



WPD Customer Panel

Zoom meeting

Tuesday 21 September 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 9.50 (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

21 September 2021 – by zoom

- 09.50 Closed member session – optional for all members
- 10.00 Welcome and introductions
- 10.05 RIIO ED2 Business Plan update & Customer Panel questions
Phil Swift
- 11.00 Customer Panel Chair update
Gabby Mallett
- 11.20 COMFORT BREAK
- 11.35 PSR – gap analysis and external communications
Richard Allcock
- 12.00 The PSR Hub
Nicki Johnson
- 12.20 AOB and CLOSE
(Performance slides included for info in slide pack)



Attending

Customer Panel members

Hafez Abdo	University of Nottingham
Mari Arthur	Afallen Cymru
Jonathan Cosson	Warm Wales
Jo Giles	Cadent
Richard Hellen	The Schumaker Institute
Gabby Mallett	Customer representative - Chair
Eddie Proffitt	Major Energy User's Council
Kate Robbins	Wessex Water
Jacob Shell	Coventry Citizen's Advice
Alex Spreadbury	B&Q
Dale Thompson	British Red Cross
Nadine Trout	Rural England Network

Western Power Distribution:

Phil Swift	Chief Executive
Mark Shaw	RIIO ED2 Business Plan Manager
Richard Allcock	Stakeholder Engagement Manager
Nicki Johnson	Stakeholder Engagement Officer
Ellie Patey	Social Obligations Officer



Our RII0-ED2 Business Plan

Phil Swift
Chief Executive



westernpower.co.uk



We keep our promises

Our delivery track record is essential to ensure our Business Plan is believable and credible. It contains ambitious targets our customers can have confidence will be achieved

- In some areas, stakeholders want us to maintain our focus and build on our successful track record, by making ongoing improvements
- In others, they want us to embrace entirely new ways of operating and to develop new services that deliver a rapidly evolving energy system that drives a lower carbon future for us all.
- We have a strong track record of delivering on our promises. This will not change in RIIO-ED2.

9.01 out of 10

overall satisfaction in RIIO-ED1

8 years

Highest rated company in Ofgem's Stakeholder and Consumer Vulnerability incentive

40%

reduction in power cuts and 50% reduction in power cut durations

20%

reduction in business carbon footprint in RIIO-ED1

£37 million

Savings delivered to fuel poor customer in RIIO-ED1 – four times more than any other DNO

Largest flexibility

programme in the UK, with 457MW procured and £39m deferred reinforcement



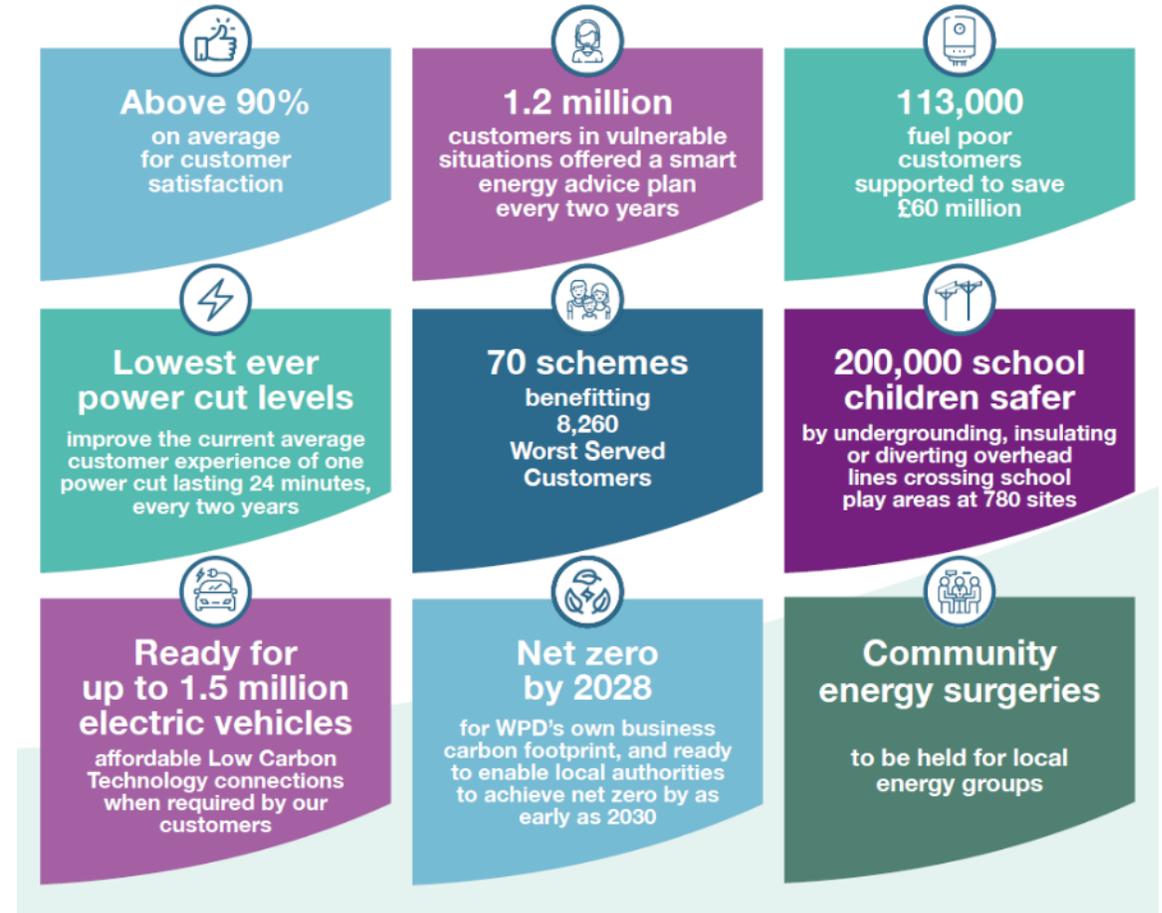
Headlines of our plan - *Commitments*

We have proposed 45 core commitments

- We have followed a **five stage engagement process to co-create** them with stakeholders, from scratch
- They have been **significantly refined and negotiated**, with over 3,000 stakeholders inputting in the last 6 months alone to refine BP1 to BP2 to BP3



- **Consolidated, specific and measurable**
- With a **clear focus on outcomes** and the benefits they will achieve for our customers



Headlines of our plan – *Commitments (2)*

In addition to our 45 core commitments, we have made 162 wider commitments

- Detailed action plans, performance reporting metrics and overviews of the stakeholder insights that have driven our decisions are contained in our supplementary annexes and strategies
- For example (Customer vulnerability):

5 core commitments

For example:

- (#6) Proactively contact over 2 million Priority Service Register customers once every two years (60% via direct telephone call) to remind them of the services we provide and update their records.
- (#9) Support 113,000 fuel poor customers to save £60 million on their energy bills over RIIO-ED2.
- (#10) 600,000 Priority Services Register customers to be offered a bespoke smart energy action plan each year.

39 wider commitments

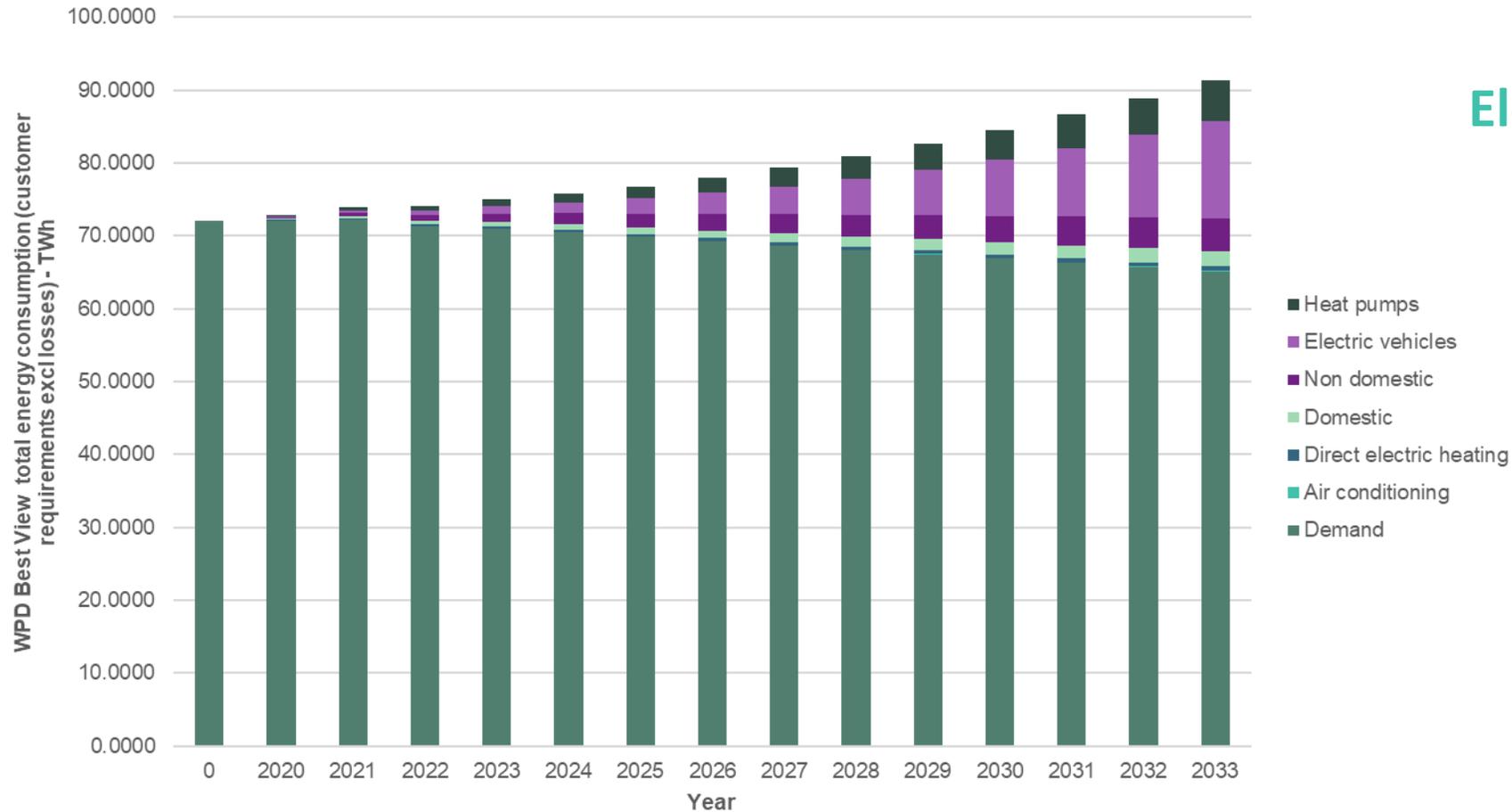
For example:

- (#20) Model the capabilities of vulnerable customers to participate in a smart, low carbon future, and then: calibrate existing schemes; design and implement new interventions to support participation.
- (#26) Power Up Smart scheme to tailored support for PSR customers with smart meters.
- (#28) Annual fuel poverty innovation competition seeking innovative projects to tackle fuel poverty.
- (#30) Every WPD innovation scheme will formally consider the impacts and opportunities for customers in vulnerable situations.

22

reporting
metrics

Technologies driving Consumption



Electricity Growth

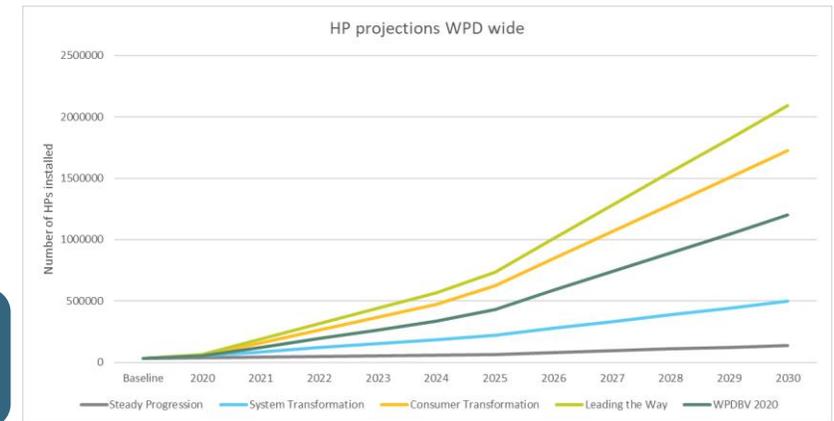
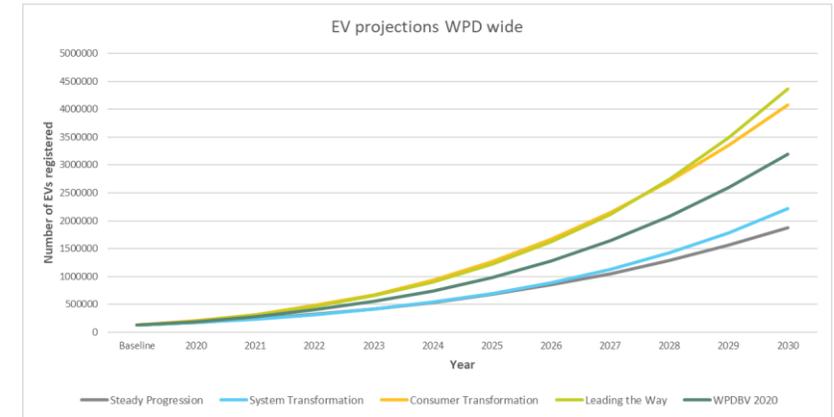
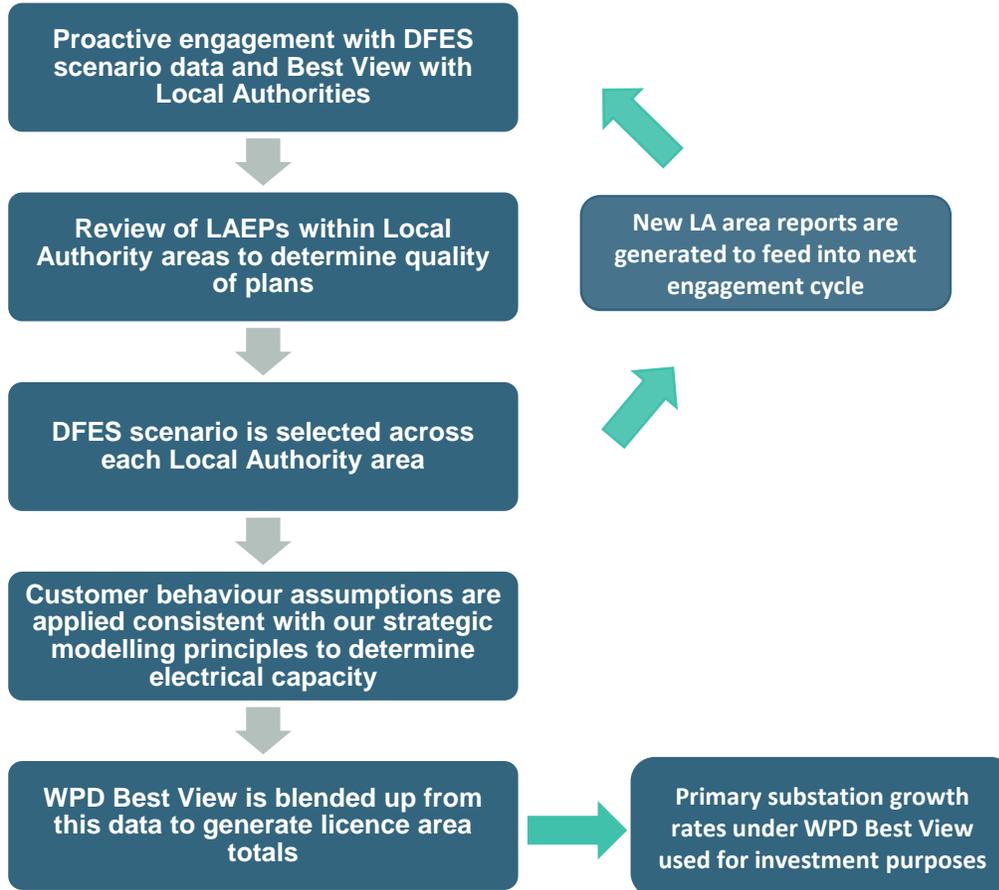
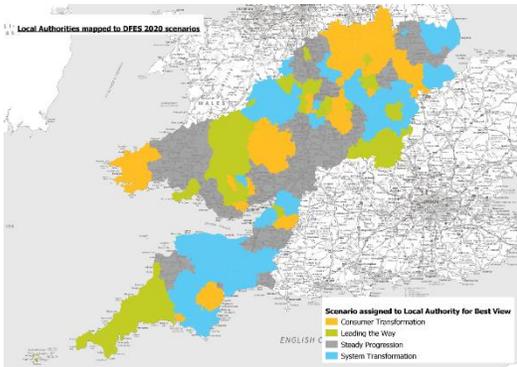
Through ED2 and ED3, underlying demand reduces, but this is offset by new domestic and I&C development to give a fairly static energy total.

This is what we've seen to date.

The large increase in demand consumption is driven by Heat Pumps and Electric Vehicles.

Defining a WPD Best View

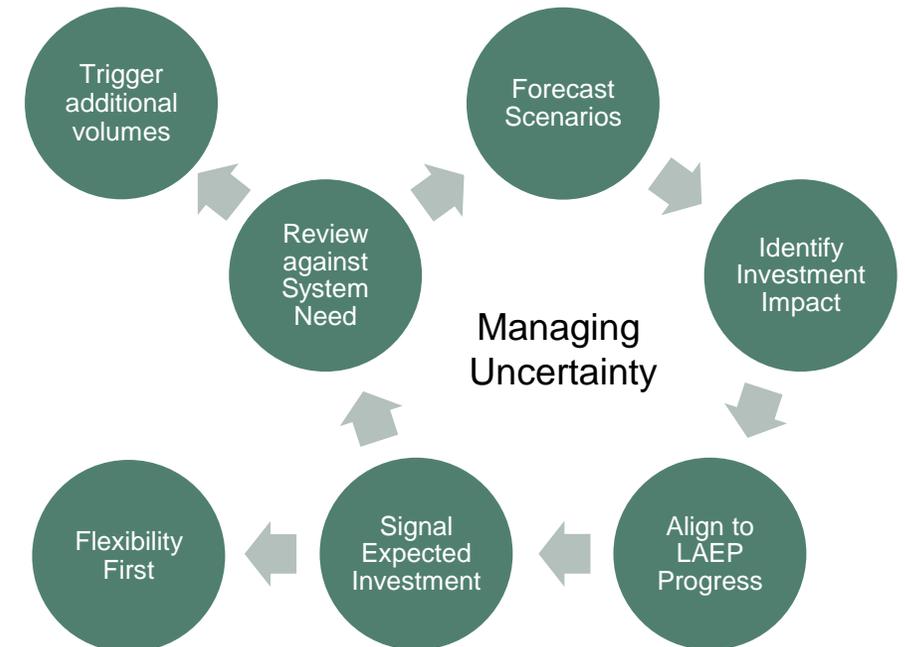
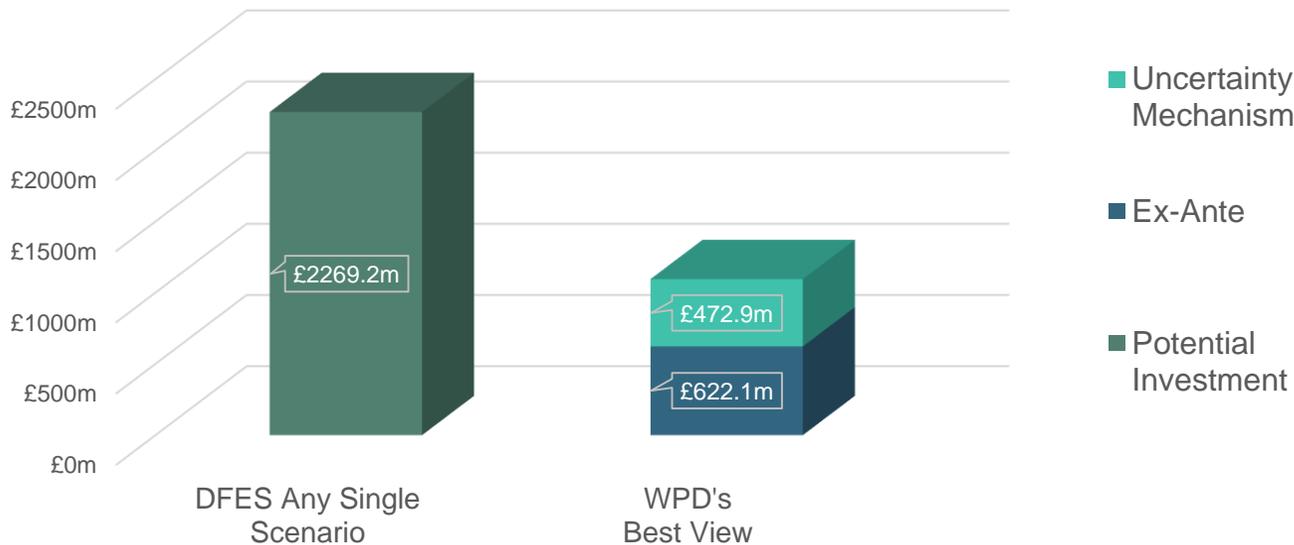
WPD's Best View for ED2 allocates a DFES scenario to each LA area based on 1:1 engagement led by our senior business managers.



Enabling the Race to Zero

Traditionally DNOs have requested all the load related reinforcement for the price control upfront. WPD believes the range of decarbonisation pathways could see the investment required be hugely variable depending on the pace and scale at a regional level.

Load Related Expenditure for RIIO-ED2



Headlines of our plan - *Expenditure*

EXPENDITURE:

- **We propose to invest around £6.2 billion** in the network across the period 2023-2028 to deliver WPD's current view
- **This is an increase of around £939 million** from current levels



- This will result in significant benefits to customers and deliver the priorities of our stakeholders and the outcomes they value
- It will also move us towards the achievement of Net Zero carbon emissions in the UK

CUSTOMER BILLS:

- **Customers currently pay around £98 a year for the WPD portion of an average domestic electricity bill.**
- **We expect this to remain broadly at the same level in RIIO-ED2 despite significant increases in expenditure and stretching service improvement targets.**
- We estimate the impact of the increased expenditure would result in an approx. £1.52 increase on the average domestic bill annually.
- However, we intend to offset this by our efficiencies, changes to the financing parameters and other aspects of the RIIO-ED2 framework.



Customer Value Propositions (CVP)

- WPD's key aim is to deliver an ambitious plan that reflects the changing and increasing expectations of customers, while continuing to provide excellent value
- We have gone beyond simply delivering a highly cost efficient plan, by making additional commitments that will generate significant extra value to consumers
- In total we are proposing eight CVPs and have consulted on these further in September

1. Ensure WPD is a **net zero business by 2028**, and adopt a stretching science-based target of 1.5 degrees.

2. **Proactively partner with every local authority in our region** to help them develop ambitious Local Area Energy Plans.

3. **Establish Community Energy Engineers** to support the development and delivery of community-based energy schemes to drive the UK's achievement of net zero.

4. **Create a National Energy Plan for Wales**, working in collaboration with the Welsh Assembly Government, National Grid and SPEN to ensure a joined-up approach to key enabling actions.

5. **Build decarbonised communities and local energy schemes** by funding solar PV on schools and community buildings in areas of high economic deprivation.

6. **Offer 1.2 million PSR customers a bespoke smart energy action plan** every two years.

7. **Deliver an annual £1 million Community Matters Fund**, funded entirely by shareholders, to achieve positive community outcomes in relation to vulnerability, environment and education.

8. **Create a low carbon technology energy advisory service** for consumers to provide a first-stop support service for people looking to switch to electric vehicles, heat pumps or solar PV.





Questions

Questions from Panel members

1. What problems/solutions does WPD envisage for staff welfare/wellbeing as a result of enforced remote working?
- And how will management balance the requests of staff who for different reasons do or don't want to continue remotely?
2. What is happening with the National grid purchase of WPD and what are the implications, if any? Is there an update on the working relationship development with National Grid?
3. What are you planning or implementing to regain and retain the performance leadership position amongst DNOs? Other DNOs are catching up fast, so is there any 'thinking outside the box' to gain the initiative?
4. What are the implications of the Net Zero Commitment and how will these be met?
5. What are the implications of the latest IPCC ("Code Red") Report – can WPD show if and how the ED2 business plan addressed the issues arising from this report and where there are unexpected needs to adjust the plan?



Customer Panel Chair update

Gabby Mallet – Chair, WPD Customer Panel

Spotlight report

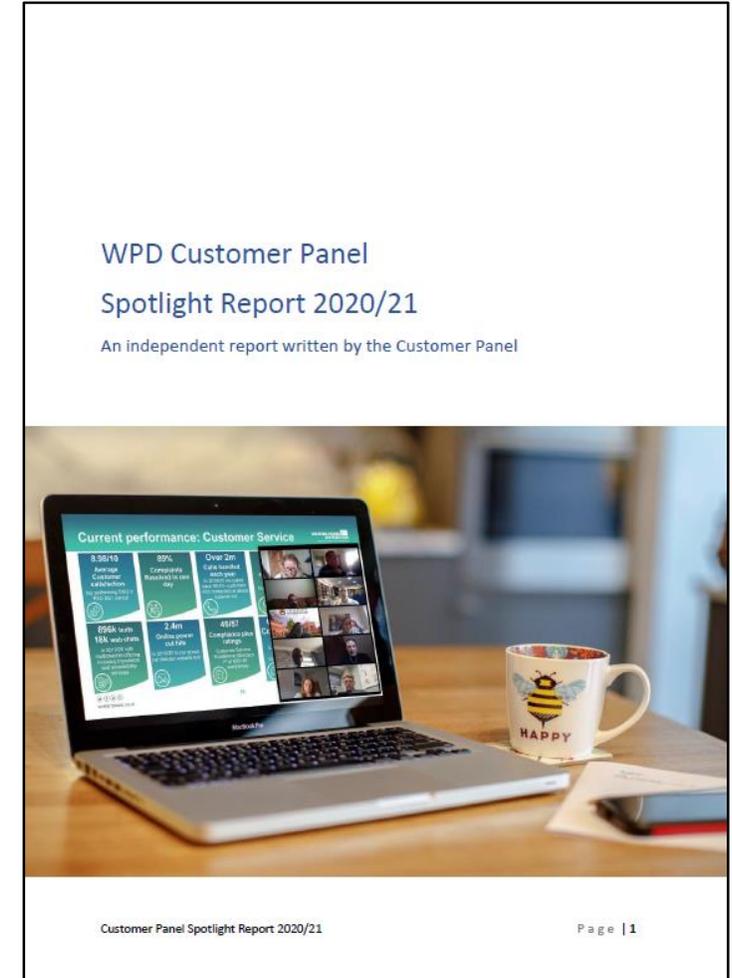
Thanks for comments and feedback

Completed end August – on time

Clear that WPD values input from panel

Clear that we've done a lot even during a pandemic!

<https://yourpowerfuture.westernpower.co.uk/our-engagement-groups/customer-panel>



Response to quick survey – August 2021

Q: Do you still want the option of a closed meeting?

A: There was a mix of responses, including yes, no, 10 mins, and 10 mins with a proviso to go longer if required.

Suggested outcome:
Reduce to 10 mins and see how it goes. Review at end of year

Q: How should we conduct meetings in future?

A: Again a mix of responses, but of those who responded the majority wanted zoom for the moment especially due to travel limitations. However there were also those who felt that meeting in person allowed for better interaction and relationship building.

Suggested outcome: All surgeries to be via zoom, but Panel meetings to alternate between zoom and in person. Thus two in person meetings per year

Response to quick survey – August 2021

Q: What makes you want to come to the next meeting?

A: included

Current initiatives and developments

Hearing what WPD have in pipeline and ability to help steer it

Help to steer ED2 and social contract

How WPD will impact and support vulnerable customers

How WPD will continue to lead DNOs

Continue to foster my relationship with WPD

Suggested outcome: Keep doing what we're doing and make sure that comments and actions continue to be monitored

Response to quick survey – August 2021

Q: What would you like to see on the agenda?

- Updates and news
- More on innovation and current challenges
- Vulnerability/customer policy/customer experience
- Update on ED2 programme
- Update on working relationship with National Grid
- Implications of IPCC 'code red' report
- Details on all aspects of the business plan and future ambitions
- Engagements/partnerships/innovation never leave a customer behind
- Updates on relationships with other DNOs and performance against peers
- Hear how WPD managed in the hot weather – impacts on planned works
- Hear if WPD is seeing changes with behaviour on EV provision and more generally in terms of connections etc

Suggested outcome: Again continue what we are doing. Keep asking for questions and making sure that WPD work to provide the answers. 12 month plan should help this.

Response to quick survey – August 2021

Q: What questions would you like to ask Phil

A: What problems/solutions do WPD envisage for staff welfare/wellbeing as a result of enforced remote working?

How will management balance the requests of staff who for different reasons do or don't want to continue remotely?

What are the implications of the purchase of WPD by National Grid?

What changes are likely to happen as a result of the sale?

What are the implications of the Net Zero commitment – and how will these be met?

What is Phil planning or implementing to regain and retain performance leadership amongst DNOs?

Suggested Outcome:
Phil to answer
questions direct to the
Panel

12 Month Plan

- 'Owned' by the Customer Panel
- Chair and Panel to update quarterly
- Put plan on rolling basis
- Be prepared to make changes as required
- Review next meeting at end of each meeting
- Solicit specific questions to be answered
- Invite external support to surgeries – not just panel members

Suggested outcome

1. Keep surgeries remote (will allow others to join)
2. Panel meetings to alternate between in-person and remote

Current 12 month plan

Date	Agenda items	Presenter
Panel meeting 21-Sep-21	Sale and Business Planning	Phil Swift
	12 month plan, future topics and panel structure	Gabby Mallett
	PSR current statistics	Richard Allcock
	Report on eligible numbers and plans for expansion	
	Marketing and comms	
	New vulnerability hub	Nicki Johnson
Surgery Date TBC	Personal development	
	STEM ambassadors	
	Volunteering	
	Investors in people	
Panel Meeting 16-Dec-21	Feedback from surgery	Alison Sleightholm
	Workforce – mental health/safety/succession planning	
	Innovation – (strategy update July 2022) feedback on old projects – news/ideas for the future	
Surgery Date TBC	Electric vehicles (strategy update April 2022)	
	Consumer and Fleet	
	Potential numbers for future years	
	Connections homes/business	
	Grid restraints	
Panel Meeting March	Feedback from surgery	
	Vulnerability strategy and Smart future	Richard Allcock
	Smart Energy Action Plans	
Surgery Date TBC	WPD plans for Net Zero by 2028	
	Buildings	
	Transport	
	Offsetting	
Panel meeting June	Feedback from Surgery	
	Network resilience	Andrzej Michalowski
	Cyber resilience	
Surgery Date TBC	Community Energy strategy (strategy update April 2023)	
	Feedback from community energy groups	
	What's needed to help?	
	How do business plan commitments support?	

12 month plan – December session

- Given the planned topics – do you have specific questions – can send by email after the Panel meeting?
- Those not in attendance to send questions within next two weeks
- Lead on each topic will be sent questions in advance to ensure they can be adequately covered in the presentations
- Planned surgery is about Personnel and development. Who wants to be involved, what topics do they want to see covered and what questions do they want to ask?

The PSR - the current state of play

Richard Allcock
Stakeholder
Engagement
Manager

26th September 2021

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**POWER CUT?
CALL 105**



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Power for life

- Power for life is a tri-fold document printed on A4 paper and delivered to all domestic customers in the four WPD licence areas
- It went to 6,889,955 households
- The most recent issue was printed and delivered around Easter this year
- On the whole the leaflet is very well received and has increased awareness of WPD over the years
- Recent feedback from Gabby was that the PSR information in Power For Life could be improved



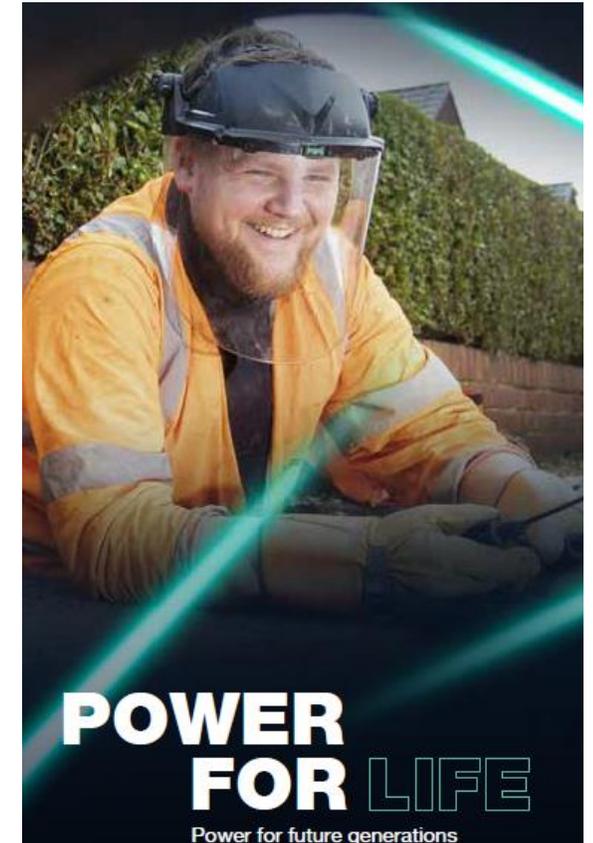
Goals for 2020/1 campaign

- Increase overall brand awareness
- Improve awareness among under-35s
- Create a modern, appealing and cohesive campaign that used a range of accessible communications – TV, leaflet, social media and website landing page
- Improve awareness of the work WPD is doing to develop the network for net zero



Survey responses post campaign

- 1,000 online surveys conducted both pre- and post-campaign (replacing face-to-face due to Covid-19)
- A broad range of ages and gender mix were surveyed
- 67% overall brand awareness, up from 62% pre-campaign (2019: 64%). This is our highest figure since 2011.
- Post-campaign brand awareness among under-35s was 55%, up from 44% pre-campaign



PSR promotion in the document

We Power Support



We understand all our customers have individual circumstances and needs and, for some, power cuts can cause worry and concern.

- Have you got young children at home?
- Are you elderly?
- Do you rely on medical equipment?
- Do you keep medication in the fridge?
- Do you have trouble communicating?
- Have you recently been in hospital?

All of the above are reasons why you, your family member or neighbour may need a little extra assistance in a power cut and that's where we can help.

- This year the leaflet generated 3,500 web hits
- There were 75 calls to the number published for stakeholder enquiries (on top of the callers who rang the PSR number)
 - 18 readers wanted to become stakeholders
 - 20 wanted to join the PSR
 - 9 thought we were a supplier

To join our confidential,
free Priority Services Register
simply call **0800 096 3080** or visit:
www.westernpower.co.uk/PSR



PSR promotion in the document

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All of the above are reasons why you, your family member or neighbour may need a little extra assistance in a power cut and that's where we can help.

- The information on PSR is shown on the left and below
- Do you feel this would hit the mark? Bearing in mind the limited space, would you like to see anything further included specifically about the PSR?
- What else would you like to see in next year's publication?

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free Priority Services Register
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Power cut resilience

WPD's PSR is at the heart of our strategy

- WPD's initial target for total PSR reach (sign ups vs eligibility) was 40% and based on total population from our social indicator mapping data analysis (baseline performance was ~30%).
- Our latest updated data provides a more robust view of our reach based on overall vulnerable situations facing households, importantly allowing more accurate comparison with WPD's current PSR total of 1.9 million households.

Current plan

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

Maintain and further enhance our Power Cut Reporter App

Review

- Latest data used to re-run our analysis with updated method (using household data and coincidence of multiple needs) revised our baseline to ~59% PSR reach
- Customer acceptability and feedback indicated that our target appeared low
- Best practice review indicates that WPD could go further to support customer resilience

Our Proposal

Increase the number of customers registered on the Priority Services Register to **75% of total eligible Customers, targeting 80% of customers with critical medical needs**, including 50,000 hard-to-reach customers each year.

Add a feature to the App which enables customers to create their own, **tailored personal resilience plans** in the event of a power cut

Embedding vulnerability support

Continuing to build further understanding of vulnerability

Current plan

WPD's External Affairs Director, as Vulnerability Champion, provides strategic direction and ensures vulnerability is embedded

Every WPD innovation scheme will formally consider the impacts and opportunities for customers in vulnerable situations

Review

- Best practice review indicates that employee vulnerability champions could further embed our approach

- Best practice review indicates that WPD could go further to embed vulnerability across the company's operations

Our Proposal

Additional commitment: Appoint **vulnerability champions at our depots** to act as a point of contact for staff and to raise awareness of our vulnerability programme

Additional commitment: Implement a **criteria for vulnerability considerations when planning new schemes** across all areas of the business

Have your say

Key questions for the customer panel:

 Do you agree with our proposals?

 Are they ambitious enough?

 Is the proposed scope right?

 Is anything missing?

PSR Hub

Nicki Johnson
Stakeholder
Engagement
Officer

26th September 2021

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CALL 105**



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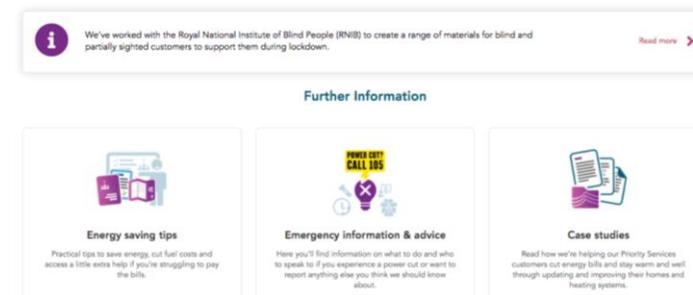
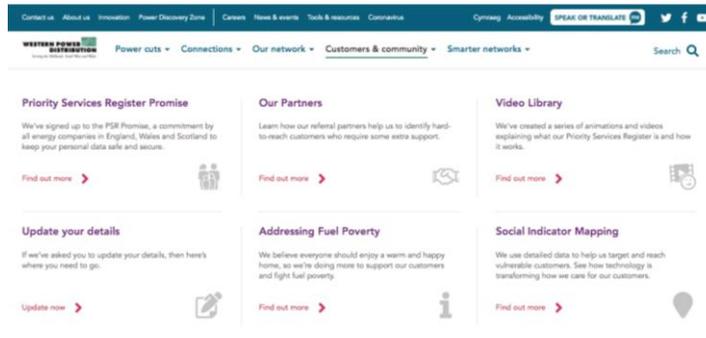
PSR Online Hub Update

Key statistics on the new PSR Hub

- PSR Hub was launched on 15th April 2021
- 116,337 website visitors
- 7,710 PSR form applications
- 39,606 PSR details update submissions
- 272 views of PSR news and updates section
- 4,180 booklet downloads

PSR Online Hub Update

Webpages



Priority Services Hub News & Events

Showing: Newest to Oldest

News Events Filter by...

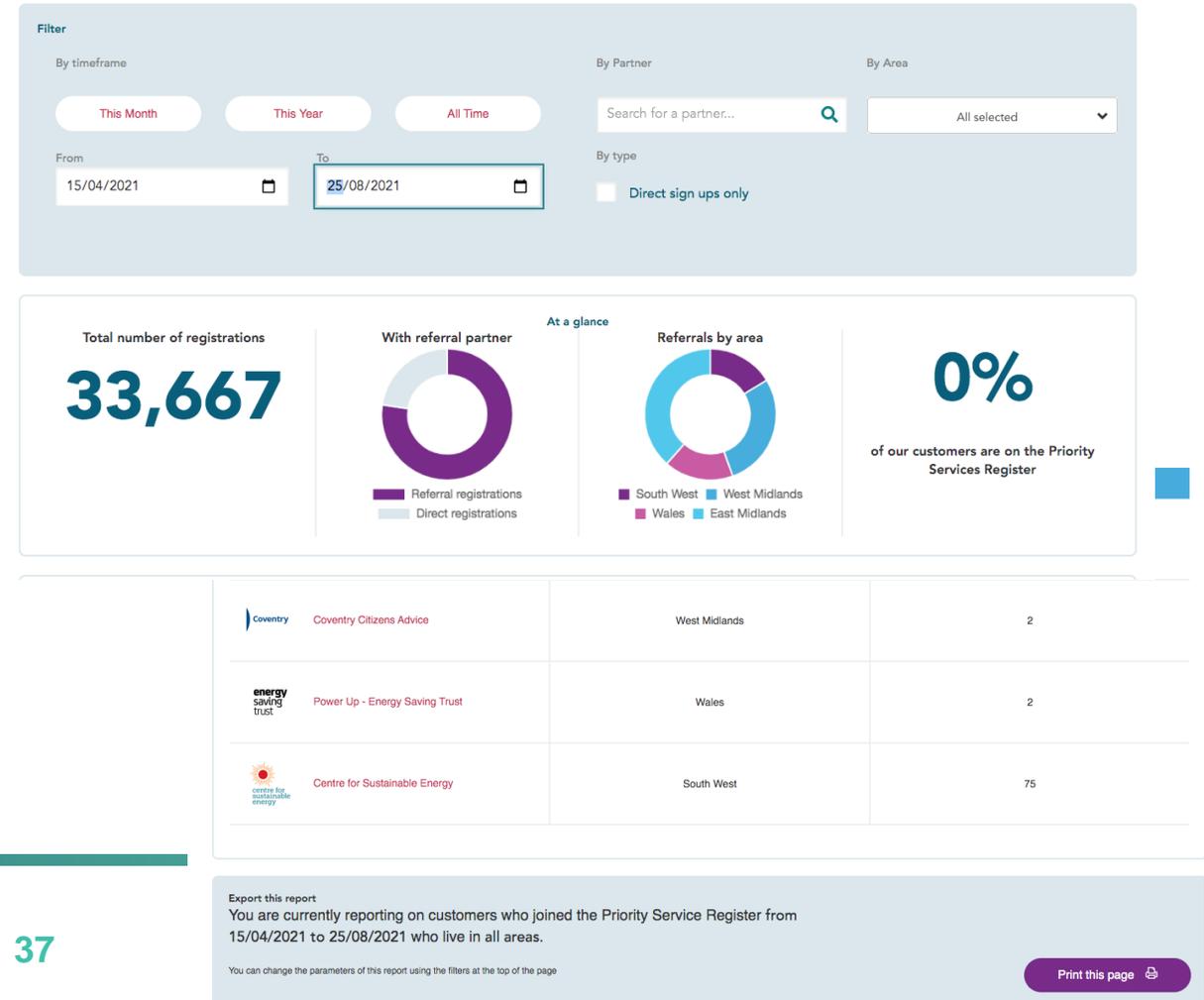


PSR Online Hub Update

Partner Dashboard

- Feedback being addressed at the moment
- 3 partners currently signed up
- Leaders so far are CSE with 75 sign ups!
- We have a best practice workshop on 23 September and will encourage remaining Power Up and Affordable Warmth partners to sign up

Admin and Reporting Dashboard



PSR Online Hub Update

Next steps

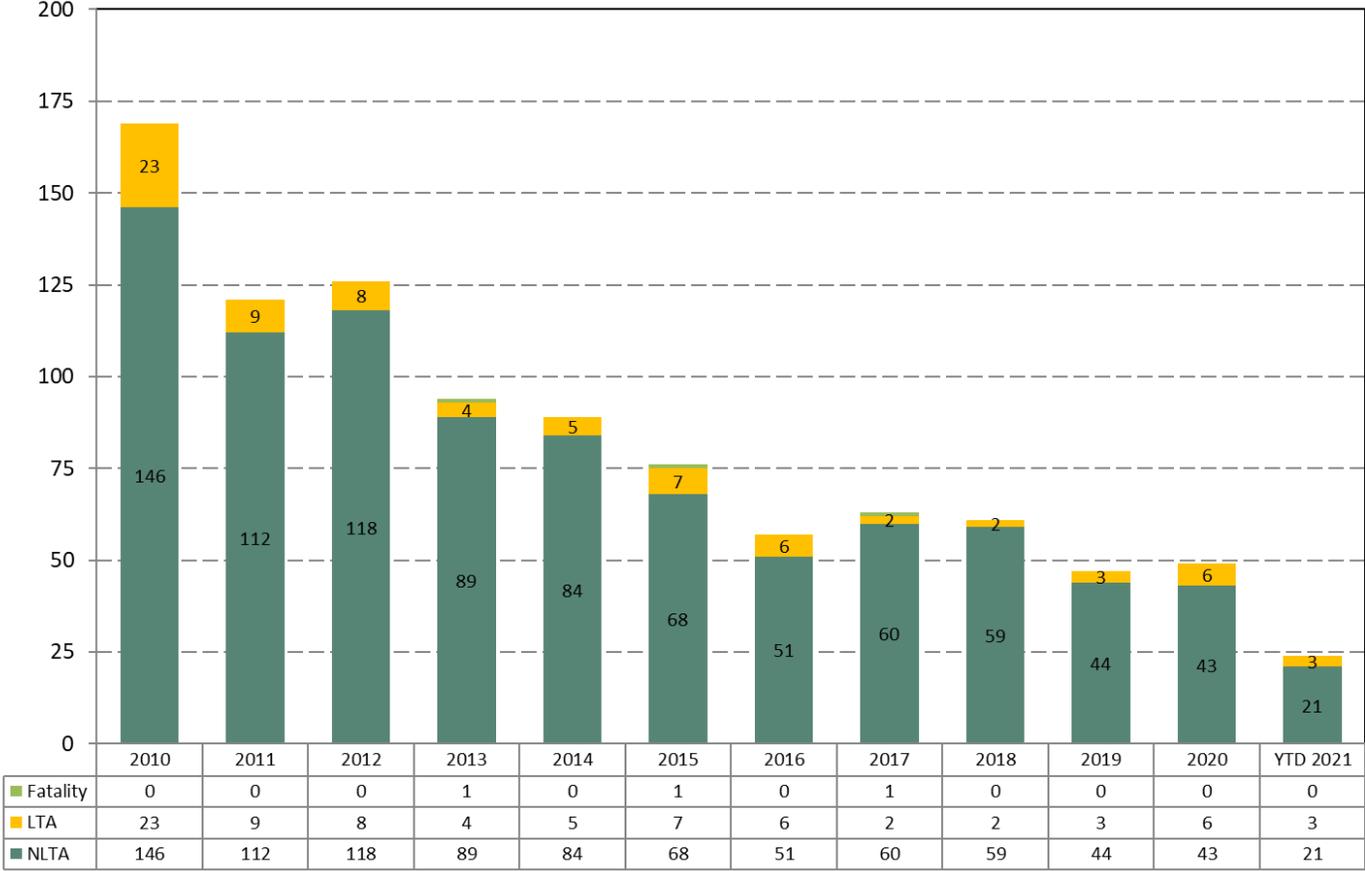
- Redesign the video library
- Re-assess all existing content and re-write the copy
- ‘Call me back’ button – iron this out with our Contact Centre team
- Promote FAQs across all PSR pages
- Holistic approach with PSR information across the whole WPD website
- Workshop with WPD PSR team & web team to enhance online tools available

Questions for the Customer Panel

- Would Customer Panel members like to be involved in a PSR website workshop?
- Are we missing any opportunities for promotion?
- Are there any interactive elements we are missing, i.e. online tools?
- Any other suggestions about improvement or ways to engage for feedback
- - e.g. we could ask PSR partners for customer feedback on what we have available online

Appendices - YTD performance to July 2021

Safety Incidents



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



IIS Outturn 2021/22

	WPD West Midlands		WPD East Midlands		WPD South Wales		WPD South West	
	CI	CML	CI	CML	CI	CML	CI	CML
Ofgem IIS Target 2021/22	79.1	51.2	50.2	35.7	51.9	32.4	57.6	42.8
IIS Outturn 2021/22	49.3	32.4	38.5	24.3	38.3	25.2	53.7	39.9
% Out Performance	37.6%	36.7%	23.2%	32.0%	26.3%	22.1%	6.7%	6.7%
*Potential reward (£m†)	21.2		16.5		5.5		2.7	

As at July 2021

*Subject to Ofgem audit

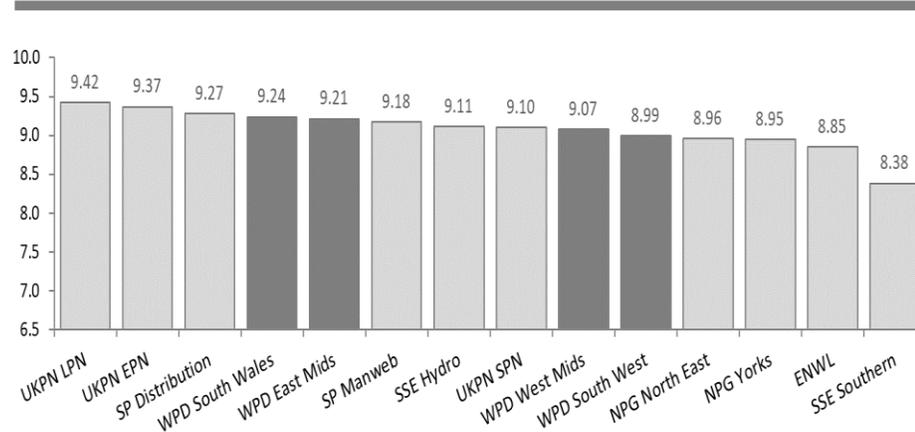
†At 2021/22 prices



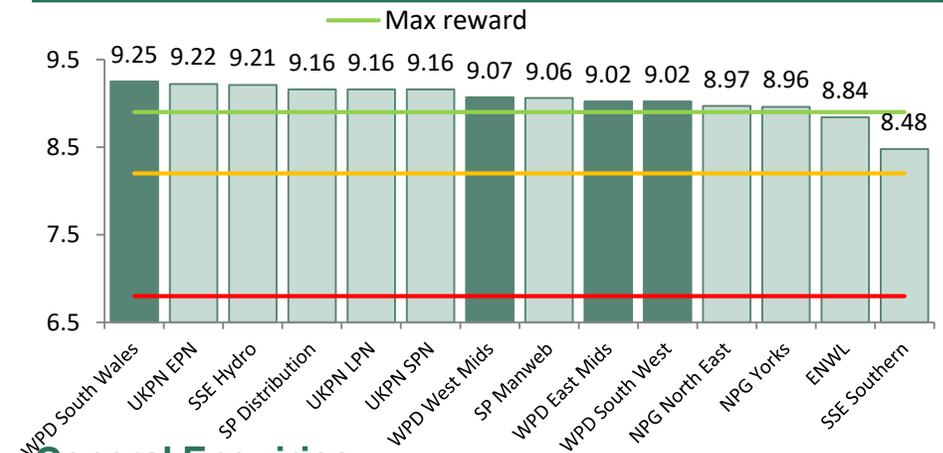
Broad Measure Survey

2021/22 regulatory year (to July 2021)

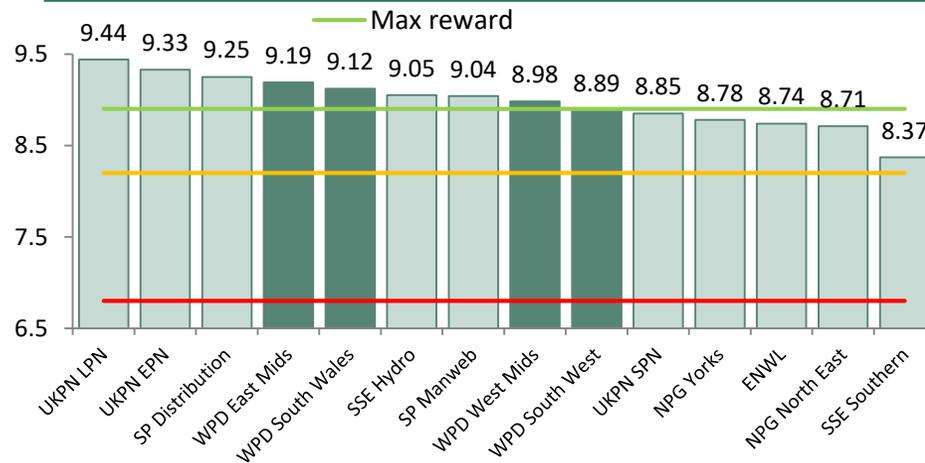
Overall Combined



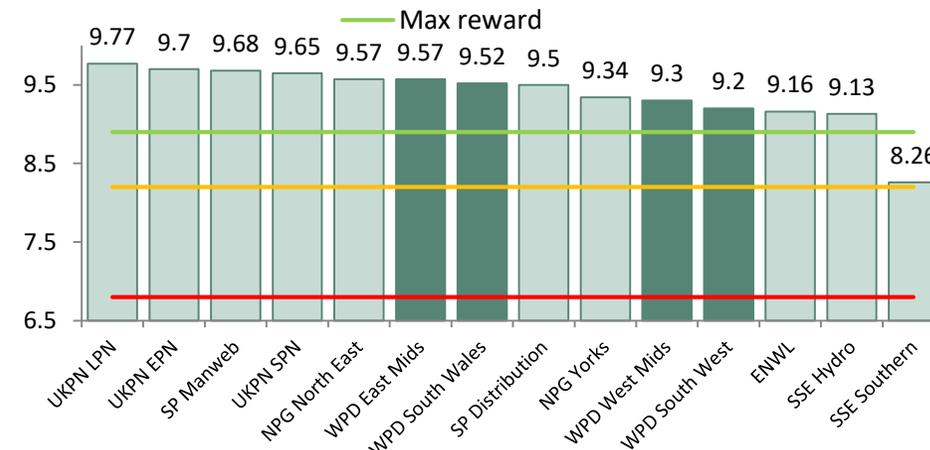
Interruptions



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

2021/22 regulatory year (to July 2021)

Inbound

Service	Total calls	Average speed of response - Calls 5.04 seconds
General enquiries	65,497	Average speed of response - Twitter 3 mins 16 secs
No supply	261,713	Average speed of response -Webchat 43 seconds
Calls to 105 (included above)		130,891 (50.01%)

Outbound – Proactive

	Total call backs	Total to vulnerable customers
During fault	219,835	215,211
When ETR changes (Estimated Time of Restoration)	36,598	13,576
Post fault	99,667	35,823
Total	356,100	264,610
Total proactive text messages sent		438374

Priority Service Register data cleanse

	Total contacts
Customers attempted to contact	665,719
Success rate	8.3%
Onward referrals made (e.g. for fuel poverty support)	6,803 (including 922 referrals to fire service)

Latest performance published on social media

