

Stakeholder workshop report: Bristol

22nd April 2013



1. Contents

| | | |
|-----------|--|-----------|
| 1. | Contents..... | 2 |
| 2. | Introduction | 4 |
| 2.1. | Date and location | 4 |
| 3. | Executive summary..... | 8 |
| 3.1. | Feedback from participants | 8 |
| 3.2. | Topics for discussion | 8 |
| 3.3. | Summary of discussions | 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?..... | 12 |
| 4.3. | Q3. Are there any areas where you want WPD to go further or do less?..... | 16 |
| 4.4. | Any other comments? | 19 |
| 4.5. | Of the options to improve service to Worst Served Customers, which do you support?..... | 21 |
| 5. | Innovation and Environment | 22 |
| 5.1. | Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs? | 22 |
| 5.2. | Q2. Do you agree with WPD's approach? Do you agree with their proposed outputs?..... | 23 |
| 5.3. | Q3. Are there any areas where you want WPD to go further or do less?..... | 28 |
| 5.4. | Any other comments? | 32 |
| 6. | Customer Satisfaction & Social Obligations | 34 |
| 6.1. | Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs? | 34 |
| 6.2. | Q2. Do you agree with WPD's approach? Do you agree with their proposed outputs?..... | 35 |
| 6.3. | Q3. Are there any areas where you want WPD to go further or do less?..... | 39 |
| 6.4. | Any other comments? | 43 |
| 7. | Connections | 45 |
| 7.1. | Q1. Does the amount of information given allow you to sufficiently understand their plans and do you understand the outputs? | 45 |
| 7.2. | Q2. Do you agree with WPD's approach? Do you agree with their proposed outputs?..... | 46 |
| 7.3. | Q3. Are there any areas where you want WPD to go further or do less?..... | 50 |
| 7.4. | Any other comments? | 53 |
| 8. | Surgeries on Specific Topics | 55 |
| 8.1. | Q1. Use of system charges? | 55 |
| 8.2. | Q2. Connections/DG? | 55 |

| | | |
|-----------|--|-----------|
| 8.3. | Q3. Low Carbon innovation scenarios (and innovative connection agreements) | 57 |
| 8.4. | Q4. Social Obligations | 57 |
| 9. | Stakeholder feedback | 59 |
| 9.1. | Q1. Did you find the workshops useful? | 59 |
| 9.2. | Q2. Was the venue conveniently located for you? | 59 |
| 9.3. | Q3. Did we provide enough information at the workshop? | 59 |
| 9.4. | Q4. Did you feel you had sufficient opportunity to express and discuss your views today?..... | 60 |
| 9.5. | Q5. Did you feel we covered the right topics? | 60 |
| 9.6. | Written feedback | 60 |

2. Introduction

2.1. Date and location

The stakeholder workshop took place on 22nd April 2013 at Bristol Zoo, Clifton, Bristol BS8 3HA

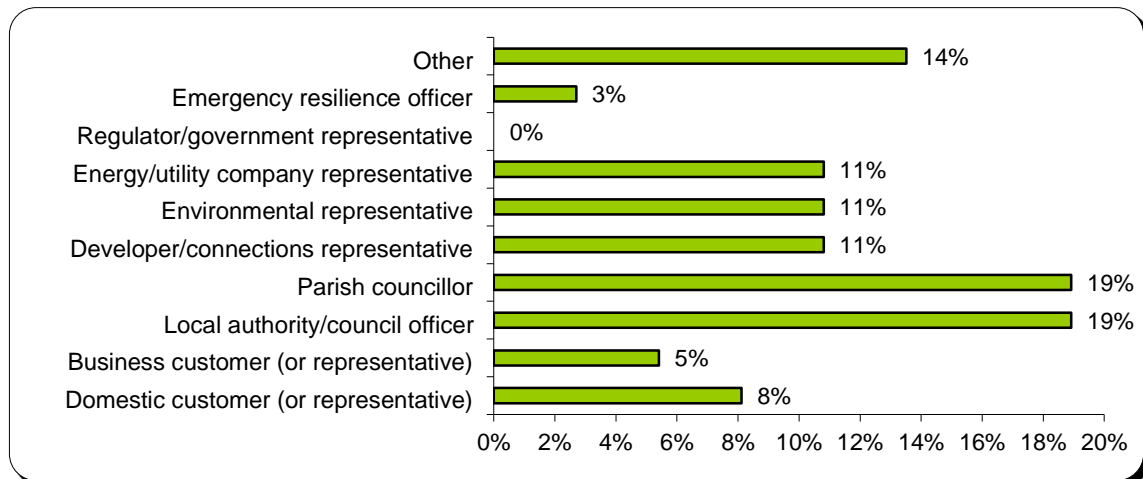
Attendees:

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

- Adrian Grilli - Managing Director, JRC Ltd
- Andy Smith - Emergency Planning Manager, NHS Black Country
- Andy House - Head of Estates, Royal United Hospital Bath
- Cllr Andy Robbins - Parish Councillor, Barrow Gurney Parish Council
- Ashton Board - Chairman, Whitchurch Parish Council
- Bill Edrich - Commercial Energy Director, Bristol City Centre
- Bob Garner - Councillor, North Somerset Council
- Bob Loe - Customer & retired smart meter expert
- Brian Harris-Ross - DUoS & HH Settlements Supervisor, EDF Energy
- Bruce Du Preez - Sales Manager HV Products, Siemens Energy
- Mr C J Thomas - Parish Clerk, Farmborough Parish Council
- Chris Waller - Sales and Marketing Director, Applied Superconductors Limited
- Professor Chris Lewis - Chair, CPRE Somerset
- D C Jones - Priority Consumer Consultant
- Geoff Lockett - Parish Councillor, Winscombe & Sandford Parish Council
- Cllr Geoff Coombs - Councillor, North Somerset District Council
- Gill Rowley - Clerk & Responsible Financial Officer, Brockley Parish Council
- Ian Godfrey - Marine Energy Manager, Regen SW
- Ian Addison - Account Manager (WPD), ABB
- Jane Brewer - Senior Arboricultural Officer, Bath and North East Somerset Council

- Jill Cainey - Scientific and Policy Advisor, Electricity Storage Network
- John Christie - Policy Adviser, Department of Energy and Climate Change
- Julia Haughey - Non-Energy Costs Manager, EDF Energy PLC
- Linda Saretok - Senior Tree Officer, North Somerset Council
- Mark Tanner - Electrical Engineer, Power Systems Solutions (UK) Ltd
- Dr Michael Brighton - Director of Risk Management, Bristol Water
- Nicki Barnett - Engineering Administrator, Power Systems Solutions (UK) Ltd
- Oluwatosin Abimbola - Energy Strategic Consultant, Parsons Brinckerhoff
- Paul Chesterman - Energy Operations Manager, Dwr Cymru Welsh Water
- Paul Bryan - Planning Liaison Officer, Mendip Hills AONB
- Peter Hancocks - Senior Wildlife Consultant, ADAS UK Ltd
- Cllr Peter Mills - Councillor, Combe Hay Parish Council
- Rex Chapman - Parish Councillor, Compton Martin Parish Council
- Richard Warren - Strategic Projects Manager, South Gloucestershire Council
- Richard Moore - Key Account Manager, CG Power Solutions
- Richard Marsh - Senior Development Officer, Bath and North East Somerset Council
- Richard Lloyd - Vice-Chairman, CPRE South West
- Cllr Robin Bradbury - Councillor, Coleford Parish Council
- Simon Vicary - Non Energy Costs Manager, EDF Energy Costs Manager

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
- Natasha Richardson – Regulation and Government Affairs
- Steve Gough - Innovation & Low Carbon Networks Engineer
- Richard Allcock - Connections Policy Engineer
- Gwyn Jones – Distribution Manager
- Neil Patten - Distribution Manager
- Adrian Shepherd - Distribution Manager

Green Issues Communiqué

- James Garland - Director (Workshop Facilitator)
- Nick Bohane - Executive Director (Workshop Facilitator)
- Emma Webster - Associate Director (Workshop Facilitator)
- Harry Hudson - Associate Director (Workshop Facilitator)
- Nick Carthew – Senior Consultant (Workshop Facilitator)
- Chris Brown – Senior Consultant (Workshop Facilitator)

- Mike Townend – Senior Consultant (Workshop Facilitator)
- Laura Edwards - Account Executive (scribe)
- Alex Coleman - Account Executive (scribe)
- Kelly Edwards - Executive Director (scribe)
- Siobhan Lavelle - Senior Consultant (scribe)
- Bob Parkes - Account Executive (scribe)
- Robert De Angeli - Account Executive (scribe)
- Emma Heesom - Senior Consultant (scribe)

3. Executive summary

3.1. Feedback from participants

- All stakeholders who attended the workshop said that they found it to be either 'useful' or 'very useful'
- All attendees stated that enough information had been provided and that they had sufficient opportunity to express and discuss their views
- There was a good deal of praise for the workshop format and for WPD's approach to stakeholder engagement

3.2. Topics for discussion

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

3.3. Summary of outcomes

- Most stakeholders were of the view that the information presented by WPD was clear and easy to understand. However, some attendees stated that they would appreciate more detail on certain aspects of the business plan
- There was a good deal of approval for WPD's approach with regard to network reliability although several stakeholders commented that the targets for certain outputs relating to power cuts should be more challenging
- With regard to reducing the number of power cuts experienced by worst served customers, 38% were in agreement with WPD's proposals. The remainder were split equally between those who were of the view that the company should go further and those who thought WPD should do less
- There was considerable approval for all of WPD's proposed outputs for innovation and the environment although almost one third of attendees identified reducing the volume of SF6 gas that is lost through switchgear as one output where the company should go further than planned
- Over half of those people who attended the event highlighted reducing the amount of waste sent to landfill as the business environmental output where WPD go further than proposed

- The overwhelming majority of stakeholders (more than 95%) agreed with WPD's proposed approach towards customer service and communications and there was recognition of the company's excellent performance in this area
- There was considerable agreement that WPD's overall proposals to improve levels of service for connections is appropriate, although a fifth of stakeholders identified improving customer awareness of third party connection providers as the measure where the company should go further than proposed in its business plan

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 felt *'further clarity is needed in some areas. The cost effectiveness of the improvement process needs to be considered, along with the cost benefit ratio.'* S/he was concerned *'costings weren't clearly explained, or a clear rationale given as to how customers were being impacted'*
- A parish councillor asked *'what is the extent of damage caused by flooding to substations?'*
- A developer/connections representative was of the view *'the statistics given are more applicable to businesses and industries rather than domestic customers'*. S/he said *'power cuts are an important critical factor for businesses but for the domestic customer it is nothing more than an annoyance'*
- A parish councillor queried *'how will future planning requirements impact worst served customers?'*

Table 2

- A parish councillor felt *'the presentation of the WPD business plan has been a model of clarity; straightforward and well thought through'*
- A business customer representative asked for clarification around *'resilience tree cutting'* and asked *'if WPD needed to replace the total number of trees?'*

Table 3

- A local authority/council officer stated that s/he *'liked the way WPD has quantitative rather than just qualitative information'* and added *'I am just wondering how you have come up with the target for power cuts. What is it based on?'*
- A parish councillor replied s/he was *'fairly happy'* with the information but would have liked a *'little more detail'*. S/he suggested South Wales and the South West have a different customer base to the Midlands for example, so s/he would welcome *'more customer segmentation'*
- A business customer representative agreed that s/he was *'happy with the information'*
- An emergency resilience officer added *'a little more detail would be helpful and I will read the full plan'*

- A local authority/council officer asked *'what do you mean by reliability? Is it about restoring the service?'*

Table 4

- A parish councillor was of the view that *'having been to previous meetings I feel the statistics given do not reflect all the problems being experienced by customers'. S/he stated 'unless you have a battery back-up system, a short power cut can be a major issue and the statistics do not reflect this. I once experienced seven power outages in one year but they are not reflected in statistics given as they were less than three minutes'*
- A parish councillor was of the view *'the statistic given in relation to power cuts is a full statistic but not a true figure'*
- A local authority/council officer asked if there are *'any numbers available in relation to short interruptions? If so, why are they not included in WPD statistics?'*
- An environmental representative asked *'if there is more severe weather happening over the next few years does this mean more substations will be flooded?'*

Table 5

- A local authority/council officer stated that *'I don't understand, to be honest; I think the first two packages are PR exercises, as it is always good to see a reduction. S/he felt 'the real value in the reaction to power cuts is lost in the figures. I don't think people care about this that much. There are much worse problems than this. S/he went onto ask 'do people complain directly to WPD when there is an outage?'*
- A local authority/council officer made the point that *'I wish the presentation had shown how you could improve reliability to these worst served areas. They did not mention duplicating the system and I think this would be a really good approach. Perhaps it would be too expensive for WPD?'*
- A local authority/council officer made the point that *'I support this point that further detailed explanations would improve the business plan'*
- An emergency resilience officer was of the opinion *'the resilience issue seems difficult to judge, we need more information to make a judgement on this'*
- An emergency resilience officer stated *'this is basic risk management and what WPD are not showing is what percentages we are looking at and what is underpinning these figures. S/he asked 'have WPD done risk analysis? It would be easier to accept the flood damages figures if I understood the figures they are based on'*
- An emergency resilience officer stated that *'it's a business thing, it is sensible to spend on prevention rather than cure and it seems as WPD haven't considered the risks involved'*
- An emergency resilience officer commented that *'I accept there will be outages when someone digs through a cable, I fully accept this. However, what the plan does not*

show is the cause of these outages. If you are asking customers to accept a certain number of power cuts is OK then you have to first demonstrate why this is happening'

- An emergency resilience officer asked '*what is the current impact of tree damage, how often does it happen?*'

Table 6

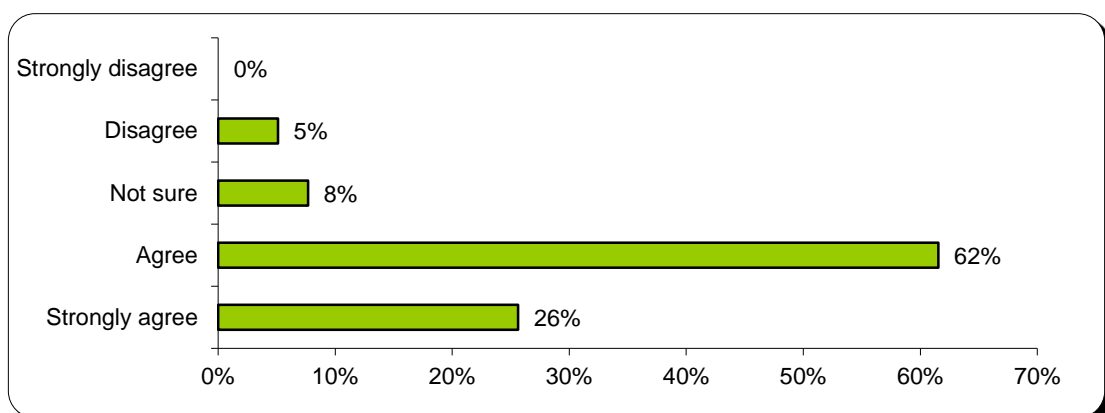
- An environmental representative asked '*have WPD glossed over some things, are there things you haven't told us about such as smart grid technologies?*'
- An environmental representative commented '*in your presentation it would be useful if you showed what is being done with the money specifically, in terms of improving the service*'
- An energy/utility company representative queried '*how many substations are at risk?*'
- A developer/connections representative asked '*you have four different licence areas, are the worst served customers equally spread between these areas?*'

Table 7

- The table was in agreement that the information given allowed them to sufficiently understand WPD's plans
- An environmental representative said s/he found the cost per customer '*an interesting statistic*' and would like to see this statistic for all of the outputs
- A parish councillor asked '*will the flood defences only affect those substations under heavy threat of flooding?*'

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

WPD's overall package to improve network performance seems appropriate



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

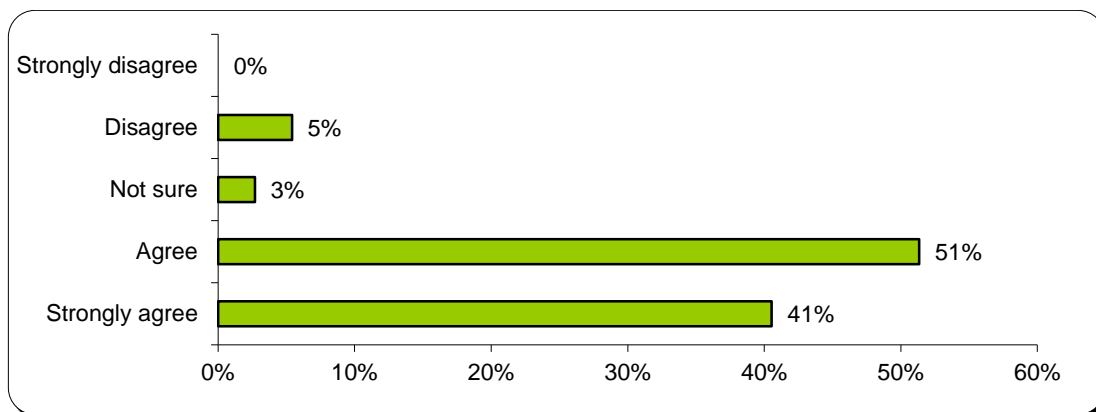


Table 1

- An emergency resilience officer felt *'shorter interruptions were easier to handle than longer interruptions and regular, smaller, niggly interruptions are frustrating'*
- An energy/utility company stated *'the target of 85% is curious and why has this been set in this way?'*
- A local authority/council officer raised concerns regarding severe weather and asked *'how are trees being removed and what will be the impact on environmental infrastructure?'*
- A local authority/council officer challenged WPD to consider if, *'rather than removing the risks altogether, an assessment might avoid taking trees down completely'*
- A local authority officer continued *'understanding the instructions that were being given to the workforce here would be helpful'*
- Additionally, s/he stated *'WPD hasn't done itself any favours, as planting and mitigation planting haven't been included in this document, and this should be drawn attention to'*
- A local authority/council officer raised further concerns about the WPD approach and s/he felt *'further discussion could improve the process'*
- A parish councillor stated that, in relation to flood defences for substations, *'it looks bad, but that's because you've already done the work'*
- An emergency resilience officer felt that *'the hazards that had the most impact were of course key, but it is important not to focus entirely on flooding: other factors could have just as much of an impact, including natural hazards'*

Table 2

- A local authority officer commented that *'the removal of trees would have a huge impact on the environment as well as having a visual impact'*. S/he stated *'I can see no*

mitigation in the resilience scheme'. S/he went on to point out 'I do not fully understand the other options or impacts available'

- A domestic customer representative was of the view the protection of strategic substations is *'something you really need to do'*
- An energy/utility company said, *'with future reliance on electricity increasing, the protection of substations is a key measure'*
- A domestic customer representative said *'WPD need to find a compromise in balancing the need for those worst served and the obligation on all customers to carry the costs'*
- A business customer representative said *'in relation to improving the network, a target of 13% fewer power cuts is the important thing.'* S/he said; *'the target is challenging and fair'*
- A local authority/council officer said *'it was acceptable to have a target of 13% in the wider scheme of things, when considering all WPD's plans, but as a customer power cuts are a great inconvenience'*

Table 3

- A business customer representative said *'reliability is important but that we already have assets in place to minimise the impacts of any reliability issues'*
- A parish councillor said s/he lives in a village and *'in the winter the village can have power off due to a line being down'. S/he added, 'to me, in this day and age, I am surprised that lines even in high winds still come down'*

Table 4

- A parish councillor said *'WPD are trying to be positive but they should have a system where there is an instant back up of power in cases of short power cuts'. S/he stated 'power cuts over three minutes are being looked at and are not causing as much grief'. S/he compared this to a power outage lasting seconds rather than three minutes as being 'more problematic as they are not being recognised'*
- An environmental representative stated *'package 1 is perfectly acceptable and WPD may not need to make any changes'*
- A local authority/council officer asked *'what can WPD do for domestic homes to reduce power cuts?'*
- An energy/utility company representative stated *'power cuts have a major effect on businesses' costs'*
- An environmental representative stated *'I try to encourage small businesses to be based in villages but the risk of a power cut is a deterrent'*
- A parish councillor commented *'for a domestic customer the most infuriating thing about a power cut is when the bedside alarm is reset'. S/he commented on WPD's investment plans and viewed it as 'being a fair measure of investment being made'*

- A developer/connections representative stated *'batteries have a small lifespan and if WPD were to invest it would result in their costs going up which could impact the customer's bill'*
- A local authority/council officer felt *'WPD can improve on all statistics'. S/he was of the view 'figures could get worse if short outages are included'*
- A parish councillor commented *'if WPD protect the substations properly any floods that do occur will only ever be a one-off'*
- A local authority/council officer commented on *'the target to enhance a substation's battery life is something the council I work for really support'*

Table 5

- An emergency resilience officer commented that *'I understand the plan but I don't understand the strategy, if you spend more on resilience you would have to spend less on response. S/he was of the opinion 'WPD should plan to have no disturbances to the network and money should be spent on stopping things going wrong. There does not seem to be any overall change to resilience, it is going down but that's just new technology and standard business, there doesn't seem to be a significant enough plan'*
- An emergency resilience officer asked *'why should you pay as a customer to accept power cuts? Customers should expect 100% service – it's not fair to pass on costs if there is not a 100% service'*
- A local authority/council officer commented *'it is taken for granted that WPD will do this. What has been suggested is a good PR exercise but what would be best in reality would be if WPD worked really hard to make things better'*
- A local authority/council officer made the point that *'it is a no loss situation because the public expect you to do this and you can hide behind Ofgem sometimes'*

Table 6

- An energy/utility company representative held the view *'it's only important to the worst served customers as I have little to no problem with power cuts, so it's difficult to choose between improving the number of power cuts or duration'*
- A parish councillor said *'the question on those substations is can you do it quicker?'*
- An environmental representative held the opinion *'customers should expect to have issues with electricity, if they live in areas that are hard to reach'*

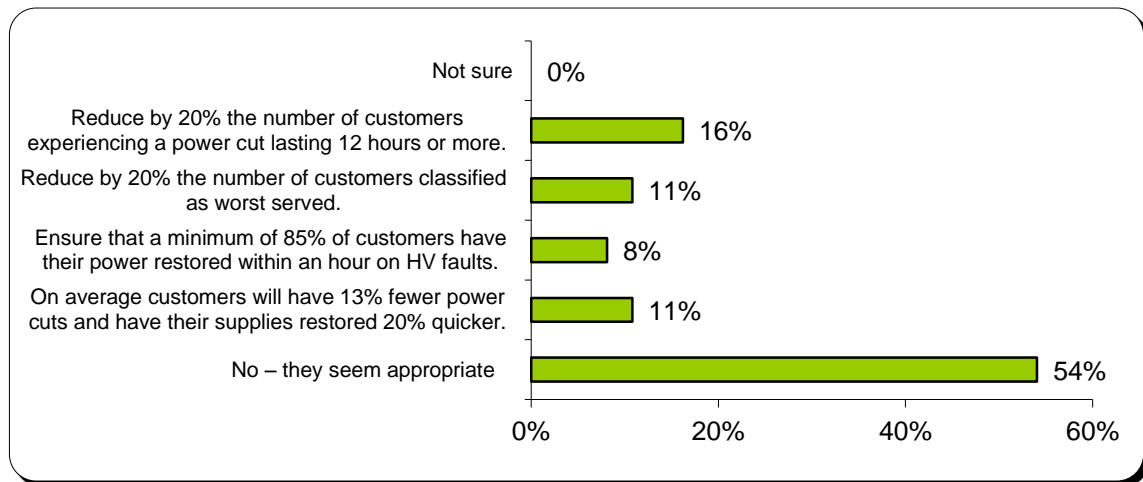
Table 7

- A parish councillor said *'WPD are trying to tell us that it is going to make its network as efficient as possible. This is bound to be helpful'*
- A stakeholder enquired *'why were the improvements to network reliability not carried out before? Why is WPD able to do them now?'*

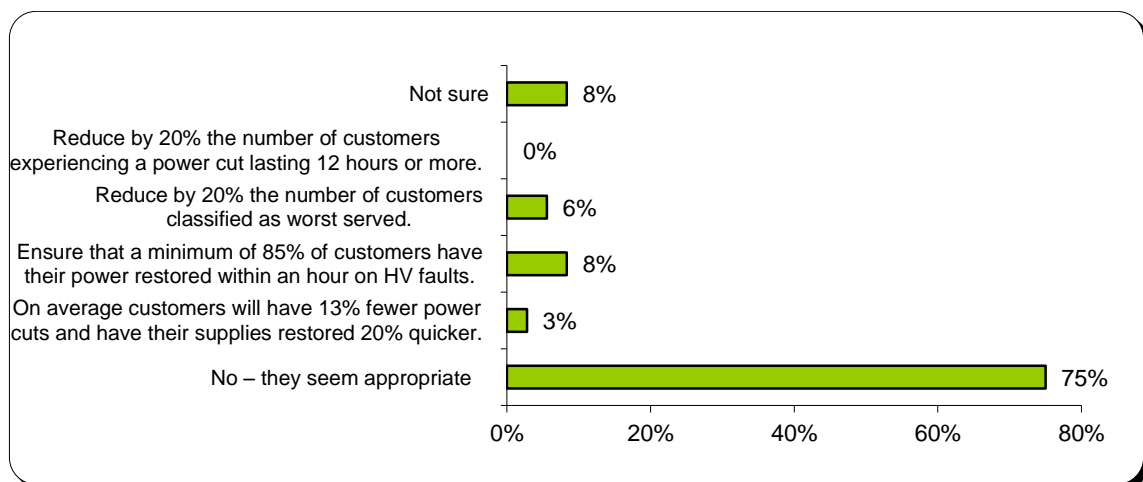
- An energy/utility company representative stated that *'it appears to be business as normal. WPD is just replacing assets when they need to be'*
- A parish councillor was of the view that *'WPD cannot do anything else on flooding'*
- An environmental representative stated that *'there is an environmental impact from the tree clearing policy'*

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

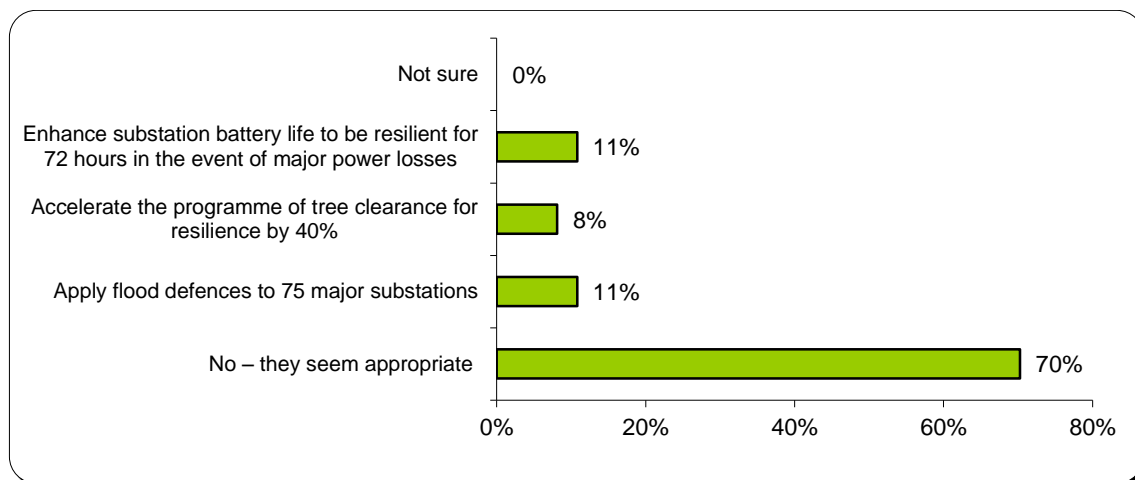
Improving network performance: Is there one output you feel strongly WPD should do more than proposed?



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?

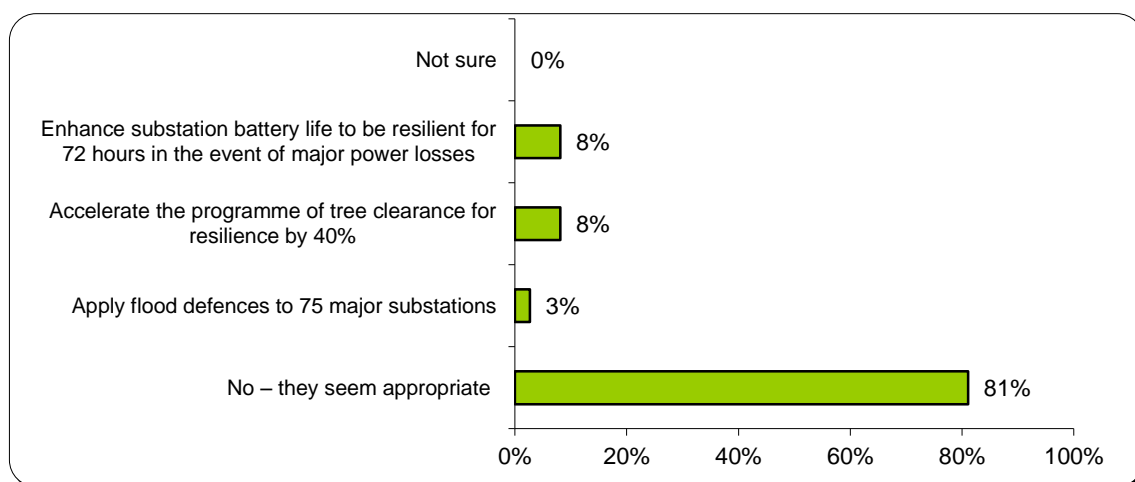


Table 1

- An emergency resilience officer queried 'if WPD improve the reliability of the system, e.g. for a small rural hamlet, could it also improve the service centre in Bristol? Perhaps these two benefits cannot be directly compared as different numbers of people are being affected. The overall benefits of improvements need to be considered'. S/he felt 'WPD should focus on investing in areas where it can provide the maximum improvement for the maximum number of people. Overall WPD should take into account the impact changes will have on society'
- A local authority/council officer felt 'advanced warnings of work to local authorities, including method statements and decision-making processes, as well as information about the whole route that is being looked at, would be valuable and good working practice going forward'
- A local authority/council officer said 'tree planting and carbon offsetting are key, and tree planting should be considered as an offsetting measure'

Table 2

- A domestic customer representative asked *'is there any opportunity for WPD to increase systems where electricity substations can switch depending on demand?'*
- A local authority/council officer said *'what is important is ensuring canopy cover rather than matching every tree removed to an equal tree planting scheme'. S/he commented 'no tree officer has an issue over statutory cutting, but there are concerns for resilience tree cutting and energy companies being over cautious'. S/he stated 'even though trees are not a crop they are a vital component of our environment'*

Table 3

- A parish councillor was of the view *'the target of tree clearance programme completion in 20 years could be improved'. S/he went on to say 'the response time to individual requests about specific trees should be speeded up'*

Table 4

- A parish councillor suggested *'WPD should look at providing batteries to households who experience power outages'. S/he commented 'the benefit would be they will bridge the short supply breaks'*
- A developer/connections representative commented *'a solution from WPD is needed to ensure computers in my office are kept running even though it is one plug in each socket'*
- A developer/connections representative agreed with the suggestion WPD should provide batteries *'to bridge the gap in power outages'* but stated *'the downside is that it is a battery and therefore not environmentally friendly'*
- An energy/utility company representative would like to see *'flood risk data being taken into account when plans are being created for new buildings'*
- An environmental representative said *'I would like to see more resilience being included in new houses for outages'. S/he stated 'the best available options should be used and a more joined-up approach is needed between house builders and WPD'*

Table 5

- A local authority/council officer stated *'reality dictates that there is unavailability in the system. Changing between 98% and 100% would cost too much and this is inefficient'*
- A local authority/council officer commented on flood defences and stated *'extending the life to 72 hours would be excessively expensive. Would it not make more sense to send a man round and do it manually?'*

Table 6

- A parish councillor stated *'I would like to see the substations done even quicker'*

- An environmental representative added *'I think you would be wrong to put money into it as these people know what they are getting into'*
- A local authority/council officer pointed out *'we discussed it in length in the last meeting, as electricity is so important to people's lives now that it's a necessity to improve the service to these worst served customers'*
- A local authority/council officer stated *'they are either at risk or not, I would like to see you say we would cover all the at risk stations by 2023'*

Table 7

- An environmental representative made the point *'another issue of resilience is gales and being hit by flying debris'*
- An environmental representative enquired *'are there resilience benefits from undergrounding cables?'*
- A parish councillor was of the opinion *'the environment would look much neater if all the cables on a street were underground'*
- An environmental representative responded with *'it is surprising how little room there is under the streets these days though'*
- A parish councillor said *'with a new development you would not get planning permission for overhead cables'*
- An environmental representative wondered if WPD's targets for reducing the number of worst served customers by 20% is *'challenging enough'*. S/he added *'we all require energy at all times, even those in rural areas'*

4.4. Any other comments?

Table 2

- A developer/connections representative clarified *'poverty should not be seen as urban and high rise but rural dwellers and indeed farmers who were landowners were also often in abject poverty'*

Table 3

- A parish councillor said *'what has really impressed me is that having been to the earlier workshops I am impressed that things are happening as a result. It makes me think it is all worthwhile and not just a good day out'*

Table 4

- An energy/utility company representative commented *'power outages are an annoyance but they are not always being reported'*
- A parish councillor was of the view *'there should be a planning rule where areas prone to flooding should not be allowed to be built on'*

- An environmental representative asked *'if a house was built to a very poor standard would WPD still be obliged to supply power?'*

Table 5

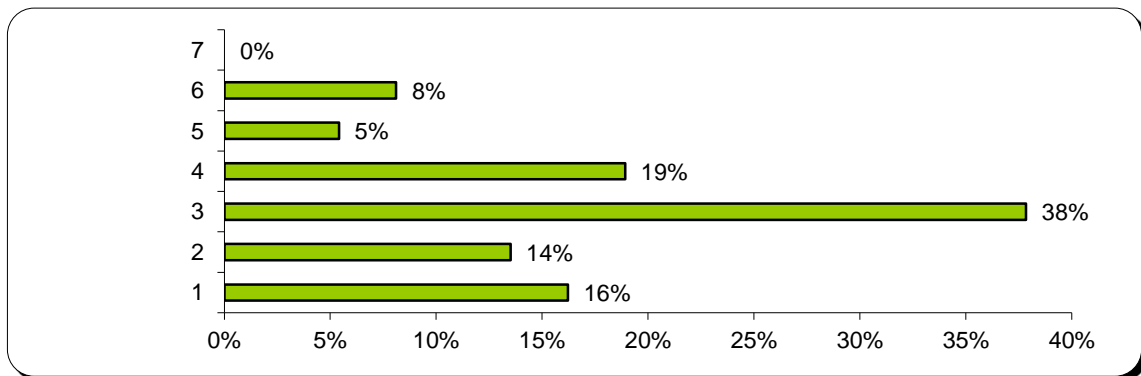
- A parish councillor made the point *'the last time we had a power cut WPD rang up and I thought that was sweet as we are not on the priority services register'*
- A local authority/council officer stated *'I never report power outages as I assume other people will do it'*

Table 7

- A domestic customer representative reported s/he had a power cut in his / her village about a week before the event. S/he was *'amazed at how much better the response was than it used to be, and how much better the information available to the customer is now'*
- A domestic customer representative stated *'all of the responses to the issue of flooding seem to have kicked off since Tewkesbury in 2007'*

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

- The group was comfortable with how information had been presented and had no concerns about the clarity of WPD plans

Table 2

- No comments were made

Table 3

- An emergency resilience officer enquired about *'the information levels on new build developments'*
- A parish councillor asked *'has WPD taken DECC scenarios into account?'* S/he went on to say it is *'interesting that WPD has growth areas in the South West which are higher than any other areas'*

Table 4

- A local authority/council officer asked for more background information to be available on the aim to improve a response to customers wanting to use LCTs by 20%. S/he asked *'what the process and enquiry procedure is?'*

Table 5

- A stakeholder commented *'I have been looking at additional information online so it's easier for me to understand'*
- An energy/utility company representative made the point *'it would be good to have more understanding as to how these costs will help and more evidence would be helpful. I appreciate that there may be more information in the full business plan'*
- A local authority/council officer stated *'you need to be clear on what you mean by overhead lines, there is quite a diversity of what you could be talking about'*
- A stakeholder made the point *'ultimately it's a question of dialogue and data when looking at new development areas. It would be interesting to learn more about how WPD predict developments and how they decide where to put new substations'*

Table 6

- An environmental representative believed *'it's an unknown as we don't have enough information today or know what's going to happen in the future'*

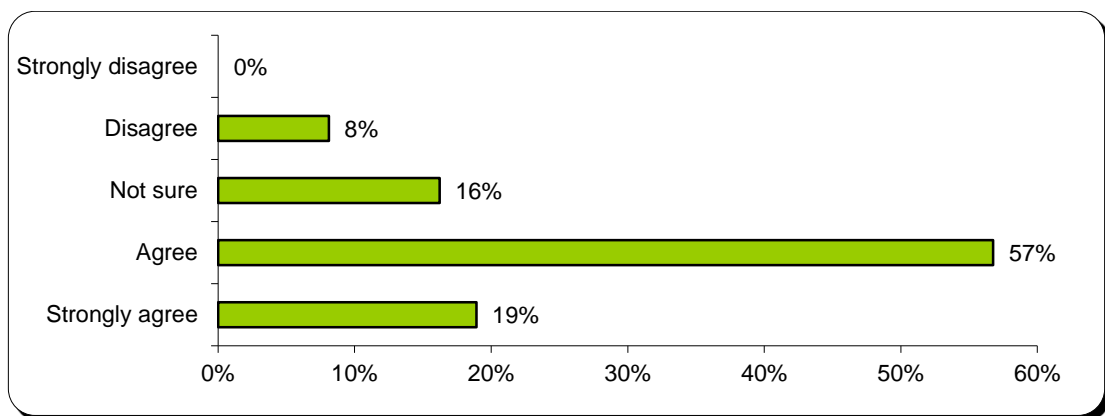
- A parish councillor queried *'when you get a leak, how much do you usually lose on average?'*
- A local authority/council officer asked *'do you know if it affects the water pipelines?'*

Table 7

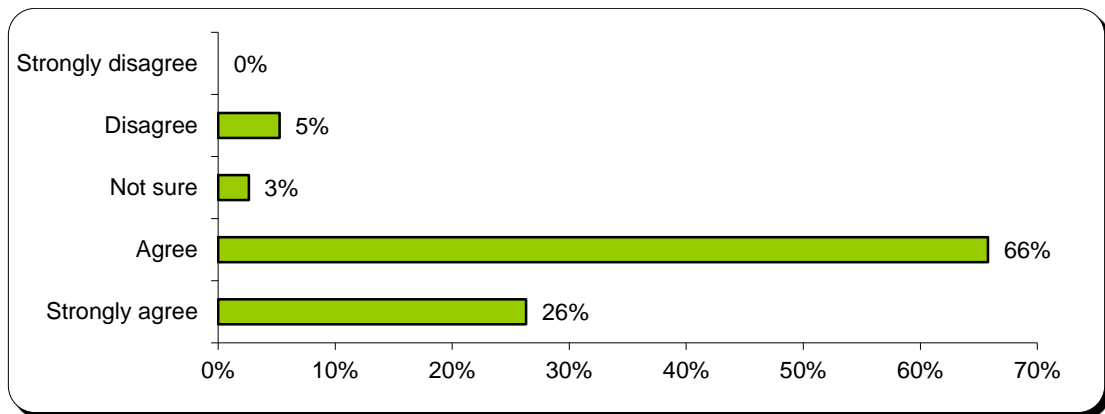
- An environmental representative enquired whether or not there are *'examples of people that are delayed or even prevented from installing PV because WPD's network cannot handle it?'*
- An environmental representative asked *'are WPD entitled to say no to people's requests for PV?'*
- A stakeholder said *'the European Commission are looking to legislate against the use of SF6'. S/he went on to ask 'what sort of impact would this have on your plans?' S/he said 'the legislation is in the very early stages'*
- An environmental representative enquired *'is there an alternative gas that you could use instead of SF6?'*

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

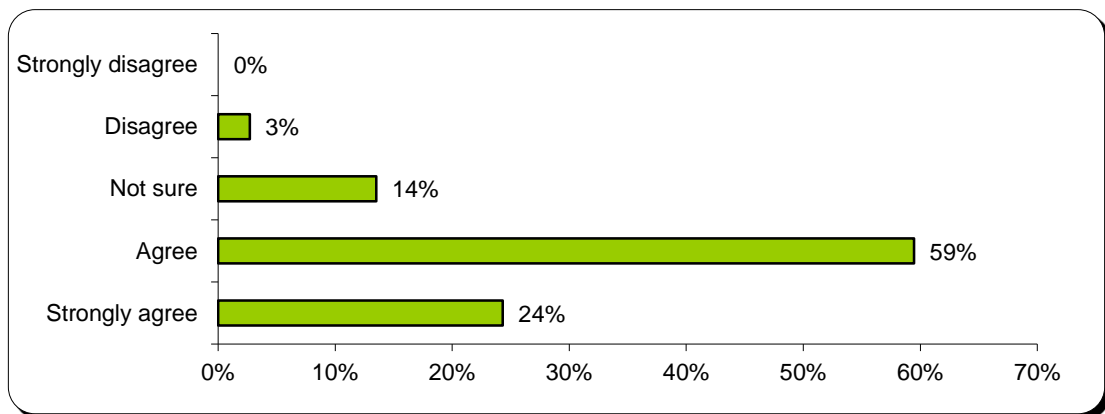


Table 1

- A parish councillor put forward the perspective '*it seems sensible to be reactive: you can't judge what is going to happen, so hot spotting is a good way of doing this*'
- An energy/utility company confirmed '*Ofgem could change its perspectives and targets at any time and introduce penalties for stranded assets*'
- An energy/utility company commented on the longevity of this price period and felt '*WPD are taking a sensible approach*'
- The group agreed that undergrounding cables continues to be a divisive topic
- A local authority/council officer stated '*WPD seem to be approaching this purely from a visibility angle, but trenching/undergrounding also has an impact. I am keen to know how deeply the cables are laid, and the impact on planting them*'
- A local authority/council officer was concerned '*putting something underground doesn't necessarily take problems away. What happens in these areas after undergrounding had been completed?*'

- A parish councillor queried the approach to high voltage pylons and felt *'the wooden posts aren't much of a problem'*
- A local authority/council officer agreed, commenting *'people are used to seeing wooden posts'*
- An energy/utility company felt *'consumers should not be expected to spend more on undergrounding'*
- An emergency resilience officer was of the opinion *'5km seems so insignificant it is merely a token'*
- An emergency resilience officer confirmed *'programmes monitoring driver statistics could have a tremendous impact'*
- A parish councillor agreed, saying *'the current figure going to landfill seemed high'*

Table 2

- A domestic customer representative was of the view *'irrespective of a standpoint on global warming due to current issues regarding fossil fuels it is a vital step change'*. S/he said *'it is a very sensible plan to serve customers'*
- An energy/utility company stated *'it is the uncertainty that is the issue for discussion today'*; s/he commented *'it is a difficult situation to be in, as WPD are planning for the unknown'*
- A domestic customer representative said *'why should someone in social housing have to fund someone else to protect their view by undergrounding power?'*
- A business customer representative said *'WPD should reserve funds for the undergrounding of cables. WPD should only act once evidence or a community pressure forces their hand'*. S/he commented *'it is tantamount to agree overhead lines are evil'*
- A local authority/council officer asked *'what vegetation cover would be affected by undergrounding?'*
- A local authority/council officer stated *'anything tied into WPD's plan to protect the environment and maximise innovation is a very sensible approach'*
- A developer/connections representative said *'flexibility is important within WPD plans and difficulties are faced when energy choices are often subsidy driven'*

Table 3

- A local authority/council officer asked *'what specifically is WPD doing that is innovative?'*
- An emergency resilience officer mentioned *'WPD's approach to small businesses is very important to my organisation'*
- A local authority/council officer said *'LCTs represent a growth area in terms of new housing and also jobs. This growth is an important issues for WPD to prepare for'*

- A business customer representative was of the view *'the packages need to mention energy storage'*
- An emergency resilience officer said *'it is interesting that WPD cannot advertise solar technology'*

Table 4

- An environmental representative commented *'the vast majority of customers do not support undergrounding but a small minority do'*. S/he stated *'I would like to see a gradual increase in undergrounding and for WPD to extend to areas where there is customer demand'*
- A parish councillor asked *'is the figure skewed? Does it just take into consideration poles, not towers/pylons?'* S/he said *'I am happy as it stands'*
- A parish councillor commented on the effectiveness of heat pumps and asked *'is it merely government publicity?'*
- A parish councillor said *'something similar to the Central Office of Information is needed'*. S/he was of the view *'electric cars can lose money'*
- A developer/connections representative stated s/he *'was surprised by the amount of oil lost through leaks and thought it would have been less'*
- A local authority/council officer agreed
- A developer/connections representative commented *'the aim to reduce leaks by 75% is massive and can only be a good thing'*

Table 5

- An emergency resilience officer stated *'I think that this is absolutely the right strategy and it seems to be the most cost effective'*
- An emergency resilience officer commented that *'the SF6 gas approach sounds impressive'*
- A local authority/council officer commented *'I am fascinated by the chemical trace in the oil because the oil is already there, it has been there for years, I am also interested in what the chemical trace is'*
- A local authority/council officer disagreed and stated *'I don't see how chemical tracing will improve the situation'*
- An energy/utility company representative commented *'undergrounding makes no difference from a business perspective; I am more interested in resilience. When I have seen examples of undergrounding it can be done really well and it looks good'*
- A local authority/council officer stated *'it's interesting to know undergrounding is quite affordable, but I know it is not as simple as that'*

Table 6

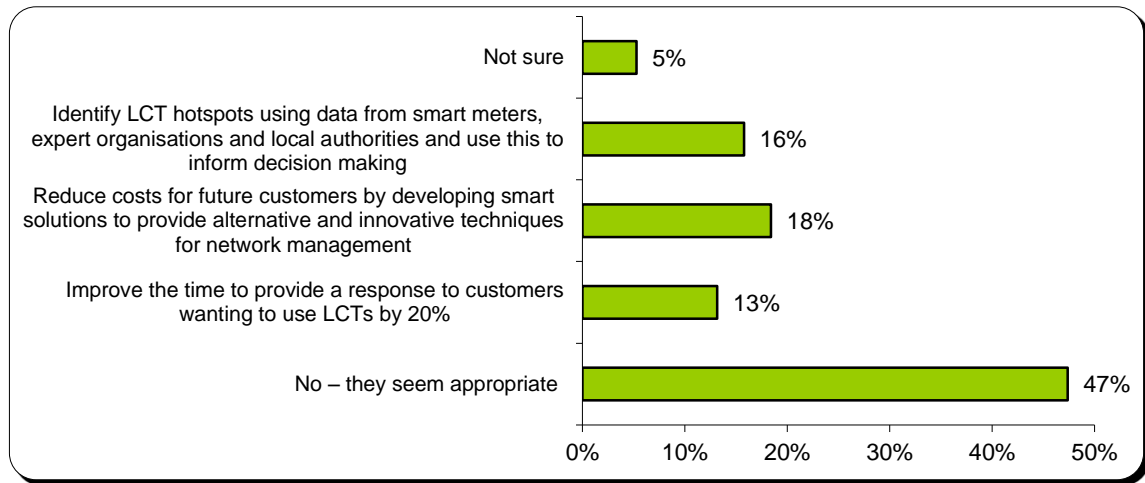
- A local authority/council officer asked *'do WPD find that momentum is still there for low carbon?'*
- A local authority/council officer said in relation to oil leaks *'I have some worries about this as I have experienced an oil leak from a heating supplier which has damaged my water supply'*
- An energy/utility company representative commented on SF6 gas, *'it does seem a lot but as it's the only system available it seems ok'*

Table 7

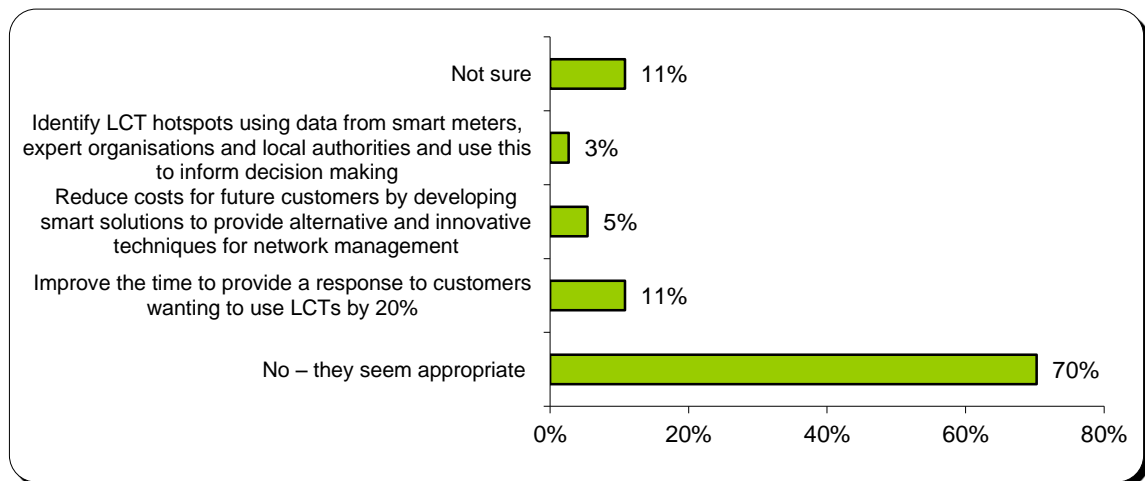
- A domestic customer representative stated *'I have installed PV on my property'. S/he said 'as it was residential, the connections process was not really a problem as the installer did all the paperwork. The problems will probably be for developers and housing associations'*
- An environmental representative stated *'if WPD use LCT hotspots there is a risk of it becoming a self-fulfilling prophecy. If WPD do not put the infrastructure in, there will be no low carbon technologies and if there are no low carbon technologies, there will be no infrastructure'*
- An environmental representative said *'there are many issues with undergrounding in AONBs. When WPD are working in AONBs there are ecological issues. For example, you are interfering with the environment by taking away wooden poles'*
- A stakeholder said that *'we first need to see what the current benchmark is to see if these targets in package one are challenging enough'*
- An environmental representative said *'WPD's target on waste reduction does not sound particularly challenging to me. Sorting the waste into different skips is not difficult; we do it at home after all'*

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

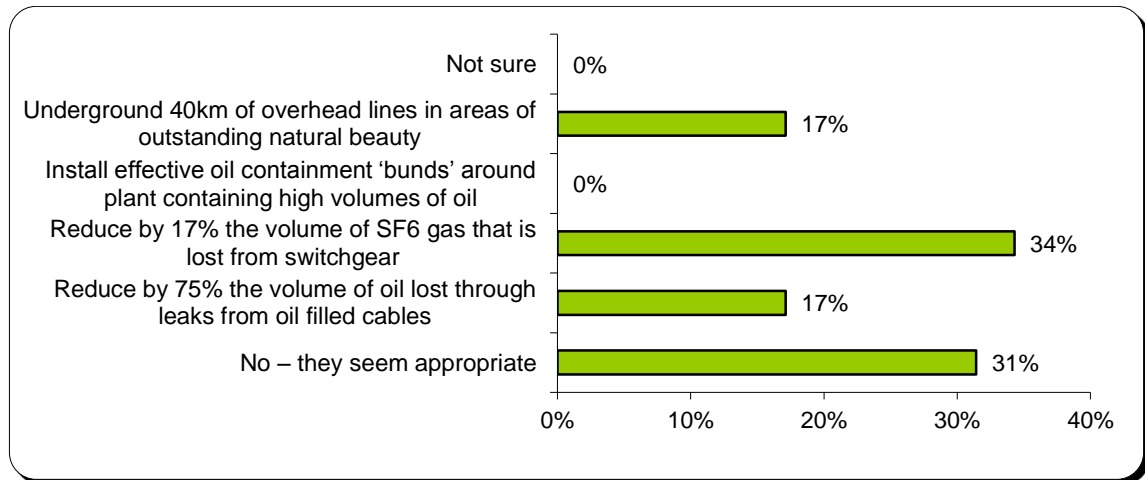
Facilitating increased volumes of LCTs: Is there one output you feel strongly WPD should do more than proposed?



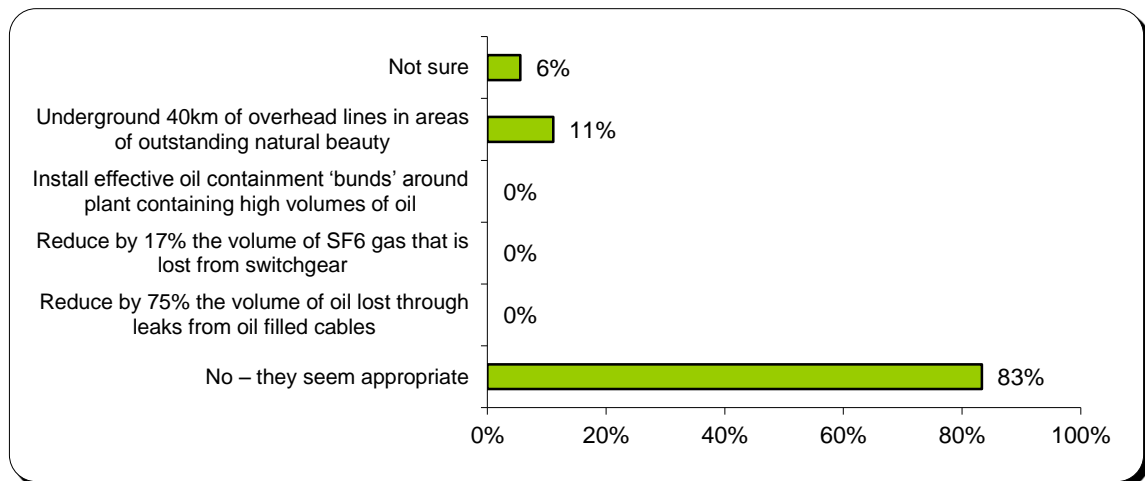
Facilitating increased volumes of LCTs: Is there one output you feel strongly WPD should do less than proposed?



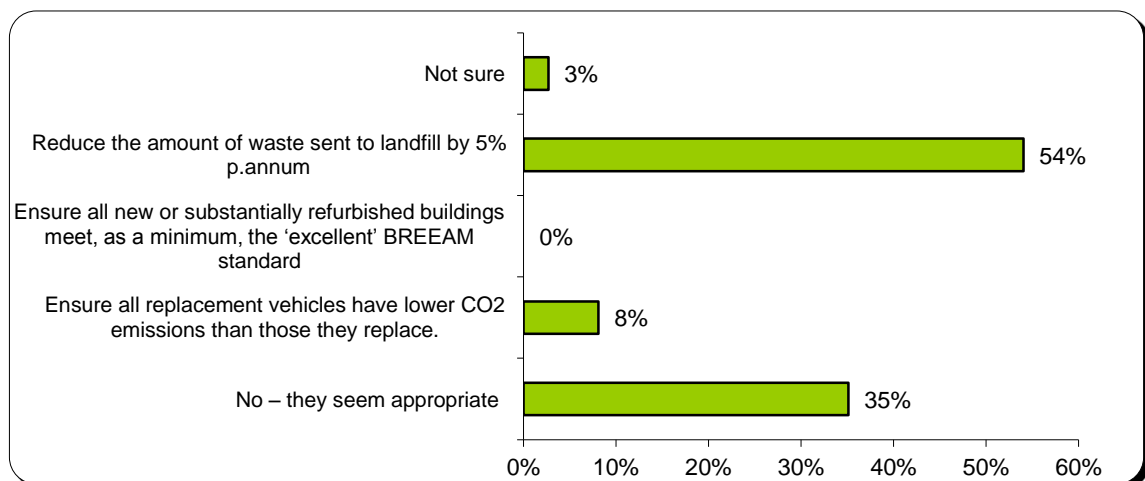
Reducing network environmental impact: Is there one output you feel strongly WPD should do more than proposed?



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?

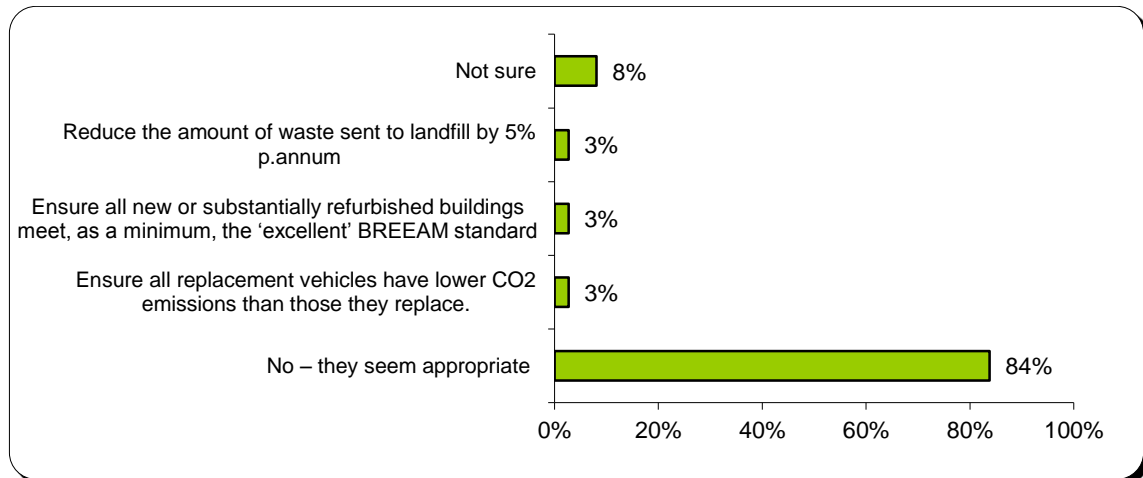


Table 1

- An emergency resilience officer felt that *'the decision over the use of the Ford Transit versus Fiat Doblo should be looked at in the context of the whole life of those vehicles. S/he asked 'how are the vans transported to the UK?'*
- An energy/utility company agreed that fuel and maintenance costs should be considered and commented *'can drivers ever actually achieve the outputs headlined in the brochure?'*
- An energy/utility company flagged that *'if most of the waste WPD generated came from manufacturer packaging, WPD should talk to manufacturers about minimising waste, such as wood pallets and plastic'*
- A local authority/council officer suggested *'WPD return packaging to manufacturers so that it can be reused'*
- An energy/utility company urged *'WPD to explore re-use strategies and put pressure on suppliers'*
- A parish councillor commented in relation to the oil used in cabling and SF6 gas s/he felt *'these targets don't look too good in comparison to some of the other targets, and there was no mention of alternatives'*
- An energy/utility company believed *'there are alternative gases for higher voltages, but this could bring other issues into the equation'*
- A parish councillor clarified his / her understanding that *'WPD did not have any drive to replace the use of SF6, instead it seems to be better to just retain it'*
- An energy/utility company queried the spend involved, and whether *'it was reasonable to carry on at the same level? Will the impact for customers vary according to where they live?'*

- A local authority/council officer highlighted *'tree planting could be helping towards mitigation of carbon footprint and if so WPD should shout about this'*

Table 2

- A local authority/council officer commented *'I would rather see more efficient vehicles sooner than SF6 gas being prioritised'*
- A local authority/council officer said *'undergrounding is lower down the priority list in my view'*
- A developer/connections representative commented *'as well as carbon emissions WPD could consider if vehicles are UK built'*

Table 3

- A parish councillor asked *'does WPD recommend solar panels on housing?'*
- A parish councillor pointed out *'fewer electric cars are being sold than predicted'*
- A parish councillor said *'the aim to reduce costs for customers by developing smart solutions seems eminently sensible as it is under WPD's control. However, the aim to improve the time to provide a response to customers wanting to use LCTs by 20% seems to me to be somewhere where WPD would not want to be spending significant money as there are so many unknowns. A lot of low carbon initiatives come from the government and it has a lot of wishful thinking about take-up'. S/he added that 'WPD should be involved in what is going on but it would be a bit unwise in my opinion to spend large amounts of money when something totally different might end up happening'*

Table 4

- A parish councillor would like to see *'WPD research and have a dig to find out about energy schemes and incentives that are available to customers'. S/he said 'I would like to see WPD issuing more information about heat pumps and solar panels'*
- A local authority/council officer disagreed and stated *'there are plenty of places to go for energy information already'*
- An environmental representative stated *'I would like to see more undergrounding than what WPD is offering'*

Table 5

- A stakeholder stated *'a lot of low carbon technology is supplied by new companies who cannot take on a lot of risk. It would be good if WPD could take on more risk and help the suppliers'*
- A local authority/council officer stated *'you have to leave reinforcement of the networks for when WPD have the right data, otherwise WPD can go too far in the wrong direction. This way WPD will not be taken by surprise'*

Table 6

- An environmental representative asked *'what about looking at PV and using the network more strategically to free up some of the grid?'*

Table 7

- An environmental representative made the point *'the 5p a year that could be spent on undergrounding is a teaspoonful of beer'*
- A stakeholder responded saying *'there are lots of things you could spend 5p a year on though'*
- An energy/utility company representative agreed, stating *'it all adds up'*
- A parish councillor was of the view *'it has all got to go underground'*
- A stakeholder asked *'how much effort is being put into smart solutions? And are different market solutions, such as demand-side management, being looked at as well as technologies?'*

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

- An energy/utility company questioned the overall feel for the business plan and asked *'how will this impact different parts of the regional area?'*
- An energy/utility company questioned *'whether targets were split against different geographical areas?'*
- The group agreed it would be helpful to understand how targets will be translated across the region

Table 3

- A parish councillor made the point heat pumps are economically better in the South West due to the lack of gas connections
- A business customer representative asked *'does WPD have a mandate to reduce customer consumption or is that with the supplier?'*

Table 5

- A stakeholder stated *'WPD have to make decisions on the best information you have available now'*

Table 7

- An energy/utility company representative made the point *'the cost of the reinforcement of the network in an area for a solar park, for example, is shared between all those in the area'*

- An environmental representative commented *'there is a mind-set in the UK these days that we should not be spending any money'*
- A domestic customer representative enquired *'why, if there is great uncertainty in forecasting demand and so on, is RIIO planned over an eight-year period?'*

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 questioned *'is there a metric that shows how WPD are reducing dissatisfaction?'*

Table 2

- No comments were made

Table 3

- An emergency resilience officer said *'I suppose so. My only question is, is there a cost to the customer for WPD to be number one? A little bit more comparison would help probably'*
- A business customer representative said *'I am satisfied'*
- A parish councillor asked *'is WPD miles ahead of the other DNOs or is it close?'*
- A parish councillor asked *'is WPD dependent on other parties to deliver some of the outputs discussed today? If so, will WPD enforce the same standards on the third parties?'*
- A local authority/council officer questioned if WPD varied *'the sample of customers when carrying out customer satisfaction surveys?'*

Table 4

- No comments were made

Table 5

- An emergency resilience officer asked *'is the customer service excellent standard just for WPD or is it the same standard across the board?'*
- An emergency resilience officer commented *'the 65% of complaints that are dealt with shows WPD are doing really well; however, the next figure given shows complaints that are dealt with within 31 days. S/he went on to ask, 'would it not be better if you could break this more into profiles?'*

Table 6

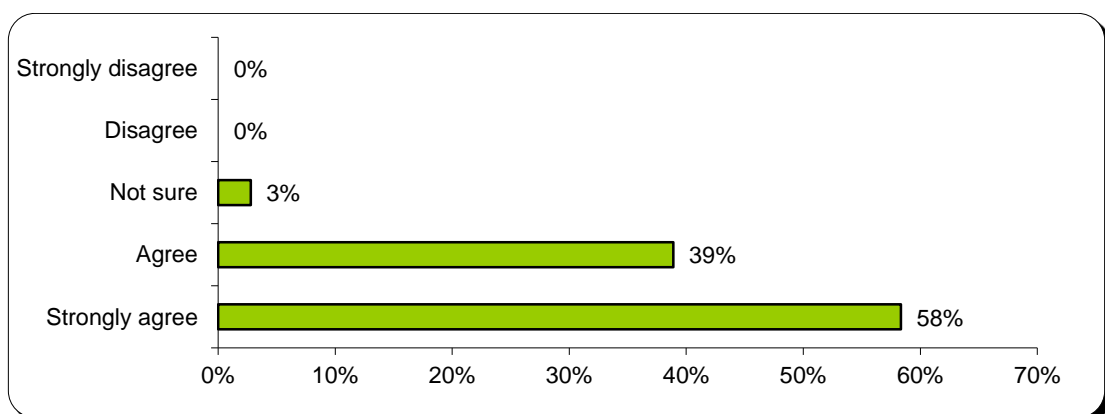
- An energy/utility company representative asked *'are the stakeholder workshops just for this submission or are they on an on-going basis?'*
- A local authority/council officer asked *'how many do you do at the moment?'*
- An energy/utility company representative asked *'how would you promote these surgeries? Online?'*
- An environmental representative queried *'do you offer a site visiting service?'*
- A developer/connections representative said *'resolving 65% of complaints is good but for the remaining 35% how long does it take for them to be resolved?'*
- An energy/utility company representative asked *'what's the percentage of complaints, specifically? Connections?'*

Table 7

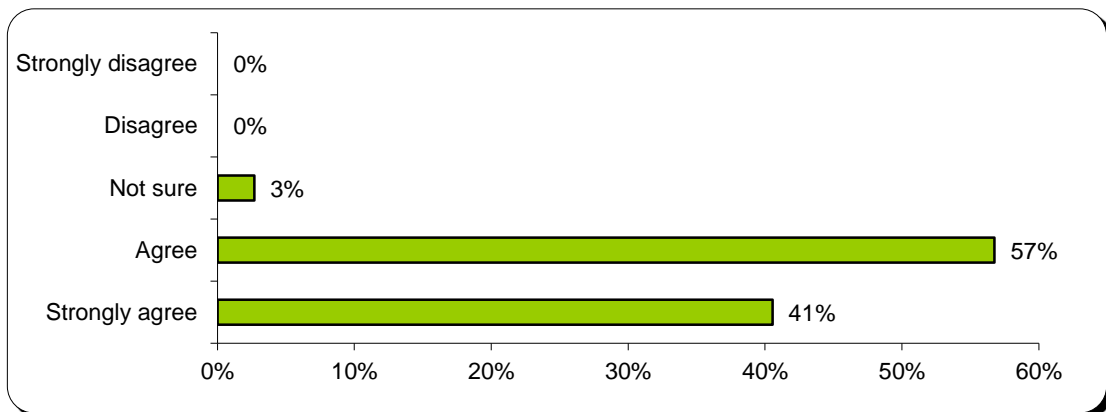
- An environmental representative asked *'do WPD's call takers have all the information about the customer available as soon as the customer rings? Such as whether they are a vulnerable customer?'*
- An environmental representative asked for clarification over the telephone response time, asking *'is it 1.6 seconds to get an automated response or to reach an actual person?'*

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

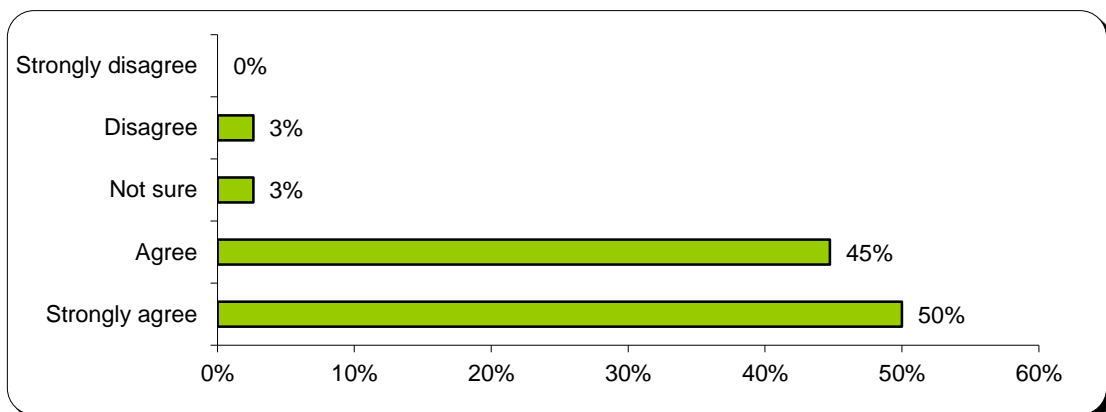


Table 1

- An emergency resilience officer queried *'why does WPD want to be the best in customer service, when money spent here could be spent elsewhere?'*
- An energy/utility company questioned *'is there a financial benefit to being the best?'*
- An energy/utility company wondered whether *'WPD wanted to get it right first time for financial reasons?'*
- An emergency resilience officer confirmed that s/he is pleased to see *'WPD is ranked so well'*
- An emergency resilience officer felt *'8,500 complaints a year was low'*
- An emergency resilience officer believed in regard to social media there will always be times *'where you need to speak to a human being'*
- A parish councillor agreed and stated this was particularly important to complaints, stressing *'if you can speak to someone you feel like your complaint is going somewhere'*
- A parish councillor agreed *'you are always interested to see if your neighbours also have a power outage'*

- An emergency resilience officer felt that these workshops were '*excellent*'

Table 2

- A domestic customer representative was of the view '*WPD's targets on resolving complaints were accurate as not all complaints were within their control to resolve them*'
- A developer/connections representative commented '*the call response time was a tough target to meet*'
- A parish councillor viewed '*a correct restoration time to be more important than the number of rings to answer a call*'. S/he said '*it is the most important target in the communications package*'
- A domestic customer representative commented '*although we would all want WPD to reach a higher target than the one set is it the case that sometimes it would be unachievable to always deliver a quick restoration time as WPD may have to attend a site to undertake an assessment?*'

Table 3

- A business customer representative asked '*if resolving 100% of complaints within one day was feasible?*'
- A local authority/council officer said '*obviously WPD could not expect to resolve all complaints in one day. It would be interesting to know how they arrived at the figure of 65% though*'
- A parish councillor queried '*does the 65% response deal with major outages. For example, those caused by snow?*'

Table 4

- A parish councillor asked for the 5k number to be clarified and commented '*7.7 million is 1 in 9*'. S/he felt '*it is a good figure*' and asked '*if 65% of complaints are dealt within one day what has happened to the other 35%?*'
- A parish councillor said s/he was '*happy with statistics given*'
- A local authority/council officer agreed and commented s/he was '*happy with package 1 as a whole and felt the work produced is of a high standard*'
- An environmental representative felt '*WPD have produced very good statistics especially if they were to be compared to other services such as broadband*'
- A parish councillor asked '*in relation to item 9 does it mean half the people ringing do not receive a call back?*'
- An environmental representative answered the question, stating '*customers may not receive a call back as the power may have gone on and therefore the problem would have been resolved*'

- An environmental representative commented *'other organisations have already used social media'*
- A parish councillor commented on water companies updating customers door to door when work was due to be carried out. S/he was of the opinion *'electricity and gas companies should look to do the same'*

Table 5

- An emergency resilience officer commented *'I think the statistic using two seconds on power cuts is unnecessarily small. Will this change make any real difference? Also a lot of people do not always have WPD's number so perhaps they might look it up in the phone book. WPD could make more of an effort to make the right number to call explicitly clear. You could have a campaign on this'*
- An emergency resilience officer stated *'it would be difficult to judge this. What criteria would it be based on? It is subjective as some people might need these services, there is no evidence to discriminate on this'*
- An emergency resilience officer commented the customer panel *'is brilliant'*
- A parish councillor questioned *'does the supplier of energy know who the distributor is?'* S/he went on to mention that WPD used to issue a call card with a number that you could call; *'we just left it on the electricity box and it was really helpful'*

Table 6

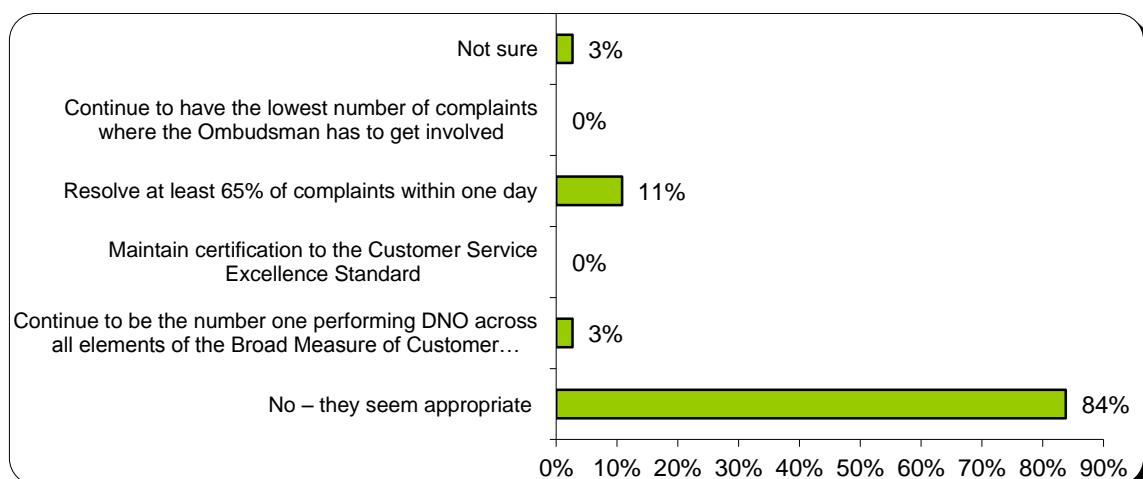
- A local authority/council officer commented *'it's sometimes expensive to try to maintain first place'*
- An energy/utility company representative disagreed, saying *'it should be a priority to maintain that performance'*
- A parish councillor stated *'I find it incredible you can answer the telephone in two seconds'*
- A developer/connections representative agreed, adding *'I think that's impressive to be honest'*
- An environmental representative held the view s/he was *'surprised that WPD are still using the telephone as a point of contact'*
- An environmental representative added *'I think WPD should focus on the telephone service to people who need or want it; that is a necessity and WPD should then focus on using all other different forms of social media'*
- A parish councillor agreed, saying *'I think text messaging is quite useful, it's quite comforting to know you're being dealt with'*
- A parish councillor said in relation to stakeholder engagement, *'it's a good thing'*
- A parish councillor pointed out *'if you have too many, people will lose interest'*

Table 7

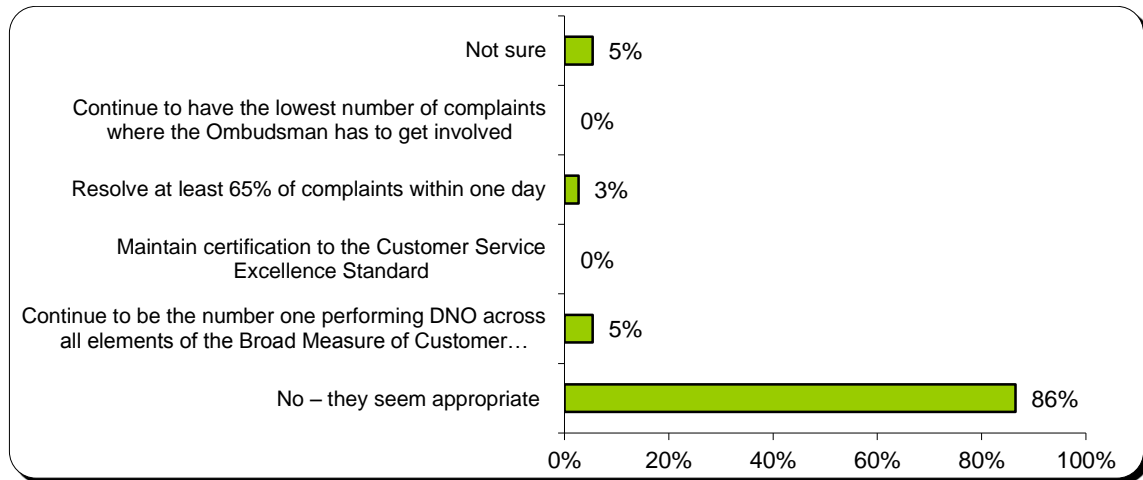
- An environmental representative was of the opinion *'handling 65% of the complaints in a day is superb. Every other company should be doing the same'*
- A parish councillor said *'when contacting any company, you just want to talk to someone'*
- A domestic customer representative commented *'WPD's phone system is good but my phone is mains powered so I would have to use my mobile. Will WPD still be able to identify my location?'*
- An energy/utility company representative felt *'the register is still missing a lot of people, despite all the work that is being done'*
- An environmental representative commented on the 1.6 second telephone pick-up time and stated it is *'unbelievably fantastic'*
- A stakeholder was of the view *'social media is another option, but it cannot replace the telephone'*
- An energy/utility company representative pointed out *'different groups like different ways of communicating'*
- A domestic customer representative commented *'social media is not much use in a power outage though'*

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

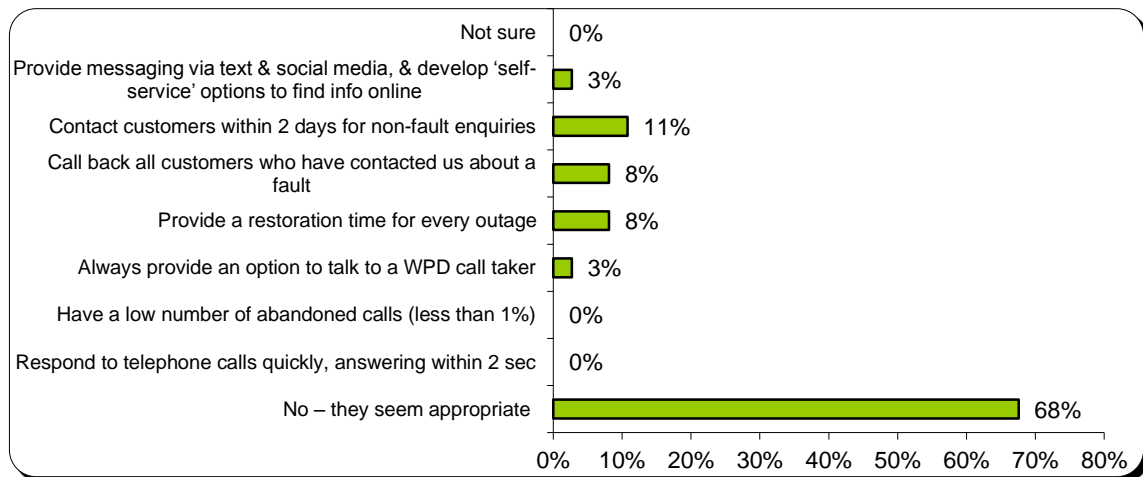
Customer service & complaints: Is there one output you feel strongly WPD should do more than proposed?



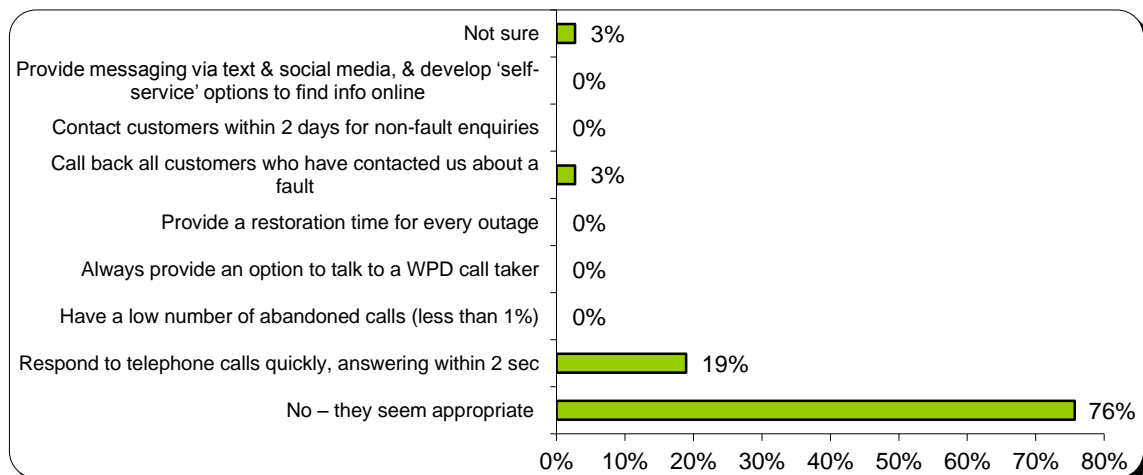
Customer service & complaints: Is there one output you feel strongly WPD should do less than proposed?



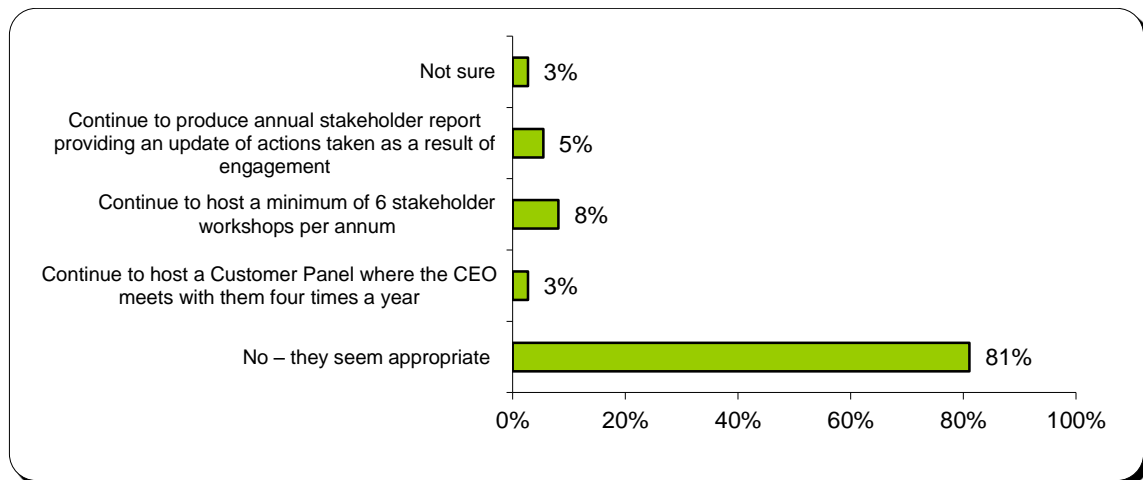
Communication: Is there one output you feel strongly WPD should do more than proposed?



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?

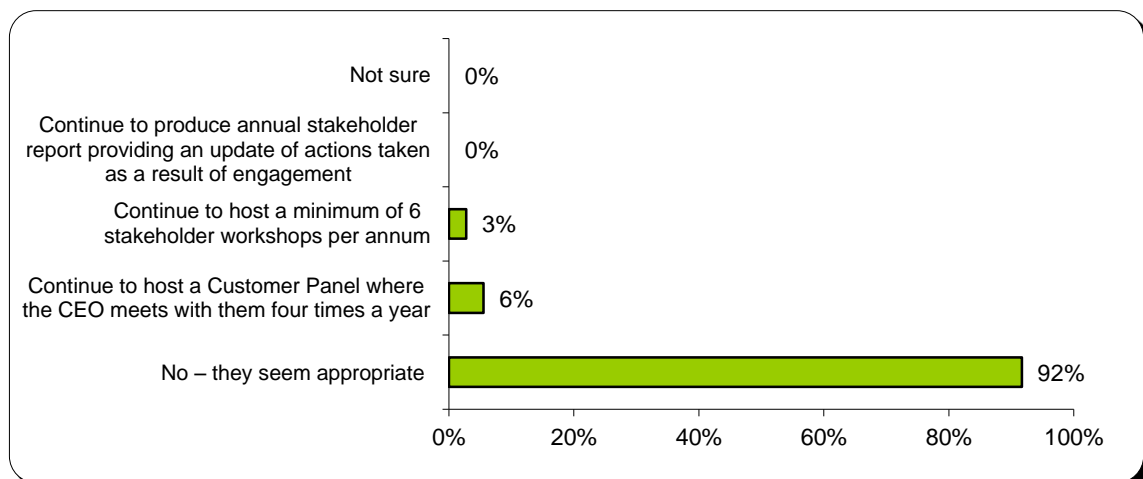


Table 1

- A parish councillor felt *'this process would also be useful to confirm that the attendees were the right ones.'* S/he continued *'customers with problems should be involved, as they would bring a specific perspective to discussions such as people who are waiting for connections'*
- An emergency resilience officer agreed, and flagged up *'different age groups and financial perspectives should be included'*
- An energy/utility company commented *'regular industry meetings brought together different audiences and focused on different issues. My perspective is that the views expressed at these sessions would definitely be fed back to Ofgem who would know whether they had been taken on board'*

Table 2

- A local authority/council officer said *'across the board, with regard to communication with customers, WPD could do more to inform customers that power outages were within their remit'. S/he suggested 'WPD should be their first point of contact rather than suppliers'*
- A local authority/council officer commented on customer calls being answered within two seconds as being *'extremely quick, I don't know any other utility or provider who offers that with regard to telephone answering and is there a benefit of improving the current target?'*
- A domestic customer representative suggested *'WPD could do more to collect customers' mobile phone numbers in order for them to send out unprompted information text messages with basic information on power outages'. S/he continued 'there are a high number of people now who don't have a landline or internet access, particularly in rural areas or others who will not use their mobiles due to worrying about the cost to call 0845 numbers, they will sit and wait'*
- A parish councillor commented *'a high number of elderly community members will have mobile phones but will not want to text or receive texts'*
- A local authority/council officer asked *'is the WPD restoration time estimate assessed and is this taken into consideration with the targets?'* S/he continued *'WPD should re-communicate with customers if there are unforeseen delays'*
- A parish councillor commented *'historically people would use phonebooks, so WPD need to think about how to move forward with society as it changes as a result of new communication tools'*

Table 3

- No comments were made

Table 4

- An environmental representative stated *'the police are using social media'. S/he felt 'WPD should be keeping up with new technology in order to keep customers happy and ensure they do not start to look elsewhere'*
- A local authority/council officer said *'the option to receive a regional call or a text message in times of a power cut would be good'. S/he felt 'now is a good opportunity too for WPD to engage with stakeholders on how to utilise new technology'*

Table 5

- A local authority/council officer commented on customer call backs and stated *'I think it is unnecessary to change this downwards. This is an area WPD can make savings on. I would use judgement. For example if someone was just moaning, I wouldn't bother giving them a call back but if they had a genuine point I would. Decisions need to be made on a case-by-case basis'*

- An emergency resilience officer stated *'from a resilience perspective the obligation to engage with major providers would be easier to do if it was broken down into regional areas? It would be especially helpful if WPD could give us early warnings on development plans so we can manage our own developments. S/he felt 'sometimes engagement on this seems to be a box-ticking exercise that does not lead to real solutions'*
- An emergency resilience officer stated *'it may cost a lot of money to send a call card out to all the WPD households. S/he suggested 'perhaps WPD could lead on a multi-utility call card that is sent out to all households'*

Table 6

- A parish councillor questioned whether *'WPD should look at resolving 99% of complaints in 31 days?'*
- A local authority/council officer stated *'WPD should invest in social media and text messaging. After doing this WPD will find a balance'*
- A local authority/council officer commented *'the customer needs to be reassured on issues like this. Especially those who do not have access to or use social media'*
- An energy/utility company representative stated *'if you have the option of a phone call and social media the call centre will be freed up for the more vulnerable people'*
- An emergency resilience officer felt *'it is how WPD engages with and identifies vulnerable customers. There is a lot of information available but it is not always accessible and in the right place. S/he went on to suggest 'WPD could work with the NHS and other local authorities and take a strong social media approach to help cover as many bases as possible'*

Table 7

- An energy/utility company representative commented *'the term vulnerable customer is an unusual one. People do not really want to be known as vulnerable, so WPD need to try to eke it out of them'*
- A stakeholder asked *'if WPD find people that should be on the vulnerable register, can they share this information with other parties such as energy suppliers?'*
- A domestic customer representative asked *'are there any opportunities to introduce a text service?'*

6.4. Any other comments?

Table 1

- A parish councillor confirmed *'this stakeholder engagement event has been a thorough process'*
- An emergency resilience officer continued *'all the sessions today had been very good'*

Table 2

- A parish councillor said *'the knowledge of who to go to when there was a power outage varies greatly'*
- An energy/utility company said *'lots of people ring their energy provider when there is a power outage'*

Table 3

- A parish councillor said that his / her main experience of WPD has been regarding tree trimming. S/he explained there was *'a breakdown in communications and I had to make various phone calls before it was sorted'*

Table 5

- An emergency resilience officer asked *'do customers contact the DNOs in times of an outage?'*
- An energy/utility company representative described how a WPD representative had visited their offices and spoke on specific issues: *'I thought that level of engagement was really impressive'*
- A local authority/council officer asked *'how does this fit in to the meetings that you have all the time? There is a need for some people involved to understand the greater technical detail beyond what we are learning today. Do WPD have things like this?'*
- A local authority/council officer described a situation where *'as a customer I tried to contact a mains engineer at WPD and found it very difficult to get through to the call centre as it seems they are not geared up to take high level of calls'*

Table 6

- A parish councillor was of the opinion *'when you ring call centres, one of the major issues for me is people with broad accents as I struggle to understand them sometimes'*

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 questioned *'how is the final connection made to the WPD network?'*

Table 2

- No comments were made

Table 3

- A parish councillor said *'I have no complaints but I do not really understand the details of the connection time improvements. I have no idea what constitutes a significant improvement. For instance, is 53.5 days to 42.8 a significant change?'*
- A parish councillor commented *'there must be external constraints to connection. For instance, getting planning permission'*
- An emergency resilience officer noted the *'surgeries could allow for a different type of interface'*. S/he also suggested *'a mentor could take a customer through the process of connection'*
- A business customer representative asked if the surgeries were *'to help customers to better understand the process of connections?'*

Table 4

- No comments were made

Table 5

- A stakeholder asked *'where does WPD rank on connections compared to other DNOs?'*
- An emergency resilience officer asked if *'the updating on connection figures was done on an annual basis?'*
- A local authority/council officer questioned *'could WPD clarify who a third party connection provider is?'*
- A local authority/council officer questioned *'so this is a competitive area of business?'*
- A local authority/council officer went on to ask *'is this work you want to retain?'*
- A parish councillor asked if WPD *'were responsible for third party connections?'*

Table 6

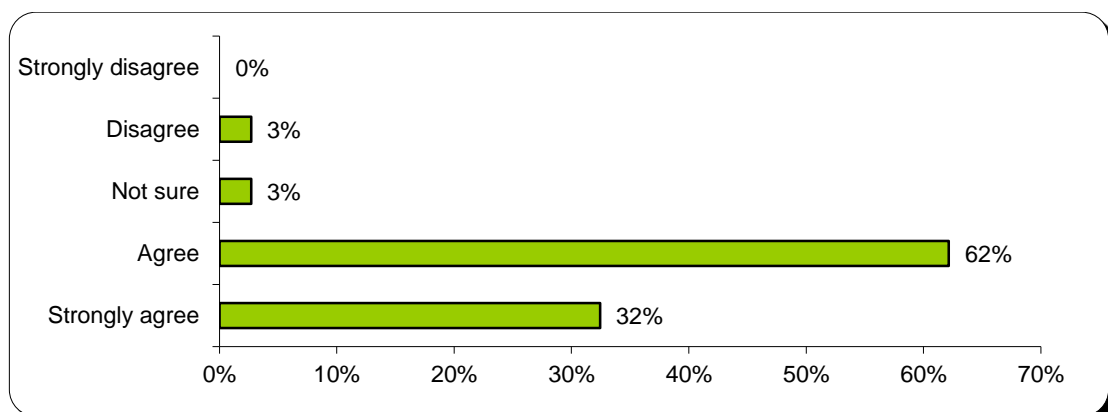
- An energy/utility company representative queried *'what do WPD define as a small or large connection?'*
- A local authority/council officer made the assumption *'this is presumably a more expensive area to improve?'*

Table 7

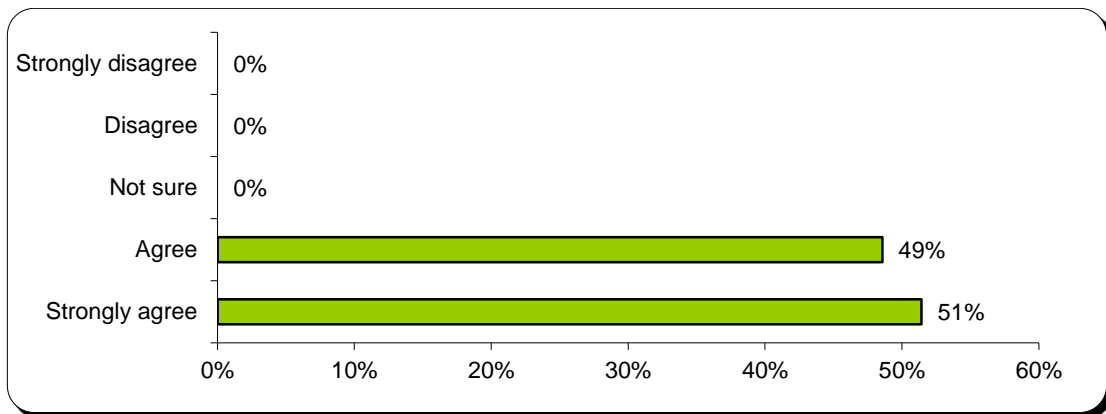
- A stakeholder asked *'what does WPD mean in regards to delivering a connection in that many days?'*
- An environmental representative enquired *'how would WPD's timings compare with telephone connections?'*
- A domestic customer representative was of the view *'one cannot really compare the two because if you are building a house yourself, you would want electricity pretty early in the process, whereas the phone can wait until the end'*
- A domestic customer representative asked if the timings *'fluctuate with the voltage level?'*
- A stakeholder said *'I am keen to know how WPD compares with other DNOs'*
- A domestic customer representative asked *'will these reductions be across WPD's four regions? Even though they are all very different'*
- An environmental representative admitted s/he was *'not really sure if it is a challenge or not'*

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

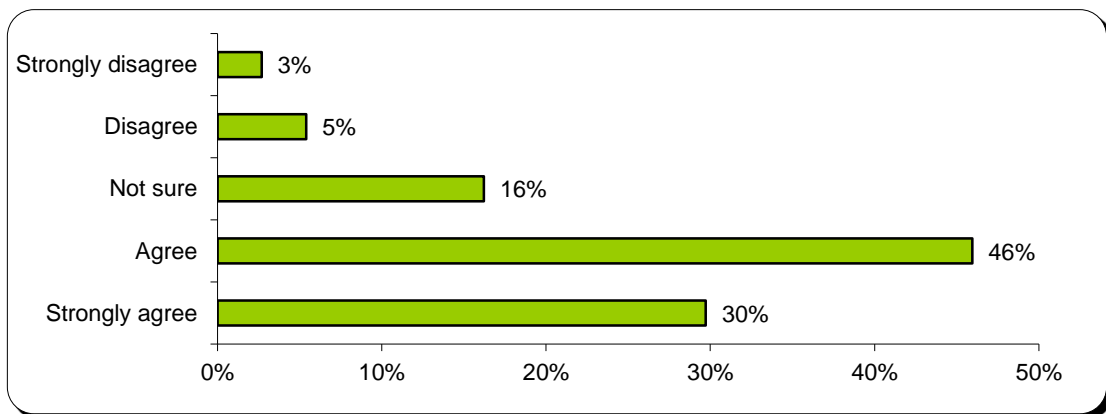


Table 1

- A parish councillor stated that *'improving something by 20% is really significant'*
- A parish councillor commented on how complicated the process was
- The group agreed that 20% was a significant improvement
- A parish councillor commented WPD are *'recognising demand'*, and that *'WPD should be able to respond to an individual who may need a quick response for a specific reason'*
- A parish councillor was of the view *'surgeries where people could feed back concerns would be helpful'*
- An emergency resilience officer felt *'I could improve our customer service if WPD in turn improved theirs'*. S/he went on to agree *'if there was a manager with responsibility for ensuring a power supply is maintained: there is always room for improvement'*
- An emergency resilience officer felt this would become an expectation in the future, concluding *'Luddites, get out of the way'*

- A parish councillor asked *'how is the proficiency of third parties monitored?'*
- A parish councillor felt *'in relation to the third party/competition process, most people would assume work would be done by WPD'*

Table 2

- A local authority/council officer asked for *'clarification on the overall time to deliver a new connection and WPD's targets'. S/he questioned 'the time targeted and if it was fair to small use requests'. S/he suggested it was 'quite a long time'*
- A business customer representative said *'it seems appropriate when you consider the time lapse of a house build'*
- A developer/connections representative commented *'the target to deliver a new connection was accurate'. S/he further clarified by saying 'as the total time included gaining permission for access I thought it was robust and fair'*
- A developer/connections representative suggested *'in the long term WPD's approach with third-party providers was a good thing'*
- A local authority/council officer was in support that *'having an overview of a complete service was appropriate'*

Table 3

- A parish councillor said *'it strikes me as odd that you promote other companies who could do the work but they do not have to promote you. I appreciate where the regulator is coming from but it seems strange using customers' money to promote others'*
- A parish councillor stated *'it is great what WPD are trying to do'*

Table 4

- A developer/connections representative was of the view *'the biggest problem in connections is not WPD as they always deliver on time but in fact third parties who push dates back'*
- A developer/connections representative said *'it will take more than two months to build a building so the connection time notice does not need to be reduced'*
- An energy/utility company representative was of the view that item 3 was a good decision but suggested *'perhaps engagement with independent connection providers would be good'*
- An energy/utility company representative stated *'WPD's method of engagement puts them in the top three DNOs'. S/he commented 'the worst DNOs are poor because unlike WPD it is difficult to get information from them. S/he went on to say 'the steps WPD are taking to improve generation connections in order to link networks are good. Positive outcomes have arisen due to WPD listening to independent connections companies on what they have to say'*

- A developer/connections representative commented *'WPD's future challenge will be with solar panels as there is not a lot of sunlight in the northern part of the network area'*
- An energy/utility company representative said *'high voltage connections 33kv+ have very limited information available on the website'*
- An energy/utility company representative commented *'the information DNOs provide in relation to any connections up to 11kv is good'*. S/he went on to point out *'anything more than 11kv becomes more complex as it is a more bespoke connection but more information needs to be available'*
- A developer/connections representative commented *'other connection providers being available'*. S/he felt *'in terms of convenience it is easy to work with WPD but that may be just because I know the people'*

Table 5

- No comments were made

Table 6

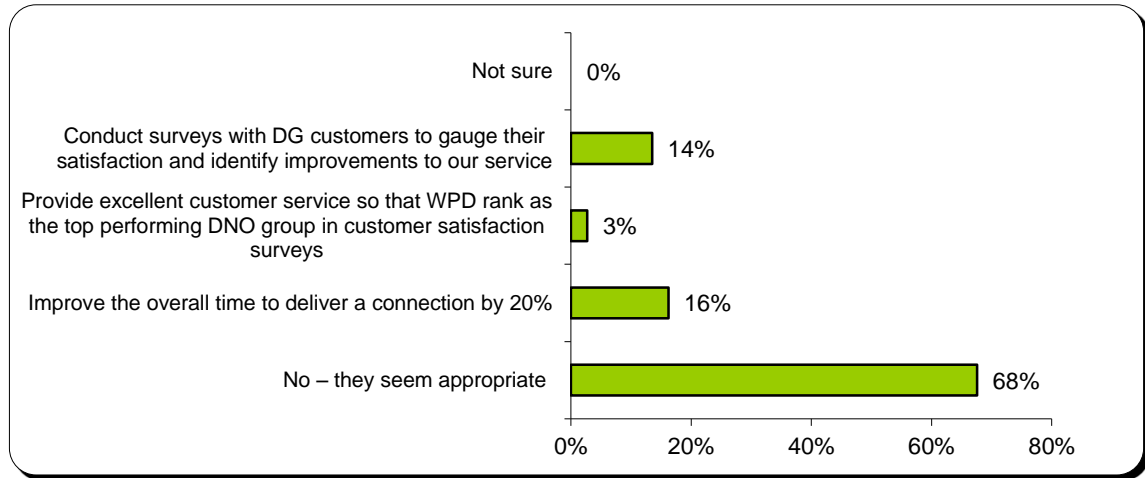
- An environmental representative asked *'is there a facility to pay for a faster or more regular service?'*
- A local authority/council officer agreed, adding *'that would be really important for some people'*
- An energy/utility company representative commented *'that's a great thing, meeting with third party providers and facilitating a competitive market'*

Table 7

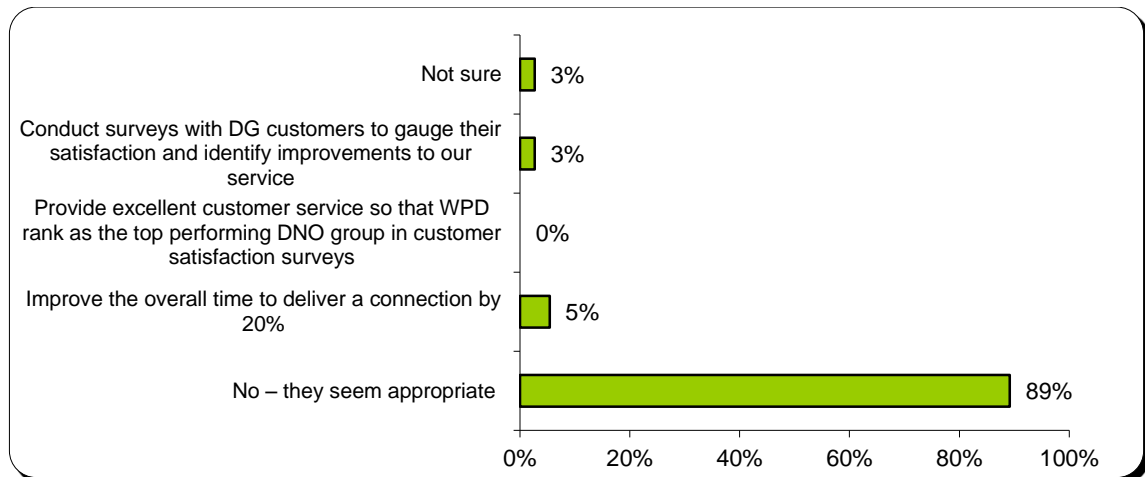
- An energy/utility company representative made the point that reducing connection times *'is a requirement of RIIO'*

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

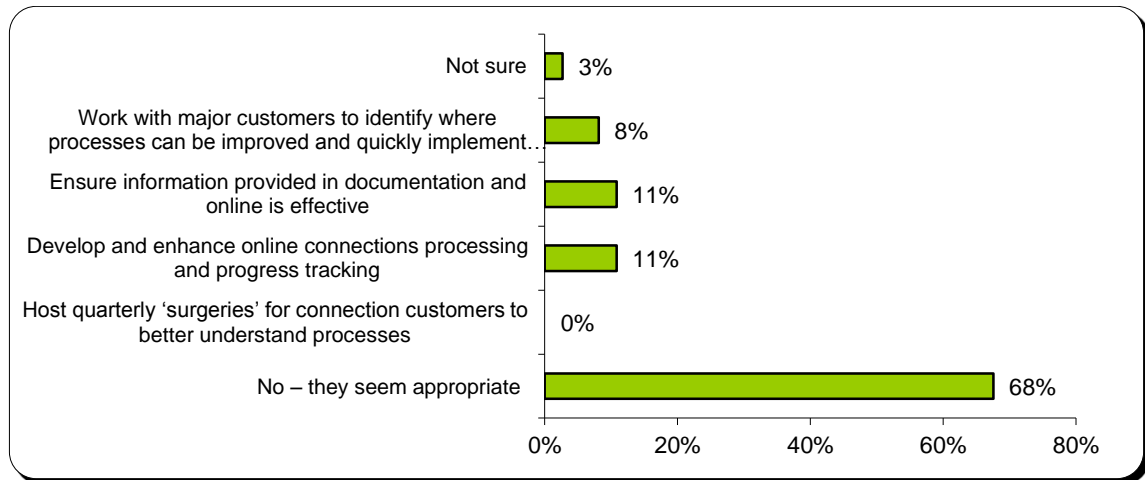
Fast & more efficient connections service: Is there one output you feel strongly WPD should do more than proposed?



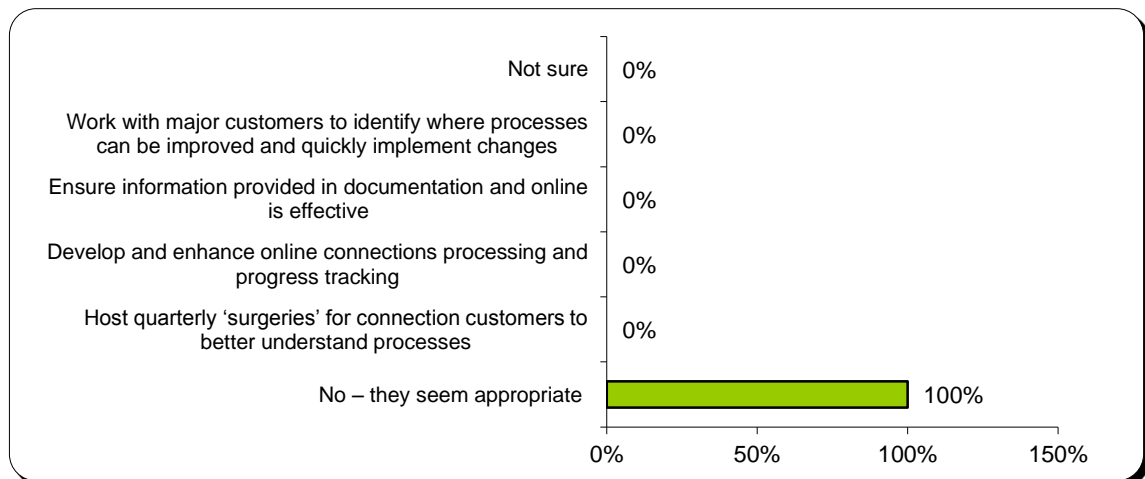
Fast & more efficient connections service: Is there one output you feel strongly WPD should do less than proposed?



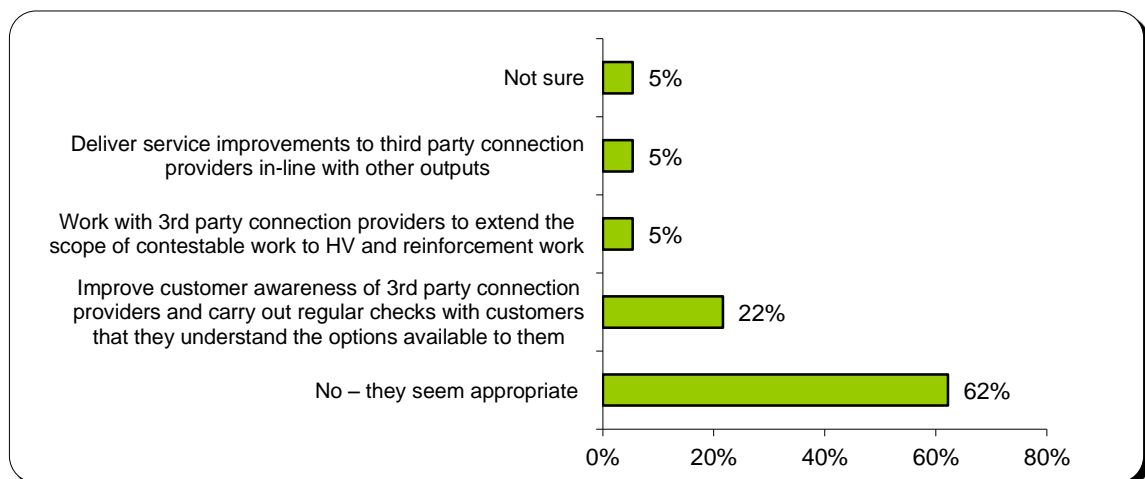
Connections communications: Is there one output you feel strongly WPD should do more than proposed?



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?

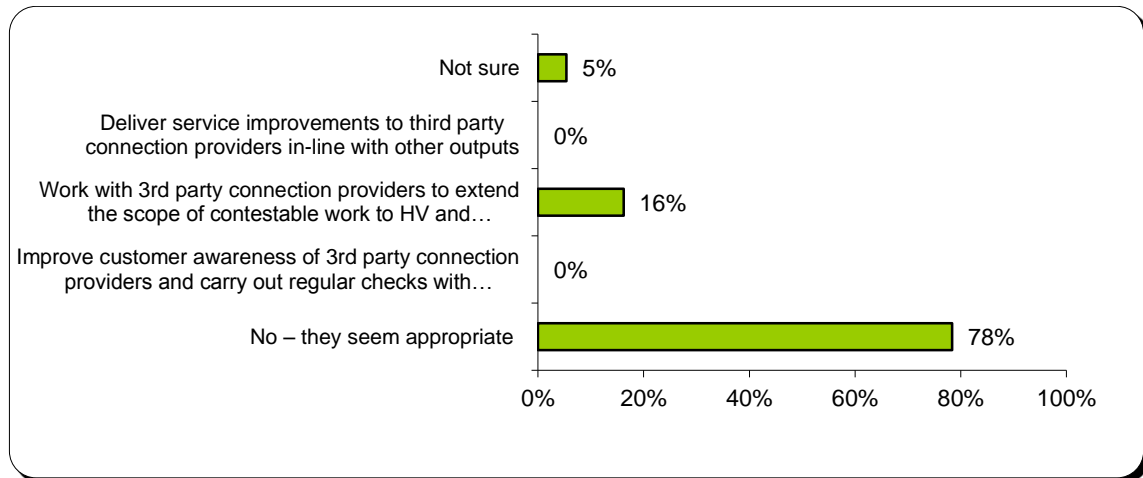


Table 1

- No comments were made

Table 2

- A domestic customer representative suggested '*WPD could do more to communicate their obligations, services and support offered. This could be done by increasing surgeries used to educate people and businesses of their role and remit*'
- A domestic customer representative asked '*can WPD increase two-way communications with communities when involved with planning applications?*'
- A developer/connections representative stated '*WPD keeping to a schedule is more important than delivering a new service earlier than initially quoted*'. S/he went on to explain '*other services and third party works are dependent on pre-planned schedules*'. S/he gave an example of housebuilders having '*a higher percentage of hitting pre-agreed schedules was more critical than making concerted efforts to deliver early as this often did not offer any benefit to customers*'

Table 3

- An emergency resilience officer said '*what might be missing is that at the moment there is a resistance to new technologies because there is a risk of them not doing what they are supposed to do. How can WPD help the customer make an informed decision?*'
- A business customer representative added '*regarding improving overall time to connect, WPD should focus on those bits it can control but also maybe give some impetus to improving the other bits. WPD should prove that it can affect another body's actions to get connections done*'

Table 4

- An energy/utility company representative said *'by and large perhaps too much attention is being paid to the customer service part of WPD's business plan'. S/he felt 'it would be more beneficial to work with WPD on other issues as new connections are always made on time and there are no problems'. S/he stated 'WPD are very accommodating in many areas'*

Table 5

- An energy/utility company representative commented *'WPD are good at engaging quickly with connections people and this is sometimes difficult in the South West as there is limited capacity in the system; a good dialogue and more information of capital costings would improve the plan in this area and help facilitate more capacity on the grid'*

Table 6

- No comments were made

Table 7

- A domestic customer representative commented *'WPD are doing a good job, it is difficult to give them pointers'*

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

- An energy/utility company considered *'how incentive schemes would mitigate risks and costs?' S/he said 'when you're looking at all of these packages, with various incentive and reduction elements, it makes it difficult for a supplier (e.g. electricity supplier) to plan ahead if there is only a small amount of time before initiatives begin.' S/he continued that 'impact on forecasting also needs to be taken into account'*
- An energy/utility company stated *'prices were set and so this company had less flexibility, e.g. water company prices do not change in the same way as other utilities'*

Table 3

- A business customer representative commented *'I had no problems when I was on the receiving end of getting a connection'*

Table 4

- An energy/utility company representative said *'the first statement WPD gives is fairly general across the UK and customers are not aware of the bigger picture'. S/he was of the view 'WPD are doing enough but customers need to read the information they are given'. S/he stated 'there is more awareness of WPD now than there has ever been'*

- An energy/utility company representative commented s/he would have liked the opportunity to discuss all points first. S/he stated in his / her business s/he *'receives lots of feedback from customers and would have liked to have passed it on to WPD'*

Table 6

- An energy/utility company representative stated *'I have lots of problems with interconnectivity, as people are reserving parts of the network and waiting several years for the planning permission, when others have everything they need and are being told "no" because other people have paid a deposit'*
- An energy/utility company representative added *'it seems to be clogging up the network'*

Table 7

- A parish councillor said that his / her parish council *'had cause to deal with WPD regarding installation of Christmas decorations. WPD's staff were very helpful'*

8. Surgeries on Specific Topics

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

8.1. Use of system charges?

- The WPD expert explained why price levels have come down and then broke this down by licence area
- A WPD expert stated that the regulator has not given WPD any indication on how to complete the models on revenue
- The WPD expert explained that shareholders would rather see any changes in one step
- *'If I was to compare the data provided with WPD business plan will the modelling show through?'*
- *'Would it be possible to have assistance from WPD? An example would be my suppliers who can better predict the spread of red - blue, could WPD do more?'*
- The WPD expert said that the best information they have is what has been shared today, the quarterly reports will have prices behind the tariffs from May 2013
- *'Are there are any changes ahead on methodologies for tariffs and prices?'*
- *'Could WPD be persuaded to detail any notice periods or draft charges in the business plans?'*
- WPD said that currently there were no plans to include but s/he heard the request
- *'Is the total revenue rising but the customer bill is dropping?'*

8.2. Connections/DG?

- The WPD expert made clear that if there were any other topics attendees wished to cover to please let them know, likewise if they'd like to move onto a different part of the discussion
- Attendees were aware of the connection guarantee standards
- Attendees acknowledged that they were all in the major connections arena
- WPD asked attendees if any of them had been surveyed or had quotations from WPD
- One attendee thought WPD was certainly in the top two DNOs with Scottish and Southern Energy. These workshops have been very good because it is very much an open way of engaging with ICPs and they have taken on a lot of comments on board.

WPD proposed doing something similar re the incentive of connections engagement to formalise the process

- *A business customer representative said s/he had been working on connections for 16 years –there has been a lack of competition in the WPD area compared with the former Central Networks area. Pricing has changed within Central Networks area now that the businesses have merged. A lot of his/her connection is distributive generation and a number of clients that go straight to him / her who have a long history of grid connection with across different parts of the UK. For some customers cost is not the prime concern but speed of getting connected to the network; sometimes WPD can't meet that criteria*
- *A business representative commented CIC customers sometimes think s/he can do things twice the speed a DNO can but there are processes they have to go through*
- *An energy/utility representative replied price reductions and focus on service in the Midlands was good*
- *A business representative said SSE connections for generation only has 30 days validity whereas WPD have 90 days. SSE insists if you are a solar developer going the S15 route the customer pays up front to secure the connection. WPD in the South West have allowed solar developers to almost sterilise large parts of the network by only paying a nominal cost to secure a connection. SSE wants 100% payment within 30 days*
- *A business representative said some customers desperate for a WPD connection in the South West were 47th in the queue*
- *A business representative said changing the queuing system makes it much more onerous for WPD, you have to re-apply and go through the whole process again.*
- *An energy/utility representative commented that out of 20 enquiries maybe one will go forward. There was confusion amongst companies and people with no understanding were asking him / her how to connect*
- *An energy/utility representative said they allow partial accreditation. The ICP will tell the client whatever they want to hear. Even reducing WPD's targets is not going to change anything for the majority of people*
- *An energy/utility representative said big investors like solar will take a punt on accepting half a dozen connections and paying £15k a site even if they just get one in ten projects going. Pre solar it probably would not have been a problem. Some people have been sitting on connection capacity for the best part of two years*
- *An energy/utility representative stated lots of them are some considerable way off from even getting planning approval*
- *An attendee added the only areas s/he have had interactivity was an input connection*
- *An energy/utility representative said sometimes s/he takes 3-4 calls a day explaining to people why they can't connect their generation – there is nothing left*

- WPD talked through the time to connect incentive
- No attendee had any other questions

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

- *'How will the risks of low carbon technologies be shared between customers and DNOs? If it is too risky, it will remain a very conservative approach'*
- WPD expert said that the innovations WPD are doing are mostly under the LCNF. It was explained that this is customers' money and while OFGEM probably want WPD to be conservative with the money, it does want the best value for customers. Finally the WPD representative said that *'as the technology is a proven success, the cost of the technology will inevitably go down and will be in a position to use it'*
- *'What are the conceivable solutions to the possibility of the network not having the strength to take the energy generated by domestic PV and wind generators?'*
- WPD explained how WPD plans to address this, including looking at thermally rating its overhead lines
- *'Do WPD feel that politically we are going away from Low Carbon?'*
- WPD expert said not. We still have the Carbon Plan and in the future we will be heating our homes without fossil fuels and using low carbon vehicles. If we do not hit our targets, as a country, we will have to buy carbon credits and this is not the direction the Government want to be going. However, in the short term because of the recession there will be some doubt
- *'Is there a possibility WPD may move away from wind turbines?'*
- WPD said maybe, but that is only one technology. There are others and the direction will be further away from fossil fuels
- *'How much future proofing will WPD be allowed to put in?'*
- WPD responded that future proofing is advance upgrading of cabling. For example, if we are digging up a road anyway, we could replace the cable with a bigger cable. The best way to future proof the network is to build the network bigger and put copper everywhere
- *'If WPD want to change how people use their electricity, it is going to have to work with the suppliers'*
- WPD said it was something it will have to work on

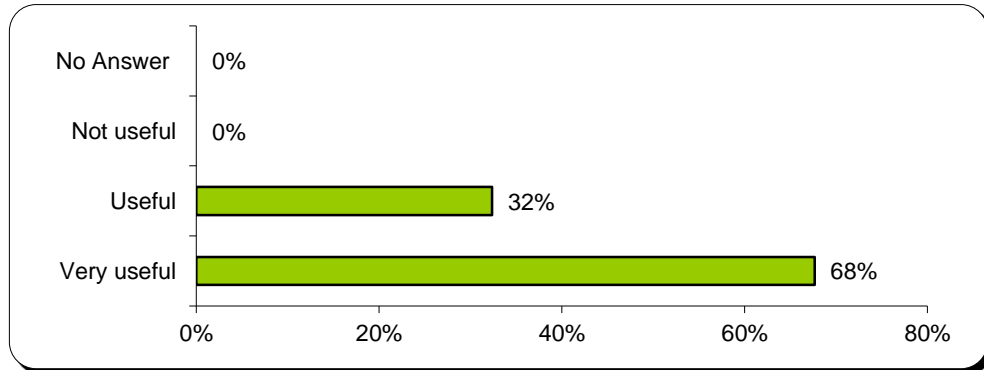
8.4. Social Obligations

- *'To what extent is your social obligation a one-to-one or in general as a society?'*

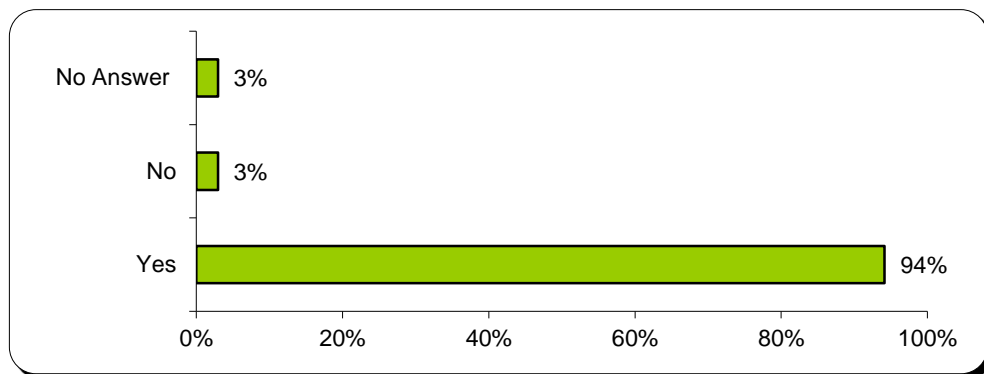
- WPD said specifically it's an end-user focus
- *'Do you have a social responsibility to minimise the use of energy?'*
- WPD said it was looking at supporting people to gain access to information to enable them to edit their energy usage
- *'What about the overall situation: power cuts aren't likely to happen more, flooding is a bigger issue and how will this affect matters?'*
- WPD answered if they stood still it would be an issue but in fact they thought that power cuts should become less important
- *'It would be nice to pinpoint households that use too much electricity'*
- WPD pointed out it would be nice to send a letter to people saying that for their house they are using 20% more electricity than everyone else

9. Stakeholder feedback

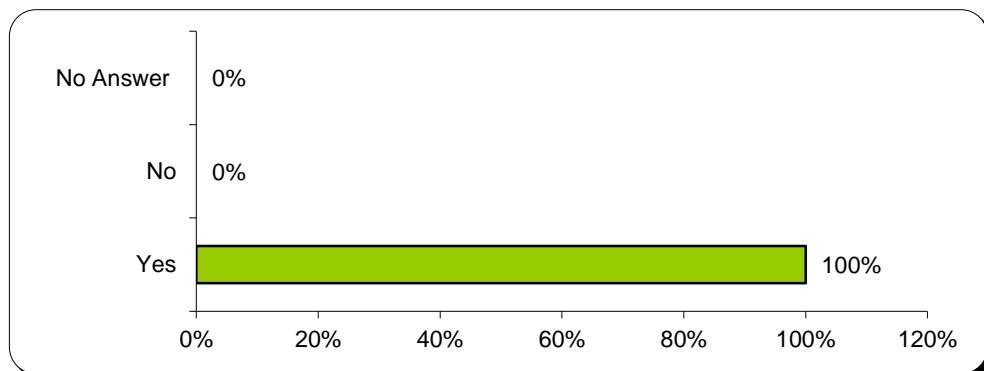
9.1. Q1. Did you find the workshops useful?



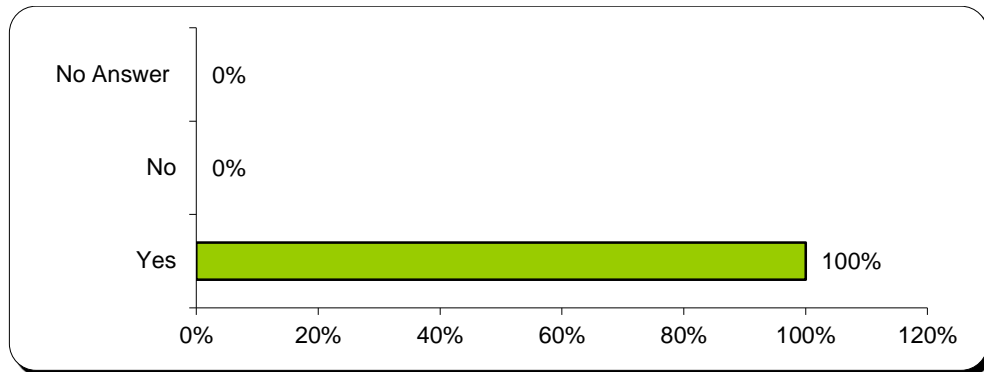
9.2. Q2. Was the venue conveniently located for you?



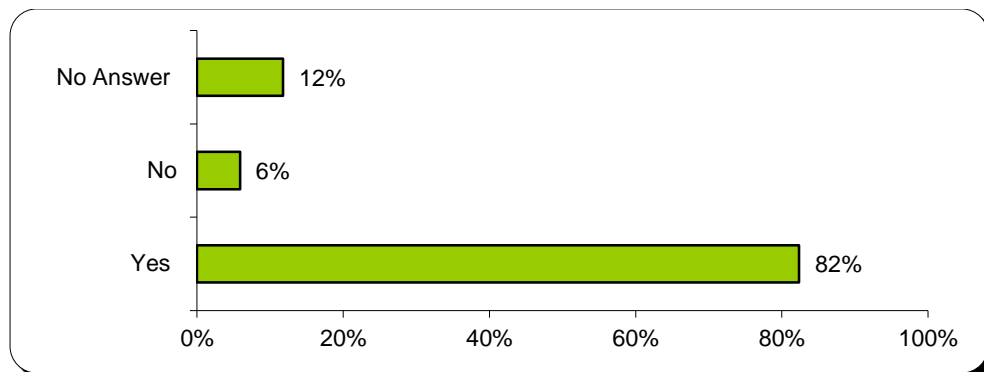
9.3. Q3. Did we provide enough information at the workshop?



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:

- *'A good overview of WPD Business Plan 2015-2023'*
- *'WPD are excellent at stakeholder engagement and are highly regarded in the industry'*
- *'The workshop has addressed all major outputs that Ofgem seek and WPD has carefully made justification on all outputs'*
- *'Useful to discuss the Business Plan proposals with a wide variety of stakeholders'*
- *'Interesting to see customers' reactions to the plans'*
- *'Interesting to see how the process works and contribute to it'*
- *'The workshop was useful. It addressed issues of concern to me and I learnt a lot!'*
- *'It would have been helpful if the summary of the business plan was sent out earlier'*

- *'Stakeholder engagement today brought to force concerns and views of all technical and non-technical stakeholders on topics such as low carbon technologies and connection/restriction times'*
- *'Group discussions give an opportunity for any issues'*
- *'Discussion in small groups encouraged everyone to contribute'*
- *'More on reduction in use of electricity, e.g. in standards for new construction'*
- *'Appears to be a sound process. Well worth attending. I'd be interested to know whether/how the process is validated and deemed acceptable by the regulator'*
- *'Very well managed workshop'*
- *'Very interesting'*
- *'Suggesting WPD engage within South West/South Wales with ICPs '*
- *'Excellent engagement at workshop. Would find specific annual resilience workshop for CCA responders very useful. Questions on feedback allowed for "skewed" response under "less than proposed" category'*
- *'Excellent means of engagement, maintaining particular interest throughout the session. Extend to wider customer issues beyond Business Plan'*