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# WESTERN POWER DISTRIBUTION

RIO-ED2 Business Plan Workshops  
Summary Report

September 2021



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# Introduction

On 14, 15, 16 and 17 September 2021, Western Power Distribution (WPD) hosted a series of virtual workshops to seek feedback from stakeholders on its RIIO-ED2 Business Plan, focusing on the following topics:

Date	Topic
14 September	Customer Value Propositions
15 September	Customer service; consumer vulnerability; and Social Contract
16 September	Network resilience; business IT & cyber resilience; environment & sustainability; safety & workforce resilience
17 September	Innovation & digitalisation; WPD's independent Distribution System Operator & managing uncertainty; connecting to a smarter grid to facilitate net zero; and community energy

These workshops were hosted online, using Zoom. Each session consisted of short presentations given by WPD representatives, followed by facilitated discussions in breakout rooms. In addition, stakeholders were asked to vote in an online poll, using Slido, on a number of topics. Due to rounding to the closest whole number, figures may not always add up to 100%.

WPD instructed EQ Communications, a specialist stakeholder engagement consultancy, to independently facilitate the workshops and to take notes of the comments made by stakeholders. Every effort has been made to faithfully record the feedback given. In order to encourage candour and open debate, comments have not been ascribed to individuals. Instead, notes have been made of the type of organisation represented by each stakeholder.



# Methodology

## Maximising participation

WPD's database contains the details of more than 10,000 stakeholders, all of whom were invited to take part in the workshops. The database is refreshed annually to update existing contact details and add information on stakeholders who have registered via the website or worked with members of the WPD team over the last 12 months. In addition, politicians' contact details are updated following any local or national elections. To ensure that WPD remains on top of emerging sector-specific issues, additional research is undertaken ahead of topic-specific engagement to ensure that the database contains comprehensive, up-to-date information for certain stakeholder categories, especially as new roles or stakeholder groups emerge.

The stakeholders on the WPD database were sent several email invitations for the consultation events to ensure that they were given the opportunity to participate. The first invitation was sent on 18 August 2021 to give stakeholders at least four weeks' notice. In addition to the email invitations, pre-identified stakeholders also received telephone calls with the aim of securing a mix of different stakeholder groups across the workshops. As standard practice, ahead of any workshops, all stakeholders who have registered are reminded about the event via telephone and email with a view to maximising participation.

Despite these measures, compared with the previous stakeholder workshops that were held to inform the development of the Business Plan in 2020 and 2021, registration numbers and subsequent turnout rates at the events were relatively low. Stakeholders who registered but did not attend were contacted after the workshops in order to identify the reasons for the low turnout. Of the 18 stakeholders who responded, almost three quarters (72%) cited diary clashes, personal issues or workloads as the reason for not attending on the day. Only one stakeholder cited consultation fatigue. When asked whether they felt they had been adequately consulted on WPD's Business Plan, despite not attending on the day almost three quarters (72%) confirmed that they had been adequately consulted, with only one stakeholder feeling they had not.

## Providing accessible information

Short presentations were given at every workshop, each followed by breakout sessions in smaller groups to enable stakeholders to provide verbal feedback. Relevant slides from the presentations were shared in the breakout rooms to ensure that stakeholders had sufficient information in front of them to participate. If stakeholders did not answer a question, the facilitators asked them to confirm whether their silence indicated tacit approval or whether they felt unable to respond.

Each breakout session was followed by electronic voting, with online voting software used to gather quantitative feedback on each topic. Stakeholders were given the option of 'don't know / can't say' when voting, and asked not to answer if they felt that they lacked enough information or the necessary level of expertise to take a view. The number of voters who responded 'don't know / can't say' has been set out under each voting question in this report.

Stakeholders were emailed a copy of WPD's first RIIO-ED2 Business Plan submission ahead of each workshop to provide them with additional background information for the event.

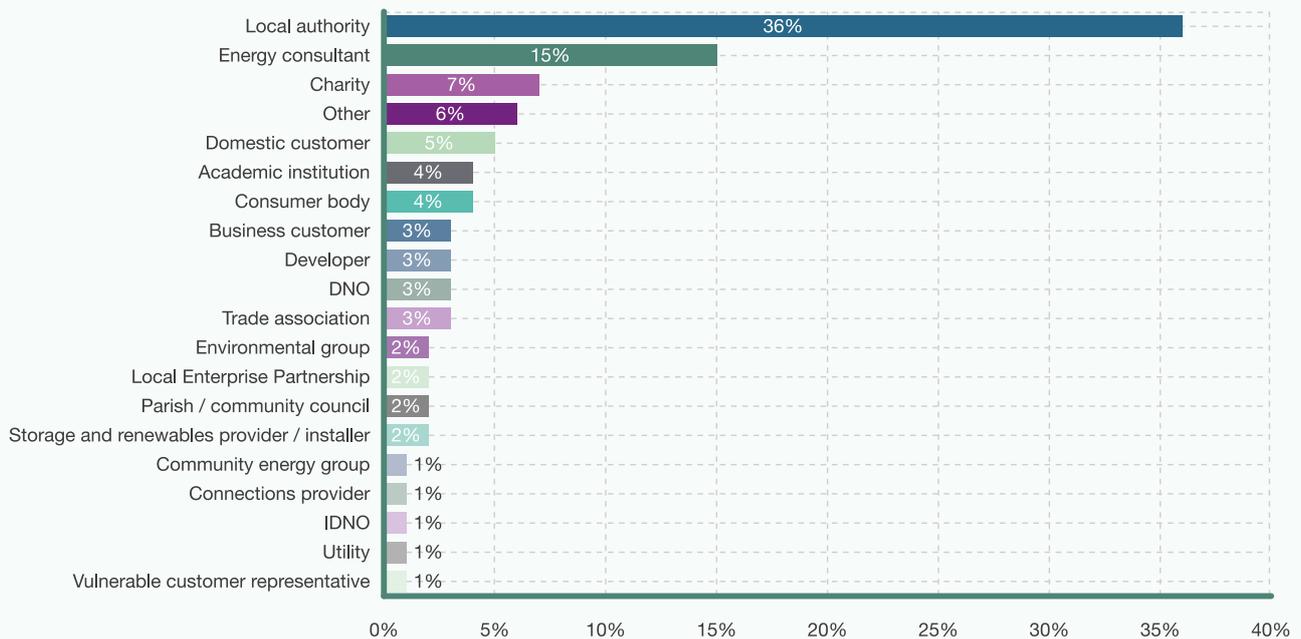


# Executive summary

## Participants

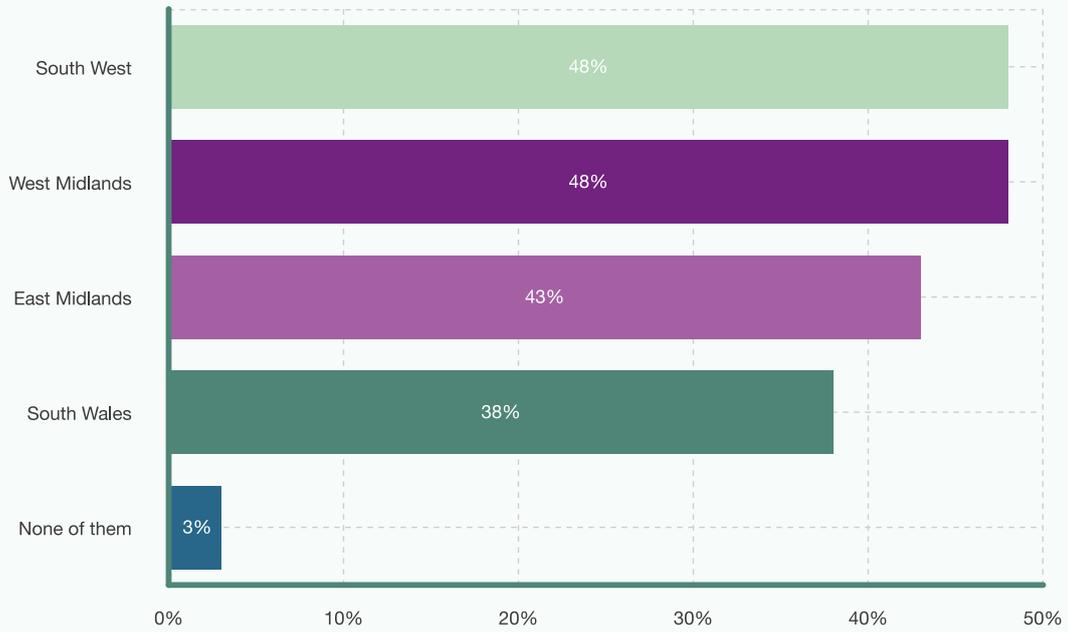
- 137 stakeholders participated in the workshops, representing 82 organisations.
- 36% of participants represented local authorities, and 15% described themselves as energy consultants. 7% of stakeholders represented charities, and 5% identified as domestic customers.
- A joint 48% of delegates stated that the South West and West Midlands regions were the most relevant to them, followed by 43% who felt that the East Midlands was the most relevant. Stakeholders were able to select multiple regions, so the figures add up to greater than 100%.
- 38% of attendees who filled out a feedback form told us that they found the workshop to be ‘very interesting’, with 58% opting for ‘interesting’. 63% felt the online format worked ‘very well’.

## What type of stakeholder are you?





### Which WPD region is relevant to you?





# All Workshops

## WPD's first Business Plan submission to Ofgem

The first session of the workshops was introduced by Mark Shaw, RIIO-ED2 Business Plan Manager, on 14, 15 and 16 September, and by Alex Wilkes, RIIO-ED2 Business Plan Communication Manager, on 17 September. They provided a summary of the key headlines in the Business Plan and explained WPD's business planning process to date. They explained the overall bill impact for customers, also outlining the regional bill variances experienced in different licence areas. Stakeholders were presented with a minimum bill increase / decrease (base case) as well as a more realistic bill increase / decrease (best view) for each region.

## Summary

### Reasons for attending

On 14 September, almost half (49%) of stakeholders were attending on behalf of local authorities, and so were especially interested in discussing their local growth plans. Others were focused on WPD's plans for the energy network, particularly when it came to infrastructure to support EVs and heat pumps. On 15 September, the topic of consumer vulnerability was naturally an area of focus, especially when it came to strategies and commitments regarding fuel poverty. On 16 September, local authority stakeholders were especially concerned with the growth in decarbonised transport and heat, while those in the connections business, and major energy user sectors were interested in network capacity and resilience. Others were keen to establish WPD's plans to ensure others are not left behind by the transition to Net Zero. On 17 September, stakeholders representing local authorities and businesses were chiefly attending to discuss their future plans, especially in the realm of low carbon technologies (LCTs), and how these aligned with WPD's plans for grid infrastructure, smart systems and innovation. Other technical topics, including flexibility services and digitalisation, were of high importance to academics, developers, and energy consultants.

### WPD's Business Plan

Stakeholders' views on the acceptability of WPD's Business Plan were broadly positive, and this was relatively consistent across all four events. A significant majority (86%) either agreed or strongly agreed that the Plan was acceptable to them, while only 4% disagreed or strongly disagreed. 21 stakeholders responded 'don't know / can't say'. Despite the strongly positive overall view, stakeholders used the discussions to indicate a number of concerns. A common perspective was that the wide range in expectations of uptake of LCTs, especially electric vehicles (EVs), may leave WPD without the flexibility within its commitments to shift its approach in accordance with new government policy and unforeseen market trends. Other concerns included addressing regional disparities across WPD's network and ensuring fuel poor customers aren't hard hit by any abrupt changes in the smart energy transition.

There was little regional difference in opinion on the overall acceptability of the Business Plan. In the West Midlands and the South West agreement was above average, compared to all other regions. On the other hand, stakeholders' approval varied notably depending on their background. Consumer bodies, academics and charities all indicated higher-than-average approval, compared to all votes. Conversely, local authorities and energy consultants' approval was lower than average. The average view of charities was approximately in line with that of the average stakeholder.

### Impact on customer bills

Despite a fairly strong self-reported understanding of the regional variance in customer bills, stakeholders were far less accepting of the variance. A common perspective among developers, major energy users and academics was that although the variance was unfortunate, as long as WPD could demonstrate the positive outcomes that would result from the additional spending, stakeholders could accept paying more. Those who held this view suggested mitigation measures, such as tying the bill increase to improvements in the support available for vulnerable customers, communicating WPD's energy efficiency assistance measures more effectively, and demonstrating where increased investment had taken place. However, many stakeholders, especially charities and local authorities, felt



that the regional disparity was simply inequitable, especially given that the increased bills would be due, in part, to the adoption of low carbon technologies, which fuel poor customers would not immediately benefit from. Some suggested that areas with high uptake of renewable schemes should be penalised with higher bills, while others felt that the regional disparity was particularly unfair, given that the harder-hit regions may be able to contribute strongly to national renewable energy needs in the future.

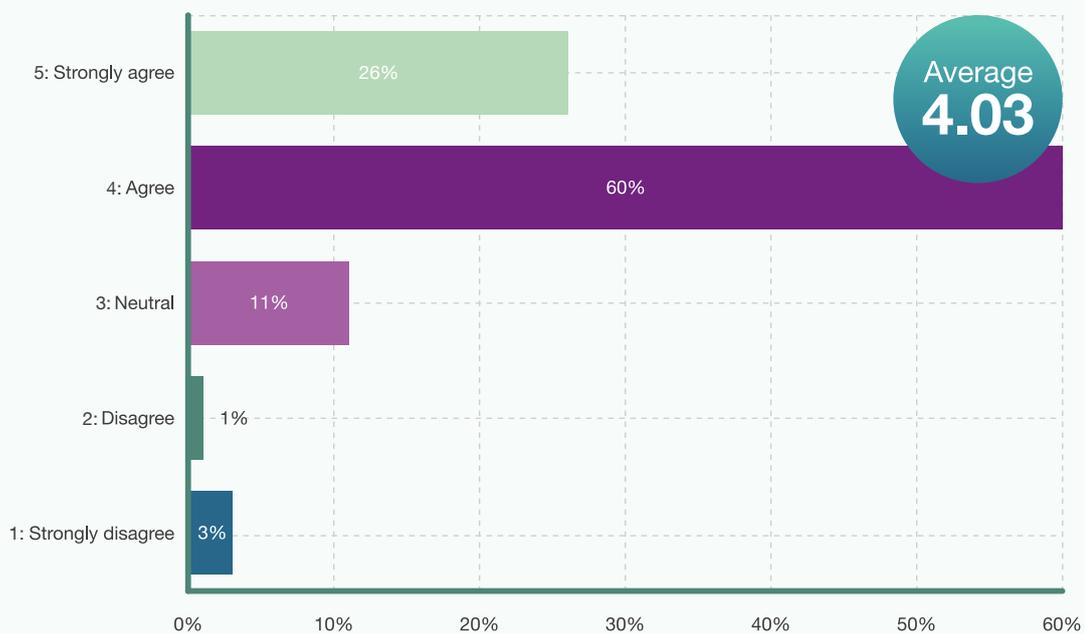
These differences of opinion were reflected in the electronic voting. When stakeholders were asked, 'To what extent do you understand the regional variance in customer bills?', 69% rated their understanding at a '4' or '5', where 5 indicated they 'strongly understand'. However, when asked, 'To what extent do you agree with the following statement: "The regional variance in customer bills is acceptable to me"', there was less agreement. 21% disagreed or strongly disagreed, although over half (58%) still agreed or strongly agreed. 11 stakeholders responded 'don't know / can't say'.

Stakeholders from the South West and South Wales in particular, where bills are expected to increase, felt disadvantaged. This was reflected in part by the electronic voting, as the South West recorded the lowest average acceptability across all regions. However, South Wales recorded the highest average approval of all regions, despite the content of the discussion. Views also differed depending on stakeholder type. Energy consultants were the least approving of the regional variance in customer bills, followed by local authorities and charities. Meanwhile, consumer bodies, domestic customers, and academics were the most supportive.

## Voting

To what extent do you agree with the following statement?  
"Overall, WPD's Business Plan is acceptable to me."

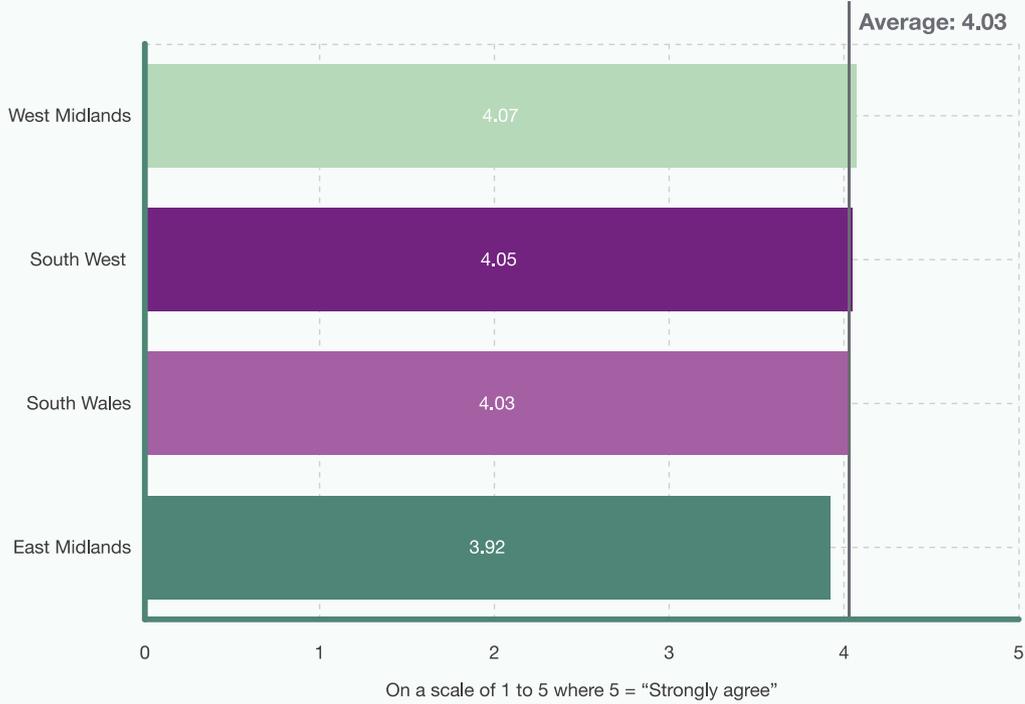
### Overall vote



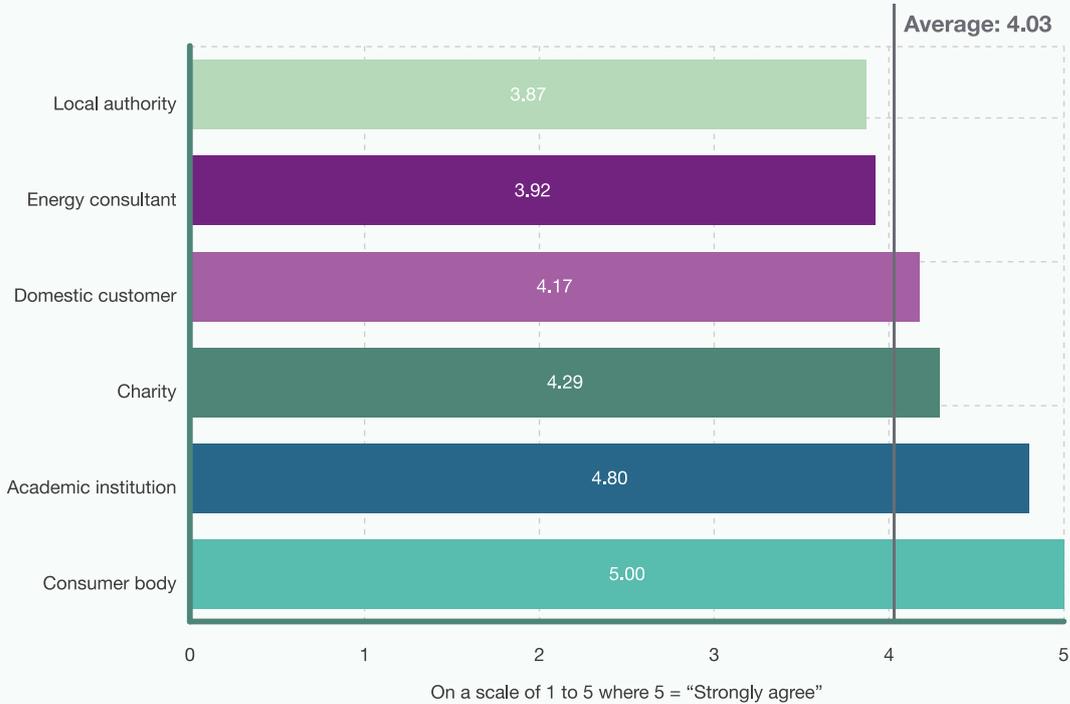
Don't know / can't say: 21/115



### By region



### By stakeholder type\*

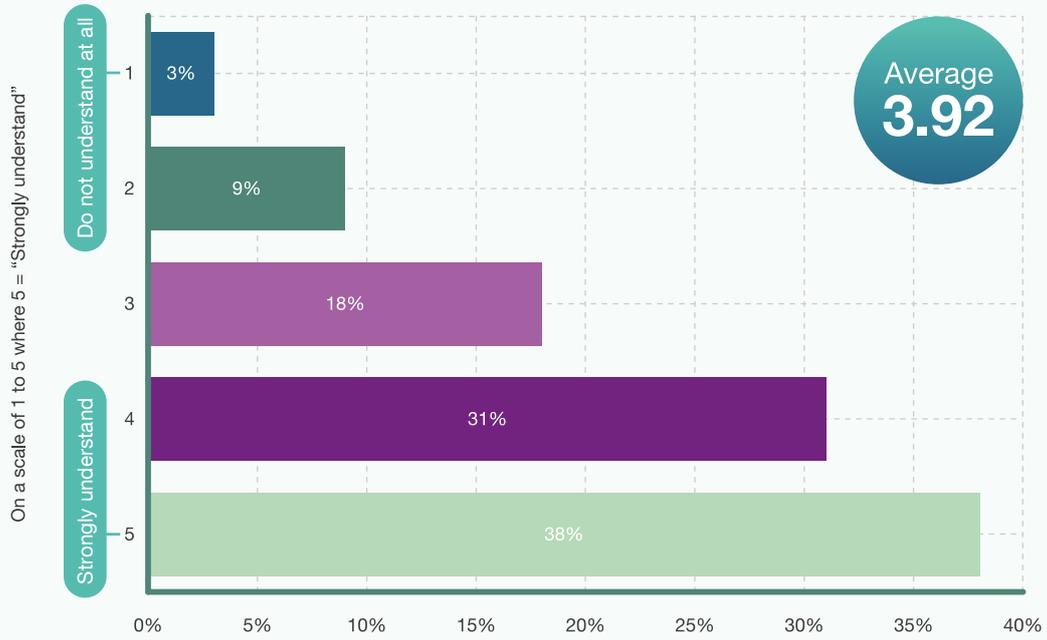


\* To ensure statistical robustness, only stakeholder groups that voted on more than 5 occasions have been included.

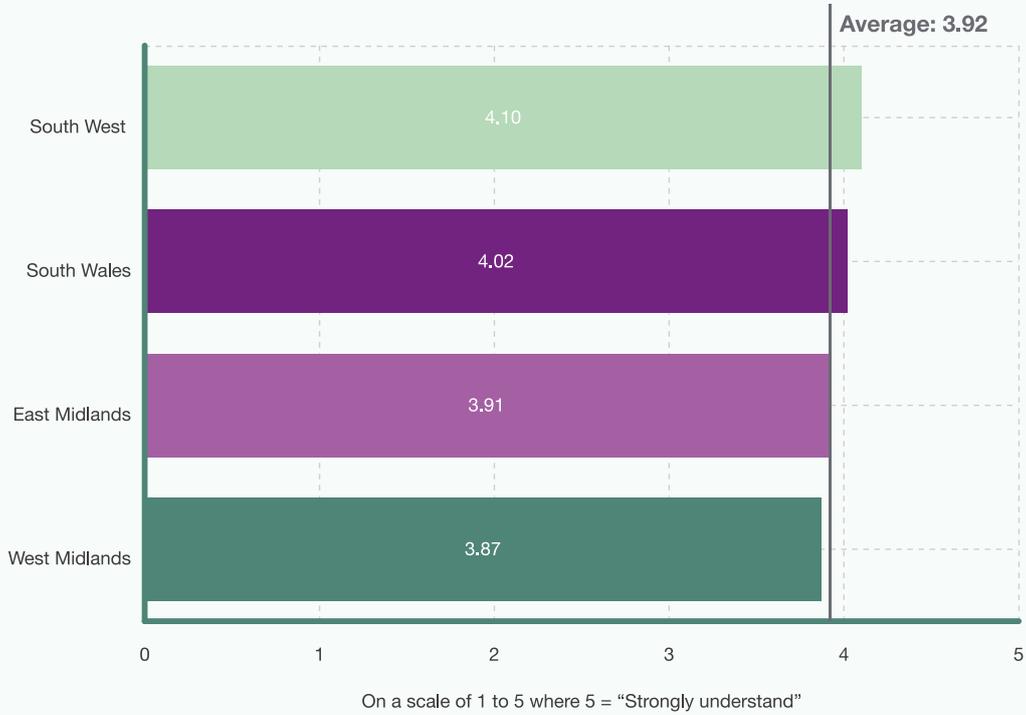


## To what extent do you understand the regional variance in customer bills?

### Overall vote

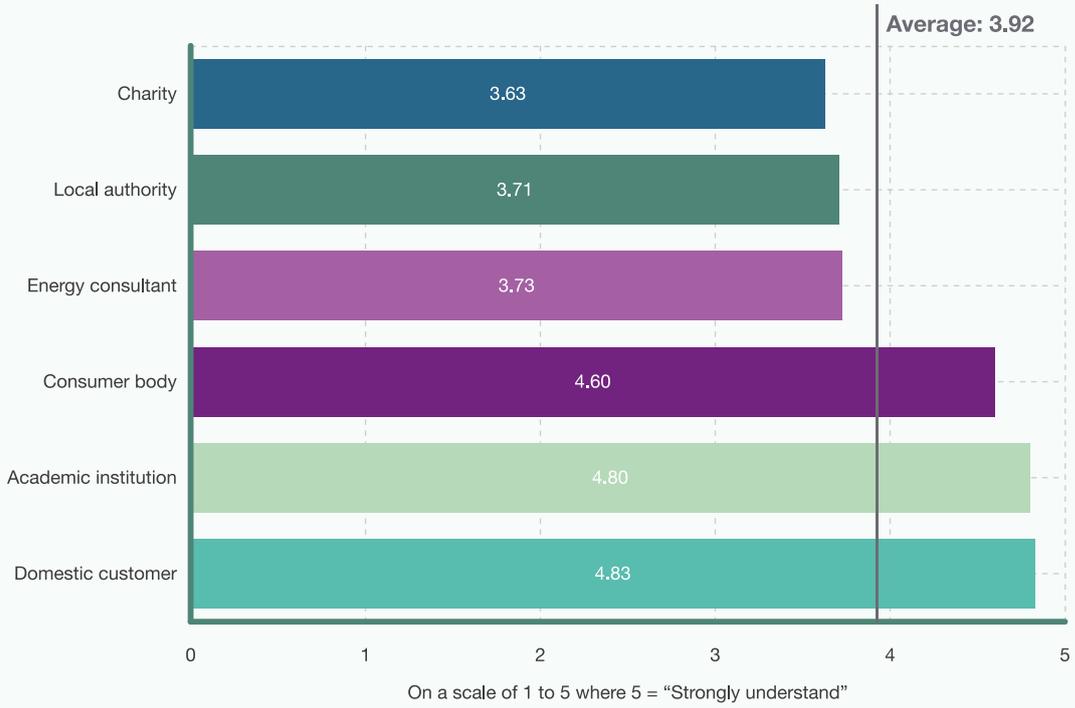


### By region





### By stakeholder type\*

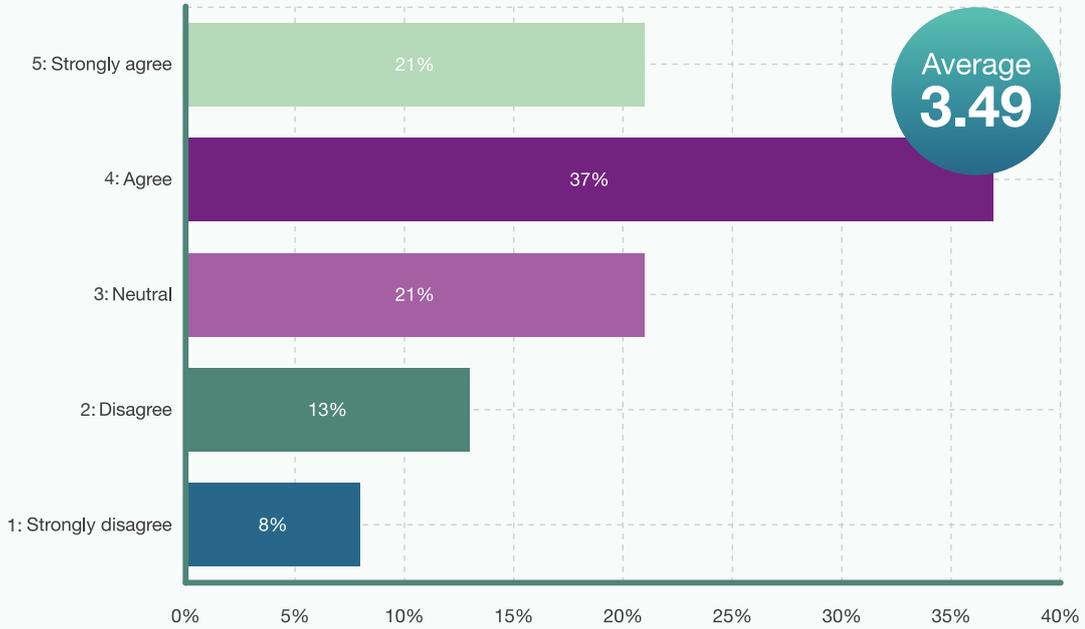


\* To ensure statistical robustness, only stakeholder groups that voted on more than 5 occasions have been included.



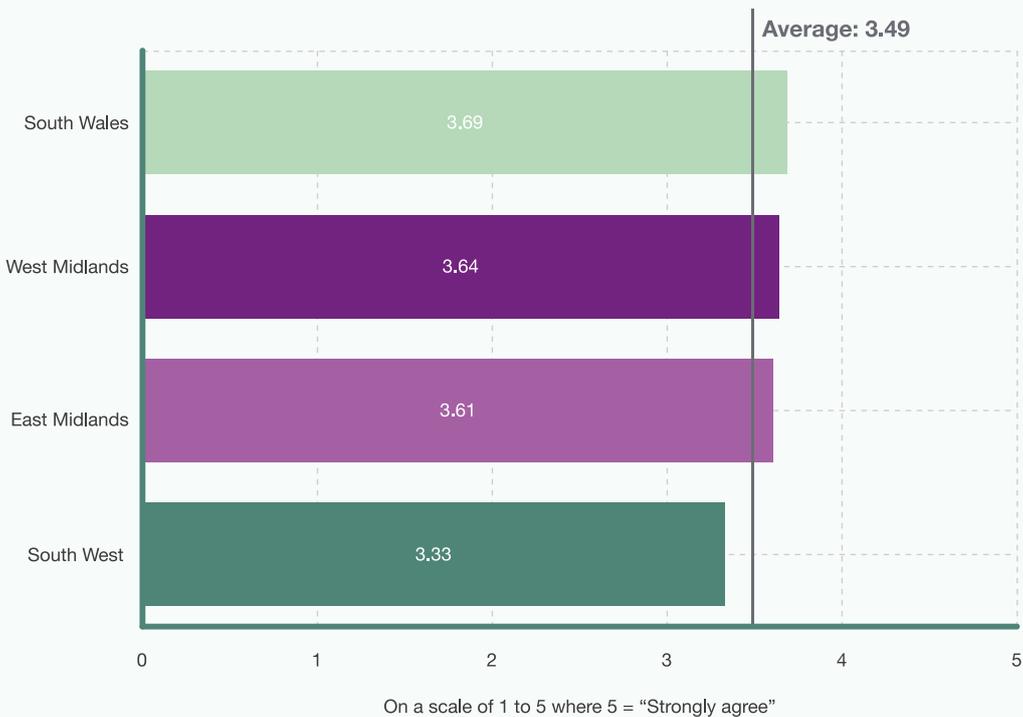
## To what extent do you agree with the following statement? “The regional variance in customer bills is acceptable to me.”

### Overall vote



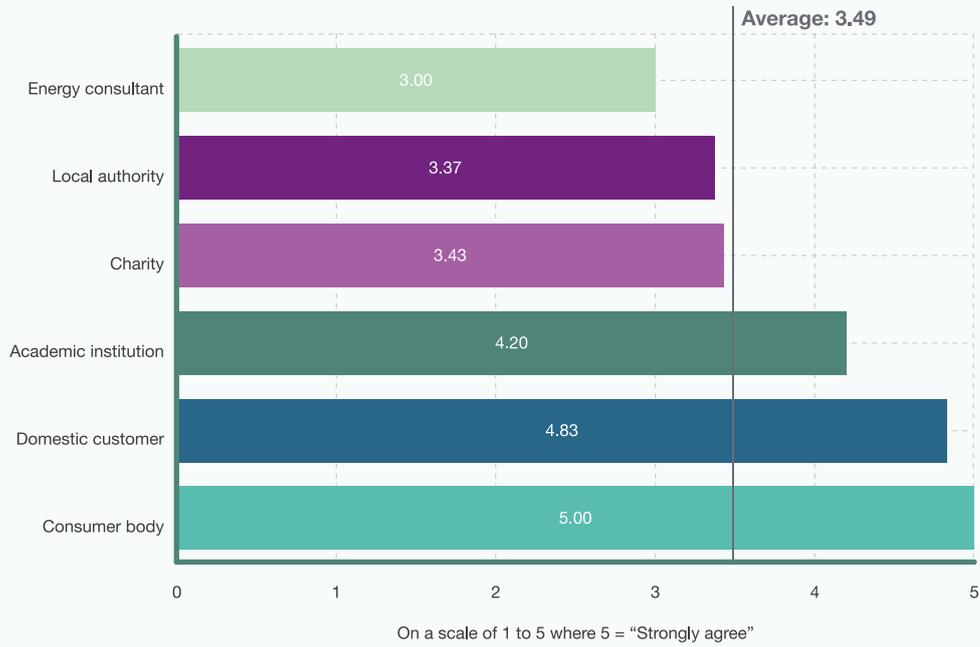
Don't know / can't say: 11/115

### By region





### By stakeholder type\*



\* To ensure statistical robustness, only stakeholder groups that voted on more than 5 occasions have been included.



# Workshop One: Customer Value Propositions

The first workshop WPD ran on 14 September, focused on their eight proposed Customer Value Proposition (CVP) initiatives. These CVPs were proposed to generate significant extra value to consumers in areas stakeholders considered important, going beyond the baseline requirements of a DNO.

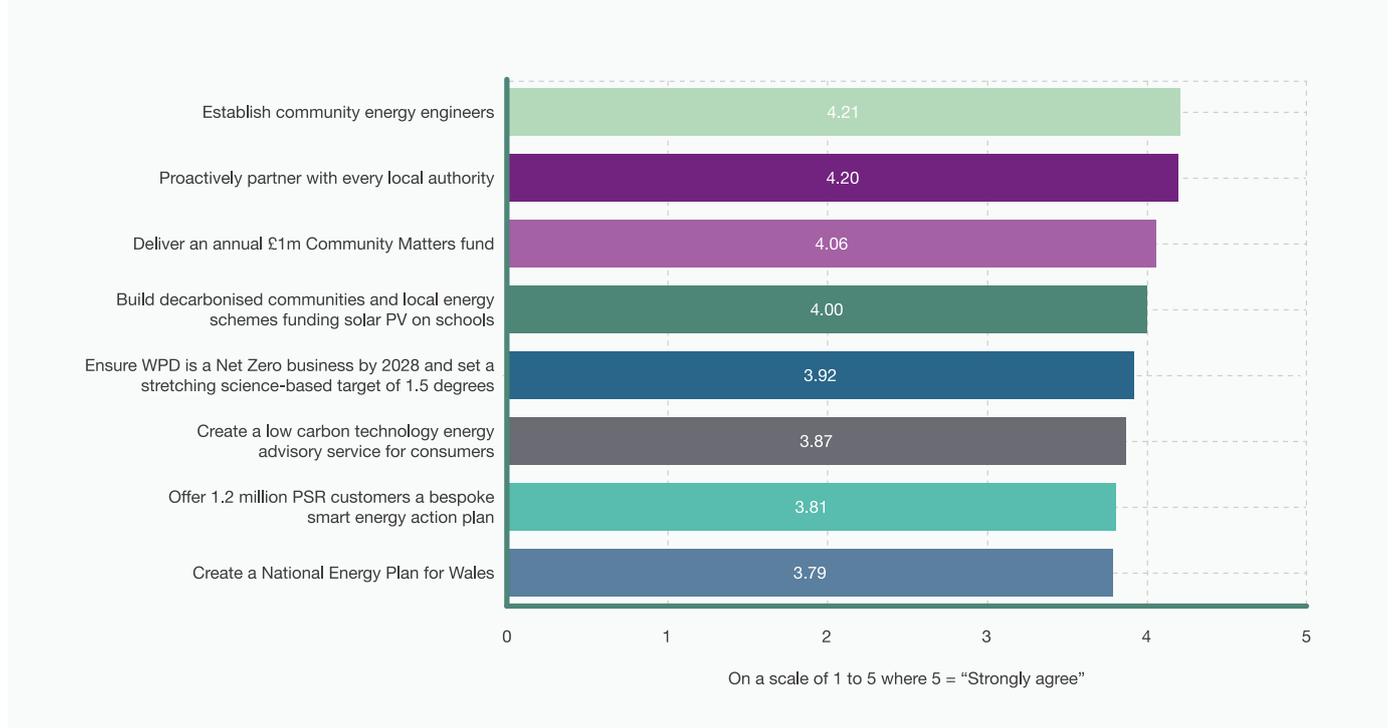
The key findings from each CVP are detailed below.

For more details and for full voting statistics, please [click here](#)

## Electronic Voting

The following graph sets out the average score by CVP in terms of acceptability to stakeholders. It clearly demonstrates that the most acceptable CVPs to stakeholders were ‘establish community energy engineers’, followed closely by ‘proactively partner with every local authority’. This question was asked during the electronic voting for each CVP as ‘To what extent do you agree with the following statement: “WPD’s CVP in this area is acceptable to me”.

**‘To what extent do you agree with the following statement:  
“WPD’s CVP in this area is acceptable to me”.**



## Establish community energy engineers

8This proposition enjoyed broad support, with 90% of stakeholders rating it as acceptable. It was felt that WPD has a good overall view of the network, and that having a single point of liaison for community energy matters would be hugely beneficial. However, the main criticism was that one engineer per region was insufficient, particularly as there is likely to be an increase in interest in community energy schemes over the course of RIIO-ED2.



## Proactively partner with every local authority

In the electronic voting, this proposition received an extremely high acceptability rating of 93%. Nonetheless, while this ambition was seen as commendable, some stakeholders questioned whether this is too tall an order for WPD to fulfil alone – both in terms of the resources needed and the oversight required in coordinating over 130 local authorities. One suggestion was that WPD might be better placed steering priorities and commenting on development plans – with participants perhaps alluding to the fact that the company could assume more of a consultative role rather than a leadership role.

## Deliver an annual £1m Community Matters fund

While the overwhelming majority felt that WPD is best placed to deliver this initiative, only 25% of stakeholders felt that the level of ambition is right – with many stating that much more money is needed to make a tangible impact to communities. However, the idea itself was welcomed, particularly as bottom-up funding has the potential to generate exponential benefits for society. Having other organisations match funding for projects was also a welcome suggestion.

## Build decarbonised communities and local energy schemes funding solar PV on schools

There was very broad support for WPD delivering STEM educational activities to 205,000 students in RIIO-ED2. The discussion largely focused on the initiative to install solar PV on schools in areas of deprivation. While 80% agreed that this CVP is acceptable, stakeholders called for greater ambition around the number of schools targeted, which was reflected in the electronic voting results. They also sought more detail, such as on the application process and how WPD will measure economic deprivation and allocate resources fairly.

## Ensure WPD is a Net Zero business by 2028, and set a stretching science-based target of 1.5 degrees

87% of stakeholders felt that WPD is best placed to take this action, and most felt the level of ambition is about right. This CVP was viewed as acceptable by 81% of respondents, particularly as it aligns with the ambitions of many local authorities. However, one criticism was that WPD should perhaps be thinking beyond its own business and taking a more proactive role by communicating its learning experiences and promoting cutting-edge technology to other organisations that may need advice and guidance around Net Zero and low carbon solutions.

## Create a low carbon technology energy advisory service for consumers

This proposition enjoyed an acceptability rating of 74%, reflecting the stakeholder view that customers do need expert advice in this area. However, stakeholders pointed out that there are existing advice lines, and in-home visits might be a more effective way of understanding the specific needs of customers and what their property can accommodate in terms of low carbon technology. A further suggestion was for WPD to partner with other organisations which are already regarded as trusted advisors in the community.

## Offer 1.2 million PSR customers a bespoke smart energy action plan

77% felt that WPD is best placed to take this action, and the same proportion felt this CVP is acceptable to them. Stakeholders stressed the importance of harnessing the referral network of trusted local bodies to engage with vulnerable people, who may be wary of third parties. Suggestions were made for honing this proposition, such as by prioritising the least technologically savvy PSR customers and devising a plan for reaching groups that do not speak English as their first language.

## Create a National Energy Plan for Wales

The majority of stakeholders agreed that WPD is well placed to take this action, particularly as it has the relevant technical know-how and existing links to relevant partners. However, over a third of respondents said that they were unsure or couldn't comment on this proposition. In the discussion, the feeling was that WPD should perhaps look to partner with other DNOs as part of a more coordinated approach, given that WPD's influence alone may not be sufficient.



# Workshops Two, Three and Four: Business Plan focus areas

The second, third and fourth workshops WPD ran in September gave stakeholders a final opportunity to refine the company’s investment priorities, under the key focus areas in the Business Plan. Each workshop focused on a number of distinct topic areas, detailed in the table below.

Date	Topic
15 September	Customer service; Consumer vulnerability and Social Contract
16 September	Network resilience; business IT & cyber resilience; environment & sustainability; safety; and workforce resilience
17 September	Innovation and digitalisation; WPD’s independent Distribution System Operator and managing uncertainty; connecting to a smarter grid to facilitate Net Zero and community energy

The bullet points below summarise the key findings from each focus area.

## Customer service

- 77% strongly agreed that WPD’s social media commitment is acceptable, although 15% strongly disagreed with this statement. Only one stakeholder responded ‘don’t know / can’t say’.
- Although stakeholders were broadly supportive of WPD’s social media commitment, the company was advised against focusing on response time to the detriment of quality of service, and stakeholders highlighted the fact that vulnerable customers may be less likely to use social media.
- Most stakeholders (69%) felt that WPD’s customer satisfaction commitment shows the right level of ambition, although some (31%) felt that the company should be more ambitious.

For more details and for full voting statistics, please click [here](#)

## Customer vulnerability

- A majority of stakeholders agreed with the refinement to the PSR commitment, and 80% either agreed or strongly agreed with WPD’s proposal in the electronic voting.
- Delegates were more split over the use of the app to add tailored resilience plans: some advocated the agentic drive for self-sufficiency in the commitment, but others questioned whether vulnerable customers would take up this kind of technology, and this debate was reflected in the voting, where 28% disagreed or strongly disagreed, and 43% strongly agreed or agreed.
- Stakeholders widely approved of the commitment to train vulnerability champions at depots, 87% signalling their agreement with this initiative.
- The commitment to implement a criteria for vulnerability considerations received similar levels of support, with 87% either agreeing or strongly agreeing with the proposal.

For more details and for full voting statistics, please click [here](#)



## Social Contract

- Stakeholders were in agreement that WPD had identified the right focus areas for the Social Contract, and this was borne out in the electronic voting, where 92% indicated approval.
- The proposed refinement to WPD’s commitment regarding staff volunteering days, to ensure the work undertaken is of clear benefit to customers, received overwhelming support, with 100% voting their approval, minus one stakeholder who responded ‘don’t know / can’t say’.
- Transparency and reporting on initiatives were seen to be central to keeping stakeholders informed of the work being done under Social Contract, with promotion on WPD’s website and social media advocated as a way to signpost projects and funding for communities and interested partners.

**For more details and for full voting statistics, please click [here](#)**

## Network resilience

- Stakeholders viewed asset replacement expenditure as a crucial component of network resilience, and most agreed that they would like to see WPD spend even more in this area. In the voting, 76% agreed or strongly agreed with WPD’s proposed level of expenditure.
- There was little appetite for increased network risk over RIIO-ED2, with some questioning whether a risk matrix that only assesses the health of network assets is fit for the future and asking whether the calculation should also include societal and economic risk, particularly in the light of increased demand and climate change.
- Opinions were split on the proposed level of asset risk: 50% strongly agreed or agreed that it was acceptable, 25% were neutral and 25% disagreed or strongly disagreed that it was acceptable.

**For more details and for full voting statistics, please click [here](#)**

## Business IT and cyber resilience

- There was consensus that the approach to business IT and cyber security was acceptable, with delegates advising WPD to collaborate proactively with other partners, utilities and National Grid to stay at the forefront in a rapidly evolving area.

**For more details and for full voting statistics, please click [here](#)**



## Environment and sustainability

- There was debate over WPD's commitment to forming partnerships with local greenhouse gas removal schemes; some were of the opinion that some offsetting was acceptable as a last resort, whereas others felt that this approach was a 'cop-out' in that it failed to address the real aim of reducing emissions. However, in the electronic voting, the majority (88%) expressed support for WPD's proposal to form these partnerships.
- The proposals to reduce Scope 3 emissions were seen as admirable. Delegates urged WPD to share its best practices around business footprint decarbonisation, which could then be passed down the chain to its suppliers and partners.
- While stakeholders were pleased to see ambitious targets for the reduction of SF6, they also clearly recognised the scale of the challenge ahead, with some delegates asking WPD to provide more support by specifying a deadline for ending the sale of equipment containing SF6, noting the substantial price difference between SF6 equipment and newer replacement technologies.
- The idea of setting a biodiversity net gain target was met with enthusiasm. Most stakeholders (53%) wanted an ambitious target of up to 10% net gain, and 35% wanted to see WPD go even further than that. A key comment was, "If there's no target, there's no accountability".

**For more details and for full voting statistics, please click [here](#)**

## Safety

- Delegates approved of the commitments under safety, praising the company's efforts to change its safety culture to ensure that employees feel comfortable to report issues and near misses. Some urged WPD to share its best practice in this area so that they could apply it to their own businesses.

**For more details and for full voting statistics, please click [here](#)**

## Workforce Resilience

- The shift in culture was also widely praised under workforce resilience. Stakeholders emphasised the importance of working with long-term goals and at grassroots level when improving the diversity of the workforce, in addition to recruiting and training staff at graduate and apprentice level, and cultivating a more diverse pool of staff over time.
- A very encouraging 100% of delegates either agreed or strongly agreed that WPD's proposed approach to workforce resilience was sufficiently ambitious and acceptable.
- Recruiting staff for the future energy system was seen as a significant challenge in terms of workforce resilience, with delegates suggesting ways to change the image of a career in electricity. Focusing on decarbonisation, net zero, the environment and climate change was seen to be key to attracting a different type of candidate.

**For more details and for full voting statistics, please click [here](#)**



## Innovation

- Stakeholders were pleased to see WPD's commitment to building a culture of innovation, and urged the company to go even further in breaking down the barriers to innovation across the network, encouraging innovation sharing and business-as-usual innovation to be embedded cross-industry and down the supply chain.
- Delegates praised innovation projects such as three-phase power to new housing developments, now being widely rolled out following a trial scheme, as great examples of engagement and innovation embedded as business as usual, and urged WPD to integrate more learnings and solutions from trials and innovation projects into day-to-day activities.
- When stakeholders were asked if they agreed with the statement, 'The proposed approach to innovation is acceptable to me', 57% strongly agreed or agreed, 33% were neutral, and 10% disagreed or strongly disagreed. There was less acceptance in respect of the ambition of the innovation approach: 36% agreed or strongly agreed that it was ambitious enough, 34% were neutral, and 30% either disagreed or strongly disagreed.

**For more details and for full voting statistics, please click [here](#)**

## Digitalisation

- On WPD's digitalisation strategy, while most approved of the investment and the aspiration, the key finding was "it needs to be more tangible to the customer", with stakeholders wanting to see greater online self-service capacities coupled with real human contact and advice.
- Stakeholders wanted to see more data availability from LV feeders and more digitalisation around infrastructure, to understand what is happening at transformer level and to know the exact location of constraints.
- Taking into account that many attendees wanted more expert advice in the field of digitalisation, when asked whether they agreed with the statement, 'I am confident that WPD's digitalisation strategy will achieve benefits that are business-wide', not everyone felt they had the knowledge to answer, with 31% remaining neutral, and seven stakeholders responded 'don't know / can't say'. 57%, however, either agreed or strongly agreed. Similarly, when asked whether the digitalisation strategy was sufficiently ambitious, 12 stakeholders answered 'don't know / can't say', although 73% agreed or strongly agreed.

**For more details and for full voting statistics, please click [here](#)**



## WPD's independent Distribution System Operator

- It was clear that delegates felt that, for now, the approach to DSO and managing uncertainty was ambitious enough, and this was echoed in the electronic voting, where 72% agreed or strongly agreed that it was acceptable, and 65% agreed or strongly agreed that it was ambitious. However, the ability to change and “pivot” to meet extra needs and demands as they arise was emphasised.
- For some stakeholders, WPD's power to drive a decarbonised energy market was seen as a social responsibility, while others felt strongly that part of WPD's role as a DSO was not to “pick a winner” and that they must remain technology-neutral.
- In the discussions, many felt that having an independent systems operator dealt with the potential for a conflict of interest between WPD's DSO and DNO operations. However, in the electronic voting, attendees seemed not to have enough knowledge of the issue to form a definitive opinion: while 44% agreed or strongly agreed that the strategy removed the potential for conflict, 33% were neutral on this question and eight stakeholders responded ‘don't know / can't say’.

**For more details and for full voting statistics, please click [here](#)**

## Managing uncertainty

- In terms of uncertainty mechanisms, the majority of stakeholders wanted to see WPD provide capacity either where stakeholder engagement supports more being delivered, or where upper forecasts predict more being needed. For those who voiced the latter opinion, a key comment was, “Local energy stakeholders don't have the capacity and resources to provide fully invested models of where the low carbon technology will be connected.”
- This general support was reflected in the electronic voting, where 72% felt that the proposed use of an uncertainty mechanism in the Business Plan was acceptable. 23% felt neutral, 5% strongly disagreed and two stakeholders responded ‘don't know / can't say’.

**For more details and for full voting statistics, please click [here](#)**



## Connecting to a smarter grid to facilitate Net Zero

- Voting on the connections package as a whole, delegates were broadly approving: 89% agreed or strongly agreed that the proposed approach was acceptable to them, and 71% felt that it was ambitious enough.
- Stakeholders welcomed the commitments under ‘supporting customers prior to making a connections application’, with consensus that having both a point of contact at WPD and more data available online would inevitably improve the process for customers looking to connect. In the electronic voting, a clear majority (81%) either agreed or strongly agreed that the proposed initiatives to support connections stakeholders prior to application was acceptable to them.
- Discussing simplicity and transparency throughout the connections process, stakeholders suggested that WPD share a chronological list of applications, so that applicants could have a clear view of what was in the pipeline. In the electronic voting, another clear majority (83%) agreed or strongly agreed that the proposed initiative to ensure simplicity and transparency through the connections process was acceptable to them. Setting concrete timeframes for timely connections was seen as a very valuable commitment, and a resounding 88% agreed or strongly agreed that the proposed initiatives to deliver timely connections were acceptable to them.

**For more details and for full voting statistics, please click [here](#)**

## Community energy

- Some saw community energy engineers as critical to the success of enabling community energy projects, while others wanted to see more synergies between community energy and other parts of the Business Plan, such as the energy efficiency advice commitment, fuel poverty, decarbonisation and the social contract. Some delegates felt that a community energy forum commitment was missing, and others urged WPD to develop a reservation fee on a connection, to take into account the complexities around financing community energy connections.
- In the electronic voting on community energy, 77% either agreed or strongly agreed that the proposed approach to community energy was acceptable to them. However, reflecting the comments above, stakeholders did seek more ambition. While 53% agreed or strongly agreed that the proposals were sufficiently ambitious, a sizeable proportion (38%) felt neutral.

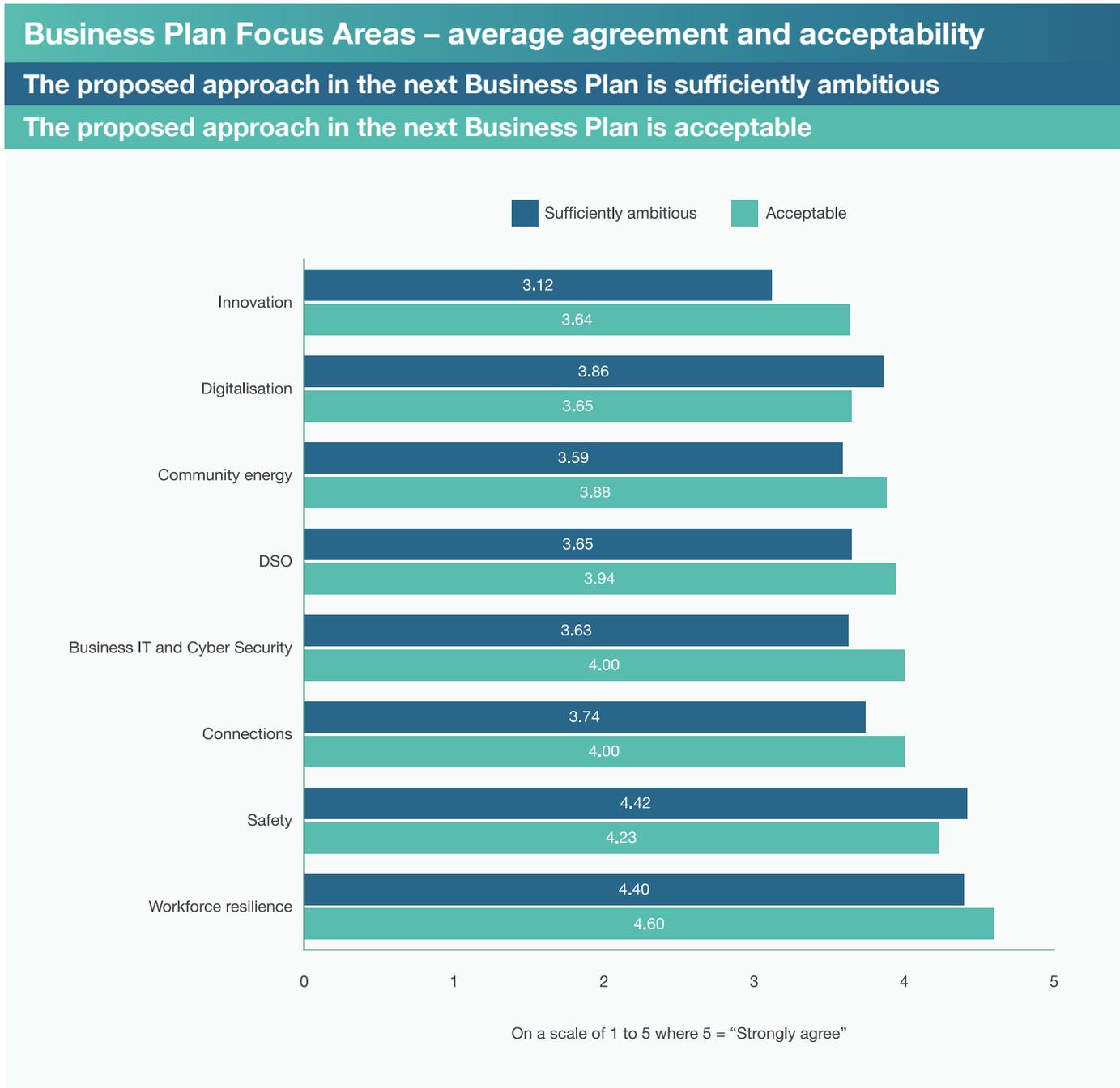
**For more details and for full voting statistics, please click [here](#)**



## Electronic Voting

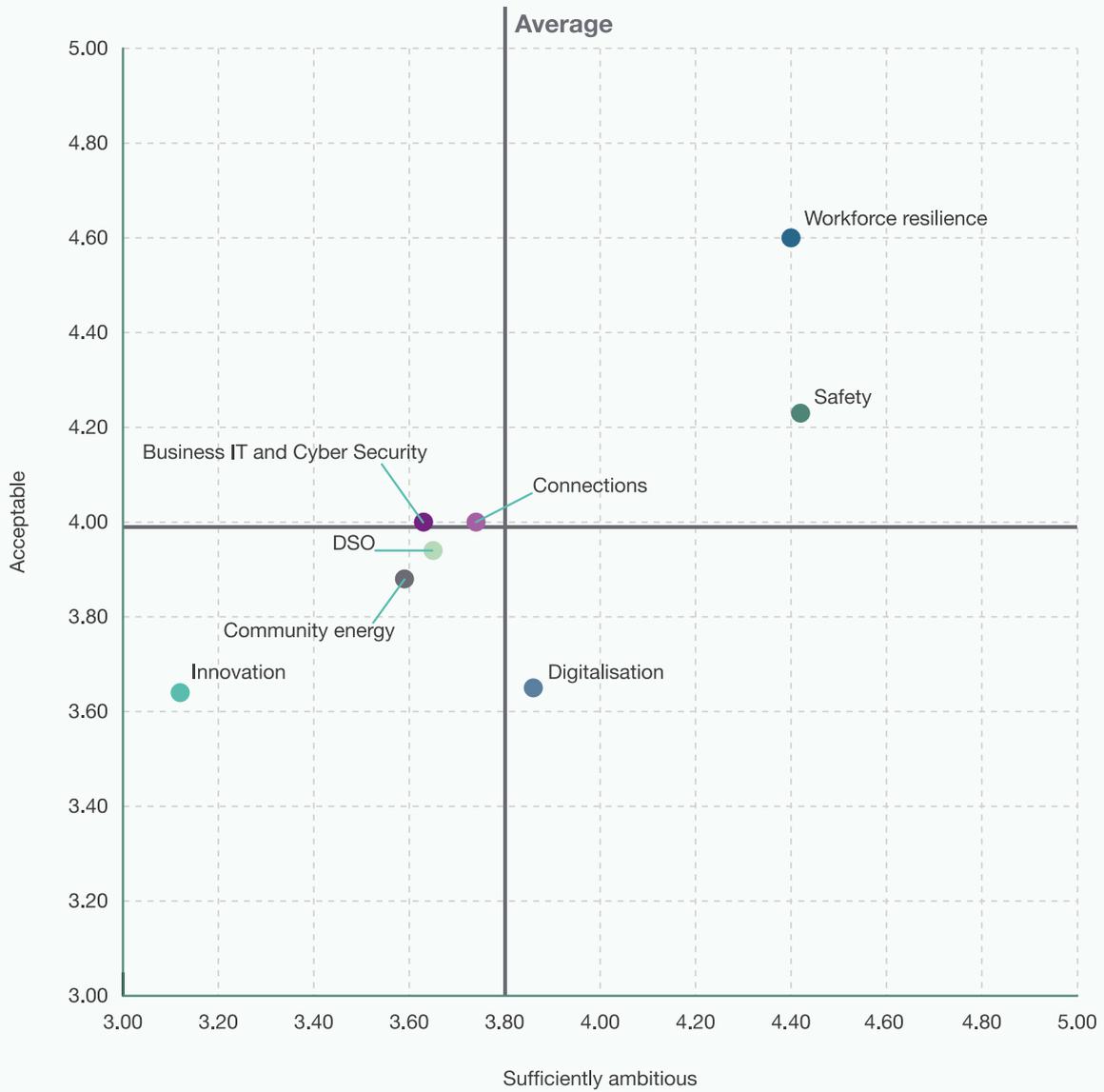
During the workshops, stakeholders were asked to vote electronically on a series of questions under each Business Plan focus area. Many of these questions were specific to the focus area – particularly those where WPD were facing a specific challenge that required stakeholder feedback.

However, in some instances the same questions were posed after the discussions – for eight of the Business Plan focus areas. For each, the questions related to whether stakeholders felt WPD’s proposed approach was acceptable and whether it was sufficiently ambitious. The voting results have been summarised in the two graphs below.





### Business Plan Focus Areas – average agreement and acceptability





# Appendix 1

## Participants

A total of 137 stakeholders attended the four workshops, representing 82 organisations. The organisations represented across the workshops are shown below:

- 
- Accent
  - Ashfield District Council
  - Birmingham Airport Limited
  - Birmingham City Council
  - Brush Power Distribution
  - C&W LEP
  - Camlin
  - Cannock Chase Council
  - Capgemini
  - Carmarthenshire County Council
  - Cenex
  - Centre for Sustainable Energy
  - Ceredigion County Council
  - Cherwell District Council
  - Coastal Housing Group
  - Cornwall Council
  - Country Land & Business Association
  - Coventry Citizens Advice
  - Coventry City Council
  - Derbyshire County Council
  - Devon County Council
  - Electricity North West
  - Forest of Dean District Council
  - Gedling Borough Council
  - Gloucestershire County Council
  - Green Frog Power Ltd
  - Herefordshire Council
  - IBECCS Ltd
  - ICP Services Ltd
  - Independent consultant
  - JRC
  - Kier Utilities
  - KPMG
  - Landmark Associates Ltd.
  - Leicestershire County Council
  - Low Carbon Electric
  - Major Energy Users' Council
  - Marches Energy Agency
  - Mendip District Council
  - Milton Keynes Council
  - Morrison Energy Services
  - Mozen
  - Mr Electric
  - National Farmers Union
  - NIE Networks
  - North and West Gloucestershire Citizens Advice
  - North Devon Council
  - North Kesteven District Council
  - North Northamptonshire Council
  - Pollock Associates
  - Regen
  - Richard Hosking
  - Rippon Homes
  - Sedgemoor District Council
  - Sense
  - Shropshire Council
  - SIA Partners
  - Sirio Multilateral Strategies Ltd
  - SMS plc
  - Solihull Metropolitan Borough Council
  - Somerset County Council
  - South East Wales Energy Agency
  - South Kesteven District Council
  - Stafford Borough Council
  - Stratford District Council
  - SW Energy Hub
  - Teignbridge District Council
  - The Schumacher institute
  - Torridge District Council
  - Transport For West Midlands
  - Treveth Development
  - TUSC Ltd.
  - University of Nottingham
  - Warm Wales
  - Wattify Ltd
  - Wera Hobhouse MP (BaNES) Council
  - Woburn Sands Town Council (Climate Change Group)
  - Wolverhampton Homes
  - Worcester City Council
  - WPD's Customer Engagement Group
  - Wychavon District Council
  - Zero Carbon Shropshire



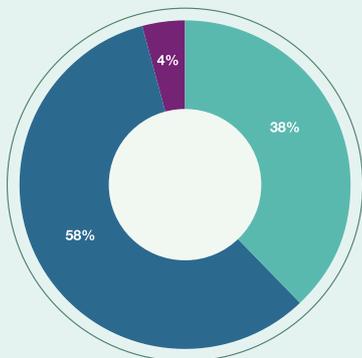
# Appendix 2 Workshop feedback

After the workshops, stakeholders were asked to complete a short feedback form. The feedback was as follows:

## Overall, how satisfied were you with today's workshop?

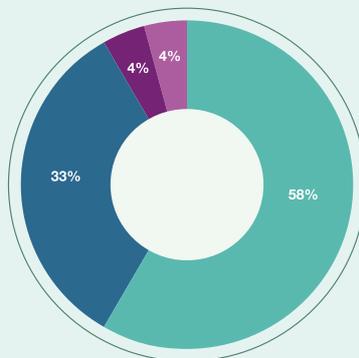
On average, stakeholders rated their satisfaction 8.83 out of 10.

### Overall, did you find this workshop to be:



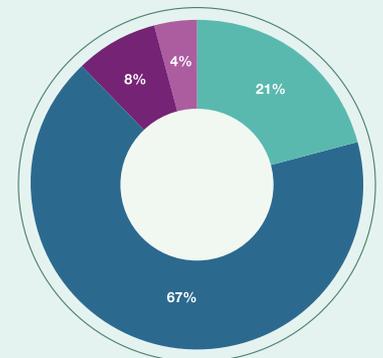
Very interesting    Not that interesting  
 Interesting        Not interesting at all  
 Neutral

### Did you feel that you had the opportunity to make your points and ask questions?



Strongly agree    Disagree  
 Agree              Strongly disagree  
 Neutral

### Did we cover the right topics for you on the day?



Strongly agree    Disagree  
 Agree              Strongly disagree  
 Neutral

“Good event, well managed, useful for me, thanks”

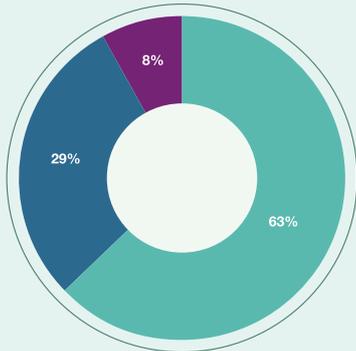
“Well run session and the technology worked!”

“Easy to do so – somewhat worried that might be overpowering others – but hopefully they felt they had the opportunity to speak as well.”

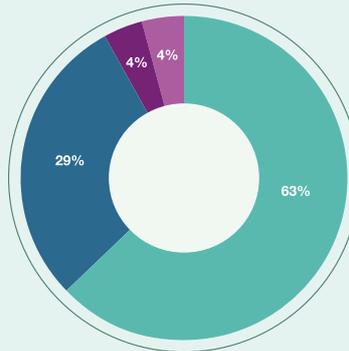
“Glad to see / hear some ambitious targets from WPD.”



### What did you think of the way the workshop was chaired by your facilitator?



### How well do you think the online format worked?



## Any other comments?

- “Appreciate the opportunity to be part of these sessions, they have been extremely informative. There has certainly been a marked increase in communications between WPD and other/outside organisations in recent years and I certainly hope it continues. Thank you.”
- “This is the best virtually managed event I have attended, thank you for the invitation.”
- “Thank you, excellent session and good to see progress with Business Plan.”
- “Thanks for the honest and open dialogue of Execs in this process”
- “The workshop was good overall and the online format was great for doing multiple, focused break-out sessions. It would be good to be kept abreast of how WPD are going to implement the findings of these workshops.”
- “Thank you for inviting me and good luck with the delivery of your plan.”
- “Thanks for the invite but look forward to face-to-face meeting on a formatted programme!”



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