



Western Power Distribution Local Investment Workshops South West, July 2018

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1 | INTRODUCTION

In July 2018, WPD's Distribution Managers hosted a series of three stakeholder workshops at depots in the South West. Stakeholders in attendance included councillors, council officers, developers and others involved in the growth agenda.

Each depot covered a different region within the South West distribution area, as follows:

Bodmin and West Cornwall	Bodmin Depot	17 July 2018
Plymouth, Devon and North Devon	Barnstaple Depot	18 July 2018
Somerset, Bristol and Mendip	Taunton Depot	19 July 2018

These workshops had a number of objectives:

- To provide local stakeholders with an update on the investment being made in their local network over the next 12 months.
- To get feedback on where stakeholders saw capacity challenges, particularly as a result of residential and commercial developments.
- To get feedback on how the local WPD teams can work more effectively with stakeholders.
- To strengthen working relationships between the Distribution Managers and local stakeholders.

While the agenda at each workshop was bespoke, the following issues were always covered:

- Introduction to WPD.
- The role of Ofgem and the RIIO framework.
- The transition to Distribution System Operator (including electric vehicles).
- Investment on the network.
- Network constraints.
- Working with stakeholders (including the provision of information).

As well as a PowerPoint presentation from the Distribution Manager(s), there were two roundtable discussion sessions at each workshop. The first was an introductory session. The second of these sessions gave stakeholders an opportunity to feedback on network investment and capacity constraints and on WPD's approach to working with stakeholders around the growth agenda in future.

This report is a recording of the outputs from the three South West stakeholder workshops. It provides a summary of the feedback received with regard to the three areas outlined above.

The feedback from all three workshops has been collated and summarised. Comments have not been attributed to individuals to ensure that all stakeholders could speak as candidly as possible.

2 | EXECUTIVE SUMMARY

The workshops gathered feedback from stakeholders on two main areas: network investment and capacity constraints, and WPD's approach to working with local stakeholders around the growth agenda. Each of these areas was covered by a PowerPoint presentation delivered by the relevant Distribution Manager, who then opened up the topic to a roundtable discussion.

AREA 1: NETWORK INVESTMENT AND CAPACITY CONSTRAINTS

- Most of the conversations around network investment focused on the challenges inherent in delivering enough capacity to future-proof the network.
- One of the main conclusions from the workshops in the South West was that stakeholders want WPD to be less reactive and more proactive in terms of network reinforcement, with a view to unlocking the region's growth potential. Participants recognised the challenges that this presents in terms of finding the funding to achieve this and discussed certain models that could help pay for it. Several stakeholders questioned whether changes in the regulatory environment would be needed to make it possible for WPD to invest ahead of need.
- In both Cornwall and Devon, stakeholders felt that their regions should export renewable energy to the rest of the country, following Scotland's example. They felt that serious investment was required for this, as well as incentives from the government.
- All stakeholders agreed that WPD needs to have a greater role in the planning process, questioning how councils could best work with the company to ensure a more joined-up approach.
- It was felt that WPD needs to be more engaged with the development of Local Plans, as this would give them visibility of future large-scale developments, which should be factored into their long-term planning.
- Stakeholders recognised the significance of the transition to a Distribution System Operator and the opportunities and challenges that this presents.
- Stakeholders felt that storage was an important part of the solution in terms of future-proofing the network. Some felt that WPD should be playing a greater role in the development of battery storage, while others stated that WPD should be highlighting the parts of the network which could most benefit from battery storage, enabling private companies to invest accordingly.
- Several stakeholders wanted to see more innovation when it comes to major new developments, such as houses becoming net producers of energy so that developments become self-sufficient. There was interest in working closely with WPD to develop these innovative approaches and technologies.
- Stakeholders were very interested in the implications of electric vehicles (EVs) for the electricity network. Several potential issues were raised. For example, some stakeholders felt that the need to create EV charging points would limit the ability to deliver capacity for new developments.
- Apart from capacity and reinforcement, stakeholders also supported the need for undergrounding, although they recognised that there were challenges involved. In Devon, some stakeholders wanted more to be done to reinforce non-primary flood defences.
- Stakeholders pointed to a range of development projects and local areas which could present challenges to load capacity on the network. These can be found in Table 1.1.

AREA 2: WORKING WITH STAKEHOLDERS ON THE GROWTH AGENDA

- In general, stakeholders' previous experience of working with WPD had been positive.
- However, there were certainly areas for improvement. These included the need for greater consistency in terms of service level or procedures between different offices; the ability to be able to find the right person to talk to; and the need for WPD's innovation team to work more collaboratively with local stakeholders.
- In terms of future collaboration, there was consensus across the workshops that there needed to be a more joined-up approach to network investment and planning involving all tiers of local government.
- Several stakeholders wanted to see greater collaboration between WPD and other utilities on the growth agenda, as well as between WPD and other Distribution Network Operators (DNOs).
- There was consensus that WPD needed to be more involved in the planning process. It was felt that some work was required to ensure that planning teams at local councils had the right point of contact to write to at WPD when they were consulting on upcoming developments.
- Stakeholders usually supported more face-to-face or telephone contact with WPD, as these communication methods were considered more productive. Stakeholders usually felt it was best to have a single point of contact within the local team.
- Stakeholders felt that these workshops were very useful, particularly in terms of relationship building, and were keen to see more of them in future.
- The investment booklets (see example here) were found to be useful, particularly because they provide the contact details of local team members. There was disagreement as to whether there needed to be printed copies or whether these could just be available online.
- The capacity maps (see here) were very popular, although it was clear that more needed to be done to promote them, as very few stakeholders were aware they existed. Stakeholders suggested various additional information that could be used to supplement them.
- In general, stakeholders did not make many comments in relation to the power cut map or severe weather updates, but the comments that were made were positive.

EVENT FEEDBACK

After the event, stakeholders were asked to complete written feedback forms. In terms of the event, the feedback was as follows:

- 92% rated their experience with WPD to date as either positive or very positive.
- Satisfaction with the event received an average score of 8.7 out of 10.
- 54% of stakeholders strongly agreed that the workshop gave them an opportunity to make points and ask questions, with 44% agreeing.
- 90% agreed or strongly agreed that the right topics were covered on the day, and 96% wished to work more collaboratively with the local teams at WPD.

3 | ATTENDEES

51 stakeholders attended across the three workshops, representing 31 organisations. The organisations represented were as follows:

- 361 Energy CIC
- All Wind UK
- Atlantic Energy
- BG Renewables
- BRE National Solar Centre
- Bridgwater & Taunton College
- British Solar Renewables
- Centrica
- Chard Town Council
- Community Energy Plus
- Cornwall and Isles of Scilly LEP
- Cornwall Business Partnership
- Cornwall Council
- Devon County Council
- East Devon District Council
- Gilbert and Goode Ltd
- Green Frog Power
- Heart of South West LEP
- Mid Devon District Council
- Mr Electric
- North Devon Council
- North Somerset Council
- Sedgemoor District Council
- Solar South West
- Somerset County Council
- Summerfield Developments
- SunGift Solar
- Taunton Deane Borough Council
- The Heat Project
- Wadebridge Renewable Energy Network
- Zamu



4 | AREA 1: NETWORK INVESTMENT & CAPACITY CONSTRAINTS

The presentations summarised the different types of investment being made in the local network, including asset replacement, reinforcement, cable undergrounding, worst-served customers, resilience, and cable diversions. Examples of local investment schemes were provided.

Summary of feedback

CAPACITY CONSTRAINTS AND REINFORCEMENT

- Stakeholders in Cornwall were very concerned about the capacity limitations across their network. They stressed the importance of finding models that would enable investment ahead of need.
- Stakeholder from Cornwall and Devon were keen to see their regions follow Scotland's example by exporting renewable energy to the rest of the country. There was a consensus that this would require large-scale investment as well as government incentives.
- In Cornwall there was widespread concern about the level of reinforcement required for the region to be able to facilitate the continued growth of renewables. One stakeholder mentioned the Department for Business, Energy and Industrial Strategy's drive to encourage the development of offshore wind by 2030, pointing out that this presented a significant opportunity for Cornwall that could prove transformational in terms of local investment.
- Across all workshops, stakeholders wanted WPD to be less reactive and more proactive in terms of network reinforcement. They recognised the role that stakeholders had to play in this and wanted to know how they could better support WPD in planning their network.
- Stakeholders were keen to have visibility of where capacity was being released back on to the network, for example, in cases where developers had ended up not using it. It was felt that stakeholders should be notified of this, rather than having to submit an application to find out.
- Stakeholders flagged that WPD's investment periods were quite short compared to Local Plan periods. Several stakeholders questioned what regulatory changes would be required to enable WPD to invest ahead of need.
- Several stakeholders were interested in how WPD's capital programme is paid for and asked which models could be used to bring in outside funding to support a more proactive approach to investment on the electricity network.
- Some stakeholders raised the challenges presented by commercial developments, which were always harder to deliver than residential sites due to electricity requirements. In Cornwall, stakeholders noted that a large portion of planned commercial developments were in rural areas, pointing out that this would present problems in terms of reinforcing the network.
- Across the workshops, stakeholders mentioned some of the large-scale developments that were planned and the impact that these would have on the existing network.
- In Somerset there were some specific questions about planned reinforcement on specific lines. These included the line between Weston and Bridgwater, the line between Taunton and Bridgwater, and the area around Cheddar.
- Some stakeholders were interested in reverse power flows on particular sections of the network.
- Questions were raised about the impact of solar farms on the network and how WPD assesses this. There was concern that the electricity network around West Somerset is struggling to cope with the influx of solar developments in the area.

THE PLANNING PROCESS

- In general, stakeholders' previous experience of working with WPD had been positive.
- However, there were certainly areas for improvement. These included the need for greater consistency in terms of service level or procedures between different offices; the ability to be able to find the right person to talk to; and the need for WPD's innovation team to work more collaboratively with local stakeholders.
- In terms of future collaboration, there was consensus across the workshops that there needed to be a more joined-up approach to network investment and planning involving all tiers of local government.
- Several stakeholders wanted to see greater collaboration between WPD and other utilities on the growth agenda, as well as between WPD and other Distribution Network Operators (DNOs).
- There was consensus that WPD needed to be more involved in the planning process. It was felt that some work was required to ensure that planning teams at local councils had the right point of contact to write to at WPD when they were consulting on upcoming developments.
- Stakeholders usually supported more face-to-face or telephone contact with WPD, as these communication methods were considered more productive. Stakeholders usually felt it was best to have a single point of contact within the local team.
- Stakeholders felt that these workshops were very useful, particularly in terms of relationship building, and were keen to see more of them in future.
- The investment booklets (see example here) were found to be useful, particularly because they provide the contact details of local team members. There was disagreement as to whether there needed to be printed copies or whether these could just be available online.
- The capacity maps (see here) were very popular, although it was clear that more needed to be done to promote them, as very few stakeholders were aware they existed. Stakeholders suggested various additional information that could be used to supplement them.
- In general, stakeholders did not make many comments in relation to the power cut map or severe weather updates, but the comments that were made were positive.



THE TRANSITION TO A DSO: STORAGE, ELECTRIC VEHICLES AND INNOVATION

- Many comments recognised the significance of the transition to a Distribution System Operator. It was felt that this would be a game changer in terms of the future shape of the electricity network.
- Some stakeholders felt that people were going to move away from oil and gas, which would make things even more difficult for the electricity networks. Heat pumps were mooted as a potential solution.
- Stakeholders felt that storage was an important part of the solution in terms of future-proofing the network. The comment was made that those areas where WPD currently can't connect were actually the areas where storage might work well. One stakeholder asked whether WPD would be investing in battery storage themselves and, if not, whether they would be able to identify the areas where it would be most helpful for large-scale battery storage to come forward. Another stakeholder felt that WPD should be at the forefront of developing and investing in energy storage.
- Other stakeholders pointed out that government policy was constantly changing, which makes it very hard for the electricity industry.
- Several stakeholders were of the opinion that major new developments should involve more innovation, such as self-sufficient developments with houses that are net producers of energy. There was interest in working closely with WPD around such innovation.
- The importance of demand-side response was also highlighted, given its potential to help create self-sufficient communities when combined with innovative generation.
- Stakeholders were very interested in how electric vehicles (EVs) would affect the electricity network, raising several potential issues. For example, some were concerned that the need for more EV charging points would limit the capacity available for new developments.
- The point was also made that while workplaces might provide free charging to begin with, they may realise that employees take the energy home to use it there instead. In Devon, stakeholders were concerned that rural areas would be disadvantaged by the growth in EVs, as people would have to travel further to find charging points. One stakeholder expressed concern about the danger of trailing wires from charging points in car parks.
- Stakeholders in Somerset expressed concern about the impact of EVs on less affluent homes which wouldn't be able to pay for charging points. Stakeholders wanted to know whether there would be any subsidies or incentives to help these people afford new charging points.
- In Cornwall, several stakeholders were particularly interested in how to deliver zero-carbon and how best to involve community groups in facilitating it. In Devon, stakeholders wanted to see innovation supported in the green industries in order to support the low-carbon agenda.



OTHER AREAS OF NETWORK INVESTMENT

- Several stakeholders supported the need for undergrounding but recognised that it can be a challenge, particularly when contending with things like mineral rights. One stakeholder in Devon wanted to see undergrounding in Areas of Outstanding Natural Beauty (AONBs) take place at a faster rate.
- In Devon, some stakeholders called for more to be done to reinforce non-primary flood defences. One stakeholder felt that with the changes in weather patterns, there was a danger that companies could be caught out by failing to plan properly.
- In Somerset, one stakeholder was interested in the potential for WPD's poles to be used to also bring broadband to rural areas.

During the roundtable discussions, a few Local Plans, specific development projects and local network areas were raised in relation to their potential to present challenges to load capacity on the network. Stakeholders also had the opportunity to note these down as part of the written feedback form at the end of the session. These have been listed and sorted by region in Table 1.1.

Table 1.1: Development projects / local areas for reinforcement

Bodmin & West Cornwall	Cornwall's Local Plan for 52,000 houses by 2030
	The United Downs Geothermal Power Project
	Langarth and other developments alongside the A390
	Wind turbines off the Cornish coast
	Cornwall Local Energy Market (LEM) projects
	Liskeard housing developments – Tencreek and east of Oak Tree Surgery
Plymouth Devon & North Devon	Collumpton Garden Village
	Mid-Devon, North Devon and Torridge Local Plans
	Exeter Science Park / Skypark / new site at Roundswell,
	Greater Exeter Strategic Plan (GESP), concerning Exeter, East Devon, Teignbridge and Mid Devon
	Roundswell commercial space
	Okehampton commercial space
	Saltash (Bradmore Farm)
	Commercial development of J27 of the M5
Somerset Bristol & Mendip	Weston-super-Mare town centre
	New development near Somerton
	New housing planned in Cheddar
	Taunton Garden Town – to include three urban extensions
	Taunton Nexus 25 business park

Verbatim comments

"We got permission from government to create models to support investment ahead of need as part of the devolution deal. Unfortunately, that has now been dropped."

stakeholder, Bodmin & West Cornwall

"It is not an either/or between smart systems and grid upgrades. We need both – particularly if, as a region, we want to deliver renewable energy for the country."

stakeholder, Bodmin & West Cornwall

"There needs to be more strategic conversations from the Council and regionally to help WPD build the infrastructure ahead of need."

stakeholder, Bodmin & West Cornwall

"You are overwhelmingly reactive when it comes to reinforcement. Shouldn't we all get together so you know what is upcoming?"

stakeholder, Somerset, Bristol & Mendip

"We are noticing that capacity is coming back on to the network as it is released by developers who do not need it. It would be helpful if we could be notified of this, because at the moment, we have to submit an application to find that out."

stakeholder, Plymouth, Devon & North Devon

"There are so many renewables planned. We're going to need so much reinforcement, it's crazy."

stakeholder, Bodmin & West Cornwall

"Networks need to get smarter, not just bigger. Storage is going to be an important part of the solution."

stakeholder, Bodmin & West Cornwall

"Whilst a Local Plan might be speculative in terms of which order the sites come forward, the allocated sites do give a strong degree of certainty over where those sites will be."

stakeholder, Plymouth, Devon & North Devon

"How do you engage with the Local Plan process? They go out for consultation; do you get involved? We don't necessarily understand what the generation is going to be, so how do we best involve you?"

stakeholder, Plymouth, Devon & North Devon

"The transition to DSO is massive. This is going to increase capacity everywhere."

stakeholder, Bodmin & West Cornwall

"Will people be charging up their car at work and taking it home to use the energy? Workplaces will probably offer charging for free to start with, but then realise the inherent problems in this."

stakeholder, Plymouth, Devon & North Devon

"It would be good if you could identify those places where it would be helpful if large-scale battery storage came forward."

stakeholder, Plymouth, Devon & North Devon

"How do you manage to upgrade the network for electric vehicles and deliver capacity for new developments? Is there a fear that basic infrastructure gets left behind in favour of electric vehicles?"

stakeholder, Somerset, Bristol & Mendip

"What happens to people who are less well off who can't afford to install electric vehicle charging points in their homes? Will they be left behind? Are there any government subsidies or incentives to help people who can't pay for new charging points?"

stakeholder, Somerset, Bristol & Mendip

5 | AREA 2: WORKING WITH STAKEHOLDERS ON THE GROWTH AGENDA

The presentation for this session set out some of the materials that were available for stakeholders. These included the investment booklets and online map; the capacity map; the power cut map; and severe weather updates. During the roundtable discussion sessions, stakeholders were asked what other information they would find useful, as well as what else WPD could do to work more effectively with local stakeholders around the growth agenda.

Summary of feedback

PREVIOUS EXPERIENCE OF ENGAGING WITH WPD

- In general, stakeholders reported positive experiences of working with WPD, with several stakeholders praising the company for being the best Distribution Network Operator (DNO) in terms of customer service.
- Several stakeholders made the point that although things go wrong sometimes, WPD are always very responsive, ensuring that issues are resolved quickly and efficiently.
- In terms of the connections process, it was noted that WPD were good at answering initial questions over the phone, rather than requiring customers to apply to find out information. It was also noted that the turnaround on enquiries was much quicker than it used to be.
- One stakeholder said that there needed to be more clarity and stability on Statement of Works offers. It was felt that the offers were never very clear on how much it would cost and what milestones would be involved.
- However, one stakeholder said that WPD was a bit process-led in terms of connections. Another felt that WPD took too long to connect commercial premises to the network, with another stakeholder stating that WPD was not flexible enough when it comes to connecting battery storage.
- The most frequent criticism that was levelled at WPD was usually in relation to a lack of consistency. Often the criticism related to a variance in service or procedure across the different offices. However, one stakeholder also said that the 11kv, 33kv and 132kv teams did not communicate enough with one another.
- Several stakeholders flagged that it was quite hard to find the right person to speak to.
- One stakeholder said that it was a challenge to get meetings with senior people.
- One stakeholder reported that it could be difficult to get WPD's legal department to engage in a timely manner on wayleaves.
- It was felt that more could be done to improve communication with the future networks / innovation teams at WPD. One stakeholder criticised WPD's policies for being quite prohibitive and preventing the take-up of new technologies and requested that this be looked into. Another said that, while it was easy to engage on existing issues, it had been difficult to work with the team on future networks and innovation.

WORKING TOGETHER IN FUTURE

- The most frequent comment was that stakeholders wanted to work with WPD more collaboratively around the growth agenda. They recognised the need to have far more strategic conversations that would align local growth plans and investment in the electricity network. It was felt that a whole range of stakeholders needed to be involved depending on location, including parish councils, those responsible for developing Local Plans, councillors, council officers, and Local Enterprise Partnerships (LEPs).
- Several stakeholders wanted to see greater collaboration between WPD and other utilities on the growth agenda. One stakeholder also suggested greater collaboration with other DNOs.
- It was also felt that there needed to be a conversation with the government and Ofgem about a more strategic approach to network reinforcement, as a change of policy was needed.
- On planning applications, stakeholders pointed out that although WPD was often consulted, council officers often had out-of-date information in terms of who to contact. It was felt that there needed to be some work to ensure that planning teams at local councils had the right point of contact to write to at WPD. Another stakeholder suggested a single point of contact at WPD for all planning matters, who could then disseminate information and queries.
- Several stakeholders requested that GIS data be shared with council officers so that it can be integrated into council systems.
- There was a desire to see more collaboration between stakeholders and WPD on innovation. For example, it was noted that LEPs are creating future energy plans and that it would be helpful for LEPs and WPD's innovation team to work together more on these.
- In terms of communication methods, stakeholders usually felt that face-to-face or over-the-phone contact were the most productive ways to communicate with WPD. Stakeholders generally advocated a single point of contact within the local team.
- Stakeholders valued stakeholder workshops of this type, seeing them as a good way to network and build relationships with representatives of other local authorities and with WPD planners and depot managers. As such, they were keen to see more of them in future.
- Other ideas included giving a presentation to the Chambers of Commerce on network capacity and reinforcement and arranging meetings with membership bodies, such as the Cornwall Manufacturers Group.
- One stakeholder wanted to see more engagement with parish councils in terms of emergency planning.
- On maintenance works, several stakeholders wanted to see WPD engage more with parish councils about upcoming works. It was suggested that a district council press officer could email all parishes ahead of upcoming works if WPD worked closely with them.
- Several stakeholders noted that the way WPD divides up its network area is confusing and does not relate to standard geographic or local authority boundaries.

CAPACITY AND CONSTRAINTS MAP

- Several stakeholders praised the capacity and constraints map. However, some improvements were suggested. For example, stakeholders felt that the map should identify the designer and planner who are responsible for each substation, thereby making it easier for customers to contact the right person to help them connect.
- Another suggested improvement for the capacity map was to include 11kv information. However, stakeholders recognised that this could be quite complicated.
- Quite a few of the stakeholders were unaware of the capacity and constraints map and were very pleased to find out that it exists. One officer asked that it be clearly signposted on WPD's website so that it is easy to find in future.

INVESTMENT BOOKLET / MAP

- In general, stakeholders found the investment booklet useful, particularly because it provided the contact details for local WPD team members.
- Some stakeholders suggested dividing up the investment map by council, rather than WPD region, as stakeholders were not familiar with WPD's geographic split.
- There was some disagreement as to whether a printed booklet was necessary or not. One stakeholder felt that having hard copies that could be sent, for example, to every parish clerk would be very useful. However, others felt that having the information available online was sufficient.

POWER CUT MAP

- The power cut map was praised for being mobile compatible.

SEVERE WEATHER UPDATES

- Several stakeholders in Devon praised WPD for the work it carried out during the severe weather in March. Praise was expressed for the way in which the company kept local stakeholders so well informed.

Verbatim comments

“WPD is the leading DNO at the moment. It is very helpful to be able to pick up the phone and ask questions rather than having to submit an application.”
stakeholder, Somerset, Bristol & Mendip

“On social obligations, WPD is really good. We work a lot with them to promote energy efficiency and my experience has always been positive.”
stakeholder, Bodmin & West Cornwall

“I’m not sure how much your 11kv, 33kv and 132kv teams communicate with each other.”
stakeholder, Bodmin & West Cornwall

“On connections, it seems there’s quite a big difference between local offices. Sometimes procedures differ across your network.”
stakeholder, Bodmin & West Cornwall

“We’ve engaged with WPD a little bit to understand existing issues, but it has been difficult to get anywhere in terms of innovation, so it would be good to talk to your innovation team.”
stakeholder, Plymouth, Devon & North Devon

“Trying to find the right person at WPD is hard to do – you have to start by randomly phoning and making that enquiry.”
stakeholder, Plymouth, Devon & North Devon

“From a customer service point of view, you can’t really fault WPD. You are always very professional.”
stakeholder, Plymouth, Devon & North Devon

“The one thing that can be quite difficult is that the responses can be quite varied. Sometimes there is an inconsistency and policies that have come in in some places have not come in in others.”
stakeholder, Plymouth, Devon & North Devon

“Recently, a number of quotes I have got have gone wrong, and what has been installed is not what had been quoted for. But you have turned around and sorted it quite quickly. There are bound to be issues, but you have always sorted it out very quickly.”
stakeholder, Plymouth, Devon & North Devon

“Most villages who are drawing up their Local Plans have no idea about the network. There’s a real lack of engagement.”
stakeholder, Bodmin & West Cornwall

“If you have a conversation, you get things done in a way that might take 27 emails back and forth. Having a single point of contact is the best way.”
stakeholder, Bodmin & West Cornwall

“There is a mismatch between WPD and council planning teams. Planning officers send out consultation letters, but perhaps we are sending them to the wrong person. It would be really helpful to know who the right contact is for each council.”
stakeholder, Plymouth, Devon & North Devon

“I would like to build a rapport with the right person at the local level. Even if they are not the right person to deal with, they will then know who is.”
stakeholder, Plymouth, Devon & North Devon

“Your capacity map is the most useful capacity map out there. However, it needs which designer and planner is responsible for each substation so we can easily contact the right person should we want to connect.” **stakeholder, Somerset, Bristol & Mendip**

“Checked out the power cut map and pleased to see it works on mobile phones!”
stakeholder, Plymouth, Devon & North Devon

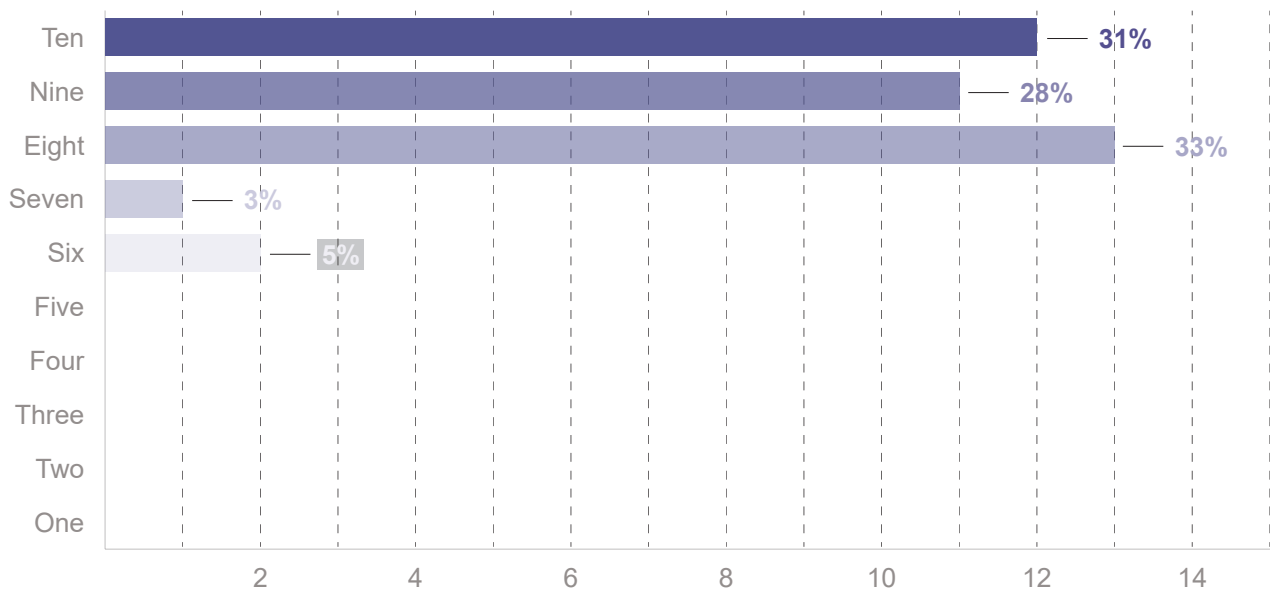
“Other companies, particularly telecoms companies, could learn a lot from the way WPD keeps people informed through their severe weather updates.”
stakeholder, Plymouth, Devon & North Devon

6 | EVENT FEEDBACK

At the end of the workshop, stakeholders were asked to complete written feedback forms. A few questions related to network investment and have been included in the section above. The answers to more general questions about the workshop itself are summarised below.



3. On a scale of 1 to 10, how satisfied were you with today's workshop?



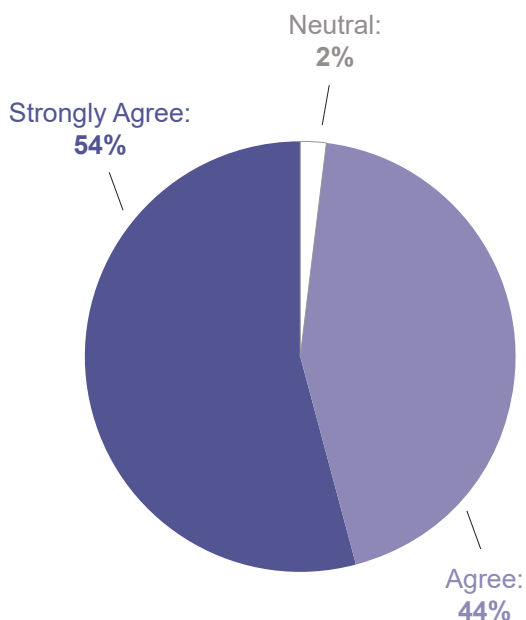
Face-to-face event is very useful – it enables understanding beyond [...] leaflets or website.

A very useful opportunity to meet and discuss with WPD officers.

Nice to meet lots of people with similar problems, but from very different backgrounds, etc.

Really useful and good to know reps and processes to follow, etc. Good to get answers to questions.

4. Did you feel that you had the opportunity to make your points and ask questions?

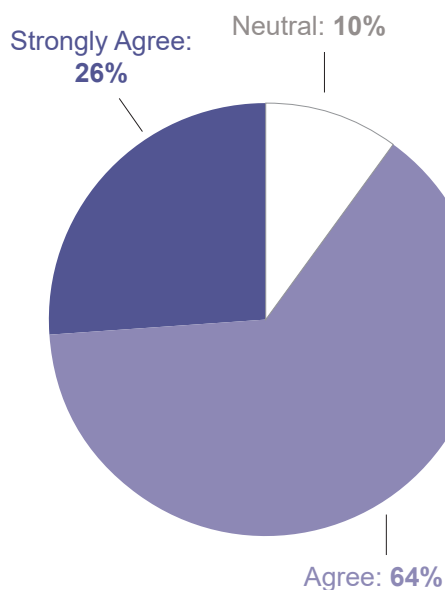


I felt quite comfortable asking questions, which were well received.

Very well-run and chaired.

Perhaps more specialised workshop – split developers, councillors.

5. Did we cover the right topics for you on the day?

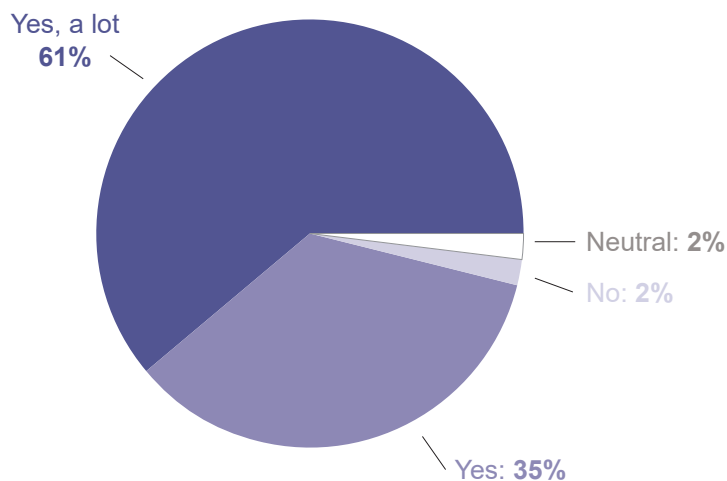


Would have liked to have had presentations on WPD innovation projects.

As a first introduction, it was pitched at the right level for me.

Yes, I was very keen to learn about the extent to which WPD can and will engage early on in the Local Plan process.

6. In future, would you like to work more collaboratively with the local teams at WPD?



No comments given

7. Any other comments?

Very interested in renewable generation, storage, demand management and electric vehicle charging.

Perhaps explore more opportunities as to how power can be exported from Devon / the South West.

Thank you for the chance to learn about and understand the workings of a major service.

