

Stakeholder workshop report: Birmingham

18th April 2013



1. Contents

1.	Contents.....	2
2.	Introduction	4
2.1.	Date and location.....	4
3.	Executive summary	7
3.1.	Feedback from participants	7
3.2.	Topics for discussion	7
3.3.	Summary of outcomes.....	7
4.	Network Reliability and Availability	9
4.1.	Q1. Does the amount of information given allow you to sufficiently understand WPD’s plans and do you understand the outputs?.....	9
4.2.	Q2. Do you agree with WPD’s approach? Do you agree with their proposed outputs?.....	11
4.3.	Q3. Are there any areas where you want WPD to go further or do less?.....	13
4.4.	Any other comments?.....	16
4.5.	Of the options to improve service to Worst Served Customers, which do you support?.....	18
5.	Innovation and Environment	19
5.1.	Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs?	19
5.2.	Q2. Do you agree with WPD’s approach? Do you agree with their proposed outputs?.....	20
5.3.	Q3. Are there any areas where you want WPD to go further or do less?.....	23
5.4.	Any other comments?.....	27
6.	Customer Satisfaction & Social Obligations	29
6.1.	Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs?	29
6.2.	Q2. Do you agree with WPD’s approach? Do you agree with their proposed outputs?.....	30
6.3.	Q3. Are there any areas where you want WPD to go further or do less?.....	33
6.4.	Any other comments?.....	37
7.	Connections	39
7.1.	Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs?	39
7.2.	Q2. Do you agree with WPD’s approach? Do you agree with their proposed outputs?.....	40
7.3.	Q3. Are there any areas where you want WPD to go further or do less?.....	42
7.4.	Any other comments?.....	45
8.	Surgeries on Specific Topics.....	46
8.1.	Use of system charges.....	46
8.2.	Connections.....	46

8.3.	Low Carbon innovation scenarios and innovative connection agreements	47
8.4.	Social Obligations.....	47
9.	Stakeholder feedback.....	48
9.1.	Q1. Did you find the workshops useful?	48
9.2.	Q2. Was the venue conveniently located for you?	48
9.3.	Q3. Did we provide enough information at the workshop?	48
9.4.	Q4. Did you feel you had sufficient opportunity to express and discuss your views today?.....	49
9.5.	Q5. Did you feel we covered the right topics?	49
9.6.	Written feedback.....	49

2. Introduction

2.1. Date and location

The stakeholder workshop took place on 18th April 2013 at Botanical Gardens, Westbourne Road, Edgbaston, Birmingham B15 3TR

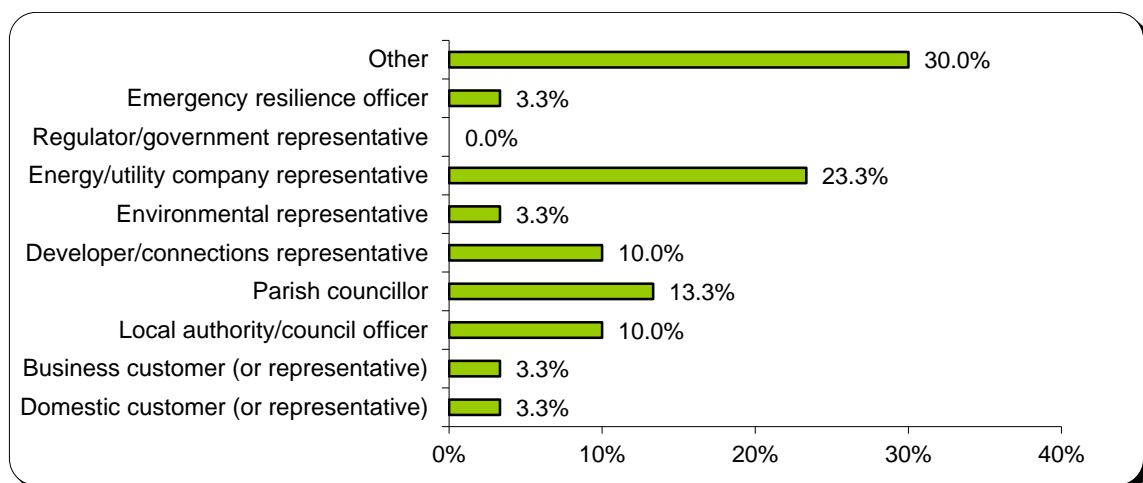
Attendees:

32 stakeholders attended the Birmingham workshop. The details of all attendees are shown below:

- Alan Higginson - Senior Electrical Engineer, Wessex Water
- Alan Moore - Business Continuity Manager, West Midlands Ambulance Service NHS
- Alastair Lawry - Engineering Services Design Manager, University of Warwick
- Andy Manning - Head of Network Regulation, Forecasting & Settlements, British Gas
- Bernard Dunn - Engineering Manager, Barratt West Midlands
- Claire Wise - Security and Emergency Planning Specialist, Network Rail
- David Brands - Managing Director, Acrastle Limited
- Eduardo Martínez - Research Associate in Power Systems, The University of Manchester
- Eric Knibb - Chairman, Warwickshire & West Midlands Association of Town & Parish Councils
- Eugene Butans - Senior Research Fellow, IVHM Centre
- Graham Muir - Procurement & Contract Manager, MES Environment Ltd
- Dr Ian Madley - The University of Manchester
- Cllr John Mosley - Councillor, Staffordshire Council
- Malcolm Booth - Head of Power Engineering and Director, Professional Engineering Partnership Group, Aston University
- Melanie Dinnis - Emergency Planning Officer, Birmingham City Council
- Mick Barlow - Business Development Director, S&C Electric Europe Ltd
- Mike Whittingham - Domestic electricity customer
- Min Bansel - Business Planning Manager and Customer

- Nick Dunn - Business Development Manager, S&C Electric Europe Ltd
- Nick Erout - Project Manager, The Energy Technologies Institute
- Nick Forknell - Councillor, Lickey & Blackwell Parish Council
- Nicola Distin - Parish Councillor
- Paul Barnfather - Technology Director Europe, EA Technology LTD
- Paul Wragg - Power On Connections, Energy House
- Paul Parry - Governance & Assurance Manager, ScottishPower Energy Networks
- Professor Peter Crossley - Head of Electrical Energy and Power Systems, University of Manchester
- Ray Raychaudhuri - Key Account Manager, Alstom Grid UK Ltd
- Robert Webb - Local Undergrounding scheme co-ordinator
- Roger Hankey - Programme Coordinator
- Steve Thompson - Stakeholder Strategy Manager, National Grid
- Xander Fare - Programme Executive, SmartGrid GB
- Xu Chen - Product Portfolio Manager, S&C Electric Europe Ltd

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 - Design & Development Manager
- Alex Wilkes - Stakeholder Engagement Regulatory & Government Affairs

- Paul Jewell - Design Policy Manager
- Lee Wallace - Network Services Manager (West Midlands)
- Neil James - Distribution Manager, Gloucester
- Dave Park-Davies - Distribution Manager, Birmingham
- Nicki Johnson - Regulation & Government Affairs Support Assistant
- Jon Berry – Innovation & Low Carbon Networks Engineer
- Richard Allcock - Connections Policy Engineer

Green Issues Communiqué

- James Garland - Director (Workshop Facilitator)
- Nick Bohane - Executive Director (Workshop Facilitator)
- Kelly Edwards - Executive Director (Workshop Facilitator)
- Richard Sutcliffe-Smith - Executive Director (Workshop Facilitator)
- Emma Webster - Associate Director (Workshop Facilitator)
- Harry Hudson - Associate Director (Workshop Facilitator)
- Laura Edwards - Account Executive (scribe)
- Alex Coleman - Account Executive (scribe)
- Andrew Vaux - Consultant (scribe)
- Chris Brown - Consultant (scribe)
- Bob Parkes - Account Executive (scribe)
- Robert De Angeli - Account Executive (scribe)

3. Executive summary

3.1. Feedback from participants

- All attendees stated that they found the workshop to be either '*useful*' or '*very useful*'
- Every stakeholder who answered the question commented that enough information had been provided at the workshop and that they had been given sufficient opportunity to express and discuss their views
- There was a good deal of praise for the workshop format and the way the discussions were facilitated

3.2. Topics for discussion

- Network Reliability
- Innovation and Environment
- Customer Satisfaction & Social Obligations
- Connections

3.3. Summary of outcomes

- It was noted that providing averages for certain data has its limitations and there were requests for more detail, particularly with regard to specific costs for certain measures
- The majority of stakeholders agreed with the proposed approach to improving network reliability, however some stakeholders were of the view that WPD should set more exacting targets for delivering improvements
- Over three quarters of attendees agreed or strongly agreed with WPD's overall package to facilitate increased volumes of low carbon technologies, although it was noted that one fifth did not agree
- Almost a third of stakeholders identified reducing costs for future customers by developing smart solutions to provide innovative techniques for network management as an area where WPD should go further than proposed and over a quarter stated that the company could do more to identify LCT hotspots using data from smart meters and other sources
- Almost a third of stakeholders chose the measure to reduce the volume of SF6 gas that is lost in switchgear as the one area where WPD's proposals do not go far enough

- Opinion was split on the issue of undergrounding overhead power lines with over a quarter of stakeholders stating that WPD should do more than proposed and almost a third stating that the company should actually do less
- Over 40% of stakeholders identified reducing the amount of waste sent to landfill as the one business environmental output where WPD should strive to go further than proposed
- There was considerable support for all of WPD's proposals relating to customer service and communication and there was praise for the company's performance with regard to handling complaints
- Almost a third of stakeholders stated that the most important communications output for them was to provide messaging via text and social media and develop self service options to find information online. It was commented that providing range of communication methods for customers was a good idea
- Over three quarters of attendees were of the view that WPD's proposed approach with regard to connections was appropriate, although almost one third of stakeholders would like to see the company do more to ensure information provided in documentation and online is effective
- A quarter of stakeholders highlighted the measure of working with third party connection providers to extend the scope of contestable work to HV and reinforcement work as an area where the company should go further than planned and a similar proportion stated that the company should do more to improve customer awareness of third party connection providers

4. Network Reliability and Availability

4.1. Q1. Does the amount of information given allow you to sufficiently understand WPD's plans and do you understand the outputs?

Table 1

- A developer/connections representative commented that *'a lot of this data is concerning averages. WPD occupies a diverse region and you have vast rural areas within it and in these areas it is more difficult to put new connections in. Would the data not be more useful if you could break it into regions or rural and urban areas?'*

Table 2

- An energy/utility company representative stated that it would be *'interesting to understand how they are going to deliver 13% fewer power cuts. Currently there is no concept of how. Some context would help to build some credibility'*
- An energy/utility company representative questioned *'what is the cost of investment in worst served customers and what does it add to my bill?'*
- A local authority officer said that *'there are some flood issues in my authority but these are normally short and sharp. However, I would really like to know more about the scale of the problem in my authority'*
- An energy/utility company representative made the point that there were *'quite a lot of measures, ranging from specific targets to quite open ones'*. S/he went on to ask *'are they weighted in importance?'*

Table 3

- A stakeholder asked *'how do the targets set compare with other network operators?'* S/he said *'it is difficult to judge where WPD are if they are not benchmarked against others'*
- A stakeholder stated *'it is difficult to answer the question and make a judgement as an area such as Birmingham can be compared to Manchester but how can these cities be compared to rural areas such as Cornwall and Devon?'*
- An emergency resilience officer agreed and commented that *'just looking at the averages is fine but WPD also need to look at networks in detail'*. S/he stated *'networks such as Cornwall and Devon are similar to the Lake District in terms of the network layout'*
- An environmental representative asked *'do WPD have data on the costs of each measure? This would be useful to get a better idea of the necessary investment required'*

- An environmental representative asked *'how much does tree trimming cost?'* S/he added *'20 years is a long time to wait'*

Table 4

- An environmental representative said *'yes, the information is clearly set out and easy to understand'*
- An energy/utility company representative added *'I like the presentation'*
- An energy/utility company representative was of the opinion that *'the number of power cuts is not realistic as most customers either get lots or none: is there a better way of representing that'*

Table 5

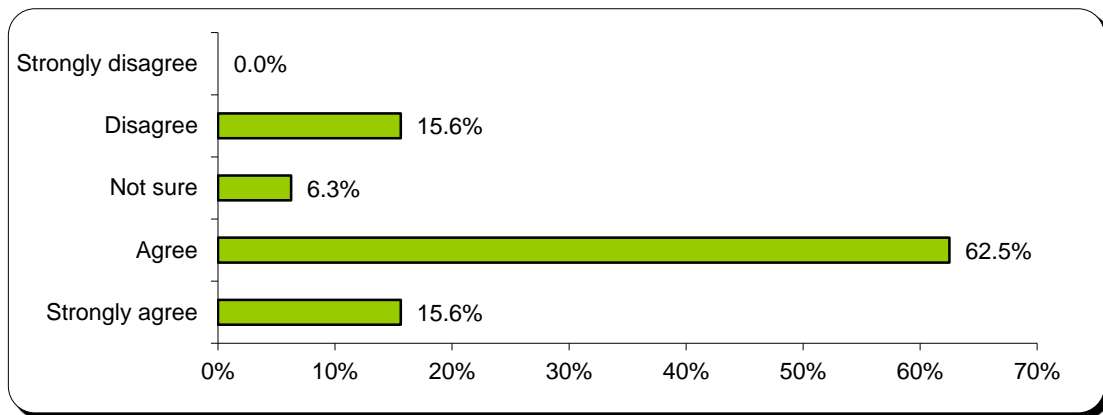
- An energy/utility company representative asked *'are there penalties for non-achievement of the targets?'*
- A council officer asked for more clarification on *'the definition of a worst served customer?'*
- A parish councillor asked *'what is happening in relation to tree clearance work?'* This was explained by a WPD representative
- A parish councillor asked *'what the investment required to improve this would be?'*
- A council officer questioned *'has the flood defence programme taken in to account climate change?'*
- A parish councillor inquired about WPD's company status, regarding investors and shareholders

Table 6

- There was general agreement from all delegates that the information is presented in a way that is easy to understand
- An energy/utility representative commented *'it would be useful to know where the Ofgem standard is and where WPD plans to go beyond the target'*
- A parish councillor asked *'do WPD look at what other distributors do and measure themselves against this'*

4.2. Q2. Do you agree with WPD’s approach? Do you agree with their proposed outputs?

WPD’s overall package to improve network performance seems appropriate



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

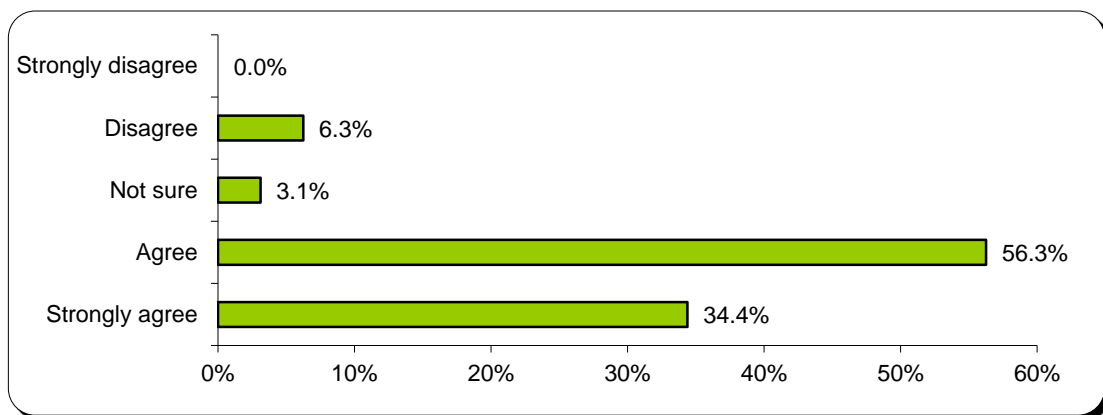


Table 1

- An energy/utility company representative made the point that *'I have some concerns about the funding patterns based on the rewards for hitting targets. I am concerned that WPD gets funded for reducing service failures and then also get incentivised at the other end when the targets are met and this seems unfair. How can incremental improvements be built in to price control? WPD get set targets based on historical levels and then they get extra money from the regulator'*
- A business customer representative commented that the *'classification of power cuts as above 3 minutes is unhelpful for my organisation. Even if a power cut is less than 3 minutes it is a massive problem for us as we lose all unsaved data and research. What are you doing to help prevent this? Sometimes this may happen when you are just switching round supply, small blips cause us a major problem'*

Table 2

- A local authority/council officer asked if the current battery life is the national standard because s/he was *'surprised it was just 24 hours'*
- An energy/utility company representative commented that it is the standard but the *'industry is moving towards 72 hours now'*
- A local authority/council officer enquired *'what sort of cost is involved in the improvement from 24 hours battery life to 72?'*
- A stakeholder said that *'the oversizing of cables does have its benefits but does the regulator allow you to do it?'*
- An energy/utility company representative commented that if the worst served customers are in rural areas *'they are signing up to a worse service when you choose to live there'*

Table 3

- A business customer representative was of the view all plans and all factors WPD are looking into *'will impact each other'*. S/he felt *'one of the biggest disasters would be WPD losing a substation due to flooding'*
- An environmental representative felt *'there was nothing in package 2 to help worst served customers who may suffer if a power line falls'* and asked *'how they are dealt with?'* S/he said *'an output is missing'*

Table 4

- A business customer representative made the point that *'what worries me is that people used to be self-reliant with electricity; in the future homes will be using more electricity and reliance will be more important'*
- A business customer representative commented that *'on severe weather we expect worse weather in the future so the flooding issue is really important'*
- An environmental representative agreed, stating *'it seems to be getting more windy and trees are an issue'*
- A local authority officer asked *'wouldn't it be better putting cables underground to deal with wind issues and falling trees'*
- A local authority officer asked *'do trees really cause that much of a problem?'*
- A business customer representative added *'in other countries they cut all and any vegetation away from power lines'*
- A local authority/council officer held the view that *'the problem is that I get a lot of power cuts but only for only short periods'*

- A business customer representative held the view that *'I think the time-frames for improving network performance are not ambitious enough'*
- A local authority/council officer said of the package to improve network performance: *'it's fine, there is a good balance'*

Table 5

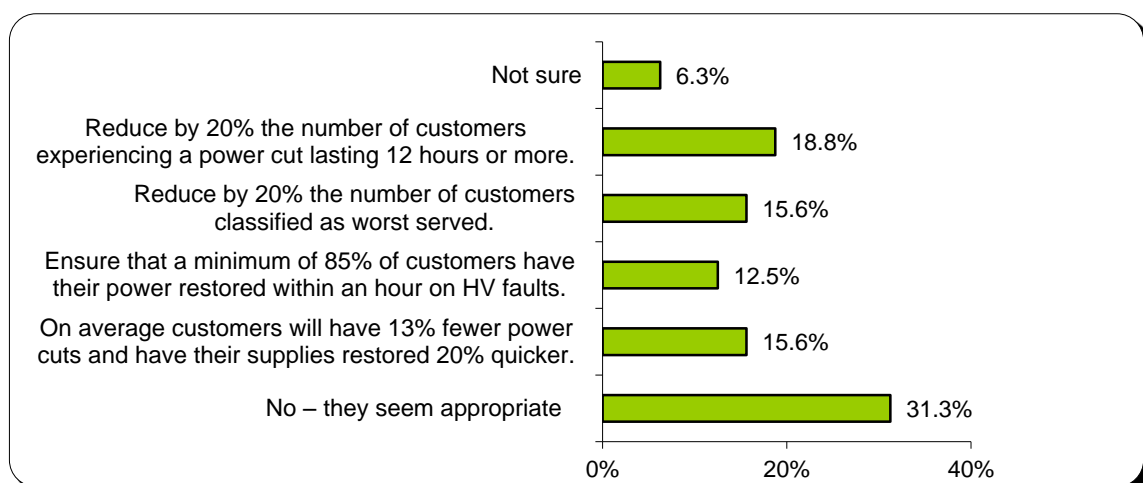
- A parish councillor speculated that *'all of this comes down to economics.'* S/he commented that in present economic climate *'anything that keeps costs down is good'*
- A parish councillor asked *'in regard to power cuts, greater than 12 hours, wouldn't this improve anyway with the planned work, in particular around worst served customers?'*

Table 6

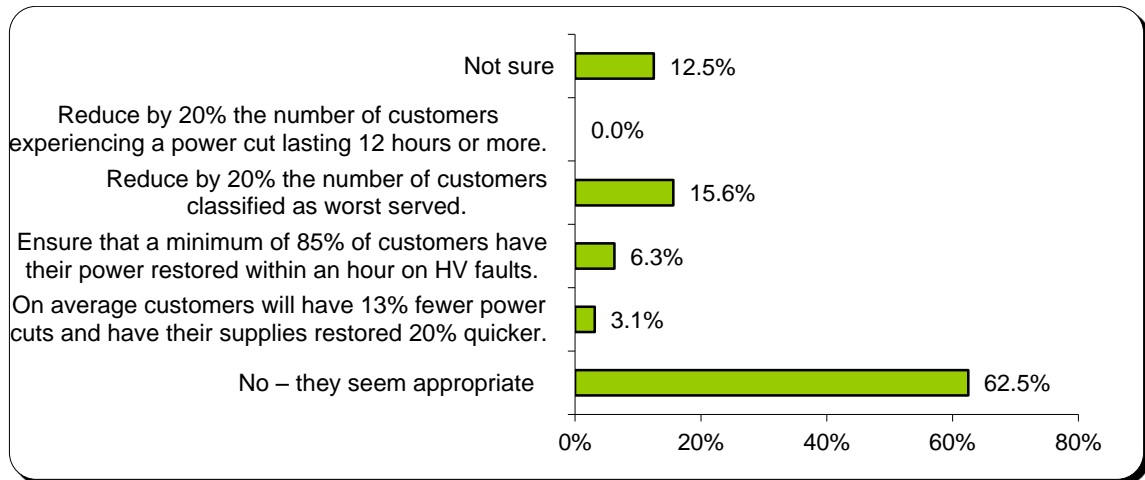
- A parish councillor commented that s/he had first-hand experience of *'improved service'*. S/he explained *'the issue was resolved quickly and efficiently when I contacted WPD'*
- An energy/utility representative commented *'whilst everyone is a customer, the impact of cutting off supply from some customers creates a bigger impact'*
- A parish councillor commented *'people's expectations are now much higher about what they need. Many years ago a fridge would have been the main electrical appliance in a house, but now there are many more'*
- A stakeholder commented *'it was good to see WPD setting good, realistic, targets and stretching itself to meet them'*
- A stakeholder commented *'I'm very very impressed by everything that I've heard'*

4.3. Q3. Are there any areas where you want WPD to go further or do less?

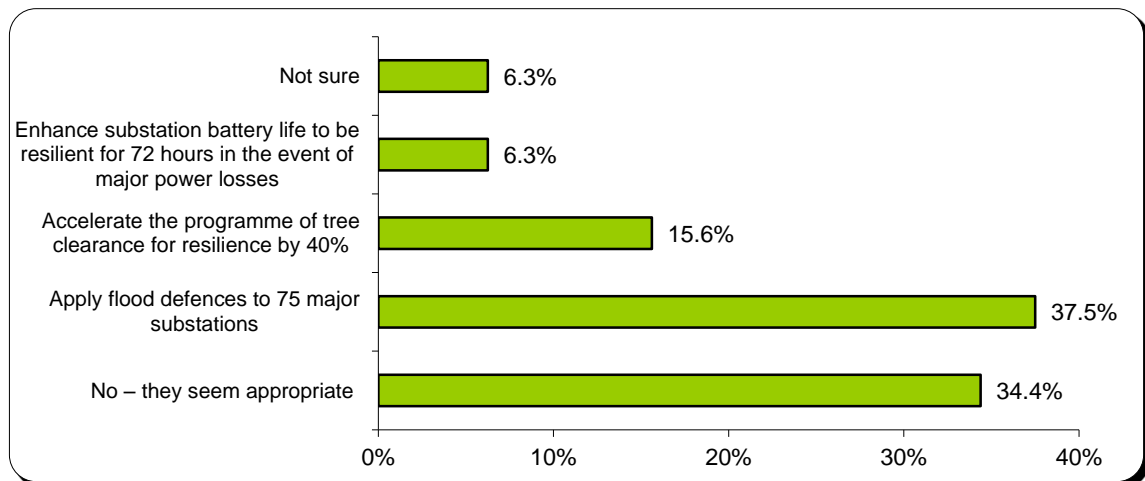
Improving network performance: Is there one output you feel strongly WPD should do more than proposed?



Improving network performance: Is there one output you feel strongly WPD should do less than proposed?



Enhancing resilience to severe weather: Is there one output you feel strongly WPD should do more than proposed?



Enhancing resilience to severe weather: Is there one output you feel strongly WPD should do less than proposed?

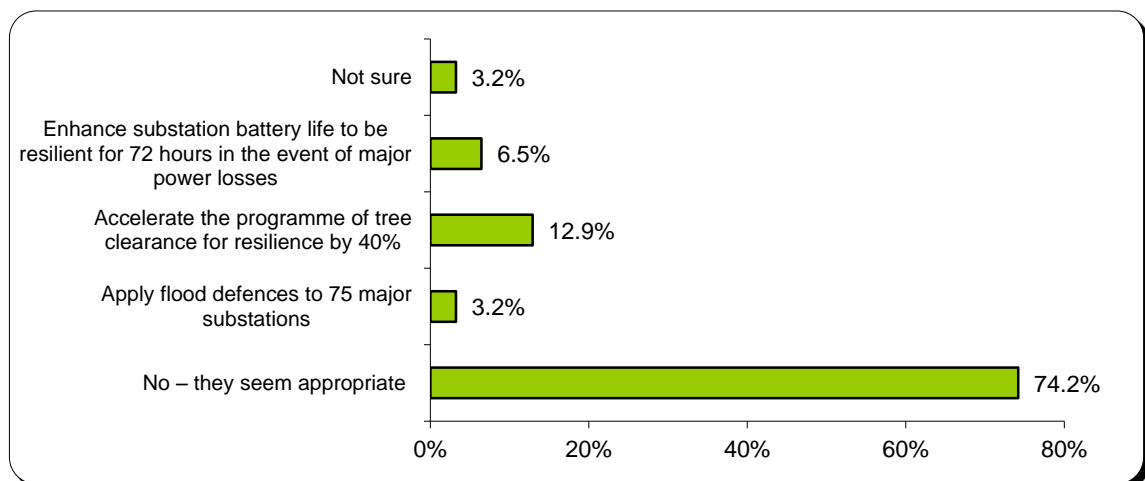


Table 1

- A developer/connections representative stated that *'I agree with the ethos of the packages proposed but I thought it would be possible to improve faster than this. I think when the lights go out your bigger customers will want to know immediately when they are coming back on. The time it takes and the way it is communicated to the customers is really important'*
- An energy utility company representative stated that *'the target for the number of customers restored within one hour has already been achieved, so are you not setting the new target too low? Perhaps you could be more ambitious in the more urban areas of the network'*
- A developer/connections representative questioned if there was *'good weather would you increase your targets for improvements to the system? Another key point is the battery life issue; the target set is no great issue but the type of batteries you use is a problem for both WDP and other companies. These batteries should last for eight years but because of the bad treatment they get it means you are lucky sometimes if you get two years use out of them. We supply good quality batteries but are undercut in the market from cheap batteries that are unreliable. The cheap batteries do not perform well in British weather. Perhaps you should not talk about targets but you should be doing more research into batteries'*

Table 2

- A local authority/council officer stated that *'a lot of work has been undertaken to deal with surface water flooding. It would be good if that can be taken into account'*
- An energy/utility company representative asked *'do WPD look at how their assets link with water companies and other utilities?'*
- Another energy company representative enquired to *'what extent is your list of priorities matched up with other utility companies?'*
- A local authority/council officer said that the *'tree clearance programme strikes me as sensible but is there a conflict with some of your environmental targets?'* S/he went on to say *'presumably the tree clearance programme is an on-going process'*
- An energy/utility company representative made the suggestion of *'calling it something better than tree clearance'*
- A local authority/council officer agreed, saying *'network clearance sounds better than tree clearance'*

Table 3

- An environmental representative stated that in order to form an opinion s/he needs *'an idea of costs to decide if there is a reasonable balance'*. S/he also stated *'WPD needs to look at easy wins'*. S/he went on to point out *'all customers like reliable electricity but at what cost? I would like to see more information on outputs and costs and that are itemised rather than blocked together'*

- An energy/utility company representative was of the view *'WPD needs to look at all risks involved'*. S/he pointed out s/he has experienced a substation flooding but recognised the fact it was a one off
- An energy/utility company representative stated *'tree cutting is essential and needs to be carried out'*. S/he said *'budgets need to be created for this process as, in the long run, it will be cheaper than having to pay for lines to be rebuilt and offers many benefits'*. S/he felt *'tree cutting offers a high impact of benefits even though there is a low probability of the trees falling in the first place'*
- An energy/utility company representative was of the opinion that *'major risk substations have been dealt with'*
- A business customer representative commented on the timescales given and stated *'it is possible to plan and deliver targets in the first five years but ten years is too long'*. S/he was of the view *'it would be more beneficial to break down targets to a 3-5 year period'*.
- An energy/utility company representative felt *'WPD should continue with the usual tree trimming plus intense trimming of trees in a certain area'*. S/he stated *'due to the change in the law no customer should suffer supply problems due to trees falling'*

Table 4

- A business customer representative made the point that electricity *'is very important to rural customers'*
- A domestic customer representative was of the opinion that *'the blips in electricity degrade the system and these aren't recorded'*
- An energy/utility company representative pointed out that *'in the past monitoring would be hideously expensive but in the future smart meters will allow you to target better'*
- An environmental representative countered, stating *'smart meters don't work in the rural areas'*

Table 5

- No comments were made

Table 6

- No comments were made

4.4. Any other comments?

Table 1

- An energy/utility company representative commented that *'as a WPD customer I have first-hand experience of seeing these impacts and in terms of customer service I have certainly seen improvements in recent years'*

- An energy utility/company representative commented that, from his / her point of view *'the best investment to protect against flooding would be to purchase switchgear that still functions after it has been submerged under water. This approach could help deal with the flooding issue.'*

Table 2

- A local authority officer asked *'what percentage of your customers are at risk from flooding?'*
- An energy/utility company representative said s/he would like to know if *'WPD are top of the class on dealing with power cuts'*
- A local authority/council officer commented that the *'protection of substations is quite important'*. S/he went on to say that there have been a few smaller incidents in his / her authority and *'although the flooding was local, the power outage was much wider'*
- A local authority officer made the point that *'one customer could be a very large facility or include vulnerable adults'*. S/he went on to outline his / her concerns about whether or not the risk profile of the customers has been taken in to account when prioritising flood protection

Table 3

- No comments were made

Table 4

- A business customer representative stated *'it's expensive to deliver electricity to large cities'*

Table 5

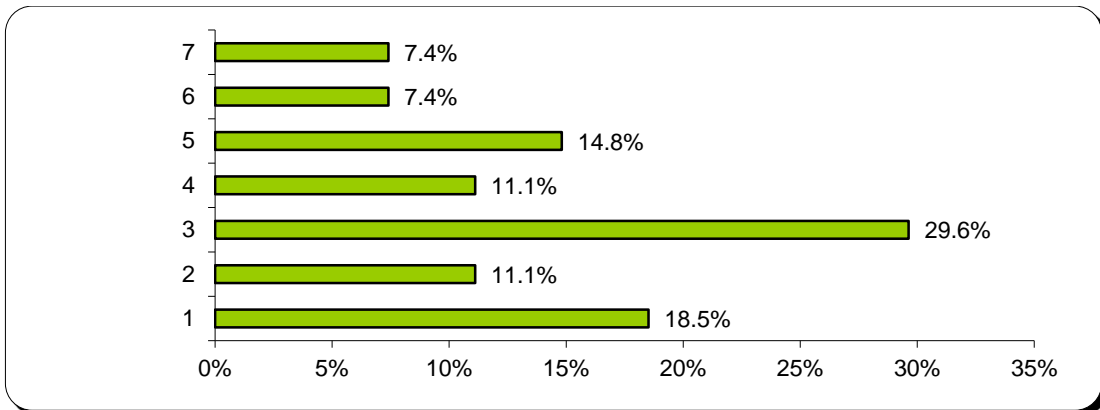
- A parish councillor pointed out that some remote areas suffer from reliability issues

Table 6

- No comments were made

4.5. 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. Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs?

Table 1

- An energy/utility company representative asked if *'the numbers in the best view low carbon scenario were just rates? This could be made clearer in the plan'*
- An energy/utility company representative asked *'what is the cost of undergrounding per km?'*

Table 2

- A local authority/council officer was of the view that it *'would be interesting to map WPD's modelling on these issues against Local Authorities' strategic plans'*

Table 3

- An environmental representative asked *'what is the relative cost of undergrounding?'* S/he stated *'as a member of public I would like to see more of it happening but would like to know all costs involved'*
- A business customer representative asked *'if wind turbines are involved in the decision?'* S/he commented *'I do not like the fact that no one has a legal responsibility to take down wind farms when no longer being used'*. S/he did not like *'the visual impact wind farms have'*
- An energy/utility company representative asked *'what percentage of lines in AONBs is overground? If the target is to underground 5km per year how many lines in kilometres are there?'*
- An environmental representative asked *'what proportion of complaints are made from builders who are experiencing problems?'*

Table 4

- No comments were made

Table 5

- A parish councillor asked *'when will all the improvements proposed in hotspot areas be done?'*
- A council officer was of the view that *'the issue of fast car charging at peak hours (in the evening) would have a big impact on the network'*

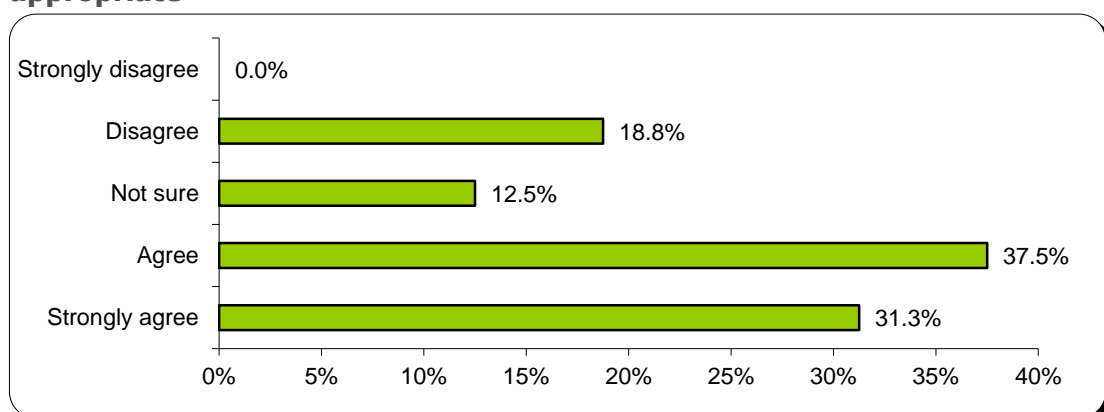
- A stakeholder asked *'whether WPD plan to investigate the way customers are charged for a new connection?'*
- A council officer asked *'is there is a 100% obligation to provide connections when requested?'*
- A parish councillor commented that *'in relation to the undergrounding of cables I presumed that whole areas are carried out at one time rather than just small sections being done'*
- An energy/utility company representative asked about the oil lost through underground cables and what the quantities were
- A council officer queried *'are oil filled cables still being used?'*
- A parish councillor said the information provided was *'enough'* and s/he was *'quite impressed'* by it
- A council officer pointed out that it is *'quite a complex subject'* and it is difficult to realise the impact of it. S/he added *'I found the information provided was very comprehensive'*
- An energy/utility company representative said *'it was difficult to follow what was in the presentation with the information in the packs and that this could be clearer'*

Table 6

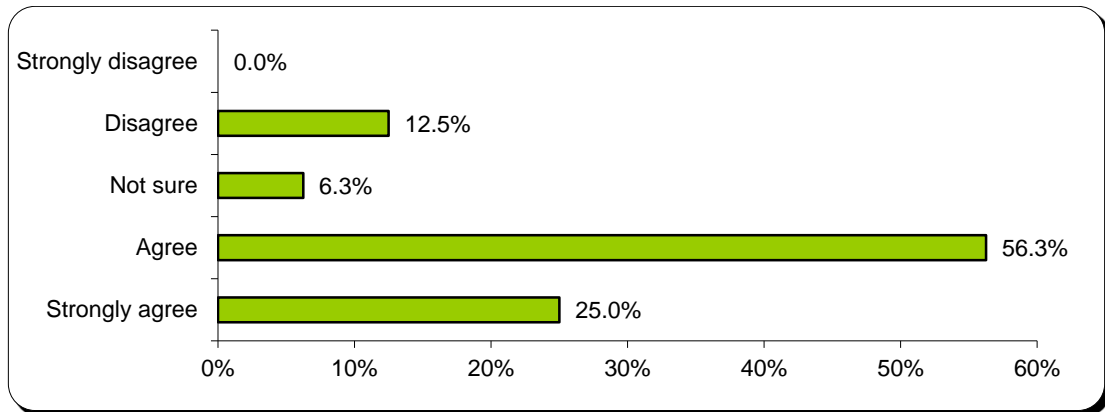
- A parish councillor asked *'is this where customers are supplying energy through solar and wind and supply will be erratic?'*
- An energy/utility representative queried the use of the word *'low carbon'* and suggested instead it should be an *'alternative'*
- A parish councillor asked *'are supplies undergrounded?'*

5.2. Q2. Do you agree with WPD’s approach? Do you agree with their proposed outputs?

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



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



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

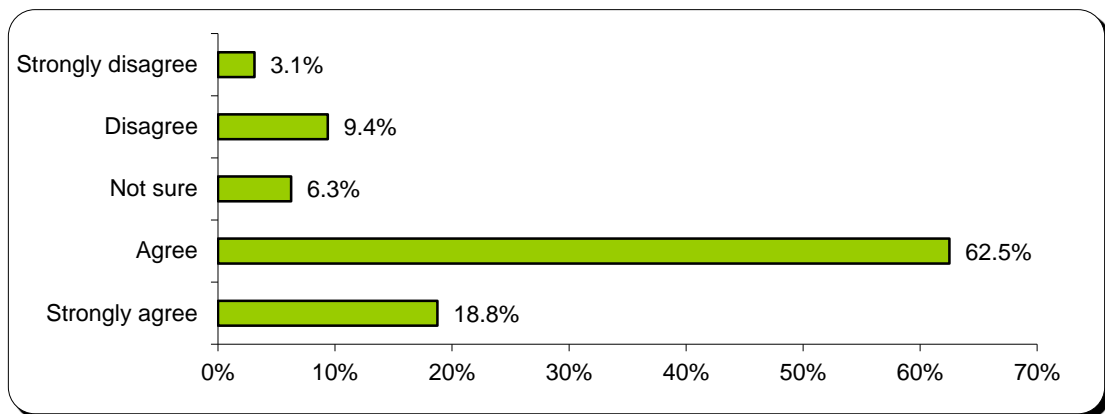


Table 1

- The table was in broad agreement with WPD's proposals

Table 2

- A business customer representative stated that the strategy in package 1 (to facilitate increased volumes of low carbon technology is '*pretty good*'. S/he continued that '*there is a general trend to lower carbon emissions so looking at low carbon technologies is a good start. The cost should be shouldered by utility companies though*'
- A stakeholder commented that '*if we had an industry that is joined up between customers and suppliers then it would be easier*'
- A local authority officer stated that '*all the key cities are keen to be first up there with low carbon technology*'. S/he hoped that the work WPD is planning is in line with the local authorities' strategic visions and made the point that '*it is important we help WPD with this and push it forward*'

- An energy/utility company representative said that his / her organisation is currently having the same issues as WPD and it, too, is unsure about what the take-up of low carbon technologies will be. S/he went on to say that all DNOs need to be supporting government targets but that this is *'more difficult in Scotland and Wales because the targets there are more difficult than the UK's targets as a whole'*
- A local authority/council officer said that *'electric vehicles are suitable for city living because of the shorter drives'*

Table 3

- An environmental representative asked *'if undergrounding only concerns wooden poles or are pylons included?'* It was explained by the WPD representative that this proposal only refers to wooden poles
- An energy/utility company representative said *'WPD needs to look at the obligations they need to meet in terms of undergrounding'. S/he felt 'undergrounding is a good option to consider and the main positive is it will avoid tree interference'. S/he asked 'if there was a socialised cost involved?'*
- An environmental representative commented *'in previous workshops heat pumps and electric vehicle chargers were discussed'. S/he felt 'generation connections were missed out of the plan'*
- An emergency resilience officer was of the view *'the problems being raised in relation to low carbon technology were immature'. S/he added 'it is difficult to know what scheme to back'*
- An energy/utility company representative asked *'how do WPD get zero complaints made to Ofgem?'* S/he was surprised at this figure as *'some customers can be unreasonable and never stop complaining'*
- An energy/utility company representative commented on the compensation factor surrounding power cuts and complaints to the ombudsman. S/he stated *'if WPD apologises the ombudsman cannot take the complaint any further or to Ofgem as it would be viewed as having been resolved'*
- A parish councillor was of the view that *'when smart meters are rolled out, dramatic changes will occur'*.
- A business customer representative said *'restoration is important for organisations and businesses such as Network Rail'*

Table 4

- A domestic customer representative pointed out that there was an *'environmental impact of digging trenches for undergrounding overhead lines'*
- A business customer representative stated *'five kilometres in the countryside is nothing, but in villages it is a massive amount'*

- An energy/utility company representative was of the opinion that *'in terms of headlines yes, you have hit all the big issues'*
- A business customer representative said *'a response is a bland statement and saying whether or not you will be able to connect is better'*

Table 5

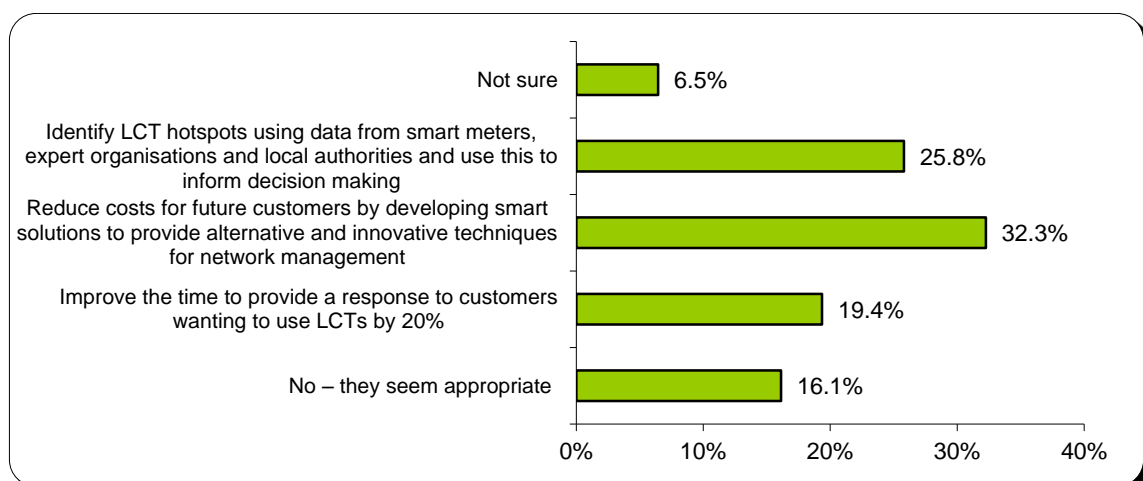
- A parish councillor asked *'in relation to the current level of 80% waste to landfill is that a good figure?'* S/he then agreed *'the proposed 5% per year reduction seems fine'*
- A council officer commented *'there is a lot of growth in their area so there needs to be a changing approach to introducing low carbon technologies'*
- A council officer said *'for some properties there are relatively cheap options for energy improvements but not for others'*
- An energy/utility company representative pointed out *'people move around a lot more now so may not be in their property long enough to make the improvements viable'*

Table 6

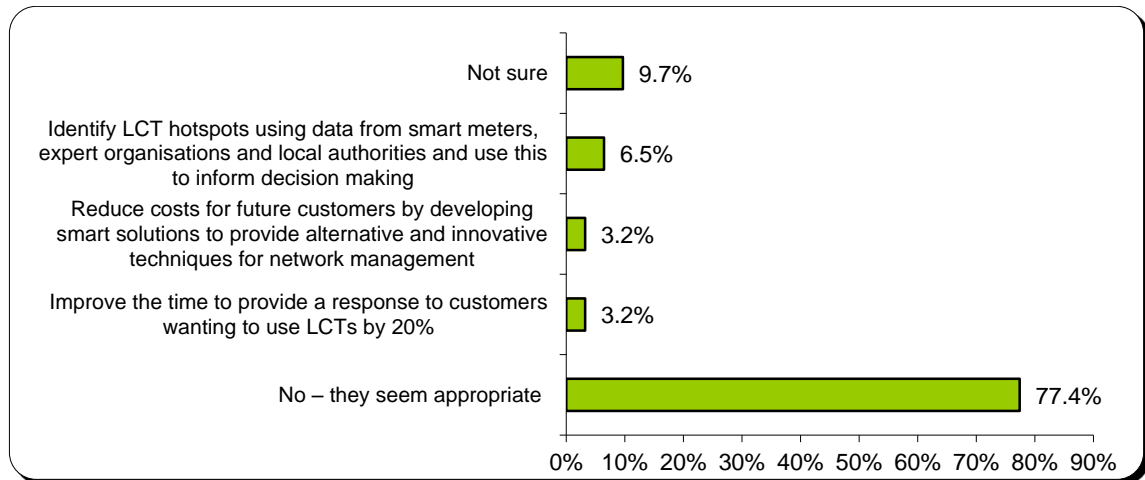
- All delegates agreed with WPD's proposed approach with regard to the environment and innovation
- A developer/connections representative commented that undergrounding *'is nice, not essential'*

5.3. Q3. Are there any areas where you want WPD to go further or do less?

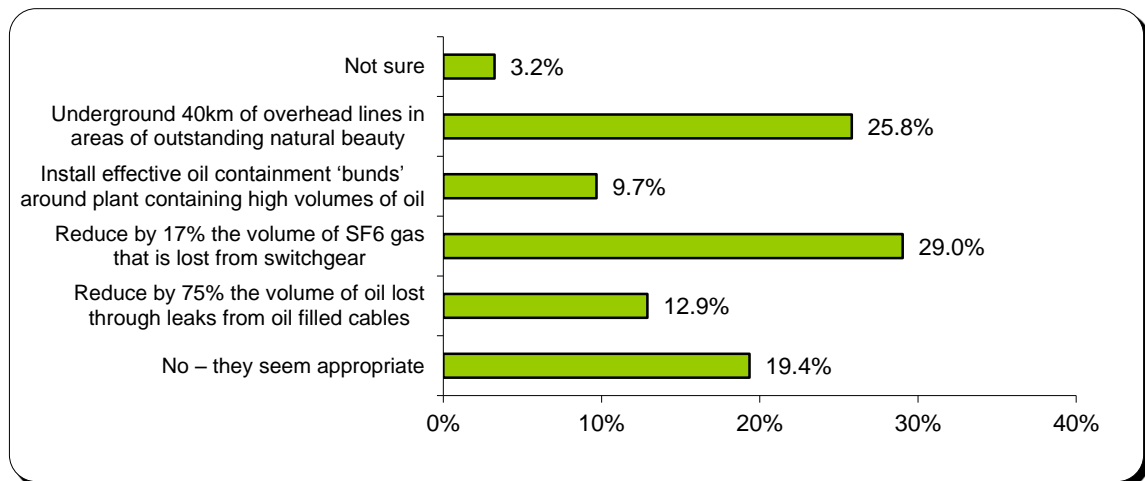
Facilitating increased volumes of LCTs: Is there one output you feel strongly WPD should do more than proposed?



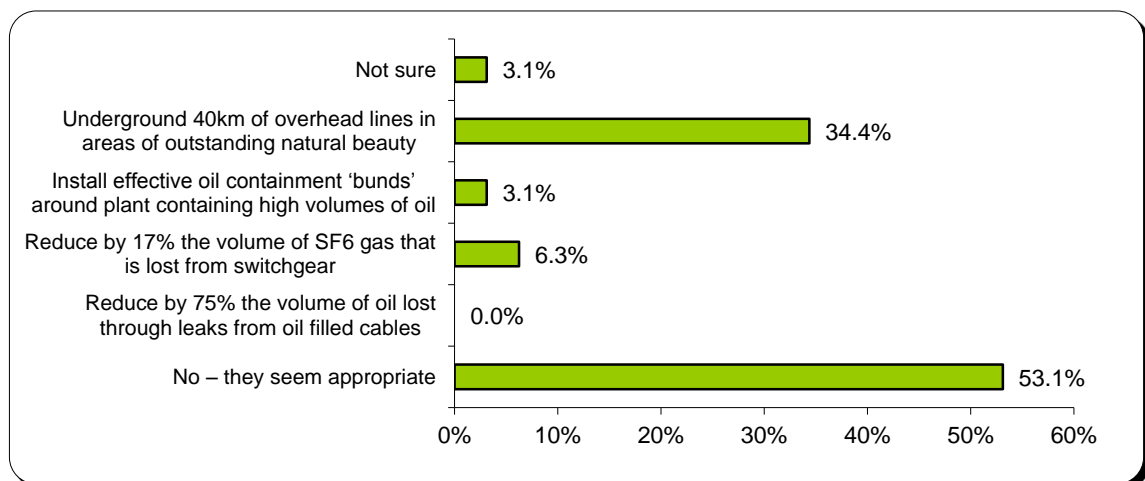
Facilitating increased volumes of LCTs: Is there one output you feel strongly WPD should do less than proposed?



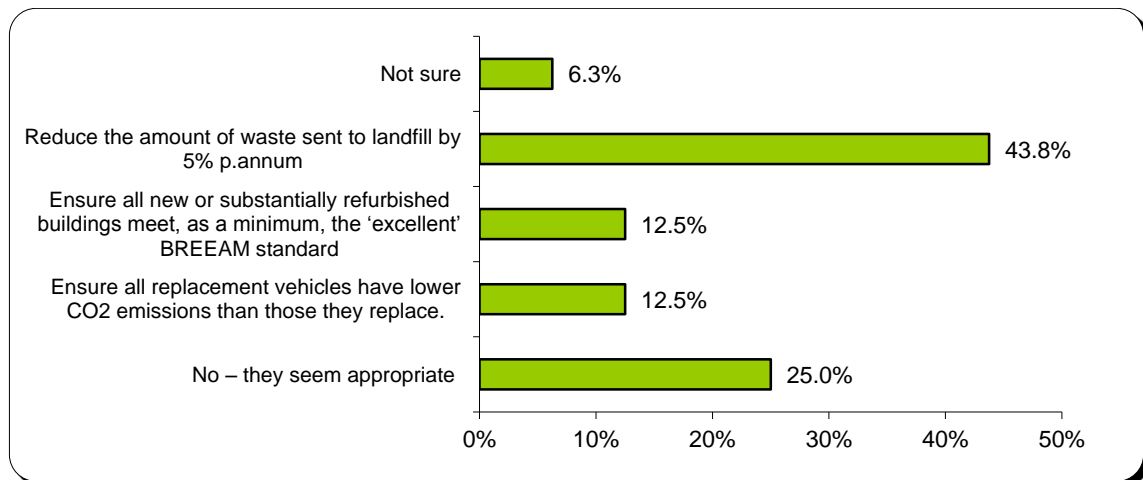
Reducing network environmental impact: Is there one output you feel strongly WPD should do more than proposed?



Reducing network environmental impact: Is there one output you feel strongly WPD should do less than proposed?



Reducing business carbon footprint: Is there one output you feel strongly WPD should do more than proposed?



Reducing business carbon footprint: Is there one output you feel strongly WPD should do less than proposed?

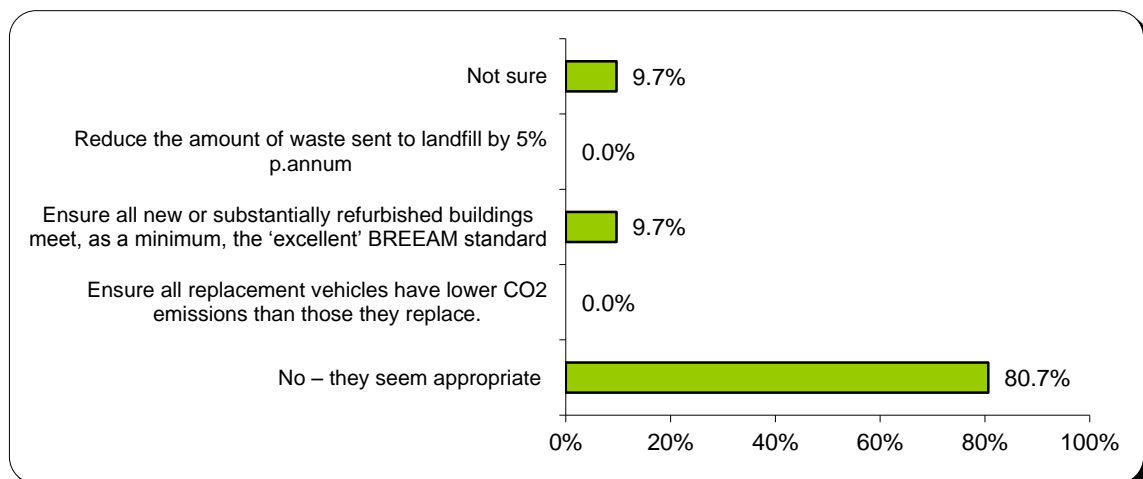


Table 1

- A developer/connections representative said that undergrounding cables in AONBs is a 'nice to do but not an essential – now we have wind farms all over the place, the old wooden poles are not a major problem'
- An energy/utility company representative commented on this point adding that 'unless it is tied in with reliability there is no real point'
- A developer/connections representative commented 'the most significant omission is the supply chain and WPD need to engage more with suppliers. We do quite a lot of lean manufacturing and have saved loads of money by dipping down into the supply chain. You should be setting more stringent targets with your supply chain'
- An energy/utility company representative stated that s/he had 'just won an award in Wales for being environmentally friendly and it would be helpful to have more engagement with WPD on this type of issue'

- A developer/connections representative commented that his / her organisation *'experienced a massive skills shortage when recruiting as there do not seem to be enough engineers in the market. Perhaps WPD could set targets related to an apprenticeship programme'*
- A developer/connections representative stated that *'I don't care about any of the targets and that when people start talking about smart grids I just switch off. The only one I would question is the SF6 target as it has already been banned by Network Rail. I suggest that you set a target where you do not buy any more SF6 and a reduction of 17% is not good enough'*
- An energy/utility company representative commented in response to this that *'the problem with that is that they do have a lot of existing gear which you have to use'*

Table 2

- An energy/utility company representative commented that low carbon technology *'is one of the areas that is the most exciting in the price review. We want someone to take the lead'. S/he went on to say that there 'must be a way we could work together and push ahead with this'* and that it *'would even be good to see something more ambitious over the next ten years'*
- A local authority/council officer agreed in principle but said *'it is difficult to take it further, however, without the others playing. There are partnerships out there but I am not sure how well they are joined up with the utility companies'*
- An energy/utility company representative made the suggestion that *'new developments should be leading the way. Perhaps we should not focus on retrofitting'*
- A local authority officer agreed, saying *'this is where the new planning rules will help'*
- An energy/utility company representative was of the opinion that it *'would be good to see less passive plans and WPD take the lead'*
- An energy/utility company representative stated that there is *'scope to deal with housing associations too. Some of the feedback in our area is that they are very effective in helping the uptake of PV, for example'*

Table 3

- An environmental representative was of the opinion *'WPD should go further in terms of undergrounding'. S/he asked 'but how easy is it?'*
- An energy/utility company representative suggested *'system margins should be reduced and therefore WPD should be open to look at diesel for export'. S/he stated '5kw of diesel is currently not a concern in terms of price but it soon will be due to economic pressure'*
- An energy/utility company representative felt *'WPD have got the culture right'*

Table 4

- An environmental representative stated that *'more should be done for undergrounding'*
- A business customer representative said *'why don't WPD use hydrogen fuel for cars and vehicles in large cities and get rid of petrol?'*
- A local authority officer agreed, adding *'why not use electric cars?'*
- A business customer representative added further that *'by 2023 electric cars will be pretty commonplace'*
- A domestic customer representative, however, responded by saying *'if you use electricity it has to come from somewhere'*
- An energy/utility company representative made the point that *'I work with switchgear and we look at non-SF6 gas switchgear. However, the technology is not there for the higher voltages'*
- A business customer representative held the view that *'you could replace a mineral oil with a biodegradable liquid'*
- An energy/utility company representative commented that *'the biggest part of WPD's carbon footprint is through energy transportation; it would be nice to see that acknowledged'*
- An energy/utility company representative added, *'one thing that is not on there is the energy consumption at your substation buildings'*
- An environmental representative said *'on undergrounding other DNOs are doing more. Why are WPD different?'*
- An environmental representative was of the opinion that *'if WPD can work in partnership with BT and Openzone that would make a huge difference'*

Table 5

- A council officer indicated that in some ways the undergrounding of cables *'is a nice to have option rather than a necessity'*

Table 6

- No points were raised

5.4. Any other comments?**Table 1**

- An energy/utility company representative commented that there *'is rapid growth in demand for electricity'* and asked a gas industry representative if this was also true for the gas industry

- The gas industry representative replied that *'there does not seem to have been a massive increase in usage during this price control period. It can be difficult to look into the future'*

Table 2

- No comments were made

Table 3

- A business customer representative commented *'on the debate surrounding undergrounding in previous workshops'*

Table 4

- A business customer representative believes that *'the European Union should ban SF6 gas in switchgear'*

Table 5

- A stakeholder questioned WPD's use of IT, *'in particular servers and mainframes, can these be upgraded to deliver greater efficiencies and reduce energy use?'*

Table 6

- A developer/connections representative commented *'more and more houses are having solar panels and it's now part of the planning process to put electric points in garages'*

6. Customer Satisfaction & Social Obligations

6.1. Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs?

Table 1

- A developer/connections representative commented that *'the data regarding complaints over the phone was not clear'*
- A domestic customer representative stated an *'an executive summary is necessary'*

Table 2

- A business customer representative said that *'70% of the time WPD can provide customers with the restoration time but what happens to the other 30%?'*
- A local authority/council officer enquired whether restoration times are *'given to the customer on the first phone call'*

Table 3

- An energy/utility company representative stated *'in terms of customer complaints I was told I could not make a complaint directly to Ofgem. Is it true a complaint can be made to the ombudsman and they can make the complaint on the complainant's behalf for just business customers or do domestic customers now have access to the same service?'*
- A business customer representative asked *'if phone calls are answered by a person or electronically in relation to package 5?'*
- An energy/utility company representative asked *'if the phone is answered 2 seconds from when the customer makes a selection?'*

Table 4

- An energy/utility company representative said *'yes, the information is clearly presented'*
- A business customer representative made the point that *'resolution of issues is good but how long does it take for the other people?'*
- A domestic customer representative held the view that it *'depends on the complexity of the complaints'*
- A business customer representative asked *'what is it compared to other DNOs?'*

- An environmental representative queried *'does that time include the time it takes to get people to the problem area?'*

Table 5

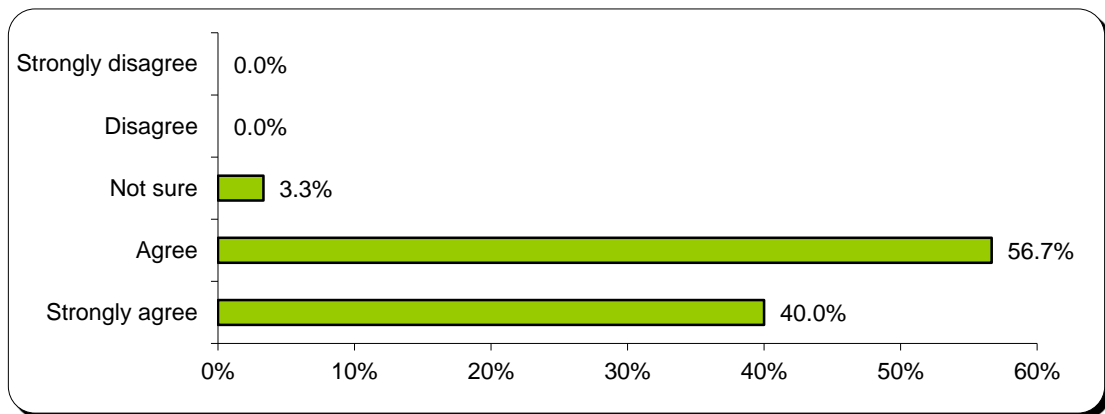
- A council officer pointed out *'the response times to letters are not mentioned'*
- A parish councillor asked *'how many complaints are received?'*

Table 6

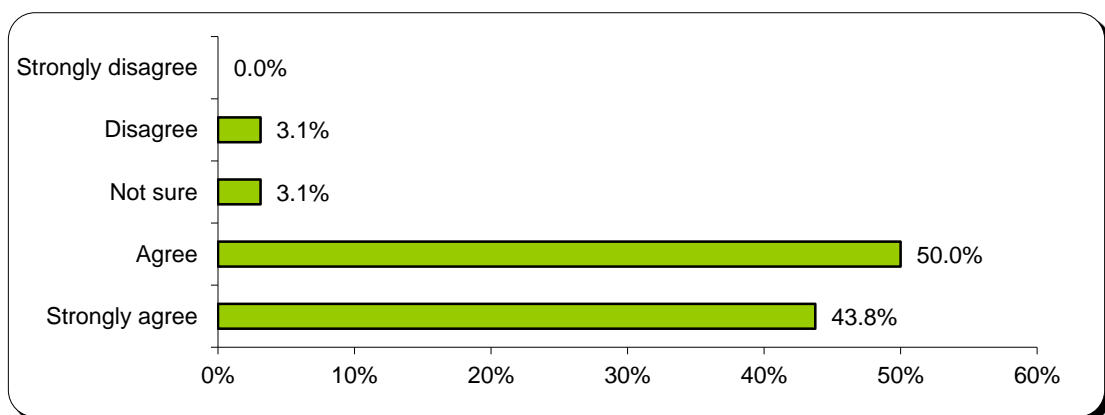
- All delegates commented *'yes'*
- A parish councillor asked *'can DNOs have an influence on suppliers?'*

6.2. Q2. Do you agree with WPD’s approach? Do you agree with their proposed outputs?

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



WPD’s overall package for customer communication seems appropriate



WPD's overall package for stakeholder engagement seems appropriate

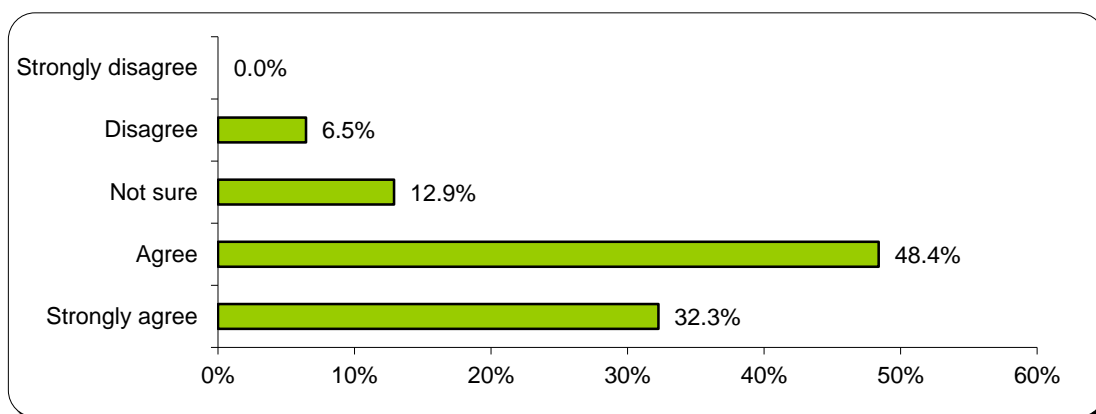


Table 1

- An energy/utility company representative commented that *'as a customer these targets will give me confidence that you are doing the right thing'*
- An energy utility company representative made the point that it was really good that WPD could deal with 65% of complaints in one day and that *'the most frustrating thing with banks when they lose your data is that you just get a letter – you need to know quickly what is going to be done'*
- A developer/connections representative said that *'as a business when the lights go out it is important to know if you should send you staff home? Updates are really useful'*
- A developer/connections representative said that social media will probably will become more important in the future

Table 2

- A stakeholder was of the opinion that *'restoration times are about meeting expectations'*
- A local authority officer said that *'having an understanding of a restoration time is really important for our local authority. This was a common theme between other attendees at a recent workshop on emergency resilience'*
- An energy/utility company representative was of the opinion that it is going to be *'difficult during a storm to implement WPD's call-back target'*
- A local authority officer said that *'the call back is certainly important to businesses'. S/he went on to say that the call back 'is really nice and I have had the call back myself. In my experience I am the one calling the utility companies and not the other way around so I wasn't expecting it'*
- A local authority/council officer stated that s/he welcomed the return of the online fault mapping that was present under Central Networks. S/he also liked the previous service where a customer could text their postcode and be told of any faults in their area

- A local authority/council officer said that s/he was *'not really concerned about the complaints that are resolved in a day. I am more interest in how long those that are not resolved so quickly take to resolve'*
- A local authority/council officer commented that *'I guess it comes down to the seriousness of the complaints'*
- An energy/utility company representative made the point that *'as we get increasingly busy, people are just going to go online to get the information. I welcome the increased development of your online services'*

Table 3

- An environmental representative asked *'can WPD identify a person's location from a mobile phone like they can from a landline?'* S/he commented *'it is impressive WPD calls are answered by a real person; I am very impressed, please keep it up!'*
- An energy/utility company representative commented that *'WPD is a good network and WPD leads the way on customer service'*
- An energy/utility company representative was of the view that *'WPD are leading the way in relation to stakeholder engagement'*

Table 4

- A domestic customer representative said *'I am impressed and amazed by the performance of WPD'*
- An energy/utility company representative agreed, adding *'you don't get that kind of performance from other utility companies'*
- A domestic customer representative also agreed, saying *'compared to my other experiences this is tremendously good'*
- A domestic customer representative adding that *'honesty is the most important part of the issue: if it is going to take five hours then tell me that, don't tell me one hour'*
- An energy/utility company representative commented that *'this target is good as it is used for motivating the staff'*

Table 5

- A parish councillor commented on points 8 and 9 and the plan to increase the current figures to 100%. S/he stated *'it would be good'*
- A council officer commended WPD on the response times to calls, at 2 seconds. S/he viewed *'this is very impressive'*. S/he added *'that is an incredible statistic'*
- A stakeholder agreed the *'figure is very impressive'*
- A parish councillor added *'it is very good and I feel that this response time is impressive and should continue'*

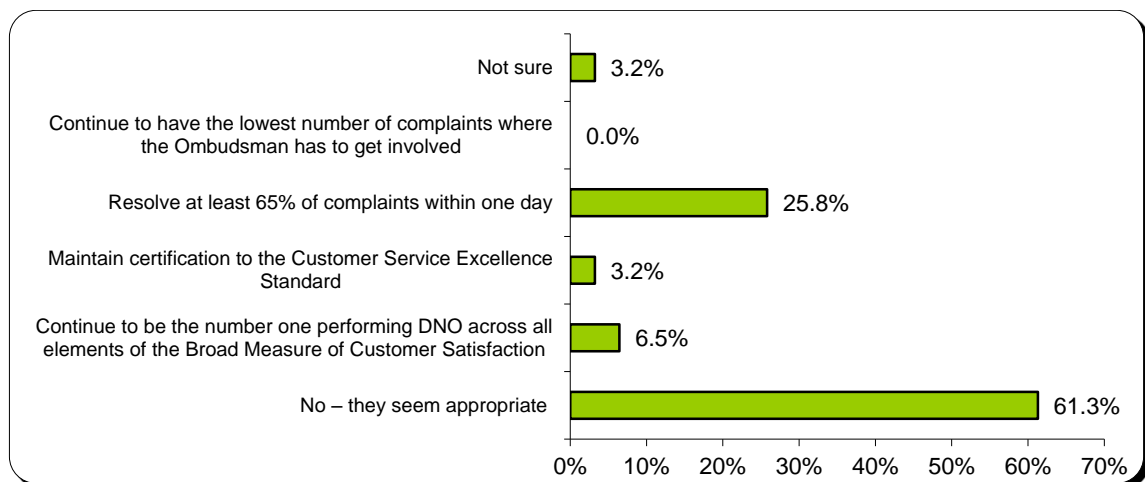
- A parish councillor thought that *'the stakeholder engagement events are very useful'*

Table 6

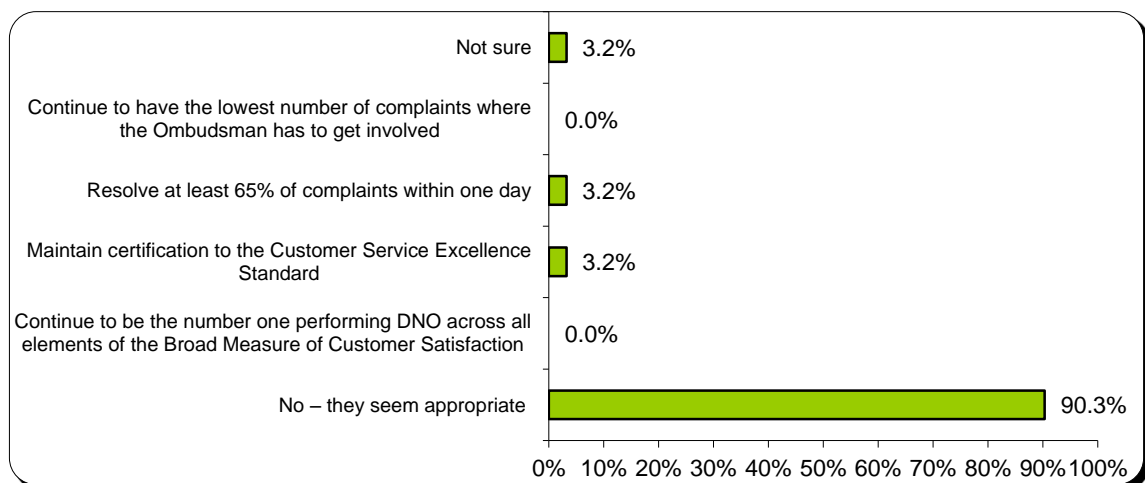
- All delegates agreed with WPD's proposals with regard to customer satisfaction
- A stakeholder representative said *'I am was very impressed with telephone response rates'*
- A parish councillor commented *'I don't mind how long electricity is off for, just so long as people are told'*

6.3. Q3. Are there any areas where you want WPD to go further or do less?

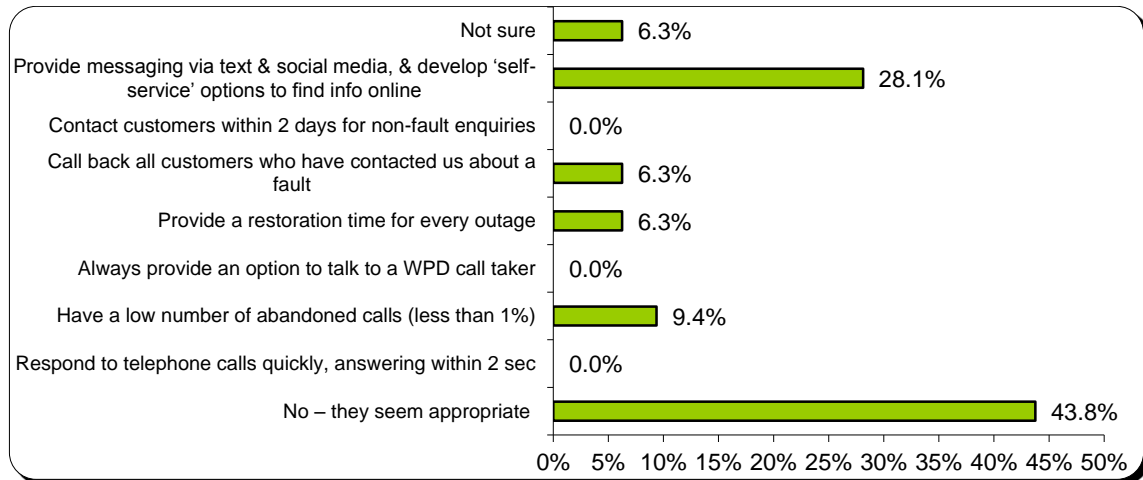
Customer service & complaints: Is there one output you feel strongly WPD should do more than proposed?



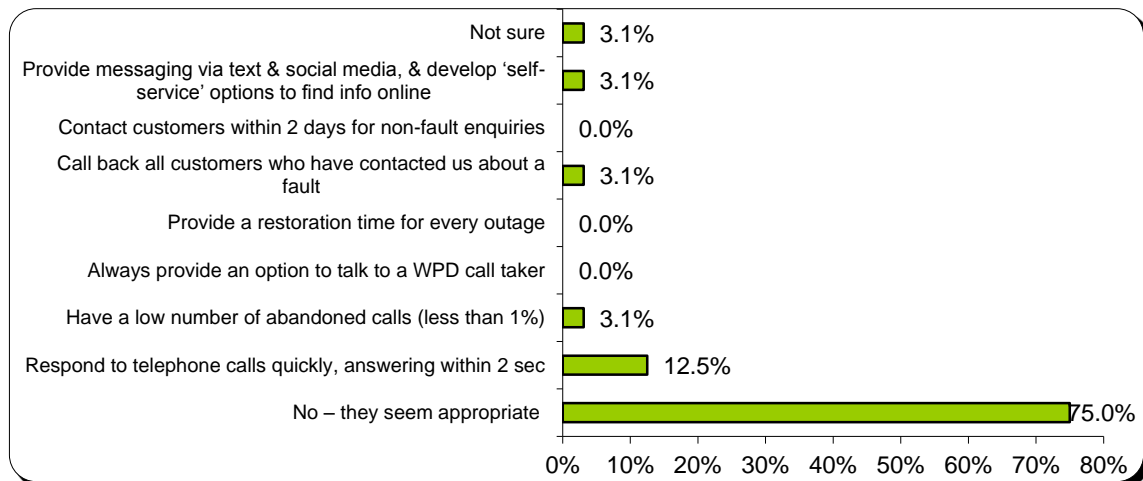
Customer service & complaints: Is there one output you feel strongly WPD should do less than proposed?



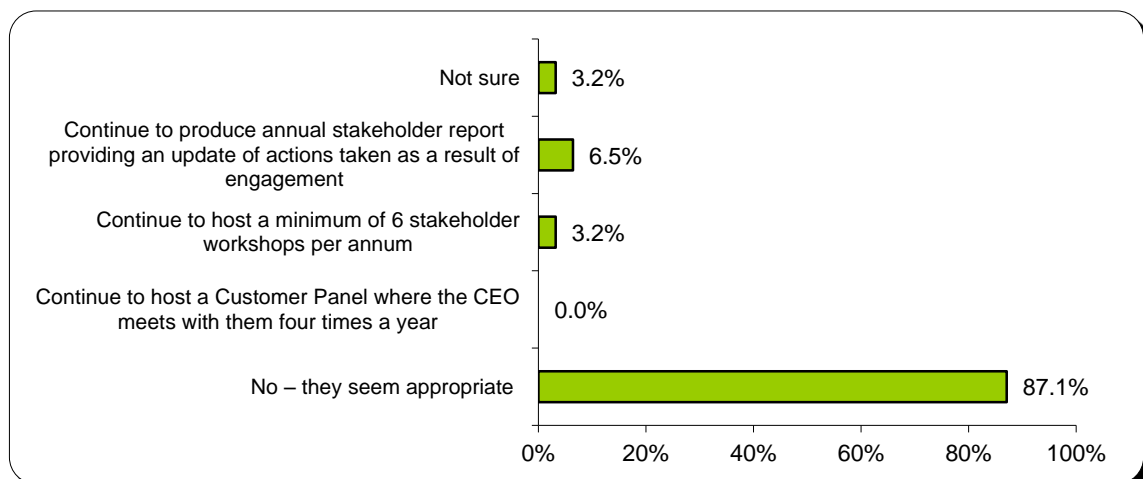
Communication: Is there one output you feel strongly WPD should do more than proposed?



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



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



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

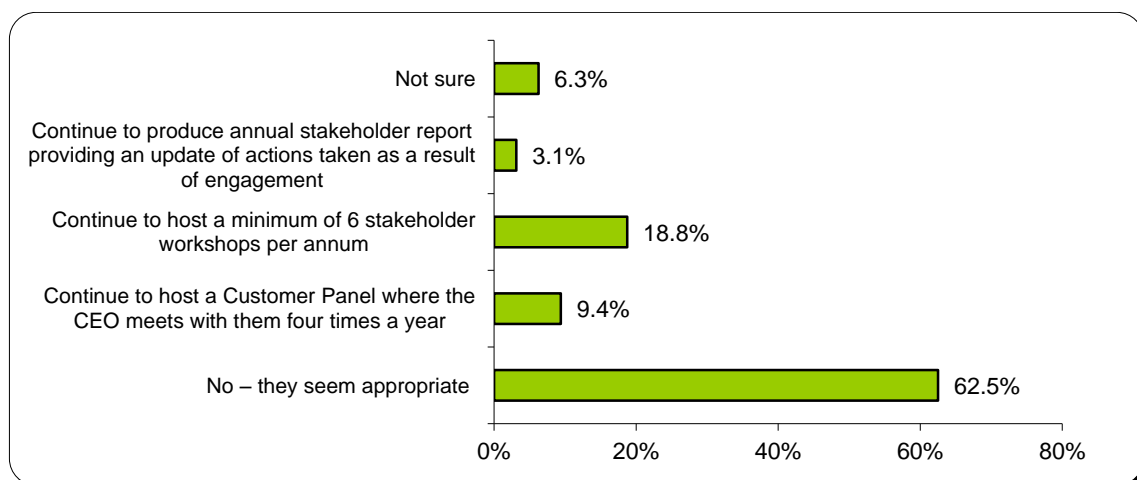


Table 1

- An energy/utility company representative stated that *'WPD are already number one so they should carry on with what they are doing'*
- An energy/utility company representative commented that *'the vulnerable people need to phone in when the power is off and you cannot always use modern phones'*
- An energy utility company representative made the point that they lived in an area with bad mobile phone reception and that that this would be a major issue for vulnerable people
- An energy/utility company representative commented that *'utilities companies abroad are much better at working with suppliers. In the UK there is too much focus on cost and not value when it comes to supplier relations'*
- An energy/utility company representative commented that *'in general people are more tolerant if someone makes contact with them first after a service error'*
- A developer/connections representative commented that s/he lived in a *'rural area of the WPD network and gets quite a few power cuts and that sometimes we only get it fixed after two or three engineers come out. Information is currently not passed down very well and this can be confusing. Perhaps you could text all of the people in a locality for which you have numbers. This should not be that difficult to implement'*
- A developer/connections representative said that *'engagement efforts should be coordinated at multi-utility level, this would be ideal for non-sophisticated customers'*
- A business customer representative asked if there was scope to be more proactive with major users. *'It is us striving to come and talk to you. WPD has an established history of good engagement but not with us. Social media would be great for us as well as more strategic meetings'*

- A developer/connections representative commented that *'investing in plant and the network is great but we want to see WPD investing more in the market for future employees. Show young people why they should be engineers; don't just address them, engage with them'*
- An energy utility/company representative commented that *'another DNO has opened up a little shop in a retail area and that this had been really helpful for elderly customers and more vulnerable users'*

Table 2

- A local authority/council officer said that s/he presumed that *'WPD would help assist those in medical need without power, rather than just leave them to it'*
- An energy/utility company representative commented that *'from a customers' perspective, a global number to report faults would be useful. I do not want to know the intricacies of the system, I just want to get through to someone that can get the power back up'*
- A local authority/council officer said that *'a lot of what we do at our council is going down the social media path. Our Twitter account would retweet information on behalf of WPD if they were to use Twitter'*
- A local authority/council officer made the point that WPD cannot *'take away the telephone and replace it with social media. A real mixture of methods is needed to reach everyone in the community'*. S/he went on to say that social media is useful for the elderly, but more indirectly. S/he stated *'while they are not users themselves, members of their family might be'*
- An energy/utility company representative commented that his / her organisation *'had an awareness campaign during the storm season'*. S/he went on to say that his / her organisation *'wanted to target their vulnerable customers so we looked at where they get their information from. The answer was things like community centres and GPs' surgeries. We targeted these and combined with the use of radio and social media, it seemed to work pretty well'*
- A business customer representative commented that *'the customer has to be able to find the information on who to contact very easily'*. S/he discussed the use of online live chat by similar companies to WPD in the US and how this could be something for WPD to look in to
- An energy/utility company representative asked *'does the answering of the call need to be that quick?'*
- A local authority/council officer agreed and added *'people like to have a bit of delay so they can think of what they are going to say'*
- A local authority/council officer commented that his / her local authority *'could help if WPD let us know if there is something going on in our authority. Let us know so we can disseminate the information to relevant partner agencies as well as business and residents'*

- An energy/utility company representative suggested that call-backs should be more focused on vulnerable customers because *'I would not really need one'*
- A stakeholder was of the view that *'65% feels like a low amount of complaints resolved in one day'*
- An energy/utility company representative agreed and said that *'in the spirit of continuous improvement, I would expect more over the next eight years'*

Table 3

- No comments were made

Table 4

- A business customer representative was of the opinion that *'I never like things online as there is too much information online, and that makes it difficult to read everything'*
- An energy/utility company representative was of the view that *'it depends on the stakeholders: some really want to know, others don't, you could list who wants to be involved'*

Table 5

- A council officer pointed out *'there need to be alternatives to the phone for contact, as some people cannot use the phone'*
- A stakeholder asked *'if WPD have considered using Twitter? I feel this would be perfect for communicating with the public'*
- An energy/utility company representative felt *'that there are problems with Twitter as you can get a lot of comments coming back'*

Table 6

- A developer/connections representative said *'I never have problems with communications. I am in daily communication with WPD and always get responses in a timely way'*
- An energy/utility representative said *'there needs to be more transparency of costs between suppliers and DNOs'*
- An energy/utility representative said *'there needs to be a more joined-up approach between suppliers and DNOs'*

6.4. Any other comments?

Table 1

- An energy/utility company representative said the s/he *'worked in the US for a bit and one of the DNOs has come up with a game for children to play where you build a network, this grew interest'*

- A developer/connections representative stated that *'in response to the current skills shortage WPD could have a better approach to developing interest. There is a lot of good stuff in schools currently but the utilities industry should engage more with schools to get more engineers in. Currently engineering is not taught very well and perhaps a company like WPD could make it more interesting - at the moment nobody wants to do engineering'*

Table 2

- An energy/utility company representative said that *'we have a vulnerable customer register in our industry. Traditionally this has been a complicated system of different phone numbers for different services. However, we are moving to a much simpler system now'*
- An energy/utility company representative queried *'is it beyond the realms of possibility that in ten years' time we just have one number to contact when it comes to our power?'*

Table 6

- A stakeholder commented *'all organisations I represent are different and have entirely different issues, but I have never had any complaints about supplies. On a personal basis I think you do very, very well and that's why I came today'*

7. Connections

7.1. Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs?

Table 1

- There was broad agreement that the information is clear and easy to understand

Table 2

- An energy/utility company representative was of the opinion that *'the quality of the data is important. We need to know what your targets are and how often you hit them'*
- An energy/utility company representative enquired if there was a competitive connections market in WPD's region because s/he did not have experience in the region

Table 3

- An emergency resilience officer asked *'if there was any relationship between package 1 [to improve the overall time to deliver a connection by 20%] & package 8 [to improve awareness of 3rd party connection providers]?' S/he asked 'is the connections area moving towards more of a competitive market business?'*
- An environmental representative asked *'in relation to package 1, is there a target for generation connections?'*

Table 4

- All stakeholders agreed that the information is easy to understand
- A business customer representative queried *'how are you going to deal with people generating power as it can cause an issue to your network?'*

Table 5

- An energy/utility company representative queried *'what the timescale set out was based on?'*
- A council officer asked *'how early WPD need to be informed of new connections, as my authority has some significant growth areas with new housing estates?'*
- An energy/utility company representative thought *'at first that the figures quoted were a maximum, not the average connection time, so this should be made clearer'*
- A stakeholder asked *'how do WPD ensure quality when using an independent connection provider?'*
- A parish councillor asked *'what is the inspection rate around new connection providers?'*

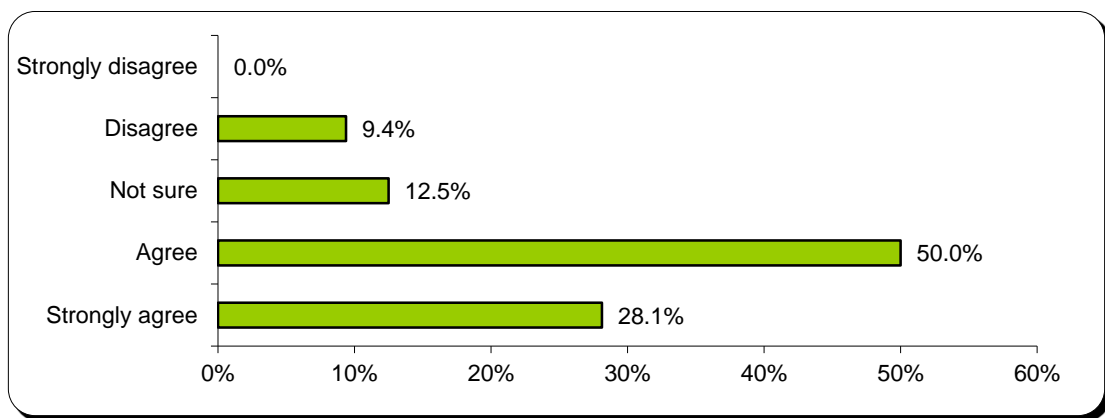
- A council officer asked *'how much of this work is currently outsourced?'*

Table 6

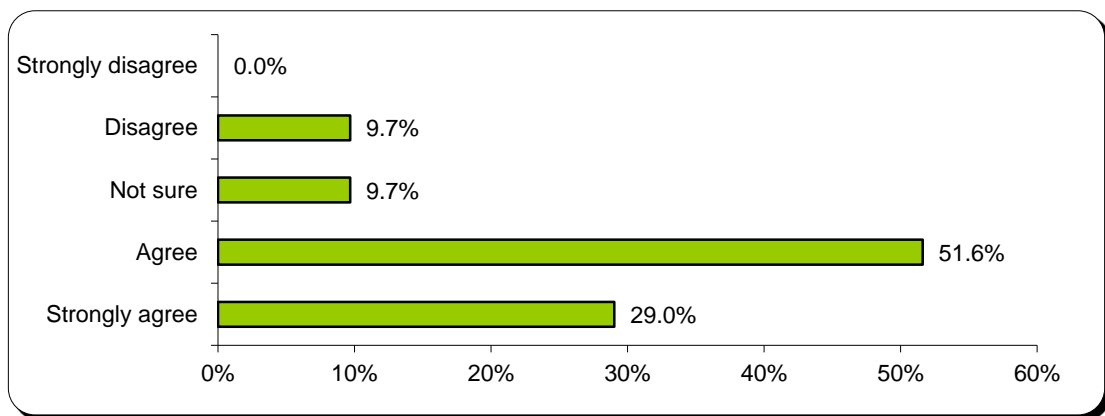
- A developer/connections representative commented *'absolutely fine. I'm as happy as Larry'*
- All delegates commented *'yes'*

7.2. Q2. Do you agree with WPD's approach? Do you agree with their proposed outputs?

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



WPD's overall package for improving connections communications seems appropriate



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

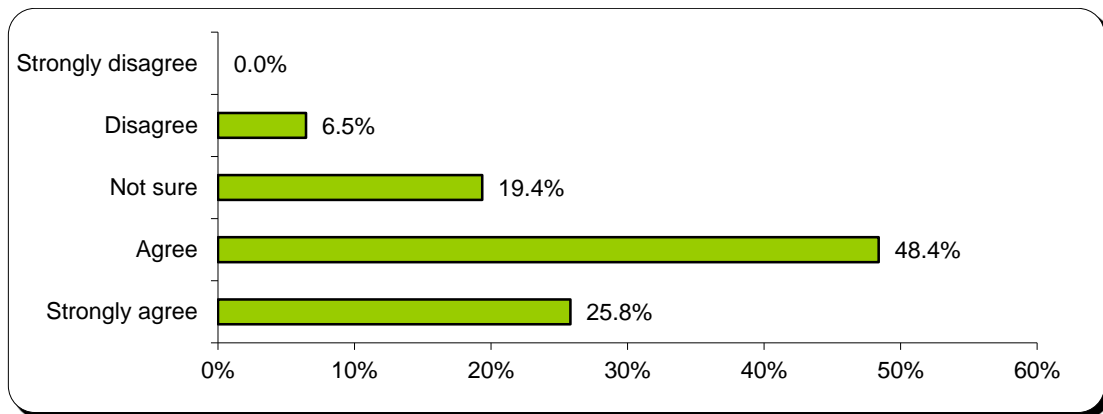


Table 1

- An energy utility/company representative made the point that *'as a supplier operating in a competitive market we already have access to websites and information. If people knew that you were using customers' money to encourage private business they may not be happy about this'*
- An energy/utility company representative commented that *'we just want a simple process with fewer delays, it would be good to see when things become accepted so you know how things are going'*

Table 2

- A local authority/council officer commented that *'the principle is the same as any other works. You want to know what day you can do something and know that that day is not moveable'*
- An energy/utility company representative said that *'WPD need to do 100% of the connections on the day you said you would do them on. That is the real target'*

Table 3

- The table were in broad agreement with WPD's approach with regard to connections

Table 4

- A local authority/council officer said *'absolutely no complaints, we have 15-20 new developments and no issues'*
- An environmental representative was of the opinion that *'the geography makes an enormous difference to the time it takes to deliver a connection'*
- An energy/utility company representative said *'40 to 50 days feels slow'*
- An energy/utility company representative made the point *'if you want to do a small improvement even in the rural areas then there is a large cost to that'*

- A business customer representative commented that *'cities are old and the systems are old: do you feel you have a role to improve the system at your own cost?'*
- A business customer representative asked *'could WPD decide to do the connections in the North West?'*
- An energy/utility company representative stated that *'the fact that you are actively championing competition is brilliant and is exactly what Ofgem will want you to do'*

Table 5

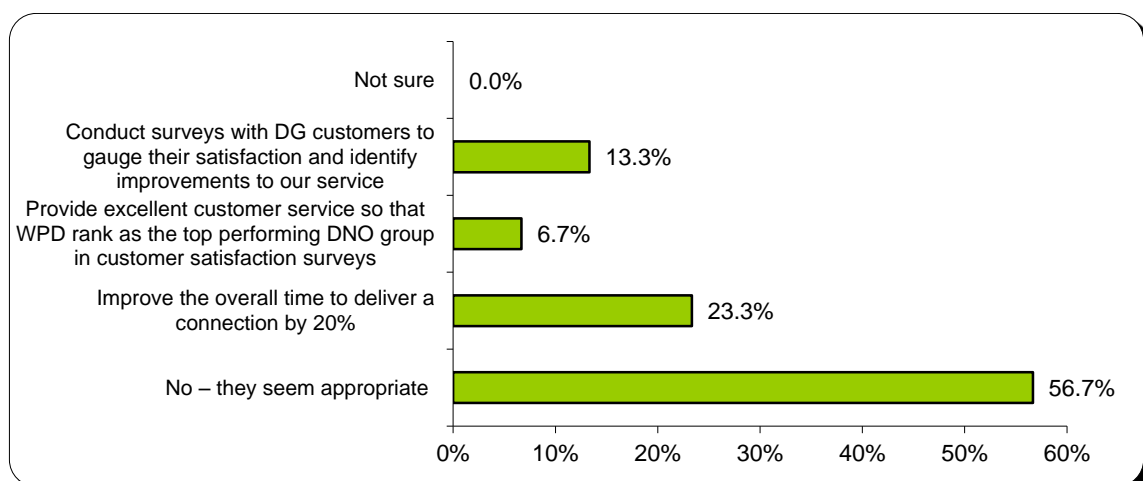
- An energy/utility company representative thought *'the connection figures were pretty good'*
- A parish councillor felt that *'there has to be an element of competitiveness in this area.'*/S/he asked *'does WPD expect the level of independent suppliers to grow?'*

Table 6

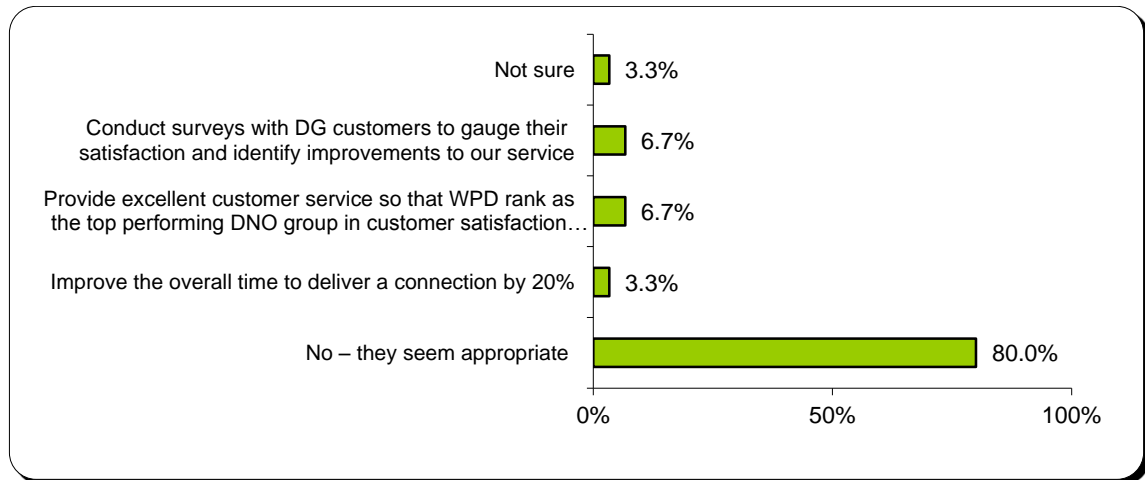
- A developer/connections representative commented *'connections and communications have improved since WPD took over from Central Networks'*
- A developer/connections representative said *'I am more likely to pick up the phone than use online tracking'*
- An energy/utility representative said *'the workshops were an extremely useful practice for sharing experiences'*

7.3. Q3. Are there any areas where you want WPD to go further or do less?

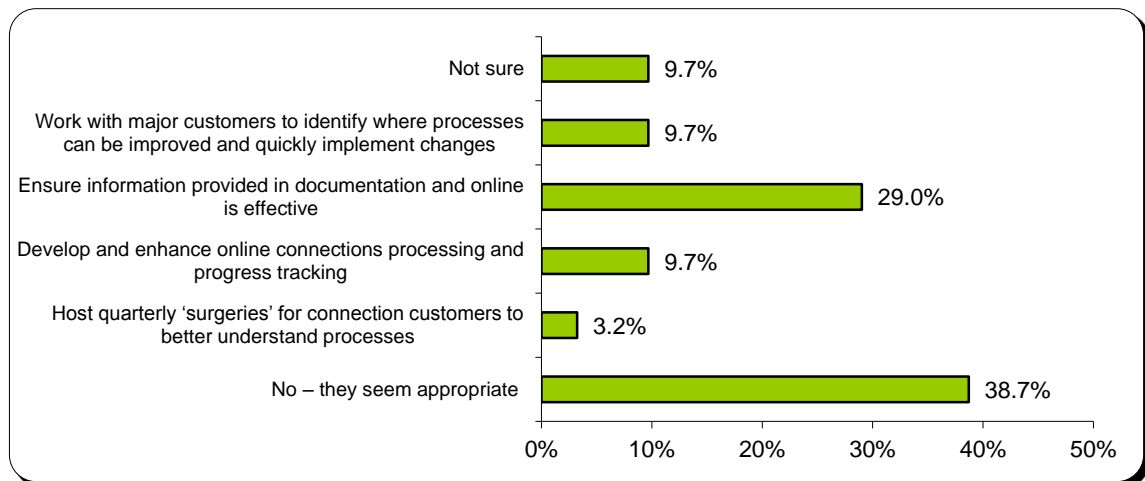
Fast & more efficient connections service: Is there one output you feel strongly WPD should do more than proposed?



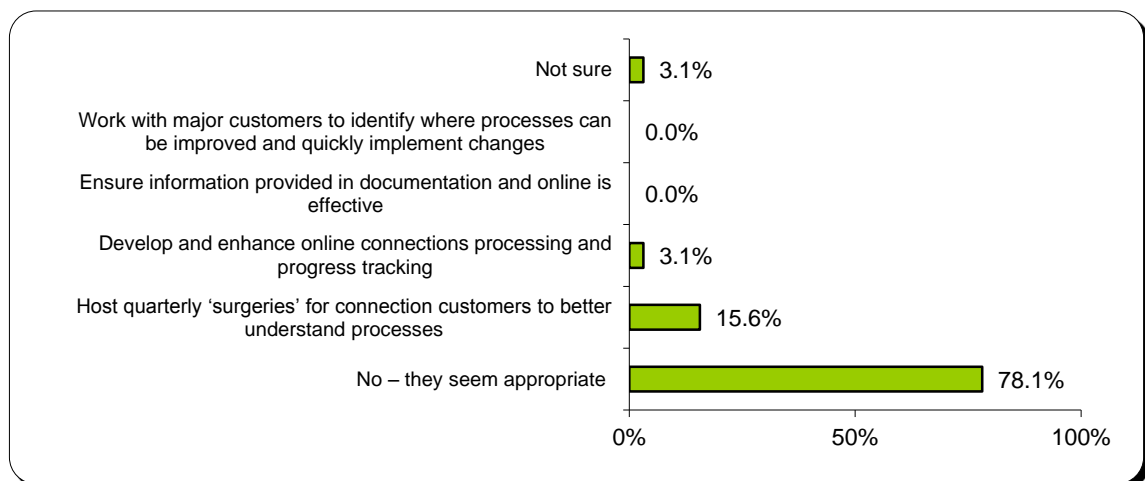
Fast & more efficient connections service: Is there one output you feel strongly WPD should do less than proposed?



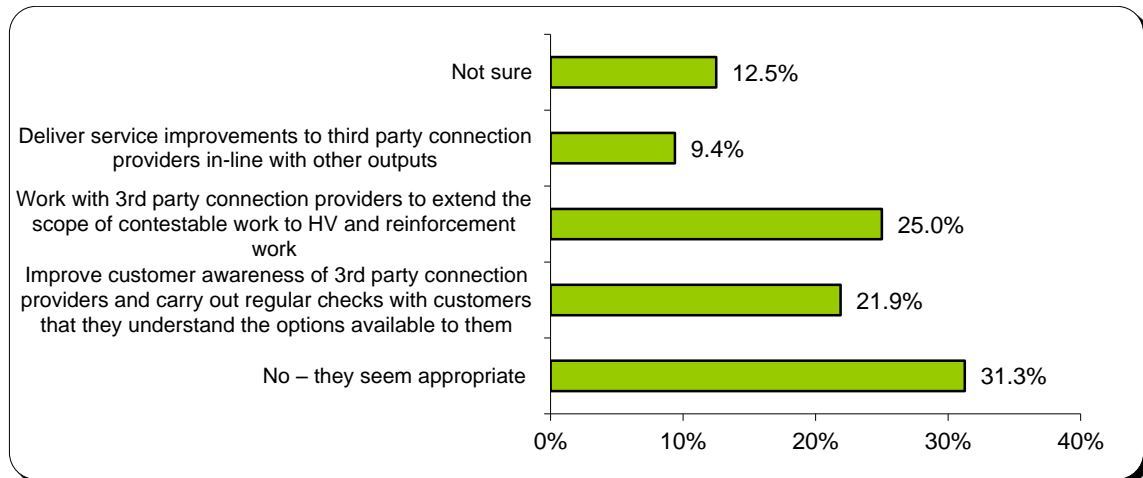
Connections communications: Is there one output you feel strongly WPD should do more than proposed?



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



Facilitating a competitive connections market: Is there one output you feel strongly WPD should do more than proposed?



Facilitating a competitive connections market: Is there one output you feel strongly WPD should do less than proposed?

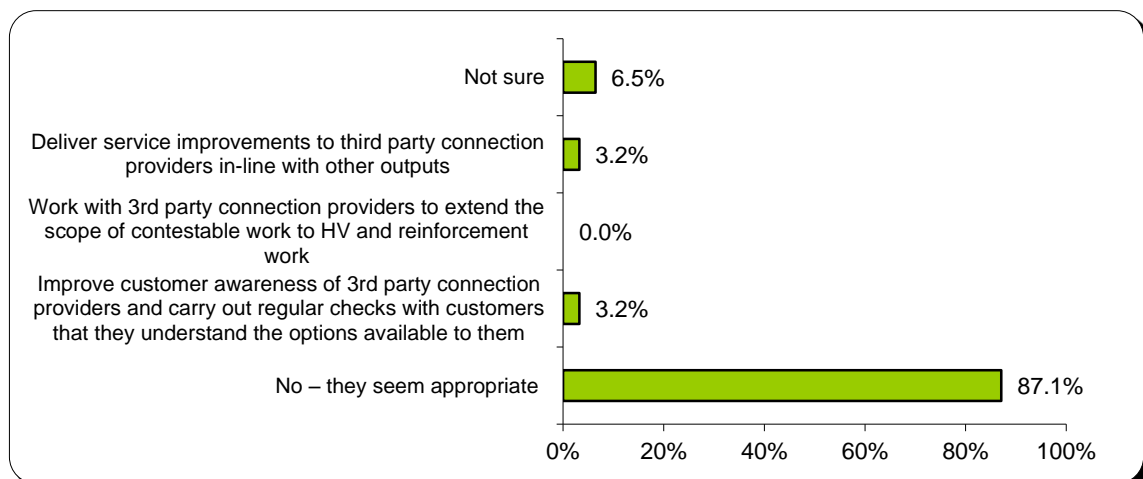


Table 1

- An energy/utility company representative said *'having been a manager at a DNO and seen the connections completion grow, there is now a different approach with different DNOs and for me it's easier with WPD because I know the people I am talking to. Some of the other DNOs' management are not interested and think it is just for the regulator. It seems like the staff are blocking the development of the new connections legislation'*
- An energy utility/company representative commented that *'single connections are less cost effective but there are a lot of people coming into this market. Relationships between DNOs and connection companies are really important and it needs to be done without risking the networks. At the moment independents have to jump over more barriers than the WPD internal workers have to do'*
- An energy utility/company representative stated that *'we are progressing with new connection technologies but we need help on this to pass these benefits back to the customer. For the more simple connections we want to be able to do it ourselves,*

rather than the back and forth process that we currently have to navigate. We are working with DNOs but this is costing us more money each time. Another DNO insists that they have someone onsite when we are doing a self-connection and the same person is being used and getting paid by both people'

- A developer/connections representative commented that *'in the future the regulator will get more involved in this'*

Table 2

- A stakeholder stated that *'from a market perspective it is always a good thing to have competition'*

Table 3

- An energy/utility company representative made the point that s/he wanted to see *'continued progress for self-determination and self-connect activity'*

Table 4

- An energy/utility company representative was of the view that *'the connection time seems slow but I understand why it is and the contact and communication is very impressive'*
- An energy/utility company representative asked *'is there anything that could be done to improve delivery of connections?'*

Table 5

- No further comments were made

Table 6

- No further comments were made

7.4. Any other comments?

Table 5

- An energy/utility company representative questioned whether *'WPD feel that the regulatory framework is correct?'*
- A council officer commented on the *'trouble with subcontracting services to third parties and issues around this in a competitive market place'*

8. Surgeries on Specific Topics

A summary of the surgeries is shown below. Anonymous comments from stakeholders and the questions asked of the WPD experts are shown in italics.

8.1. Use of system charges

- The WPD expert was asked if the company is using the CDCN methodology. WPD said that it was
- *'Do WPD have inter-DNO connections?'* The WPD expert answered 'yes'
- *'Is there any reflection of losses in CDCN?'* WPD said *'actually there is no incentive to reduce losses. There used to be, but not anymore'*
- *'Will this change with the introduction of smart meters?'* The WPD expert stated *'not necessarily. A lot of infrastructure is not metered'*
- *'Does WPD see any real use for smart meters, as it seems WPD are rolling these out without thinking of specific applications'*
- The WPD expert pointed out that 'they will help us target demand side response to see which areas are best for this'
- *'When WPD are reinforcing a network, surely its will go for the cheapest option?'* WPD responded that *'we do not necessarily build the cheapest but will choose the most economic'*

8.2. Connections

- The question was asked, *'how do customer panels relate to your Ofgem requirements?'* The expert explained how WPD is meeting Ofgem's requirements
- *'If I want to connect to your network as a generator and you have to reinforce your network because of that, who pays for it?'* The WPD expert answered the question
- *'How do you deal with variability in generation that may not all be coming in at the same time? Are the related mechanisms to this available now?'* WPD explained how generators are dealt with
- *'Who measures WPD's achievement against the objectives they set out for themselves?'* WPD explained how they meet and measure the objectives
- *'The DNOs used to have to do ninety days for a quote is that still the case?'* WPD answered the question
- *'When is this incentive programme going to come forward?'* WPD explained the time plan

- *'If you get penalised and therefore lose money – what if this goes on to further impact losses as you have less money to invest?'* WPD explained the implications

8.3. Low Carbon innovation scenarios and innovative connection agreements

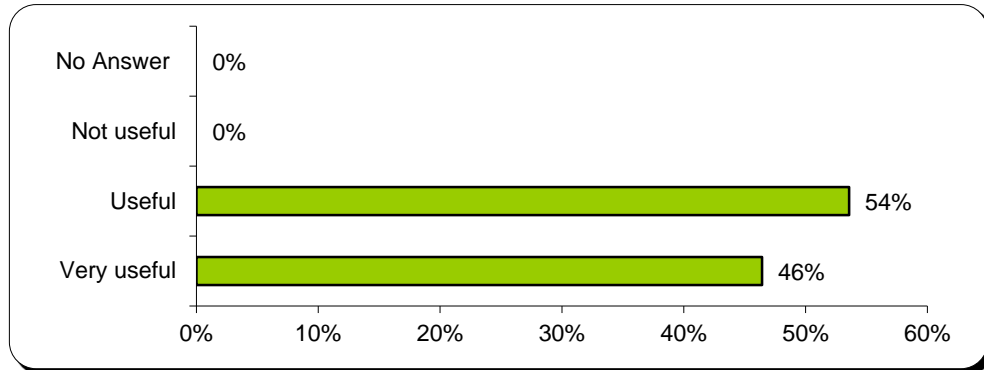
- *'What are the areas that are going to be of concern for WPD?'* WPD explained that the whole area of decarbonisation of transportation is a concern'. It was added that there are 'huge levels of capital investment in the network and predictions in electric vehicles seem quite high. With government incentives this could sky rocket?'
- *'If Birmingham tries to charge for petrol to enter the city, more affluent areas will buy electric cars and this can stress certain areas, what are your thoughts about this?'* The expert stated that WPD has four plans for increase in demand
- *'Do you think you will ever get into a situation when you have a three phase in every new build?'* WPD said 'yes, if the building contractors came with confidence that they could fill the demand?'
- *'Are you confident the smart meter infrastructure is good enough? Are you assuming that you are going to be able to use the smart meter network?'*
- *'How do you ensure the data gets to you quickly from smart meters?'* WPD explained that 'we can't do it in real time as you will have issues, it will be done seasonally in summer and winter'
- *'Why don't you talk to Ofgem to ramp up my price?'* WPD pointed out that there are many customers currently living in fuel poverty
- *'If you use higher pricing for different times or days, that would give you control and force them to adjust their behaviour'*
- *'What is your thought on building shared connections with other companies?'* WPD commented 'generally yes and we are doing trials with Virgin Media. We will let any fibre optic operator use our network'

8.4. Social Obligations

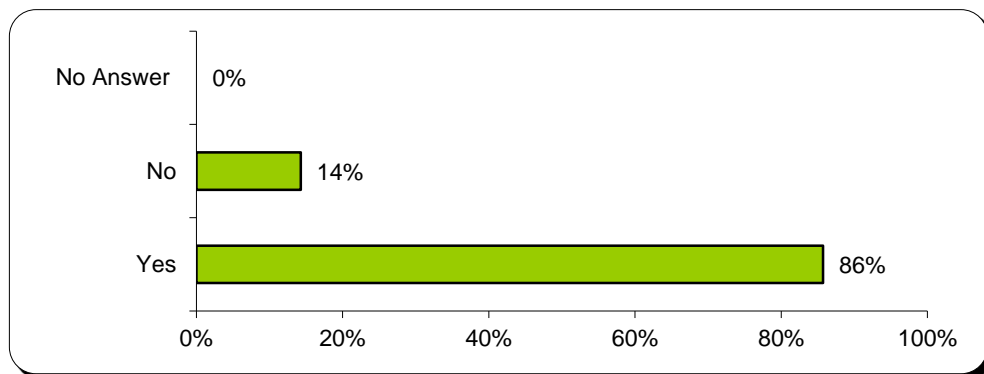
- *'Would it be worth going through partner organisations to get information about the register communicated to residents?'* The expert explained WPD's position with regard to working with partner organisations
- It was asked whether *'WPD can limit the register and the support it provides as there are other organisations with responsibilities in this area?'* WPD explained that it was often counter-productive if vulnerable customers, especially, receive numerous phone calls from different organisations

9. Stakeholder feedback

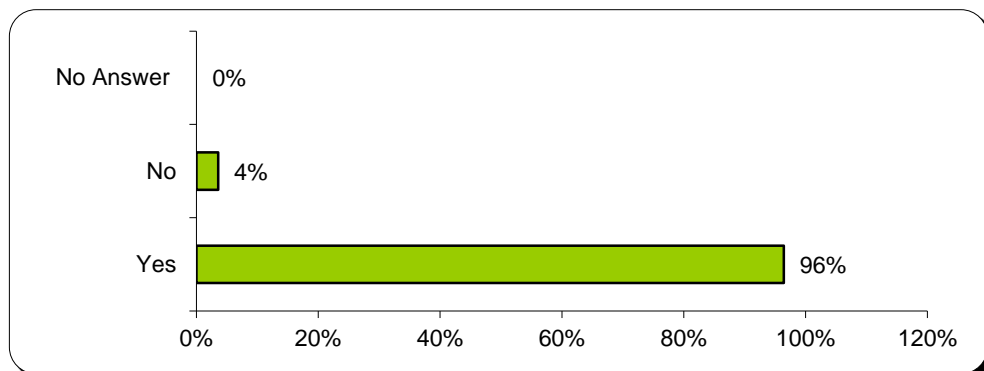
9.1. Q1. Did you find the workshops useful?



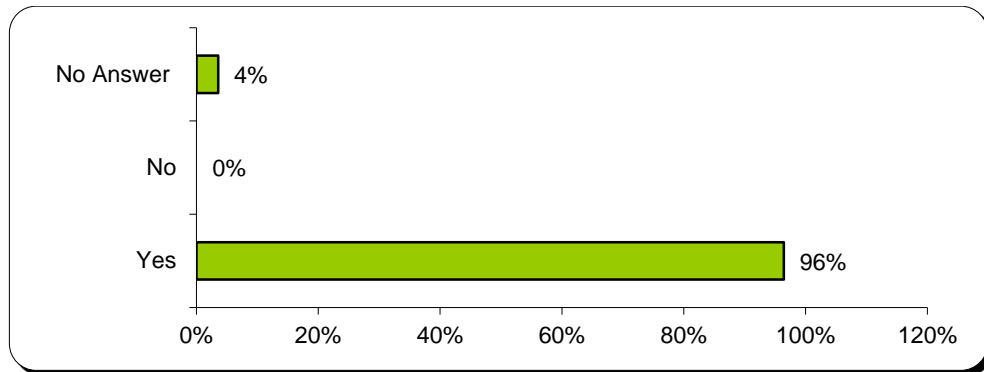
9.2. Q2. Was the venue conveniently located for you?



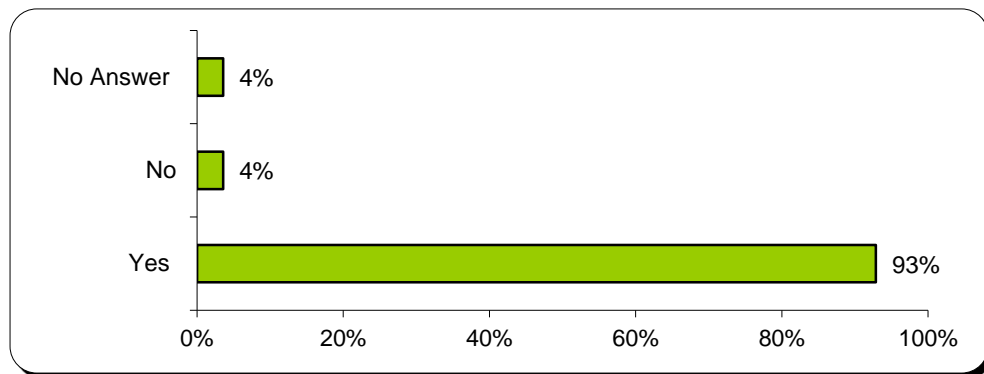
9.3. Q3. Did we provide enough information at the workshop?



9.4. Q4. Did you feel you had sufficient opportunity to express and discuss your views today?



9.5. Q5. Did you feel we covered the right topics?



9.6. Written feedback

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

- *'Interesting - would never have thought of attending before'*
- *'Always useful to meet people from different sectors - hear their opinions'*
- *'Good organisation'*
- *'Well organised and facilitated workshop. Thank you'*
- *'Good commitment shown to ensuring information and views are captured'*
- *'This is the third event I have attended and it is good to see that many views have been taken into account'*
- *'The workshops are very well facilitated by the table experts'*

- *'Ideal venue'*
- *'I would like more information on how the targets will be achieved'*
- *'Group discussion very effective'*
- *'Mix of people and backgrounds allowed for different experiences to be discussed'*
- *'Maybe a topic on 'education' of public/schools would be interesting'*
- *'Broad stretch of attendees, perhaps could do more specific focus groups for suppliers/HV customers/LV customers etc'*
- *'More on technology, innovation and network development scenarios would be helpful'*
- *'I would have appreciated an update on where WPD are with their competition test submission and initial results'*
- *'I would like them to think of modern ways of solving problems. On the whole really good'*
- *'WPD must invest in future people, starting with schools to encourage a massive increase in university intake for engineering, to provide WPD's future technical employees - talk to suppliers and learn to purchase on total cost and not just functionise juice'*
- *'Venue ideal - courteous staff. Lovely lunch! Thank you'*
- *'High quality workshop'*