

Stakeholder workshop report: Nottingham

6th November 2012



1. Contents

1.	Contents.....	2
2.	Introduction	4
2.1.	Date and location.....	4
2.2.	Attendees:.....	4
3.	Executive summary.....	8
3.1.	Feedback from participants	8
3.1.1.	Topics for discussion	8
3.2.	Feedback summary	8
4.	Issue 1. Power cuts	10
4.1.	Q1. Reducing the number and average duration of power cuts should be one of WPD's highest priorities	10
4.2.	Comments.....	10
4.3.	Q2. Power cuts: Which of the following options would you like to see in WPD's plan?.....	14
5.	Issue 2. Severe weather / emergency resilience	16
5.1.	Q3. A tree trimming programme to reduce the risk of power cuts during storms should be a high priority for WPD	16
5.2.	Comments.....	16
5.3.	Q4. Severe weather resilience: Which of the following options would you like to see in WPD's plan?.....	19
6.	Issue 3. Flooding:.....	21
6.1.	Q5: Protecting substations against the risk of flooding should be a high priority for WPD:	21
6.2.	Comments.....	21
6.3.	Q6. Protection against flooding: Which of the following options would you like to see in WPD's plan?.....	24
7.	Issue 4. Oil and gas leaks.....	25
7.1.	Q7. Acting to reduce the risk of oil leaks from fluid-filled cables and SF6 gas leaks from equipment, should be a high priority for WPD?	25
7.2.	Comments.....	25
7.3.	Q8. Reducing oil and gas leaks: Which of the following options would you like to see in WPD's plan	28
8.	Issue 5. Worst served customers	29
Q9.	Improving service for our worst served customers should be one of WPD's high priorities:.....	29
8.1.	Comments.....	29
8.2.	Q10. Service to remote customers: Which of the following investment options would you support?.....	32
9.	Issue 6. Undergrounding in national parks and AONBs.....	33

9.1.	Q11. Replacing overhead lines with underground cables in National parks should be a high priority for WPD (no supply reliability or carbon reduction benefits)	33
9.2.	Comments	33
9.3.	Q12. Which of the following options would you like to see in WPD's plan?.....	36
10.	Issue 7. New connections – process speed	37
10.1.	Q13. The current time taken from first contact to completed connection is acceptable	37
10.2.	Comments	37
10.3.	Q14: Which of the following options would you like to see in WPD's plan?	40
11.	Issue 8. Innovative customer communications.....	42
11.1.	Q15. Which of the following options would you like to see in WPD's plan?.....	42
11.2.	Q16. Innovating the methods by which customers can communicate with us should be a high priority for WPD	43
11.3.	Comments	43
11.4.	Q17. Which of the following options would you like to see in WPD's plan?.....	45
12.	Low carbon investment	47
12.1.	Issue 2. If you had greater visibility of your energy use (e.g. smart meters), what impact do you think it would have on your behaviour?	51
12.2.	Issue 3. Do you agree that customers should not see an increase in power cuts as a result of introducing smart grid technologies??.....	54
12.3.	Any other comments?.....	55
13.	Stakeholder feedback.....	56
13.1.	Q1. Did you find the workshops useful?	56
13.2.	Was the venue conveniently located for you?	56
13.3.	Did we provide enough information at the workshop?	56
13.4.	Did you feel you had sufficient opportunity to express and discuss your views today?.....	57
13.5.	Did you feel we covered the right topics?	57
13.6.	Written feedback.....	57

2. Introduction

2.1. Date and location

The stakeholder workshop took place on 6th November 2012 at: Nottinghamshire County Cricket Club, Trent Bridge, West Bridgford, Nottingham NG2 6AG

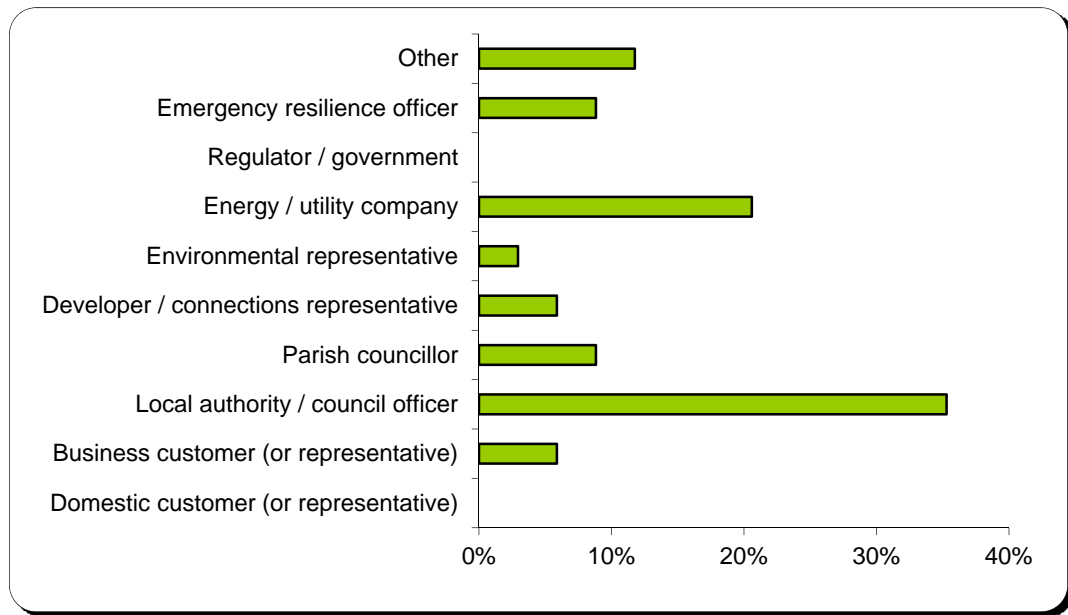
2.2. Attendees:

36 stakeholders attended the Nottingham workshop. The details of all attendees are shown below:

- Mr Adrian Grilli - Managing Director, JRC Ltd
- Mr Alex Moczarski - City Energy Manager, Nottingham City Council
- Cllr Andres Swallow - Chairperson, Bilsthorpe Parish Council
- Mr Andrew Ashcroft - Assistant Director Economic, Environment and Culture, Herefordshire Council
- Mr Andy Moger - Planning Policy Officer (Urban Extensions), South Kesteven District Council
- Mr Ashley Baldwin - Principal Planning Officer, Nuneaton and Bedworth Borough Council
- Briony Tuthill - Emergency Planning Officer, Anglian Water Services
- Mr Dave Darlow - Sales Manager for DNO's and Onshore Renewables, Siemens Transmission and Distribution Ltd
- Mr Derek Hayes - Services Delivery Manager, Siemens Transmission and Distribution Ltd
- Mr Edward Shaw - Emergency Planning Officer, Nottinghamshire County Council
- Mr Graham Wootton - Senior Technician Electrical/ICA, Severn Trent Water
- Mr Ian Benson - Commissioner for the Sustainable County, Staffordshire County Council
- Mr Jas Hundal - Service Director, Nottinghamshire County Council
- Dr Jim Angus - Commercial Director, IVHM Centre, Cranfield University
- Mr John Dowson - Head of Policy and Representation, Derbyshire and Nottinghamshire Chamber of Commerce
- Mr Karl Maryon - Non-Energy Cost Analyst, Haven Power Ltd

- Dr.Kathryn Asplin - Business Development Manager, NPL
- Mr Lee Butler - Technical Advisor, Fulcrum
- Cllr Lynda Lally - Councillor, Broxtowe Borough Council
- Cllr Mark Winnington - Cabinet Member for Environment and Assets, Staffordshire County Council
- Cllr Pat Lally - Deputy Leader, Broxtowe Borough Council
- Mr Paul Beck - VP Advanced Projects, Finneccanka Ltd
- Cllr Paul Key - Councillor, Gedling Borough Council
- Mr Paul Wright - Principal Planning Officer, NPL
- Mr Phil Berrill - Energy Management Officer, Nottinghamshire County Council
- Mr Phil Proctor - Program Manager for Energy Storage and Distribution, Energy Technologies Institute
- Rhiannon Martyn - Assistant Director, The Open University
- Cllr Richard Butler - Portfolio holder for Environment and Sustainability. Nottinghamshire County Council
- Richard Gray - Managing Director, Coventry & Solihull Waste Disposal Co Ltd
- Mr Russell Lawley - Geoscientist, British Geological Survey
- Cllr Stephen Woodliffe - Cabinet Member, Boston Borough Council
- Mr Steven Haywood - Plant Manager, Veolia Environmental Services
- Mr Stuart Fowler - Senior Business Consultant, Logica UK
- Mr Trevor Goodman - Councillor, Bilsthorpe Parish Council
- Mr Vimal Thakkar - Electrical Engineering Manager, Veolia Water – Infrastructure Services
- Mr Wayne Wilson - Operations Manager, TNEI

The split of stakeholders according to the type of organisation they were representing on the day is shown below:



Western Power Distribution

- Alison Sleightholm - Regulation and Government Affairs Manager
- Nigel Turvey
- Bob Parker
- Alex Wilkes - Stakeholder Engagement Regulatory & Government Affairs
- Paul Jewell
- Nicki Johnson
- Dave Hewitt
- Pat Bates
- Simon Havill

Green Issues Communiqué

- James Garland - Director (workshop facilitator)
- Nick Bohane - Executive Director (workshop facilitator)
- Richard Sutcliffe-Smith - Executive Director (workshop facilitator)
- Harry Hudson - Associate Director (workshop facilitator)
- Ian Biddulph - Consultant (workshop facilitator)

- Lorna Campbell - Consultant (workshop facilitator)
- Alice James - Account Manager (scribe)
- Laura Edwards - Account Executive (scribe)
- Alex Coleman - Account Executive (scribe)
- Lottie Whyte - Account Executive (scribe)
- Fiona McAra - Account Executive (scribe)
- Robert De Angeli - Account Executive (scribe)

3. Executive summary

3.1. Feedback from participants

- All the stakeholders who left feedback after the event told us that they found the workshops to be 'useful' or 'very useful'
- Every stakeholder who filled out a feedback form stated that they had sufficient opportunity to express and discuss their views
- All of the stakeholders who left their comments felt that we had covered the right topics at the workshop

3.1.1. Topics for discussion

- Power cuts
- Severe weather / emergency resilience
- Flooding
- Oil and gas leaks
- Worst served customers
- Undergrounding in national parks and AONB's
- New connections – process speed
- Innovative customer communications
- Low carbon investment

3.2. Feedback summary

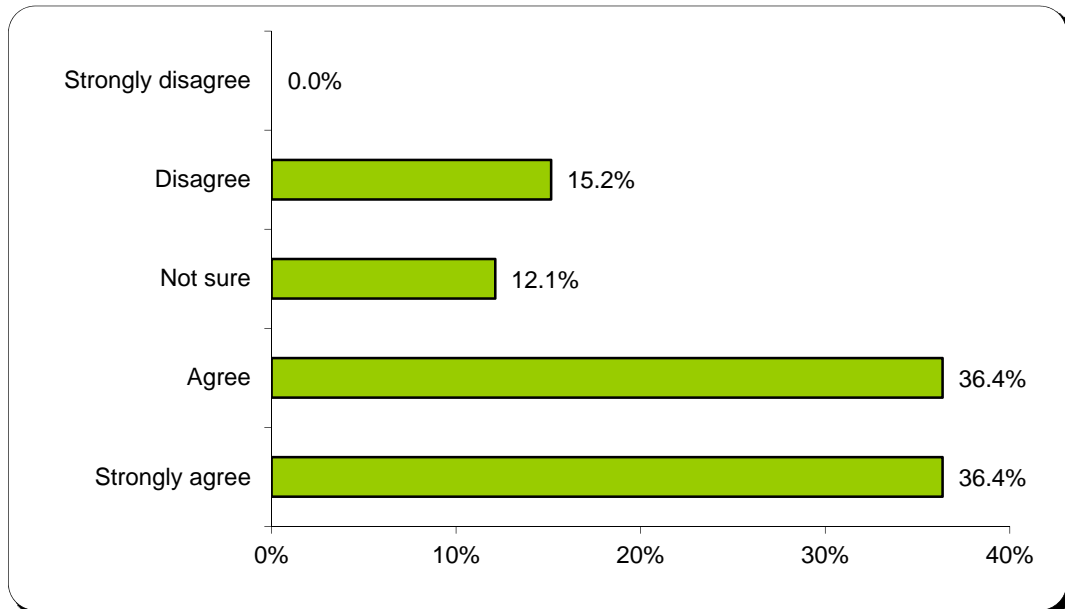
- Almost three quarters of stakeholders were of the view that reducing the frequency and duration of power cuts should be a high priority for WPD. A number of stakeholders did comment that the service was sufficiently reliable at present. However, whilst WPD's proposed approach to reduce the average frequency of power cuts to 7.75 per 10 years and the average duration to 52 minutes was supported by over 40% of stakeholders, more than half were of the view that the company should go even further
- Almost three quarters of stakeholders agreed with WPD's proposed approach with regard to a tree trimming programme of 20 years at no additional cost in order to assist in the company's severe weather resilience
- Almost 90% of stakeholders view flooding as a high priority issue. Whilst WPD's proposals to remove the 100 most at risk substations from the risk of flooding were

supported by over 40% of stakeholders, well over half were of the view that these proposals should go further

- With regard to the issue of oil leaks from fluid-filled cables and SF6 gas leaks from equipment, over half of stakeholders polled were of the view that this was a high priority issue. Over half of stakeholders polled agreed with WPD's proposed approach to dealing with this issue by replacing the worst 1% of equipment with the highest leakage rate
- Two thirds of stakeholders either 'agree' or 'strongly agree' with the statement: 'improving service for worst served customers should be one of WPD's high priorities'. However, there was a difference in opinion on this issue. Just over a third of stakeholders polled endorsed WPD's proposed approach to reduce the number of worst served customers from 10k to 6k with the remainder split between those who think the company should go further and those who were of the view that WPD should do less
- The majority of stakeholders at the workshop did not view the issue of undergrounding in national parks and AONB's as being of high importance, with some stakeholders describing it as 'yesterday's issue'. Almost a third of stakeholders polled were of the opinion that WPD should actually do less than the proposed option to underground 40k of overhead lines
- Most stakeholders were of the view that WPD's process speed for new connections (30 days for a small scheme and 90 days for a large scheme) was acceptable at present and the majority stated that this level of service should remain as it is
- There was considerable support for WPD to innovate the methods by which it communicates with its customers. Over a quarter of stakeholders would like to see real time information on power cuts on the WPD website, although there was little appetite for WPD to invest significantly in social media. There was a good deal of support for applications, payments and job tracking being accessible online
- It was felt that WPD's 'best view' scenario with regard to low carbon technologies was optimistic. It was commented that this level of transition could only be achieved through the use of incentives. It was also noted that improvements to fuel efficiency and insulation in new homes and in the existing housing stock was necessary to help meet such challenging targets
- Opinion was split on the issue of whether or not the introduction of smart meters would have a positive impact on customers' energy consumption. Some stakeholders were advocates of this technology and could call on their own experience. However, others were sceptical. There was broad agreement that customers would be more likely to alter their behaviour if they could see the benefits themselves
- Broadly, stakeholders would not be prepared to see reductions in the levels of service as a result of the introduction of smart grid technologies and, for many, security of supply was of paramount importance

4. Issue 1. Power cuts

4.1. Q1. Reducing the number and average duration of power cuts should be one of WPD's highest priorities



4.2. Comments

Table 1

- An energy/utility company representative said frequency was a bigger problem to them, rather than duration
- An environmental representative stated that *'the impact of power cuts is massive;'* s/he said that it affected income as they couldn't burn rubbish and it therefore affected their bottom line
- An environmental representative believed that *'investment should go further, switchgear is old and serious investment is needed'*
- A local authority/council officer wanted to know *'what proportion of the bill would be paid by the business community?'* S/he felt it *'imperative that frequency doesn't affect business'*
- An environmental representative claimed *'most of the large businesses have back-up generators, and are paying for their own protection. S/he was of the view s/he 'is not seeing much gain to being part of your network'*
- An environmental representative held the view that WPD is *'not customer focused'*

- An energy/utility company representative said that *'frequency has a large effect on equipment'*
- An energy/utility company representative claimed *'it affects water companies with rural coverage'*

Table 2

- An energy/utility company representative queried whether the power cuts were planned or unplanned as customer expectation will vary
- An energy/utility company representative said *'this plan was not a big improvement'*; 8 minutes for 0.25 less power cuts was not a revolution
- A local authority/council officer made the point that *'performance of the network is already good, so in perspective it is reasonable.'* S/he thought that WPD has to think about how much money could be spent better elsewhere, such as flooding prevention, as that will cause more havoc
- An energy/utility company representative asked *'what impact was allowed for other work.'* S/he commented tree cutting, for example will have an impact as fewer trees means less power cuts, but this will have an environmental impact
- An energy/utility company representative stated *'housing booms alter supply and demand so WPD must prepare for this'*
- A local authority/council officer broadly agreed the approach was reasonable. Domestically, power cuts are not a major issue for his / her area, therefore s/he is not seeking more money to be spent on power cuts and might prefer the money to be spent elsewhere
- An energy/utility company representative thought *'that the proposal was reasonable'*
- An energy/utility company representative agreed but countered that there was *'not much point going beyond option 1 as outside factors such as copper theft need to be factored in'*
- An energy/utility company representative supported this view and said *'copper theft causes power cuts so it is a cyclical problem'*
- An energy/utility company representative mentioned *'substations can affect supply and demand so WPD can't allocate all money to one pot and has to spread its resilience across several areas'*
- A local authority/council officer commented *'option 1 went far enough as performance is good so no need to change it drastically'*
- An energy/utility company representative wondered *'is 8 power cuts in 10 years high? Do the rural environments lift the average?'*

- An energy/utility company representative commented *'other factors which cannot be controlled, such as snow and debris will affect the numbers so the average is likely to go up as the weather becomes more volatile'*

Table 3

- A business customer representative was of the view that option 1 was the worst for value at 8.8p per 1%. S/he noted *'on the surface it looks like option 1 is the cheaper option but it is not good value for what the customer has to pay out'; option 2 is best'*
- An energy/utility company representative commented *'the average duration of 60 minutes being reduced by 8 minutes through option 1 is a step in a good direction'*
- A stakeholder was of the opinion *'options 2 & 3 seem to be related to option 1.'* S/he would like to see *'options 2 & 3 combined'* and felt together they would have a bigger impact than option 1
- A stakeholder asked *'are customers aware of all situations when power cuts occur?'*
- A stakeholder pointed out *'customer power cuts equate to severe weather incidents and therefore of the two situations should not be separated'*
- A business customer representative said the most important issue that needs to be considered is the *'impact on customers.'* S/he stated *'a power cut once every 10 years in a house is not a problem.'* S/he would like *'to see the bill to be as low as it possibly can'* but was concerned about *'the wholesale price not being passed onto the customer.'* S/he felt overall *'option 1 is ok due to it being unlikely customers won't notice the extra charge'*
- A local authority/council officer stated *'depending on the type of segment people are in will vary people's opinions.'* S/he was of the view that *'even if an option is commercially viable it will not matter to the commercial user'*
- A stakeholder commented that *'WPD is dealing with an unusual situation in respect to unprecedented economic problems.'* S/he would like to see *'WPD putting into context the living needs of customers as views are being strongly affected due to economic problems'*
- A stakeholder was of the opinion that from the perspective of those who live in a rural area *'power cuts are expected to happen and this is accepted and has been integrated into their way of life.'* S/he felt this is because *'rural people expect the problems due to location whereas city residents will be a lot less tolerant'*
- A business customer representative pointed out the impact on business customers needed to be considered / recognised by WPD. S/he commented when s/he used to run a factory, *'if one machine was turned off due to a power cut it results in a huge cost and impact for the business as it used to take up to 2-3 days to sort out the problems.'* S/he pointed out *'the financial loss could be between £1-2k'*
- A business customer representative suggested it is likely that *'business customers are happy to pay an extra 55p if it helps to resolve problems'*

- An energy/utility company representative said *'having power in a business is very important but it is not restricted to working hours of 9-5.'* S/he went on to point out *'people need heating at all times of the day'*

Table 4

- A stakeholder stated s/he *'does not have any measured desire to accelerate improvement in power cuts in the next 6-8 years.'* S/he suggested *'WPD shouldn't spend the additional 40p here and 8 in 10 is a good record'*
- A local authority/council officer stated that s/he *'would like to pay as much as possible to ensure supply is as resilient as possible'*
- A local authority/council officer added that s/he shares the same view. S/he stated that *'urban areas do not experience power cuts as regularly as rural areas.'* S/he personally experiences *'a power cut lasting for one hour once a month'*
- A local authority/council officer stated that *'power outages are not a particular issue for the area that s/he represents'*
- An energy/utility company representative wanted to know *'what amount of the percentage quoted is made up of weather impact on resilience levels.'* S/he suggested that *'it may be wiser to spend money on tree felling if weather is predicted to become a bigger issue, rather than increasing investment in reducing power cuts'*
- A stakeholder wanted to know who was surveyed in WPD's market research and *'how the market research was framed'*
- A local authority/council officer asked *'whether WPD would employ more engineers as part of the increase in cost to improve resilience levels.'* S/he added that they would like to see an investment in more staff and would like to have *'more people on the ground'*

Table 5

- An energy/utility company representative said that *'the issue for us is if we lose supply there is a major disruption to our service this is a big risk to us'*
- A local authority/council officer noted that *'it's more a case of ensuring you have the right infrastructure, that there aren't power cuts as a result of new housing or demand, I don't think power cuts are a huge problem for us'*
- A stakeholder asked is *'Ofgem is giving a monetary incentive to reduce power cuts? If yes, why are WPD increasing the cost to the consumer, why aren't WPD sharing the cost?'*
- A stakeholder explained that s/he thought *'these costs are actually very little to pass on to the consumer'*
- An energy/utility company representative felt that what customers want is *'bills reducing, but it is the not only the number of reductions but also the length of time the cut goes on for is a priority'*

- An energy/utility company representative thought *'customer tolerance has changed'*
- An energy/utility company representative said that *'between option one and two there is a big disparity in cost but not much change in the length of time the power will be off for or the improvement'*
- A local authority/council officer mentioned that *'there is a big difference between the cost in options one and two but when you look at the reduction in time difference this doesn't really justify the investment; let's stick with option one'*
- An energy/utility company representative explained *'I find it difficult to think about what this is going to mean over the time period'*
- A stakeholder said *'if we weren't considering the cost I would choose option four, I think to really make an informed decision there should be a split between urban and rural because the changes are more valuable for rural as power cuts affect them more frequently'*
- The table agreed option one was the preferred option

Table 6

- A stakeholder said that *'from the customer's perspective it is about keeping the lights on'*. Therefore s/he believes that options 1, 2 and 3 *'are essentially the same thing'*
- A local authority/council officer stated that s/he does not remember the last time s/he had a power cut and *'if someone is getting 8 per 10 years, then they must be having an awful lot'*
- A stakeholder made the point that his / her *'emotional approach is that there is not much difference financially between all the options'*. However s/he went on to add that *'there is not much change in the numbers either'*
- A local authority/council officer commented that the percentage of customers not having a power cut per year means more to him than the statistic of 8 per 10 years
- A business customer representative iterated the point that *'lights on is the most important thing to customers'*
- The general consensus around the table was that option one was adequate

4.3. Q2. Power cuts: Which of the following options would you like to see in WPD's plan?

Option 1: Reduce the average frequency to 7.75 per 10 years and the average duration to 52 minutes at a total cost of £39m over the 8 year period (40p on each domestic bill per annum)

Option 2: Reduce the average frequency to 7.5 per 10 years and the average duration to 51 minutes at a total cost of £59m over the 8 year period (55p on each domestic bill per annum)

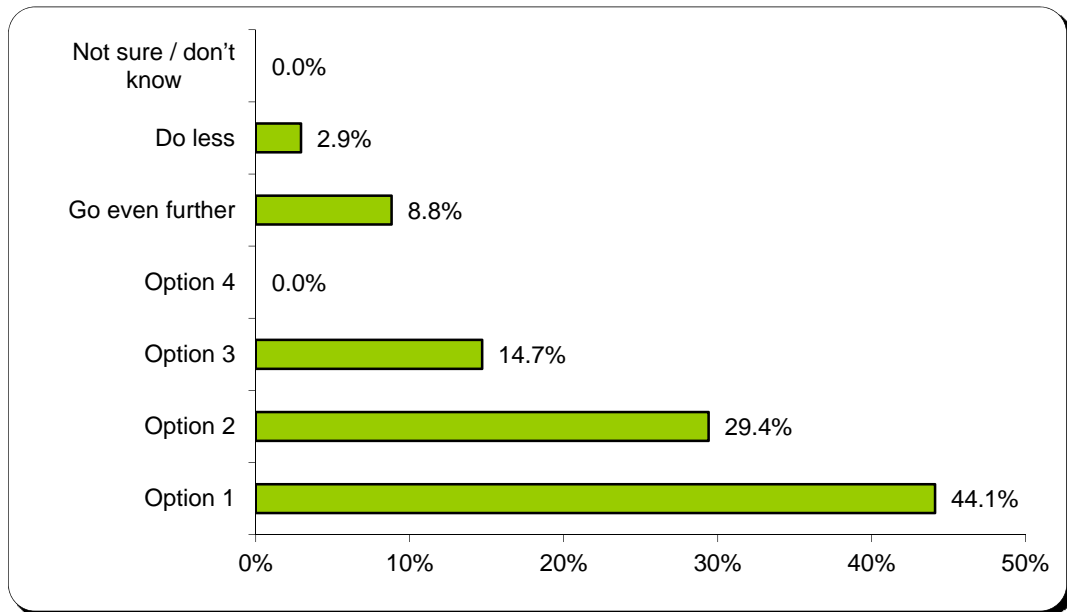
Option 3: Reduce the average frequency to 7 per 10 years and the average duration to 48 minutes at a total cost of £130m over the 8 year period (£1 on each domestic bill per annum)

Option 4: Reduce the average frequency to 6 per 10 years and the average duration to 41 minutes at a total cost of £310m over the 8 year period (£2.20 on each domestic bill per annum)

Option 5: Go even further

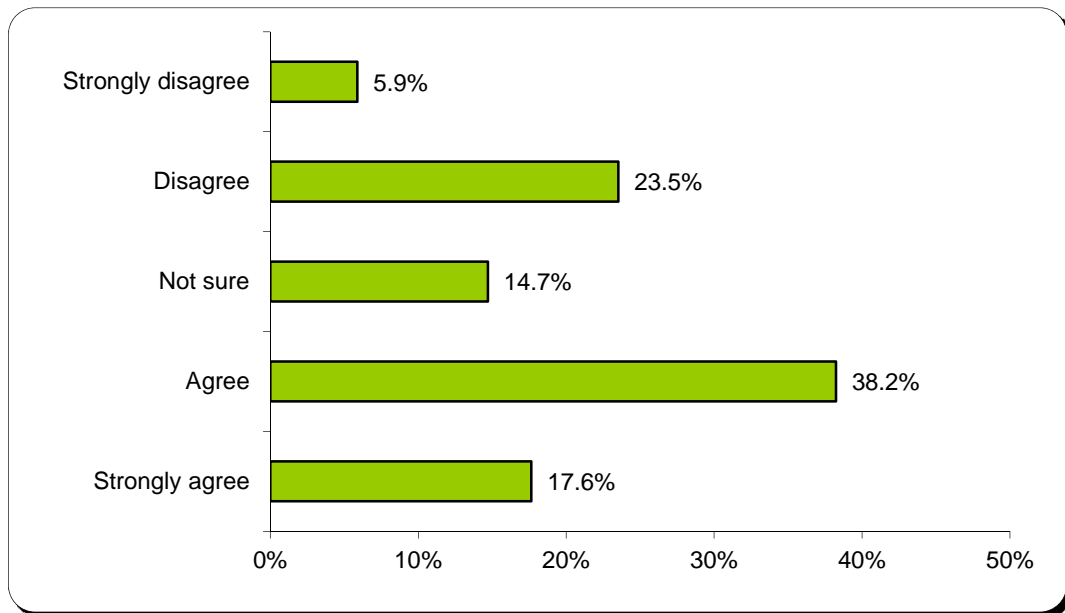
Option 6: Do less

Option 7: Go even further



5. Issue 2. Severe weather / emergency resilience

5.1. Q3. A tree trimming programme to reduce the risk of power cuts during storms should be a high priority for WPD



5.2. Comments

Table 1

- An energy/utility company representative made the point that it tends to be in the remote areas and *'this does impact us, what for us would be great is to work with WPD; we have assets that could be used and we would like to collaborate'*
- An environmental representative said that the workshop is the *'first bit of communication we have had with WPD; s/he also said 'we can help, being on the network but there is no contact other than an 0800 number'*
- An environmental representative agreed stating, *'We can be your eyes and ears;'* this view was supported by an energy/utility representative
- A parish councillor commented that *'being part of a rural council means it is important for us that power cuts are limited'*
- An energy/utility company representative was of the view *'I wouldn't be against the 25 years but where you target is more important to me'*
- A local authority/council officer agreed saying, *'risk management is key'*

Table 2

- A local authority/council officer stated option 1 *'looks good'*
- An energy/utility company representative commented option 1 *'looks viable'* but disruption depends on where you live; s/he lives in suburbs so is less affected than those in the countryside
- An energy/utility company representative queried tree trimming; *'why not cut them all down in problematic areas so as to remove the problem. Why does WPD build lines near the trees? It seems counterintuitive'*
- An energy/utility company representative said option 1 was *'reasonable'*
- An energy/utility company representative countered option 2 due to the cost against benefit. S/he was of the opinion that *'WPD should help the disruption to supply for people in rural areas'*
- An energy/utility company representative questioned the percentage of power cuts caused by falling trees. S/he thought it was beneficial to *'make a decision based on numbers. It should also depend on the voltage of the circuit and how many customers are affected as a result'*
- An energy/utility company representative questioned whether resilience *'will stop the problem in the future'*
- A local authority/council officer would prefer to see option 2's money spent on flooding, *'to protect the substations and customers'*
- A local authority/council officer agreed with the above point
- An energy/utility company representative asked *'how does WPD identify problematic trees?'*

Table 3

- A business customer representative commented s/he was happy where we are as s/he does not live near trees
- An energy/utility company representative asked *'what percentage of faults on the network is from falling trees?'*
- A business customer representative asked *'are trees replanted if some are cut down?'*
- A business customer representative stated *'money could be better spent elsewhere on the network.'* S/he felt *'customers need to be more inclined to try different processes rather than just chopping down trees'*
- The table all agreed they were happy with the current situation
- A stakeholder asked about *'the changes in weather events and if WPD was planning for an increase for these types of events?'*

Table 4

- A local authority/council officer questioned *'what the direct relationship is between emergency resilience and tree felling'*
- A local authority/council officer stated that s/he *'doesn't think that WPD would have the support of the rural lobby when deciding to fell trees as a way of improving power resilience.'* S/he added that *'WPD needs permission from land owners to fell trees and the rural lobby might refuse'*
- A stakeholder stated that the investment *'should be accelerated to 45p'*
- A local authority/council officer stated that the *'full whack'* of 45p should be charged. S/he explained that WPD *'should be trying to make power supply as resilient as possible, especially if we don't know what the weather will be like in the future'*
- An energy/utility company representative agreed with the elected representative
- A stakeholder questioned the potential benefit of investment and its impact on outages, *'as WPD is asking customers to increase spending but stakeholders do not know what the benefit would be to customers when spending 14p versus 45p'*
- A local authority/council officer stated that *'it is about getting the balance.'* S/he added that s/he would vote for nil investment as the *'intention is flawed'*. S/he suggested that WPD's ethos seems focused on felling trees rather than a balanced package and that WPD needs to make it resilient to all weather types. S/he would support increased investment if it came as a balanced package
- A stakeholder stated that s/he disagreed with this
- A local authority/council officer made the point that WPD has to maintain resilience of system nationally as *'we are heavily dependent on electricity'*

Table 5

- An energy/utility company representative stated *'I'm assuming this would be a linear investment'*
- An energy/utility company representative recalled his/her colleagues *'trampling through the snow with WPD to turn a generator back on;'* s/he said what we need is real investment in this area
- A stakeholder noted that *'what is missing from this is quantifying what number of people would benefit from the improvements and how many less interruptions there would be'*
- A local authority/council officer asked WPD if they have looked at the trees screening power lines
- A local authority/council officer said *'I've seen an area with many trees and if you cut down a line of trees this does have a big impact on people, do you risk assess this?'*

- An energy/utility company representative pointed out that s/he would choose option two as s/he *'would like to see an acceleration bearing in mind its front-end loaded'*
- A stakeholder asked *'what is the split between overhead and underground?'*
- An energy/utility company representative explained that s/he *'would go for option two and prioritise for those who would have the most benefit'*
- A stakeholder asked *'how can we correlate this to the previous section?'*
- An energy/utility company representative said *'if Ofgem were to mandate option four that might be the one to go for'*

Table 6

- A local authority/council officer said that it is currently *'not an issue to me, but would be if it happened'*
- A stakeholder was of the opinion that power cuts during severe weather are *'when people feel most vulnerable. It is not just the power that is gone, it is everything'*
- A local authority/council officer made the point that *'this programme will help rural areas rather than the cities'*
- A stakeholder commented that this is *'another area where more meaningful statistics would be helpful. For example is this 5% of customers or 50% of customers?'*
- The general consensus around the table was that option one was adequate

5.3. Q4. Severe weather resilience: Which of the following options would you like to see in WPD's plan?

Option 1: (WPD's current view). A resilience tree trimming programme of 20 years at no additional cost

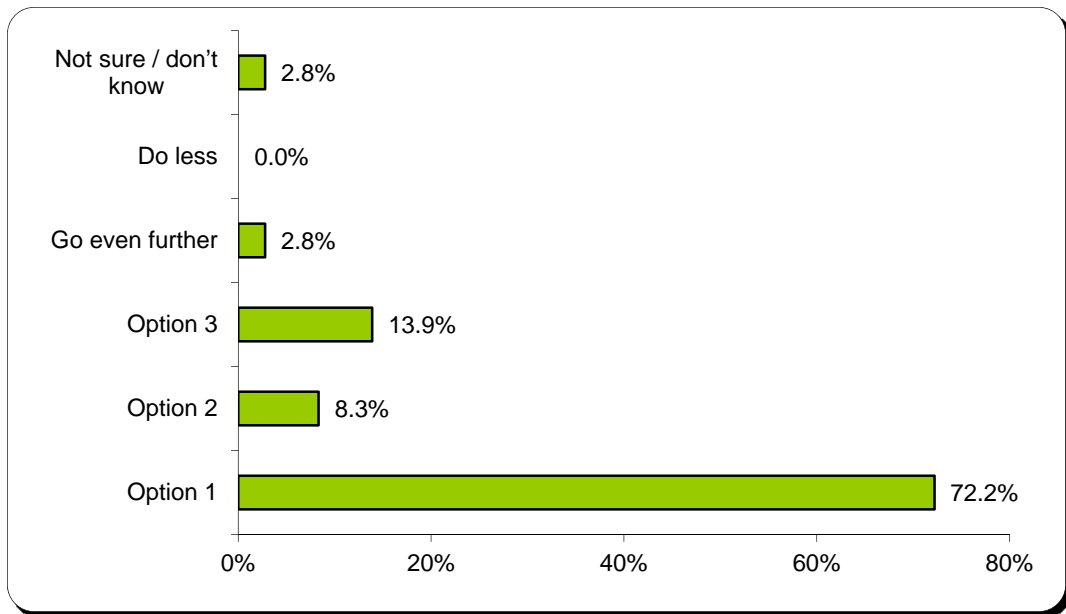
Option 2: The duration of the tree trimming programme accelerated to 20 years at an additional cost of £14.7 (14p per domestic customer, per annum)

Option 3: The duration of the tree trimming programme accelerated to 15 years at an additional cost of £45.7 (45p per domestic customer, per annum)

Option 4: Go even further

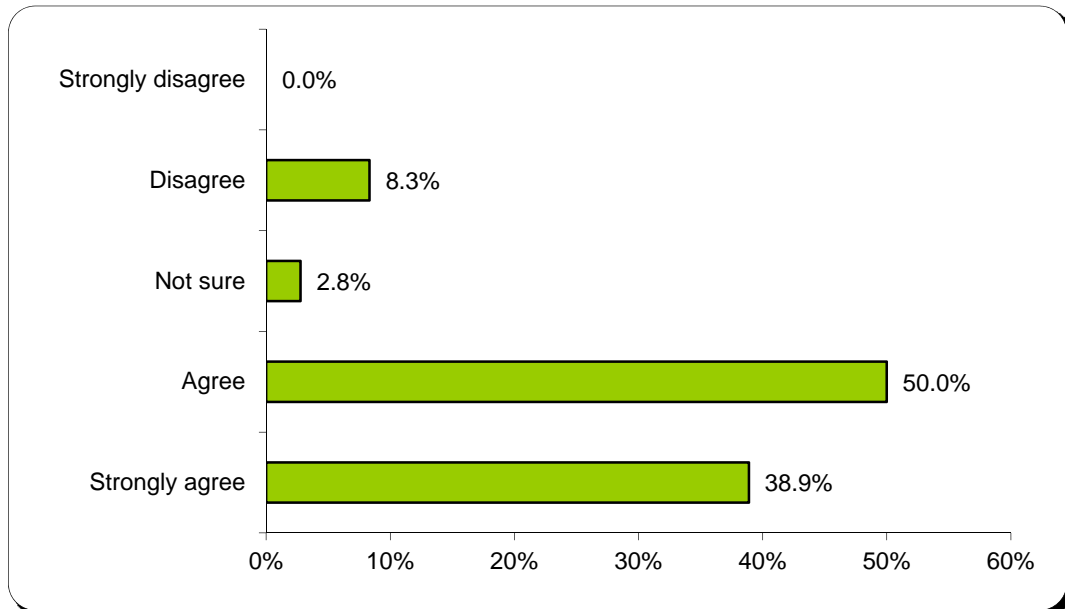
Option 5: Do less

Option 6: Not sure / don't know



6. Issue 3. Flooding:

6.1. Q5: Protecting substations against the risk of flooding should be a high priority for WPD:



6.2. Comments

Table 1

- An energy/utility company representative was of the view that *'working with your partners is the best option to address flooding'*
- An environmental representative pointed out that *'it is going to be a bigger issue in the future and investment is needed for the benefit of business'*
- A parish councillor said that *'WPD must ensure that community centres are served due to being emergency points for many rural communities'*

Table 2

- A local authority/council officer stated flooding is a high priority and is the biggest priority for him / her
- An energy/utility company representative queried *'which sites WPD is looking at; domestic? Industrial?'*
- A local authority/council officer made the point that *'surely it is value for money to protect against flooding as sheer cost will outweigh protection when WPD is flooded.'* S/he stated there has been more flooding in the last 5 years than previously *'so high risk sites must be picked out first'*

- An energy/utility company representative was of the view that *'WPD does not just have to put the sites on stilts; bungs can be used for example. Preventing flooding extends lifespan of equipment which saves money'*
- An energy/utility company representative agreed that *'flooding is a major issue; but 'it depends on how important the customers affected are for the problem to be looked at'*
- An energy/utility company representative commented that *'flooding can result in people having no power for days, so therefore need long-term resilience protection. Those deciding need to understand the implications of flooding; those who have not been flooded do not understand the upheaval'*
- An energy/utility company representative countered *'WPD needs to dig deeper.'* A council officer and a utility company representative agreed
- An energy/utility company representative stated *'WPD should think of the wider picture'*
- An energy/utility company representative was of the opinion that it is money well spent as flooding is only going to get worse, therefore *'flooding should be more of a priority than other options'*
- An energy/utility company representative believed option 2 was the most suitable, which was the table consensus

Table 3

- A business customer representative stated s/he *'had never been flooded so therefore has no thoughts on the issue'*
- An energy/utility company representative asked *'in what instances and in terms of design when manufacturing a new substation are WPD looking at?'*
- A business customer representative asked *'does WPD know how many substations are at risk from flooding?'*
- An energy/utility company representative said s/he was *'happy with the options given'*
- A business customer representative agreed with the above point

Table 4

- A local authority/council officer would like all the substations in his / her area to be raised by 2 metres
- A local authority/council officer stated that *'the Environment Agency has requested that new builds are raised two metres in flood risk areas'*
- A stakeholder wanted to know *'what is the typical recovery time for a substation to get back on track?'* S/he questioned whether this investment priority is to mitigate asset replacement
- A local authority/council officer wanted to know what the cost is to replace a substation

- A local authority/council officer queried whether the 200 substations in Option 3 are in the high risk substation category
- A local authority/council officer stated that *'there is an acceptance by those living and working in a town that you have to support the rural community as well'*
- A local authority/council officer stated that *'there is a financial incentive for WPD to protect the substations anyway.'* S/he commented *'if the flooding of 1953 happened again and WPD lost a number substation there would be a cost implication to WPD'*
- A local authority/council officer was surprised that WPD's current position is Option 1, especially in the context of the 2007 floods. S/he added that *'if WPD assumed Option 3, s/he would be happy to pay an extra 50p and be thankful that they do not live in a flood zone.'* S/he suggested that *'it is critical to mitigate this as an issue'*
- Another local authority/council officer agreed that *'50p would be reasonable to protect against flooding'*

Table 5

- An energy/utility company representative asked *'is WPD referring to most of the primary sub stations here?'*
- An energy/utility company representative explained that their reaction would be that *'this is not a priority because we would expect you to reconfigure so you turned the lost vulnerable customers back on'*
- An energy/utility company representative mentioned that when s/he was looking at the numbers *'it didn't feel like there were a significant number of people who would benefit'*
- A stakeholder pointed out that *'WPD would only help 50% of customers by doubling investment so it doesn't really benefit'*
- An energy/utility company representative noted that *'you only get 30% of value for a lot of investment, so s/he would choose option one'*
- The general consensus was option one
- A stakeholder finalised by saying *'this is not really a priority'*

Table 6

- A local authority/council officer stated that *'there are already programmes of replacing equipment that is at flood risk when it comes to end of life. The suggestions made by WPD are just accelerating this programme'*
- A local authority/council officer enquired as to whether WPD are looking into funding more general flood control plans in an area rather than just its own projects
- A local authority/council officer was of the opinion that *'there is a need for various utilities to work with each other on this issue'*

- A business customer representative asked *'whether there would be power outages when a secondary substation is flooded?'*
- A stakeholder said that s/he *'feels that we should always push for more and go for the higher costing options'*

6.3. Q6. Protection against flooding: Which of the following options would you like to see in WPD's plan?

Option 1: (WPD's current view) to protect the 100 most at risk substations at a total cost of £34m but at no additional cost to customers over the 8 year period

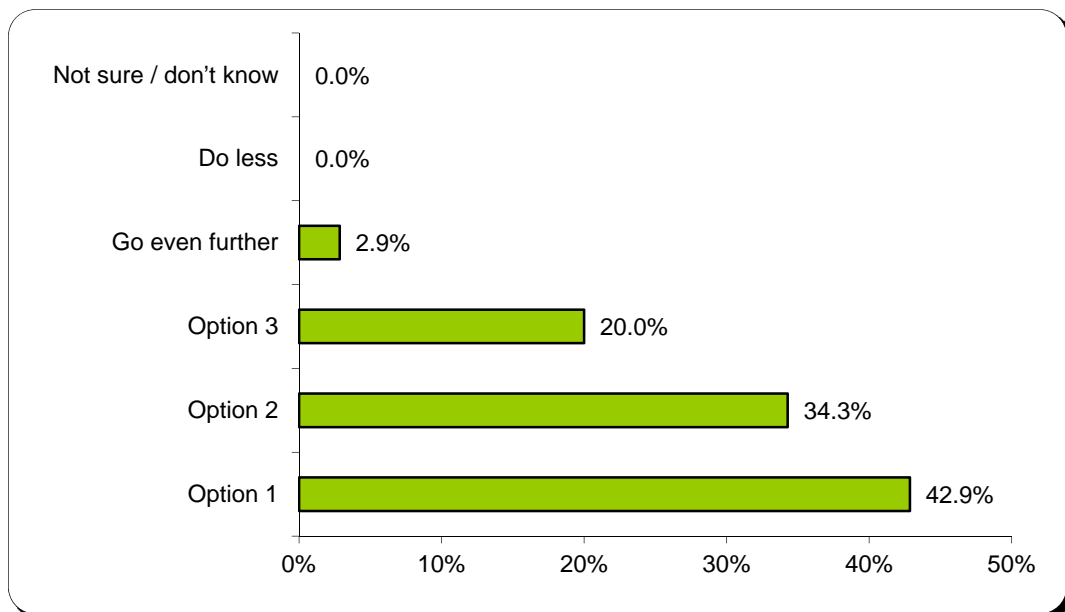
Option 2: To protect the 150 most at risk substations at a total cost of £50m (20p per domestic customer, per annum)

Option 3: To protect the 200 most at risk substations at a total cost of £67m (50p per domestic customer, per annum)

Option 4: Go even further

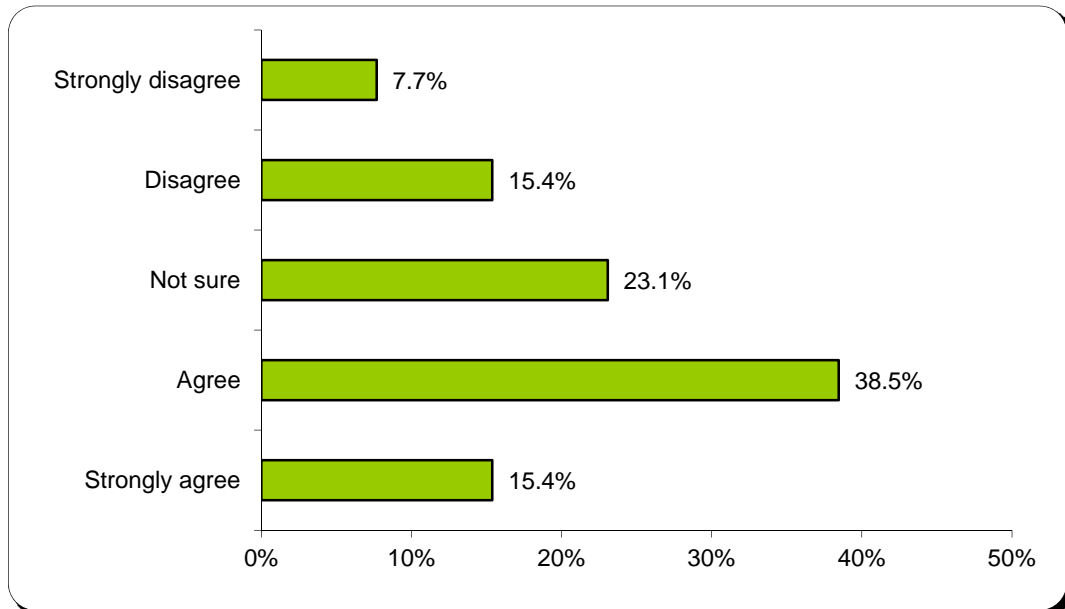
Option 5: Do less

Option 6: Don't know / not sure



7. Issue 4. Oil and gas leaks

7.1. Q7. Acting to reduce the risk of oil leaks from fluid-filled cables and SF6 gas leaks from equipment, should be a high priority for WPD?



7.2. Comments

Table 1

- A business customer representative commented that *'the older cables are the issue, replacing them would be the best idea'*
- An energy/utility company representative held the view that *'it should be part of the maintenance programme and prevention was the most sound plan'*

Table 2

- An energy/utility company representative asked *'what percentage of equipment leaked? Was it oil or gas equipment?'*
- An energy/utility company representative enquired *'what is the additive? An oil filled pressurised cable'*
- An energy/utility company representative was aware of gas leaks but was interested to see the volumes leaking and wondered *'if leaks are more of a manufacturing failure than a WPD failure'*. 0.6% is a low number but has a high environmental impact
- An energy/utility company representative pondered *'whether it is the transformers or cables'*. S/he stated cables are not easy to replace as WPD can't stop the oil pumping

- An energy/utility company representative stated that *'greenhouse gases being emitted from leaks is not good'*
- An energy/utility company representative asked whether the investment would be in oil-filled or gas-filled cables. S/he felt *'oil filled or age of the asset should decide the priority'*
- An energy/utility company representative commented that *'switchgear does not necessarily fail and that cables can fail massively'*
- An energy/utility company representative probed whether WPD replaced problematic cables or used different cables
- An energy/utility company representative thought option 2 *'was most appropriate'*
- A local authority/council officer thought it was difficult to quantify. His / her initial reaction was *'option 2 for the middle ground'*
- An energy/utility company representative was of the view that *'this question is not a customer problem and the emissions are not huge so option 1 is more appropriate'*
- An energy/utility company representative and a council officer agreed with the above point

Table 3

- An energy/utility company representative commented on the environmental impact and asked *'is there any leakage into ground and atmosphere happening now?'*
- A stakeholder asked *'are there any substitutes for oil and gas?'*
- A stakeholder asked *'how long in advance can WPD predict a cable needs to be replaced?'*
- An energy/utility company representative questioned *'how are cables maintained?'*
- A business customer representative felt it will be *'a hard sell to customers'* and asked *'why would they want to pay extra if it is a future benefit?'*
- A stakeholder agreed with the above point
- A business customer representative was of the opinion option 1 was the best
- A stakeholder also agreed option 1 the best *'but only from a customer perspective'*. S/he also felt the *'government should regulate this'*
- A stakeholder asked *'is WPD managing to meet regulations put in place by the Environmental Agency?'*

Table 4

- A stakeholder stated that s/he would imagine this priority will go down like a lead balloon as no one likes to pay for *'dirty clean-up operations'*
- A stakeholder pointed out when there are oil and gas leaks it is *'fairly nasty stuff'* but it is contained when it does leak
- A stakeholder stated that replacing SF6 is *'massively expensive'*
- A stakeholder explained that s/he would *'like to see a reduction in equipment emissions from an environmental perspective but would rather see money spent on tree felling and flooding'*
- A stakeholder suggested that WPD *'should deal with the wider issues of flooding and then look at localised leakages of oil and gas'*
- A stakeholder wanted to know *'what is the Environment Agency's view is'*
- A stakeholder added that s/he recognises that *'WPD needs to balance its business environmental credentials and cost'*
- A stakeholder stated that *'as an environmentalist I would say "spend the cash" but realises that this won't be everyone's view and that it needs to be balanced'*
- A local authority/council officer queried whether *'a leak results in equipment being burnt out?'*
- A stakeholder stated that s/he would *'personally categorise the investment priority as high but professionally would list it as lower'*
- A local authority/council officer agreed with the above point
- The table agreed that 10p is right on customer bills
- A stakeholder added that *'as individuals this issue doesn't have a direct impact on customers but does have an impact on WPD, its profile and Environment Agency sanctions'*

Table 5

- An energy/utility company representative pointed out that s/he is *'aware of it because I have had experienced one, my main concern is about supply resilience, getting to the leaks faster'*
- A local authority/council officer pointed out that *'it really depends on where the leaks happen because the urban leaks would have a bigger impact.'* S/he thought *'an improvement of 4% wouldn't justify cost'*

Table 6

- A stakeholder said that *'this is something that general customers would not be impacted by and is more about the environment'*
- A stakeholder queried *'what percentage of WPD's carbon footprint is from S₆ gas leakage?'*
- A local authority/council officer enquired as to *'whether or not the preventing the gas leakage would save WPD money?'*
- A local authority/council officer was of the opinion that the *'oil leakage is the more important of the two to focus on'*

7.3. Q8. Reducing oil and gas leaks: Which of the following options would you like to see in WPD's plan

Option 1: Replace the worst 1% of equipment with the highest leakage rate at a total cost of £14m (10p per domestic customer, per annum)

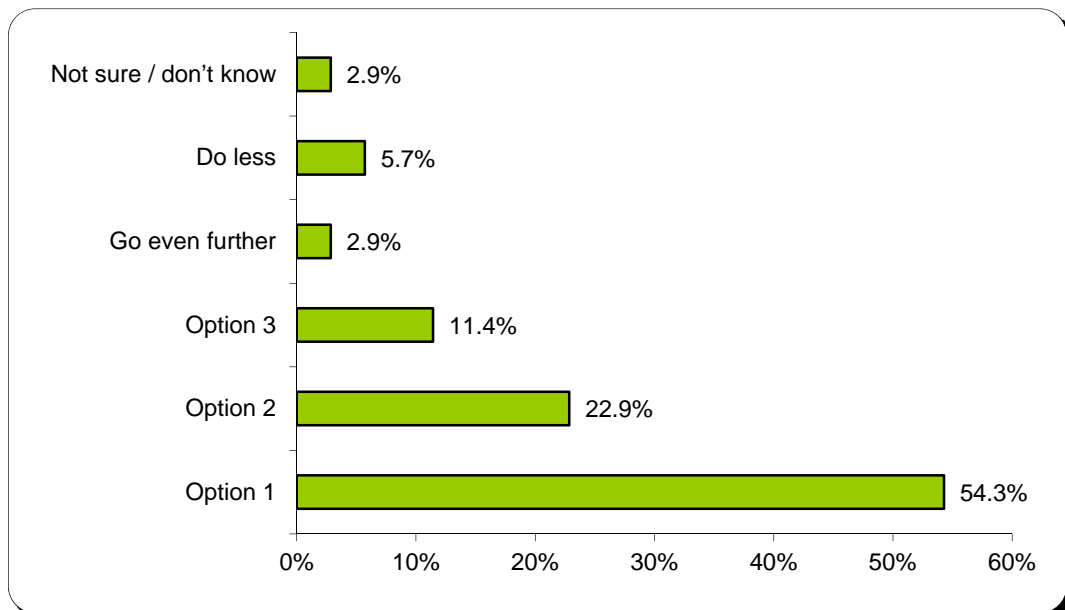
Option 2: Replace the worst 5% of equipment with the highest leakage rate at a total cost of £65m (50p per domestic customer, per annum)

Option 3: Replace the worst 10% of equipment with the highest leakage rate at a total cost of £132m (£1 per domestic customer, per annum)

Option 4: Go even further

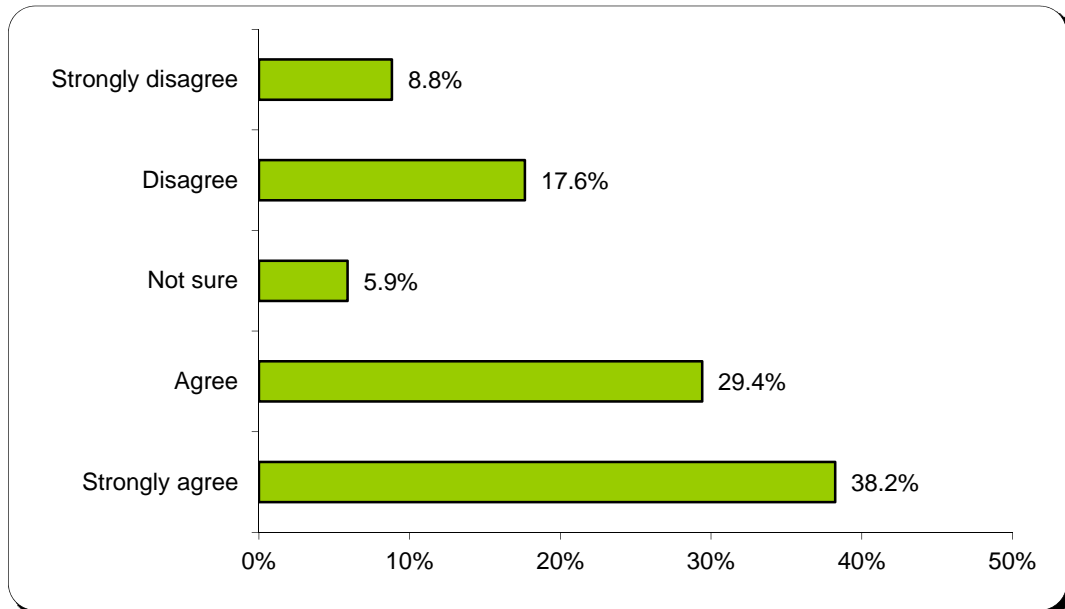
Option 5: Do less

Option 6: Don't know / not sure



8. Issue 5. Worst served customers

Q9. Improving service for our worst served customers should be one of WPD's high priorities:



8.1. Comments

Table 1

- A local authority/council officer believed that it was an issue of balance: *'the reality is that people are working from home more and more. Employment relies on good service and rural businesses are increasing'*
- An environmental representative asked *'could you assist them with a small generator, to keep a fridge or laptop going?'*
- A business customer representative countered that *'most farmers already have a generator'*

Table 2

- An energy/utility company representative said option 3 strikes a balance. S/he said *'3 times more money for only 2,000 customers'*
- An energy/utility company representative suggested *'a generator per network of 10 people as it would be more reliable'*
- An energy/utility company representative agreed

- An energy/utility company representative thought option 1 was best due to its cost effectiveness. S/he was of the opinion that *'people who live in rural areas choose to live there so why should other customers cover the cost?'*
- A local authority/council officer countered that option 3 is the best
- An energy/utility company representative said lack of direct supply in rural areas is *'not acceptable'*, a major investment is needed to support the area *'but people should be supplied'*
- An energy/utility company representative stated that *'option 1 is not very caring towards rural customers'*
- An energy/utility company representative countered that *'WPD can't expect areas to pay different prices as up until now they've paid the same and this would be a severe financial hit for rural customers to rectify the problem'*
- An energy/utility company representative stated that *'to make the network more reliable WPD needs to allot more people to certain areas to cover frailties of connection so people are not stranded'*

Table 3

- A business customer representative was of the view *'option 1 is not a lot of money.'* S/he felt domestic customers *'readily accept that they have to spend 5 or 15p extra per year.'* S/he felt people in *'more remote rural areas are more accepting of problems'*
- A stakeholder stated *'15 outages is high'*
- A business customer representative pointed out *'due to only the average figure given it is possible for some customers to be experiencing up to 30 power outages per year'*
- A stakeholder agreed and felt *'a lot of people are being squeezed into one bracket'*
- An energy/utility company representative said *'option 4 is the best option'*
- A business customer representative agreed with the above point
- A stakeholder asked *'do WPD know who the worst served customers are?'*
- A stakeholder commented *'those customers who need power to live such as those on dialysis and the elderly are at the highest risk and they need to be identified'*
- An energy/utility company representative felt a small increase in percentage to the bill is not a lot but eventually the add-ons will add up to become *'quite a lot'*
- The table generally felt option 4 was the best
- A local authority/council officer disagreed with the overall view and felt option 1 was the best option

Table 4

- A local authority/council officer stated that *'this is a critical investment area'*. S/he added that *'rural areas are dependent on electricity, this is both domestic and business customers'*
- A local authority/council officer added that *'in the end businesses will look to generate their own power if they can't rely on WPD's power supply'*. S/he was of the opinion *'WPD needs to guarantee the best supply possible'*
- A stakeholder wanted to know if WPD has more than 10,000 worst served customers. S/he suggested that *'as this is a centrally sourced problem the obvious way to improve the number of worst served customers is a local generated source of supply'*. S/he would opt for maximum investment, as state power cuts have less impact for domestic than business customers. However, s/he is *'more interested in what the money will be spent on rather than how much is spent'*
- An energy/utility company representative suggested that *'the 10,000 worst served customers is now, the problem is going to get worse so WPD need to act now'*. S/he was *'sitting on the Option 4 side'*
- A stakeholder stated that *'rural areas are more affected and this is only going to accelerate in the next 8-year period'*
- Three stakeholders agreed that innovation is key in improving service to worst served customers
- A stakeholder representative suggested that *'WPD should upgrade its weak areas but innovation is important in this investment priority'*
- A local authority/council officer stated s/he considered him / herself as one of WPD's worst served customers and would be comfortable choosing Option 3. S/he wanted to know if WPD went for Option 3, *'who are the 6,000 worst served customers, are they located in sparsely populated areas?'*
- A local authority/council officer stated that s/he would *'personally go for Option 3 but realised that it is easy to say it's just 15p but with other options the overall price starts to add up'*

Table 5

Due to a number of stakeholders needing to leave before session 2 the table was disbanded

Table 6

- A local authority/council officer said that worst served customers' accounts for *'a lot of people'*
- A stakeholder was of the opinion that the *'relative spend is peanuts and the improvement for someone would be huge'*

- A local authority/council officer made the suggestion that there *'should be a bill reduction for those who have a bad service'*
- A stakeholder stated that *'for people in a city a power cut is an inconvenience, for those in rural areas an improvement would radically change their lives'*
- A local authority/council officer commented that *'at a cost of 5p this is a bit of a no-brainer'*
- A local authority/council officer enquired as to *'how much would it cost to help all 10,000?'*
- A local authority/council officer was of the view that WPD should charge people in rural areas more because *'they realise that they in a difficult position when they open a business there, for example, if they want improvement, they should pay for it'*

8.2. Q10. Service to remote customers: Which of the following investment options would you support?

Option 1: (Now) Keep the number of 'worst served' customers at 10k, at no extra cost to customers

Option 2: Reduce the number of 'worst served' customers from 10k to 8k at a total cost of £1.2m (2p per domestic customer, per annum)

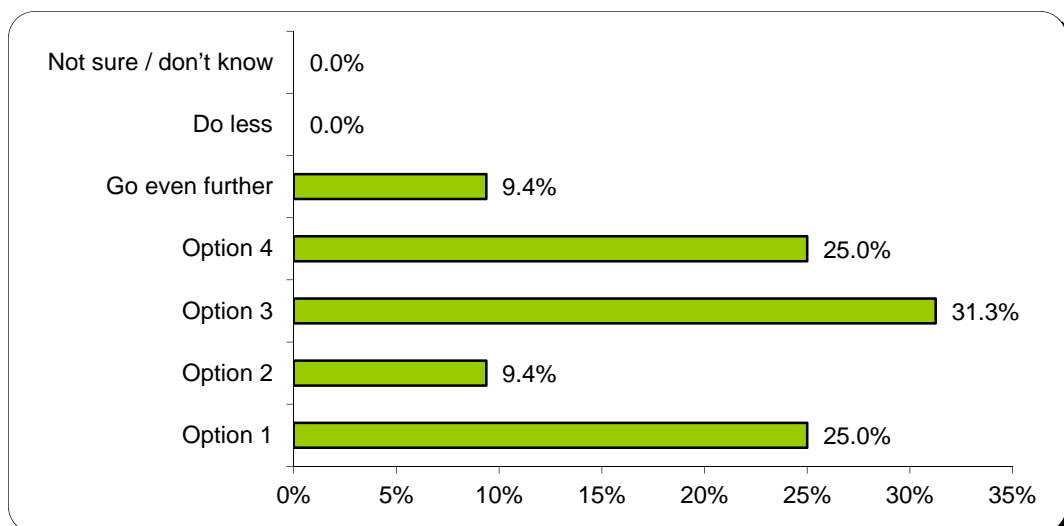
Option 3: (WPD's current view) Reduce the number of 'worst served' customers from 10k to 6k at a total cost of £3.6m (5p per domestic customer, per annum)

Option 4: (WPD's current view) Reduce the number of 'worst served' customers from 10k to 4k at a total cost of £8.1m (15p per domestic customer, per annum)

Option 5: Go even further

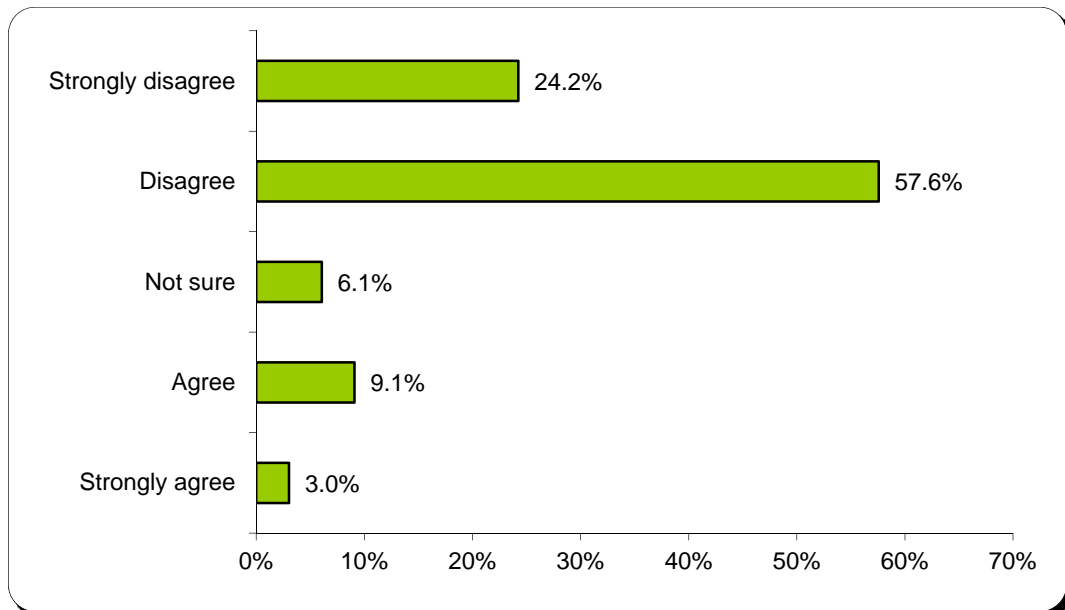
Option 6: Do less

Option 7: Don't know / not sure



9. Issue 6. Undergrounding in national parks and AONBs

9.1. Q11. Replacing overhead lines with underground cables in National parks should be a high priority for WPD (no supply reliability or carbon reduction benefits)



9.2. Comments

Table 1

- An energy/utility company representative held the view that as a big energy user they wouldn't want a dramatic increase in bills and *'we wouldn't necessarily want to pay for this'*
- An energy/utility company representative agreed, saying *'leave it as it is'*
- An environmental representative believed that *'rather than spending any money on this, think about the future and when connecting to new rural connections think about the undergrounding then'*
- A local authority/council officer held the view that wind turbines were more of an issue
- An environmental representative agreed with the above point
- An environmental representative commented *'it a minor issue'*
- A local authority/council officer agreed, saying *'it is yesterday's issue'*

Table 2

- An energy/utility company representative pointed out that this option is purely visual so s/he *'wouldn't bother'*, if there is no win in stability of supply
- An energy/utility company representative thought it is a *'nice to have'* but not a priority
- An energy/utility company representative commented WPD should *'look at sites on merit, and perhaps a bottom-up approach or a case-by-case basis is better'*
- An energy/utility company representative used Dartmoor as an example, *'as pylons are lost in impact so not worth the upheaval'*
- A local authority/council officer and an energy company representative believed option 1 was the best choice
- An energy/utility company representative and a utility company representative countered option 2 was best but on site merit

Table 3

- A business customer representative asked if the question was in relation to existing lines
- A stakeholder asked *'of the 480km over-ground cables, what percentage of those are in national parks?'*
- A business customer representative asked *'can you put pylons up in AONB?'*
- A business customer representative was of the view that *the 'existing lines are already there and people are not bothered about them'*
- A stakeholder felt *'the figures are modest'* and doesn't have a problem with the overhead cables
- A business customer representative was of the opinion the issue was more of a *'PR exercise'* than a constructive one and viewed WPD as wanting to be *'seen to be doing'*
- A stakeholder stated *'feedback received from residents living near AONB is important'*
- A stakeholder agreed and asked who is giving feedback? *'Pressure groups? Is it a general view which means WPD needs to take notice?'*
- An energy/utility company representative said in terms of priority of schemes involving expenditure *'it is not needed.'* S/he stated *'if cables are inserted under-ground there is still disturbance of the land occurring'*
- An energy/utility company representative stated s/he *'can't understand why a large amount of money would be invested when there are so many other better options which need investment'*
- A local authority/council officer was of the opinion *'it is nice to do, not a priority'*

- A business customer representative felt it is just *'window-dressing'*
- A business customer representative was of the opinion option 1 was reasonable
- An energy/utility company representative disagreed and stated option 2 is the best
- The table agreed that overall a mix of options 1 & 2 would be the best solution

Table 4

- An energy/utility company representative commented that *'undergrounding in national parks and AONBs is a very low priority for me'*. S/he would *'rather see money spent elsewhere'*. S/he suggested that *'undergrounding should be restricted to new assets, not existing assets'*
- A local authority/council officer stated that *'ANOBs and national parks are specially designated areas in the planning process anyway.'* S/he would opt for Option 2; however, s/he pointed out that *'the response might be different if a representative from an AONB or an AONB parish council was present at the table'*
- A local authority/council officer stated that s/he *'recognises that there needs to be a balance with this investment priority, it is important but not as important as flooding'*
- A stakeholder commented that *'there may be a practical problem with undergrounding surrounding geological issues when putting cables underground in AONBs, there would be major disruption'*
- A local authority/council officer stated that *'AONBs and national parks are important for the tourist industry so therefore it would be important, in key areas, to protect and enhance the views'*
- A local authority/council officer wanted to know *'what happens with lines where power is coming through from wind farms, for example, from Wales supplying Birmingham?'*
- A local authority/council officer suggested that *'it is key to prioritise areas that are well visited and where power lines particularly affect the view'*

Table 6

- A local authority/council officer enquired as to *'how much cabling goes through AONBs? Does 70km make a big difference or a small difference?'*
- A local authority/council officer stated that the benefits to this would be *'prettier landscape, cables would be more difficult to steal and there would be newer equipment'*
- A local authority/council officer said that *'the wood pole lines we are talking about often blend in-to the environment. The larger steel structures should be removed but the wooden ones are fine'*
- A local authority/council officer stated that his / her *'personal view is that wood pole lines are fine'*

- A stakeholder made the point that there are similarities to wind turbines: *'some people like the look of them, some people don't'*
- A local authority/council officer commented that it is *'arbitrary to pick a length of cable'* and that it should be *'up to the parks if they want it changed'*
- The general consensus on the table is that this should be a low priority for WPD

9.3. Q12. Which of the following options would you like to see in WPD's plan?

Option 1: (Now) Underground 40k of overhead lines in national parks and AONB's at a cost of £6m (9p per customer, per annum)

Option 2: (WPD's current view) Underground 70k of overhead lines in national parks and AONB's at a cost of £10.5m (16p per customer, per annum)

Option 3: (Now) Underground 120k of overhead lines in national parks and AONB's at a cost of £18m (28p per customer, per annum)

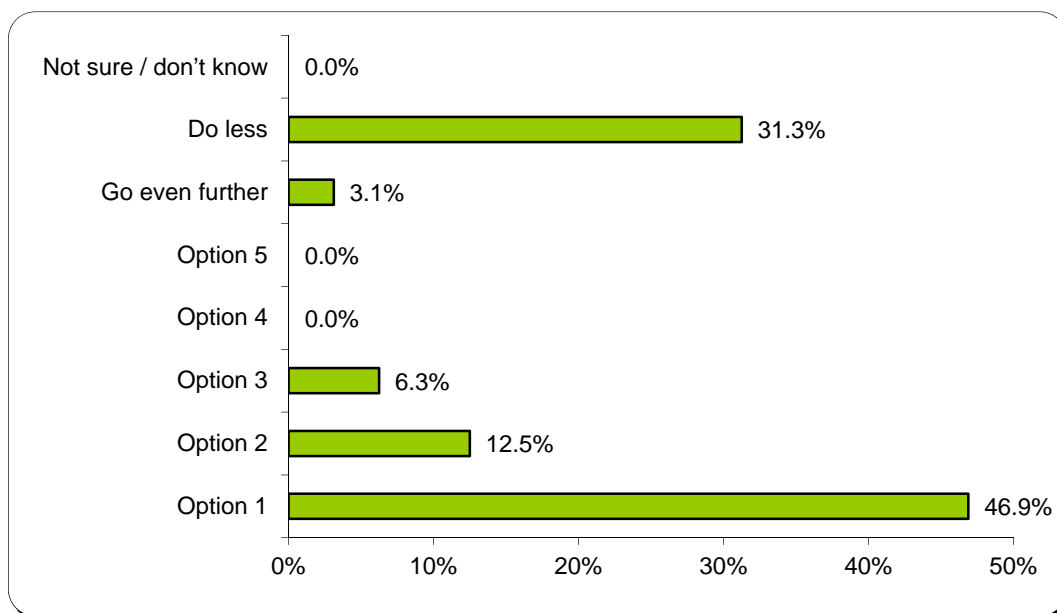
Option 4: Underground 240k of overhead lines in national parks and AONB's at a cost of £36m (56p per customer, per annum)

Option 5: Underground 480k of overhead lines in national parks and AONB's at a cost of £72m (£1.12 per customer, per annum)

Option 6: Go even further

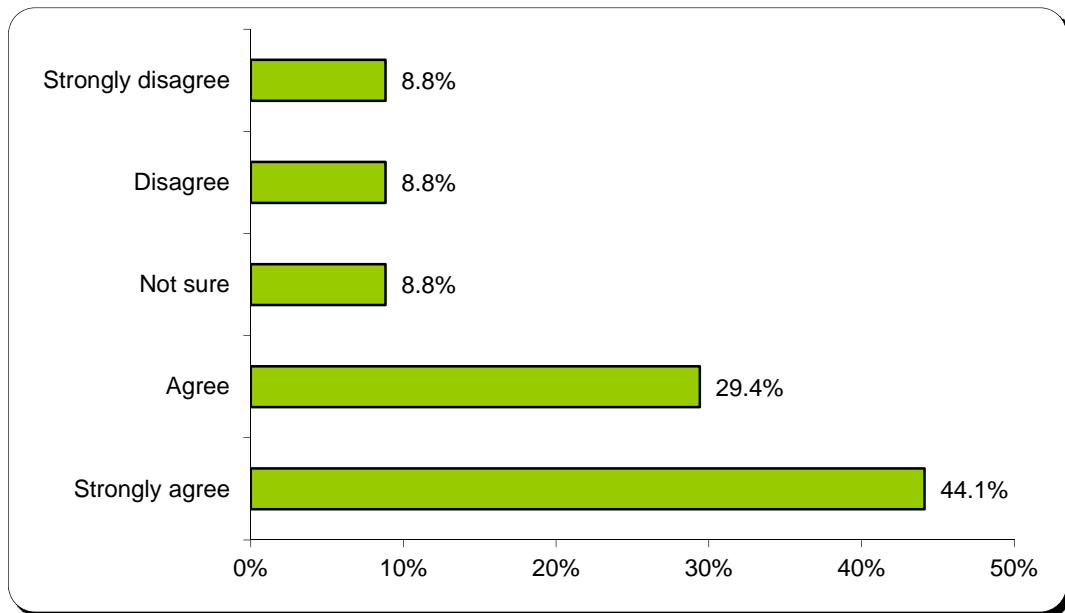
Option 7: Do less

Option 8: Don't know / Not sure



10. Issue 7. New connections – process speed

10.1. Q13. The current time taken from first contact to completed connection is acceptable



10.2. Comments

Table 1

- A local authority/council officer believed a '*much more co-ordinated approach*' was needed
- A business customer representative said that '*option 1 is perfectly reasonable*' but qualified that comment by saying '*I don't think the consumer should pay for developers not carefully planning their developments*'
- An environmental representative commented that '*90 days is impressive*'

Table 2

- An energy/utility company representative felt option 1 was most appropriate and customers should plan in advance so they can factor in the time delay
- An energy/utility company representative said '*there was no requirement to move the price or time period*'
- An energy/utility company representative compared the WPD time frame to a planning application and concluded '*it was standard for the industry*'

- An energy/utility company representative commented *'if a customer wants it faster than they can foot the bill'*
- The table agreed it should be option 1
- An energy/utility company representative said s/he *'doesn't deal with new connections; a dedicated connection might be helpful as it can be a frustrating process'*
- An energy/utility company representative countered that *'the process works fine so option 1 is appropriate'*
- An energy/utility company representative asked *'what website support WPD currently has and is it 24 hour?'*
- The table all agreed that to have an account manager would be good but not for the amount it would cost

Table 3

- An energy/utility company representative recognised WPD is governed by Ofgem and asked *'could WPD help to drive change through Ofgem?'*
- An energy/utility company representative commented that *'having to wait 90 days for a new connection is not a practical situation.'* S/he would like it to be a 30-day wait for a new connection. S/he pointed out that *'an extra 44p on a bill will not benefit existing customers of just those who need a new connection'*
- An energy/utility company representative said that *'improving the process will please customers and therefore they will be happy to pay the extra costs.'* S/he agreed the time to get a new connection *'should be reduced from 90 days to 30 days.'* S/he felt if a large scheme needs a new connection before then they should pay an extra charge
- A stakeholder asked *'is there a cost benefit to introducing any of the 3 options?'*
- An energy/utility company representative asked *'are commercial connections included in the extra charge customers could be paying?'* S/he asked if it was fair *'that a domestic customer has to pay towards commercial business new connections?'*
- The table agreed that those who want a new connection should pay the cost and it should not be spread across all domestic customers
- An energy/utility company representative stated *'the person who requests a new connection should have a slight increase in the bill as they will be receiving a benefit.'* S/he was of the view *'not every customer should pay to benefit a small customer'*
- A business customer representative commented *'the extra charge to the bill is a lot and should only be charged to those who need it and not to the domestic customer'*
- An energy/utility company representative agreed and felt it was unfair *'domestic customers do not have the choice but to pay'*

- A business customer representative pointed out s/he *'did not understand why the customer should have to pay'*

Table 4

- A local authority/council officer wanted to know *'whether the number of days quoted is to scheme completion?'*
- A stakeholder queried *'what is the difference is between small and large scheme?'*
- A local authority/council officer stated that *'coming from a development background this is an important investment priority'. S/he commented 'it is particularly important as local authorities are all pursuing a growth agenda'*
- A local authority/council officer raised an additional issue, *'that there isn't always the capacity to offer a connection'. S/he suggested 'this is a future issue that WPD need to be aware of as part of new connections investment'*
- An energy/utility company representative explained that his/her company *'assists people with new connections'. S/he commented that 'the company doesn't experience many complaints from customers about the duration to establish a new connection but they do have complaints about new connection communications'. S/he thought Option 1 is an acceptable investment level.*
- A stakeholder added *'most asset schemes take longer than the current length stated by WPD anyway'*
- A local authority/council officer felt that *'WPD have a duty to co-operate and work with developers and local authorities when trying to establish new connections'*
- A local authority/council officer explained that *'it is important to have WPD's involvement at an earlier stage when identifying whether you need a substation or not'*
- An energy/utility company representative stated s/he would favour option 2 and 3, *'so customers are able to understand the connection process'. S/he added that 'ideally we would like to see Option 4 but can't justify the £50 million expenditure'*
- A stakeholder added that option 4 does, however, *'create employment rather than just the use of a computer'*
- An energy/utility company representative asked *'if a point of contact would know the whole connection process from start to finish and the particular issues with your case?'*
- An energy/utility company representative commented that *'option 4 may not be sufficient as WPD is a diverse company and its customers have diverse issues, the point of contact will require diverse expertise'*
- A local authority/council officer commented that s/he *'would choose a hybrid of Option 2 and 3, particularly on big schemes'*
- A stakeholder also favoured option 2 and 3 but *'would also like to see additional employment which option 4 offers'*

- A local authority/council officer questioned *'why customers with existing connections should pay for new connections?'*

Table 6

- A stakeholder said that *'the rest of the discussion is about customer service. Is this section in response to the fact that no-one can opt out of WPD? The traditional driver of customer service is customers using their feet'*
- A local authority/council officer was of the opinion that it is an *'unfair subsidy to make WPD more competitive'*
- A local authority/council officer made the point that *'WPD only work in the summer months. These estimates are a bit false as you could not get a cable fitted in the winter'*
- A local authority/council officer stated that the time of connection *'means nothing to me but if I was building an estate then it would'*. S/he added that *'those who need connections should pay'*
- A local authority/council officer commented that s/he had recently had an issue with WPD connecting a new site. S/he was *'unaware that there could have been a choice'* in who carried out the connection
- A business customer representative queried *'whether or not there were sanctions if WPD's targets were not met after increasing bills'*
- A business customer representative vocalised that *'those who want a connection should pay'*
- The table was split over which option to go with in regard to new connections – communication
- A stakeholder said that all the options were *'definitely good business'*, but was *'not convinced they should be charging for it'*

10.3. Q14: Which of the following options would you like to see in WPD's plan?

Option 1: (WPD's current view) The average time from first contact to completion at 30 days for a small scheme and 90 days for a large scheme at no extra cost

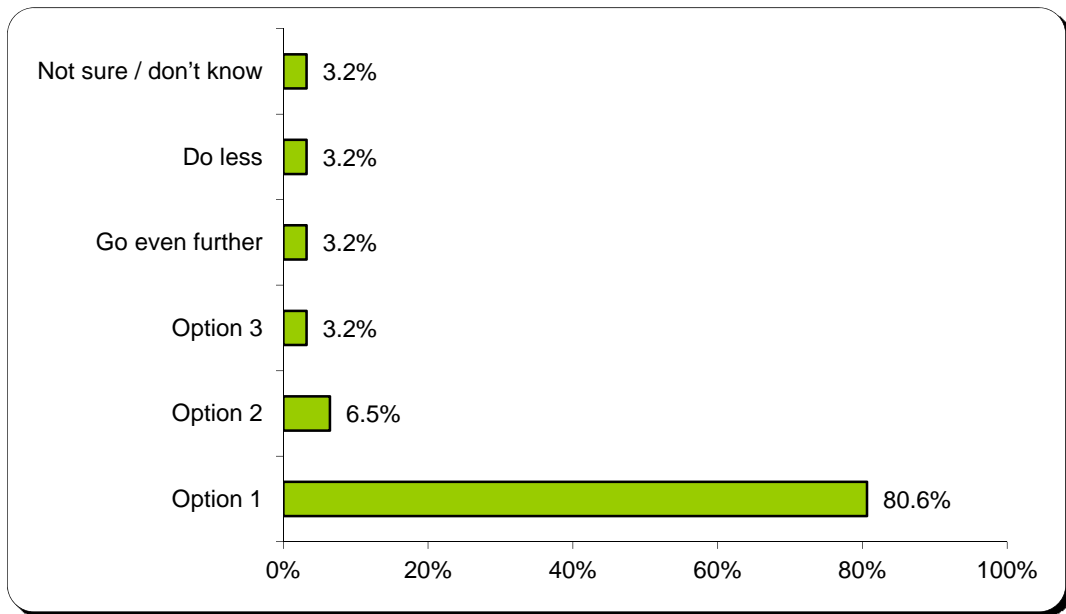
Option 2: The average time from first contact to completion reduced to 20 days for a small scheme and 60 days for a large scheme at a cost of £28.3m (22p per domestic customer per annum)

Option 3: The average time from first contact to completion reduced to 10 days for a small scheme and 30 days for a large scheme at a cost of £56.6m (44p per domestic customer per annum)

Option 4: Go even further

Option 5: Do less

Option 6: Don't know / not sure



11. Issue 8. Innovative customer communications

11.1. Q15. Which of the following options would you like to see in WPD's plan?

Option 1: (Now) A separate point of contact at each stage: enquiry, application, wayleaves / consents, on-site works/construction at no extra cost

Option 2: Now plus a dedicated contact number (with better expertise at first contact) at a cost of £3.2m (3p per domestic customer, per annum)

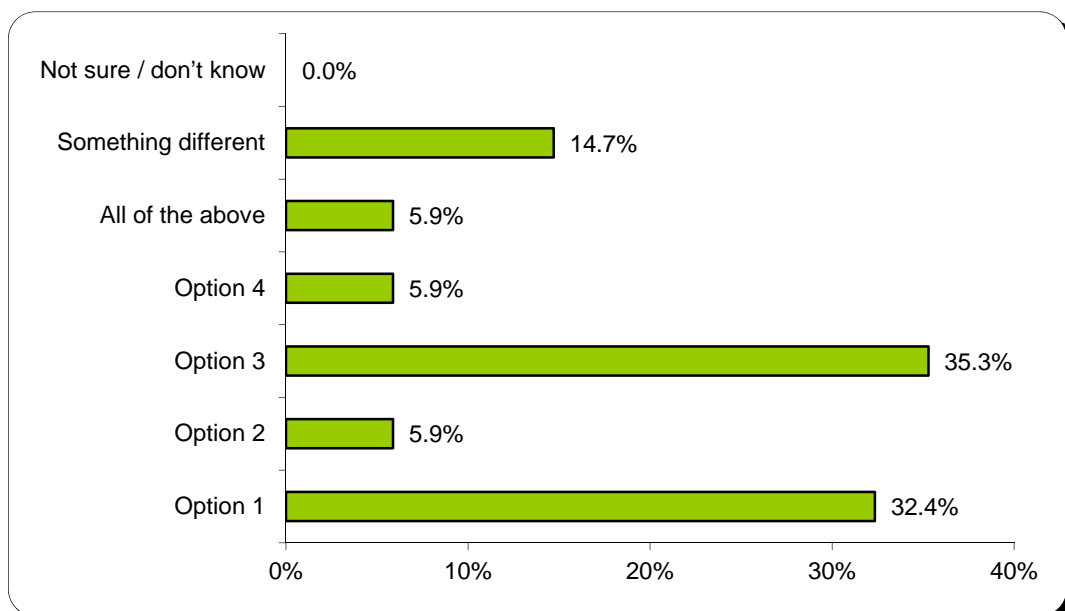
Option 3: Now plus applications, payments, job tracking etc. online at a cost of £2m (1p per domestic customer, per annum)

Option 4: Now plus a single account manager at a cost of £50m (35p per domestic customer, per annum)

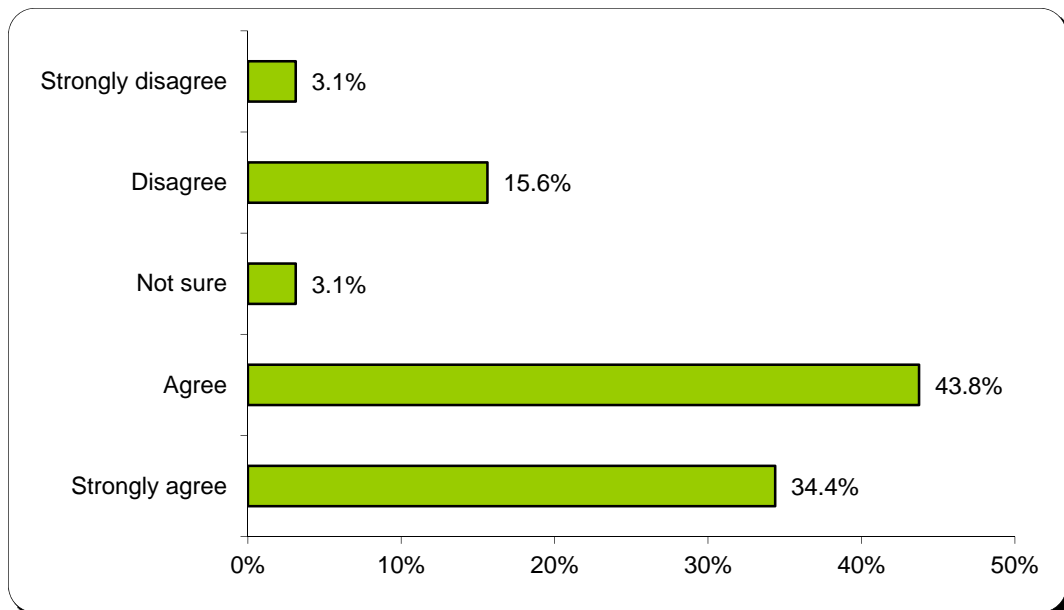
Option 5: All of the above

Option 6: Something different

Option 7: Don't know / not sure



11.2. Q16. Innovating the methods by which customers can communicate with us should be a high priority for WPD



11.3. Comments

Table 1

- An environmental representative said *'I firmly believe that I should have some kind of account manager.'* S/he went on to point out *'the biggest issue is not knowing where I am in the queue when issues arise'*
- An environmental representative commented that *'I like the idea of an alternative to a telephone conversation.'* S/he stated having a personal contact would be preferable
- A local authority/council officer countered *'there's a big question, why is the customer paying more when the overheads are so small for WPD compared to the council?'*
- An environmental representative believes that *'WPD should have a local focus but with a high focus on technology'*
- An environmental representative stated that WPD *'have got the customer focus about right, but they have a lack of communication links'*
- A business customer representative was of the view that *'the phone has one benefit, in that it works after a power cut and other forms of communication can be adversely affected because of this'*
- An energy/utility company representative commented *'I would look at Twitter; I think that using Twitter is great. The website would also be first port of call for our business'*
- An environmental representative said that WPD's website is *'bland, static and has no way for me to contact an account manager. There should be a better and more organised communication system in place'*

Table 2

- An energy/utility company representative preferred option 2. An energy company representative agreed as *'it gives a time frame but is not too expensive'*
- An energy/utility company representative expressed surprise with option 4: *'should not that be standard?' It should be part of PR as it would be helpful to customers and improve their experience'*
- An energy/utility company representative commented that *'customers are more concerned about other factors when the power is out, for example, food in the fridge compared to where the power is out;'* a quick update would be helpful, though
- An energy/utility company representative was of the opinion that *'a text could save time and money, not reassuring customers by phone'*
- An energy/utility company representative countered that *'it is negative PR to have outages so website coverage would encourage less power cuts as customers could see the truth.'* S/he felt *'texting is a good idea but must be free as otherwise it is not fair'*
- An energy/utility company representative commented *'this session's topics were far less important than previous ones'*
- An energy/utility company representative believed *'these issues are company management issues and should be paid for by making savings in operations'*

Table 3

- An energy/utility company representative was of the opinion *'social media would be the better option.'* S/he stated *'most customers only know the provider, not the distributor.'* Although s/he said it was a good idea s/he pointed out *'it would not work if phonelines are down as there will be no internet access'*, but overall viewed it as a good way to get info
- A business customer representative disagreed and stated it *'should stay as it is'*
- An energy/utility company representative was of the opinion elderly bill payers probably won't use social media or text. Therefore s/he felt *'it is not fair that the cost is spread across all bill payers'*. S/he stated option 1 is best
- A business customer representative felt that *'if WPD are standing still then it should not cost the customer more'*

Table 4

- A local authority/council officer pointed out that *'smart phones are still useable even if the power goes'*
- A local authority/council officer suggested that *'offering self-help information and tools would reduce the cost of WPD having to employ someone sitting at the end of phone.'* S/he commented *'an information source would reduce the number of calls WPD would receive and would free that resource up for important and critical cases'*

- A stakeholder wanted to know *'how often does WPD not realise if an outage has happened?'*
- A local authority/council officer explained that *'local authorities are moving towards Twitter and Facebook'*
- A local authority/council officer added that *'the Business Plan is looking to 2023 and there needs to be thought towards WPD's future customers who are much more inclined to use social media.'* S/he considered it a *'no brainer'* to move towards new communication methods
- A local authority/council officer stated *'the big communication challenge for WPD is engaging with the "youth".'* S/he added that his / her generation avoids new communication methods but future generations won't
- A stakeholder *'would like to see the power cut checker, which Central Network had on its website, re-established'*. However, s/he recognised that *'you would only know about this service if you had experienced a power cut'*
- A local authority/council officer added that s/he *'has had positive experiences with WPD staff coming out and responding to power outages'*
- A local authority/council officer explained that *'a local authority/council officer at the workshop may be interested in using the Community Infrastructure Levy as an option to fund undergrounding in AONBs'*

Table 6

- A business customer representative said that s/he was *'surprised that WPD is not doing all these options already'*
- A stakeholder stated that s/he was *'surprised there are not savings from some of the options'*
- A stakeholder made the point that although WPD has 7.7m customers, *'realistically, most domestic customers would contact their supplier and not WPD'*

11.4. Q17. Which of the following options would you like to see in WPD's plan?

Option 1: (Now) Telephone operators and automated messages to respond to calls at no extra cost

Option 2: Now plus 2-way text messaging (report a problem & receive information) at a cost of £3m (2p per customer per annum)

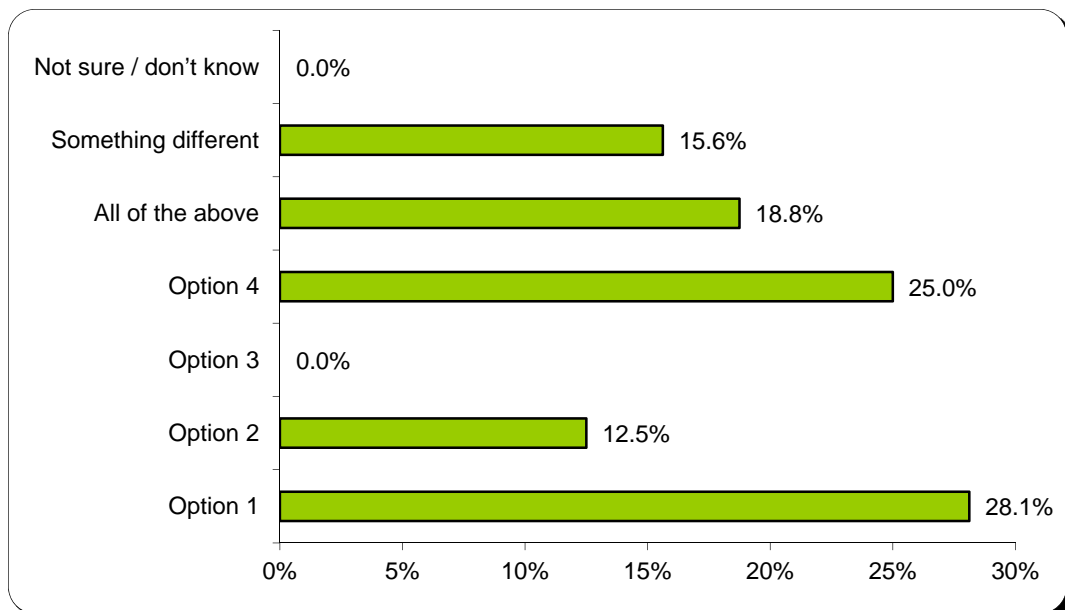
Option 3: Now plus social media channels at a cost of £3m (2p per customer per annum)

Option 4: Now plus real-time outage info on the website at a cost of £2m (1.5p per customer per annum)

Option 5: All of the above

Option 6: Something different

Option 7: Don't know / not sure



12. Low carbon investment

Table 1

- A business customer representative said that WPD's view *'looks the best option'* but clarified that s/he was unsure whether the population are going to accept the green technology changes due to cost and said that *'the other downside is that energy production is cheaper in other countries who use carbon energy, where we are also buying many goods from, therefore offsetting any good'*
- A local authority/council officer believes that *'cost is going to drive both commercial and customer interest. S/he also thought that there would be greater uptake in insulation'*
- An energy/utility company representative commented *'I don't think that WPD can ignore the issue'* and believes incentives would contribute to an uptake in green technology
- A local authority/council officer questioned *'who is paying for the green technology? Costs could lead to consumers revolting against green technology and therefore moving towards option 4'*
- A local authority/council officer reasoned that *'it's a complex issue and largely depends on economics and people state of mind'*

Table 2

- An energy/utility company representative pondered *'why is WPD focusing on scenario 1, is it because it is the most difficult?'*
- An energy/utility company representative believed option 3 is *'more achievable'*
- An energy/utility company representative interjected that *'the impact on aesthetics must be considered also'*
- An energy/utility company representative stated that *'housing stock made from brick are diminishing so would it make sense for WPD to cull old houses and provide modern-day housing accommodating insulation to help it meet the targets?'*
- An energy/utility company representative asked *'should bill payers foot the bill for a low carbon economy? WPD has to change to meet the targets, should customers foot the bill completely?'*
- An energy/utility company representative asked *'what is a heat pump? Is it retrospective? Does WPD drill into the ground?'*
- An energy/utility company representative said *'it depends on the initial outlay and consumer saving as to whether they buy electric cars. Consumers will not buy into this without incentives and a benefit for them'*

- An energy/utility company representative pointed out that *'uptake will diminish if WPD is not careful: it can't be too attractive like the feed-in tariff was'*
- An energy/utility company representative indicated that *'as a nation, we have to change, whether it is achievable to these levels in this timeframe is hard to know'*
- An energy/utility company representative made the point that *'electric cars are not so effective and they are expensive to run so this should not be so prominent in the plan;'* s/he thought *'more insulation and feed-in tariffs were better options'*
- The table was sceptical about electric cars for various, reasons including the lack of charging points and batteries dying
- The table thought insulation is a definite should-do. Fuel efficiency should be looked at also

Table 3

- An energy/utility company representative asked *'what would WPD gain?'*
- A business customer representative felt that option 1 is *'optimistic'*
- A stakeholder pointed out *'the infrastructure needed to support electric vehicles'* would be great in the city but *'for a medium journey WPD will need to look at building service stations'*
- A business customer representative said *'energy policies tend to drive behaviour'*
- A stakeholder commented *'people will not start using electric vehicles until service stations are in place'*
- A stakeholder stated the 4 scenarios are all right but WPD need to look at more options. S/he felt *'only in the future will we see what's working and this will allow WPD to enable a new plan to occur'*
- A business customer representative felt *'the UK does not have a good reputation in carrying out huge levels of change'*
- A business customer representative was of the opinion *'option 2 is never going to happen'*
- A stakeholder said before the economic crisis *'the UK was getting to a point of investment'*. S/he pointed out the Government is now backing off from commitments in order to save money. S/he stated *'this is not a priority and is a major fault in the scenario'*
- A local authority/council officer suggested that *'people are oblivious'* and although WPD is trying to raise awareness surrounding the cost of bills, *'people are reluctant to pay as they haven't got the money'*

- A stakeholder agreed and said *'although the bills will continue to rise WPD really need to show its customers that the increase is there to pay off debts and tell them why they are paying'*
- A local authority/council officer discussed a group called the *'greening group'* in his / her local area and commented on the poor input from residents on taking up the offer to find out about energy saving tips: *'out of 200-300 houses contacted only 4 responses were received'*
- A business customer representative felt that *'in order for WPD to invest they also need to invest a lot of money to tell customers why and what is going on and what the customer gains will be'*

Table 4

- A local authority/council officer wanted to know *'is nuclear considered a low carbon option?'*
- A stakeholder stated that *'it is important that we look at international experience such as China and India, particularly India who are being particularly creative when it comes to low carbon growth strategies'*
- A stakeholder queried whether the figures for heat pump uptake are from DECC; if that is the case then we are *'going to have to get a move on to meet that target'*, especially as *'most houses are not suitable for heat pumps'*
- A stakeholder suggested that if customers do install heat pump systems in the numbers predicted, *'80% will underperform and won't be efficient'*
- An energy/utility company representative asked *'if the discussions are based around the assumption that WPD will be taking up Scenario 1'*
- A stakeholder clarified that *'the scenarios are about flex-testing WPD's systems;'* the scenarios are not what is going to definitely happen but is *'stress-testing and cost-testing the scenarios.'* S/he considered WPD choosing one scenario *'as dangerous for flex-testing'*
- A stakeholder wanted to know what scenario is considered the *'best'* by WPD, *'is it the one that "stresses" WPD the most?'*
- A stakeholder explained that *'National Grid uses 2-4 different scenarios'*
- A stakeholder representative explained that his / her organisation *'uses a model which tests thousands of different scenarios.'* S/he added from his / her studies *'PV doesn't play a big part as it is too expensive'*
- A stakeholder asked whether *'WPD expected PV uptake to be very regionalised?'*
- A local authority/council officer felt that the low carbon discussion was outside of his / her *'comfort zone'* and didn't know enough about it to comment

- A stakeholder pointed out that the scenarios appear to be a huge *'stress test'* exercise designed to test WPD. S/he explained that when you *'pick the scenarios apart'* they don't appear to make sense; *'it appears that the 4 scenarios have been put together to deliberately make WPD's life difficult'*. S/he felt that *'it would be more useful to have a realistic plan that WPD can work to rather than the scenarios suggested'*
- A stakeholder stated that *'it is uncertain what technology and energy method will be used in the future'*
- A stakeholder stated that *'there is also the additional issue of upstream and downstream'*
- A stakeholder pointed out that there are differences between Cornwall and Devon and the Midlands. S/he stated *'WPD are unique in having to cover an area with a range of micro climates, geological distributions and human distributions'*
- An energy/utility company representative recognised that *'the scenarios are a stimulus to make us think about the future and make us proactive for the future'*. S/he agreed with a point previously made in the workshop, that *'there isn't a definitive scenario but it does get us thinking'*
- An energy/utility company representative stated *'cross-learning is important to help achieve a scenario goals, even if WPD's different regions have different experiences and needs'*
- A stakeholder felt that *'innovation is an issue that WPD have to consider. Will something innovative become a commercial product?'* S/he added that *'WPD are key in facilitating innovative technology, and it is important for WPD to include innovative technology in its scenario planning'*

Table 6

- A local authority/council officer said that his / her *'guess is as good a guess as any'*
- A local authority/council officer commented that s/he *'cannot see how it's going to happen'*
- A local authority/council officer made the point that is *'not only the cost that will put people off. It is a massive change to a home'*
- A local authority/council officer stated that *'a lot of this is predicated on the fact that gas is going to run out. This is not true. There is more gas than we can shake a stick at'*
- The table was in agreement that all the scenarios are unlikely to happen by 2030
- A local authority/council officer was of the opinion that there needs to be a *'huge jump in electricity technology to get there'*
- A local authority/council officer declared that *'there is going to be a need for more charging points'*

- A business customer representative queried whether s/he *'can write a scenario 5 because all the others are so unlikely'*
- A local authority/council officer affirmed that the Government will need to make all new homes compliant because *'retrofitting is not going to work'*
- A stakeholder remarked that as technology progresses in these areas *'the grid needs to be in place to deal with it'*
- A local authority/council officer stated that *'new buildings should be option 1 but with older options the best we can hope for is option 4'*
- The table agreed that scenario 5 should be *'medium fuel inefficient, medium low carbon heat, low levels of solid wall insulation'*

12.1. Issue 2. If you had greater visibility of your energy use (e.g. smart meters), what impact do you think it would have on your behaviour?

Table 1

- A local authority/council officer queried whether people would want to regulate themselves on what is the best time to use power
- A local authority/council officer commented on smart meters, saying *'the council offers them to rent, but interest has dwindled relatively quickly'*
- An energy/utility company representative held the view that the *'key issue is that WPD doesn't have direct contact with end users, so changing views of customers is very difficult'*
- A local authority/council officer said that the plans had *'no suggestion of reducing demand for the ones that are using extra energy that is wasted unnecessarily'*
- A local authority/council officer believed that *'prices should increase the more that you use'*
- A business customer representative said *'it's a psychological issue: can you motivate families to change habits that cause power wastage?'*
- A local authority/council officer questioned whether it will work, asking *'does it change a person's train journey in terms of off peak and on peak? Maybe sometimes, but it generally doesn't change habits'*

Table 2

- An energy/utility company representative energy mentioned s/he has a smart meter at home. S/he said *'it works as an incentive for turning things off as I can monitor the energy consumption'*
- An energy/utility company representative agreed, but admitted s/he *'did lose interest after a while shown by the fact the batteries are now flat. If WPD could come up with*

home automation along with a smart meter then that would work but people are busy and will not comply unless it is easy'

- An energy/utility company representative commented *'if consumers could plug smart meters into laptops and see a detailed breakdown of usage it would be helpful'*
- An energy/utility company representative stated *'WPD should combine smart meters with a tariff as it might make a difference and force people to change their habits.'* S/he considered that *'the use of energy saving light bulbs has been cancelled out by the increase in plasma televisions'*
- An energy/utility company representative stated that by *'migrating the use of dishwashers and washing machines to night time would even out usage peaks and troughs such as, heavy usage in the day and little at night'*

Table 3

- An energy/utility company representative stated *'the two-tariff system needs to be changed'*
- A business customer representative felt option 4 is *'more likely to happen'* more any other
- A business customer representative pointed out *'in the current economic climate WPD will need to gain confidence from customers to gain extra money to spend on low carbon devices but currently there is no incentive for customers to invest'*
- A stakeholder disagreed and was of the view there may well be a way to *'incentivise people'* but WPD *'need to offer something good and look at how you package it'*
- A business customer representative pointed out the *'fundamental problem'* that through educating people the question of *'what is in it for me?'* Will always arise
- A local authority/council officer felt that *'those who have a low income will benefit the most if there is an incentive compared to rich people who may not see it as such a big/beneficial incentive'*
- An energy/utility company representative was of the opinion there will be different behaviour at *'different social levels'*
- A stakeholder agreed and stressed *'education and then incentives need to come into force'*
- A stakeholder felt that customers' bills *'need to be simplified so that customers can understand it more'*
- A stakeholder liked the fact *'smart meters will communicate with customers and show detailed charges as it will make people interested in learning how to save money'*
- A business customer representative disagreed and felt that smart meters could be viewed as *'a waste of time as customers need to use electricity to live'*

- An energy/utility company representative pointed out that a good way to reduce costs *'is to use the American method of having a set tariff up to a certain threshold and then when it is hit the price should increase'*

Table 4

- A stakeholder wanted to know *'is WPD in a position to facilitate DSR?'*
- An energy/utility company representative felt *'there would be a better uptake of smart meters among residential rather than commercial customers.'* S/he explained that *'domestic customers are more driven by money and the incentive of reducing the cost of energy bills'* rather than *'green card'*
- An energy/utility company representative didn't think smart meters have a *'massive'* impact on behaviour
- A local authority/council officer asked *'how much does a smart meter cost?'*
- A local authority/council officer added s/he *'would be interested in having a smart meter'*, especially as s/he *'is becoming increasingly conscience of energy costs. S/he suggested that cost implications would change customer's behaviour?'*
- A stakeholder agreed that *'customers will be able to see where energy costs are with a smart meter but would they actually be prepared to change their behaviour?'*
- An energy/utility company representative stated that *'smart meters are preparing customers for the future, when energy companies do start offering different tariffs'*
- An energy/utility company representative stated that s/he would put his / her washing machine on at 9pm *'if WPD offered a cheaper rate in return'*

Table 6

- A local authority/council officer said that the data his organisation has collected has allowed him / her to build a business model. However, *'domestic customers will not have the same benefit'*
- A business customer representative was of the opinion that *'the novelty of a smart meter wears off quickly and bills could easily go up'*
- A local authority/council officer suggested that it is *'not just about smart metering but smart tariffing too'*. S/he went on to discuss the possibility of smart appliances such as *'a dishwasher that will not turn on, unless you override it , until the cheapest time of day'*
- A local authority/council officer stated that *'industrial customers are against handing over to their electricity company when they can use something, let alone domestic customers'*
- A business customer representative countered, saying *'if I turn the dishwasher on and it decides that it won't wash until midnight, do I care? No'*

12.2. Issue 3. Do you agree that customers should not see an increase in power cuts as a result of introducing smart grid technologies??

Table 1

- An energy/utility company representative held the view that *'security of supply is very important and quality of supply is also important'*
- A business customer representative made the point that *'the effect on our business if we are without power for an hour is astronomical'*

Table 2

- An energy/utility company representative identified that *'WPD could have 2 circuits: one which can be turned off, which turns off electrical items consumers have left on, and then another circuit which must be kept on, for example servers, hospital generators etc'*
- The table was of the opinion that customers should not see an increase in power cuts, but consumers need educating about use of electricity and consumption habits

Table 3

- A business customer representative said *'no'* and was of the view that despite having more technology *'there should not be an assumption there will be fewer power cuts'*
- A business customer representative felt that *'if the cake remains stable WPD will have more certainty of the price for the end user and how the cake will be cut/sold to the customer'*. S/he felt in terms of power cuts they will not be solved but *'WPD could cut the amount of power cuts occurring'*
- A stakeholder said *'WPD could offer the user reduced cuts if they accept there will be a loss of power at a certain point'*. S/he asked *'is this what WPD is looking into with smart meters?'*
- A stakeholder stated s/he does not want to see power cuts *'getting worse'* and the *'worst case scenario'* would be the amount of power cuts remaining the same
- A business customer representative asked *'why would a domestic customer for go electricity?'*

Table 4

- An energy/utility company representative suggested that *'customers may still see the same number of interruptions but for a shorter amount of time with smart grid technologies'*
- A stakeholder added that *'the trick is to have resilience in domestic equipment when the power goes out'*

- An energy/utility company representative pointed out *'as technology improves, power cuts will improve'*

Table 6

- The table agreed that customers should not see an increase in power cuts as a result of introducing smart grid technologies
- A local authority/council officer said that s/he would like to know *'if there is new technology coming up to counter the energy lost through transport. If we could drop the loss from 10% to 5% that would be a huge step'*
- A local authority/council officer suggested *'having a different circuit in the house offering 12v rather than the current 240v'*. He has *'so many devices'* in his office at home that need 12v

12.3. Any other comments?

Table 1

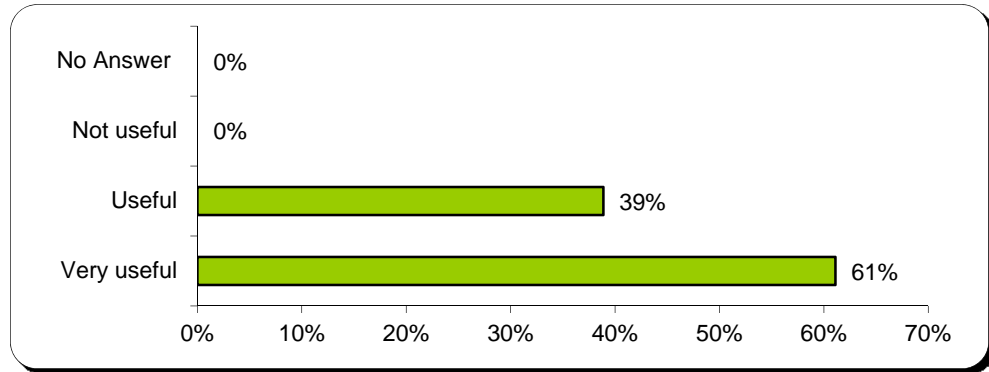
- A local authority/council officer believed that *'WPD shouldn't be reacting to changes, instead they should be investing in incremental increases to performance'*
- A local authority/council officer was of the view that *'sometimes you need to put the infrastructure in to encourage uptake'*
- A business customer representative said that *'some of the smart technologies aren't very cost effective'* and so *'WPD should focus on the technologies that have large benefits with little negatives'*

Table 4

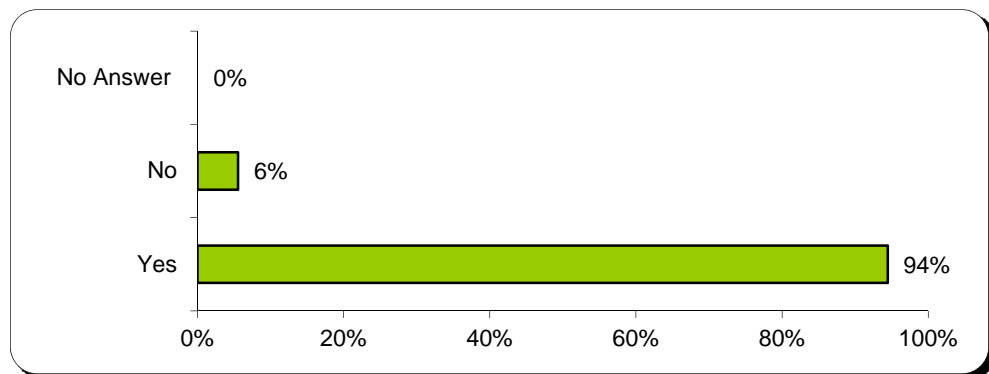
- An energy/utility company representative explained that *'communication is a particularly important point'* for him / her. S/he used the example of *'most customers not knowing who DECC are'*

13. Stakeholder feedback

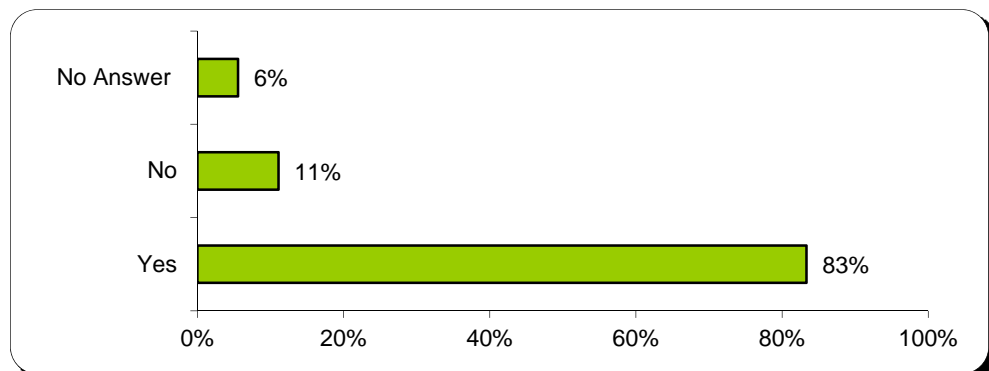
13.1. Q1. Did you find the workshops useful?



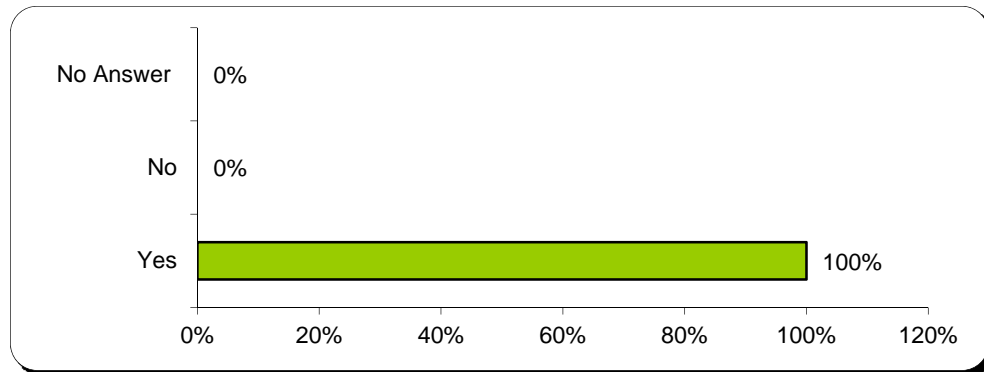
13.2. Was the venue conveniently located for you?



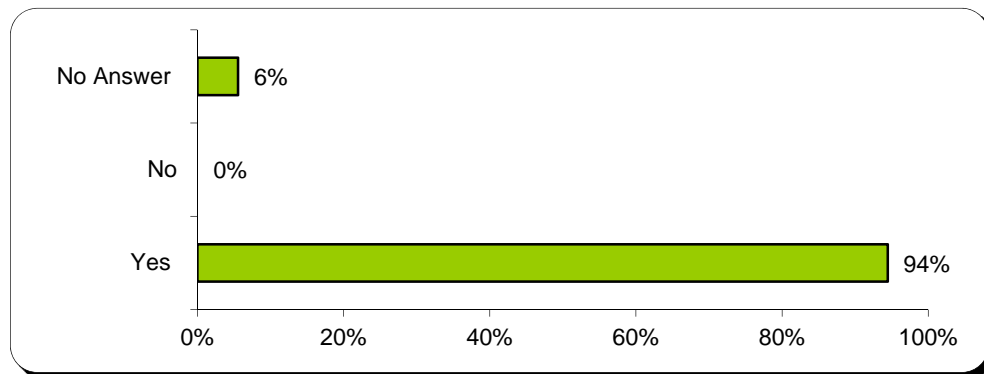
13.3. Did we provide enough information at the workshop?



13.4. Did you feel you had sufficient opportunity to express and discuss your views today?



13.5. Did you feel we covered the right topics?



13.6. Written feedback

A number of stakeholders left written comments on their feedback forms. A selection of these comments is shown below:

- *"It was so refreshing to see how open, honest and engaging WPD are. The people who were at the table, taking the notes and reporting back to the group took away the embarrassment of someone having to volunteer and report back in front of the whole room. Also, their ability to capture everything that was said, consolidate it into something meaningful was a skill that most people just don't have"*
- *"Useful summaries and good presentations"*
- *"The electronic voting format worked very well"*
- *"Some more focus on how WPD could deploy technologies (e.g. LCNF) in short-medium term would have been good"*
- *"Good insight to challenges of WPD and good opportunity to internet between WPD and stakeholders"*
- *"The business case, context of survey results etc. were often not available to be able to understand the benefits of increased investment"*
- *"Useful insight"*

- *"The opportunity to see bill impact was extremely useful"*
- *"Very interesting and helpful to be brought up to date re challenges faced and also the role of WPD as opposed to providers etc"*
- *"Really useful insight into WPD's plans. Good to get the opportunity to discuss the changing nature of energy demand/supply"*
- *"Would have liked greater debate on supply issues to developers"*
- *"Good low carbon discussion"*
- *"Yes good discussion all round could have had more time and fewer issues"*
- *"More info on where and how the money is to be spent. i.e. asset replacement or man power"*
- *"Sometimes a pragmatic view of present economic constraints was not taken-more cost neutral options"*
- *"Well facilitated"*
- *"Really open and informative session"*
- *"Very useful for contact with WPD and general network. Interesting to know what is being proposed"*
- *"The voting system was good as it gave individuals the ability to 'disagree' with the rest of the table"*
- *"Some pre reading would have been good. We were discussing issues with very little prior knowledge"*