Western Power Distribution Stakeholder Workshop:

Distributed Generation

November 2016

Westbourne

WESTERN POWER DISTRIBUTION

Serving the Midlands, South West and Wales

CONTENTS

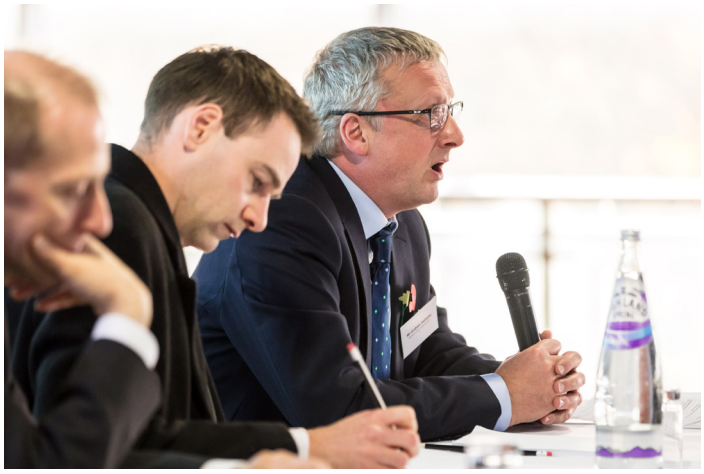
1 | INTRODUCTION

On 11th November 2016, Western Power Distribution (WPD) hosted its third stakeholder workshop specifically aimed at distributed generation (DG) stakeholders. The event was held at Villa Park, Birmingham.

WPD appointed specialist stakeholder engagement consultancy, Westbourne (WB), to facilitate the stakeholder workshop on its behalf. WB carried out a thorough audit of all WPD's DG stakeholders, producing a database of 1,808 contacts, each of whom were invited to the event. In addition, relevant trade associations and membership organisations were sent an invitation and encouraged to circulate this to their members.

WB scribes have endeavoured to identify key themes that arose throughout the discussions along with particular areas where there was consensus. In order to ensure that all stakeholders were able to speak as candidly and openly as possible, verbatim comments were not attributed to individuals. On each of the tables, a WPD representative was on hand to answer technical questions. A copy of the presentation given on the day can be found on WPD's website[1].

[1] https://www.westernpower.co.uk/docs/About-us/Stakeholder-information/Connection-Customer-Engagement/Distributed-Generation-Stakeholder-Workshop/WPD-DG-Workshop-November-2016-V5.aspx



2 | OVERVIEW OF THE WORKSHOP

The format of the day consisted of two round table discussions, followed by lunch. After lunch there was a panel Q & A. Participants were encouraged to submit questions over the course of the discussions, to be answered by a panel, which was made up of: Graham Halladay: Network Services Manager, South West; Dr Graham Pannell: Vice-Chair, ENA DG-DNO Steering Group; Phil Swift: Operations Director, WPD; and Nigel Turvey: WPD Network Strategy and Innovation Manager.

The workshop began with a presentation from Phil Sheppard. His presentation included an introduction to the changing generation background as well as some of the challenges facing National Grid. He then spoke about challenges in system operation before explaining the work required in order to create the future network.

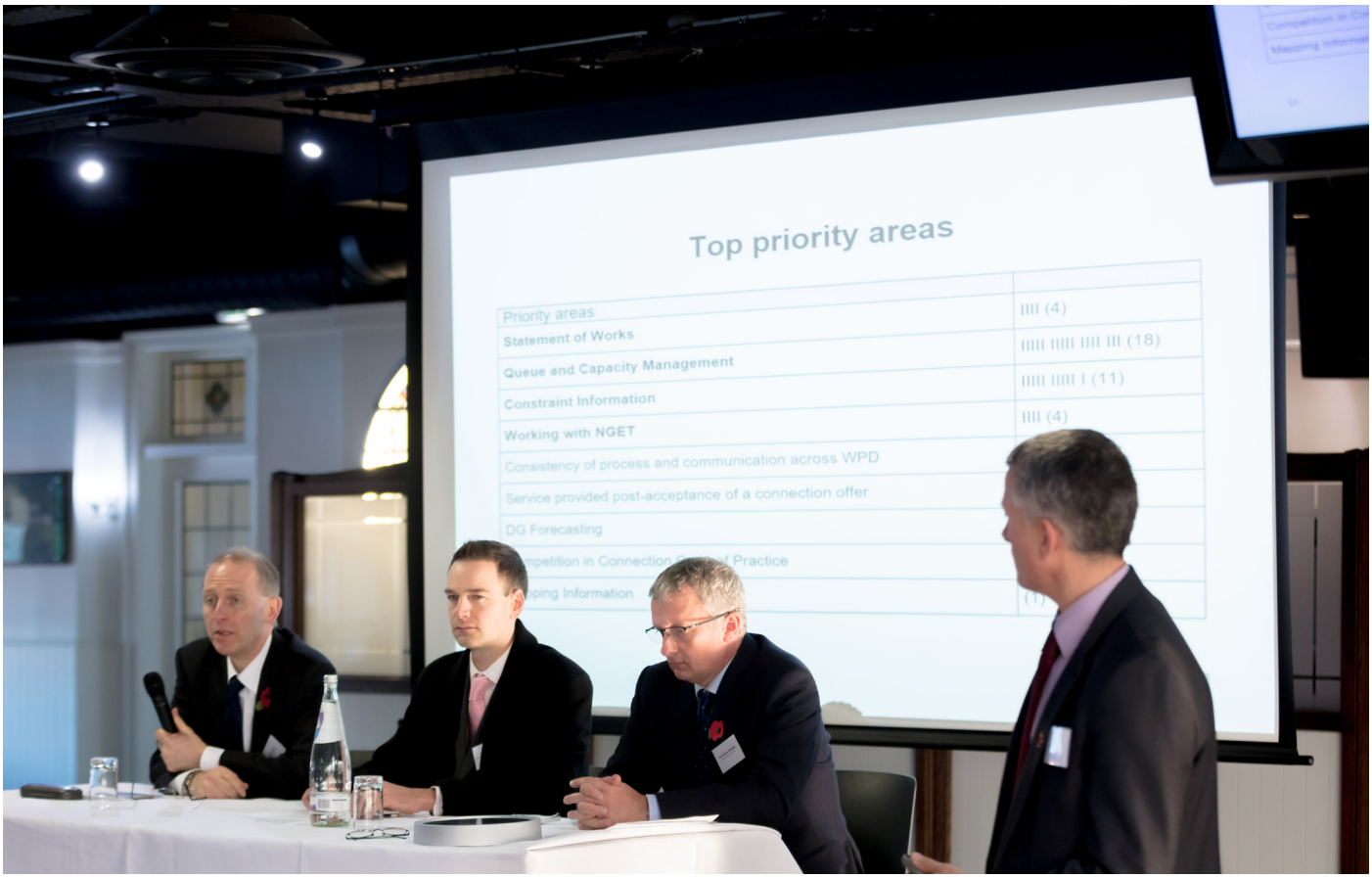
Graham Halladay: WPD Network Services Manager, South West then presented to stakeholders on the challenges of connecting DG, placing an emphasis on work that had been undertaken as a direct result of feedback from stakeholders at last year's event. After these presentations, a round table discussion took place, centering on stakeholder experiences of working with WPD.

After a short break, Nigel Turvey presented to the group on WPD's transition to DSO, focussing on emerging whole system issues and the functions of a DSO. He also explained where WPD was in this transition.

The final presentation of the morning was given by Dr Graham Pannell. His presentation covered Ofgem's work on QMEC challenges for DNOs, connections challenges to DNOs and the help required from Government and the regulator.

After these presentations, there was a round table discussion on the above themes. Stakeholders were initially asked to give their views on the appropriateness of a number of priorities identified by WPD as focus areas for improvement, which forms the basis of the ICE Improvement Plan. They were asked to vote on their most important priority area and to suggest other priority areas that they believed should be included in this list.

This session was followed by a discussion on the role of a DSO and the actions needed to facilitate demand side flexibility. At the end of the discussion, stakeholders were encouraged to submit questions, which were noted by the table facilitators. After lunch, the Q & A took place where the assembled panel endeavoured to answer the questions.



Attendees:

A total of 58 DG stakeholders attended the workshop from sectors including: connections companies; generators; community interest companies; developers/installers; government bodies; industry consultancies; major users; law firms; membership organisations; technology/innovation companies; universities; and utilities companies.

The organisations represented were as follows:-

- Aardvark Em Ltd
- Adas
- Alstom
- Amberside Energy
- Ashfield District Council
- Aston University
- Base Power
- Carbon Legacy
- CG Power Solutions
- Coventry & Solihull Waste Disposal Co Ltd
- DNOC
- E.ON Energy Solutions
- EDF Energy PLC
- Edge Power
- Elecnor
- ENA DG-DNO Steering Group Vice Chair
- Energy Systems Catapult
- Geldards
- Goldmine DB
- Newman University College
- O'Connor Utilities
- Peak Gen Power Limited
- Powersystems UK Ltd
- Low Carbon
- Morrison Utility Connections
- N Power
- National Grid
- Regen SW
- Roadnight Taylor Ltd
- Green Frog
- Haven Power
- Hermes Energy Services
- Hitachi UK
- Lark Energy
- Lightsource Renewable Energy
- Roger Stone - Land Agent
- Rolton Group Ltd
- Siemens
- Severn Trent Water
- Solar Trade Association
- Solarcentury
- TNEI Services LTD
- TUSC
- UK Power Reserve Ltd
- University of Nottingham
- University of Warwick
- Utility Partnership Ltd (Upl)
- Welsh Government

3 | SUMMARY OF FEEDBACK

- A total 44 stakeholders completed feedback forms after the workshops.
- When asked whether they felt they had an opportunity to make their points and ask questions, 76% 'strongly agreed' and 24% agreed. No stakeholders answered this question negatively.
- 59% of stakeholders 'agreed' and 29% of stakeholders 'strongly agreed' that we had covered the right topics on the day.
- When we asked stakeholders what they thought of the way the workshop had been facilitated, 65% answered 'very good' and 35% said 'good'. No stakeholders answered 'fair' or 'not so good' in response to this question.
- When asked what they thought of the venue, 29% said 'very good', 53% answered 'good' and 18% were of the view that it was 'fair'.
- 88% of attendees said they would be interested in attending future workshops on this subject.

WORKSHOP 1: STAKEHOLDERS' PREVIOUS EXPERIENCES OF WORKING WITH WPD

- There was a good deal of praise for WPD's levels of service, with a number of stakeholders specifically referencing the company's efficiency and approachability. It was widely felt that WPD was the best performing DNO for connections customers.
- One issue that was raised related to a lack of consistency within WPD's network area. It is clear that some licence areas perform better than others, particularly when it comes to the efficient handling of applications.
- There were a couple of examples given of where communication had not been forthcoming. This was put down to the sheer volume of demand for connections placed on the WPD team.

WORKSHOP 2A: CONNECTING DG

- There was broad general agreement that the four key priority areas identified as part of the ICE Improvement Plan ('Statement of Works'; 'Queue and Capacity Management'; 'Constraint Information'; and 'Working with NGET') were appropriate
- Of the four, 'Queue and Capacity Management' was deemed the highest priority according to the group, followed by 'Constraint Information'.
- Some stakeholders saw 'Constraint Information' as being intrinsically linked to 'Mapping Information'. There were a number of requests from attendees for better and more up to date maps showing where there was capacity in the network.
- A number of stakeholders made the point that greater visibility of 'Statement of Works' and forecasting would be of benefit to them. The theme of greater transparency at all stages of the process was one that was raised a number of times throughout the workshop. In addition, it was referenced a number of times that the service provided post-acceptance was vitally important and that this was one area where there was room for improvement.
- It was also noted that connections customers found the application process to be prolonged and inefficient, primarily due the difficulty of filling out the application.
- Of the other suggested additions to the ICE Improvement Plan, 'A & D fees', 'Legals and Consents' and 'Storage' were the most popular. The theme of storage was one that was raised numerous times at the workshop as it was felt that this technology, once further developed, would prove to be transformative.
- Another subject that was raised by many stakeholders in general discussion was the issue of 'capacity farming' where developers speculatively apply for new connections but create a bottleneck in the process for developers who are genuinely keen to connect.

WORKSHOP 2B: THE ROLE OF A DSO

- Although not all of the participants in the workshops were familiar with the role of a DSO, those who were of the view that a DSO should work to provide certainty and to balance the grid.
- It was also felt that a DSO should manage constraints where they occurred.
- One topic that was raised by a number of stakeholders in discussion on the role of a DSO was with regard to data. It was noted that the quality of data needs to improve and there was a call for more real time data and real time pricing. In addition, it was felt by some that DSOs should be able to make commercial use of smart meter data.
- Some stakeholders were of the view that WPD needs to play a more active role in incorporating certain new technologies.
- A number of factors were cited as standing in the way of demand side flexibility. The complexity of the technology was seen as a barrier and it was felt that there had been a general lack of engagement on the subject to date.
- One further factor that was noted was that electricity is currently comparatively inexpensive and it was felt that this resulted in a lack of interest in demand side flexibility from customers. It was added that perhaps incentives for customers would help to facilitate the take up of this.
- There was no real consensus on the question of whether visibility platforms should be operated by the DSO or a third party. Whilst some stakeholders were of the view that the DSO would be more trustworthy, others told us that having multiple entities performing this function would actually be better for the consumer. In addition, it was felt that suppliers should do more to inform customers of when it is most cost effective for them to use electricity.
- One overriding theme that came through in the conversations on this topic was that more information should be provided and that greater transparency (and better quality data) could only be a good thing.

4 | WORKSHOP 1: STAKEHOLDERS' PREVIOUS EXPERIENCES OF WORKING WITH WPD

4.1 WHAT HAS YOUR PREVIOUS EXPERIENCE OF WORKING WITH WPD BEEN LIKE?

Table 1:

There was a consensus that the quality of WPD's standards of customer service is high. It was also noted that there had been a good deal of improvement in recent years.

Table 2:

Stakeholders agreed that there will always be room for improvement but, from their experience, WPD are one of the best DNOs they work with – if not, the best.

The point was, however, made that 'regional diversity' within WPD's network area is a problem, because there is a lack of consistent policy and approaches across a range of issues.

Table 3:

All stakeholders on the table who had worked with WPD had had a positive experience. It was felt, however, that more could be done to address 'issues of efficiency in terms of handling application submissions'.

Table 4:

On the whole the experience of working with WPD was described as positive. WPD was described as a 'market leader' that provides excellent feedback with a proactive approach to data sharing.

The issue of design approval was raised almost unanimously: this is one area where it is felt that WPD really needs to improve.

It was also stated that there needs to be a greater focus on processes post-acceptance

Table 5:

All of the stakeholders on the table who had worked with WPD stated that their experiences had been positive. It was noted that 'WPD are approachable, proactive and good at listening'.

Table 6:

There were 'mixed feelings' from stakeholders. It was noted that 'communication is better within certain project teams and regions than in others.'

The comment was made that 'WPD sometimes seem over worked with connections demands and therefore the higher the demand the lower the communication from WPD'.

Table 7:

There was broad consensus that the quality of service received from WPD is 'very good on the whole.'

Table 8:

There was general consensus that working with WPD was good and the 'professional attitude of the team' was referenced.

It was noted that there are sometimes 'problems in communication', which can cause stress for connections customers.

Several stakeholders would appreciate more flexibility when dealing with queries and issues.

Stakeholders on this table said they are eager to work on new technologies and projects, with WPD's support.

Table 9:

It was commented that WPD's service is 'good at the moment' as long as deadlines are hit.

One stakeholder told the group about an opportunity that had arisen for working in partnership with WPD but, since their initial phone call (a year ago), there hasn't been any further communication.

It was commented that certain stakeholders feel like their 'applications don't feel genuine until a relationship is built'.

Table 10:

All stakeholders stated they have had positive experiences when working with WPD due to strong communication and good customer care. However, criticisms were made largely on the lengthy application process as well as connection queues and milestones.

With regard to the application process, some stakeholders argued that it was a 'prolonged and inefficient process due to lack of knowledge on how to fill in the application'.

The stakeholders present agreed that the large capacity demand meant that many members would send out applications in order to scope out the network. This would, in return, result in queues which failed to adequately filter out any short-term build up.

The issue was raised over the 'second hand market' for connections, which impacts members wanting to construct a scheme in a specific area. However, it was assessed that WPD may have limited ability to address this issue.

Table 11:

Most stakeholders had had generally positive experiences with WPD.

"WPD are approachable, proactive and good at listening'"

"communication is better within certain project teams and regions than in others."

Table 12:

Not all stakeholders on the table had worked directly with WPD. However, those that had said there were no issues and others noted an 'overall positive experience'.

There was a query relating to the accuracy of available data which had negatively impacted one stakeholder's DG applications. It was commented that some stakeholders had actually been told to 'ignore the numbers'.

5 | WORKSHOP 2A: CONNECTING DG

To stimulate discussion, stakeholders were shown the ICE Improvement Plan, featuring WPD's four identified priority areas (shown in bold below), along with a further five potential priority areas (listed in the rows below).

They were first asked to give their views on these priority areas before stating whether there were any others they would like to see included.

Priority Areas	
Statement of Works	
Queue and Capacity Management	
Constraint Information	
Working with NGET	
Consistency and process and communication across WPD	
Service provided post-acceptance of a connection offer	
DG Forecasting	
Competition in Connection Code of Practice	
Mapping Information	

5.1 | DO YOU THINK THAT WPD HAS FAIRLY CAPTURED THE FOUR PRIORITY AREAS TO FOCUS ON FOR IMPROVEMENT?

Table 1:

It was felt that WPD had fairly captured the priority areas.

Table 2:

There was consensus on the table that the top four priority areas are correct.

Table 3:

It was felt by the whole group that there should be a particular focus on addressing 'Queue and Capacity Management' and that this should be made the highest priority.

"greater visibility of what's coming up over future years on NGET is vitally important"

"applications should be digitalised and information should be harmonised"

Table 4:

The view was held on the table that WPD had not accurately captured the four priority areas and that other issues in the long-list deserved preference.

For example, the table agreed that the issue of 'Service Provided Post-Acceptance' needed to be one of the four priority areas.

There was general consensus that the priorities needed to be more 'forward focused' and that 'DG Forecasting' should be more highly prioritised.

The table was mostly pleased to see Constraint Information as a priority, although they agreed that Mapping Information could be combined with Constraint into a top priority.

Table 5:

All the stakeholders agreed the priorities presented were indeed the right ones however it was felt that they could have been a little more detailed.

Table 6:

It was felt that all priorities listed were correct but the point was made that A&D should be included.

Table 7:

The general consensus was that the four identified were the right priorities. However, when attempting to rate each one against the others, there was no consensus on which was the most important.

Table 8:

It was agreed that those priority areas presented captured what was correct, with 'Queue and Capacity Management' and 'Constraint Information' seen as the most important.

There was an impression on the table that that certain companies are 'holding capacity', or that they have 'capacity reserved' which is problematic for all.

Table 9:

Stakeholders on this table were very much of the view that 'greater visibility of what's coming up over future years on NGET is vitally important'.

The most important thing for stakeholders was seen as 'building a relationship and getting that initial phone call'. The comment was made that this is not always consistent across WPD's network area.

It was added that more of an explanation as to what capacity is available was of paramount importance as some stakeholders feel WDP are 'guessing what the problem is'.

Table 10:

There was general consensus that there needs to be more visibility of 'Statement of Works' affecting applications and DG forecasting. This would ensure queues could be avoided and allow more planning efficiency.

There was also a further general consensus that 'applications should be digitised and information should be harmonised'.

There was also agreement that there is currently a large amount of documents that must be attached and a lot of them are mostly repetitive. Additionally, all stakeholders agreed that WPD must keep up to date with all applications as a lot can change in a short amount of time.

Some stakeholders argued that they would prefer dealing with just WPD as they do not feel as though they must consult with the National Grid as well.

Table 11:

Stakeholders on this table spent a lot of time discussing the technicalities of the four priority areas with the WPD representative. Generally, there was agreement that the four were a 'reasonable choice'.

Table 12:

It was felt that WPD has captured the relevant priority areas.

5.2 | SHOULD ANY OF THE FIVE OTHER PRIORITY AREA LISTED BE RANKED MORE HIGHLY?

Table 1:

There was no consensus on this question but two people stated that 'Queue Capacity' was their top priority.

Table 2:

Given that the top four priority areas were deemed to be correct, and the remaining priority areas are so interlinked, there were no clear calls for any given priority area to be given more precedence.

Table 3:

Stakeholders were in agreement that the four identified priority areas should all be given higher priority than the five listed below.

Table 4:

Everyone agreed that 'Service Provided Post-Acceptance' (which was not listed) should actually be rated as one of WPD's most important priorities.

The table agreed that 'Mapping Information' should be combined with 'Constraint Information' and that this should be WPD's most important priority.

Table 5:

The group agreed that the four priority areas identified were of greater importance than the following five.

Table 6:

'Consistency of Process and Communication' was seen by stakeholders on this table as being the key priority.

Table 7:

There was general consensus that more consistency in terms of how WPD communicates with its stakeholders should be the company's highest priority.

Table 8:

There were no strong views given, and all stakeholders were content with the level of priority outlined in the list above.

Table 9:

It was felt that better 'Mapping Information' was vitally important and should be given greater precedence. The point was made that all mapping information needs to be improved as a matter of urgency.

Table 10:

Stakeholders on this table suggested that 'Constraint Information and (improved) 'Mapping Information' should be combined and that this should be high priority for WPD.

Table 11:

Overall the stakeholders on this table were happy with the allocation of the priority areas.

Table 12:

It was stated that priority areas are dependent on where in the 'supply chain' the stakeholder worked. The point was raised that when connecting with utilities in the UK, it is difficult to work with multiple utilities with different rules, different access and limited IT information. It was stated that this is not the same overseas.

5.3 | ARE THERE ANY PRIORITY AREAS THAT HAVE BEEN MISSED?

All stakeholders at the workshop were asked to make suggestions of what other priority areas they thought should be included in the ICE Improvement Plan.

Table 1:

Applications appeared to be a crucial topic to people on this table. However, no agreement was reached regarding the idea of paying for applications. The size and type of organisation seemed to influence the different opinions presented on this matter. Smaller developers felt that paying for applications would put them at a disadvantage.

It was suggested that better up-front information on how many applications have been made should be a priority. The point was also made that having a customer-facing designer would be of benefit.

Stakeholders on this table would also like to see greater integration between innovation and planning.

Table 2:

Legal delays at various points in the connection process were agreed to be a problem leading to delays. Better communication was seen as one potentially important way to tackle this.

'Fault Level Headroom' was also added as a priority, combined with 'Mapping Information', which had already been identified.

Table 3:

It was felt that there is inconsistency across the different licence areas. Improved 'Customer Communication' was cited as one area where WPD should focus.

Table 4:

It was stated that better levels of service post-acceptance should be a priority. The table also felt that future planning should be given greater emphasis.

The matter of 'Legal Affairs' was also suggested as a focus, although it was noted that this was an area in which WPD did well

Table 5:

Stakeholders on this table felt that dealing with 'capacity farmers' should be a high priority for WPD. It was also suggested that greater transparency and fairness in system charging should be a focus.

Table 6:

There was consensus that A&D fees should be added to the list.

Table 7:

There was consensus that 'Strategic Reinforcement' should be added to the list of priorities.

Table 8:

There were no suggestions of other priority areas suggested, although stakeholders made the point that more should be done to address the practice of capacity hoarding.

Table 9:

It was felt that developing a better working relationship with National Grid should be a priority for WPD.

Table 10:

Stakeholders on this table suggested that incentivising developers to give back capacity should be an area of focus for WPD.

Table 11:

There was consensus that storage should be given greater emphasis and should be a priority area for WPD.

Table 12:

Stakeholders discussed the implications of changes in demand, particularly when understanding what is happening at a local level.

There were additional comments on how take-backs work in practice and whether they drive up the prices of speculative applications.

6 | WORKSHOP 2B: THE ROLE OF A DSO

6.1 | WHAT ROLES SHOULD A DSO UNDERTAKE?

Table 1:

There was an agreement on the table that the role of a DSO should be to facilitate the transition through their actions and projects.

Table 2:

'Managing Constraints' was identified by stakeholders on this table as the primary role that a DSO should undertake.

Table 3:

Stakeholders on this table did not have any suggestions beyond those suggested by WPD. The reason for this was a collective lack of knowledge of the role of a DSO.

Table 4:

There was consensus that a DSO should have a major role in managing constraints.

The table was also of the view that, from the contractual side of matters, the DSO should be providing as much certainty as possible, particularly when trying to get a new project off the ground.

There was consensus in the group that perhaps the DSO's future role might be in spearheading and changing the ways in which energy is traded.

Furthermore, it was thought that the DSO should look to have a role in the rollout of smart meters to help share data with generators and the consumers.

Table 5:

The consensus on the table was that all of the roles currently covered by a DSO are both relevant and achievable but that a DSO should also ensure more communication with the TSO's and closer communications with QMEC.

Table 6:

This topic was not discussed on Table 6.

Table 7:

This topic was not discussed on table 7.

Table 8:

It was felt that there is general confusion as to what the role entails. Stakeholders were of the view that it is hard to form an opinion since they feel there is limited transparency of what the role involves.

The general consensus on the table was that the DSO should act as a 'middle man' between the supplier and the consumer, facilitating local deals, managing the generation of power through acquisition and keeping the existing system stable.

It was added that 'the DSO should take on the role of a facilitator and regulator'.

There was general opposition to the DSO getting directly involved in 'local sales', but support for the DSO in facilitating 'local deals'.

"the DSO should take on the role of a facilitator and regulator"

Table 9:

From a developer point of view, it was thought that the role of a DSO should be to 'balance the grid'.

Table 10:

There was limited discussion on this topic. However, some stakeholders made the point that a DSO should emphasise giving clear and transparent information.

Table 11:

This topic was not discussed on the table.

Table 12:

There was consensus between stakeholders that the role of a DSO should be about 'local balancing', and that there needed to be more work with aggregators of DG.

It was also noted that DSOs could be more involved with helping communities own and manage their own networks.

6.2 | IS WPD MISSING ANYTHING IN ITS DSO FOCUS AREAS?

Table 1:

There was an agreement on the table that the plan presented was not detailed enough but no other DSO focus areas were suggested.

Table 2:

There was consensus that Constraint Management needs to be included as a function of a DSO.

Table 3:

This question was not discussed.

Table 4:

The table agreed that, while it was positive that 'Data Integrity' was listed as a focus area, this very much depended on the quality of the data.

It was suggested that the DSOs should be able to make commercial use of the smart meter data.

It was agreed that 'Equipment' was a priority but that the issue of equipment providers was missing, due to a number of WPD networks being remote.

Table 5:

This topic was not discussed in detail but the comment was made that greater information on pricing would help all parties manage their budgets, which could only be a good thing.

Table 6:

It was noted that 'Forecasting' should be given greater emphasis.

Table 7:

There was general consensus that the system needs to be simpler in terms of networking between the customer and WPD. It was added that the 'aggregators need to take a step back'.

Table 8:

Stakeholders on this table raised the issue of security of IT systems as a major concern.

Table 9:

This topic was not discussed on the table.

Table 10:

This topic was not discussed on the table.

Table 11:

All stakeholders agreed that artificial intelligence could definitely be used more.

Table 12:

Discussion on the table on focussed on whether financing options were being missed and whether the use of storage batteries could work in the future and perhaps be an alternative to cables.

6.3 | WHAT ACTIONS ARE NEEDED TO FACILITATE DEMAND SIDE FLEXIBILITY?

Table 1:

It was noted that WPD is 'great at innovation' but that perhaps progress is slowed down because of costs. One stakeholder who was from an engineering background cited the example of EV chargers, stating that this was a great innovation but had been too expensive for him to take full advantage of. He was of the view that this technology should be free to access.

The consensus was that 'price and the complexity of the technology are the main things preventing domestic users from being able to take advantage of demand side flexibility' and that the advantages need to be better spelled out.

Table 2:

Stakeholders on this table were of the view that the benefits of demand side flexibility (particularly in terms of cost savings for users) should be better explained. It was added that a good deal of new technology needed to be rolled out to really make this happen.

Table 3:

There was consensus that 'pricing & charging tariffs are key'. One stakeholder added that 'using your own storage is also one way it could be done.'

The point was made that 'backup generators would be redundant if this was rolled out'.

Table 4:

It was agreed that people 'have, in general, a tendency to be lazy, and because electricity is still cheap it makes it difficult to get them interested in demand side flexibility'. It was also stated that 'if the interface was easier to use more people might engage'.

The table was of the view that it should be 'the DSO's job to be flexible, and not the customer's'.

Table 5:

There was consensus that incentives for customers would be essential and that it should be the job of the regulator to 'help draw up a better framework'.

Table 6:

It was agreed that better education on the benefits of demand side flexibility needs to be a priority.

Table 7:

There was general consensus that more incentives need to be in place to encourage domestic customers.

"price and the complexity of the technology are the main things preventing domestic users from being able to take advantage of demand side flexibility"

Table 8:

Stakeholders on this table were of the view that more should be done to facilitate innovations in battery storage. The point was made that, once this technology becomes more economical, it will be a 'game changer'

It was added that 'WPD needs to take the lead to incorporate new technologies that have great potential'.

Better communication between stakeholders and WPD was been a constant thread throughout the discussions and it was felt that better 'partnership working' was imperative.

Table 9:

There was general agreement that real time data was needed and that this would be beneficial for all parties concerned, including the customer.

Table 10:

There was general consensus that demand side flexibility would be 'driven by the market'. Stakeholders agreed that there should be more transparency in information such as; what they are selling, where and for how long. There was also agreement and acknowledgement that it would be more difficult to roll out this technology at a domestic level.

Table 11:

This question was not covered.

Table 12:

It was felt that there had been a lack of engagement on this issue and that this had led to a lack of adaptability. The point was made that the Government needs to do more to incentivise demand side flexibility. Stakeholders agreed this was needed.

"WPD needs to take the lead to incorporate new technologies that have great potential"

6.4 | SHOULD VISIBILITY PLATFORMS BE OPERATED BY THE DSO OR INDEPENDENT THIRD PARTIES?

Table 1:

There was consensus that peer to peer systems should be introduced.

Table 2:

This question was not covered.

Table 3:

It was felt that more ought to be done to make it clear to stakeholders what the current relationship between visibility platforms and the DSO is, so they can form clearer opinions and make more informed decisions about who they would like to see operating them.

Table 4:

Two participants stated that the DSO should operate the visibility platforms. However, there was not consensus on this point as others stated that having a single entity in charge could be a negative.

On the whole, it was agreed that consistency was key and that fragmentation between DSOs led to frustration and wasted precious time.

Table 5:

In response to this question, it was suggested that WPD keeps learning from what other companies are doing.

Table 6:

It was felt that there should be more information on this subject so that stakeholders could better weigh up the pros and cons.

Table 7:

There was no general consensus on this issue in the group.

Table 8:

Stakeholders agreed that the visibility platforms should be operated by DSO rather than independent third parties.

It was added that there is a need for real time prices as well as better forecasting of prices.

Table 9:

It was stated that the supplier ought to play a greater role in making it clear to customers when is the cheapest time of day to consume electricity.

Table 10:

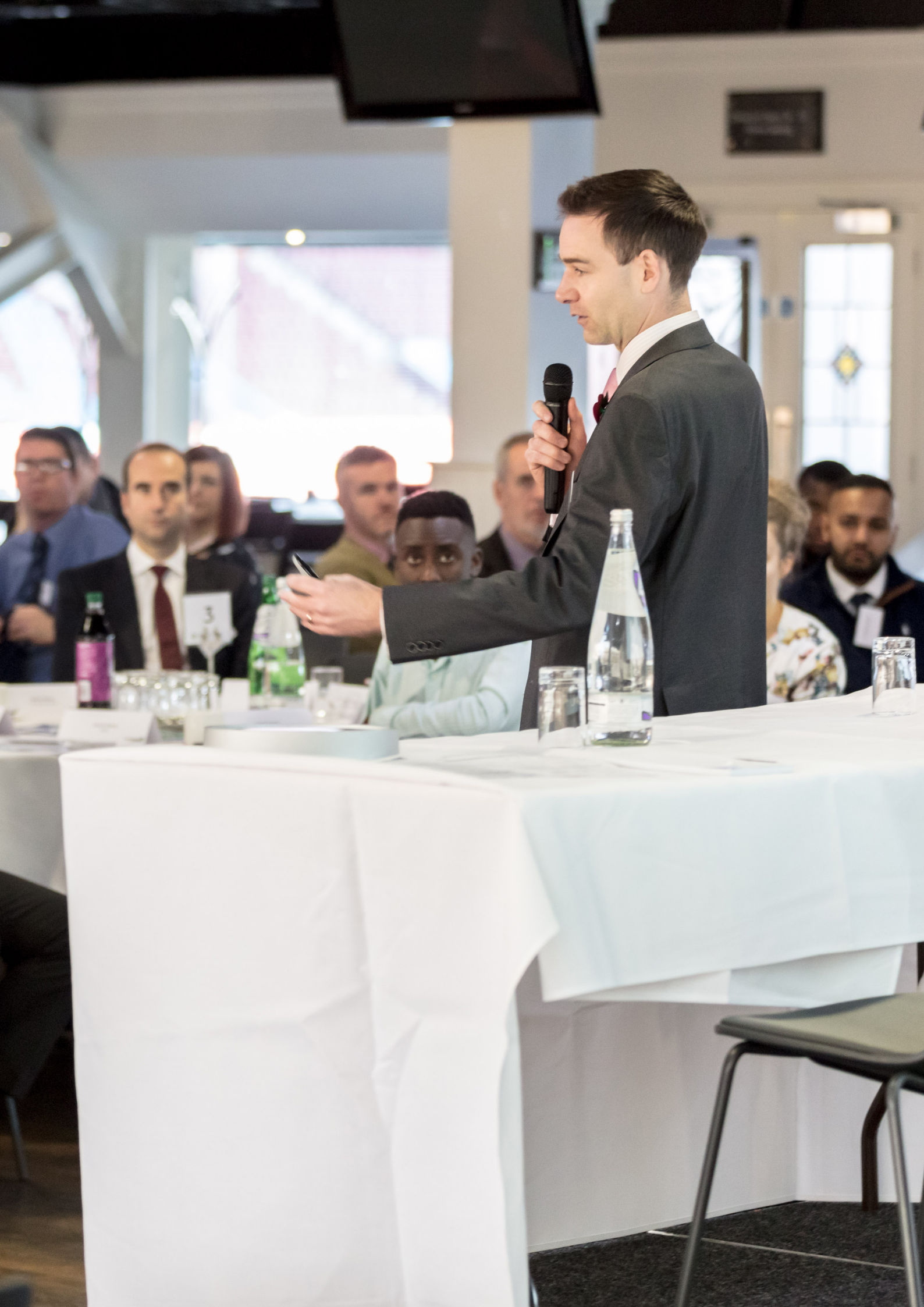
The comment was made that visibility platforms should be operated by whichever energy supplier you have your contract with.

Table 11:

Stakeholders on this table didn't have a strong opinion on this question and there was no agreement.

Table 12:

The majority of stakeholders thought that third parties would be less trustworthy or accurate than DSOs. However, it was added that, if a third party could bring together information from all DSOs, it could be beneficial for customers.



7 | APPENDIX 1: SUMMARY OF RECOMMENDATIONS

It was commented a number of times that there is a 'lack of consistency' within the network area and that levels of service vary depending on the region.

There were several comments relating to 'poor communication'. It was noted that, as well as varying from region to region, communication also drops off post acceptance.

One of the key themes that came out numerous times over the course of the day was the need for improved mapping information.

DG forecasting was also raised a number of times. Stakeholders clearly as much information about future capacity as possible.

Stakeholders also want clear, easy-to-follow milestones so they know where they are in the connections process and that they haven't been forgotten about. Again, this comes down to communication.

Stakeholders told us that the application process is long-winded and complex. Anything that could be done to make this process less onerous would be welcomed.

Many developers are clearly not happy about the issue of capacity farming and capacity hoarding. There were a number of calls for this to be addressed.

It was commented that WPD needs to do more to be at the forefront of innovative new technologies.

It is felt that there has been a lack of engagement from all parties on demand side technology and that more engagement is needed to encourage take-up.

A theme that arose in both discussions on the take up of demand side flexibility and the role of the DSO was the quality of data and the need for better data, ideally in real time.

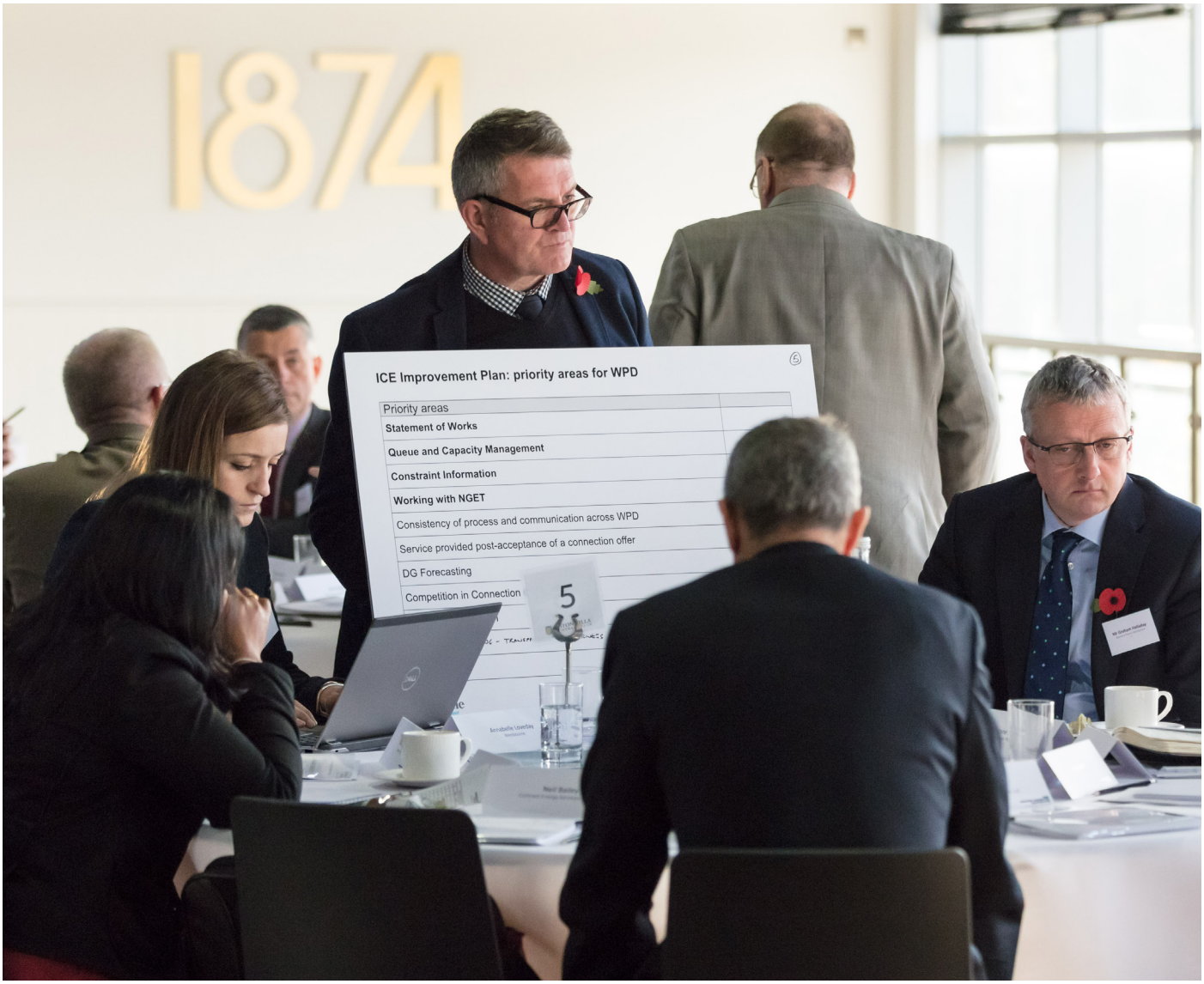
Stakeholders made the following suggestions of things they would like to see on the ICE Improvement Plan:

- Storage
- Legals and consents process
- System-charging – transparency and fairness
- Incentivising people to give back capacity
- Strong relationships / contact with WPD
- A&D fees
- Fault Level Headroom
- Strategic reinforcement – forecasting and planning
- Incorporate feasibility stage into application process
- Consistency of service
- Customer communication
- Upfront information provision
- Designer being customer facing
- Greater integration between innovation and planning

Stakeholders were asked to 'vote' for their most important priority, and were free to suggest others. The table below shows the most popular priority areas.

Priority Areas	
Queue and Capacity Management	IIIII IIIII IIIII III (18)
Constraint Information	IIIII IIIII I (11)
Service provided post-acceptance of a connection offer	IIII (4)
Statement of Works	IIII (4)
Working with NGET	III (4)
Competition in Connection Code of Practice	II (2)
Consistency and process and communication across WPD	I (1)
DG Forecasting	I (1)
Mapping Information	I (1)

- 46 of our 58 attendees 'voted' on which priority area they considered to be the most important. Queue and Capacity Management was seen as the most important by almost 40% of those people who cast their votes.
- 23% of those people who voted told us that Constraint Information was the most important priority for them.
- Four stakeholders voted for each of the following priority areas: 'Statement of Works'; 'Working with NGET'; and 'Service Provided Post-Acceptance'.



8 | APPENDIX 2: SUPPLEMENTARY QUESTIONS

During the workshops, the facilitators asked the attendees to submit questions, to be asked of the panel which consisted of Graham Halladay: Network Services Manager, South West; Dr Graham Pannell: Managing Director, Western Europe, at Renewable Energy Systems; Phil Swift: Operations Director, WPD; and Nigel Turvey: WPD Network Strategy and Innovation Manager. The questions asked of the panel are shown below:

Please tell us what you are going to do in order to improve the following:

- *— mapping?*
- *— improve communications?*
- *— post-acceptance of offer?*

Embedded benefits are under attack – are WPD lobbying for a fairer playing field to make sure they have customers they can procure services from?

- *— What happened to the study and quote trial?*

What are WPD's views in respect of the double-charging for embedded services?

Are you ready for the rapid charging of electric vehicles?

How do we solve the problem of capacity farming?

- *— Do the farmers provide a valuable service, aren't they just blockers?*

How much unused capacity is available and where is it? How can active management across different generators plug the gap?

How is WPD working with other DNOs to ensure a national consensus?

What are the milestones for the coming year, and how will these be communicated?

How should Ofgem incentivise DNOs to increase efficient utilisation of their network as a System Operator?


Some longer term issues
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Westbourne

17 Carlton House Terrace
London, SW1Y 5AH
+44 (0)20 3397 0100

hello@westbournecoms.com
www.westbournecoms.com
westbournecoms