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WPD Customer Panel

Zoom meeting

28 March 2022

WESTERN POWER DISTRIBUTION

Serving the Midlands, South West and Wales

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 using the Zoom link in the invite
- Select that you would like to connect using audio or video and **select 'JOIN'**
- Pre meeting: members join meeting at 14.00 (not open to WPD, Gabby to lead discussion and collate any CP questions for the full meeting)
- 14.10 – 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 during the meeting and circulate/post online afterwards

Customer Panel Agenda

28 March 2022 – by zoom

14.00	Closed member session – optional for all members
14.10	Welcome and introductions
14.15	Storms Eunice and Franklin Alison Sleightholm, Resources & External Affairs Director
15.05	Connections Update Kester Jones, Connections Strategy Manager
15.40	COMFORT BREAK
15.55	Customer Panel Chair update, inc EV Surgery and Community Matters sub-group Gabby Mallet, Chair, WPD Customer Panel
16.25	AOB and CLOSE *(Performance slides included for info in slide pack)*

Attending

Customer Panel members	
William Baker	Energy Systems Catapult
Joseph Kidd	Afallen Wales
Jo Giles	Cadent
Richard Hellen	The Schumacher Institute
Gabby Mallett	Customer representative - Chair
Bob Radford	Kirklington Parish Council
Kate Robbins	Wessex Water
Alex Spreadbury	B&Q
Cathy Tibbles	Whitwick Parish Council

Western Power Distribution:	
Alison Sleightholm	Resources and External Affairs Director
Richard Allcock	Stakeholder Engagement Manager
Kester Jones	Connections Strategy Manager
Nicki Johnson	Stakeholder Engagement Officer

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18th – 22nd February 2022
Storms Eunice & Franklin

Alison Sleightholm
Resources & External Affairs Director

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The weather – February 18 to 22nd

	Forecast:	**Actual weather:**
Friday 18th	Red weather warning issued. Widespread gusts of 70-85mph, reaching 90mph in exposed coastal areas expected	Wind gusts of 87mph recorded (Mumbles Head), 70mph (Plymouth), multiple speeds in excess of 80mph across the South West
Saturday 19th	Strong winds as the storm system moves overhead, slightly reduced speeds of up to 55mph	Wind gusts within South West and South Wales still around 55-60mph. Normal levels in the Midlands
Sunday 20th	Increased gusts up to 65-70mph and heavy rain forecast	Increased gusts up to 60-80mph and heavy rain
Monday 21st	Strong wind gusts of 60-65mph predicted, all four areas on amber alerts	Franklin arrived Sunday night bringing high wind speeds of 60-70mph throughout Monday

Tuesday 22nd: back to normal

Preparation – operations

From Thursday 17th February preparations were in effect, including

Ensuring operational readiness, e.g. cancellation of planned work

1,255 operational field staff were in place (across 27 depots)

Operational teams were prepared, e.g. transport and materials

- Operational standby rota enhanced companywide
- Extra ramp-up staff in Control rooms to assist in fault switching
- Tree cutting and overhead contractors available
- Operational staff comms (Satellite phones, etc.) checked
- Specialist vehicles started, fuelled and made available e.g. 4x4 vehicles, Supacat, etc.
- Checking materials stores and deliveries
- Fleet of 658 generators

Preparation – customers and the wider business

Contact Centres and customer welfare

- Ramp up support preparations commenced on Monday 14th February
- 200 staff trained - increasing ramp-up pool to 280 staff
- Ramp up rooms opened: Bristol, Plymouth, Pegasus, Cardiff, Tipton, Huthwaite, Bodmin
- Home workers placed on standby
- British Red Cross volunteers prepared

Vulnerable customer readiness

1,575,026 Priority Services Register (PSR) customers contacted with advice and reassurance

Other

- Emergency Planning held weather briefings, issued a “Preparedness” statement to resilience partners and monitored coastal flooding
- Website resilience enhanced
- Enhanced support from key teams, e.g. Comms (to issue updates), IT and Telecomms

The impact of the storm

Hours of unmatched wind speeds over five days

- Red weather warnings (stay home/danger to life) issued
- Eunice was the worst storm ever to impact our Southern areas
- Countless trees uprooted with debris hitting overhead lines
- Many overhead lines brought down needing urgent attention
- Continuing challenging weather conditions impacted access and ability to restore power
- WPD experienced two month's worth of incidents in two days (now almost 4,000 incidents* recorded):
  - **South West: 2,242**
  - **South Wales: 773**
  - **West Midlands: 721**
  - **East Midlands: 256**

*latest figures at 23.03.22 infographic produced before full allocation of incidents

Our response

Fault repair and Restoration

- Field teams worked tirelessly in challenging conditions to restore supplies as quickly and safely as possible
- **Over 500,000 customers restored (latest figures*):**
  - **South West: 319,000**
  - **South Wales: 110,000**
  - **West Midlands: 119,000**
  - **East Midlands: 28,000**
- East and West Midlands areas transferred over 380 staff to the South West to assist with restorations
- When safe, our helicopter unit inspected 330km of network
- 113 staff and 84 contracting staff re-deployed to other DNOs
- 98% of customers had supplies restored in under 48 hours

*latest figures at 23.03.22

Our response

Contact Centre

- **Handled 223,580 calls** (280 ramp up staff supporting from home/office)
- **552,935 proactive contacts to customers**, via telephone or text (**168,450 to PSR customers**)
  - 13,527 detailing our support package (food/drink/hotel)
  - 300 notified customers of catering vehicles in their area
- **466,526 power cuts reported** online

External Comms

- **2,317,638 website hits** received (26,720 on storm pages)
- Reached **929,899 customers via social media, including 4,512 incoming tweets**
- Carried out **5,668 live webchats**
- Sent **2,000 WhatsApp messages**
- Issued **19 newsletter emails and 1,844 emails to stakeholders**
- Submitted **19 reports and updates to BEIS**

Our response – vulnerable customers

New care package created for prolonged outages

- **821 vulnerable customers referred to our dedicated PSR escalation team for support,** e.g. welfare calls, British Red Cross assistance, escalations to local team, hot food/drink, taxi journeys
- **13,227 proactive contacts made offering our support package:** We identified those facing a second night without power to proactively offer food and drink, hotel accommodation and taxi fares. Dedicated PSR team authorised to book hotels, order food and support customers where needed
- The **British Red Cross attended 19 incidents, supporting 125 customers**
- The **National Caterers Association catering vehicles assisted 726 customers in six areas**

Lessons learned

Improving service after previous storms

- Quick-fire refresher training and support helped ramp-up call takers
- Dedicated escalation line for call takers to get support (e.g. critical safety/vulnerable customer)
- Email updates to call handlers on lines to take and the ‘current situation’
- Communications between teams improved

We can always learn more

- Dedicated escalation line helped BUT the sheer volume of calls meant call handlers were on hold (at home) and call handlers were tied up (in the contact centre) so we will improve this
- We want to offer the care package earlier and more consistently
- Fuel poverty partners may be able to source UPS devices for medically dependent customers

In summary

- Extensive preparations meant we were ready to respond
- 4,000 incidents affecting over 500,000 customers; two months' work in a weekend
- Contact centre staff boosted by ramp-up call takers from all over the business
- Field staff worked tirelessly in extremely challenging conditions and travelled to support other WPD areas (and other DNOs)
- A formidable effort over five days meant 98% of our customers affected had supplies restored in under 48 hours
- We will always learn lessons and strive to improve

Customer support boosts staff

We received a huge number of thank you messages

Today's Hero's wear High Vis Orange and drive White Vans. Thanks @wpduk we are back on

Thank you. Line reported down at 8.30am Engineer repairing it by 10.00am. What a fantastic service in very difficult conditions.

You have done an amazing job. We have been reconnected 2 hrs before your estimated time, in what must have been very difficult conditions and on a very busy day. Well done!

I just wanted to say a big thank you for getting my electricity back on earlier than you said you could. (It was off from 11 yesterday morning and wasn't supposed to be back on until 6pm tonight) I really appreciate the efforts of all the people out in the dangerous weather. Many Thanks!

Thank the teams for getting her supply restored quickly. She uses a stair lift and was very grateful to all the teams involved in restoring her supply.

Questions?

Customer Panel

Kester Jones
Connections Strategy Manager

28th March 2022

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POWER CUT? CALL 105

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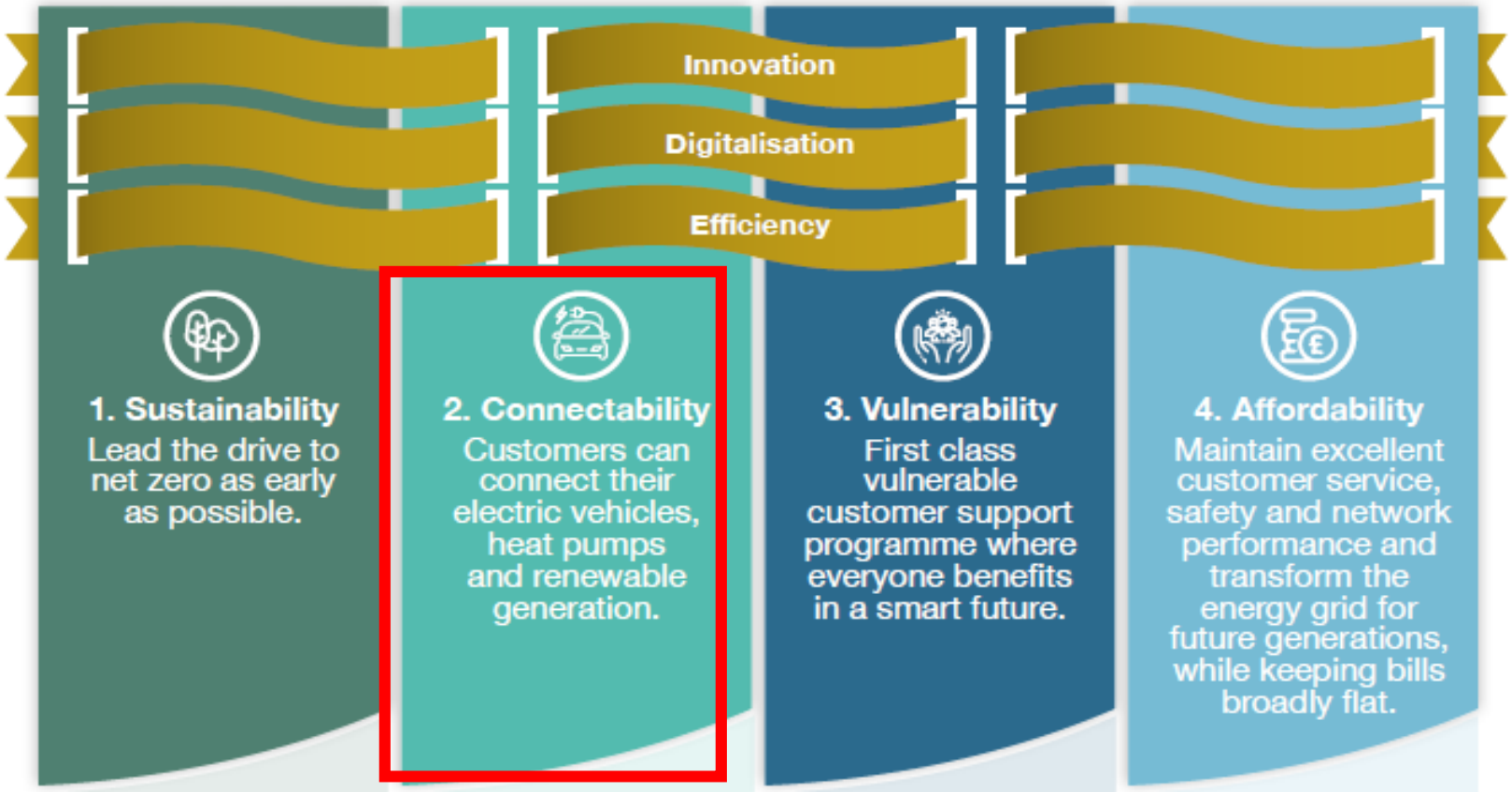
Context

- The electricity market is evolving and New Connections to our network are set to accelerate over the next decade.
- Major connections will increase in volume and complexity (especially in support of EV charging hubs) and mass market connections will see exponential growth as our customers look to install EV charging and heat pumps. Energy storage, micro generation and energy efficiency measures will also become more widespread. Each will require a new or modified connection and system access connection terms.
- In order to facilitate Net Zero then we need, as a business, to be ready for an increase in connections.
- In 2030 all cars will be electric (over 1m per year) and government expect 600,000 heat pumps. That is 1.6m “LCT things” across the UK or over 500,00 per year for us at WPD. It is 2,000 LCT applications per day by 2030. Source: ED2 business plan.
- ED2 will bring many changes and increased focus on DNOs by customers and OfGEM. E.g. the potential of socialised reinforcement charges and customer satisfaction surveys for major connection customers (in addition to the broad measure surveys for small connection customers).

ED2 - An ambitious vision for the future

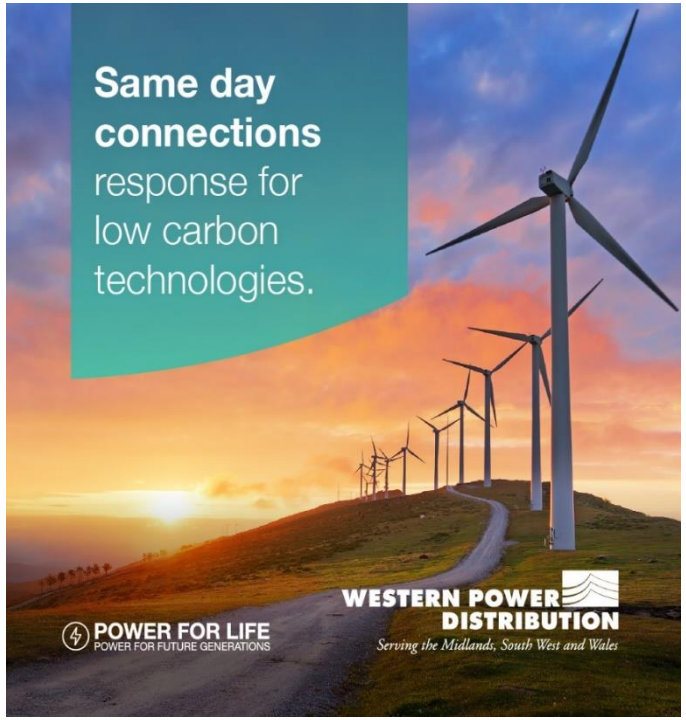
Our Business Plan contains 42 core commitments and over 400 wider commitments that we will deliver in RIIO-ED2 while keeping bills broadly flat

- We will achieve the key deliverables based on four strategic outcomes, which have three ‘golden threads’ running through each:



Connectability

Customers can easily connect their EVs, heat pumps and renewable generation



Plus an ambitious set of core commitments, including:

Ready for at least an additional 1.5 million electric vehicles and 600,000 heat pumps by 2028.

- Ensure customers are able to connect low carbon technologies quickly and easily

Huge uplifts in community energy with 30 new schemes a year

- Actively support the expansion of green, renewable energy generation
- Help communities to decarbonise and lower bills

Innovative uncertainty mechanisms ensure our plan is highly adaptive

- We will deliver a network to meet the evolving needs of our customers
- Align our future energy forecasts with the plans of local regions and the ESO.

Whole systems approach to drive best outcomes for customers

- Three regional collaboration trial schemes by 2025 involving gas, electricity, water, waste, transport and heating sectors.

Connectability

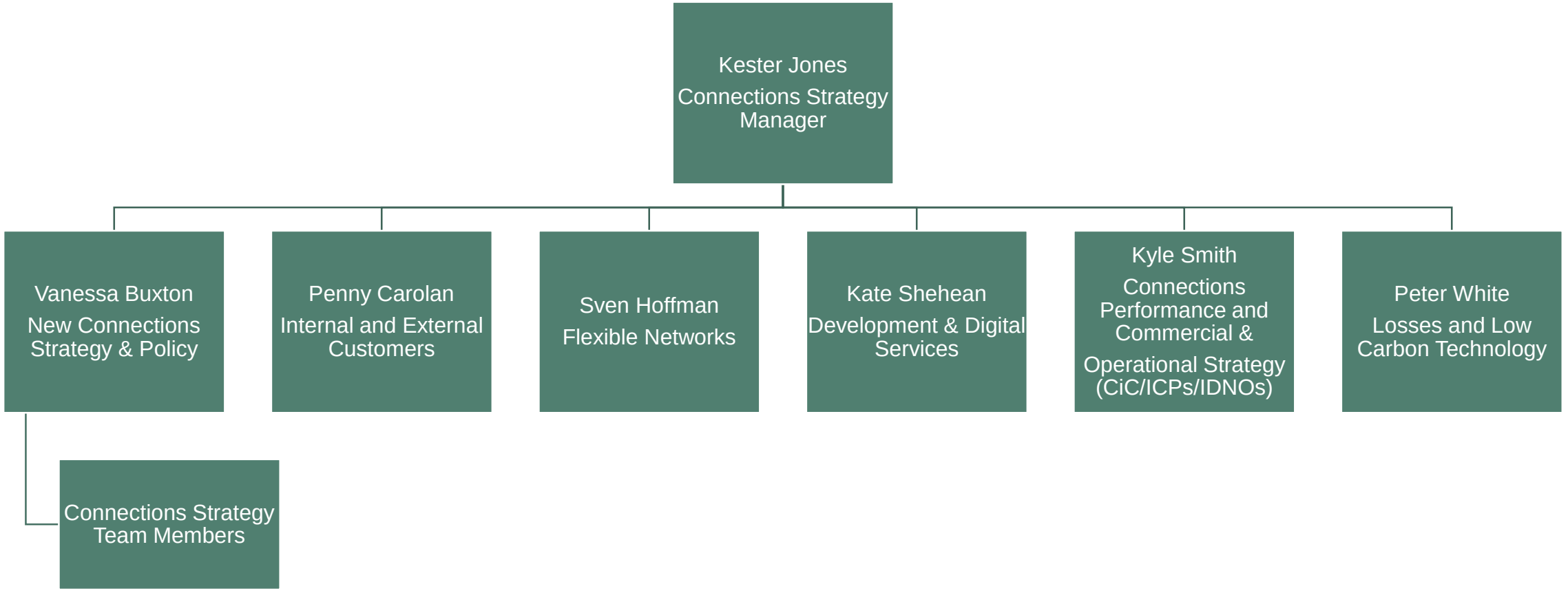
Customers can easily connect their EVs, heat pumps and renewable generation

2.4 Connections					Justification method	
	Core commitment	Commitment Type	Change from RIIO-ED1	Positive impact for customers	Annex 2a - Detailed Justification	Annex 5 - Stakeholder Justification
31	**Make it as easy as possible for customers to apply to connect individual domestic low carbon technologies by providing a same day connections response via an online self-assessment tool**	Bespoke ODI-R	New	Enable customers to receive a rapid response to their connection applications for potentially high volume connection types.	✓	✓
32	**Provide quicker and cheaper connections options for customers by increasing the number of flexible connection offers made, ensuring 100% of schemes receive a flexible alternative to reinforcement where the reinforcement cost is >£75k for LV, 11kV and 33kV connections and >£100k for 66kV or 132kV connections and/or where works will take more than 12 or 18 months respectively to complete.**	Bespoke ODI-R	Significantly lowered threshold (from >£125k)	More customers can choose between a conventional reinforcement solution, or a cheaper and quicker flexible solution.		✓

Changes to the Connections Strategy Team

- As a Connections Strategy team we will need to ensure that business processes are reviewed, adapted and introduced to ensure that we are able to cope with the increased demand in connections whilst ensuring that we improve our customer service in all market segments.
- It is my responsibility as a Manager to set a clear vision and expectations for my team and one aspect of this is the changing of the team structure to reflect the demands of 2022 and beyond.
- The Connections Strategy team has been expanded and updated to include Connections Strategy Engineers with defined areas of expertise allowing internal and external customers to access expert assistance via named individuals.
- Connection agreements are now processed centrally via Connections Strategy Team Members.

Connections Strategy Team



EV Update

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CALL 105

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EV Charging

Domestic Charging

- We have changed our network design models to reduce the overall impact of EV chargers.
- We have changed the connection policy to allow domestic (7kW) EV chargers to be accepted for connection (with same or next working day responses to customers and/or installers) with any network upgrades being completed at a later date.
- The next stage is to develop a web-based acceptance process for domestic LCTs.

Destination Charging

- Stakeholder engagement has showed that LAs were more likely to offer car park based charging than on-street solutions.
- WPD have developed versions of our local substations which are specifically wired for EV charger connections.
- This will offer 1.5MW of charge capacity at each location, can be used at any car park and takes up about two parking spaces.

EV Charging

En-route charging

- The Government's Project Rapid predicts that motorway service areas (MSAs) will require multiple megawatts of charge capacity for cars and light vans. (In many cases the demand will be the same as a small town).
- Our "Take Charge" innovation project is developing a solution and we have designed a version of our 33/11kV substation to fit into two shipping containers for use at MSAs.
- Our trial site at Moto Exeter is being built this winter and will have 12MW of capacity on site.

BEV HGVs

- WPD are in the process of producing a guide for HGV fleets and the journey they need to take to convert to BEV HGVs.
- We have a number of solutions to cater for the size of BEV HGV fleet: from a single BEV HGV rapid charger to supplying +20MVA capacity of anytime charging or to using timed charging to make use of "lightly loaded" network periods. Because of all the alternatives that are available we'd like to engage with you to understand your requirements.

Trigger point – an alternative approach

Trigger Point – EV charging hubs

- We are receiving increasing volumes of applications for dedicated charging hubs, both directly connected and through IDNO connections.
- Installers have stated that they may be able to constrain their energy usage if to do so would negate the need for reinforcement.
- From 1st April 2022, we are establishing a trigger point approach for EV charging hubs at 1MVA or greater, including those to be connected to the 11kV distribution system.

A relevant scheme will be one that meets the following criteria:

- Dedicated EV charging hubs for 1MVA or above;
- To be connected either directly to WPD network or via an IDNO embedded network; and
- Triggering reinforcement works.

For clarity, this process excludes schemes which are predominantly demand and/or commercial premises which require an element of EV charging capability.

Trigger Point – DG <50kW

- Similarly, we are receiving increasing volumes of applications for smaller G99 installations.
- Installers have stated that they do not wish to incur connection charges and therefore would like to know the capacity they can connect without triggering chargeable connection works.
- From 1st April 2022, we are establishing a trigger point approach for DG <50kW.

A relevant scheme will be one that meets the following criteria:

- G99 Distributed Generation (DG), export capacity <50kW;
- Relating to DG installation at existing premises;
- Application made via G99 A1.1 or A1.2; and
- Triggering chargeable works to accommodate the requested capacity.

For clarity, this process excludes applications for new connections to premises.

Trigger Point – process

- For relevant schemes, we will carry out additional studies to determine the trigger point. This is the capacity that may be provided without triggering the reinforcement works.
- If the study identifies that reinforcement work is required irrespective of the capacity, we will continue to provide a Connection Offer for the requested capacity.
- Where we establish that there is a trigger point, we will notify the Customer in writing.
- The Customer will be provided with 2 working days to decide whether to reduce their required capacity to the lower value or proceed with the offer for the full requested capacity.
- If no response is received within 2 working days, we will progress the Offer on the basis of the requested capacity.

Trigger Point – EHV reinforcement

- Trigger point information included in Point of Connection (PoC) letter (33kV and above)
- Customers are given an opportunity to reduce their requested capacity to avoid or reduce the reinforcement costs, if they choose to.
- Customers have 2 working days to respond in writing (email) otherwise the offer is progressed on the basis of the initial requested capacity.
- Went live on the 6th December 2021.
- Will be reviewed around July 2022.

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Flexible Connections

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Flexible Connections

What is a Flexible Connection?

- In this context, a Flexible Connection is where WPD require the demand or generation to be curtailed (or reduced or disconnected) under certain conditions in order for the network to remain within operational limits and to comply with ENA Engineering Recommendation P2 (Security of Supply).
- Flexible Connections are connection arrangements whereby a customer's export or import of electricity is managed (often through real-time control) based upon contracted and agreed principles of available capacity.
- We will consider flexible connection options wherever a connection request triggers reinforcement at a cost or timescale exceeding certain thresholds.

Voltage	Time to complete works	Or	Cost of reinforcement
LV	No threshold	Or	No threshold
11kV/33kV	> 12 months	Or	> £75,000
66kV/132kV	> 18 months	Or	> £100,000

Flexible Connections

A number of flexible connection options are available where reinforcement costs or timescales exceed the thresholds

- **Timed Connections**: Based on time of day, day of week or seasonal factors. By understanding the conditions which would adversely affect the network and limiting the output during certain time periods, the connection can be permitted without the requirement for extensive reinforcement.
- **Export Limitation Schemes**: These schemes measure the apparent power at the exit point of the installation and use this information to either restrict generation output and/or balance the customer demand in order to prevent the Agreed Export Capacity from being exceeded. The equipment required for export limiting is customer owned and provided, to WPD minimum standards.
- **Load Managed Connections**: These make use of real time SCADA based monitoring and analysis to determine the ability of the network to accommodate the customer's load (generation or demand). When network conditions are such that the full load cannot be accommodated, a constraint signal is sent via a Connection Control Panel (CCP), with connections affecting the same network constraints curtailed in the order allocated to them on a Last In First Off (LIFO) basis. Load management may be implemented with an Active Network Management (ANM) system or a Soft Intertrip Scheme.
- A "Flexible Connections Options" guide will be published on our website on 1st April 2022.

ICE (Incentive on Connections Engagement)

NEW ICE 2022/23 Plan

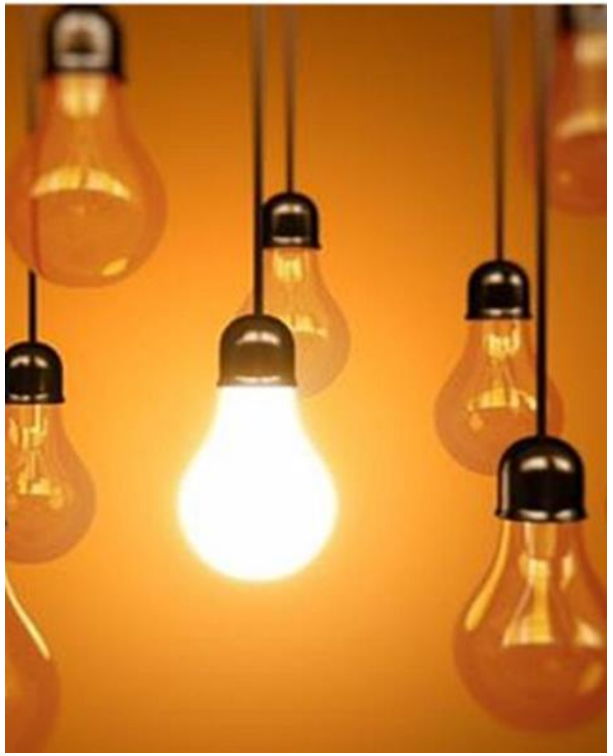
ICE Actions for 1st April 2022 onwards – Final Plan

ICE has only 1 more year to run before we move into RIIO-ED2.

This year, the areas covered were: -

- ❑ Policy guidance
- ❑ Customer support
- ❑ Communication
- ❑ Process improvement
- ❑ Stakeholder engagement

We are in the final stages of collating our actions for the ICE 2022/23 Plan but any feedback/suggestions are welcome.



2022 and into ED2

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2022 and into ED2

Access SCR (Significant Code Review) (the consultation is now closed).

OfGEM's proposals are: -

- to remove the contribution to reinforcement for demand connections by introducing a shallow connection charging boundary whereby connecting customers only pay for extension assets.
- to reduce the contribution to reinforcement for generation connections by introducing a 'shallower' connection charging boundary. This would involve connecting customers paying for extension assets and a contribution towards reinforcement at the voltage level at point of connection.
- to introduce a High Cost Cap (HCC) for demand connections alongside the removal of reinforcement contributions. This is intended to protect DUoS customers from excessive contributions towards very high-cost individual connections in the absence of DUoS signals against such developments, while still delivering a shallow charging boundary for most demand connection customers.
- that storage connections no longer treat import and export reinforcement separately, and that storage is considered in line with generation for the purpose of reinforcement contributions.
- WPD responded as did the ENA. **We believe that we will receive OfGEM's final determination sometime in early April.**

- OfGEM have recently announced a DUoS SCR will take place after the final determination has been issued for the Access SCR.
- OfGEM have also announced that a task force led by NGESO will review TNUoS.

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Thank you.

kjones1@westernpower.co.uk

Customer Panel Chair update

Gabby Mallet – Chair, WPD Customer Panel

Four Main topics

- Future energy scenarios – how do WPD come up with the figures for future needs?
- Managing EV growth
- WPD's own fleet – what are they doing now and what are they planning for the future?
- EV and vulnerability – report of specific project on EV and people with mobility restrictions or with high levels of anxiety (mental health difficulty)

Future energy scenarios

- Take a baseline – current installed capacity
- Add known changes – new build housing etc
- Stakeholder engagement – LA's what's happening in the area, developers what are they going to build soon etc
- Model potential for Low carbon (esp. heat pumps and EVs)
- Scenario projections 2020-2050
- 'uncertainty' mechanism for changes outside of plan
- Plan is bottom up and top down – goes to substation level and takes account of Govt policy

Managing EV growth

- Ban on sale of ICE (internal combustion engine) cars from 2030
- Need over 1m EV chargers per year
- Gov’t heat pump target 600,000 per year
- WPD covers approx. 1/3 so, about 500k connections per year or 2,000 every working day!
- EV nation pilot project has helped WPD to learn a lot. People don’t charge every day & they are sensitive to price signals (approx. 8k miles per year and 1-2 charges per week)
- Change to installation policy – now install 7kW charger (or 12kW heat pump) and WPD will do any network upgrades after
- Once trigger reached Substation will be reinforced to make it fit for 2050
- Longer discussion about charging in carparks and in service stations – lamppost charging less likely – motorway services charging will have demand of small town!

WPD fleet

- All maintenance work is done in house
- 76 mechanics working towards IMI level 3
- 15% company cars now EV, 43% of order book is EV. After 2023 no option but EV
- 129 small electric vans. New vans no option but electric
- Looking at options for larger vehicles – concerns about hydrogen

➢Panel offered support with experience of larger vehicle options

Equal EV Project

- Provided by William Baker – panel member, Energy Systems Catapult
- 5.9% of drivers have blue badges
- Looked at motivation for getting EV and reasons for not getting one
- Similar concerns as general public – range anxiety, etc.
- Specific concerns – will space be large enough for wheelchair access? Will display be low enough for wheelchair user?
- Issues about where to find information and which cars have been, or could be, adapted

Equal EV Project continued

- 61% of disabled people would only consider an EV if charging was more accessible
- Emerging technologies/services that might help people with mobility impairments or anxiety issues, such as wireless charging – adaptive chargepoint info on journey planning apps
- Links to PSR
- Discussion about potential for Vehicle to Grid to alleviate loss of power in outages, esp for medical equipment
- Note PSR useful to highlight people ‘immobilised’ due to power outages
- More results to come. 90 ideas generated in workshops. William Baker will update when results finalised

Questions for wider panel

- Not for discussion here. Please follow up by email
- Are Panel members aware of the data WPD make available on local EV forecasting?
- Has anyone used this data already?
- Would any members consider using this data in the future?
- How could it be made more useful?
- Have Panel, or member organisations, had any experience of using alternative fuels such as hydrogen and Hydro-treated vegetable oil) HVO?
- Do you think these alternatives can compete with electric vehicles?

Community Matters Fund panel meeting feedback

Gabby Mallett

28th March 2022

Presentation

- Originally launched to provide covid support
- Realisation that usual vulnerability support was not available during lockdown
- Started with £500k, later extended to £1m
- 1000+ applications received. 871 organisations supported
- Once framework was developed wanted to build on it
- £1m annually from shareholders – no impact on consumer bills
- Five key themes

Supporting customers in vulnerable situations: Activities that build on our 'core purpose' consumer vulnerability and fuel poverty schemes. Fuel poverty does not exist in isolation from other forms of poverty; customers unable to afford their energy bills inevitably also experience financial difficulty with other essential goods and services. Through this fund, WPD will seek to support organisations tackling wider vulnerability and poverty, such as food banks, health and social care charities, and organisations supporting those facing homelessness.

Science, Technology, Engineering and Mathematics (STEM) subjects: Activities aimed to encourage greater and more diverse participation in STEM subjects, and the future career opportunities they offer.

Low carbon and energy efficiency: Building on WPD's existing community involvement, the fund will support low carbon initiatives, energy saving projects or climate change activities that engage communities in the net zero transition and promote environmental awareness and understanding.

Safety: Activities encouraging people to stay safe when working and carrying out leisure activities.

Diversity: Activities aimed to encourage diverse workforces and inclusiveness for all.

Discussions

- Why mainly allocated per license area?
- Due diligence on smaller applications
- Support for applications which looked like good ideas, but not well set out
- Projects with have longevity and address issues at source
- Encourage WPD staff to be involved – volunteering, fundraising etc
- How do we get the word out?

How do we get the word out?

- How is it marketed?
- What other organisations do we need to contact?
  - parish councils
  - faith groups
  - community foundations
- Need to ensure that smaller, more local organisations get to hear about it

Who else should we contact and how?

Community Matters Fund now and future

- Phase 1 (21/22) - Fuel Poverty - £500k
- Phase 2 – (21/22) - Loneliness and Isolation - £500k
- Phase 3 – (22/23) - planned Holiday Hunger - £250k
- Phase 4 – (22/23)?
- Phase 5 – (22/23)?

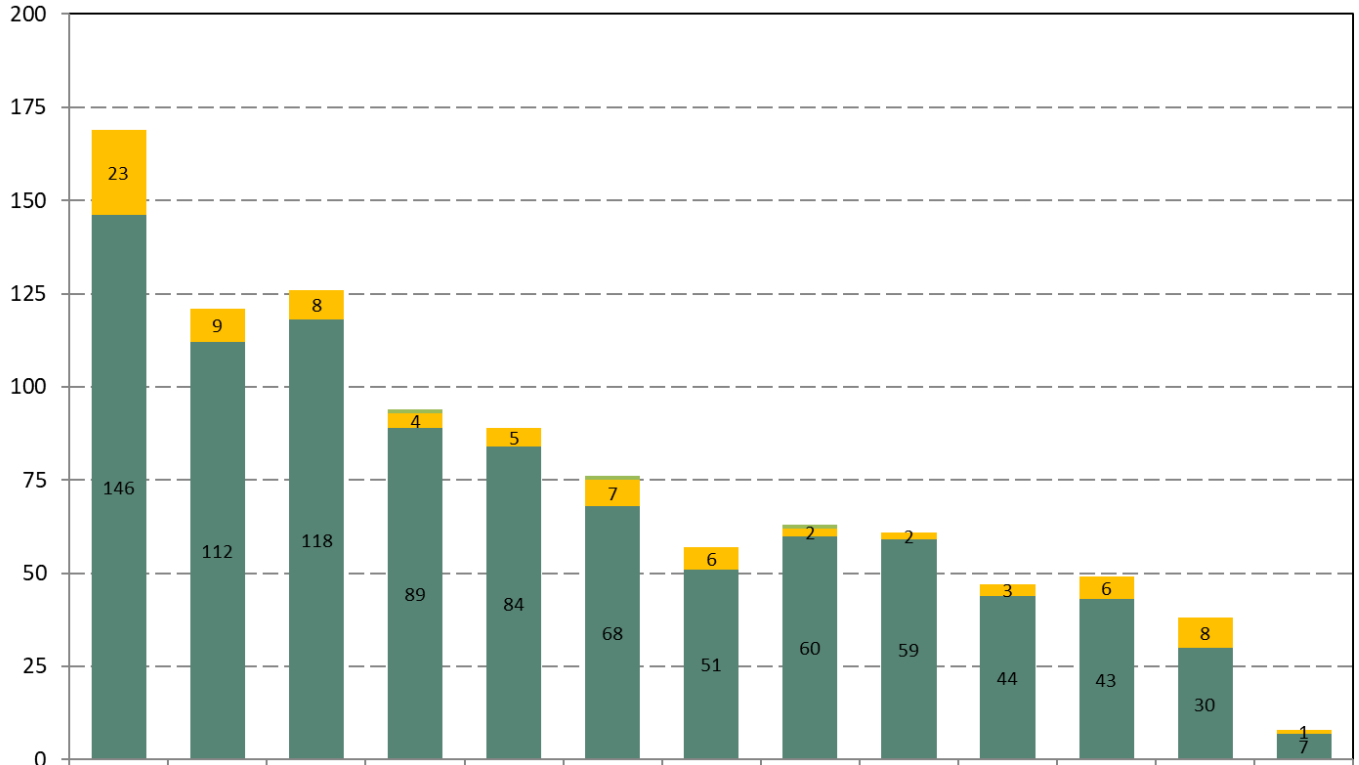
Next themes - ideas

- Local resilience – extreme weather events, heatwaves, floods, storms etc
- Food waste – especially look at retail and hospitality
- Repair cafes
- Community transport
- Electric vehicles and vulnerability – building on EV workshop

What else could we add to the list/prioritise?

Appendices - YTD performance

Safety Incidents



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Fatality	0	0	0	1	0	1	0	1	0	0	0	0	0
LTA	23	9	8	4	5	7	6	2	2	3	6	8	1
NLTA	146	112	118	89	84	68	51	60	59	44	43	30	7

As at end of February 2022

*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	46.4	29.7	37.2	22.1	38.3	24.6	49.6	36.4
% Out Performance	41.3%	42.1%	25.9%	38.0%	26.2%	24.1%	13.8%	14.9%
*Potential reward (£m†)	21.2		19.3		5.8		5.9	

As at February 2022

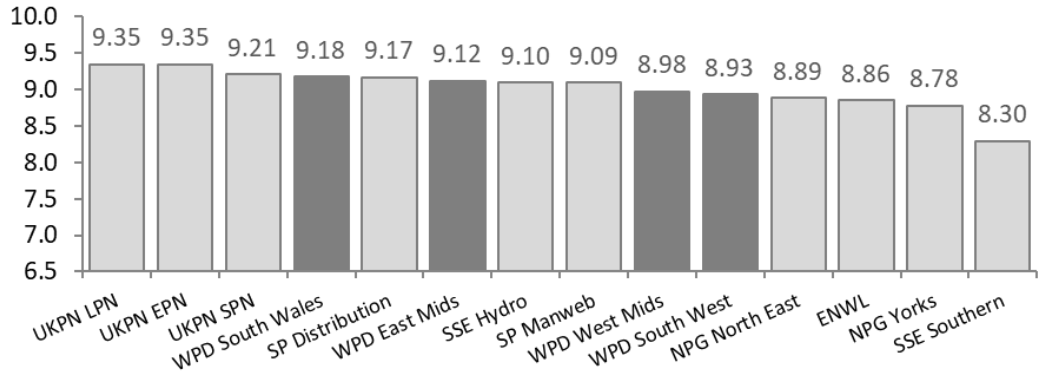
*Subject to Ofgem audit

†At 2021/22 prices

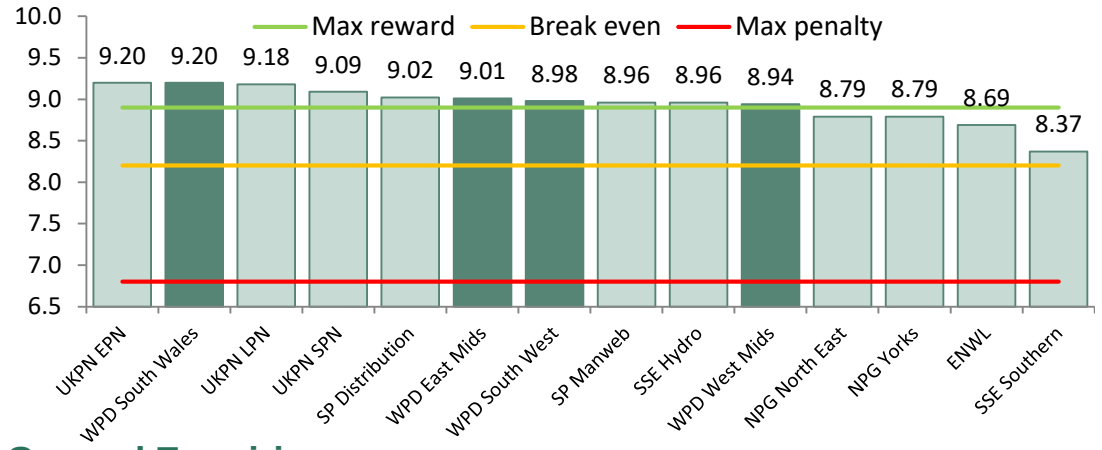
Broad Measure Survey

2021/22 regulatory year (as at January 2022)

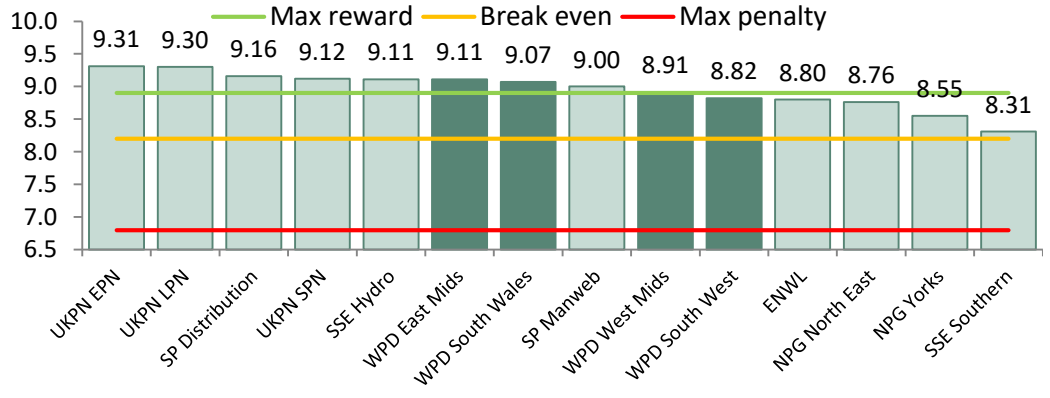
Overall Combined



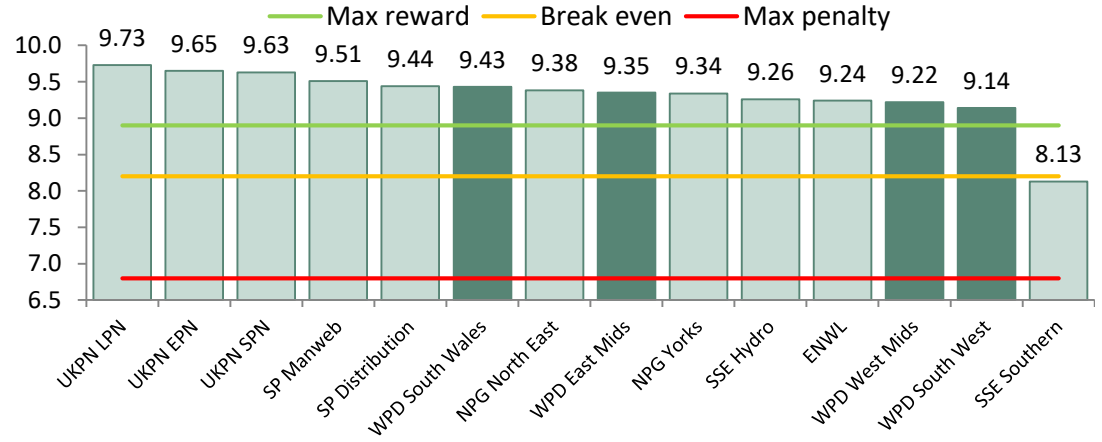
Interruptions



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

WESTERN POWER DISTRIBUTION
Serving the Midlands, South West and Wales

Contact Centre Performance

2021/22 regulatory year (to Feb 2022)

Inbound

Service	Total calls	Average speed of response - Calls 18.65 seconds
General enquiries	172,502	Average speed of response - Twitter 38 mins 20secs
No supply	965,484	Average speed of response -Webchat 61 seconds
Calls to 105 (included above)		453,194 (47%)

Outbound – Proactive

209	Total call backs	Total to vulnerable customers
During fault	710420	698567
When ETR changes (Estimated Time of Restoration)	147558	58086
Post fault	397625	209770
Total	**1,255,603**	**966423**
Total proactive text messages sent	**1,356,450**	

Priority Service Register data cleanse

	Total contacts
Customers attempted to contact	1,592,605 (success rate: 11%)
Onward referrals made (e.g. for fuel poverty support)	(14,768 including 4119 referrals to fire service)

Notable events in our area – Eunice and Franklin

- The roof of the RNLI lifeboat station in Sennen Cove, near Penzance, landed on overhead lines
- Near Tavistock an entire row of trees fell onto an overhead line
- The roof of The Watering Hole Bar in Perranporth Beach, Cornwall was ripped off
- Fallen trees in Newquay struck two vans
- A Church spire toppled and fell from St Thomas' Church in Wells, Somerset
- The Air Dome at Cardiff International Sport Campus was damaged
- A 70ft tree fell onto a house in Cardiff causing extensive damage
- SW Railway suspended all services into Devon, all events in Cardiff were cancelled & hundreds of Schools closed