

# Stakeholder workshop report: Nottingham

17<sup>th</sup> April 2013



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## 2. Introduction

### 2.1. Date and location

The stakeholder workshop took place on 17th April 2013 at Nottinghamshire County Cricket Club, Trent Bridge, West Bridgford, Nottingham NG2 6AG

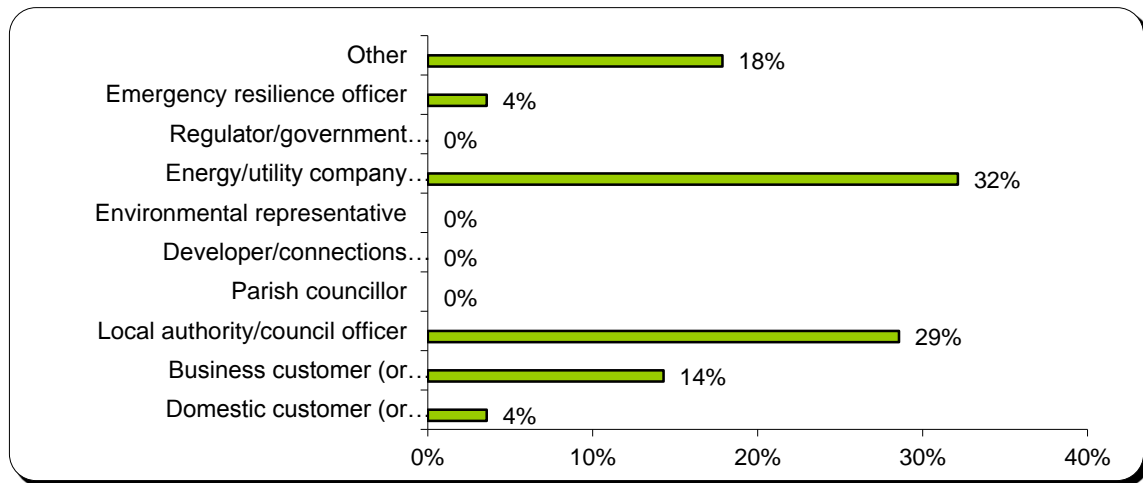
Attendees:

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

- Cllr Adrian Colwell - Head of Strategic Planning and the Economy, Cherwell and South Northants District Councils
- Mr Alastair Martin - CSO, Flexitricity
- Mr Alex Moczarski - City Energy Manager, Nottingham City Council
- Mr Ashley Baldwin - Principal Planning Officer, Nuneaton and Bedworth Borough Council
- Mr Darren Perry - Head of Energy & Carbon Management, Northamptonshire County Council
- Mr Dave Darlow - Account Manager for WPD, Siemens Transmission and Distribution Ltd
- Mr Don McGarrigle - Pricing Advisor, Major Energy Users Council
- Ms Gail Scholes - Director, Enviroenergy
- Mr Greg Watts - Energy Manager, Loughborough University
- Mr Ian Dwyer - Head Partnerships Team Business Engagement & Innovation Services, The University of Nottingham
- Mr James Stone - Costing Development Analyst, E.ON Energy Solutions
- Ms Jenni French - Business Contingency and Sustainability Manager, Ashfield District Council
- Ms Jo Crown - Engineering Support Officer, GTC
- Ms Joanne Hayward - Emergency Planning, Anglian Water Services
- Mr John Lawrenson - Managing Director, Lincolnshire Chamber of Commerce
- Mr Julian Steele - Energy Programme Fund Manager, Northamptonshire County Council

- Mr Les Jenkins - Customer and Stakeholder Engagement Manager, UK Transmission
- Ms Lisa Chan - Energy Executive, The University of Nottingham
- Ms Marilyn Barratt - Community Safety Officer, Operation Liberal
- Mr Mark Howard - Electrical Engineer, Loughborough University
- Mr Martin Gilbert - Technical Support Manger, Severn Trent Water
- Mr Martin Burfoot - Landscape Architect & UVA Scheme Protection Officer, Peak District National Park Authority
- Mr Phil Berrill - Energy Management Officer, Nottinghamshire County Council
- Mr Phil Wilson - CRM Manager, Northern Powergrid
- Mr Philip Norton - General Manager, Morrison Utility Services
- Mr Richard Murrell - Principal Home Energy Advisor, Derby City Council
- Ms Rochelle Harrison - Network Regulation Manger, British Gas
- Mr Simon Dawson - Offsite Design Manger, GTC
- Ms Siobhan Barton - Stakeholder and Communications Manager, Northern Powergrid
- Cllr Stephen Woodliffe - Councillor, Boston Borough Council
- Mr Vimal Thakkar - Engineering Manager, Veolia water infrastructure services

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
- Nicki Johnson - Regulation & Government Affairs Support Assistant
- Phil Bale - Innovation & Low Carbon Networks Engineer
- Richard Allcock - Innovation & Low Carbon Networks Engineer
- Dave Hewitt - Innovation & Low Carbon Networks Engineer
- Simon Havill - Innovation & Low Carbon Networks Engineer
- Mark Hutchinson - Innovation & Low Carbon Networks 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)
- Harry Hudson - Associate Director (Workshop Facilitator)
- Mike Townend - Consultant (Workshop Facilitator)

- Laura Edwards - Account Executive (scribe)
- Alex Coleman - Account Executive (scribe)
- Nick Carthew - Consultant (scribe)
- Andrew Vaux - Consultant (scribe)
- Bob Parkes - Account Executive (scribe)
- Robert De Angeli - Account Executive (scribe)

## 3. Executive summary

### 3.1. Feedback from participants

- All stakeholders who left comments said that they found it to be either 'useful' or 'very useful'
- The majority of attendees stated that they had been provided with enough information and that they had sufficient opportunity to express and discuss their views
- There was a good deal of praise for the format of the workshops and many commented on how informative they found the event to be

### 3.2. Topics for discussion

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

### 3.3. Summary of outcomes

- A number of stakeholders stated that they would like more detail on the information relating to network reliability. However, the majority were supportive of WPD's overall packages to improve network performance and resilience to severe weather
- One area where a significant proportion of stakeholders (over 25%) were of the view that WPD should go further than proposed was in applying flood defences to major substations
- Almost a third of stakeholders stated that WPD's plans to reduce the number of power cuts experienced by worst served customers by 20% are appropriate. However, a similar proportion believed that the company should do less
- The overall packages proposed by WPD to facilitate increased volumes of low carbon technologies and to reduce its network environmental impact were widely supported by stakeholders; however only around 50% agreed with the company's proposals to reduce its business environmental footprint
- Although 20% of stakeholders stated that WPD should go further than proposed in its plans to underground overhead lines in AONB's, a quarter thought that the company should actually do less



- Half of the stakeholders present identified reducing the amount of waste sent to landfill as the one area where WPD should go further than proposed in the plan
- There was almost 90% approval for all of WPD's overall packages for customer service, customer communication and stakeholder engagement and there were no specific areas where a significant number of stakeholders believed the company should go further than planned
- Several stakeholders stated that the information relating to connections should be more detailed and easier to understand
- There was significant support for WPD's proposals to provide a faster and more efficient service for connections and for improving communications. However it was noted that almost a third of stakeholders were not sure about the companies proposals to facilitate a competitive market
- A relatively high proportion (33%) of stakeholders identified working with major customers to identify where processes for connections can be improved as one output where WPD should strive to go further than planned

## 4. Network Reliability

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

**Table 1**

- A local authority/council officer made the point *'when talking about the time it takes to respond to a service problem the numbers could be made easier to understand'*
- A local authority/council officer asked *'what is the definition of a worst served customer?'*
- A local authority/council officer questioned *'when talking about the time it takes to get the service reconnected are you talking about domestic customers or commercial? The information provided is not clear. How does this fit in with the approaches of other utility companies? Is this coordinated?'*

**Table 2**

- An emergency resilience officer felt s/he had to look for evidence to show WPD are *'giving customer value for money.'* S/he was of the view *'WPD are looking to invest in areas which will give customers the best value for money'*
- An energy/utility company representative was of the opinion *'WPD's Business Plan was right to invest and focus on stakeholder engagement.'* S/he felt the result would be *'giving customers what they want'*
- An energy/utility company representative stated *'dialogue with and from Ofgem is key for stakeholders and businesses.'* S/he pointed out *'trying to get dialogue off Ofgem is difficult'* and therefore his / her company *'has to rely on WPD for transparency so they can plan and respond in the right way'*
- An energy/utility company representative commented on *'reliability and availability from a customer view and stated the packages have some merit.'* S/he went on to say *'WPD have taken a big and good approach and therefore the customer will like the outputs.'* S/he commented *'although the work view outputs are good to know I really want to know what they will do to distribution charges over a period of time'*
- An energy/utility company representative asked *'how have targets been benchmarked? Are they based on network performance?'*
- An energy/utility company representative said *'it was interesting to know the benchmarking.'* S/he commented *'since WPD have taken over part of the Midlands network changes have been noticed'*

- An emergency resilience officer asked *'is investment shifting to R110 and if so, how much of an impact will it have and will distribution processes go up?'* S/he went on to agree with WPD's offset strategy and investments taking place
- An emergency resilience officer stated in relation to tree clearance *'it was interesting to know what the fall rate is'*. S/he went on to ask *'what is risk against level of clearance?'*
- An emergency resilience officer asked *'are WPD prioritising rural areas in relation to tree cutting?'*

### Table 3

- A business customer representative queried how WPD defined power cuts. S/he said *'voltage drop doesn't always count in figures shown'*
- An energy/utility company representative wanted to know *'how do WPD ensure particular attention is paid to particular issues? Maintaining supply is a key issue for us'*
- A local authority/council officer felt *'it would be good to break down and provide some information on the costs and how cost effective it is to go to the worst served customers'*
- A local authority/council officer asked *'if WPD remember that the East Midlands does have a lot of rural areas'*
- A local authority/council officer asked *'how are customers to be prioritised?'*
- A local authority/council officer asked *'will rural customers lose out?'*
- A local authority/council officer asked *'if it was known how many worst served customers you can serve?'*
- A business customer representative suggested *'you need to explain the definition between residential and business customers'*
- An energy/utility company representative asked *'does the plan address security issues and break-ins etc?'*

### Table 4

- A local authority/council representative commented it was *'very comforting to hear about WPD's overall plans for the coming years'*. S/he asked *'would it be possible to know which local substations would receive investment?'*
- A business customer representative felt *'there is quite a lot of jargon in the plan, and some of the material should be simplified for ease of understanding'*
- A local authority/council representative asked *'what happens when trees are removed?'*
- All delegates understood the concept of *'worst served customers'*

- A local/authority representative asked *'do increased temperatures have an impact on the electricity network?'*
- An energy/utility company representative asked *'is metal theft a key concern?'*

### Table 5

- A council officer stated *'how can I make an informed decision as I have no knowledge of the business, if you gave us some details about competitors and your international counterparts would help'*
- A council officer asked *'how are you affected by issues that aren't in your control'*
- A domestic customer representative queried *'how was the decision to restore 85% of people in an hour come to?'*
- A domestic customer representative asked *'does the speed of restoration vary between the terrain and weather conditions?'*
- A domestic customer representative asked *'is security of power stations an issue, i.e. vandalism and attacks?'*
- A council officer wanted to know *'how did you come up with your numbers for flooding?'*
- A council officer added *'do the local authorities know if you are protecting their station?'*
- An energy/utility company representative asked *'is there priority in terms of sensitive loads?'*

### Table 6

- An energy/utility company representative commented the information is *'nicely presented and easy to understand. It all seems like a no-brainer'*
- A stakeholder was of the opinion the information given was *'very good'*. S/he went on to say s/he had *'been to a lot of these and I like how WPD give you the basic outline and then the detail comes in the groups'*
- A business customer representative agreed the information was *'very good'* and s/he was *'very impressed'*
- A business customer representative made the point *'I am interested enough now to pick up a copy of the business plan and see what is behind it'*
- An energy/utility company representative commented *'averages are very interesting and hide a multitude of sins. What is the spread of power cuts like?'*
- A business customer representative said it was *'very clear what WPD plan to deliver. My questions are more about how they are going to be achieved'*
- A business customer representative commented s/he can see the headline figures and understands what WPD are going to do, but the *'devil is in the detail'*

- An energy/utility company representative made the point *'the detail is in the business plan, but it is how they get there is most important'*
- A local authority/council officer asked *'is there an action plan in the business plan at all?'*
- An energy/utility company representative was of the view the tree clearance output *'does not explain what WPD is actually going to do'*
- An energy/utility company representative said the plans to improve the service to the worst served customers are *'woolly and theoretical'*. However, s/he did concede they are *'likely to be of more interest to those groups of people who are affected by frequent power cuts'*

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

**Table 1**

- An energy/utility company representative questioned the statistics on flood protection, asking *'are they related only to the big primary centres?'*
- An energy/utility company representative went on to ask *'what do you actually do to prevent flooding at these substations?'*
- An energy/utility company representative commented regarding the point on the protection of substations and questioned *'what is it as a percentage of all of them?'*

**Table 2**

- An energy/utility company representative commented s/he understands *'it is a difficult job WPD are facing'*. S/he stated *'it seems about right what WPD are doing but WPD should not deal with the worst served customers as rural customers are probably in the worst situation'*
- A stakeholder was of the view *'the big problem is the ageing overloaded/head systems being used today'*. S/he pointed out *'brown outs, dips and spikes are not registered as a power cut'*. S/he stated *'it can take a day to reset all business equipment and get customers up and running; even though the power outage is not classed as a power cut if it is less than 3 minutes it is still a big problem'*
- A stakeholder pointed out *'there are many stories in the industry where there is not enough investment happening'*. S/he was cautious *'some of WPD plans could be pointless if there isn't enough power going into the system'*
- An energy/utility company representative commented *'it was a positive move by WPD to protect 10-15 substations each year'*

**Table 3**

- No comments were made

**Table 4**

- An electricity/utility representative stated *'the proposed outputs are the key points which will identify the system going in the right direction and make the network more robust'*
- An energy/utility company representative made the point *'whilst some sites are classed as single premises, these single sites may supply up to 25,000 customers and issues could arise regarding speed of response'*

**Table 5**

- An energy/utility company representative made the point *'if you achieve 100% reliability it will be at infinite cost'*
- An energy/utility company representative commented *'OFGEM and DECC are wrangling over the cost of lost load'*
- An energy/utility company representative was of the opinion *'if you knew how much it costs the customer for the lost load it would make it easier for you to decide'*

**Table 6**

- A local authority/council officer said *'in terms of the outputs, I would be interested how it affects my local area. I broadly agree with the approach and proposed outputs but would like more detail locally'*
- A local authority/council officer commented s/he had been *'on the journey with WPD and it seems right'*. S/he did, however, say *'WPD should gauge itself against the other developed countries'*
- An energy/utility company representative made the point *'as a customer, who chooses to live in an urban area, I am subsidising those in rural areas. Is it right I subsidise them?'*
- A business customer representative asked *'do WPD benchmark themselves against other DNOs?'*

**4.3. Q3. Are there any areas where you want WPD to go further or do less?****Table 1**

- A stakeholder discussed how a black start happened in London where there was a general power outage; this caused a lot of upheaval as it was a major problem. S/he said *'batteries can help prevent this'*
- A stakeholder pointed out *'it is important to encourage further innovation of batteries'*

**Table 2**

- An emergency resilience officer asked *'how do WPD identify top priority substations and small substations which provide power for water treatment works etc.'* S/he went to on

to point out *'if a water treatment works has no power then vulnerable customers will suffer'*. S/he pointed out *'substation battery life needs more explanation'*

- An emergency resilience officer pointed out *'a 1 in 1000 storm risk for a substation is something I plan around'*
- An emergency resilience officer went on to state s/he *'does liaise with WPD in emergency planning'*. S/he *'would like to see what puts a substation at risk discussed more in the plan'*
- An energy/utility company representative was of the opinion *'WPD are shifting investment priorities to RII0'*
- An energy/utility company representative commented on the customer point of view: *'customers want the power to be on when it is needed as it is what they want and therefore if this service can be delivered then they will not mind an extra charge on the bill'*

### Table 3

- A local authority/council officer was concerned about the resilience of the system. S/he said it was *'very important the substations are protected from flooding'*. S/he was concerned *'there could be another 1953 scenario. Substations need to be 2 metres up from the ground'*

### Table 4

- A stakeholder commented *'it's extremely important to look after the elderly and vulnerable and let them know about power cuts and how long they'll last'*
- A stakeholder recommended *'contingencies should be put in place for extreme weather conditions when rural areas have been left with no power and no water'*
- A local authority/council representative welcomed this but advised *'this policy of best practice should be discussed in WPD's plan'*

### Table 5

- A domestic customer representative queried *'how is security being improved, as theft of infrastructure is more prevalent'*

### Table 6

- A local authority/council officer said *'I could not think of anything'*
- An energy/utility company representative enquired about the resilience tree cutting programme, adding *'it sounds like a Forth Bridge problem'*
- An energy/utility company representative suggested WPD start *'with the trees which are at most risk. The ones closest, then next closest and so on'*

- An energy/utility company representative enquired as to how WPD arrived at the figure of 72 hours for substation battery life. S/he went on to say *'batteries are very expensive as we know. If 48 hours is a better amount of time then WPD could save a lot of money'*

#### 4.4. Any other comments?

##### Table 1

- A stakeholder commented from the previous WPD events s/he had been to before they could *'see the value as what had been discussed has clearly been changed today, it is good to see how it has all come together'*
- An energy/utility company representative questioned *'where is the information about upgrading the network for rural customers in your plan? What if a rural customer wanted a rapid increase of capacity?'*
- An energy/utility company representative questioned *'where in your plan are the targets concerning vulnerable customers, I am particularly concerned about vulnerable customers in the worst served areas?'*

##### Table 3

- A stakeholder was of the view *'power outages do not happen often on the whole network'* and asked if WPD was a unique business. S/he went on to explain his / her *'place of work is an old British Gas building and has lots of safety systems which need to be removed'*
- A local authority/council officer explained reliance on electricity is now total. S/he asserted if the *'electric goes down it is a major problem'*

##### Table 4

- An energy/utility company representative responded in his / her experience the feedback on switching and dips in supply had been an issue. *'Dips were caused by investment work being carried out by WPD and we didn't know for months and months what the problem was. Lines of communication came from us, not WPD'*

##### Table 6

- An energy/utility company representative stated *'urban areas have the more robust equipment and therefore have less power cuts'*
- An energy/utility company representative said s/he had a power cut in his / her area recently. S/he went on to explain *'the problem proved to be a transformer on the pole. WPD fixed it very quickly and it is brilliant!'*



## 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 questioned the data supplied, asking *'is this related to just WPD's own emissions or of the network?'*

#### Table 2

- A stakeholder asked *'what does undergrounding of cables equate to in number of years to complete?'* S/he stated *'if it takes 10 years to underground all cables when doing 5km per year that is ok'*

#### Table 3

- An energy/utility company representative felt the *'information was well presented'*
- A local authority/council officer felt *'there are some particular issues which need addressing'*
- A local authority/council officer asked if there could be a price issue with the new technologies. S/he asked *'can customers afford them?'*

#### Table 4

- A business customer representative commented *'a lot of assumed knowledge, combined with the use of jargon, makes it difficult to understand. Some stakeholders won't understand the text, which needs more explanation'*
- A business customer representative asked *'is WPD's target the response time to a connection request, or carrying out the steps required to facilitate the connection?'*

#### Table 5

- A domestic customer representative asked *'do you as a matter of course speak to planning authorities about tree clearing, specifically in national parks'*
- An energy/utility company representative made the point *'since the low carbon network fund has come in the whole thing has been transformed. Are you addressing the changes quickly or are you still using the old rule book'*
- An energy/utility company representative asked *'would you consider publishing your connection policies?'*
- A council officer wanted to know *'are you doing anything to support growth?'*

- A business customer representative enquired *'how do you bring low carbon energies into the system?'*

#### Table 6

- A business customer representative said *'I think I understand it, but I do not get a lot of information on innovations from it'*
- A business customer representative commented s/he *'understands it because I work in the industry, but the layman may struggle as it is not very clear'*. S/he added *'when it gets more technical, it becomes woolly'*
- An energy/utility company representative made the point that package one is *'all about doing things and there are no commercials in there'*. S/he went on to say *'a big problem blocking access is not money but time'*
- A local authority/council officer was of the view *'the link to the business plan is key in this area. This is just a summary, you cannot get everything down in a presentation'*
- A stakeholder stated *'WPD says it is going to benchmark itself, but there is nothing to benchmark it against'*
- A business customer representative discussed the point *'the carbon footprint also comes from activities in the supply chain'*. S/he said *'it would be interested to hear what WPD's suppliers will be doing. The challenges should really be shared'*

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

#### Table 1

- A local authority/council officer commented *'the amount of carbon which goes in to making a battery puts its inclusion at a juxtaposition when you are also taking about low carbon technologies'*
- A local authority/council officer made the point *'it's fine to cut trees down to help reduce the chances of there being a power cut. But have you considered the time in which you are doing this? You need a long-term management plan'*
- A local authority/council officer questioned *'don't you get pressure against this from environmental groups? As cutting trees down can be quite a controversial issue'*
- A local authority/council officer summed up by saying *'balance is appropriate when approaching these budgetary issues as there is a tendency to go too far sometimes. The new technology proposed sounds great. The gap analysis needs to show where these improvements have added value'*

**Table 2**

- An emergency resilience officer *stated 'package 1, option 3 to reduce 20% the number of customers classified as worst served is key; however, due to previous points made we can't just assume the answer'*
- An emergency resilience officer pointed out *'WPD is facing tough timescales and targets'. S/he commented 'WPD have done a good job and this fantastic result has arisen because there are partnerships working at their best'*

**Table 3**

- A local authority/council officer said *'all companies should be looking to reduce their carbon footprints so this is the right approach'*

**Table 4**

- A business customer representative believed *'package 1 was the most important as it has nationwide impact'*

**Table 5**

- A domestic customer representative was of the opinion *'the budget for undergrounding is lower than I was told was available to you and it is being reduced further, but you are claiming to be maintaining your current plans'*
- A domestic customer representative stated *'I can't see how you are maintaining your expenditure'*
- A domestic customer representative further added *'Electricity North West are proposing an increase in expenditure'*
- A domestic customer representative held the opinion *'I can't see how the opinions are so different from the Midlands and the North West'*
- A domestic customer representative said *'it's about who turns up to the workshops'*

**Table 6**

- A business customer representative said *'given these targets, if I wanted to cut our carbon to hit the target, I would have to shut half of our buildings'*
- An energy/utility company representative stated the Fiat Doblo, discussed in package three, is *'more fragile than a Ford Transit. I would not advocate WPD buying Doblos to save 7% emissions'*
- A stakeholder said *'my brother has 27 Ford Transits and had five Doblos. The Doblos were got rid of because they were not cost effective'*
- A business customer representative commented *'there is a lot of box ticking there to please government figures'*

- A business customer representative said s/he has a BREEAM rated excellent building but *'its energy efficiency rating is rubbish really'*

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

**Table 1**

- A stakeholder discussed the relationship between looking at WPD's own carbon footprint as a business and in addition looking at the costs incurred when distributing through the network. S/he stated *'you have to buy things which have a carbon cost to improve future efficiencies. Another really important time where you can save on carbon emissions is through regulating suppliers; is this is part of your plan?'*
- A local authority/council officer made the point the provision of quality batteries was a crucial issue and this also has an environmental dimension. S/he stated *'before the battery is put into use it incurs a carbon cost. Therefore, the provision of batteries is in conflict with the environmental agenda. The question is of achieving the right balance. How can you justify one against another?'*
- A local authority/council officer made the point *'the van emission data should be considered over a lifetime of its use due to the sunken carbon cost of building the van. Therefore, you need to do full life cycle costing'*
- A local authority/council officer stated *'WPD could go further on commitments to reduce waste that goes to landfill'*
- A local authority/council officer stated *'the 5% land fill increase does not seem very much, particularly as there is such a high proportion going in. Are there any major alternatives? Could you not be more ambitious?'*
- A local authority/council officer pointed out *'vehicles need to be more accurately quantifiable. The manufacturers' statistics on CO2 consumption are not good enough as it matters how they are used on the road'*
- An energy/utility company representative suggested *'driver training is really important'*
- A local authority/council officer discussed how his / her organisation can *'remotely switch off vehicles if they are idle for too long when the driver hasn't turned the engine off. They each have a tracer so as an organisation we can identify if drivers need more training'*
- An energy/utility company representative stated *'we do driver training with a particular focus on route planning and we have seen some great results'*
- A local authority/council officer commented *'we do league tables so the drivers can be ranked and it becomes competitive'*
- A local authority/council officer stated WPD need to communicate better; *'environmental approaches are being brought out at community level to try to increase the provision of solar panels but we need to know where the best places for capacity are located in certain areas. This would be extremely helpful for us'*

**Table 2**

- An emergency resilience officer said *'the use of wires in cities and use of wire going forward is part of the overall distribution sector and therefore more discussion is needed'*. S/he was of the view *'customer demand from WPD has been met, e.g. 3k for photovoltaics was delivered'*

**Table 3**

- A local authority/council officer enquired *'is there a plan to move on CSE work? Is the mapping available? So many different organisations coming at this in so many different ways, the complexity is huge and the data exchange would be useful'*
- A local authority/council officer commented s/he thought the figure of waste going to landfill is *'too high'*. *'Is the 5% reduction an ambitious enough target?'*
- An energy/utility company representative agreed: *'it is difficult to quantify what is waste in this context'*
- An energy/utility company representative was of the view *'WPD are and always will be in a tough situation'*. S/he felt *'more and more demands will be made of the company'*. S/he went onto comment on the plans in relation to electric storage. S/he stated *'I think if we look at the investment programme to 2030 it needs a lot from WPD who are not even into smart city areas yet'*. S/he felt *'in order to move forward specific conversations are needed'*
- A local authority/council officer felt the issues around low carbon technologies and scenario planning. S/he said *'electric vehicle use should be increased'*
- A local authority/council officer suggested *'the National Grid increase of 2% could be an underestimate'*
- A business customer representative questioned *'whether investing in underground cabling was worth it'*
- A local authority/council officer thought *'it's a waste of money'* to put cabling underground. S/he felt it was simpler to *'put in overground cables'*
- A local authority/council officer said *'WPD should look at increasing the number of electric vehicles'*
- A local authority/council officer asked *'have WPD had looked at hybrids?'*

**Table 4**

- A stakeholder suggested *'more effort should be put in around low carbon technologies'*
- A local authority/council representative commented *'more could be done on package 3 in terms of specific targets'*
- An energy/utility company representative expressed concern at the cost of undergrounding and stated *'it should be kept to a minimum'*

**Table 5**

- A domestic customer representative was of the opinion *'WPD should do more in terms of undergrounding'*
- A council officer countered *'it's one of those things that either affects you or it doesn't'*

**Table 6**

- No comments were made

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

- An energy/utility company representative commented *'WPD should be talking to gas companies about the IFI Incentive'. S/he went on to comment 'electricity companies already talk to each other but this could be a bit more multi-utility'*

**Table 3**

- An energy/utility company representative commented *'with low carbon technologies you start seeing some reductions in use of energy if monitored'*

**Table 4**

- A business customer representative explained people are looking to take on board *'cost security' to ensure supply. The scenario shown about environment measures may actually go the other way. It could add on extra costs'*

**Table 6**

- A business customer representative made the point *'the FIT was cut overnight; what is going to stop the Government doing the same with any other incentives?'*

## 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**

- An energy/utility company representative asked *'if all of the WPD regions were at the top of the table and if the same region was coming out at number 4 or 5 each time'*
- A local authority/council officer questioned *'which region comes out as number one most frequently?'*
- A local authority/council officer made the point regarding the statistic on the time it takes for customers to be reconnected to the network. S/he questioned *'if this meant 65% of cases the customer will be reconnected the same day'*
- An energy/utility company representative commented on the customer panel which meets the CEO of WPD each year by saying *'which customers is the panel made up of? It would be good to show how this engagement has changed your plan'*
- An energy/utility company representative stated *'I would like to know more about your performance. I would like to see your performance cards so you can be measured against other DNOs'*
- A stakeholder asked *'if someone called in complaining about a customer, what details would you take and what information would you relay back to them?'*

**Table 2**

- No comments were made

**Table 3**

- A local authority/council officer queried *'if the 65% target of resolving complaints within one day is really reached'*
- A business customer representative wondered *'what happened about the other 35%? It would be useful to have a breakdown of how these are complaints are dealt with'*
- A local authority/council officer suggested *'there should be more context' for these 65% and more detail on what is done on the other 35%'*
- An energy/utility company representative asked *'can you categorise how WPD deal with complaints? Maybe hospitals and other major customers should have more details of how their complaint was resolved and how they will be voided in future'*

- A local authority/council officer remarked some things aren't *'complaints but people just need things sorted out. How does WPD do?'*

#### Table 4

- No comments were made

#### Table 5

- A domestic customer representative asked *'is it actually true you had no complaints at all?'*
- A business customer representative queried *'is it both commercial and domestic customers?'*
- A domestic customer representative asked *'what exactly is the customer panel?'*

#### Table 6

- A local authority/council officer said there is *'generally enough information but some points need expanding. Point 11, in package 2, in particular needs to be expanded'*
- A business customer representative commented if WPD is *'looking at 1.6 seconds to answer a call, it must have a slick operation'*
- A local authority/council officer said *'in terms of some of these measures, not everyone knows who WPD are. Is marketing for WPD included in the cost of these measures'*
- A business customer representative said it will be *'interesting to see how the increase in social media will be measured. People like to communicate using different methods'*

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

#### Table 1

- An energy/utility company representative stated *'WPD are a frontier company with regard to engagement. The organisation I work for had great success last year with the development in social media. The main benefit is WPD can give stakeholders real time service updates'*
- A local authority/council officer commented *'social media updates would be less useful for those who are most vulnerable'*
- A local authority/council officer representative questioned *'the target for customer complaints is zero, this seems very challenging. I don't understand. All these people complaining directly to the industry? It seems strange because as soon as you get one complaint you have failed'*
- A local authority/council officer commenting on the response stated *'it is brilliant , normally you get the odd complaining customer'*



**Table 2**

- An energy/utility company representative commented on the good customer contact experience s/he had received. S/he went on to point out *'from another customer point of view they may not know who WPD are or what they do'. S/he felt 'when a power cut occurs the customer will ring his / her supplier e.g. Eon or British Gas'. S/he felt this was important because 'the customer may not know WPD run the network'. S/he went on to point out 'seeing education plans in the packages is good to see, especially school visits'*
- An energy/utility company representative agreed with the above point but felt *'some people aren't interested in WPD until they need them, e.g. in times of power cut'*
- An emergency resilience officer asked if *'the measures given by WPD are based on customer experience?'* S/he was of the opinion *'it is difficult for WPD to maintain the high level of customer contact it currently has and therefore it is important to look at what the customer is telling you'*
- An energy/utility company representative stated *'updates via texts are useful'*
- An energy/utility company representative agreed and felt *'there is a need to keep up to date with social media'. S/he went on to point out 'a mobile version of WPD's website would be good and the more technology of contact available the better'*
- An energy/utility company representative pointed out *'WPD should be careful about too much use of the media'. S/he was of the opinion 'it would be good for WPD to monitor its use and see what is working well first rather than do mass investment'*
- An emergency resilience officer felt *'text messaging is a proactive method but only if you can sign up'. S/he went on to say 'only receiving a text in an emergency and for updates would be good'*
- An energy/utility company representative agreed and pointed out *'customers in a power outage will want to know who to speak to and receive estimations of how long the power will be off'. S/he commented 'WPD is very good at the moment'*
- An energy/utility company representative was of the view *'if a customer is notified there is a power outage and if they are informed of the reasons, action being taken and expected duration they will be extremely happy'*
- An energy/utility company representative commented on the stakeholder engagement WPD have carried out. S/he stated *'there is a perception WPD has engaged with a big area'* and asked the question *'how can all customers be reached?'*

**Table 3**

- A local authority/council officer felt the target in answering the *'phone was an impressive response'*
- An energy/utility company representative expressed *'hearing a recorded message isn't always useful'. S/he always went to 'a specific contact in event of a problem'*

- A local authority/council officer queried *'should there be a different way of treating customers, depending on the size of their business or requirements?'*

#### Table 4

- A business customer representative believed *'it was relevant for customers to know the targets but believed more methods for measuring these targets should be in place'*
- A business customer representative commented *'in relation to package 3 having a number means nothing as quality is more important'*
- A business customer representative stated *'there are no real benchmarks. I am impressed by the point of no complaints reaching the Ombudsman'*
- A stakeholder commented it was *'heartening that when you contact WPD you have a real person to speak to'*
- An energy/utility company representative believed *'two seconds for answering the phone was not a major point as most other companies do this'*

#### Table 5

- A council officer stated *'looking at WPD it seems they are very sensitive to this area'*
- An energy/utility company representative stated *'it works'*
- An energy/utility company representative made the point *'what is the difference between 2 seconds and 1.6?'*

#### Table 6

- A business customer representative said it is *'broadly right'*
- A business customer representative commented it is *'good enough'*
- A stakeholder agreed it was *'good'*
- An energy/utility company representative made the point *'package three is difficult to measure so WPD should work harder to come up with what they want to get out of the meetings with stakeholders'*
- A local authority/council officer stated the packages *'certainly cover a lot of areas, are good'*
- An energy/utility company representative was of the opinion WPD appear to be happy as long as it is rated more highly than other DNOs. S/he went on to say *'if all the DNOs are poor, but WPD are less poor, is good, right? Obviously not'*

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

#### Table 1

- An energy/utility company representative stated *'you have to offer all methods; a social media offering will allow you to take care of a large number of stakeholder enquiries efficiently. This will leave capacity on the phone lines for more distressed customers and particularly the vulnerable who may not have access to the internet'*
- An energy/utility company representative made the point *'WPD could communicate better with the carers of vulnerable users; do you know how to contact carers? Do you have a register?'*

#### Table 2

- No comments were made

#### Table 3

- A business customer representative asked *'should WPD prioritise customers? Larger users should have some form of account manager to help them'*
- A business customer representative suggested *'there should be more personal visits to major customers. An annual visit would be useful'*

#### Table 4

- An energy/utility company representative suggested *'PDF online with good indexing to allow readers to go to individual sections rather than having to read the whole report'*
- A business customer company representative agreed *'stakeholders had individual interests so detail should be given to signposting different sections'*
- An energy/utility company representative suggested *'texting and social media should be used more as a way of reducing customer calls'*

#### Table 5

- An energy/utility company representative said if WPD *'are aware of a major fault within an area customers notify us, and if WPD could notify us if they are experiencing problems it would be of great help'*
- An energy/utility company representative added *'if our team could be aware of the text messaging and social media accounts so we can add the issues or expected time it will be fixed on our site'*
- An energy/utility company representative made the point *'in an extended power cut, the only thing that works is your home phone line'*
- An energy/utility company representative commented *'we take part in experience engagements and we have been able to make good contacts and issues are resolved quicker'*

**Table 6**

- An energy/utility company representative made the point *'satisfaction measures are actually more about how dissatisfied people are. WPD should look at how happy people are. It really depends how brave WPD want to be, though'*
- An energy/utility company representative said WPD need to *'look at the effect it has on the people on the ground. Far better to hear how well people are doing, than how badly they are doing'*
- A business customer representative agreed, saying s/he uses this system in his / her company. S/he suggested the WPD should *'possibly use the levels of advocacy as a measurement?'*
- A business customer representative queried *'how much investment should you put in to bringing down call answering time by a fraction of a second?'*
- A business customer representative stated it is *'about keeping the great service we have with a bit of added value'*
- A business customer representative said s/he understands *'WPD want to be invisible to customers, but these are all reactive solutions. Customers cannot think what improvements they would like, unless you go out and engage with them'*

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

- An energy/utility company representative commented WPD was the only DNO who is not on Twitter

**Table 3**

- A local authority/council officer commented *'may be a business losing power in the middle of the week may need more urgent attention than a short power cut to a residential street on a Sunday afternoon'*

**Table 5**

- A council officer made the point *'people complain about their energy bills to the energy suppliers rather than DNO'*
- A domestic customer representative stated *'there was an undergrounding scheme near us and we weren't notified about it and neither was the parish council'*

**Table 6**

- A stakeholder said the WPD's customer panel is *'very interesting'*
- A stakeholder said *'the service we have, I cannot fault it'*
- A stakeholder asked *'has anyone been to WPD's call centre? It is well worth a visit'*

## 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

- An energy/utility company representative questioned *'at the moment if someone wants to put a solar panel on their property do they have to let you know?'*
- A local authority/council officer said WPD should be *'careful when using acronyms as someone who was not in the industry might not be able to understand this'*
- A local authority/council officer commented *'WPD should clarify more about what you have said when using customer statistics as there is quite a range of different customers'*
- A stakeholder when discussing the customer surgeries data commented *'it just looks like four surgeries, not four surgery dates for lots of different locations at the same time; you need to be clearer when presenting this information. You need to link in more so you can meet all the utilities at the same time. This would make stakeholder engagement easier'*

#### Table 2

- No comments were made

#### Table 3

- A local authority/council officer felt *'the plans were very general'*. S/he commented in this area there was a *'lack of numbers and not specific enough'*
- A local authority/council officer commented *'this section could do with some specific timeframes'*
- A local authority/council officer thought *'it was not as clear as earlier information'*

#### Table 4

- A local authority/council representative said *'more detail should be given as to how the targets will deliver tangible benefits for customers'*
- An energy/utility company representative expressed concern about *'differing levels of knowledge being passed on to customers'*

#### Table 5

- An energy/utility company representative asked *'is the time for delivering the connections'*

- A council officer queried *'is the information for quarterly surgeries on your website already?'*
- A council officer stated *'from what I have heard from my colleagues who do new connections they are not sure of how it actually works, they understand the forms and so on but not the actual processes involved'*

#### Table 6

- A local authority/council officer said *'the issue of connections is a key area for me'*. S/he went on to say it *'seems complicated though. For example, when does the point of connection start? When does the measurement start? It all seems a little confusing'*
- A stakeholder said *'I am quite happy with it all'*
- A business customer representative commented *'I am not sure what the surgeries in package two would achieve'*. S/he would *'also would like to know what a major customer is. I think I am one but under WPD I am probably a nothing'*
- A stakeholder said *'it is probably done on load'* and suggested *'Rolls Royce would be a major customer'*

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

#### Table 1

- An energy/utility company commented *'the 55 day commitment was going to be a challenge. I think it's part of your duty to try to educate the developers about connection timescales and also what they need to do to get connected as quickly as possible, particularly with regard to what equipment is needed. This has to be really early in the engagement process with contractors and developers'*
- A local authority/council officer commented the quarterly surgeries *'are not the right way to approach this because as an organisation we would have to wait a long time before we find out about updates to the network. Perhaps the communication could be more direct'*
- A stakeholder commented *'this does seem appropriate as there is always a little bit of room for improvement'*

#### Table 2

- A stakeholder stated s/he *'was not bothered if a power outage has occurred'* if s/he receives information and an answer to questions from WPD. S/he commented *'customers just want reassurance and contact from WPD so they know what they are doing and when it is going to get done'*. S/he went on to state *'if time frames are known is great but the key is to talk to a person who is an expert and knows what is what'*. Overall s/he pointed out *'communication is good with updates'* and s/he *'does not like silence'*

- An energy/utility company representative said *'connection times are not about the cost element but knowing there is availability, timings and knowing WPD will get it'*. S/he felt *'overall costing is the last factor on the list'*
- An energy/utility company representative commented from a planning point of view, *'if problems on the network arise city councils could help at ground level to support the network'*. S/he said *'in the long term it will be more cost effective for councils and WPD to play a big part the planning process in relation to connections and the network'*. S/he felt *'the future plans of councils are needed to be known by WPD rather than when the planning application has been approved'*. S/he went on to point out *'partnerships are very important for the future, especially in relation to factors such as cost'*
- An energy/utility company representative stated s/he was *'happy to work with WPD and agreed with their plans'*. S/he commented *'discussions do occur needing to be formalised'*. S/he went on to say *'future workshops are welcome'*
- An energy/utility company representative commented on Independent connection companies but was of the view *'WPD provide a good service and are getting it right'*. S/he stated this is why s/he *'will always go with WPD'*
- An energy/utility company representative was of the opinion *'WPD are making things streamlined and are placing confidence in businesses'*. S/he felt this is why they stay with WPD

### Table 3

- A business customer representative was *'pleased the upfront costs had come down'*
- A business customer representative felt *'WPD need to be upfront about the times and length of works'*
- A local authority/council officer observed *'quarterly surgeries would be fine, but how about WPD working with local authorities and other public bodies or even DNOs to hold joint surgeries?'*

### Table 4

- All delegates answered *'yes'*
- An energy/utility company representative complimented WPD on their approach

### Table 5

- No comments were made

### Table 6

- No comments were made

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

#### Table 1

- An energy/utility company representative asked if *'the customer surgeries would include big customers who have a choice over where to build. You need to talk to big developers to better coordinate new electrical provision'*
- An energy/utility company representative commented with engagement *'you have to look at a number of different parties; it's not always the direct customer who is aggrieved. We engage with all sorts of customers and they may have no benefits from the connection when a problem occurs'*

#### Table 2

- An energy/utility company representative commented from a planning point of view, *'if problems on the network arise city councils could help at ground level to support the network'. S/he said 'in the long term it will be more cost effective for councils and WPD to play a big part in the planning process in relation to connections and the network'. S/he felt 'the future plans of councils are needed to be known by WPD rather than when the planning application has been approved'. S/he went on to point out 'partnerships are very important for the future, especially in relation to factors such as cost'*
- A stakeholder was of the view *'it is necessary to know what you can do before you start the planning process and this information should be given through details in the main contract'*

#### Table 3

- The table felt the surgeries should be better advertised

#### Table 4

- No comments were made

#### Table 5

- An energy/utility company representative stated *'do WPD have policies which allow minor basic innovations to be done but more work needs to be done to improve information on what can be done. We have put in a lot of money and time to find out DNOs reply with "we don't do that, stop bothering us"!''*

#### Table 6

- A local authority/council officer said it *'seems the onus is on us to come to you guys. WPD have explained to us today they would be happy to come and talk to people, but this does not come across'*
- A business customer representative was of the opinion *'people do not necessarily want it quicker. Just at an appropriate time for them'*



- An energy/utility company representative stated it is in *'WPD's interest to get people paid up early, safe in the knowledge WPD will get it done when they need it'*
- A business customer representative queried *'whether or not there is a target for quotations'*

## 7.4. Any other comments?

### Table 1

- A stakeholder stated *'there was confusion over what high voltage was as Ofgem are currently trying to push the voltage levels up'. S/he went on to question 'when it changes, how are you going to control the process? How are you going to quantify this and manage it?'*
- An energy/utility company representative stated they were *'constantly reviewing their communication approach'*
- A stakeholder stated s/he *'would like to be more involved in WPD's engagement processes'*

### Table 2

- A stakeholder commented on the *'very good experience'* s/he has of how power cuts are dealt with. S/he went onto comment on his / her experience of ringing the network and *'the good level of help and signposting received'*. S/he went on to point out *'in the past getting a new connection set up was very problematic and difficult to deal with'*. S/he stated *'this was because the customer has to fill out forms and were unable to speak to a person'*. S/he compared the past to today's service and stated *'now contact is brilliant and it is easy to set up a new connection'*

### Table 5

- An energy/utility company representative was of the opinion *'many DNOs have said "go away" to people trying to connect generation'*
- An energy/utility company representative said *'we would like to have our engineers recognised on your network so we can finalise connections.'* S/he further added *'some of them are already contracted out to you but don't have the accreditation to do it'*

## 8. Surgeries on Specific Topics

### 8.1. Use of system charges

- *'Is there is anything within the incentives that could cause volatility or could they shift?'*
- WPD explained that this is unlikely and that in all its feedback to Ofgem it has tried to avoid incentives that are unpredictable.
- *'In relation to the network innovation competition, how will that play out? And is it the same as LCNF?'*
- WPD explained that it is broadly the same but they have broadened the technology. There is also now only one competition for gas and electricity
- *'Is WPD is going to be holding more stakeholder workshops as this would be valuable?'*
- WPD explained that there are more planned but WPD will have to see how the business plan goes

### 8.2. Connections/DG

- *'The capacity for big connections is a key issue as it seems that WPD is lacking behind the competition as the process seems a bit slower compared to other networks and this is something where you need to take action. This is particularly true with regard to the availability of information. Engagement processes would help WPD understand what the important information is'*
- *'There is a system where you can go online and it tells you about what the connections are but it is based on old information. The system is called Synergy. If you could link up further with Synergy you could improve the system and make it more comprehensive'*
- *'As a local authority we plan where growth will happen but the information we need to do this goes beyond the scope of your business plan. This is really important as we are deciding over the delivery of houses, so want to know what the network plans are. We do have a relationship with WPD but this could be more active on planning issues. This kind of engagement has not been outlined in your business plan'*
- *'Self-determination and self-connection for construction companies is really important for improving efficiencies of connecting to the network. More information could also help us save time and could help WPD save time. It would be helpful if we could be authorised to carry out works on your system without needing permission and the current system is too slow. Again, this could just be the case of providing more information'*
- *'WPD could talk about major connections in the business plan. It is really difficult to know what the costs are and where you can go to get more information'*

- Commercial generators have to secure the works they trigger as part of generation and this used to be done on a one-by-one basis but now because there is a greater number of users this system does not work. This has caused a huge cost on the industry. There is a new system where DNOs can prioritise only on the most risky generator systems. The DNOs are benefiting from this improvement significantly but they have not passed on the benefits. What are you going to do about this? This is easy to fix and customers would be delighted. It would make WPD look really good but this issue needs someone to lead on it. The risks can be passed on to the customer and there is only a small chance of there ever being a problem. You have to show the will'

### 8.3. Low Carbon innovation scenarios (and innovative connection agreements)

- 'WPD do not have a call centre like suppliers so where do they get the information from?'
- The WPD explained this
- *'What is the definition of a heat pump?'*
- This was explained by the WPD expert
- *'Are they being rolled out in domestic properties?'*
- WPD said 'yes'
- *'What type of load would a domestic heat pump be able to take?'*
- WPD explained the limits

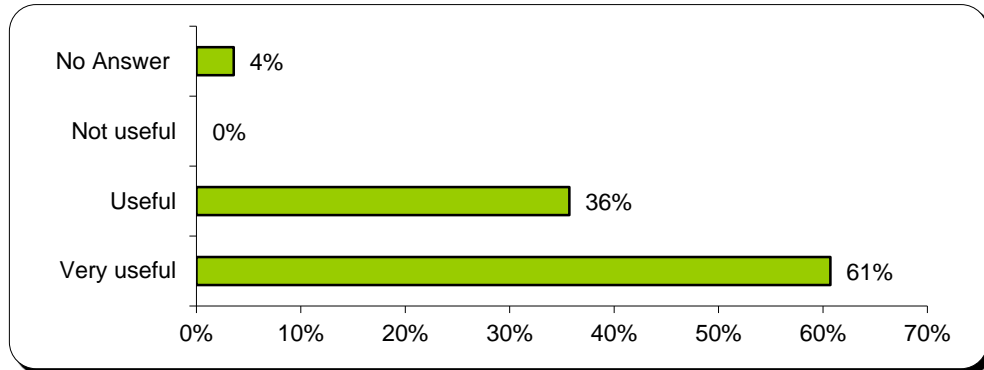
### 8.4. Social Obligations

- *'Can people phone WPD to find out if they are registered?'*
- WPD answered 'yes' but it goes by the meter and this doesn't change when a person moves house
- 'You have already said that digital phones don't work; will you have people knocking on doors?'
- WPD stated 'yes' if we have the Red Cross on site
- *'Contacting people every two years is a difficult task: will you have a full-time team involved?'*
- WPD answered that it will be a dedicated team, which is already part of our call centre set-up
- *'Who is going to hold the central data for the register?'*
- *'Hospitals and care homes: are there any developments with those?'*

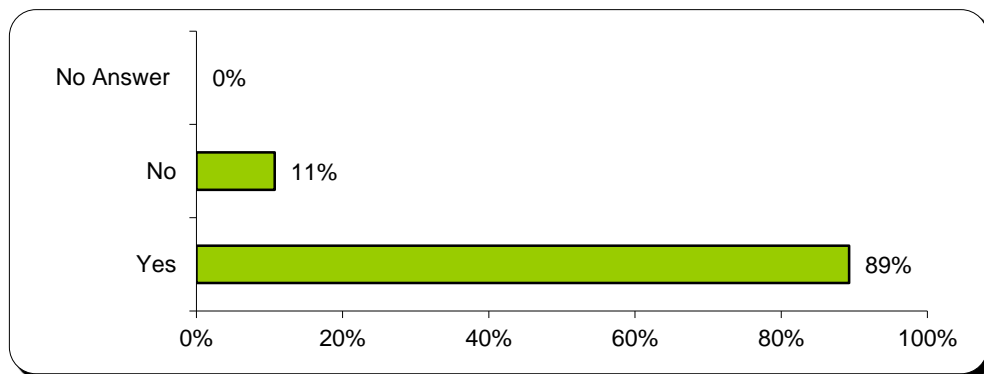
- WPD commented they will proactively contact hospitals in case of a power cut. We should explicitly put out what we do for hospitals and care homes

## 9. Stakeholder feedback

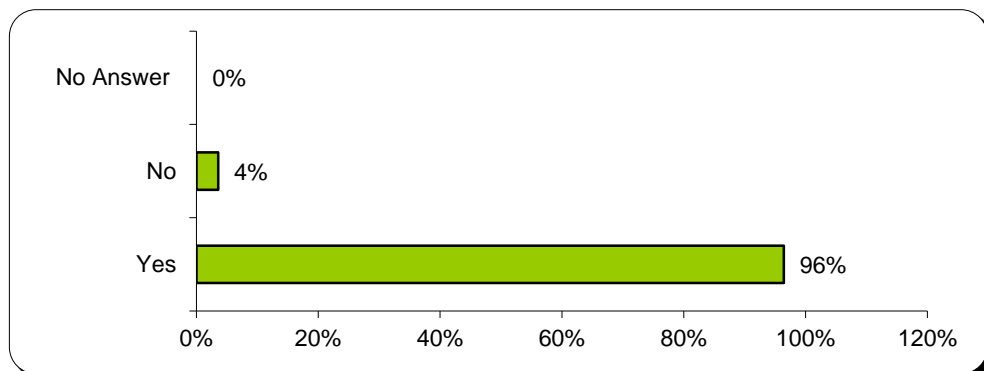
### 9.1. Q1. Did you find the workshops useful?



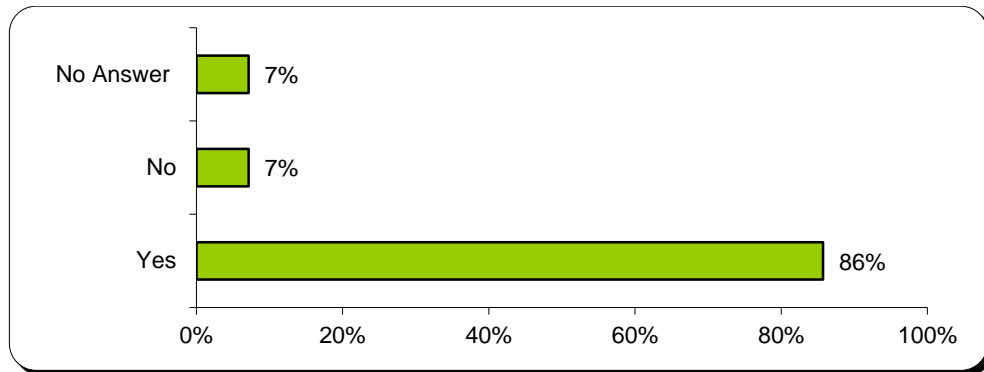
### 9.2. Q2. Was the venue conveniently located for you?



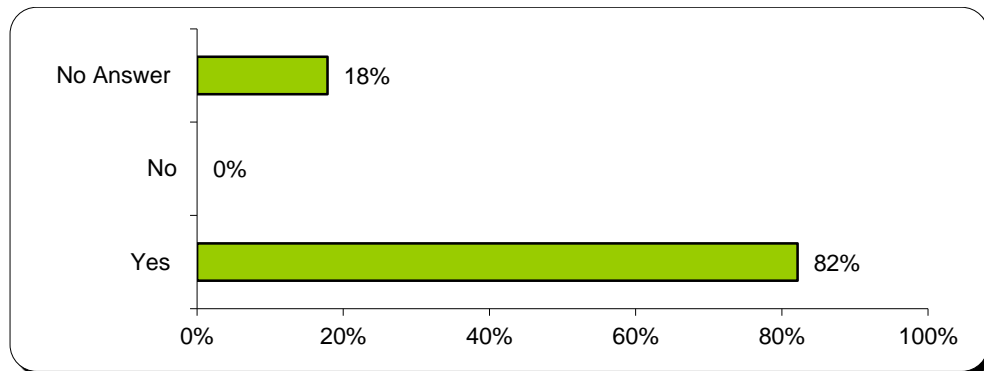
### 9.3. Q3. Did we provide enough information at the workshop?



#### 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:

- *'Nicely structured and good to be able to vote'*
- *'Very informative-good format-good engagement'*
- *'WPD have listened to other stakeholders' meetings'*
- *'As a new person joining the electricity world I found this workshop very informative'*
- *'Gave an insight into what's been considered within plans. Good to meet individuals involved on plans, etc'*
- *'Useful to get a better idea of what WPD does. Also a good chance to rethink with others from various organisations'*
- *'Increased understanding of company and your objectives'*
- *'Very useful to understand how WPD are developing their business plan'*

- *'I find the workshops very insightful and would recommend it is continued as part of monitoring the Business Plan'*
- *'Lots of information available prior to the event and during. Alex and Simon were knowledgeable and gave overview of certain points'*
- *'More info on LCT hotspots may be beneficial'*
- *'It was difficult to vote intelligently with the amount of information provided'*
- *'Particularly liked the clarity of the workshop info. Intro session was difficult to follow in the slide pack'*
- *'Workshops were very short'*
- *'Workshops could have been longer but I felt overall there was suitable opportunity to give feedback and facilitators were good'*
- *'Right topics covered. More on charging could have been beneficial, that said this was included in optional surgeries in the afternoon'*
- *'Good focus on topics'*
- *'Very concise and informative'*
- *'Thank you for the chance to input'*
- *'Very good event. The table arrangement worked well. Our table was mainly customers and it would have been helpful to have some non-customers in order to get a broader view'*