

Stakeholder workshop report: Exeter

24th April 2013



1. Contents

1.	Contents.....	2
2.	Introduction	4
2.1.	Date and location	4
2.2.	Attendees:.....	4
3.	Executive summary	8
3.1.	Feedback from participants	8
3.2.	Topics for discussion	8
3.3.	Summary of outcomes.....	8
4.	Network Reliability	10
4.1.	Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs?	10
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?.....	14
4.4.	Any other comments?.....	17
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?.....	35
6.4.	Any other comments?.....	40
7.	Connections	42
7.1.	Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs?	42
7.2.	Q2. Do you agree with WPD's approach? Do you agree with their proposed outputs?	43
7.3.	Q3. Are there any areas where you want WPD to go further or do less?.....	45
7.4.	Any other comments?.....	49
8.	Surgeries on Specific Topics.....	51
8.1.	Q1. Use of system charges?	51

8.2.	Q2. Connections/DG?	51
8.3.	Q3. Low Carbon innovation scenarios (and innovative connection agreements)?	52
8.4.	Q4.Social Obligations.....	53
9.	Stakeholder feedback.....	54
9.1.	Q1. Did you find the workshops useful?	54
9.2.	Q2. Was the venue conveniently located for you?	54
9.3.	Q3. Did we provide enough information at the workshop?	54
9.4.	Q4. Did you feel you had sufficient opportunity to express and discuss your views today?.....	55
9.5.	Q5. Did you feel we covered the right topics?	55
9.6.	Written feedback.....	55

2. Introduction

2.1. Date and location

The stakeholder workshop took place on 24th April 2013 at Exeter Racecourse, Kennford, Exeter, Devon EX6 7XS

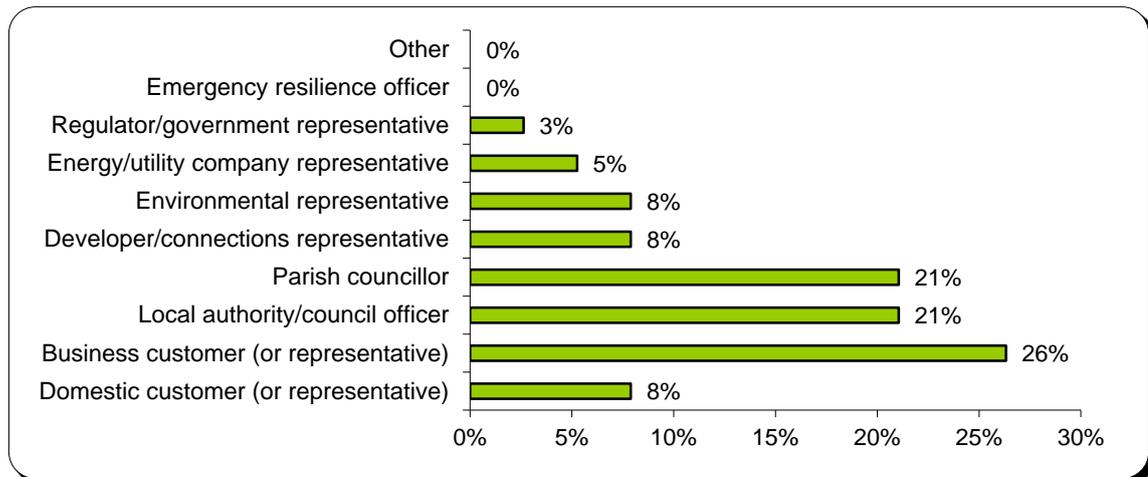
2.2. Attendees:

39 stakeholders attended the Exeter workshop. The details of all attendees are shown below:

- Andrew Ashcroft - Assistant Director, Hereford Council
- Cllr Anne Hillier - Councillor, Wellington Without Parish Council
- Bob Patten - Clerk, Morchard Bishop Parish Council
- Brian Reed - Customer
- Chris Woodruff - AONB Manager, East Devon AONB Partnership
- Daniel Piper - Connecting Devon and Somerset Senior Project Manager, BT Group
- David Skelton - Councillor, South Hill Parish Council
- Douglas Cheung - Smart Grid Design Engineer-Project Manager, Hitachi Europe Ltd
- Elisia Bott - Convergence Policy Officer, Economic Development Service, Cornwall Council
- Emma Dennis - Conservation Advisor-Landscape, Exmoor National Park Authority
- Fred Brauer - Business Consultant & Account Manager, MET Office
- Gwilym Wren - Senior Advisor, South West, Natural England
- Hanbridge - NGA Supervisor, Carillion
- Hiroyuki Kishira - Senior Advisor, Hitachi Europe Ltd
- James Paxman - Chief Executive, Dartmoor Preservation Association
- James Brown - Chairman, Meshaw Parish Meeting
- Janet Royston - Director, JanetGowns
- Jo Rumble - Communities Officer, Dartmoor Preservation Association
- John Short - Chairman, Burrington Parish Council

- John Binding - SPM Openreach, BT Group
- Ken Humphreys - District Engineer (retired), Southern Electricity
- Ken Hayward - Portfolio Holder for Environmental Health, Taunton Deane Borough Council
- Cllr Liz Foxwell - Councillor, Kingsteignton Town Council
- Louise Palmer - Project Manager Devon and Somerset, Openreach
- Mayes - Customer
- Mike Kirby - Chairman, Kennerleigh Parish Meeting
- Nick Richardson - Director, Solar Securities
- Cllr Pauline Bloomfield - Town Mayor, Dawlish Town Council
- Pete Ashton - Vice-Chair National Policy, Federation of Small Business
- Peter Josey - Customer
- Peter Hearn - Planning Officer, Plymouth City Council
- Ralph Retallack - CESP Project Manager, Coastline Housing Ltd
- Richard Pomroy - Commercial Manager, Wales & West Utilities
- S Hannaford - Senior Project Manager-Devon & Somerset, Openreach
- Cllr Sarah Gillbard - Parish Councillor, Morchard Bishop Parish Council
- Steve Salter - Regional Operations Manager, Viridor
- Steve Barwis - Senior Project Manager-Devon, Somerset, Dorset, Hampshire and Wiltshire, Openreach
- Cllr Sue Marshall - Councillor, Wellington Without Parish Council
- Wayne Hitching - Project Manager NGA (South West)

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
- Phil Bale - Innovation & Low Carbon Networks Engineer
- Steve Gough - Innovation & Low Carbon Networks Engineer
- Paul Elsen - Distribution Manager, Exeter & Torquay
- Keith Ferguson – Distribution Manager
- Edward Waugh - Distribution Manager, Plymouth

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)
- Siobhan Lavelle – Senior Consultant (Workshop Facilitator)
- Laura Edwards - Account Executive (scribe)

- Alex Coleman - Account Executive (scribe)
- Robert De Angeli - Account Executive (scribe)
- Chris Brown – Senior Consultant (scribe)
- Nick Carthew – Senior Consultant (scribe)
- Emma Heesom – Senior Consultant (scribe)

3. Executive summary

3.1. Feedback from participants

- All stakeholders who left comments said that they found the workshop to be either *'useful'* or *'very useful'*
- The majority of attendees stated that they had been provided with enough information and all stated that they had sufficient opportunity to express and discuss their views
- There was praise for the format of the workshops, particularly the round table discussions

3.2. Topics for discussion

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

3.3. Summary of outcomes

- Stakeholders generally felt that the information presented at the event was clear and easy to understand
- Well over 90% were of the view that WPD's proposals to improve network performance and to enhance resilience to severe weather are appropriate
- A number of stakeholders expressed concern about the possible impact of new housing developments and the need to ensure that all substations are resilient to flooding
- 40% of stakeholders were of the view that WPD's proposals for a 20% reduction in the number of power cuts experienced by worst served customers are appropriate; although almost one third were of the view that the company should go further in this area
- The vast majority of stakeholders were in agreement with WPD's overall packages on innovation and the environment, although a significant proportion identified measures to facilitate increased volumes of low carbon technologies as the area where they believe WPD should go further than proposed in its business plan
- Over 40% of stakeholders highlighted WPD's proposals to underground 40km of overhead lines in AONB's as one network environmental impact where the company's proposals do not go far enough

- A similar proportion stated that the company should do more to reduce the amount of waste sent to landfill
- There was overwhelming support for the overall packages for customer service and communication. No one present disagreed with these proposals
- WPD was commended for its approach to customer service. The point was also made by a number of stakeholders that they could see how previous stakeholder workshops had helped to shape the proposals presented on the day
- There was considerable support for all of the packages proposed to improve levels of service for new connections; although over half of stakeholders present identified the output relating to improving the overall time to deliver a connection as the area where WPD should 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 parish councillor made the point *'local planning authorities are going to be charging the CIL'*. S/he asked *'what contribution are WPD getting out of it?'*
- A parish councillor enquired about the marginal cost for upgrading the larger substations because s/he *'would imagine that most of the cost of replacing equipment is not the equipment itself but actually getting there to do it'*
- An environmental representative said s/he presumed *'we are talking about the power cuts related to WPD's systems failing rather than the power generation failing'*

Table 2

- The table broadly agreed the information provided was sufficient

Table 3

- There was general agreement the information given was adequate to sufficiently understand WPD's plans
- An environmental representative asked about Ofgem's targets and how it measures and rates the DNOs
- An environmental representative enquired about *'whether the targets take into account the additional service areas WPD now has'*
- A parish councillor asked for *'further details on the process of tree clearance'*
- A regulator/government representative asked whether the tree clearance was *'around big pylons or the smaller poles'*

Table 4

- A domestic customer representative held the view *'yes, it was understandable. However, I am interested in how you are defining a power cut. For me, a power cut is when the power is cut off for any length of time. I am very interested in your definition of a power cut'*
- An energy/utility company representative stated that the shorter power outages are *'accounted as another thing. They aren't just dismissed'*

Table 5

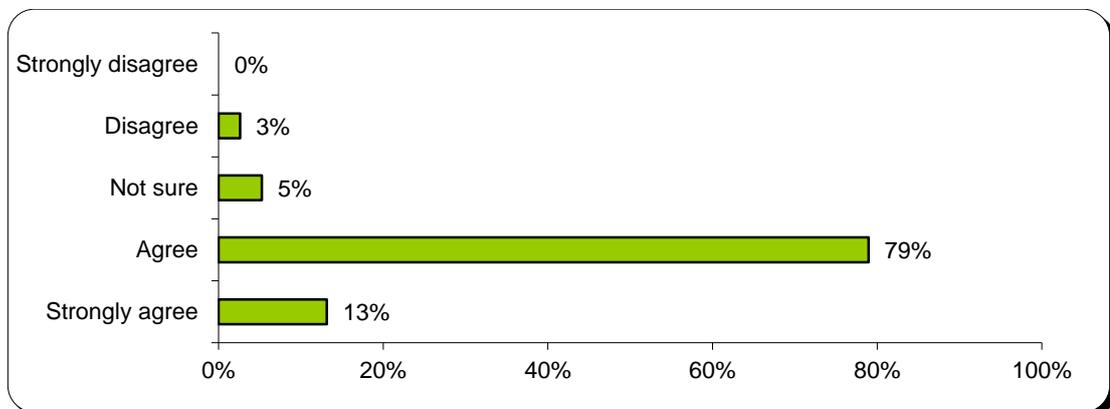
- An environmental representative asked *'in relation to the duration of a power cut, is WPD vulnerable to exceptional severe weather events?'*
- A business customer representative asked if *'climate projections are taken into account in the plan?'*
- A business customer representative asked *'how many major substations are there in total?'*
- A parish councillor asked *'how do WPD physically protect the substations?'*

Table 6

- The table agreed the amount of information given allowed them to sufficiently understand WPD's plans
- A parish councillor asked if the average figures used were accurate. S/he also said *'do they account for different areas, and the problems experienced in my area?'*

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

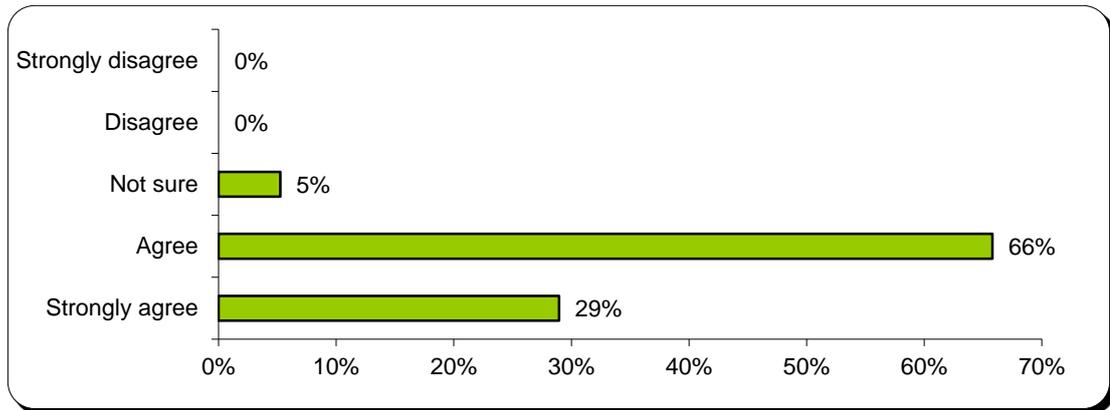


Table 1

- A business customer representative commented the output from package one *'is more or less what we asked for back in November'*

Table 2

- A parish councillor commented the target seemed *'quite reasonable'* in relation to power cut reduction targets
- A parish councillor discussed reconnections within an hour and commented that during a recent 24-hour power outage in his / her village *'WPD provided a generator, which enabled hot meals for the elderly and the proposal presented today is fair'*
- A developer/connections representative said *'a long-term strategic programme on resilience tree clearing is essential as a major storm and tree issues can impact the skilled teams available to undertake other planned work'*. S/he gave an example of where *'recent storms impacted upon planned broadband work. This resulted in severe delays as skilled workers were diverted onto emergency work as a result of tree damage'*
- A local authority/council officer said *'the targets in relation to resilience tree clearance seemed appropriate'*
- A parish councillor said *'the work around substations is essential'*
- A business customer representative commented, *'in relation to the resilience of battery life in the event of major incidents, these proposals are vital'*

Table 3

- An energy/utility company representative stated s/he thinks *'the batteries should only be replaced at the end of their service life'*

- An energy/utility company representative added *'it's an appropriate target but it needs clarification. WPD need to make sure it is not replacing new batteries'*
- A local authority/council representative was of the view *'it seems Ofgem are telling WPD what to do, so there is not very much need to consult'*
- A parish councillor commented that the level of improvement proposed is *'familiar territory'* and WPD are *'moving forward and making it better'*. S/he added *'it is good evolution'* as WPD have to balance the cost with the improvement and it *'looks as though WPD are doing this by setting realistic numbers'*
- A parish councillor felt the 20% improvement in worst served customers *'is fairly ambitious'*, especially when you start to look at the high costs for *'a relatively small benefit'*
- A local authority/council representative commented in terms of severe weather there seems to be more flooding now and s/he can see this is *'an important thing to be doing'*
- A local authority/council representative said s/he felt *'protecting substations from flooding is a pretty fundamental thing to do. It is only going to get worse in the future'*
- A regulator/government representative stated s/he *'was not too sure about what should be done in the area of flood protection'*. S/he also felt it is about *'where new development goes and this is down to the planning situation'*

Table 4

- A local authority/council officer held the opinion *'WPD is going to longer plans, from five years to eight. Will WPD be reactive enough?'*
- A domestic customer representative made the point *'it is moving in the right direction for worst served customers'*. S/he went on to say that because of the cost *'people will not vote for it if they are not being affected by it'*
- A local authority/council officer commented *'they say flooding is going to happen more so it's a good target'*
- A local authority/council officer asked *'if there is a new development would you make sure this is protected?'*
- An energy/utility company representative queried *'are you doing anything on replacing contact circuits?'*

Table 5

- An environmental representative was annoyed WPD *'do not count or record power cuts which are under three minutes long'*. S/he felt they are irritating as s/he suffers from them *'a lot'*

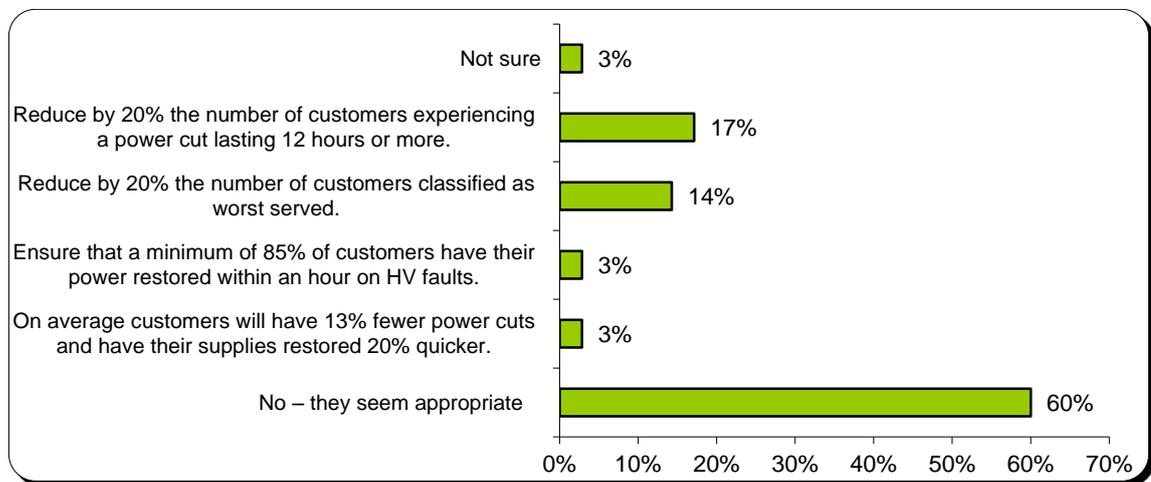
- An environmental representative agreed and pointed out *'devices in homes are reset in times of a power cut even if it is a second long'*

Table 6

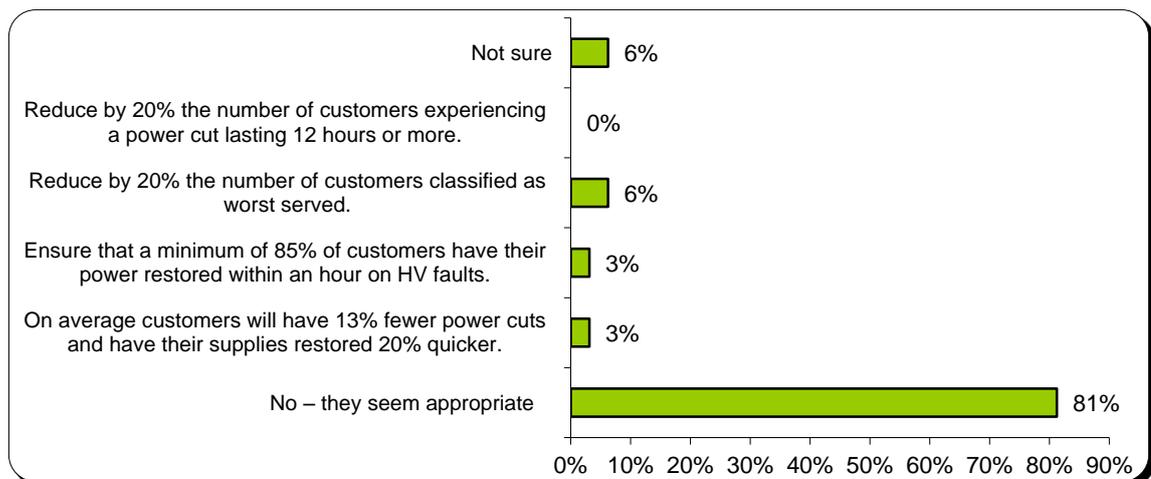
- A business customer representative suggested there is a *'universal obligation to support others'*
- A business customer representative was of the view any loss of power *'is a big cost for business'*

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

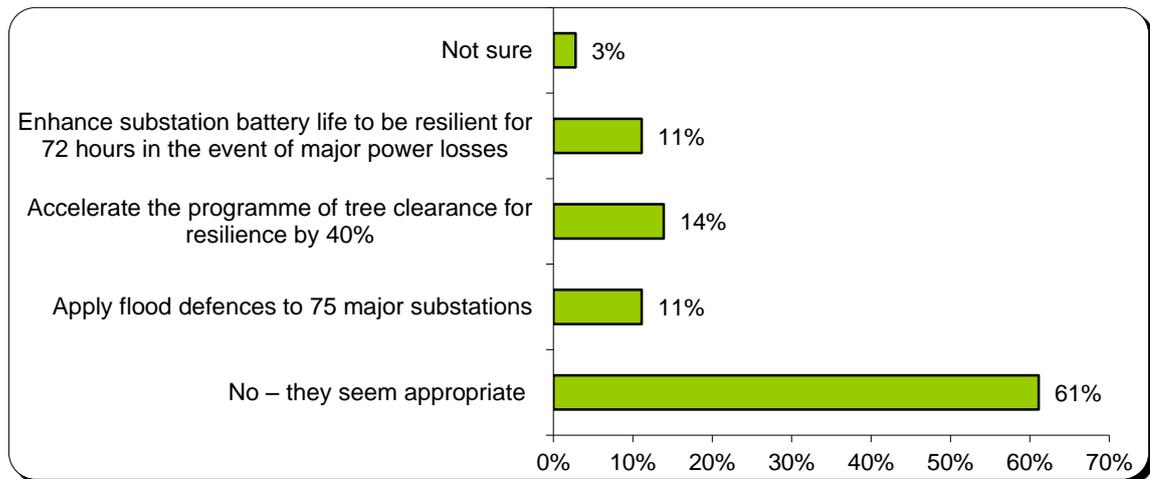
Improving network performance: Is there one output you feel strongly WPD should do more than proposed?



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?

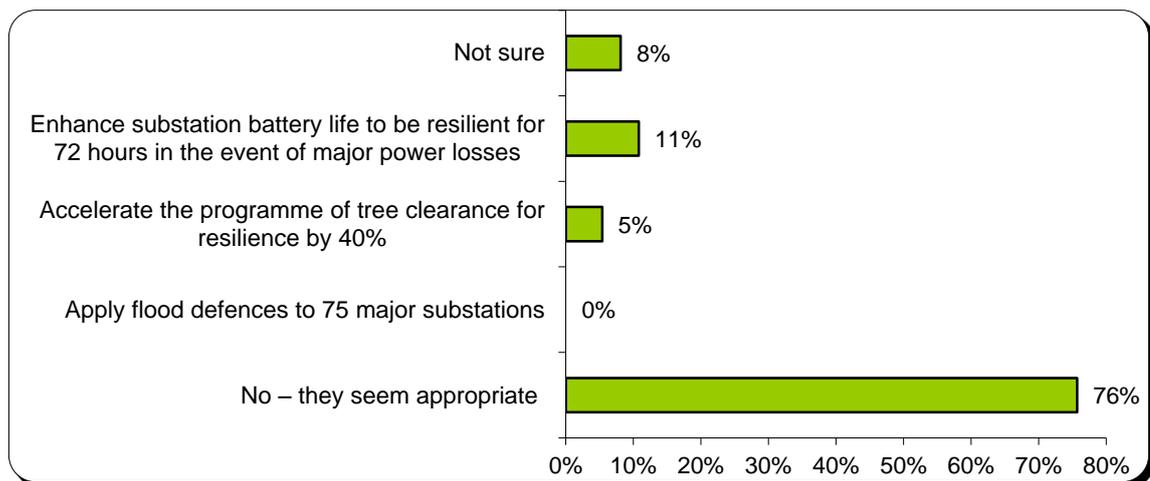


Table 1

- A parish councillor was of the view *'there are clearly businesses that need to be kept on line at all times; hospitals, for example'*
- A local authority/council officer representative suggested WPD change the wording of point one, package one from *'customers will have 13% fewer power cuts'* to *'customers will experience 13% fewer power cuts'*. A business customer representative said *'back in November I suggested to Western Power it might be worth its while to approach the EU to help fund its plans to reach its worst served customers'*

Table 2

- No comments were made

Table 3

- A regulator/government representative commented s/he felt WPD should be *'looking to get rid of the steel towers'*
- An environmental representative was of the view *'when trees are being felled, there needs to be more explanation about what is being done'*
- A parish councillor agreed with the environmental representative and added *'explaining why it is being done is a very important message'*

Table 4

- An environmental representative commented *'with trees its best to have a tree survey to understand the more significant trees'*

Table 5

- A domestic customer representative was of the view *'the older generation need to be considered more in relation to communication methods'*. S/he said *'all too often customers are being told to refer to websites but the elderly do not understand how to use the internet or may not even be aware of its existence'*. S/he felt *'overall the information being given to the elderly is causing unhappiness'*
- A local authority/council officer commented s/he would like to see *'new substation plans in new build areas being mentioned in the business plan'*

Table 6

- A parish councillor said tree clearance is an issue. S/he appreciated the work needed to be done but was adamant *'planning rules and regulations should be followed properly'*
- A domestic customer representative made the point *'in rural areas the trees wearing the cables is an issue. I would like to see more done to tackle this problem'*
- A parish councillor commented Devon County Council does its tree clearance every three years and *'maybe WPD should think about this as a target'*
- A parish councillor wondered if there should not be a different phrase used for tree clearance because WPD *'are not removing trees. It is mostly trimming them and this needs explaining more carefully'*
- A domestic customer representative was of the opinion *'the contractors doing the tree cutting are not cutting in the right areas. Better training and more time was needed to make sure the contractors are chopping back in the correct places'*. S/he went on to say *'work should be done more sympathetically too'*
- A business customer representative felt that probably more should be done because *'power outages do cause problems and WPD do need to improve reliability'*
- A business customer representative suggested WPD should only ensure reliability up to the point where doing any more does not become cost effective

4.4. Any other comments?

Table 1

- A business customer representative stated his / her organisation represents *'7,000 members in this area'*

Table 2

- A parish councillor commented *'there had been a small solar farm come on-grid locally, resulting in an increase in power cuts and I want to know if this is causing capacity issues'*
- A parish councillor commented s/he felt *'a reliance on technology in homes and small businesses means power cuts are far more inconvenient than they were historically'*
- A parish councillor commented *'they pay their green levy locally but have no say on what it is used for. In AONBs they want a say over wind and solar farms'*
- A parish councillor asked *'why are some of WPD's substations located in areas at risk of flooding in the first place?'*

Table 3

- A local authority/council representative thought *'the definition of a power cut is very important, as it really depends how long the power cuts are'*

Table 4

- A local authority/council officer representative stated s/he was a *'worst served customer'*

Table 5

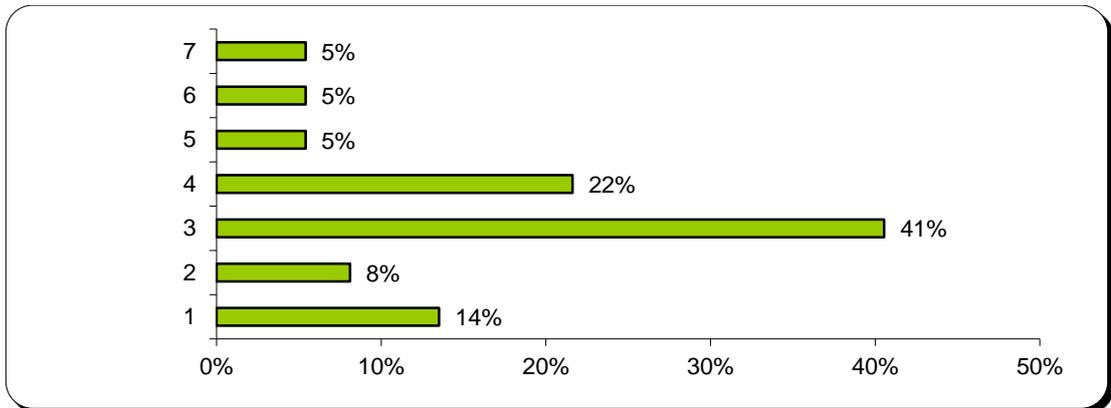
- A domestic customer representative commented *'substations are well protected from what I have seen'*
- A domestic customer representative said *'the biggest foreseeable problem WPD is facing is the attempt to carry generations forward and satisfy them'*

Table 6

- A business customer representative said resetting heating and security systems can be a real issue because *'even a short power cut can cause lots of knock-on issues for us and sometimes this is not recognised by WPD'*
- A domestic customer representative said in his / her area they used to have lots of power cuts, but it is improving. S/he added the *'communication is now good if it does go off'*

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 environmental representative asked if solar parks and wind farms need to be placed close to substations to be economically viable
- An energy/utility company representative answered *'yes they do. These sites are relatively rare though'*
- A business customer representative asked if WPD had *'any idea of what the demand from the public for the undergrounding will be?'*
- A parish councillor commented *'in my neck of the woods, it would be met with overwhelming antipathy. The wooden poles are less intrusive'*

Table 2

- The group confirmed they were happy with the information provided

Table 3

- A local authority/council representative asked if there was *'an issue with providing capacity on the network as well as providing a response'*
- A regulator/government representative said *'what impact will these new technologies have on the network?'*
- A regulator/government representative enquired as to whether a *'customer putting in a new heat pump would need to get permission from WPD first'*
- A parish councillor commented *'we have applications for industrial scale wind turbines in our parish. Will we need new cables to cope with it all?'*

Table 4

- An environmental representative said *'I'm interested in the LCT hotspots. How are they being decided on?'*
- An environmental representative asked *'why are national parks not mentioned specifically in point seven?'*
- An environmental representative asked *'are there opportunities to link with other organisations on the issue of undergrounding? Like BT for example'*

- A domestic customer representative wished to know if *'there are any other provisions for undergrounding in areas outside the AONBs'*

Table 5

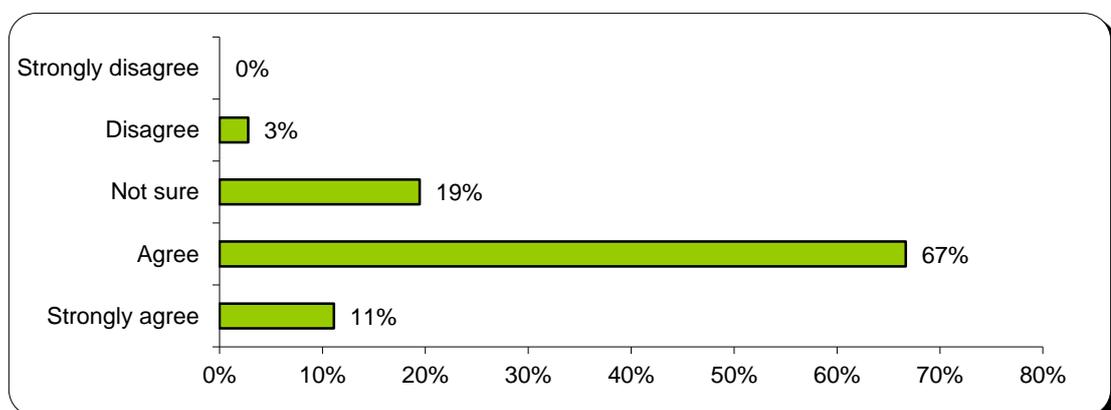
- An environmental representative asked *'what is the probability of achieving the DECC production targets?'*
- An environmental representative asked *'does WPD have a more sceptical view?'*
- An environmental representative felt *'it is facetious to argue it is the major priority for WPD'* as s/he was of the view *'it is a major side issue'*

Table 6

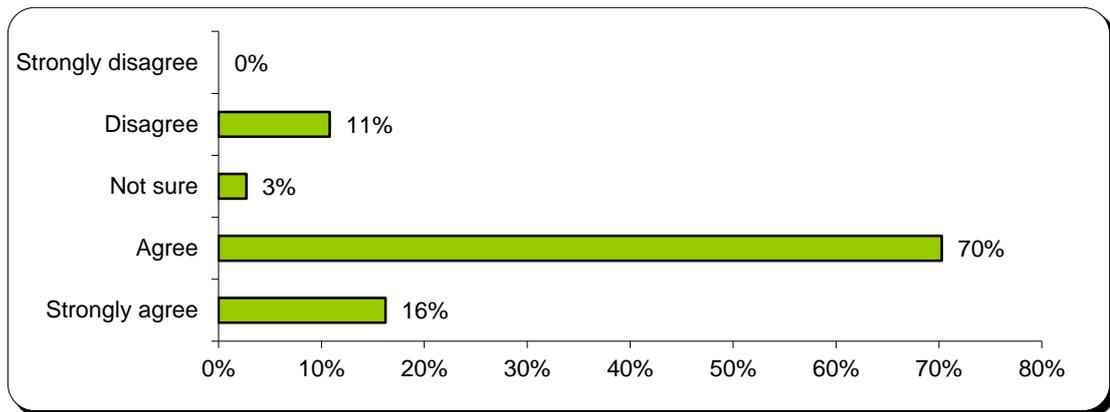
- A domestic customer representative asked WPD to clarify if the undergrounding figures were a net figure or not
- A business customer representative asked *'why am I unable to attach fibre optics to poles used by WPD?'* S/he went on to say *'it is currently cheaper to erect another pole than it is to attach a fibre optic cable to a pole WPD already use'*
- A parish councillor said WPD and the business customer representative *'need to talk urgently as this is an issue in our parish'*
- A domestic customer representative queried *'what effect does the increase in demand have on the quality of supply. Is it a problem?'* S/he also asked *'does the amount of PV generation and the impact of connecting those supplies into the grid cause problems?'*
- A parish councillor said it needed to be made clearer that the above-ground cabling in AONBs actually are poles, and not the large metal structures/pylons most people would think of

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

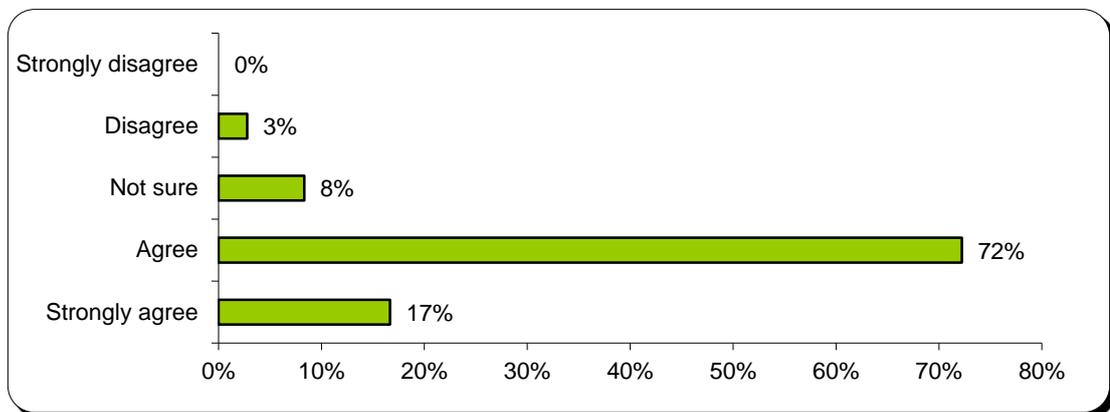


Table 1

- An energy/utility company representative said his / her organisation has '*moaned at WPD about how long it takes someone to get access to LCTs*'
- An energy/utility company representative was of the opinion '*there is a big difference between the two major forms, wind and solar. Wind generators are more profitable. There is much less money to be made through PV because the Government slashed tariffs in 2011*'
- An environmental representative was of the view '*because WPD cover a lot of AONBs in its patch, the undergrounding programme is not particularly ambitious*'. However, s/he did say the wooden poles '*are not intrusive though*'
- An energy/utility company representative was of the opinion that the cost of undergrounding in AONBs is marginal but thinks '*it is more a question of time management and can WPD be bothered to do it*'
- An energy/utility company representative said '*if WPD is only doing one view a year for eight years, how does it pick which ones to do?*'

- A parish councillor made the point *'there is an added cost in digging holes to fix the underground cables. We have got to think about this cost before we make a justified choice'*
- A business customer representative was of the opinion the reduction of 5% of landfill is *'not very much'*
- An energy/utility company representative commented s/he *'enjoyed the fact the speaker mentioned WPD had bought cheaper vans which happened to have lower emissions. However, there are better ways of lowering emissions. Limiting to 50 mph for example'*
- A business customer representative made the point the Fiat Doblo *'is likely to be less reliable than the Ford'*

Table 2

- An energy/utility company representative said, with regard to LCT hotspots the options are *'do nothing and wait and see what happens or do something and this seems about as far as you can go. S/he went on to say 'you could possibly spend money that may never be realised.'* S/he continued *'I suggest you do more modelling as I am not sure this is all needed, the South West will have different needs from the East Midlands for solar for example'*
- A local authority/council officer commented *'council officers need to ensure they are aligned with WPD's plans when plotting future trends and hotspots but the plans presented seemed encouraging'*
- A developer/connections representative said his / her business had recently employed new staff to install electric car points in the South West. S/he stated *'I don't see why electric vehicles will not become a high use in the future'*
- An energy/utility company representative questioned the SF6 output suggesting it would *'obliterate any benefits from reducing WPD's vehicle CO2 omissions'*. S/he added, *'as SF6 is such a high greenhouse gas, why not do more?'*

Table 3

- An environmental representative said *'40km over eight years is a realistic target'*

Table 4

- An energy/utility company representative held the view *'to replace an oil-filled cable with an inferior plastic cable is ludicrous. They work a lot better than the new cables'*
- An energy/utility company representative wanted to put on record s/he was *'not for replacing oil-filled cables and using plastic cables as it is unnecessary'*
- A domestic customer representative made the comment *'you have to cut your coat depending on the length of your fabric'*

- A regulator/government representative stated *'there are arguments for and against the use of electric cars'*
- A domestic customer representative agreed, saying *'it's not clear-cut. As long as the reliability and efficiency of the vehicles are taken into account then that is ok'*

Table 5

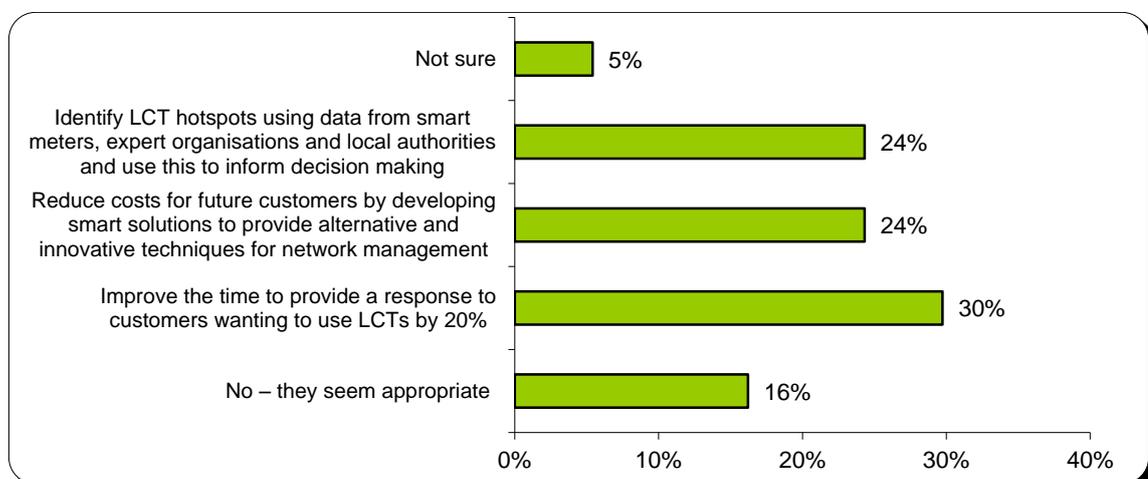
- An environmental representative stated *'it is interesting for the consultation process as a whole if WPD respond to the views of the stakeholders'. S/he pointed out 'the outcome will always vary as it is heavily dependent on the make-up of the room'*
- A parish councillor asked *'how do WPD prioritise where the undergrounding takes place?'*

Table 6

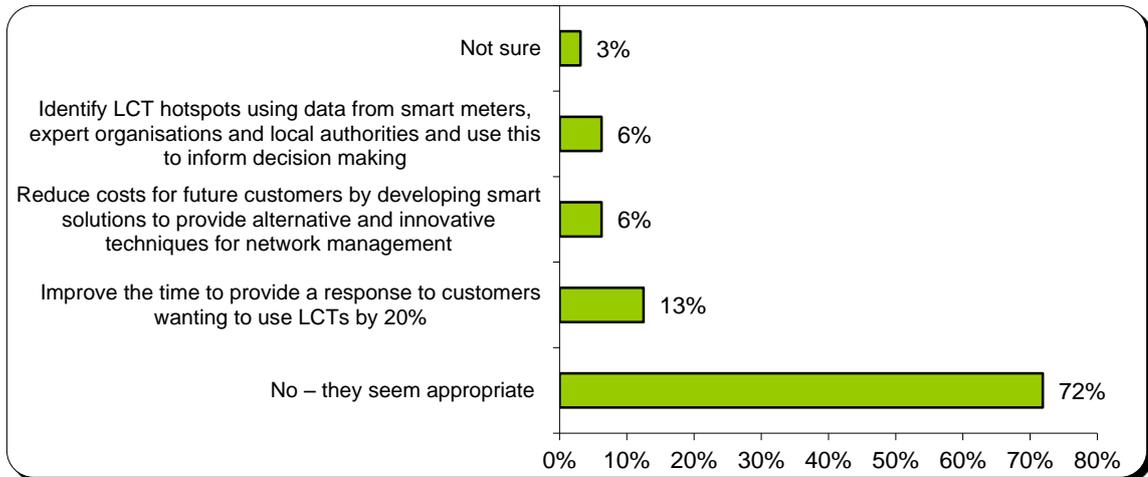
- A business customer representative said with regard to LCTs, it was *'a case of identifying the hotspots and WPD asking people where the expansion is likely to come'*
- A domestic customer representative was of the view *'WPD should be in a position to respond to the demand. If changes occurred during this business review period it could have significant impacts'*
- A business customer representative commented *'80% of waste going to landfill seems surprisingly high'*
- A domestic customer representative said s/he felt *'if the vehicles used by WPD are right for the job then the Fiat Doblos are fine. Do not compromise on the vehicle effectiveness in trying to reach the CO2 emissions target though'*

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

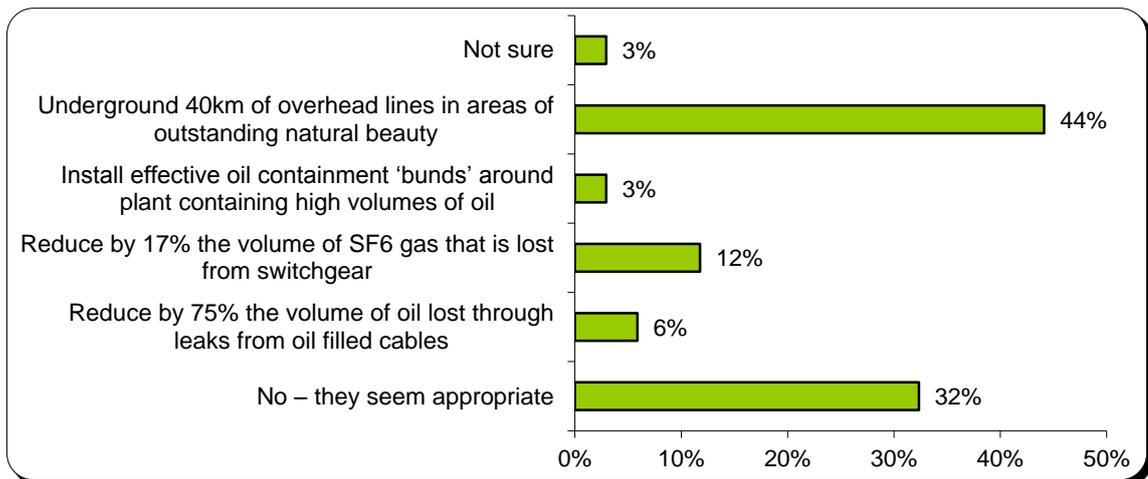
Facilitating increased volumes of LCTs: Is there one output you feel strongly WPD should do more than proposed?



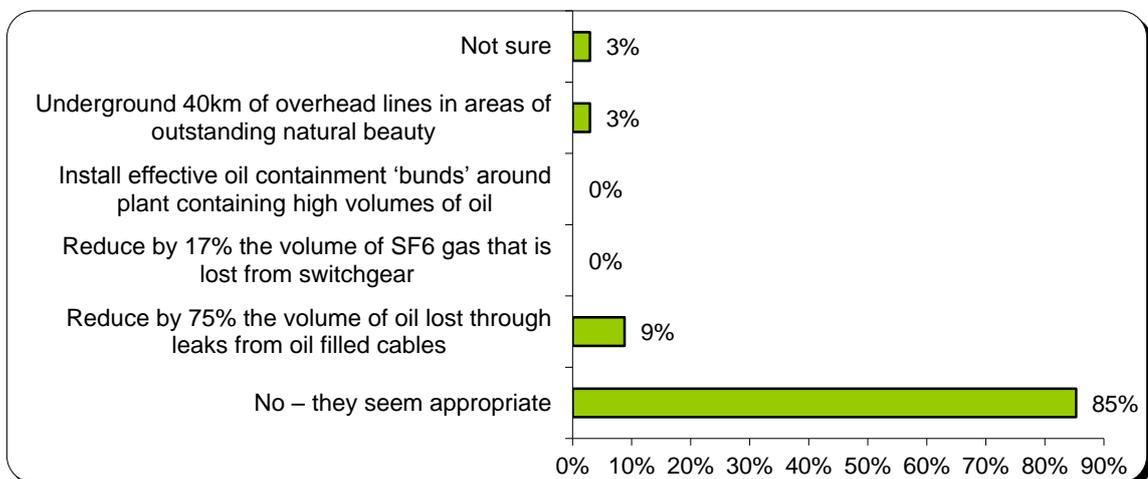
Facilitating increased volumes of LCTs: Is there one output you feel strongly WPD should do less than proposed?



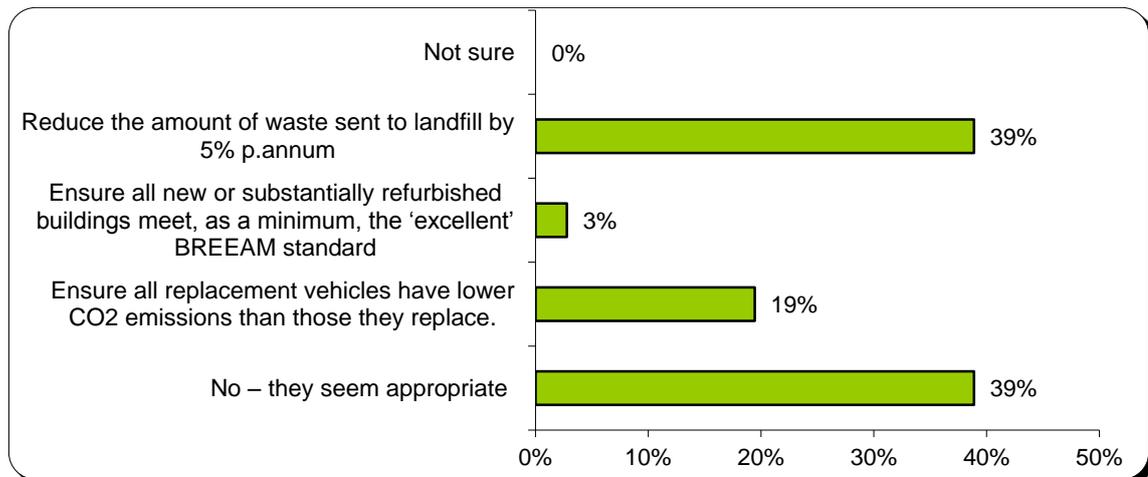
Reducing network environmental impact: Is there one output you feel strongly WPD should do more than proposed?



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?

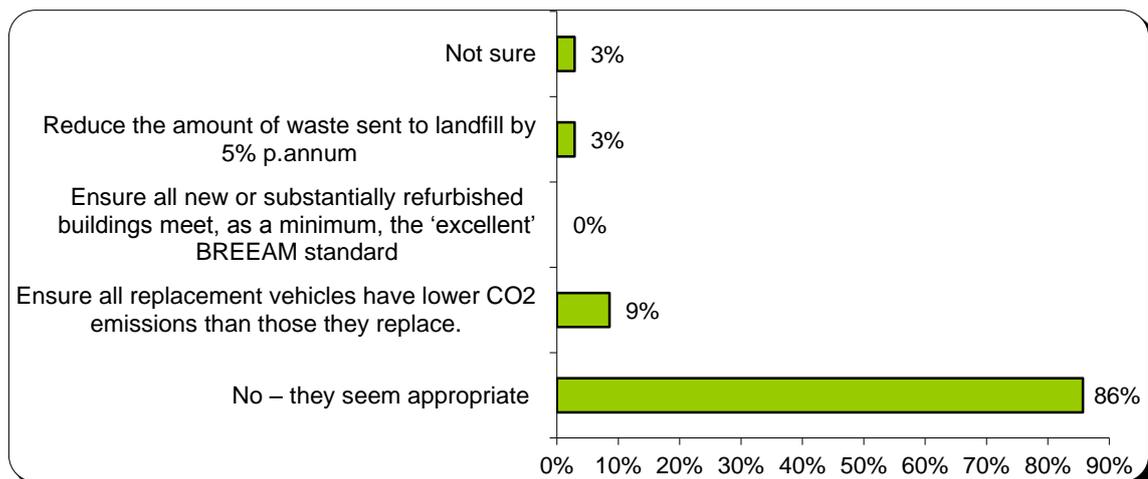


Table 1

- An energy/utility company representative commented the consensus from other workshops s/he had been to was '*spurious connection requests waste DNOs' time and I think very high costs should be put on making such requests to prevent them*'
- A local authority/council officer representative stated '*WPD have a social responsibility to underground in the AONBs. Nobody would expect you to underground all your AONBs. Just in the areas it is appropriate*'
- A business customer representative said '*in most places you do not see the lines but in others you do. It's only in those areas WPD should focus on*'

- A business customer representative argued *'more effort should be made to educate WPD's customers to use less energy. The less energy WPD need to distribute the less infrastructure changes they need to make'*

Table 2

- No comments were made

Table 3

- A local authority/council representative was of the view *'the £132m planned to be spent on innovation is a relatively small amount'*
- A regulator/government representative said s/he thought the undergrounding of overhead cables should be much greater
- An environmental representative was of the view *'too much undergrounding would be quite problematic'. S/he continued 'it is a slow, complicated procedure to carry out and it becomes progressively more difficult'*
- An environmental representative said *'it would be lovely to do undergrounding in other areas outside of AONBs, such as around historic settlements'*
- An environmental representative commented *'the costs of undergrounding can be very variable, depending on where the work is done'*
- An environmental representative stated *'there are also national parks where undergrounding is needed and there will be four or five more in WPD's area in future'*
- An environmental representative asserted *'there is a need to recognise flexibility and there are some very difficult landscapes which would cost more to improve with undergrounding'*

Table 4

- An environmental representative commented on undergrounding stating *'it is an acceptable level but I would like to see more and I think it needs to be more'*
- A local authority/council officer said *'I'm really interested in the LCT hotspots. Is there any way in which you can respond more quickly to new connections'*

Table 5

- An environmental representative said *'what WPD is doing is really good and it is valuable work'. However, s/he went on to say 'I would have liked to have seen WPD invest more in undergrounding and place more of its cables underground. WPD are not doing less than the other DNOs but I am disappointed that the investment is now less than it was at previous workshops'*

Table 6

- A domestic customer representative said *'WPD must keep up the investment. It should even do more on the environmental front if possible'*
- A parish councillor made the point *'disability scooters need places to charge up. I would like to know how WPD will assist in providing charging points in towns and villages for this to happen'*

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

- An energy/utility company representative said his / organisation has a history of building solar parks across the south west and plans to build more over the next few years
- An energy/utility company representative made the point *'DNOs are doing heat maps at the moment highlighting where the interest in the LCTs is. I believe WPD are doing Cornwall at the moment'*
- An energy/utility company representative estimated the cost of the undergrounding in AONBs to be *'roughly £1m per year'*

Table 2

- No comments were made

Table 3

- A parish councillor asked *'whether WPD had a view on the barrage plans in the Severn Estuary'*
- A local authority/council representative commented *'my authority is developing a new Energy from Waste plant and is looking to develop a district heating scheme around it'. S/he said 'I would like to know what WPD's involvement would be with a district housing scheme'*
- An environmental representative commented on *'the problems with new generation capacity following incentives put in by governments'*
- A parish councillor raised his / her concerns about who is responsible for the network impact of new generation being developed because s/he is having *'problems from a new solar PV farm in the area'*

Table 4

- A local authority/council officer believes there is *'a greater demand all round for LCT, it's the demand coming in from business and new housing developments'*
- A regulator/government representative commented *'there is a desire by all companies to share trenches and there are issues, however, with costs'*

- A regulator/government representative further added *'we are working closely with local authorities to supply rural communities with broadband which will use WPD to supply electricity'*

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 parish councillor queried whether the quarterly surgeries were one in each region or one in each region per quarter

Table 2

- A business customer representative questioned if *'the 1.6 second target was for a real person and if was achievable during a major incident'*
- A developer/connections representative asked *'if WPD prioritised the needs of incoming issues and complaints?'*

Table 3

- An energy/utility company representative asked for clarification over what is defined as a complaint rather than just an enquiry
- An environmental representative was of the view *'some of the complaints may not necessarily be WPD issues'*

Table 4

- An energy/utility company representative said *'good, aren't you?'*
- A domestic customer representative added *'I have no idea what the customer service excellence standard is'*
- A domestic customer representative asked *'in one day, does it consist of an actual day or 24 hours?'*

Table 5

- An environmental representative said s/he thought *'WPD operated in a monopoly area'*. S/he went on to ask *'what sort of customer would opt for an independent connector?'*
- An environmental representative asked *'do independent connectors feed off WPD's network?'*
- A business customer representative asked *'if the generation connections are made independently and will they have the ability to possibly upgrade the system?'*

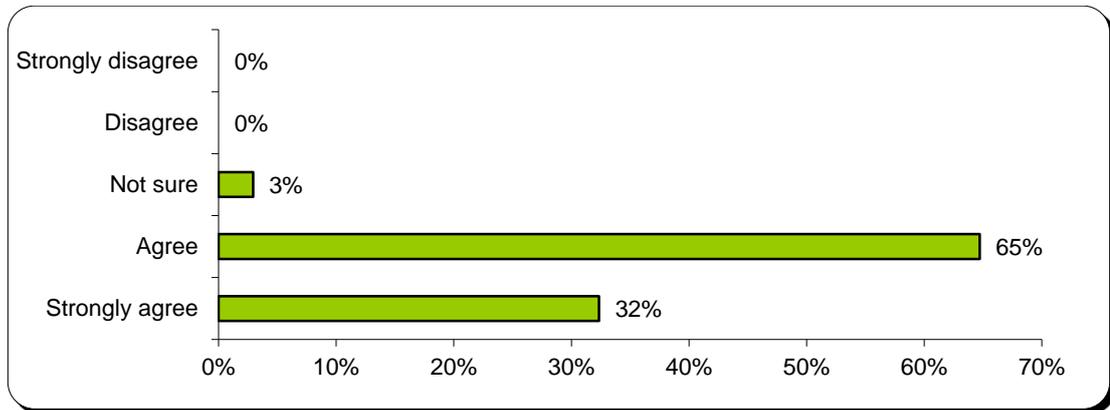
- A domestic customer representative commented *'since I have lived in the WPD area I have not had any reason to complain about anything and therefore I am satisfied with everything so far'*. S/he stated s/he was *'happy to see how black-outs are cut off in periods rather than a massive black-out happening across the region in times of work/maintenance'*
- An environmental representative commented on the 2023 target where a bill will hopefully be reduced by 10%. S/he asked *'shall I expect my bill to go down? No, never'*

Table 6

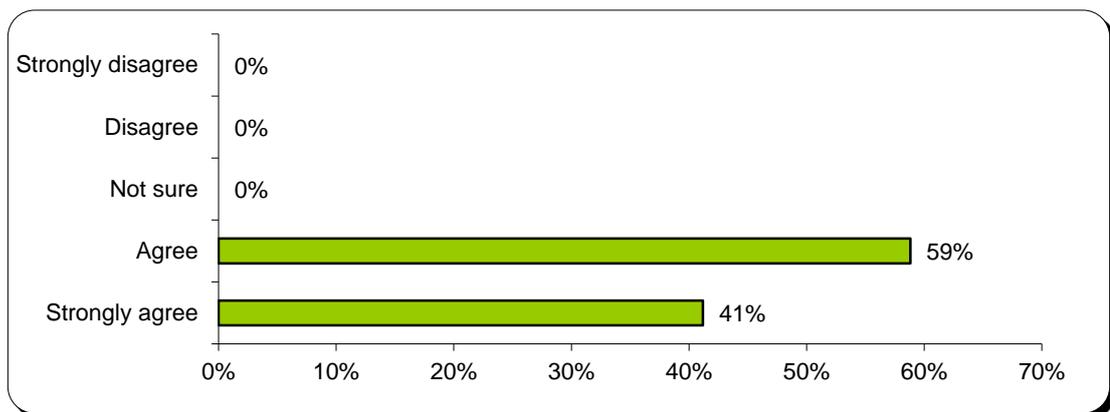
- A domestic customer representative said *'it would be useful to have a breakdown of complaints and what they are'*

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

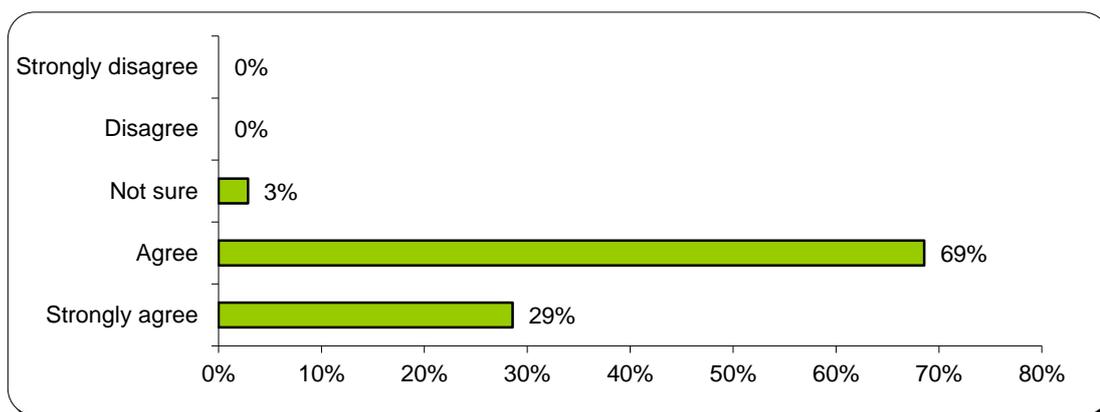


Table 1

- An energy/utility company representative suggested it would be *'difficult to trim costs with customer service. Either you have a service or you do not'*
- An environmental representative agreed, saying *'if you just chucked money at the issue it would not necessarily go down'*
- A local authority/council officer representative made the point *'if I find out you are poor at customer service but happen to be the best of the bunch, you are still poor'. S/he believed 'point 1 of the first package is not really the important part of the package. It is the other three WPD should focus on'*
- An energy/utility company representative said it is *'imperative for WPD not to have any complaints go to the Ombudsman. It is a true measure of customer satisfaction'*
- A business customer representative was the view package three is *'fine but they understate how well WPD are doing. I can almost see my words from five months ago in today's presentation'*
- A business customer representative was of the opinion over the next price period, WPD will see a change in how it is contacted by its customers because *'the older users will go and be replaced by the younger ones who would never dream of phoning'*

Table 2

- A parish councillor thought *'it was important to have a recorded message so all callers knew a fault had been reported, I feel the majority would ring off'*
- Two parish councillors agreed strongly it was essential there should always be a simple option to speak to someone and minimum reliance on automated systems *'option one... two...'* as this is frustrating
- A business customer representative commented *'it was essential a WPD call operative was UK based'*

Table 3

- A parish councillor was of the view the figure of 65% for the resolution of complaints is *'quite a high level'*
- A business customer representative commented WPD *'cannot really improve on answering calls in two seconds'*. However, s/he did query the cost of providing this level of service.
- A regulator/government representative commented s/he is not *'really an IT person, so I am not sure about the rise in social media'*
- An environmental representative said s/he felt the *'use of online and social media may help improve WPD's efficiency'*
- A regulator/government representative raised his / her concern social media *'might not be usable in a power cut'*
- A business customer representative commented the *'BT systems have alternative supplies so the phone and mobile networks will still operate in a power cut'*
- A business customer representative noted in *'today's society there is an expectation you will communicate by a variety of methods'*
- A local authority/council representative said his / her organisation is using *'more social media to communicate'*
- A local authority/council representative thought it is good practice to call customers back when there has been an issue as *'it reflects well'*
- An environmental representative commented *'when calling customers back it really depends what you are saying. It can reflect well but this depends whether you are just saying you have fixed the problem or actually giving more information'*
- A parish councillor was of the view *'it would be good to have call-backs to check if problems have been resolved'*

Table 4

- A local authority/council officer said on the issue of resolving complaints *'it is very good'*
- An environmental representative added *'it seems exceptional'*
- An energy/utility company representative asked *'does this cost a lot to maintain these great levels?'*
- A domestic customer representative stated *'it's always very comforting if when you ring up and they already know your postcode and they tell you if you have an issue or not'*
- A domestic customer representative commented *'I have always found them very polite'*
- A parish councillor agreed saying *'they're very good'*

- An energy/utility company representative added *'I can hardly believe how well they can do it'*
- An energy/utility company representative asked *'is it costing a lot more money to have this large call centre?'*
- An environmental representative, however, tempered the discussion by stating WPD shouldn't be *'tempted by outsourcing'*
- A domestic customer representative said of Package 3 *'yes, this is fine'*
- An environmental representative commented *'it would be interesting to look at the panels, and see if they need to meet many times and whether they should have different people and varying these type of people'*
- A local authority/council officer said *'I always want an executive summary'*
- A domestic customer representative agreed but added *'as long as there is a copy of it in more detail'*
- A domestic customer representative adding *'I think these things need to be put under people's noses, with the full document available as well'*
- A domestic customer representative held the view *'I am very impressed when WPD have adverse weather conditions WPD still come out and help; it is very comforting'*
- A parish councillor stated WPD should *'continue to be the number 1, your using the other DNOs as a benchmark and some of them are terrible. Focus on improving yourself rather than worrying about the others'*
- A parish councillor added *'the number of DNOs are going down and the benchmark should be something separate'*
- An environmental representative agreed, saying it should be *'independent but comparable'*
- A domestic customer representative said *'there isn't any timescale'*
- An environmental representative queried *'would it be useful to inform customers the cost of calling for complaints?'*
- A domestic customer representative disagreed, stating *'some people might take it the wrong way'*
- An environmental representative queried *'would it be useful to inform customers the cost of calling for complaints?'*

Table 5

- A domestic customer representative was of the view *'everything is running smoothly - well done'*

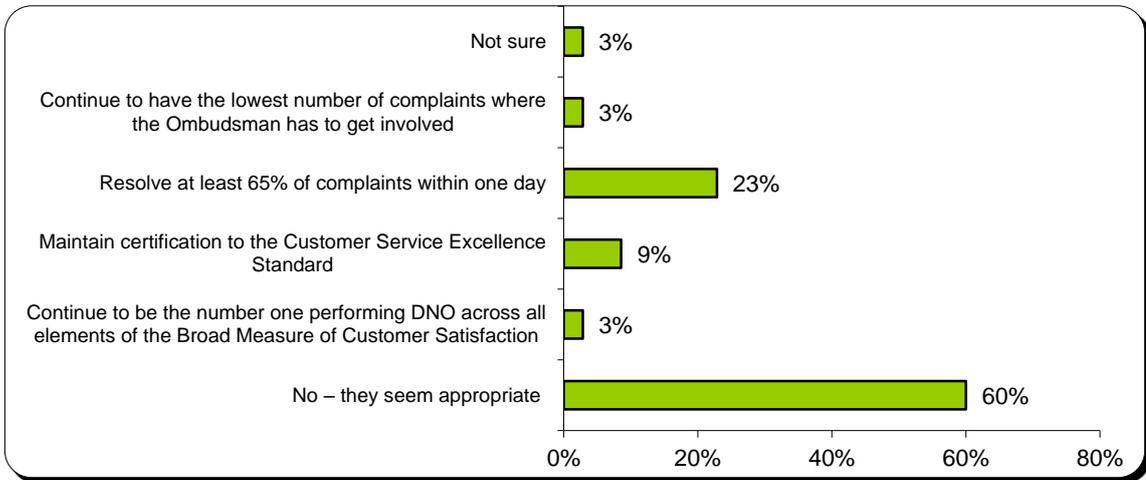
- A domestic customer representative stated *'years ago I worked with the elderly and found the best way to reach out to them was to sit in the bus station and be available to answer any questions'*. S/he felt *'the best way to inform the elderly is to interact with them. I also feel there is a massive gap in the availability of education and opportunities when an individual reached a certain age'*
- A domestic customer representative disagreed and commented *'it is a problem which will sort itself out; as people grow older they would have experience of social media'*
- A local authority/council officer pointed out in his / her council, *'care homes are looking at how to train the elderly in terms of online access'*. S/he went on to point out *'lots of elderly people are good on the internet'*
- An environmental representative stated s/he *'can't knock what WPD are doing and likes to get involved with the consultations'*. S/he felt it is the best processes s/he is involved in as WPD have made a *'genuine attempt to get in touch'*. S/he asked *'what part of the network are we representatives of today? How many customers?'* Overall s/he stated *'a greater larger slice of representation may be needed'*
- A domestic customer representative highlighted the existence of a *'Warwickshire organisation which can search out organisations that could benefit the older generation in every aspect of their life'*. S/he stated it is *'a very good service'*
- A domestic customer representative asked *'in relation to new housing developments having solar panels incorporated in the design will the shape of the roads be affected?'*

Table 6

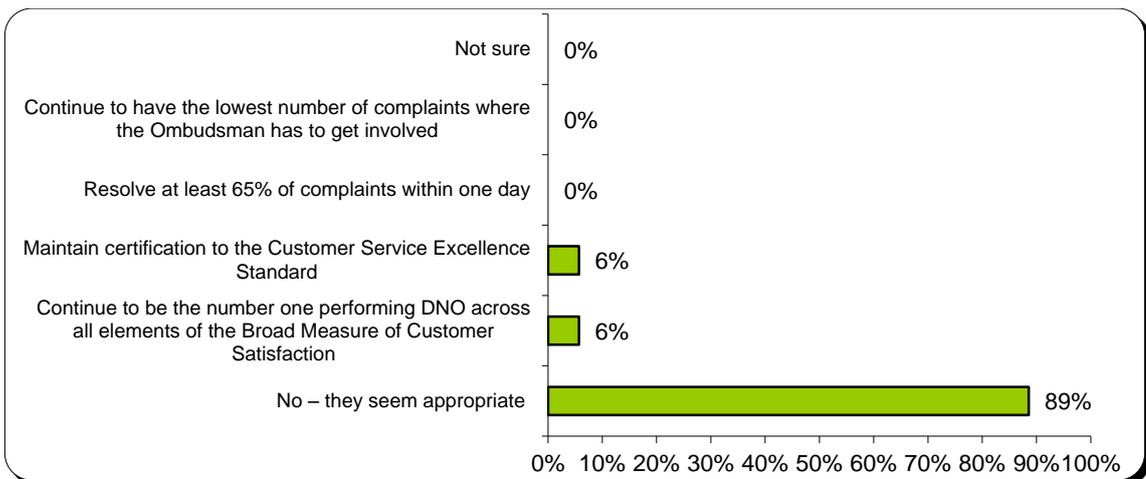
- A domestic customer representative said there should be more about WPD's social obligations and the support available to vulnerable customers
- A parish councillor urged WPD to *'stay out in front'*
- A parish councillor stated s/he was *'happy with the fact, I am able to communicate efficiently with WPD'*

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

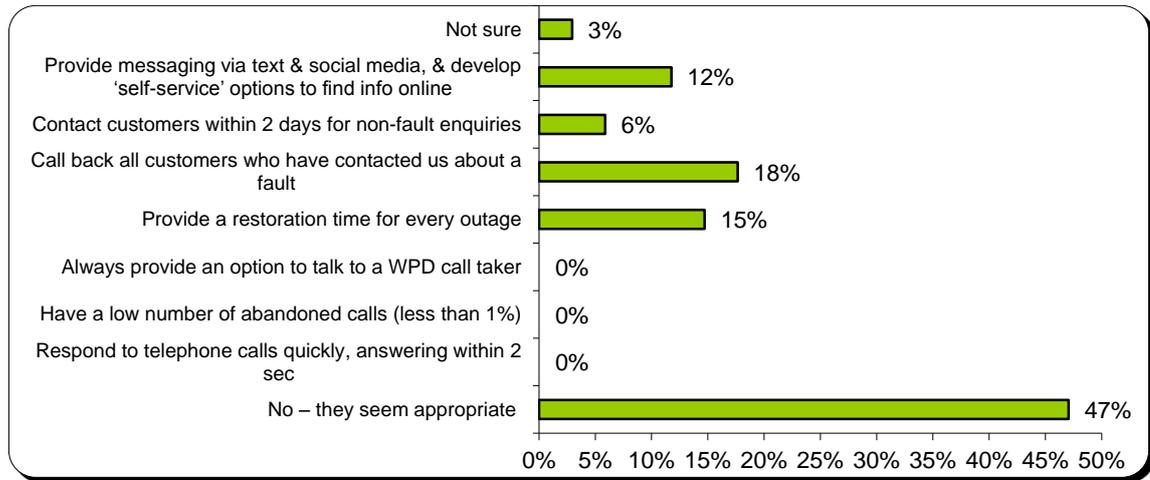
Customer service & complaints: Is there one output you feel strongly WPD should do more than proposed?



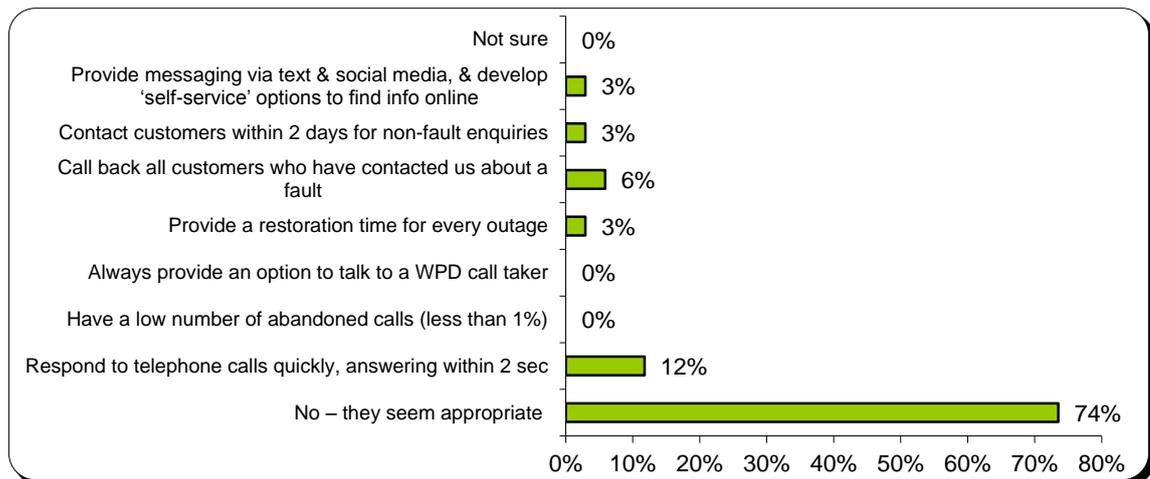
Customer service & complaints: Is there one output you feel strongly WPD should do less than proposed?



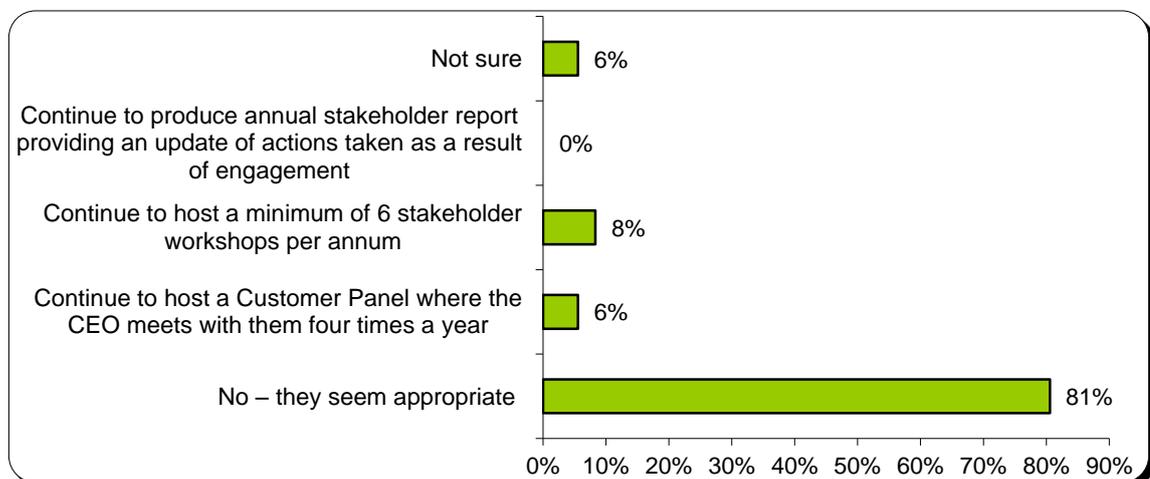
Communication: Is there one output you feel strongly WPD should do more than proposed?



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?

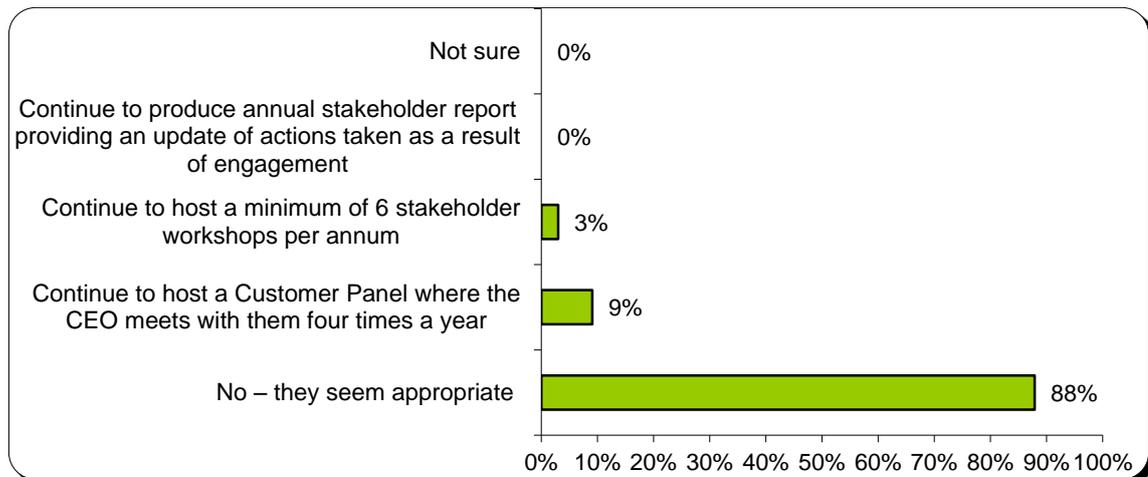


Table 1

- A business customer representative said *'WPD should be blowing its trumpet over its successes'*
- A business customer representative was of the view leaflet drops prior to planned outages are *'very good'* and *'WPD should crow about this'*. S/he also felt most people would be happy to receive this information via a text message
- An energy/utility company representative said s/he would welcome *'more specific workshops so we can drill down into people's own interest'*. S/he also said *'having the ability to sit with the relevant people is really useful'*

Table 2

- The table agreed that with regard to non-fault enquiries two days was appropriate
- A business customer representative strongly suggested *'if WPD gave more information on accurate restoration time they might need to do less call-backs'*. S/he felt *'all people needed to know was why there was a problem, where the fault was and when power was coming back on. A follow-up call would be over-kill'*
- A utility company representative said *'I would rather not have their money invested in call-backs'; s/he said; 'keep your charges lower instead, why not re-invest any costs saved in call-back costs into other areas of the business. Why not ask people to opt-in if they want a call-back'*
- An energy/utility company representative suggested social media was not a priority *'as long as the lights are on and I can boil the kettle I don't need to hear from you, spend my money on other things'*
- A business customer representative said *'the social media and internet package links to restoration outages package of measures'*. S/he explained in his / her opinion *'the two are linked and if WPD were to focus on accurate outage time and get out to put the*

electric back on in a timely fashion there would be less of a need for exhaustive social media solutions'

- Both parish councillors said they often act as a link in the community and perhaps WPD could work with informing parish councils to help disseminate information through established local links
- An energy/utility company representative asked *'do WPD to have a target on the longest wait time rather than the quickest average call answer time as this would be a more beneficial measure, those people are far more likely to be inconvenienced'*
- An energy/utility company representative said *'I pay you for a service, I don't want you to call me after to tell me how well you think you have done'*

Table 3

- An environmental representative commented in some *'areas there are networks of people WPD could link up with to help with communication'*
- A parish councillor mentioned the preparation of Emergency Action Plans by local authorities and suggested *'WPD should work with them on this and communicate more with them'*
- A business customer representative was of the view *'the depot networks could be harnessed to communicate in local areas'*
- A parish councillor said it would be *'good to make use of parish councils to deliver communications when there are problems'*
- An environmental representative commented *'it is actually about stopping things becoming a complaint in the first place and improving the performance of contractors to avoid this'*
- An environmental representative said s/he felt *'the level of standards from WPD staff seemed to be different to the standards expected of contractors and this is something that should be improved'*
- A local authority/council representative said s/he felt it *'would be good to have an opportunity to put forward issues to be considered at workshops before they take place'*

Table 4

- An environmental representative held the view *'a targeted workshop would be better as it would bring in different thoughts'*

Table 5

- A local authority/council officer commented s/he *'expected to see an indication WPD are looking to improve the number of complaints within one day'*
- A local authority/council officer was of the view *'WPD aiming to provide text messaging and interaction through social media does not seem to be a measurable effective'*

strategy within the business plan'. S/he said 'it would be nice to see target being reconsidered in the next 5 years'

- *A local authority/council officer pointed out in his / her opinion 'the ways things are moving means the balance is going to shift significantly'. S/he would like to see 'call centre supporting new connection methods such as phones and text'. S/he commented 'predominately the means of communication will change but the call centre is needed for those without technology'*
- *A business customer representative said 'in times of power cuts there will be a time where all power will be lost as batteries will run out and cannot be recharged'*
- *A local authority/council officer commented on the problems America face after a severe storm. S/he felt 'WPD need to look at and address what effect the loss of power had'*
- *A business customer representative pointed out '4G networks and smartphones are now the norm and an app which detects the locations of where people are and correlating this information to outages would be a good move'*
- *A local authority/council officer said 'information is being sent via technology'. S/he asked 'what about local community hubs and parishes how can WPD ensure they receive the same information?'*
- *A local authority/council officer explained s/he 'has experience of constituents calling' him / her in times of a power cut for update and most times s/he had 'nothing to tell them'*
- *A domestic customer representative said s/he finds it 'fascinating we are in an age where there is so much background activity happening'. S/he felt 'the lack of information given is the main problem WPD have but they should continue with what they are doing long term'*
- *A local authority/council officer commented s/he had a more 'cynical view' when it came to workshop consultations. S/he felt 'the organisation which sets up the event will already have already what will be said and discussed. I would like to see the outcomes of the workshops being fed out to all stakeholders who were unable to attend. I recognise it is difficult hitting on people in local authorities as it is difficult to know who to target and whether or not the invitation will be filtered through to the correct person'*
- *An environmental representative asked 'will I benefit from the reduction in the WPD part of the bill?' S/he felt 'it all depends on someone else who is not here-the supplier'*
- *A domestic customer representative commented on 'how last year there was a severe outbreak of odd looking roofs with panels'. S/he asked 'how the development of the solar industry developing and is it affecting WPD?'*
- *A domestic customer representative said 'after speaking to colleagues I feel solar panels are a bit of a rip off'. S/he asked 'within a 2 year period what are the overall balancing figures? Do solar panels work?'*

Table 6

- A business customer representative was of the view *'more text messaging could be used'*
- A domestic customer representative agreed there should be a text message system *'but there must be two way communication if using this method'*
- A business customer representative said s/he recognised the fact *'elderly people in particular do not use the web or social media. WPD should be sure people can continue to use 'old fashioned' methods'*

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

- An environmental representative stated *'whenever I have had a power cut and phoned up WPD the service had been brilliant. I cannot ask for more than what they do'*
- A parish councillor made the point *'any 0845 numbers WPD is using is costing the customer'*
- An environmental representative stated *'social media in rural areas is difficult because mobile signal is patchy'*
- A business customer representative said s/he has *'complaints on my desk about water, gas and so on. Never about electric though'*

Table 3

- A regulator/government representative stated *'it is a credit to WPD that customer service standards have improved since the SWEB days'*
- An environmental representative commented *'WPD are clearly doing very well' on customer service'*

Table 5

- An environmental representative pointed out *'many people are not direct customers'. S/he asked 'how many people do WPD send bills to?'*
- An environmental representative said *'my experience of your product is WPD just being the electricity supplier'. S/he went on to ask 'what can we talk about and can we say whether or not WPD should do more or less? I am unsure of what it all means and felt if the supplier was to hold a workshop I would have a lot more to say. I also feel I have a lack of experience of what WPD provide and therefore is unsure of what to say'*
- A domestic customer representative complemented the services the met office offers in *'times of severe weather'*

Table 6

- A parish councillor stated s/he was not *'aware there was a customer panel, but it is a good idea. I would like get involved with it myself'*
- A parish councillor commented stakeholder workshops were *'very useful'* in understanding what WPD does

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

- No comments were made

Table 2

- The table broadly agreed they understood what WPD plan to achieve as part of their investment

Table 3

- A business customer representative asked if the *'target days are working days or calendar days?'*
- A local authority/council representative enquired about *'with regard to connections, developers contact WPD about?'* S/he also wished to know whether *'WPD are ever in a position where is has to say it cannot deal with a connection'*
- A business customer representative queried whether *'major developments can go out to third party independent providers'*

Table 4

- An environmental representative said it was *'very clear'*
- An environmental representative asked *'is it an obligation for WPD to know of planning permission before they put in a new connection'*
- An environmental representative asked *'who are these providers?'*
- A domestic customer representative queried *'how often are these third parties used? What percentage?'*
- A parish councillor asked *'could any company provide this service and then you inspect it?'*

Table 5

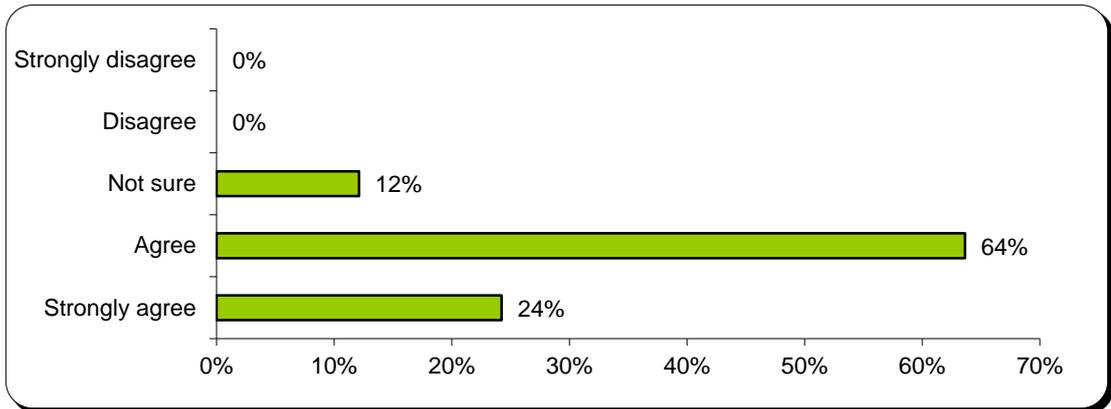
- No one had any experience of new connections
- A parish councillor commented s/he did have experience of a new connection 5-6 years ago for business purposes
- A domestic customer representative stated s/he uses a lot electricity in his / her job

Table 6

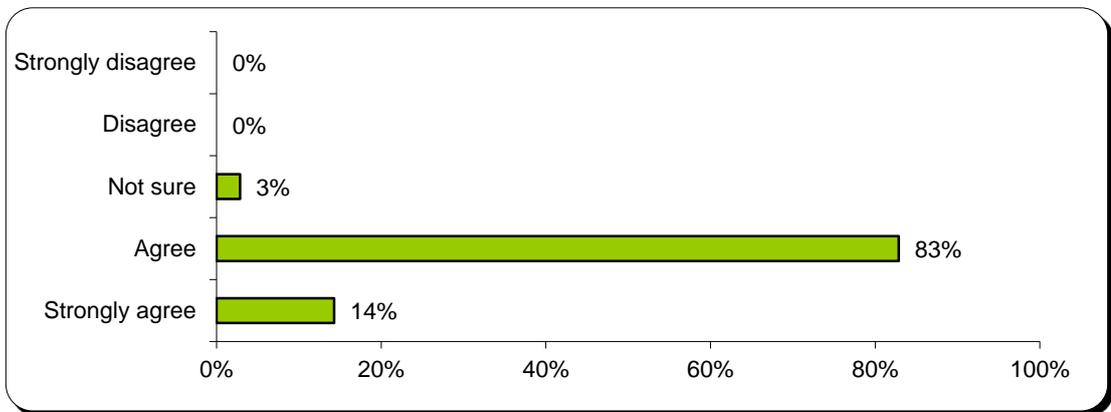
- No comments were made

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

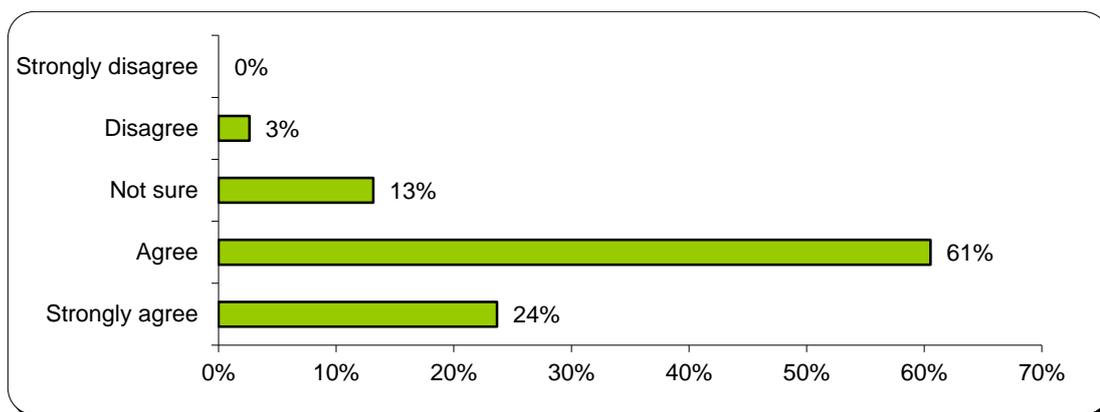


Table 1

- An energy/utility company representative said *'these numbers are an average. In my sector the average time of connection is 12-18 months. Just to get the connection offer is more like 60 working days. At the moment, WPD has 1500 connection requests to deal with'*
- An energy/utility company representative said s/he has *'no comments on package three. I am totally aware they are there'*
- A parish councillor was of the opinion there is *'undoubted prevalence for a well regulated monopoly in his parish because it is too difficult to understand otherwise'*
- An energy/utility company representative said s/he would not agree with the parish councillor. S/he suggested the *'alternative to the giant DNOs is to bring it down to a very local level. You would find these small DNOs would take tremendous care of their little bit. More competition is a good thing, without a doubt'*
- A business customer representative stated *'I like competition because it is good for business. But we do need to ensure these third party companies are competent and in WPDs opinion they should be adequate'*

Table 2

- The table broadly agreed with the approach, there were issues were identified, and detailed below around connections and time to deliver and facilitating a competitive market but in the main there was agreement around the table on the proposed outputs in the total package regarding communication [package two]

Table 3

- A local authority/council representative commented *'working with major customers to make improvements to connection times has got to be good''*
- An environmental representative said s/he felt *'there might not be a lot of third party interest in the smaller connection projects'*

Table 4

- A parish councillor made the point *'these timescales are already very good, if there is a cost to the customer I don't think we should pay for this'*
- An energy/utility company representative stated *'if WPD can achieve the target they are doing very well'*
- An environmental representative said *'maybe it is too good and you should think about lowering it slightly'*
- A domestic customer representative commented on Package 2 saying *'yes good stuff, but how do you advertise those?'*
- A domestic customer representative pointed out *'you wouldn't go to a third party unless they were cheaper'*
- A regulator/government representative made the point *'choice helps keep timescales down'*

Table 5

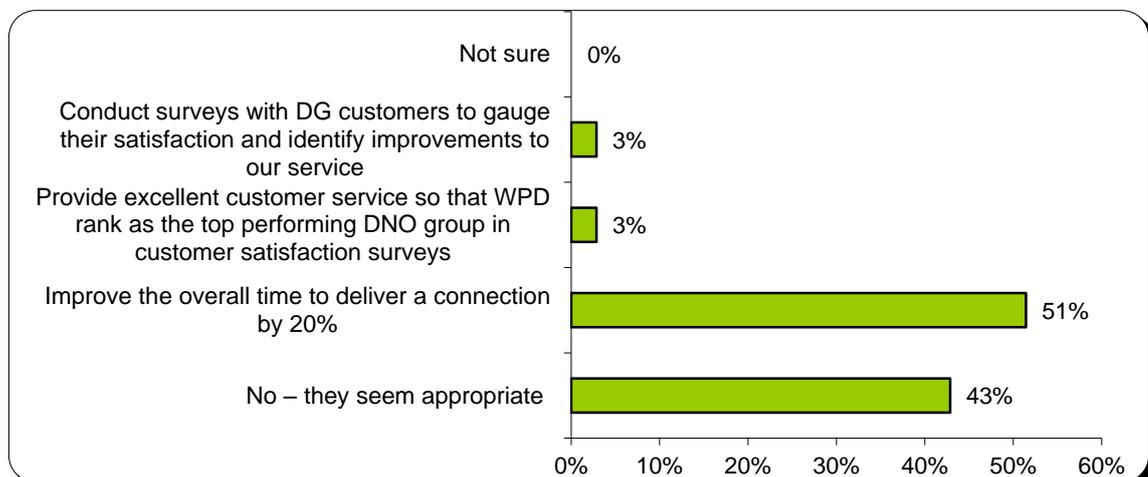
- No comments were made

Table 6

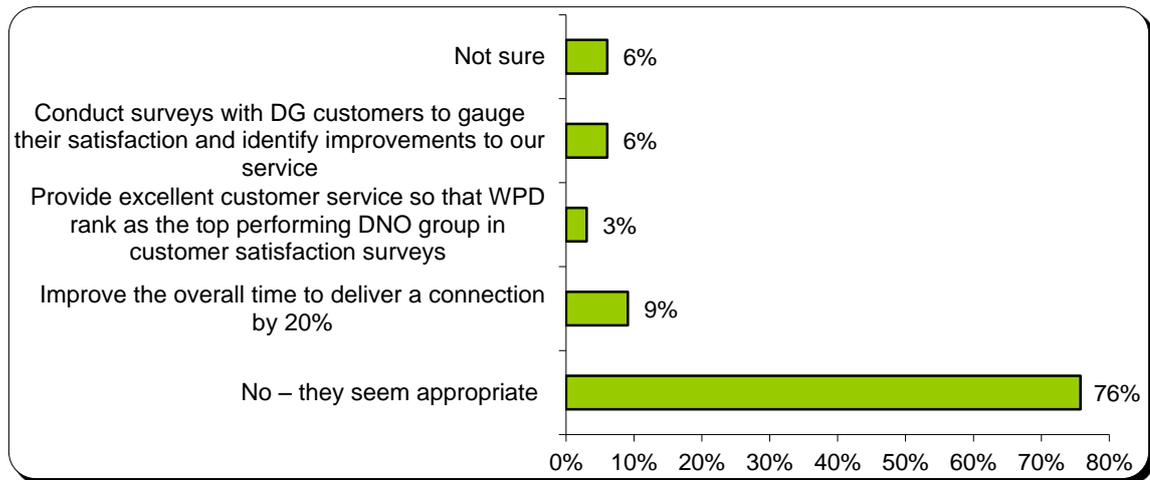
- A business customer representative declared it was *'essential service times are met'*
- A business customer representative said s/he did know about third party connections but the information provided was clear
- The table felt it was clear business understands their options, but it was less clear among customers and parish councillors.

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

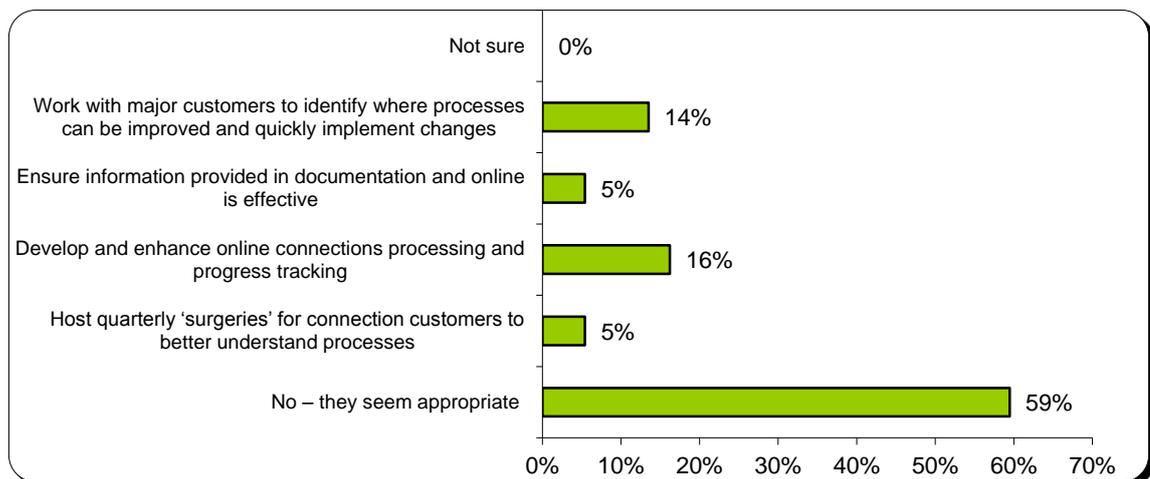
Fast & more efficient connections service: Is there one output you feel strongly WPD should do more than proposed?



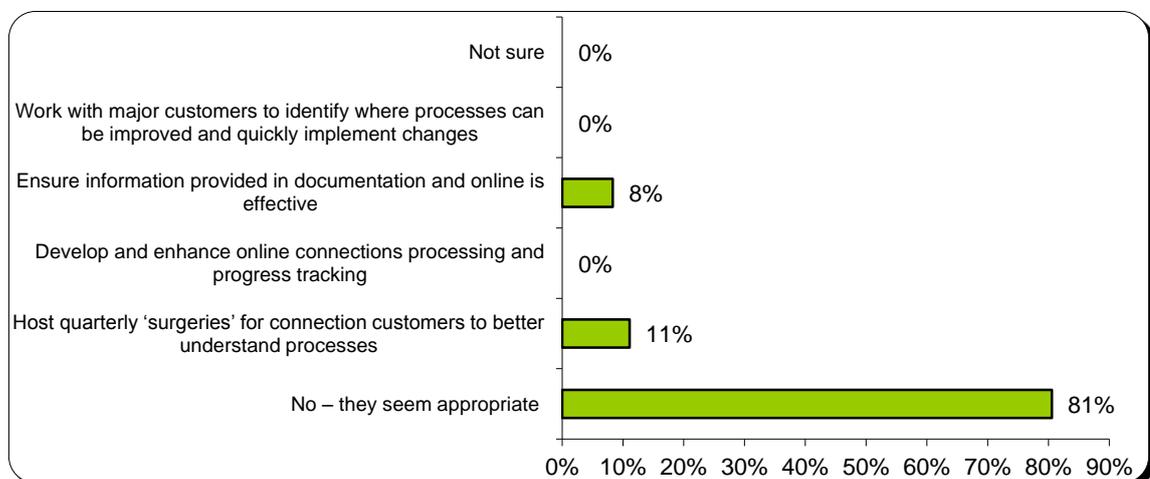
Fast & more efficient connections service: Is there one output you feel strongly WPD should do less than proposed?



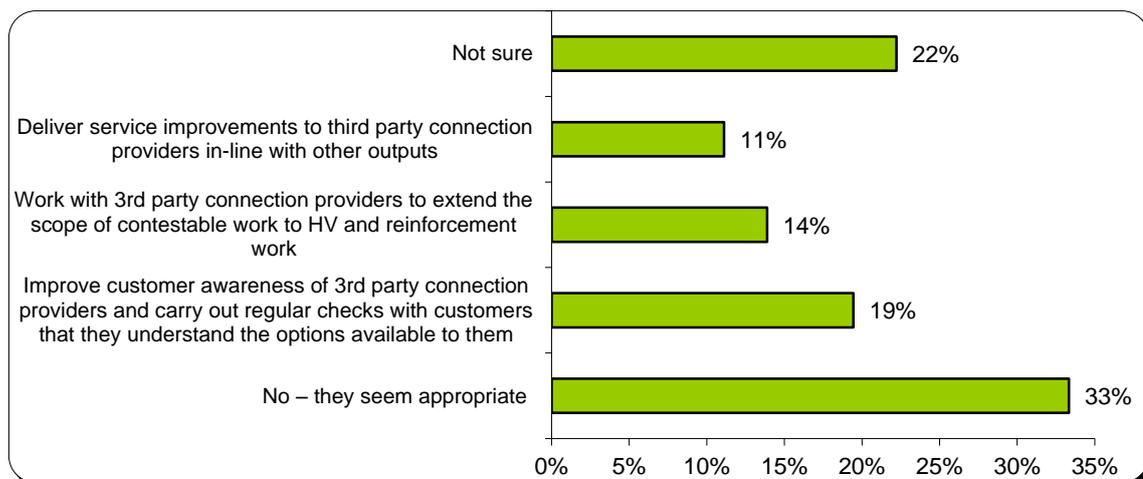
Connections communications: Is there one output you feel strongly WPD should do more than proposed?



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?

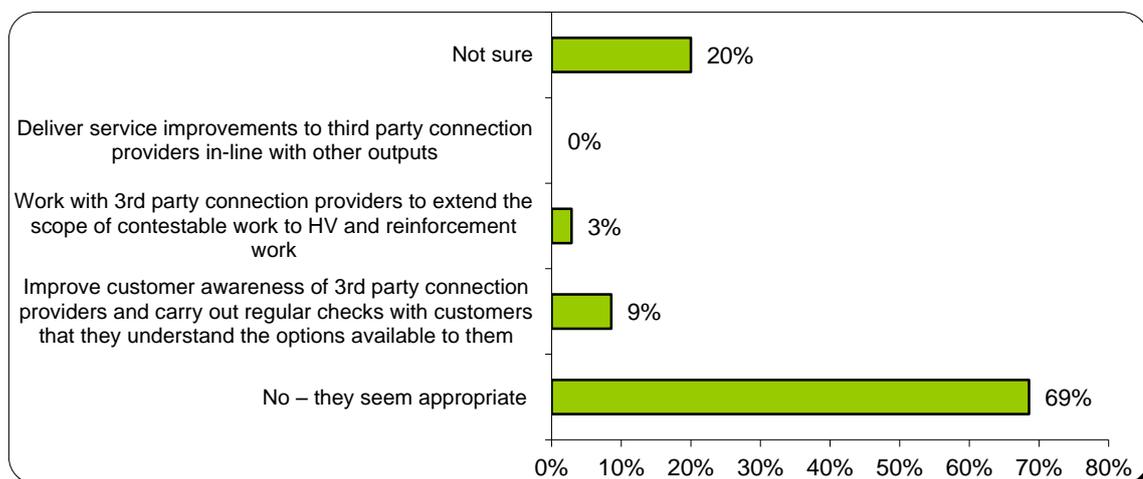


Table 1

- An energy/utility company representative said *'there is a lot of money and time wasted because of spurious connection requests. A charge needs to be implemented!'*
- A business customer representative enquired what sort of charge the energy/utility company representative was suggesting
- An energy/utility company representative suggested a deposit of £25,000 which will be taken off the cost of the connection. S/he believes *'it will even stop big companies speculating'*
- An environmental representative said s/he agreed these requests *'seem to be clogging the system'*

- An energy/utility company representative was of the view *'if there was a charge there would be fewer requests. This would mean WPD would be able to turn my connections around in three weeks! Taking out the time wasting element would be a great thing'*
- A parish councillor was of the opinion *'on the face of it the deposits are attractive, but it is a nightmare to administer'*
- An energy/utility company representative stated s/he *'would get a lot out of more interaction with WPD'*

Table 2

- A business customer representative commented in his / her experience *'there have been issues in the length of time to add a connection of 10 - 20 megawatts'. S/he went on to say 'there needs to be more resources available and perhaps WPD could look at re-categorising their small and large categories'. S/he continued 'there are issues with a lack of resource WPD should look at'*
- A developer/connections representative commented *'WPD needed to invest in training and employees to plug a resource gap, as engineers are getting older as an average age'*
- A business customer representative said *'contestable work is a closed shop, you ask and you don't get an answer, all of a sudden you see walls. Once you get to bid there are more barriers so you go back to WPD and they tell you they can't do it for six months'*

Table 3

- An energy/utility company representative said it can be *'frustrating to find some depots do not provide the same level of service as others. Sometimes they provide a good response but at other times the depot says they will not do any overtime which can create problems'*
- A business customer representative was of the opinion depots are *'fairly responsive'* to what needs to be done
- An environmental representative was of the view quarterly surgeries could *'be linked in to other surgeries undertaken by local authorities. This could be beneficial for both parties'*

Table 4

- An environmental representative said *'if you create a faster system then it could cause less thought and planning going into connections'*
- An environmental representative held the opinion *'consumers who purchase power for their needs should be dealt with differently'*
- An environmental representative adding *'a new build power scheme is more important than a domestic customer putting in PV'*

Table 5

- No comments were made

Table 6

- A business customer representative said *'WPD should make it clear you can ask for a connection quotation before planning permission is granted'*
- A domestic customer representative commented *'if you wanted to make a connection it is not always clear who you need to talk to. Is it a third party contractor, or is it WPD, or is it their supplier. I really think it needs to be made clearer'*

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

- An energy/utility company representative commented s/he had used third party connection provider previously but his / her preferred way is to have WPD do the contestable and non-contestable work. S/he went on to say *'we will use third parties if the timings require them, but we would prefer to use WPD if we are building a nice, durable system'*
- An energy/utility company representative commented *'there is a problem with the issue of 'sterilisation' of land after a connection offer is accepted. They can be 'sterilised ' for two years'*
- An energy/utility company representative commented *'the health and safety lobby have dramatically improved contractors'*

Table 2

- No comments were made

Table 3

- An energy/utility company representative stated his / her organisation is *'having issues with booking WPD jointers'*. S/he went on to explain *'currently, we have to book this 6 weeks in advance which can cause problem. Our ideal solution would be to have our own trained person to do the jointing, rather than having to wait for a WPD jointer'*

Table 4

- A parish councillor made the point *'most domestic customers would understand they can have different telephone providers but they wouldn't know Murphy's or so on could dig the trenches for them'*

Table 5

- A parish councillor commented s/he did have experience of a new connection 5-6 years ago for business purposes

- A domestic customer representative stated s/he uses a lot electricity in his / her job

Table 6

- A business customer representative said the changes in the Feed In Tariff *'were efficiently handled but we had to wait a while to deliver the change'*

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. Q1. Use of system charges?

Table 1

- *Can you explain the financing costs, in particular the 15% reduction?*
- WPD said it was mainly because of Ofgem's wish to work on longer depreciation lives. The way it has worked historically has been 20 years depreciation lives. Ofgem would now like them closer to 45 years
- *Is this a technical accounting change then?*
- WPD said yes but in many ways it is about putting the investment back where it belongs
- *I am concerned WPD will not have the money to afford the things it has pledged in its business plan. Is this a possibility?*
- *The undergrounding is going to cost WPD a lot of money. Have WPD had had discussions with EDF over its plans for undergrounding in France?*
- WPD said we were not aware they were undergrounding their network

8.2. Q2. Connections/DG?

Table 1

- *It was suggested a £25,000 deposit for generation connection requests would allow faster connections*
- WPD said it would require a legislation change but would be happy to work with other DNOs to convince Ofgem of its merits
- WPD explained the counter argument to this suggestion was that it is not a good idea to place barriers up for businesses wanting to connect to the network
- *How long an offer of a connection is open to someone?*
- WPD explained it would be 90 days
- *It was commented a solar park and has stolen all the spare capacity. My neighbour and I now wish to put up a wind turbine*

- WPD said that they would encourage this person to contact WPD and speak to them about the project

8.3. Q3. Low Carbon innovation scenarios (and innovative connection agreements)?

Table 4

- *In a way the network that is coming from you is off-peak which has been here before*
- *Do you shut down generation if demand is lower than generation?*
- *In Cornwall with the network what is the status with the capacity? Cornwall has had a large increase in solar generation, and it is sort of full, however it is never full truly full*
- *Is there any attempt to map the grid in terms of its capacity?*
- *Can we manage the change between different areas so that we can minimise the damage to landscape both protected and unprotected*
- *If we have got too much wind generation does it go back into the grid?*
- WPD answered yes
- *Are your connections done on a first come first serve basis? That stops more effective and better generators from getting connected if someone gets in their first*
- *Nationalising the industry might sort out the issues?*
- *Part of the process could be considering landscape issues?*
- *Is the use of smart meters going to change the perceptions of this? Smart meters will give us volts and amps detail from individual customers*
- *Does that mean you will be able to do what you want to do on existing TV cabling?*
- *If the government hadn't given the cabling to virgin for fibre optic, would you have been able to use the system in a positive way?*
- *In your charts you have put away a certain amount for innovation and research, how will this be allocated?*
- *Is there a certain budget for low carbon innovation?*
- *Storage for PV is that a big consideration?*
- *What's the reaction to having batteries, which is not very green?*
- *Is the battery situation similar to PV, as when interest rose cost went down, is this likely to happen in the future?*
- *Electric cars, what levels are the government forecasting for uptake?*

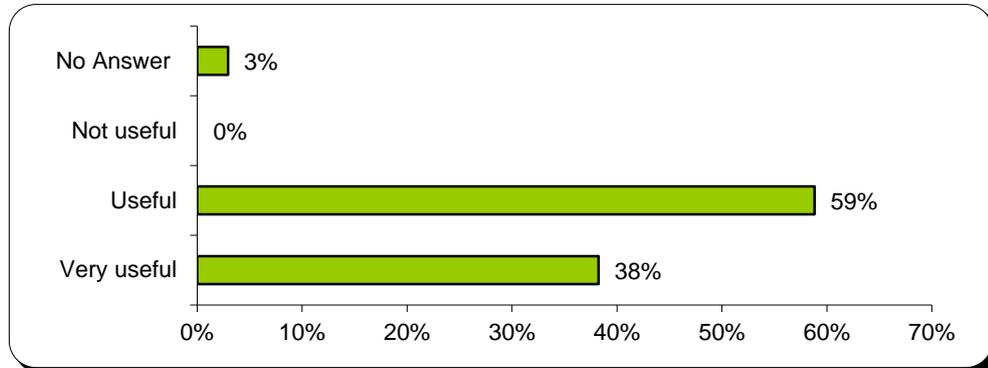
- *The government has brought in a subsidy for charging points*
- *The range is clearly the biggest problem with electric cars*

8.4. Q4.Social Obligations

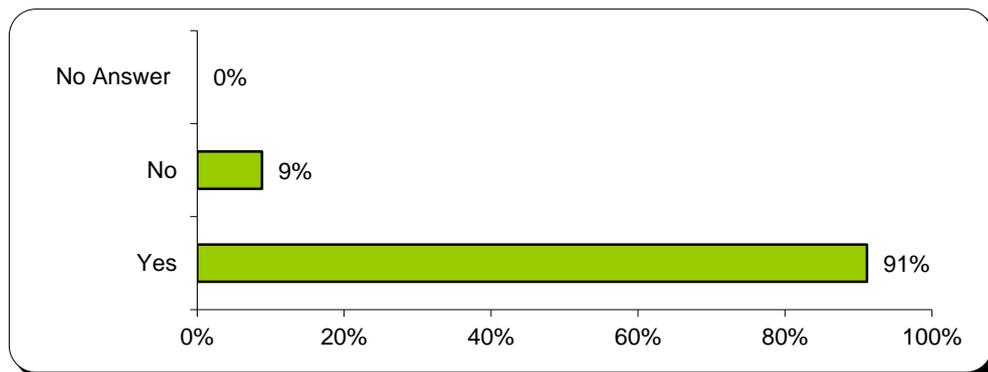
- *Do WPD share data?*
- *WPD said they do not share its data with anyone*
- *In relation to medical dependencies and do WPD get informed of people with home alarms for this reason?*
- *WPD said they do not automatically get informed of this*
- *Can WPD just ask the question have you talked to your supplier? of customers and that should be the end of the conversion*

9. Stakeholder feedback

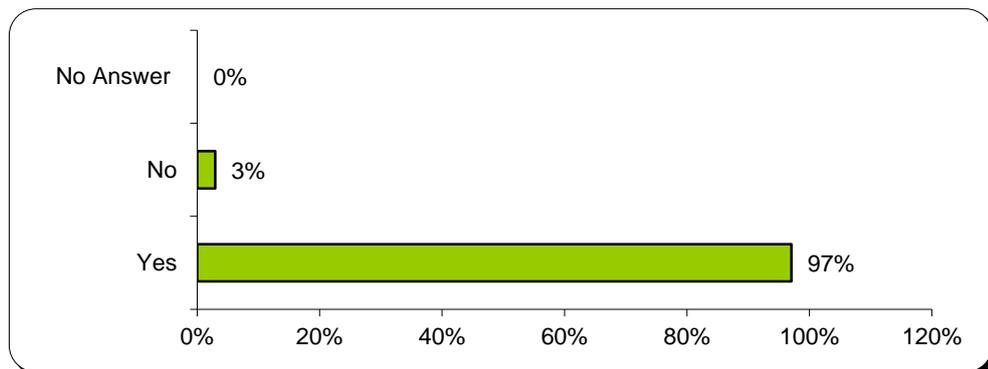
9.1. Q1. Did you find the workshops useful?



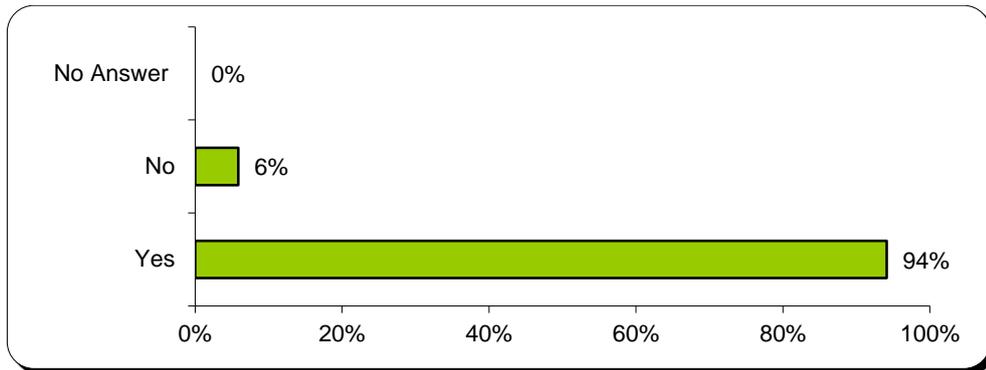
9.2. Q2. Was the venue conveniently located for you?



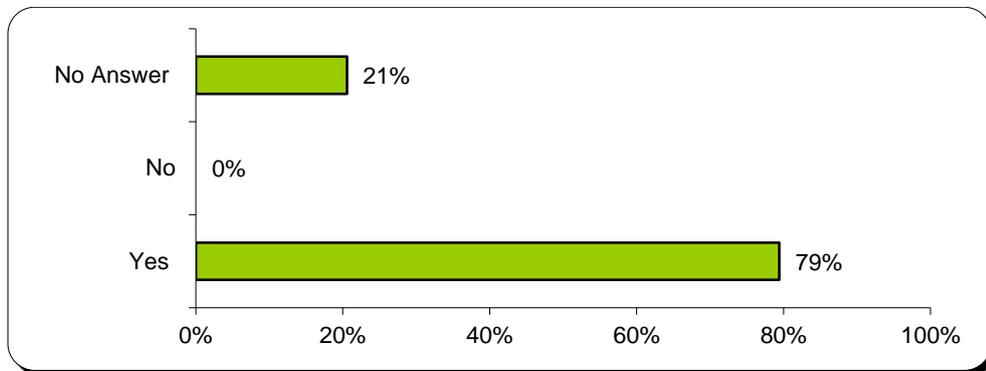
9.3. Q3. Did we provide enough information at the workshop?



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:

- *'Very good to see local engagement with councils and public and other companies'*
- *'Very frank and open'*
- *'Very informative presentations. Break out discussion groups were well organised and active discussions'*
- *'Interesting to be able to hear/input into WPD's plans'*
- *'I seem to be learning all the time'*
- *'Green Issues Communiqué ran sessions very well. Well done!'*
- *'Good round table discussions'*
- *'I like having tables where you can discuss and further questions etc.'*
- *'Good topic coverage'*

- *'Keeping the workshop sessions on topic was a challenge for the facilitator. Difficult to balance but a greater emphasis on the topics and referring questions to surgeries would be better'*
- *'Very well presented and laid out'*
- *'Topic specific workshops might be beneficial to consider difficult issues with concerned parties. E.g. renewable energy connections'*
- *'Voting system good. Look forward to receiving report on the day. Well organised'*
- *'Workshop formats by far the best way to do this sort of consultation. Webinar/online consultation in the future?'*
- *'Electronic voting was very good-really interesting to see the immediate response from the delegates'*
- *'Good set of slides and presentations, however some areas had more information than others. E.g. how certain targets can be met should be expanded more'*
- *'Possible PR to the (country/community) on WPD area would help people understand what the network is about and what your responsibilities are'*