED1

VS

RIIO-ED2

Advice and data
cleanse every
2 years



70,000 fuel poor,
saving an average of
£385 per customer



Advice and data cleanse **by phone** every
2 years and **only have to register with
WPD once to join all utility PSRs**



113,000 fuel poor **saving £530 per
customer** and **benefitted from a
£1m community support fund**



Offered a smart energy action plan to
ensure they are not left behind and
received **targeted advice and support
with LCTs**



**Benefitted from WPD funding low carbon
technologies** in their community

What is different for RIIO-ED2?

Enabling customers to connect to the network

RIIO-ED1

VS

RIIO-ED2

Service in-line with Ofgem's targets for the overall 'time to quote' and 'time to connect'



Excellent customer service with WPD ranked as the top DNO group for satisfaction



Made aware of other connection providers and the options available



Able to use **self-assessment tool** to apply to connect their electric vehicle and heat pump



Plugging into a **grid ready for up to 1.5 million electric vehicles and 600,000 heat pumps**



Receive an **efficient and effective service when multiple parties are involved** thanks to better cross border working with DNOs, National Grid Transmission and ESO



Exceptional service (90% or higher) for all connection types, including major connections and LCTs



Local WPD Community Energy Representatives available to co-develop tailored connections and flexibility offers

What is different for RIIO-ED2?

Maximising efficiencies across the whole energy system

RIIO-ED1

1% per year efficiency by turning innovation into business as usual



Reduced costs for future customers via smart solutions to provide innovative techniques to manage the network



VS



RIIO-ED2

Capacity available to **enable net zero before 2050**, in line with the ambitions of local stakeholders



Flexibility markets developed, aided by forecasts of requirements and tenders every 6 months



Maximise the efficiency of the existing grid by adopting a 'flexibility first' policy for all load related reinforcement decisions



Improved access and usefulness of data, tailored to individual customer needs, in the format of their choosing (60% available via an interactive API)



Three whole system collaboration schemes to enable our customers to benefit from lower electricity network and system costs



What is different for RIIO-ED2?

Decarbonising environmental impact of network activities

RIIO-ED1

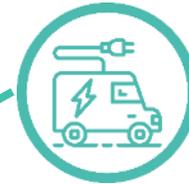
VS

RIIO-ED2

Ensure all replacement vehicles have lower CO₂ emissions than those they are replacing



Reduce our carbon footprint by 5%



89% of commercial vans to be non-carbon by 2028, lowering annual transport emissions by 10,050 tCO₂e



Net zero by 2028 across our operations (Business Carbon Footprint)



Renewable local generation at all suitable offices, capable of saving 3000 MWh per year



Zero waste to landfill by 2028 (excluding hazardous waste) and deliver an overall **30% reduction in tonnage waste produced**

Monitoring Our Progress in RIIO-ED2

- **We will have internal KPIs measuring our performance against each on of the 45 core commitments.**
- **We will also track our progress against the wider commitments contained within the Business Plan.**
- **We will report against each of the 45 core commitments on an annual basis and issue a commitments report.**
- **We will establish a RIIO-ED2 Business Plan Delivery Challenge Group to hold us to account on behalf of our customers.**

Customer Vulnerability Strategy for RIIO-ED2

During RIIO-ED2 our Customer Vulnerability Strategy will ensure we deliver our most ambitious and extensive programme of support for our customers in vulnerable situations

- Co-created and refined through extensive engagement and consultation with over 9,000 stakeholders
- Details our understanding of consumer vulnerability and our approach to delivering the support required by our customers through delivery of **39 specific initiatives and five core commitments** and how we will measure success with each having a specific metric and target/regularly reportable evidence
- Sets out how WPD will meet and exceed the 13 baseline expectations set out under the four key principles in Ofgem’s framework:

Principle 1:

Effectively support consumers in vulnerable situations, particularly those most vulnerable to a loss of supply, through a sophisticated approach to the management, promotion and maintenance of a Priority Services Register (PSR).

Principle 2:

Maximise opportunities to identify, and deliver support to, consumers in vulnerable situations through smart use of data.

Principle 3:

Understand new forms of vulnerability, in particular by identifying blockers to participating in a smart flexible energy system.

Principle 4:

Embed the approach to protecting the interests of consumers in vulnerable situations throughout a company’s operations to maximise the opportunities to deliver support.



Customer Vulnerability Strategy for RIIO-ED2

Core commitments

- The strategy is underpinned by five Business Plan core commitments that achieve the ambitious, fundamental outcomes stakeholders strongly support:

Business Plan core commitments

Proactively contact over 2 million Priority Services Register customers once every two years (with 60% via direct telephone call) to remind them of the services we provide and update their records.

Achieve a 'one-stop-shop' service so customers only have to join the PSR once to be registered automatically with their energy supplier, water company, gas distributor and telecommunications companies.

Increase the number of customers registered on the PSR to 40% of total eligible customers including 50,000 hard-to-reach customers each year.

Support 113,000 fuel poor customers to save £60 million on their energy bills over RIIO-ED2.

600,000 PSR customers to be offered a bespoke smart energy action plan each year.

The document will be published as part of WPD's RIIO-ED2 Business Plan in July

westernpower.co.uk



Questions

Customer Panel

Gabby Mallett
Chair, Customer Panel

Panel Make up

- WPD has reviewed current members and asked those who do not attend (or who never attended) to step down from the panel and just download the minutes online if they remain interested
- **Welcome to new members**
 - **Paul Santer, South West Business Council**
 - **Kate Robbins, Wessex Water**
- Skills Matrix - Last done two years ago. Members changed and some skills could be lost or gained
- We will review then consider inviting new members

Skills Matrix

- The skills matrix as it stands (anonymous, previous members removed, ***new members or those not here at the time not included***)
- Members scored:
 - 0 - No knowledge
 - 1 - Limited skills/knowledge
 - 2 - Good knowledge of topic
 - 3 - Excellent skills/knowledge
- We clearly had/have excellent knowledge in areas such as engagement, utilities, vulnerable customers and customer service
- Lower scores in local planning, future energy scenarios and community energy, for example

Stakeholder engagement	2	2	0	2	2	3	2	3	2	2	3	2	3	2	30	
Wider utilities sector (e.g. energy/water)	3	1	3	3	0	3	2	0	2	2	3	2	3	2	29	
Customer service/consumer rep'	2	1	3	1	0	3	1	3	3	2	3	2	2	3	29	
Vulnerable customers	1	3	3	1	2	3	1	3	3	3	3	3	0	0	29	
Distributed Generation	2	1	1	3	0	1	3	2	0	1	1	1	3	3	22	
Sustainability	2	1	2	2	0	3	2	2	1	1	3	0	3	0	22	
Business planning/regulatory framework	2	1	0	2	2	2	2	1	2	2	2	2	2	0	22	
Fuel poverty	1	2	2	1	2	3	1	3	2	1	3	1	0	0	22	
Environment (incl. decarbonisation)	2	1	2	1	0	2	3	2	1	1	3	0	3	0	21	
Energy system transition (DSO)	2	1	0	3	0	1	3	0	1	1	2	1	2	3	20	
Low carbon technologies e.g. Evs	2	1	1	2	0	0	3	2	1	1	3	0	3	0	19	
Electricity transmission	2	1	2	3	0	0	3	0	1	2	1	0	1	2	18	
Network Resilience	1	1	2	3	0	1	3	1	1	0	1	0	1	3	18	
Energy storage	2	1	1	2	0	1	3	0	1	1	1	0	3	2	18	
Needs of current/future generations	1	1	2	2	0	1	3	2	1	1	2	0	2	0	18	
Innovation	1	1	2	2	0	2	3	1	1	0	1	0	3	0	17	
Community Energy	1	1	1	2	0	1	2	3	1	1	3	0	1	0	17	
Local Government, Combined Authorities, LEPS	1	1	0	1	2	1	3	1	3	0	1	0	1	2	17	
Future energy scenarios	2	1	1	2	0	1	3	0	1	1	2	0	2	0	16	
Research, including digital inclusion	1	1	1	1	0	1	3	0	1	1	1	2	1	0	14	
Regional outlook/local planning & dev'ment	1	1	0	1	0	0	3	0	1	0	2	0	1	0	10	

Ideas for new members

- Community Energy (organisations or groups)
- Local Enterprise Partnerships
- EV (manufacturers)
- Education (Academy trusts)
- Net Zero renovation and new build
- Energy suppliers (Bulb/Good Energy)
- Martin Lewis (money saving expert)
- Local Authorities
- Renewable energy installers/manufacturers
- Battery Storage providers (Tesla/powervault)
- Research experts

Questions for Panel members

1. Who is missing?
2. Do you have any contacts?
3. Can we ask you to complete another skills matrix please (for some members it will be your first time)?

12 Month Plan

- 'Owned' by the Customer Panel
- Chair to update quarterly with WPD
- First draft on next slide and a word version was sent out with the slides
- September still likely to be remote
- Put plan on rolling basis
- Hold workshops on different days to Panel Meetings
- Invite external support – not just panel members

Questions for Panel members

1. How has remote system worked for you?
2. Would you prefer remote/in person/a hybrid in future?

Idea for Plan - Feedback

Date	Agenda items			
24 June 2021 Panel Meeting	Business plan			
	Future Panel Meetings	Membership of Panel	Skills matrix	Spotlight Report
	Feedback from CEG			
Surgery	WPD plans for Net Zero by 2028	Buildings	Transport	Production?
21 Sept 2021	Feedback from Surgeries			
	Workforce – mental health/safety/succession planning			
	New vulnerability hub			
	Cyber Resilience			
	Network resilience			
Surgery (1)	Community Energy strategy	Feedback from CE groups	What's needed to help	
Surgery (2)	How do business plan commitments support?		Potential numbers for future years	
	Electric vehicles	Consumer and Fleet	What's needed to make it work	
	Grid restraints			
16 Dec 2021	Connections homes/business			
	Feedback from surgeries			
	Undergrounding – esp schools			
Surgery	Innovation – feedback on old projects – news/ideas for the future			
	PSR current statistics	Report on eligible numbers	Plans to expand PSR numbers	
Surgery (2)	Marketing/communications			
	Innovation strategy	Heat Pump strategy	Smart Meter strategy	
Mar 2022	Digitalisation strategy?			
	Feedback from surgeries			
	Vulnerability and smart future			

Feedback on plan

1. Does it make sense to split the Panel Meeting and the Surgeries?

Would it make it harder/easier for Panel Members to attend?

Would it make it harder/easier to get external input?

Would it be additional burden on WPD, or easier to concentrate on fewer topics at each meeting?

2. Is it important to have vulnerability and connections surgeries regularly?

If so how often?

Spotlight report

- Draft needed early August
- Final version by early September
- Still needs to be independent
- Want to show benefits of Panel to WPD
- Quote from WPD on actions
 - In This Together
 - 24 hour contact
 - PSR stickers
 - Shaping innovation fund
 - Subgroup reviewed Business Plan

Questions for Panel members

1. What else was changed from Panel feedback?
2. Should anything else be included?
3. Any volunteers to draft sections (e.g. Gabby wasn't involved in ITT fund administration)



Social Contract Update

Ellie Patey, Social Obligations Officer



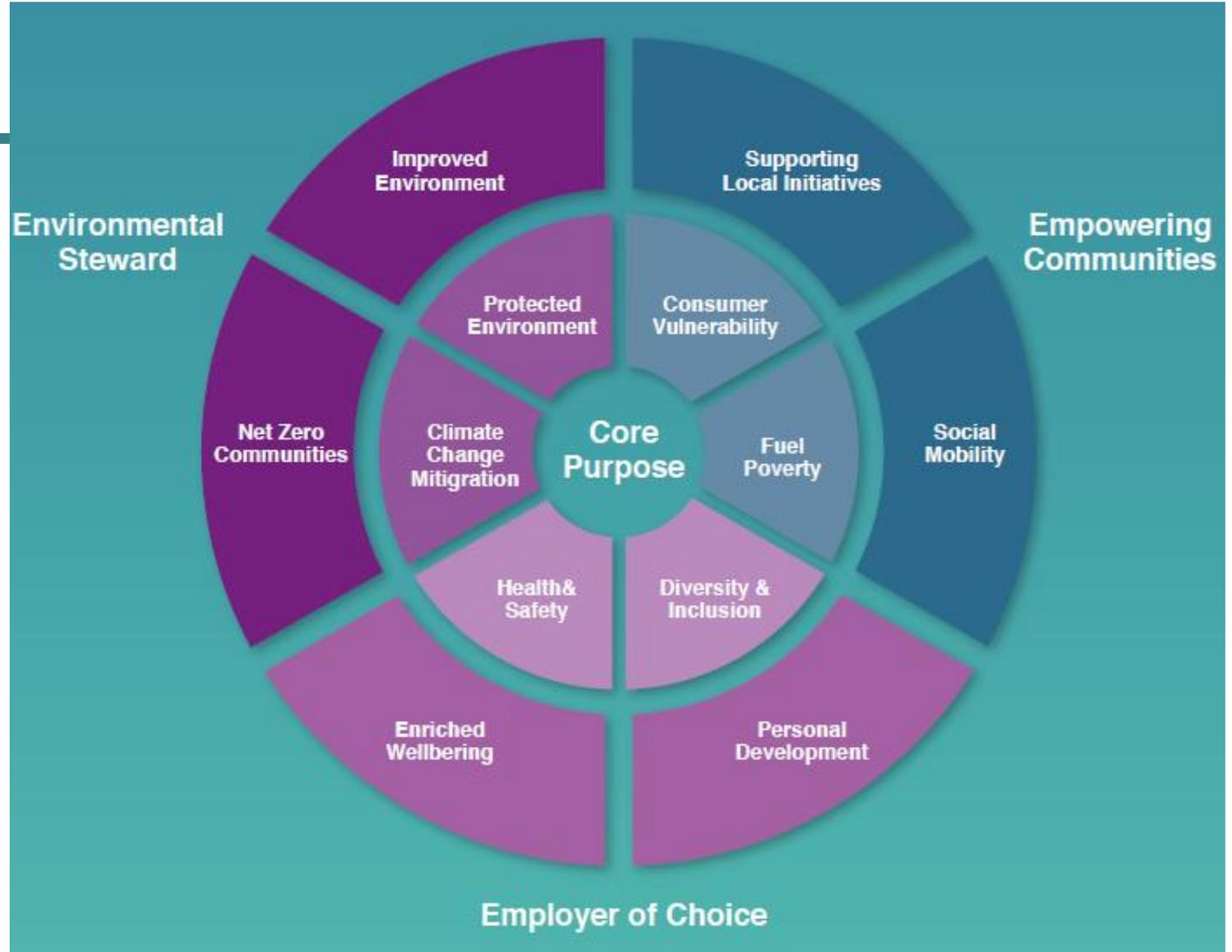
Strategy – draft

- Key insights from engagement with end customers drove changes to our strategic framework
- They wanted to see ‘core purpose’ activities separated out from the ‘over and above’ actions delivered in our Social Contract



Strategy – final

- Key insights from engagement with end customers drove changes to our strategic framework
- They wanted to see ‘core purpose’ activities separated out from the ‘over and above’ actions delivered in our Social Contract



The Social Contract is made up of 3 parts

- **Part 1** sets out why and how the Social Contract has been developed, our purpose, vision and values, our strategy and impact measurement / reporting process
- **Part 2** provides a summary of the key initiatives we deliver as our ‘core purpose’ and the new and continuing actions that go over an above this via the Social Contract
- **Part 3** is our Action Plan, which will be updated annually. It comprises the key actions set out in Part 2, the benefits and key targets/reporting metrics



Annual Action Plan: Environmental Steward

Key Actions/Outputs	Benefit/Impact	KPIs
Work collaboratively with community and local energy stakeholders to develop tailored connection and flexibility offers	<ul style="list-style-type: none"> • Community energy schemes are supported to generate sustainable revenue sources • A more decentralised energy network with a greater proportion of renewable generation will support local net zero ambitions 	Community energy schemes supported to participate in offers
Facilitate access to funding streams by providing support to community energy groups when making submissions to our calls for ideas	<ul style="list-style-type: none"> • Supporting schemes who may not have experience with ‘call for ideas’ submissions ensures our funding reaches a diverse range of applicants • Provides opportunities for local schemes to deliver innovation projects to unlock benefits for their communities • Additional funding streams provide long-term stability to community energy schemes, enabling them to deliver greater social impact in the community 	Applications received from community energy groups

Responsible Employer

14 key actions, e.g.:

- Publish an annually updated Diversity & Inclusion action plan
- Annually measure and report our progress in workforce diversity across key underrepresented sectors
- Achieve Gold Investors in People Accreditation by 2028
- Provide mental health training to managers and the wider workforce



Empowered Communities

8 key actions, e.g.:



- Provide an annual, shareholder-funded £1m for local initiatives and good causes
- Deliver 1,000 employee volunteer days each year
- Recruit apprentices each year through a new programme with reduced academic barriers to entry
- Enroll WPD staff as STEM ambassadors to deliver outreach and education in our communities

Environmental Steward

14 key actions, e.g.:

- Become a Net Zero carbon organisation by 2028
- Select and implement a natural capital assessment tool to measure our biodiversity enhancement
- Provide tools and resources to promote environmental education in communities, through initiatives such as the Greenpower Challenge
- Hold 60 community energy surgeries each year, with a dedicated member of WPD staff to support groups with new schemes and connections



CEG insights:

- Be more explicit about the reputational consequences, loss of trust and perception by future customers if WPD fails to deliver
- Make it clear that the Social Contract has an enabling role to hit hard targets
- Create a stronger link between the company values and Social Contract
- Demonstrate how the Social Contract influences the rest of the business in measureable ways

What comes next?

Ongoing CP involvement

- The Social Contract is now drafted and with the designers, ready for publication with BP3 on the 1st of July, 2021
- As we commence delivery, we see the CP as having an enduring role to evaluate our approach and performance, and to co-create new initiatives
- How would you like to be kept up to date/provide input, and how frequently?
 - In CP meetings
 - Through the Trello platform
 - CP sub-group

An update from Duncan McCombie

Chair, WPD Customer Engagement Group

CEG update

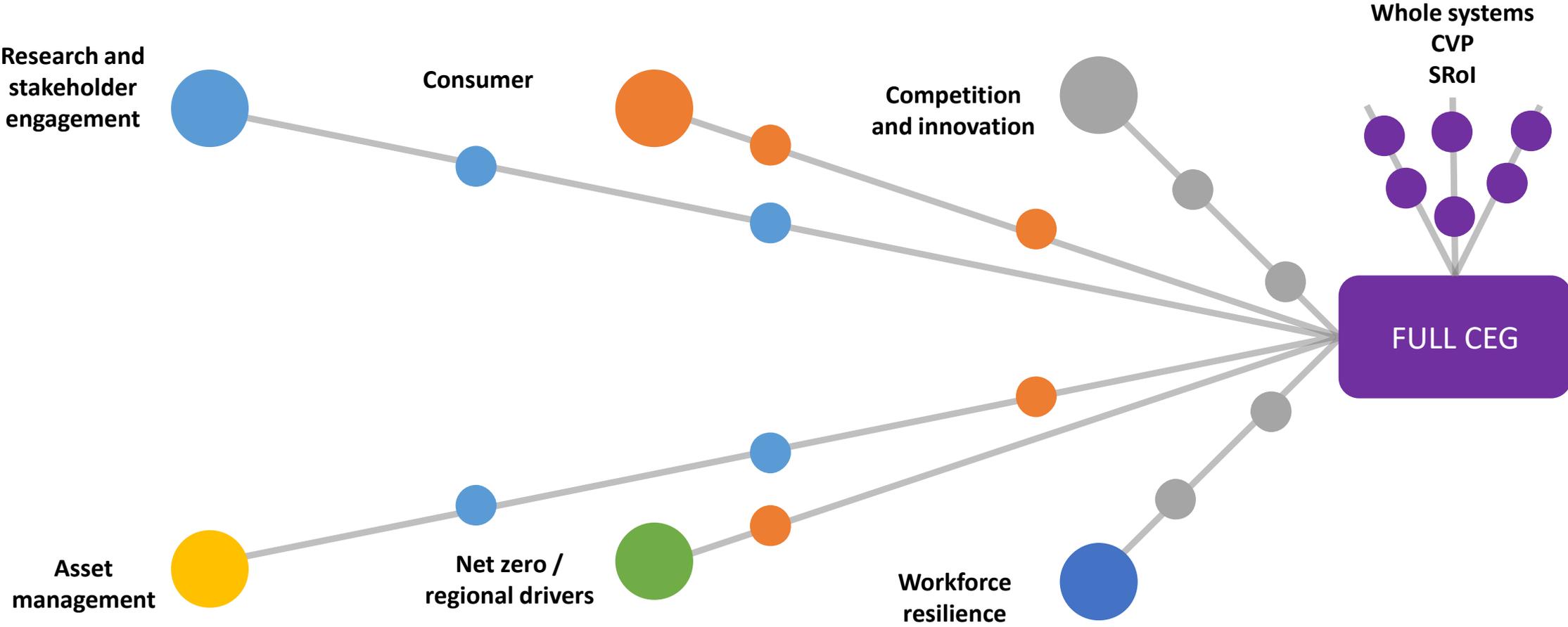
24 June 2021

Agenda

- Summary of challenges
- Letters to Phil Swift
- Timeline

Customer Engagement Group (CEG)

Subgroups now collapsed into the full CEG
One view on the Business plan process
Sharpening our focus and tailoring our feedback



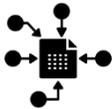
Challenges

What sources have you based your proposal on?

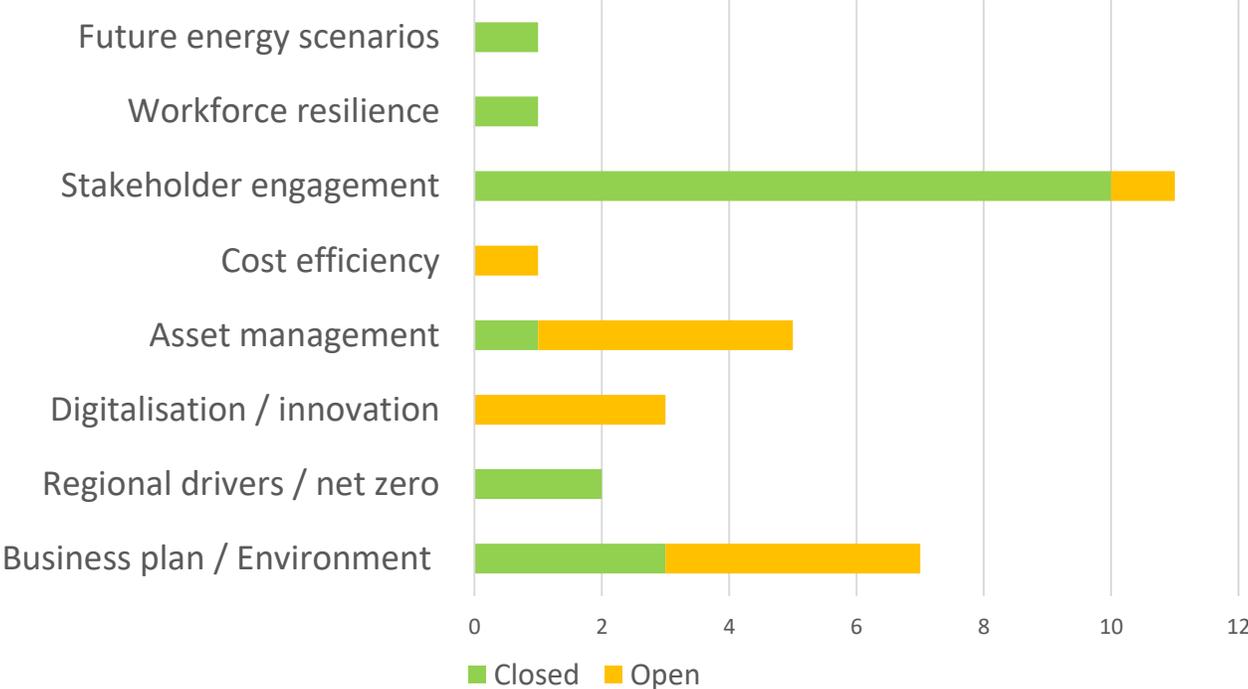
Open
13

Closed
18

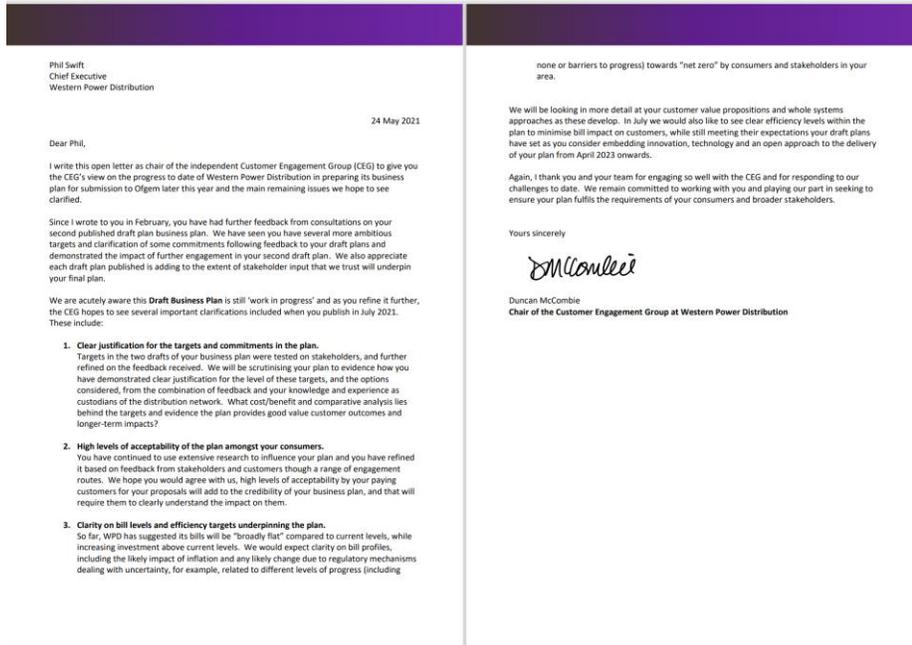
Not about numbers
Improving the impact of
the business plan
Raised after clarifications
and discussions



Challenge log



Open letter 2



Wrote to Phil Swift with the elements we expected to see progress on for the draft business plan, following BP2 engagement

The plan needs to be well-justified

- Robust stakeholder and customer support
- Evidence the proposed regulatory mechanism is beneficial
- Stretching above and beyond BAU **and** consistent with the role of a network company

Acceptability

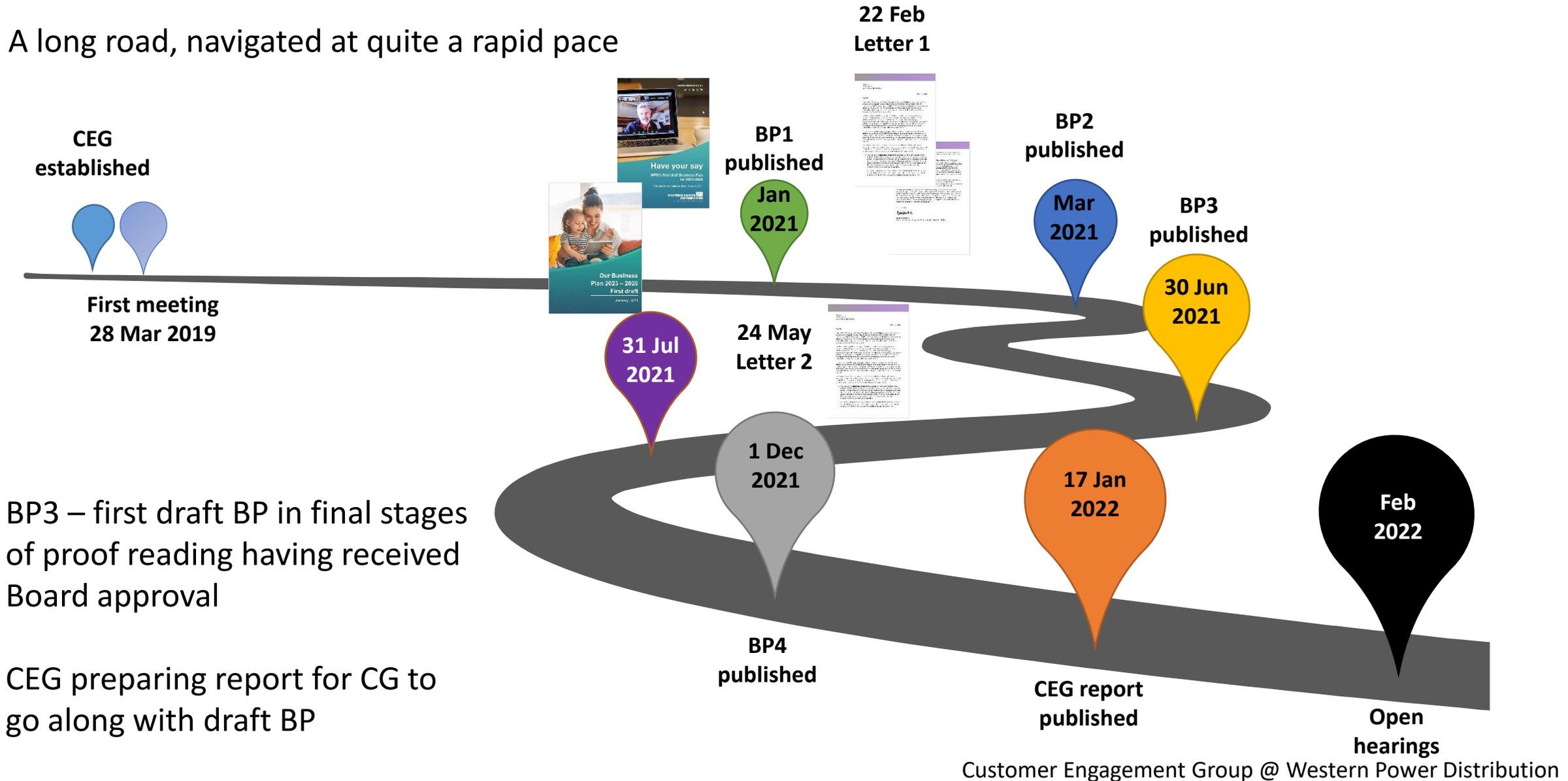
- Acceptability by paying customers of proposals will add to the credibility of the business plan
- Requires customers to clearly understand the impact on them

Clarity of bill levels

- Elements change due to regulatory decisions, outside of WPD control, but still impact the customer's pocket

Roadmap to ED2

A long road, navigated at quite a rapid pace



BP3 – first draft BP in final stages of proof reading having received Board approval

CEG preparing report for CG to go along with draft BP

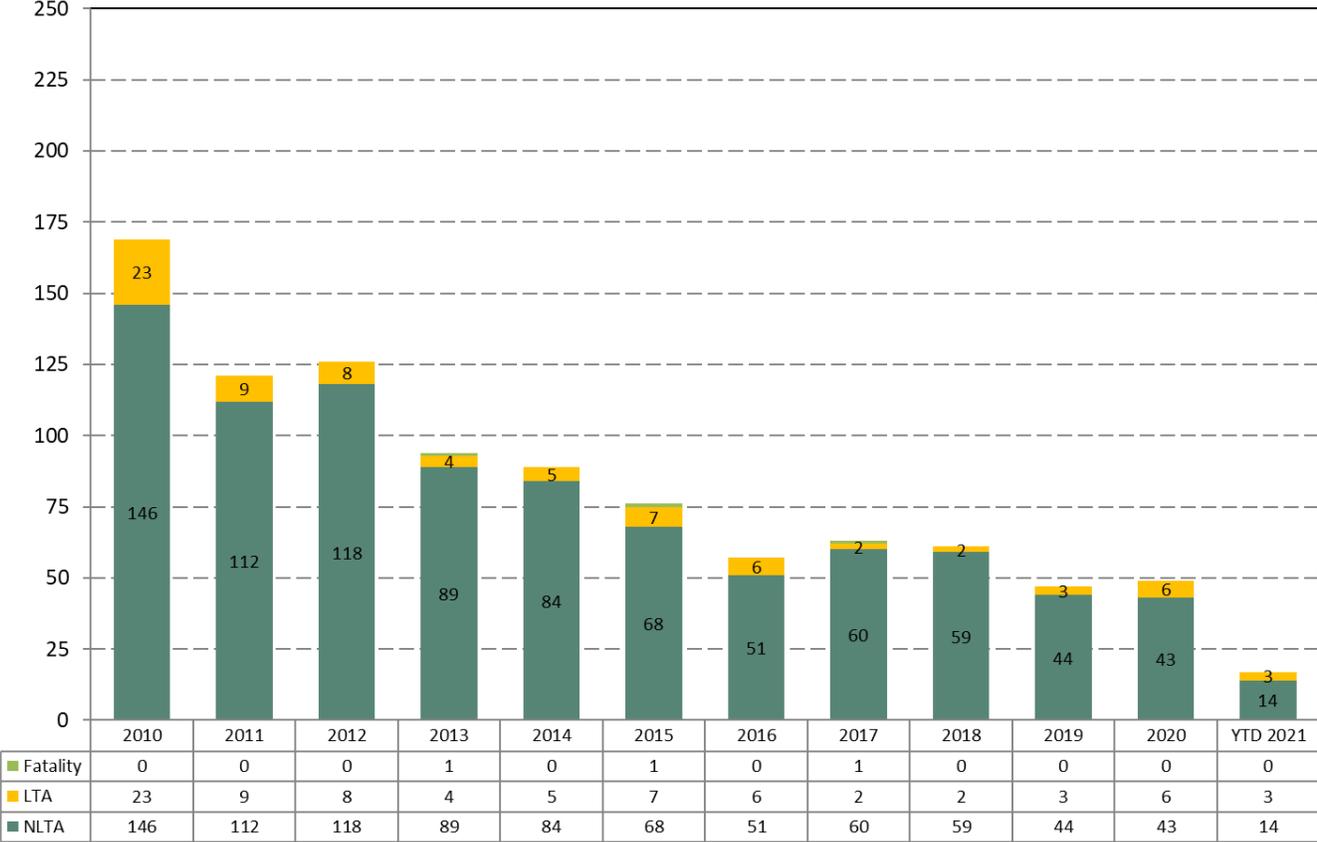
Appendices

- YTD performance

(safety is ytd to end May 2021, others are regulatory year 20/2021)

- Pathway to ED2

Safety Incidents



As at end of May 2021
 *Loss Time Accident / Non Loss Time Accident

IIS Year End Outturn 2020/21

	WPD West Midlands		WPD East Midlands		WPD South Wales		WPD South West	
	CI	CML	CI	CML	CI	CML	CI	CML
Ofgem IIS Target 2020/21	80.9	52.0	50.5	36.4	52.5	33.1	58.1	43.5
IIS Outturn 2020/21	44.5	28.3	39.6	23.1	38.9	24.5	58.5	41.5
% Out Performance	45.0%	45.7%	21.6%	36.5%	25.9%	26.0%	-0.6%	4.5%
*Potential reward (£m†)	21.2		18.2		6.1		1.1	

As at Year End Mar 2021

*Subject to Ofgem audit

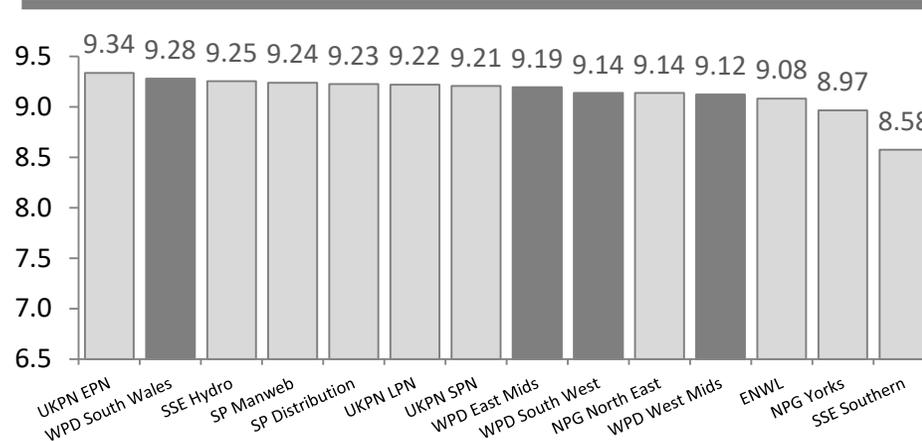
†At 2020/21 prices



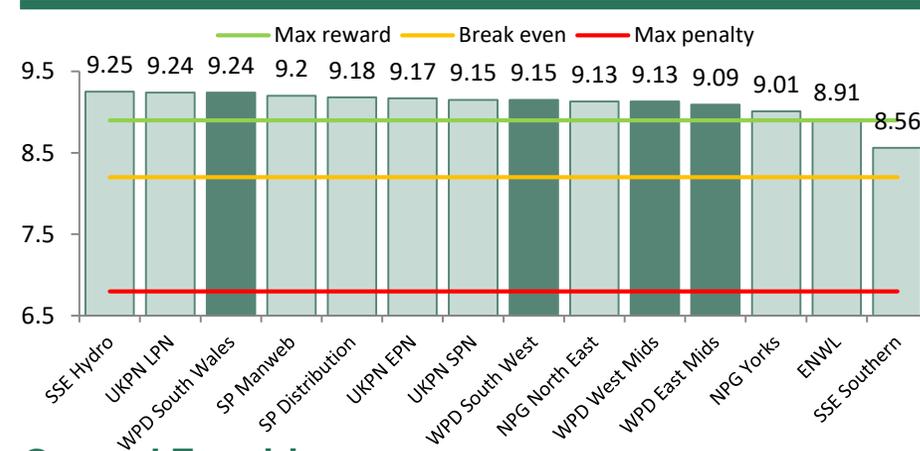
Broad Measure Survey

2020/21 regulatory year (to March 2021)

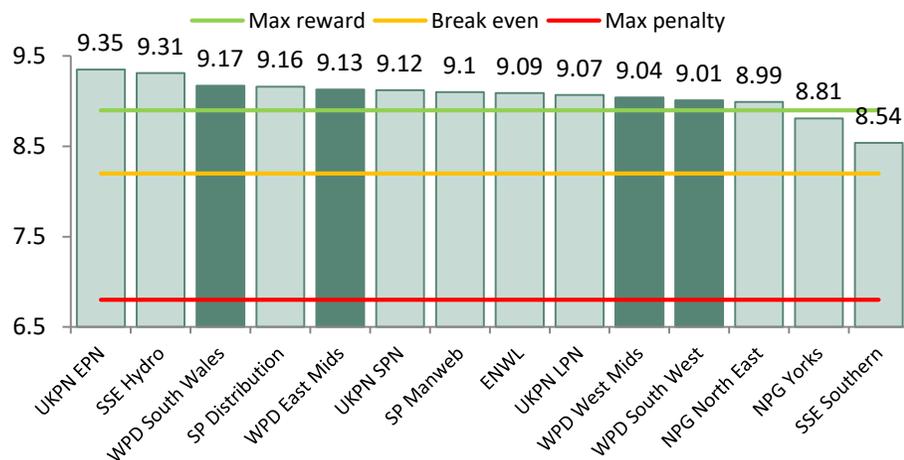
Overall Combined



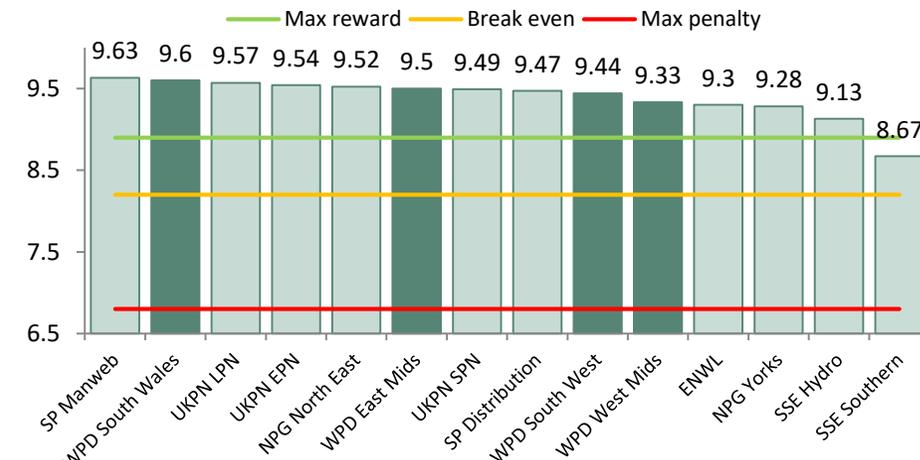
Interruptions



Connections



General Enquiries



Note: Ofgem's incentive only considers individual performance in the 3 categories. An overall score is generated for summary purposes, using Ofgem's weightings of: 30% Interruptions; 50% Connections; 20% General Enquiries

Contact Centre Performance

2020/21 regulatory year (to March 2021)

Inbound

Service	Total calls	Average speed of response - Calls 5.29 seconds
General enquiries	176,691	Average speed of response - Twitter 4 mins 15 secs
No supply	814,610	Average speed of response -Webchat 43seconds
Calls to 105 (included above)		396034 (48.62%)

Outbound – Proactive

	Total call backs	Total to vulnerable customers
During fault	96473	84556
When ETR changes (Estimated Time of Restoration)	88088	25938
Post fault	317277	120053
Total	501,838	230,547
Total proactive text messages sent		792.862

Priority Service Register data cleanse

	Total contacts
Customers attempted to contact	789.289
Success rate	33.3%
Onward referrals made (e.g. for fuel poverty support)	11086 (including 5173 referrals to fire service)

Latest performance published on social media

Working hard for you during the coronavirus pandemic

Our dedicated staff are continuing to carry out essential work to keep the energy flowing for our communities

Our performance throughout May 2021

**WESTERN POWER
DISTRIBUTION**
Serving the Midlands, South West and Wales

**POWER CUT?
CALL 105**

12,610

Power cut incidents responded to by our field and control teams.



Customers unaffected by power cuts throughout May

85.9%



Power cuts restored within one hour on the high voltage network

88%



1,457

 Webchats carried out

Number of calls taken by our contact centre

80,462



Average speed of call response

4.6 seconds

Number of calls to priority service customers

57,722

www.westernpower.co.uk

Pathway to Ed2

