

Stakeholder workshops, April 2013:

Executive summary



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2. Introduction

The programme of six stakeholder workshops on WPD's Business Plan 2015 – 2021 took place between April 17th and April 25th 2013. These workshops were hosted at the following locations:

- Nottingham – Trent Bridge Cricket Ground
- Birmingham – Birmingham Botanical Gardens
- Bristol – @Bristol Science Centre
- Cheltenham – Cheltenham Racecourse
- Exeter – Exeter Racecourse
- Cardiff – Wales Millennium Centre

The venues were chosen for a range of reasons including parking and accessibility, proximity to public transport and suitability for hosting events of this nature.

2.1. Attendees

A total of 2,493 stakeholders were personally invited to the events by letter and email. The invitations were sent out one month prior to the workshops. These invitations were followed up with further information, including an agenda for the day and a synopsis of WPD's draft business plan ahead. This ensured that stakeholders were briefed on the topics for discussion before each event. In order to maximise attendance, networks were used such as the National Association of Local Councils in England and One Voice Wales. These organisations were asked to email their members with details of the workshops. We also actively sought to encourage attendance by telephoning those stakeholders who replied saying they were unable to attend. In these instances we asked if it would be possible for a colleague to attend in their place.

The types of stakeholders we invited are detailed below:

- MPs and MEPs
- Local Authority Leaders, Chief Executives, Relevant Portfolio Holders and Relevant Officers
- Parish and Community Councils
- Consumer Groups
- Business Groups
- Environmental Groups
- Major Energy Users

- Energy Suppliers
- Emergency Services
- Housing Developers
- Government and Regulatory Bodies
- Housing Associations
- Domestic Customers

A total of 189 stakeholders attended the events, representing around 7.5% of invitees. In our experience this is a good rate of response. Encouragingly many of the attendees had attended previous WPD workshops and were able to see how their views had been incorporated into the draft business plan. We ensured that each table had a broad mix of stakeholders representing different sectors so each attendee was allocated a place at a designated table. Each table discussed all of the topics detailed below.

2.2. Format

All of the workshops began with an introduction to the business plan process. This was followed by a presentation detailing the first two specific areas for discussion: Network Reliability and Innovation & Environment. After the presentation round table discussions took place where stakeholders were asked to comment on WPD's proposed outputs and identify any areas where they thought the company should go further or do less than proposed. The outcomes of these discussions were recorded by a dedicated scribe with an effort made to capture verbatim comments where possible. All stakeholders were encouraged to speak freely and openly and no comments were ascribed to individual stakeholders. Notes were, however, made relating to the types of organisation each stakeholder represented.

Following these discussions, stakeholders had an opportunity to vote on questions relating to the draft business plan, firstly on whether they considered the output packages, as a whole, to be appropriate and latterly to identify specific outputs where they believed WPD should go further than planned or do less.

Electronic voting pads were used at each of the events which enable us to gain clear, unequivocal quantitative data on each of the questions to supplement the qualitative outcomes from the round table discussions.

After a short break, two further sessions took place on the outputs packages relating to Customer Satisfaction & Social Obligations and Connections. These sessions followed the same format with a presentation followed by roundtable discussions and finally an opportunity for stakeholders to vote electronically on specific questions.

A further question and answer session was hosted after lunch where attendees were given the opportunity to move freely between four tables, each of which was hosted by a WPD expert. These sessions allowed stakeholders to ask questions of senior members of the WPD team on four key areas:

- Use of System Charges

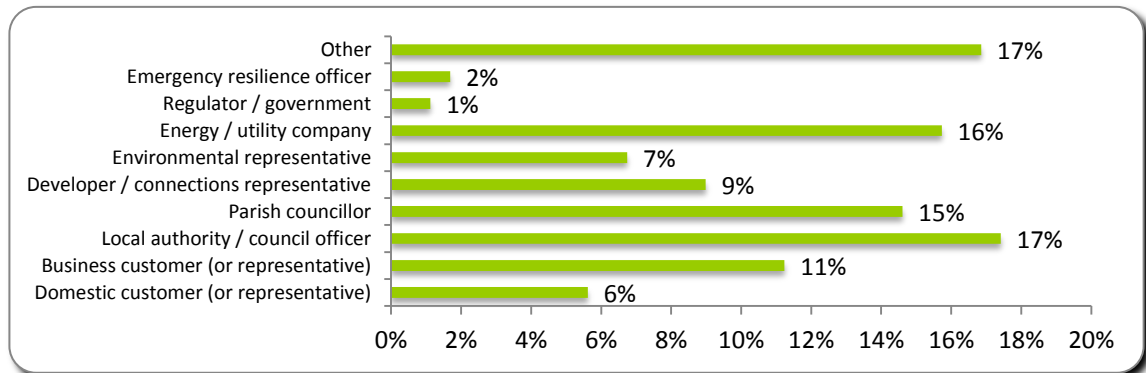
- Connections
- Low Carbon innovation scenarios (and innovative connection agreements)
- Social Obligations

Notes of the questions asked of the WPD experts were recorded along with a brief synopsis of the answers given.

3. Executive Summary

3.1. What type of stakeholder group do you represent?

There was a broad mix of stakeholders across the six workshops. The breakdown of attendees according to the sectors they represent is shown below:



3.2. Feedback from participants

- Every stakeholder who attended the events and completed a feedback form told us that they found the workshops to be either 'useful' or 'very useful'
- 95% of stakeholders who completed a feedback form said that enough information had been provided on the day
- 97% of stakeholders who answered the question said that they had sufficient opportunity to express and discuss their views
- 97% of attendees who left a comment said that we covered the right topics on the day

3.3. Summary of outcomes

- The general view of attendees was that the presentations and reading materials were clear and easy to understand
- Almost 90% of stakeholders stated that WPD's overall package to improve network performance is appropriate. When asked to choose one output where they felt the company should go further than planned, the most prevalent measure (16%) was reducing by 20% the number of customers classified as worst served. However it should be noted that one in ten attendees saw this as the one area where WPD should do less
- There was considerable endorsement for WPD proposals to enhance resilience to severe weather with over 90% of stakeholders stating that this package of measures

seems appropriate. 21% of stakeholders identified applying flood defences to major substations as the one area where they believe WPD should go further than planned

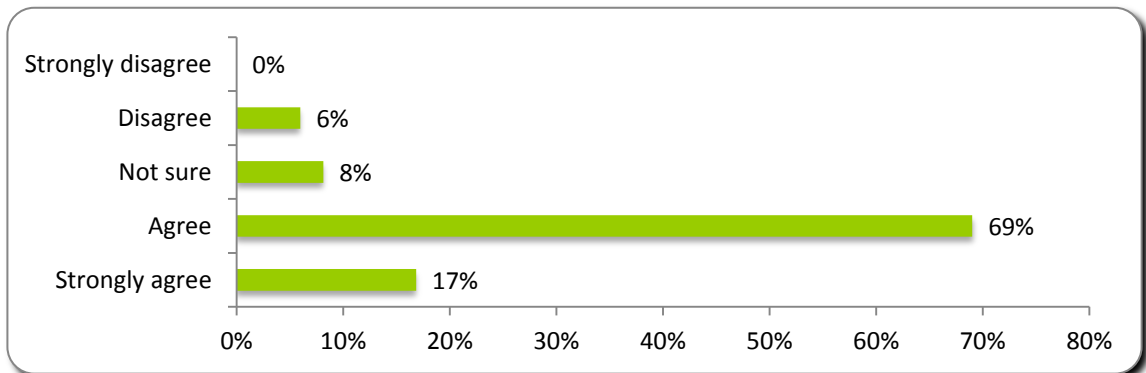
- 40% of stakeholders agreed with proposals to reduce by 20% the number of power cuts experienced by worst served customers. The remainder were equally split between those who think WPD should go further and those who were of the view that the company should do less
- Almost three quarters of attendees agree with the overall package of proposals to facilitate increased volumes of Low Carbon Technologies. When asked if there was one output where stakeholders were of the view that WPD should go further than proposed, 27% identified the measure of reducing costs for future customers by developing smart solutions to provide alternative and innovative techniques for network management
- Over 80% of attendees agreed with WPD's overall package to reduce network environmental impact. A quarter of attendees identified the one area where they felt most strongly that WPD should go further as the measure to reduce by 17% the volume of SF6 gas that is lost in switchgear
- There was a good deal of debate in the workshops on the issue of undergrounding overhead lines in areas of outstanding natural beauty. 28% of attendees saw this as the one area where they most strongly felt WPD should go further than planned. However, 20% felt that this was the one area where the company should do less
- The overall package proposed by WPD to reduce its business carbon footprint was endorsed by almost 80% of stakeholders with only 10% stating that they either 'disagreed' or 'strongly disagreed' with these measures. However of all the outputs put forward, plans to reduce the amount of waste sent to landfill by 5% was the one area where the most significant proportion (44%) thought the company should go further
- Of all the outputs packages presented by WPD, those relating to customer satisfaction and social obligations were the ones which were most widely supported by stakeholders. There were relatively few areas where people thought the company should do more than proposed
- Only 5% of stakeholders disagreed with proposals put forward for a faster, more efficient connections service. However, when asked if there was one area where stakeholders felt strongly that the company should do more than proposed, over a quarter identified improving the overall time to deliver a connection by 20%
- Almost 95% of stakeholders were of the view that the proposed outputs package for improving connections communications seems appropriate and there were no individual areas where a significant proportion of stakeholders felt that WPD should go further than proposed
- Only 4% of stakeholders either disagree or strongly disagree with the overall package proposed to facilitate a competitive market. When asked if there was one output where attendees were of the view that WPD should do more than proposed, the most prevalent measure was to improve customer awareness of 3rd party connections providers and carry out regular checks with customers so that they understand options available to them

4. Reliability and availability

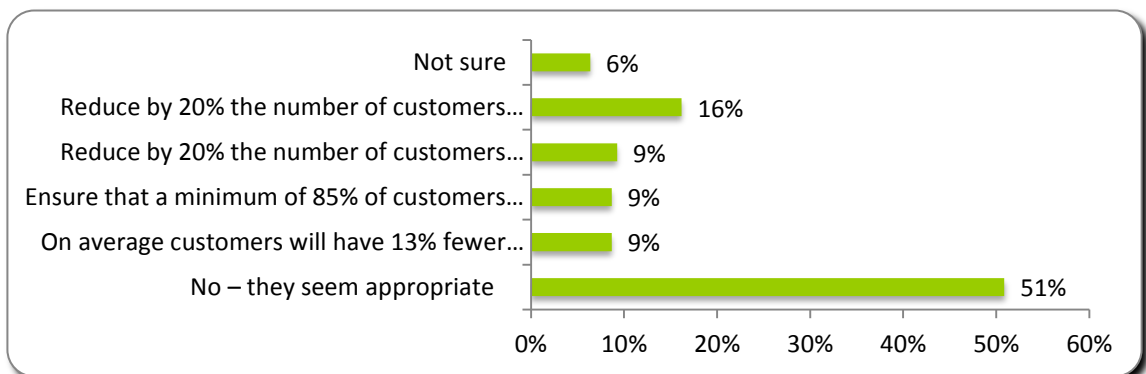
4.1. Network Reliability (improving network performance)

Reliability & Availability – Outputs package 1: Improving network performance		
OUTPUT	NOW	2023
On average customers will have 13% fewer power cuts and have their electricity supplies restored 20% quicker.	7 in 10 years	6 in 10 years
Ensure that a minimum of 85% of customers have their power restored within an hour on HV faults.	48 mins	38 mins
Reduce by 20% the number of customers classified as worst served.	80.78%	85%
Reduce by 20% the number of customers experiencing a power cut >12 hours .	20,000	16,000
	12,764	10,200

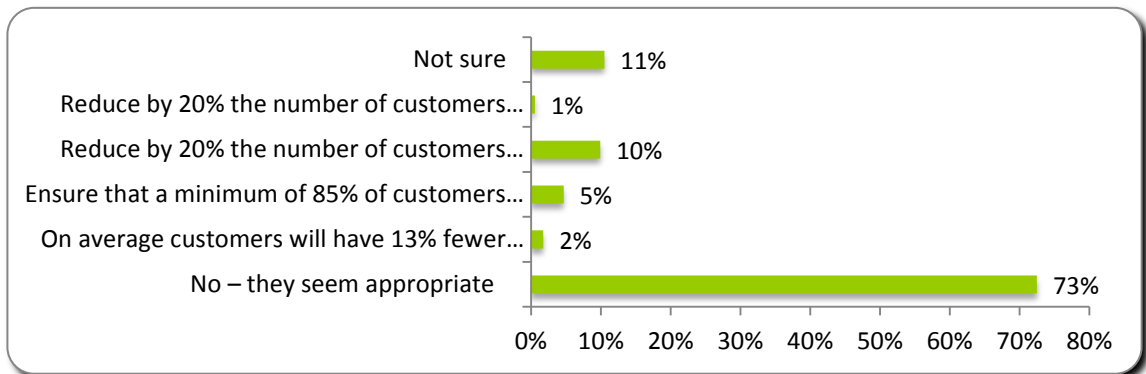
WPD’s overall package to improve network performance seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



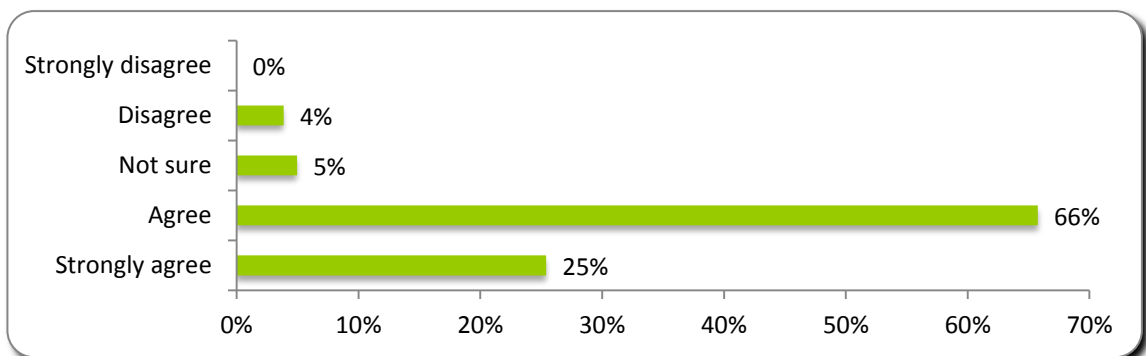
Is there one output you feel strongly WPD should do less than proposed?



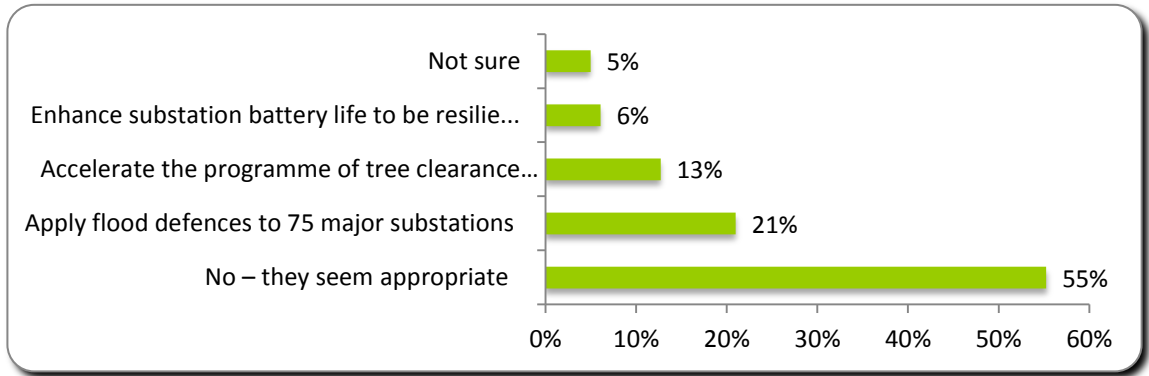
4.2. Enhancing resilience to severe weather

Reliability & Availability – Outputs package 2: Enhancing resilience to severe weather		
Apply flood defences to 75 major substations, reducing the risk of both damage to equipment and power cuts due to flooding.	120	75
Accelerate the programme of tree clearance for resilience by 40%	(2010-15)	(195 by 2023)
Deliver the programme five years earlier than suggested by Government guidelines, clearing 700km of overhead line per annum.	Complete in 25 years	Complete in 20 years
Enhance substation battery life to be resilient for 72 hours in the event of major power losses.	24 hours	72 hours

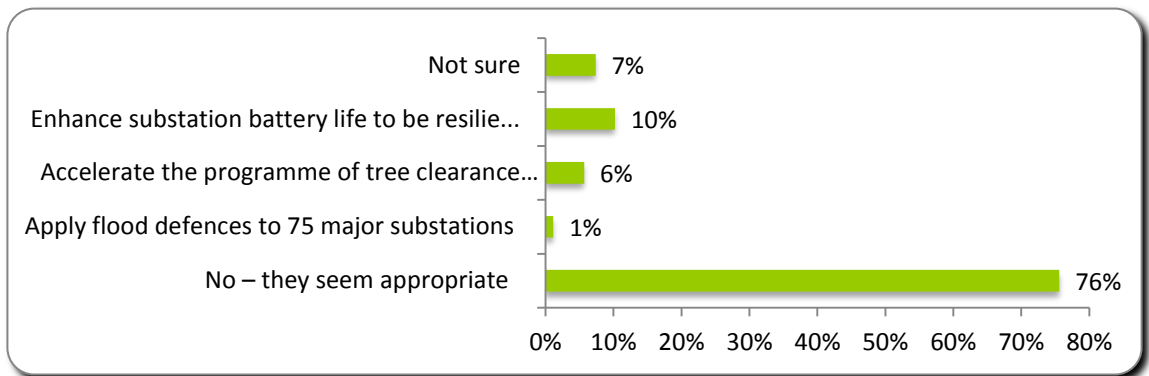
WPD’s overall package to enhance resilience to severe weather seems appropriate



Is there one output you feel strongly WPD should do more than proposed?

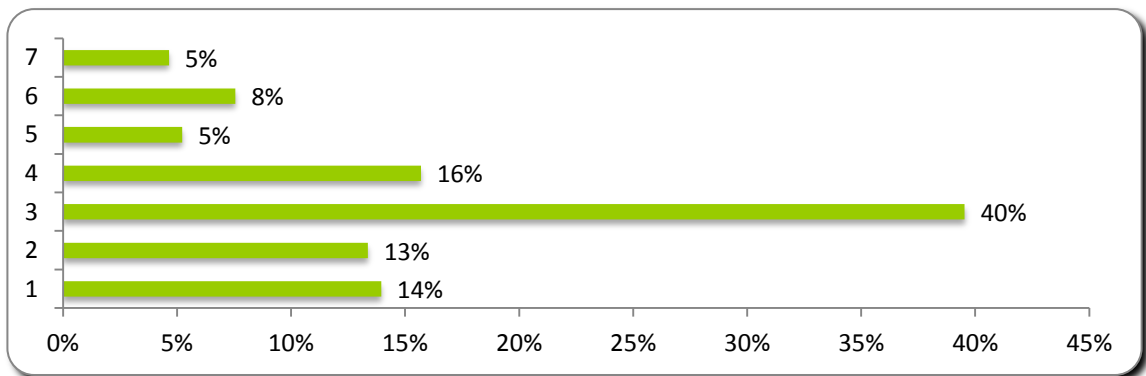


Is there one output you feel strongly WPD should do less than proposed?



4.3. Of the options to improve service to Worst Served Customers, which do you support?

Option	% Reduction in Number of Power Cuts Experienced by Benefitting Worst Served Customers	Maximum Expenditure per Benefitting Customer	Aggregate Expenditure	Maximum Impact on Domestic Customers' Annual Bills By 2022/23
1	10%	£550	£2.2m	3.0p
2	15%	£650	£2.6m	3.5p
3	20%	£800	£3.2m	4.2p
4	25%	£1,000	£4.0m	5.3p
5	30%	£1,200	£4.8m	6.5p
6	Do more			
7	Don't know			

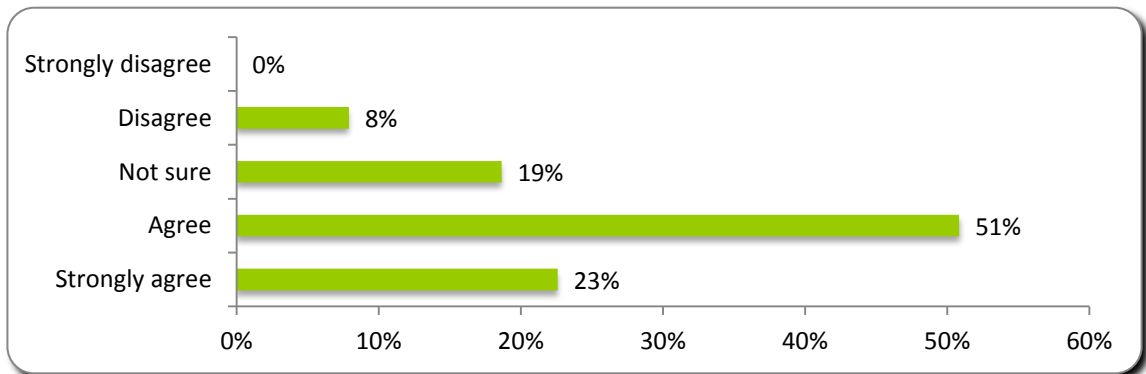


5. Innovation and Environment

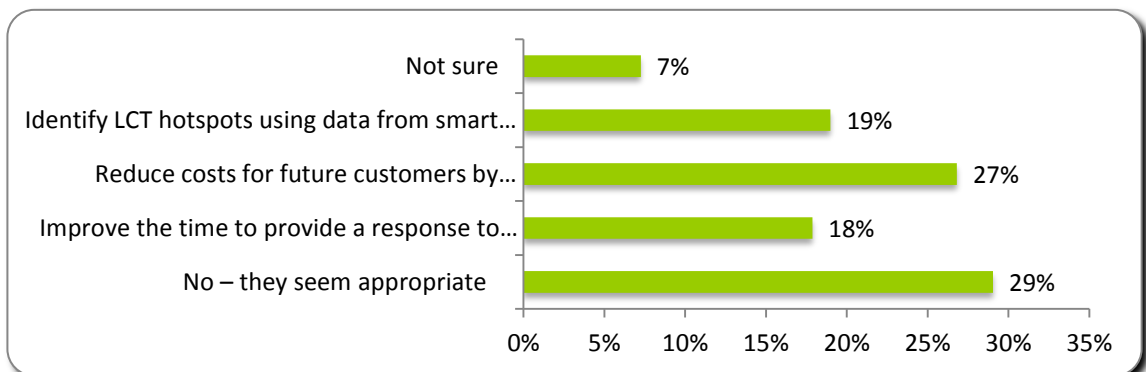
5.1. Facilitating increased volumes of low carbon technology

Environment – Package 1: Facilitate increased volumes of Low Carbon Technologies		
OUTPUT	NOW	2023
Improve the time to provide a response to customers wanting to use LCTs by 20%.	To be benchmarked on 2013/14 performance	
Reduce costs for future customers by developing smart solutions to provide alternative and innovative techniques for network management.		
Identify LCT hotspots using data from smart meters, expert organisations and local authorities and use this to inform decision making on whether to:		NEW
carry out asset replacement using larger sized assets; or		
provide additional network capacity through traditional methods or smart intervention.		NEW

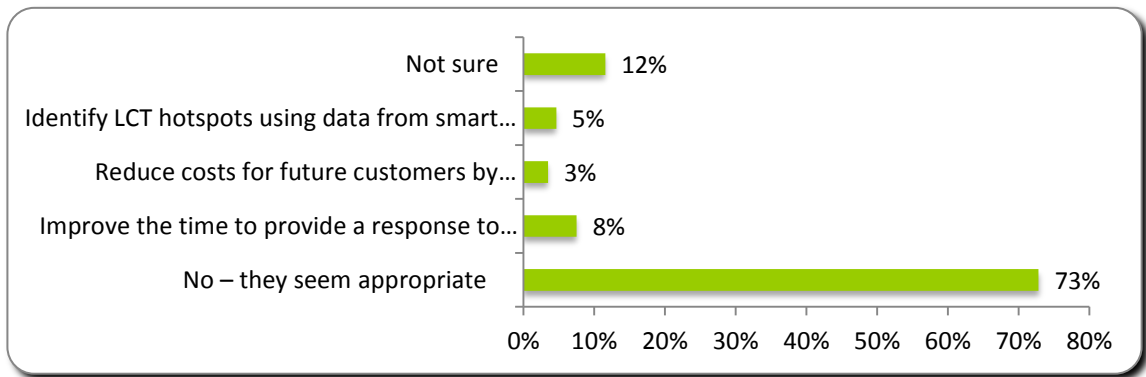
WPD’s overall package to facilitate increased volumes of LCTs seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



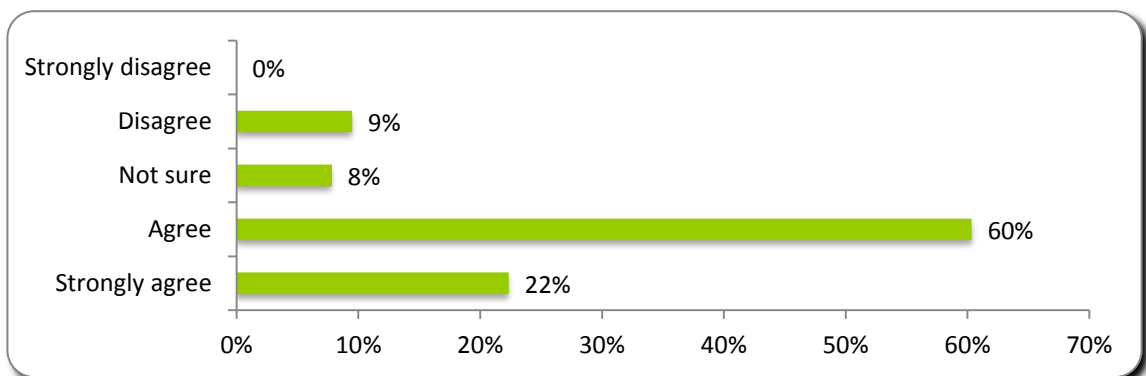
Is there one output you feel strongly WPD should to do less than proposed?



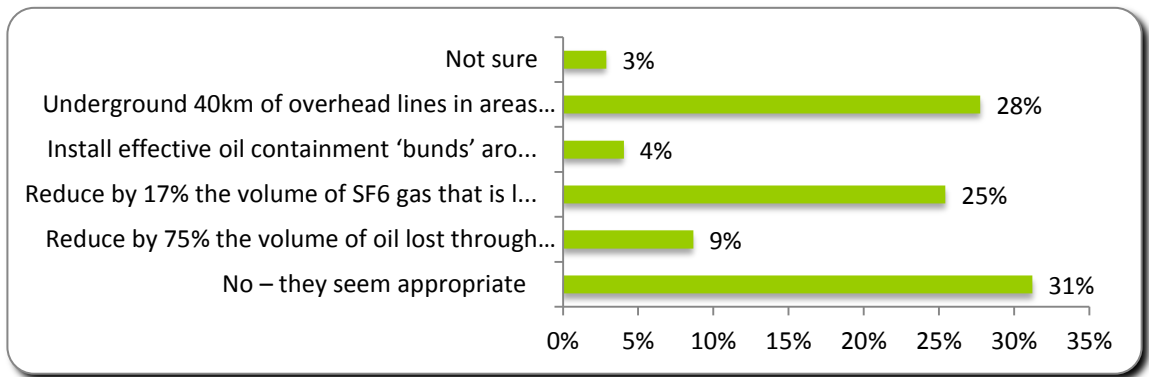
5.2. Reducing network environmental impact

Environment – Package 2: Reducing network environmental impact		
Reduce by 75% the volume of oil lost through leaks from oil filled cables.	38,750 p.a.	9,600
Reduce by 17% the volume of SF6 gas that is lost from switchgear.	512kg -11/12	425kg
Install effective oil containment 'bunds' around plant containing high volumes of oil	5,000 (total) primary s/s	104 additional
Underground 40km of overhead lines in Areas of Outstanding Natural Beauty	5km p.a.	5km p.a.

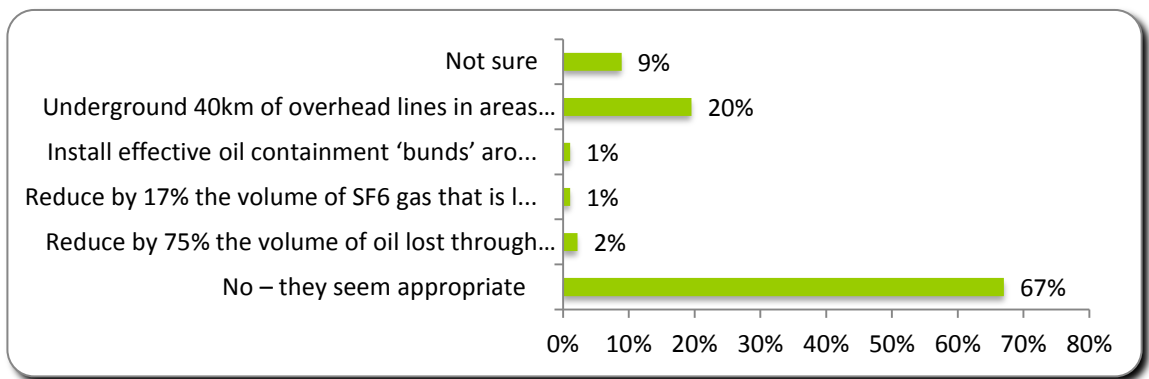
WPD's overall package to reduce the network environmental impact seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



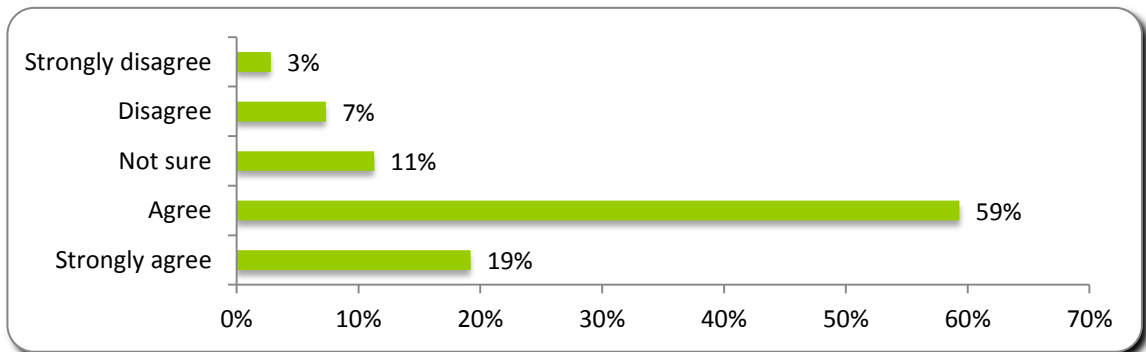
Is there one output you feel strongly WPD should do less than proposed?



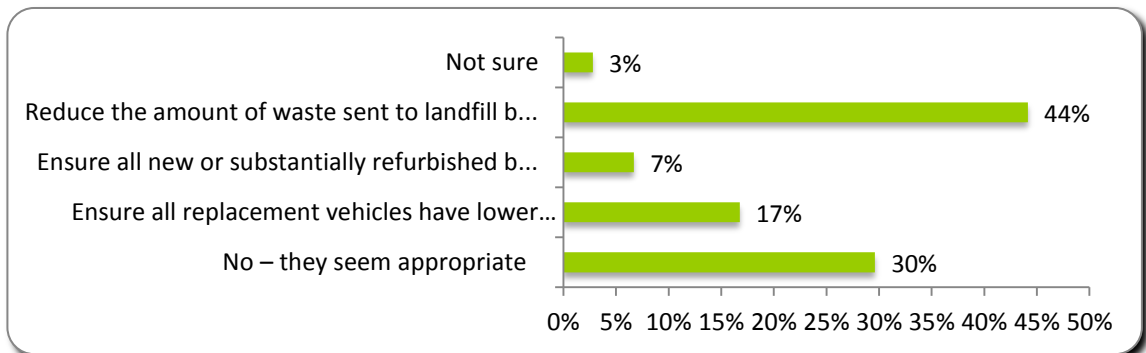
5.3. Reducing business carbon footprint

Environment – Package 3: Reducing business carbon footprint	
All replacement vehicles have lower CO2 emissions than those they replace.	e.g. Ford Transit (172g/km) to Fiat Doblo (161g/km) – 7% reduction
All new or substantially refurbished buildings meet the 'excellent' standard under Building Research Establishment Environmental Assessment Method (BREEAM)	Continue
Reduce the amount of waste sent to landfill by 5% per annum	Today: 80% total waste

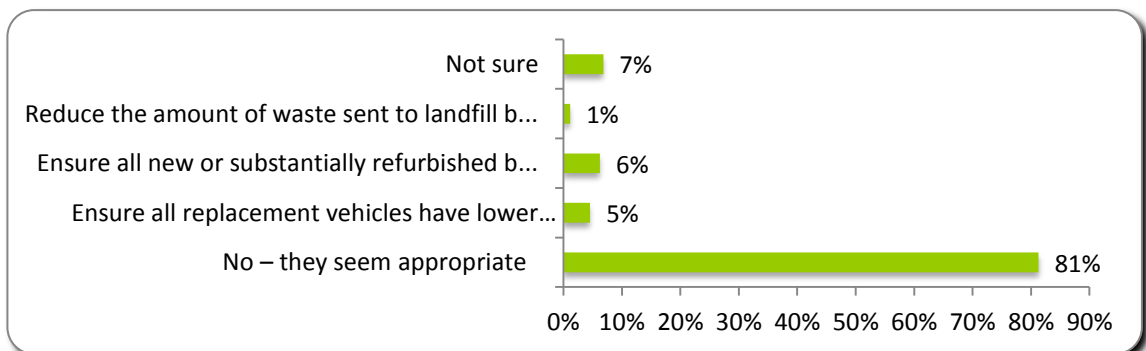
WPD's overall package to reduce their business carbon footprint seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



Is there one output you feel strongly WPD should do less than proposed?

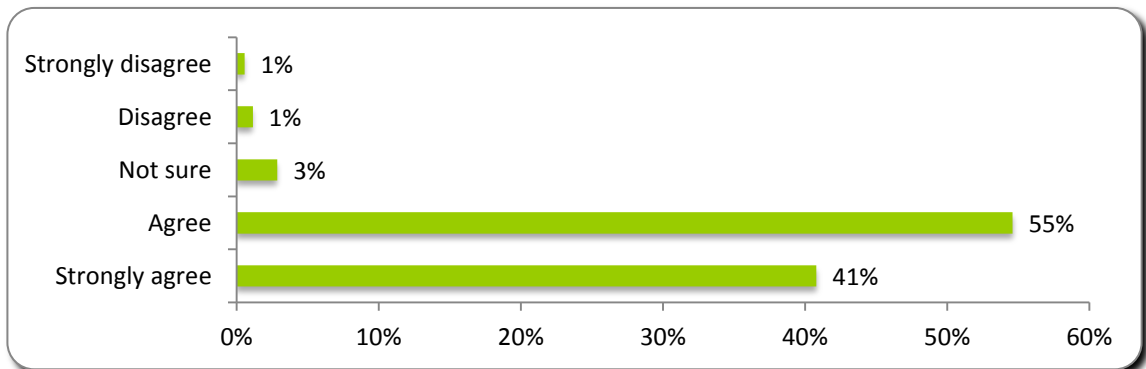


6. Customer Satisfaction & Social Obligations

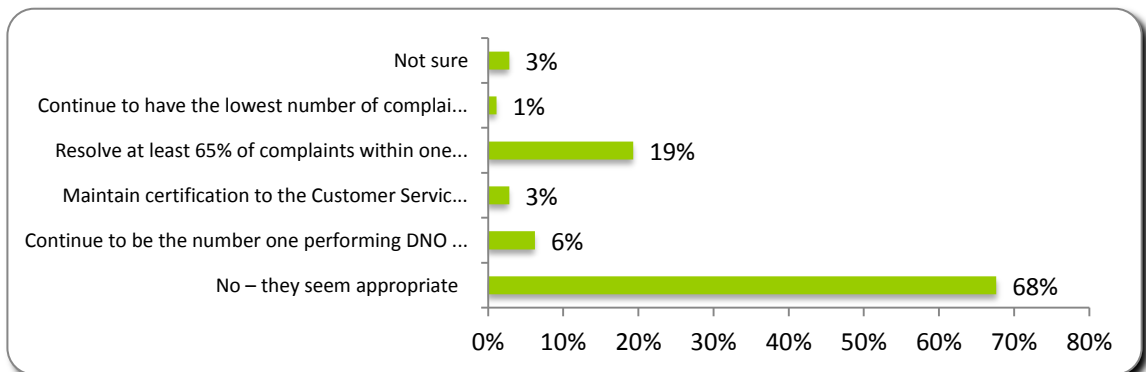
6.1. Customer service and complaints

Customer Satisfaction – Package 1: Customer service & complaints	
OUTPUT	NOW
Continue to be the number one performing DNO across all elements of the Broad Measure of Cust. Satisfaction.	1 st
Maintain certification to the Customer Service Excellence Standard.	Continue
Resolve at least 65% of complaints within one day.	Continue
Continue to have the lowest number of complaints where the Ombudsman has to get involved.	0

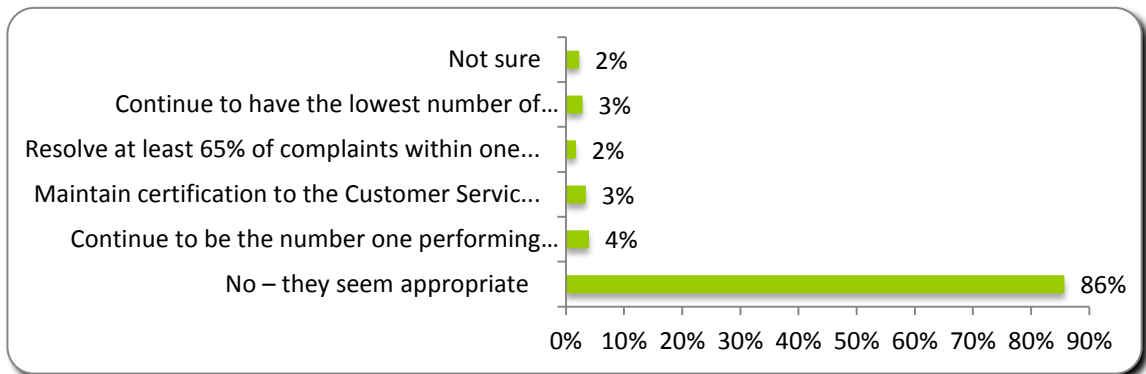
WPD’s overall package for customer service & complaints seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



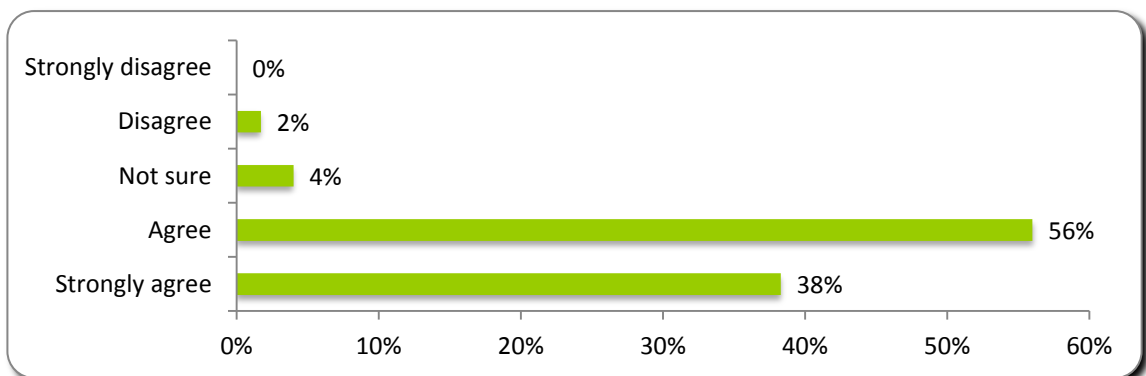
Is there one output you feel strongly WPD should do less than proposed?



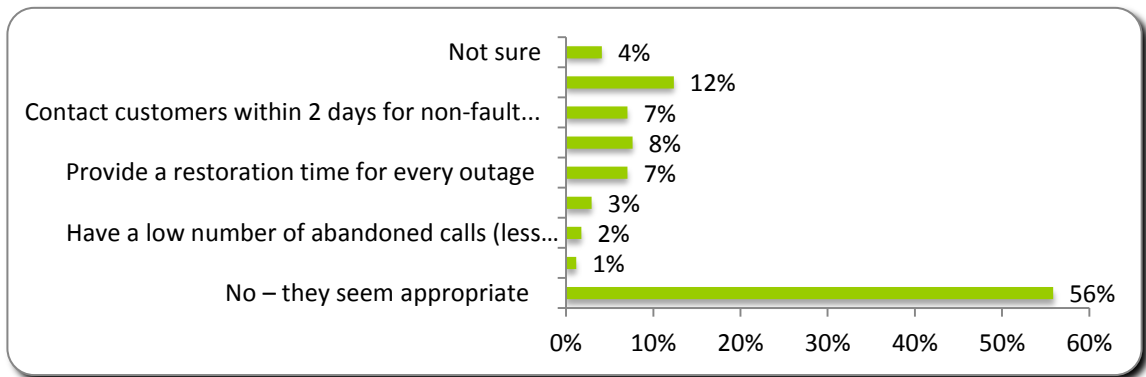
6.2. Communication

Customer Satisfaction – Package 2: Communication	
Respond to telephone calls quickly, answering them within 2 seconds.	1.6 sec
Have a low number of abandoned calls (less than 1%).	0.92%
Always provide customers with the option to talk to a WPD call taker.	Continue
Provide a restoration time for every outage.	70%
Call back all customers who have been in contact about a fault.	40%
Contact customers within two days of receiving a non-fault enquiry.	Continue
Provide messaging via text & social media, & develop 'self-service' options to find info online	NEW

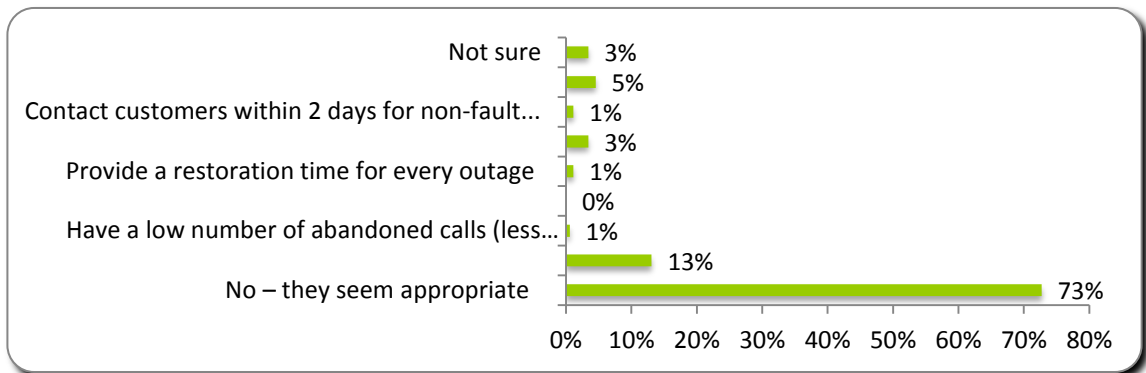
WPD's overall package for customer communication seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



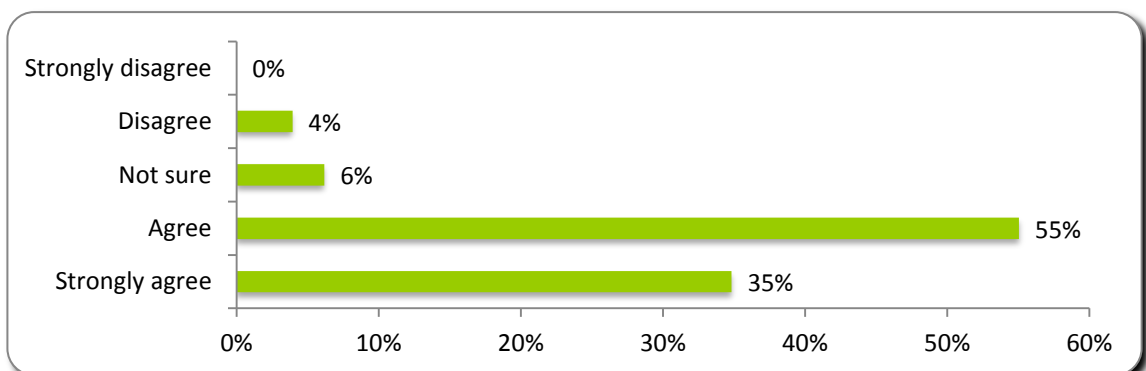
Is there one output you feel strongly WPD should do less than proposed?



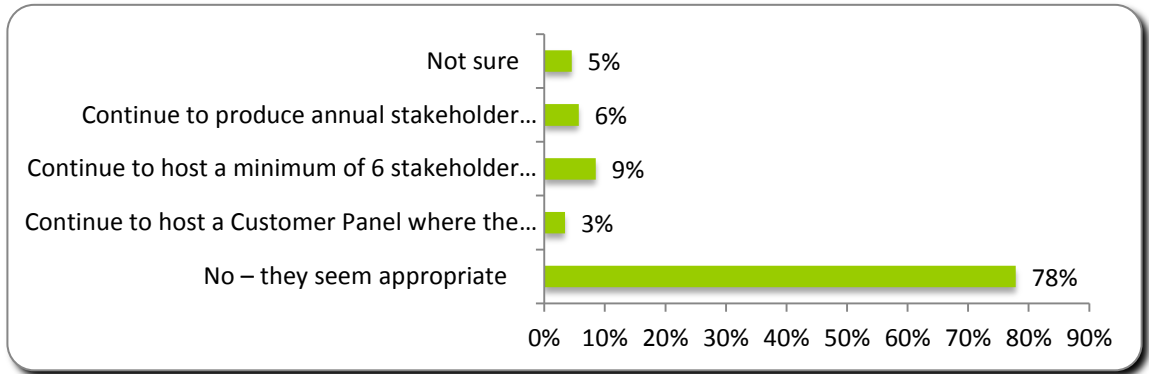
6.3. Stakeholder engagement

Customer Satisfaction – Package 3: Stakeholder engagement	
Continue to host a Customer Panel where the CEO meets with them four times a year.	Continue
Continue to host a minimum of 6 stakeholder workshops per annum.	Continue
Continue to produce annual stakeholder report detailing actions taken as a result of engagement	Continue

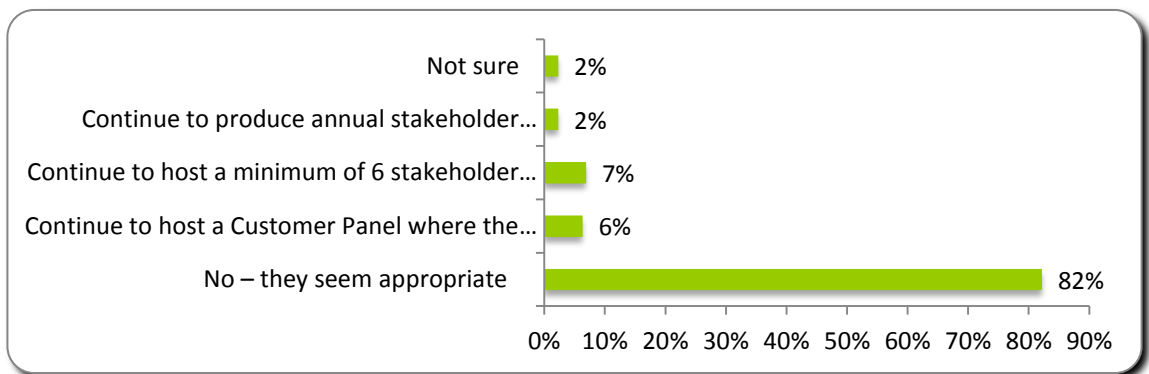
WPD’s overall package for stakeholder engagement seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



Is there one output you feel strongly WPD should do less than proposed?

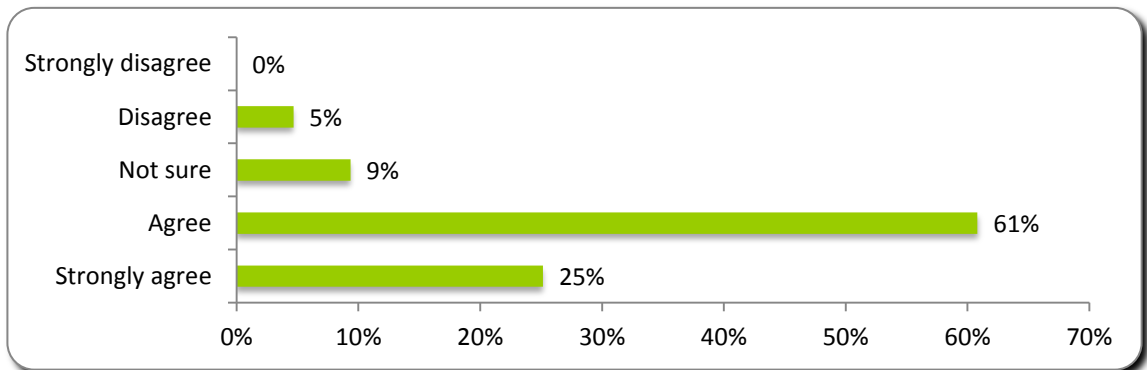


7. Connections

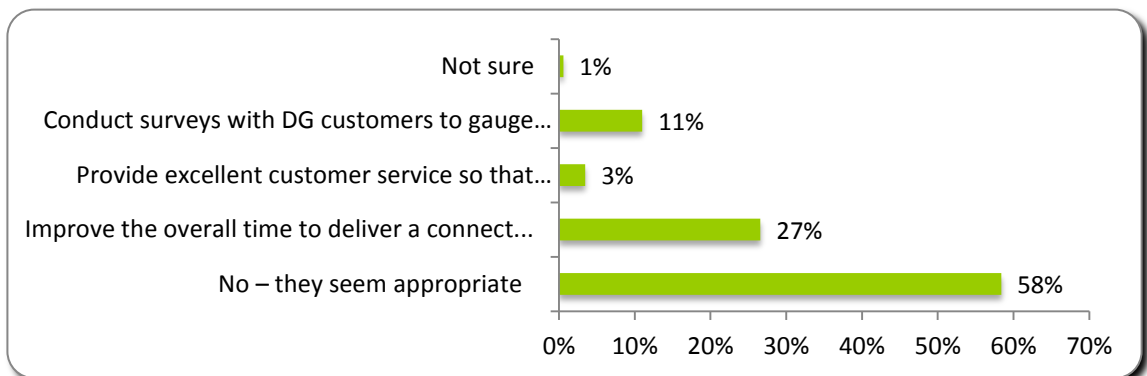
7.1. A faster and more efficient service

Connections – Package 1: A faster and more efficient service	
OUTPUT	PROPOSED
Improve the overall time to deliver a connection by 20%. (NOW = Small – 53.5 days; Large – 69.2 days)	42.8 days 55.4 days
Provide excellent customer service so that customers rank WPD as the top performing DNO group in customer satisfaction surveys.	Continue Continue
Conduct surveys with DG customers to gauge their satisfaction and identify improvements to our service.	

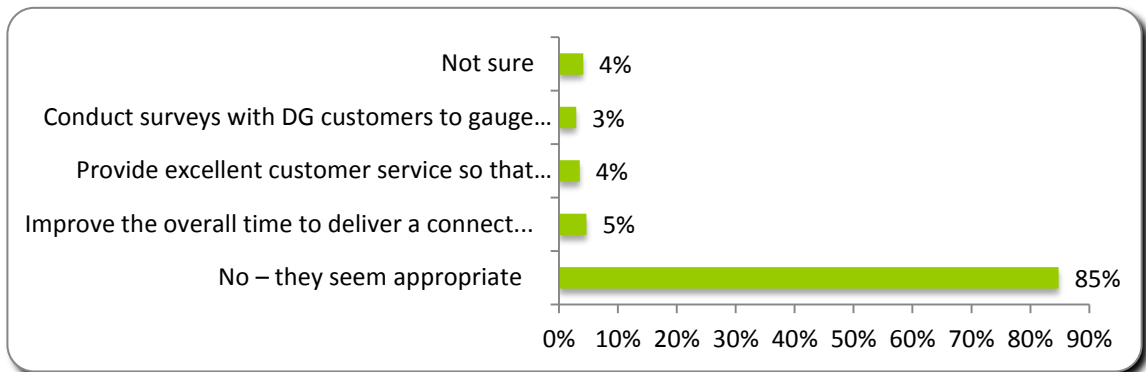
WPD’s overall package for a faster more efficient connections service seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



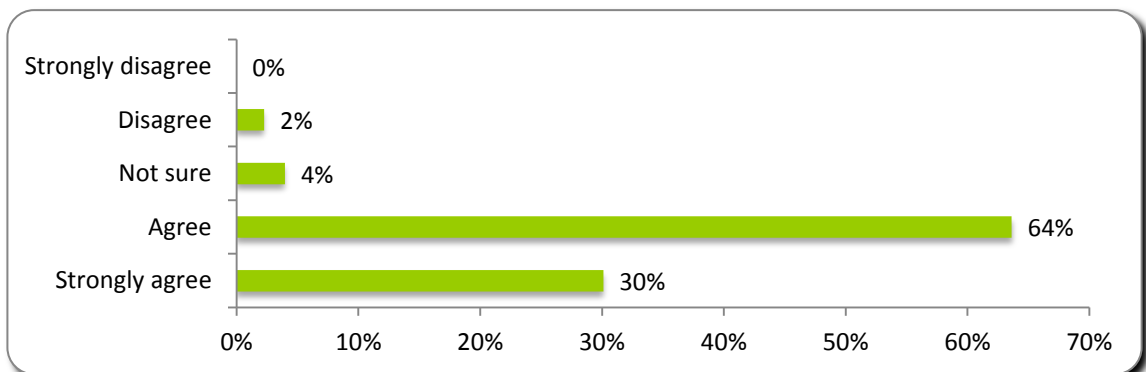
Is there one output you feel strongly WPD should do less than proposed?



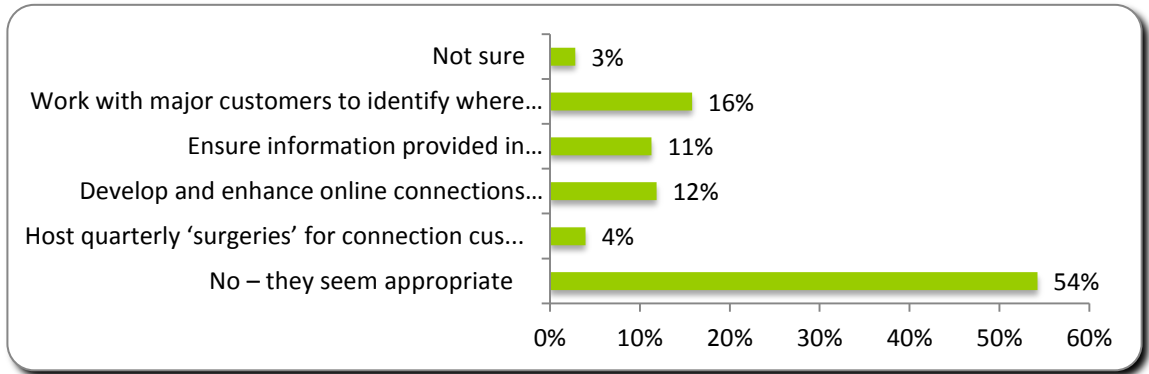
7.2. Communication

Connections – Package 2: Communication	
Host quarterly 'surgeries' for customers to better understand processes.	NEW
Develop and enhance online connections processing and progress tracking.	NEW
Ensure information provided in documentation and online is effective.	-
Work with major customers to identify where processes can be improved and quickly implement changes.	Continue /expand

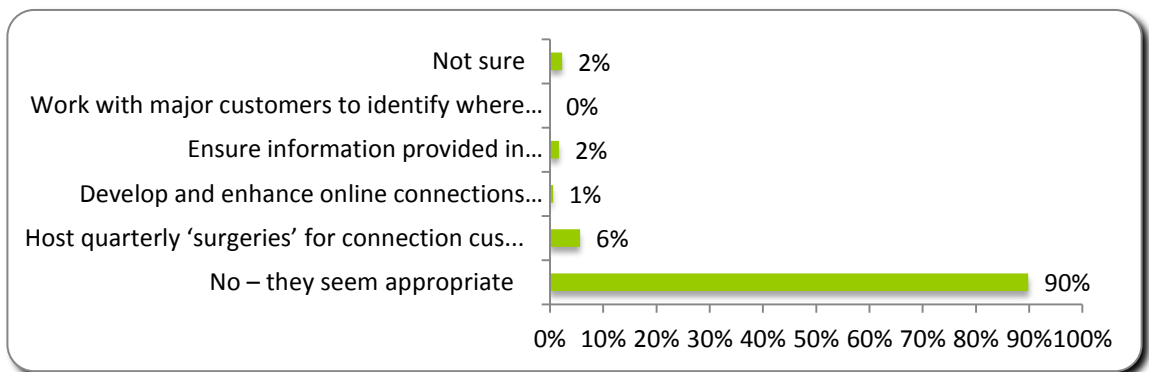
WPD's overall package for improving connections communications seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



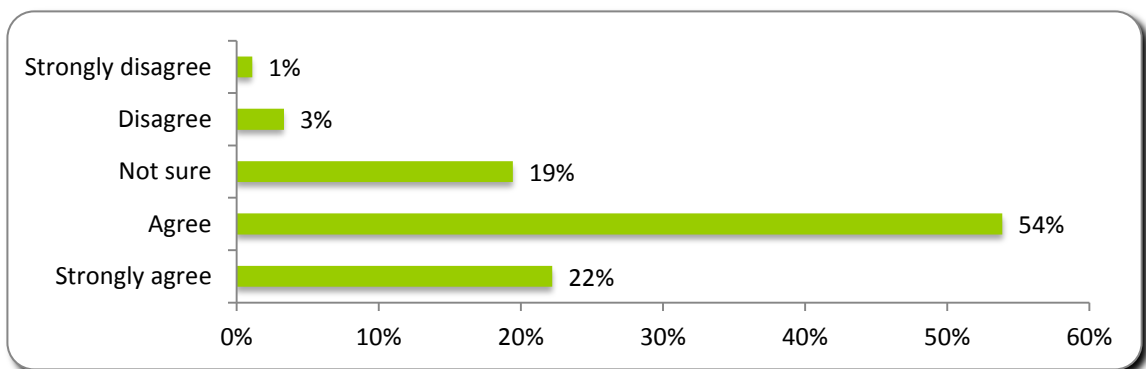
Is there one output you feel strongly WPD should do less than proposed?



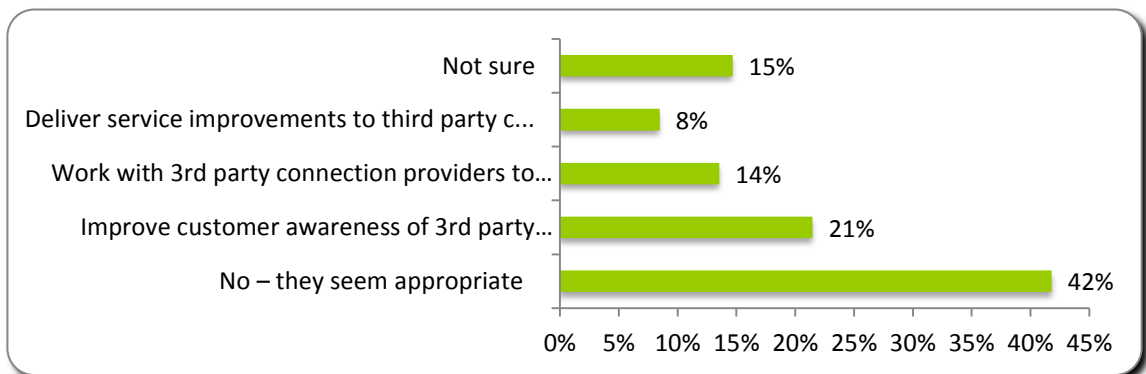
7.3. Facilitate a competitive market

Connections – Package 3: Facilitate a competitive market	
Improve customer awareness of third party connection providers and carry out regular checks with customers that they understand options available to them.	Continue /expand
Work with third party connection providers to extend the scope of contestable work to HV and reinforcement work.	Continue /expand
Deliver service improvements to third party connection providers in-line with other outputs.	Continue /expand

WPD’s overall package to facilitate a competitive connections market seems appropriate



Is there one output you feel strongly WPD should do more than proposed?



Is there one output you feel strongly WPD should do less than proposed?

