



Western Power Distribution Local Investment Workshops West Midlands, 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 West Midlands. Stakeholders in attendance included councillors, council officers, developers and others involved in the growth agenda.

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

Gloucester, Worcester and Hereford	Worcester Depot	11 July 2018
Tipton and Birmingham	Birmingham Depot	13 July 2018
Telford and Stoke	Stoke Depot	26 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 West Midlands 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

- The future capacity of the network was a huge concern for stakeholders. Housing developers and stakeholders representing local authorities were currently working to deliver new homes and commercial development, and it was felt that network capacity could hinder these plans.
- There were calls for greater collaboration between WPD and local authorities so that information on network capacity could be shared more easily, as councils are often asked about the issue but are unable to provide developers with definitive answers.
- There was some concern about the ability of those developing renewable sources of energy in rural areas to connect to the network.
- There were calls for WPD to do more to publicise the amount of investment the company is putting into the network, as many stakeholders were unaware of it.
- Stakeholders asked for assurance that the first developers to connect to the network at a new grid connection are not being unfairly penalised by essentially paying for a new connection that those connecting at a later date could take advantage of free of charge.
- There were repeated calls for WPD to play a more active role in spatial planning. All local authorities in the area were under pressure to deliver significant amounts of residential and commercial development, and it was felt that more engagement at an early stage would be beneficial, as it would inform the future plans of developers and councils.
- Many stakeholders felt that WPD should be a statutory consultee on planning applications.
- In the Birmingham area especially, there were a number of nationally significant developments planned, including HS2 and the Birmingham Airport hub. While stakeholders accepted that it might not be feasible for the company to be involved in smaller developments, they thought that on larger projects such as these, there should be more consultation with DNOs.
- Stakeholders were of the view that battery storage could help to address issues relating to network capacity, although there was acceptance that this technology is not quite there at present.
- Stakeholders expressed a good deal of concern regarding the impact that electric vehicle charging points would have on the network if the predictions for the take-up of electric vehicles prove to be accurate.
- The majority of stakeholders felt that more information on network capacity would be beneficial. It was added that combining this data with data relating to gas and water would make it easier for developers to plan and may even inform their future investment areas.
- Local authority stakeholders were keen to explore the possibility of working with WPD on new energy generation projects and look into more creative ways of financing these.

AREA 2: WORKING WITH STAKEHOLDERS ON THE GROWTH AGENDA

- Stakeholders broadly had positive experiences of working with WPD. The company was seen as approachable and easy to talk to. Those who work closely with the company genuinely value being able to pick up the phone to staff members and ask questions directly.
- It was noted that WPD can be more expensive than certain IDNOs. However, there were examples given where these IDNOs did not deliver the same levels of service as WPD.
- Stakeholders valued the opportunity to meet depot managers at these workshops, and said that the events allowed them to put a face to a name and discuss issues that were of concern. There were calls for more workshops of this nature to be held in the future.
- Stakeholders commented that more could be done to streamline WPD's processes which, at times, could be overly onerous.
- It was felt that while WPD's own staff were efficient and easy to work with, the same could not always be said of their sub-contractors.
- Although there was praise for the fact that WPD hosts surgeries for connections customers, it was noted that more ought to be done to publicise these.
- Stakeholders would like to see WPD play an active role at development forums and relevant infrastructure groups to feedback on development proposals.
- It was noted that information on network capacity and constraints should be shared with housing and commercial developers, as this would influence their plans.
- There were repeated calls for greater collaboration between utilities in order to minimise the disruption caused by multiple utilities undertaking street works.
- Some stakeholders requested that WPD meet with them twice a year in order to discuss planned development in their local authority areas.
- Stakeholders requested more transparency regarding WPD processes and procedures. A flow chart showing key dates in the connections process was suggested, for example.
- Stakeholders valued the capacity map and requested that this be publicised and made easily accessible for councils and developers. It was added that maps such as these should have different amounts of information according to stakeholders' levels of knowledge.
- The investment booklet was also seen as a useful resource. Stakeholders felt that the investment WPD was making in the network should be shared more widely.
- Both the power cut map and the severe weather updates were valued by stakeholders who rely on them.

EVENT FEEDBACK

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

- 88% rated their experience with WPD to date as either positive or very positive.
- Satisfaction with the event, on a scale of 1 to 10, received an average score of 8.3.
- 55% strongly agreed that the workshop gave them an opportunity to make points and ask questions, with 42% agreeing.
- 89% felt the right topics were covered on the day, and 92% wished to work more collaboratively with the local teams at WPD.

3 | ATTENDEES

47 stakeholders attended across the three workshops, representing 32 organisations. The organisations represented were as follows:

- Barlaston Parish Council
- Birmingham City Council
- Broughton WI
- Cannock Chase Council
- Companion Care
- Dudley Metropolitan Borough Council
- Gloucestershire County Council
- Green Frog Power
- Herefordshire & Worcestershire Chamber of Commerce
- Herefordshire Council
- Hermes Energy Services
- Office of Ruth Smeeth MP
- Robert Hitchins Ltd
- Rock Power Connections
- Sandwell Metropolitan Borough Council
- Shropshire Council
- Solihull Metropolitan Borough Council
- Stafford Borough Council
- Staffordshire Chambers of Commerce
- Staffordshire University
- Taylor Wimpey
- Taylor Wimpey Strategic Land
- Telford & Wrekin Council
- Thomas Dudley Ltd
- UK Power Reserve Ltd
- Urban Growth Company
- Walsall Council
- Worcester City Council
- Worcestershire County Council
- WSP
- Wychavon District Council
- YES Energy Solutions



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 were concerned about the perceived lack of capacity in the network.
- It was clear that there is a significant amount of development planned in all three sub-regions, including residential, commercial and transport development. Local authorities have produced detailed strategic development plans, but the point was made repeatedly that WPD had not been adequately consulted on these.
- Stakeholders at all three workshops were very much of the view that a lack of network capacity had the potential to hinder future growth and viewed this as a serious concern.
- A Gloucester stakeholder pointed out that developers and businesses contact local authorities to ask about network capacity, but these local authorities are unable to provide that information. It was felt that this needed to be addressed.
- A Birmingham stakeholder identified cable diversions as an area that needed significant attention and investment. It was commented that a lack of skills on the ground, coupled with a perceived lack of joined-up thinking between utilities and local authorities, has created problems in this area.
- Stakeholders from rural areas, such as areas in the Gloucester, Worcester and Hereford sub-regions, were particularly concerned with how the network will cope when lower voltage developments need to be connected.
- Stakeholders commented that certain brownfield sites lend themselves to facilitating new developments without the need for network reinforcement, as capacity is already there.
- Although finding out more about WPD's capital investment helped to reassure stakeholders to some extent, it was felt that these plans should be shared more widely with local activities and developers in order to provide certainty.
- It was felt that the process for reinforcing the network should be more transparent.
- Stakeholders raised concerns that the developers who progress most quickly with their developments will be liable for the cost of reinforcement, unlike those who are further behind, who will not share that liability.

THE PLANNING PROCESS

- Those representing local authorities were under a considerable amount of pressure to meet their targets for residential and commercial development. It was clear that the pressure on the energy network was an issue that could prove problematic in terms of meeting these targets, meaning that more engagement with WPD is required.
- It was widely felt that WPD should be more engaged in the planning process and should be involved at an earlier stage. All of the local authorities in the area were well advanced with their Local Plans and it was felt that WPD should have been consulted from the outset on these.
- Stakeholders commented that the cost of utilities had not been adequately considered by councils when formulating their Local Plans.
- Many in attendance at the workshops were of the view that the company should be a statutory consultee on planning applications.
- Planning for HS2 and the associated commercial and residential development was a huge issue for local authorities in the Birmingham area. There were calls for more cooperation between utilities and local authorities on this development, especially as numerous embankments for laying cables were planned as part of the HS2 works.

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

- Stakeholders felt that improvements to technology were required in order to generate more detailed information on the electricity network. Once this was the case, it would be far easier for them to model their plans according to the cost of electricity at different times.
- Battery storage was seen by many as the solution to a number of issues related to capacity on the network. However, it was noted that until the technology improves, solar farms in particular would not be financially viable.
- Stakeholders were concerned about the impact that electric vehicle charging points will have on the network, particularly if they will be a future requirement for individual residential dwellings.
- On new flagship regeneration projects such as the proposed Birmingham Airport hub development, stakeholders saw a real opportunity for direct grid connection.
- The idea of a platform that would enable all utilities to share and map data was given as an example of innovation that would make planning much easier.

OTHER AREAS OF NETWORK INVESTMENT

- Stakeholders would like to see more upgrading and future-proofing of assets, particularly in built-up areas.
- Stakeholders representing local authorities in areas where very large developments were planned were keen to discuss the opportunity for them to develop substations by providing funding in advance. The proposed Garden City at Ebbsfleet was given as an example of the DNO and the local authority coming to an agreement on funding.
- Stakeholders were keen that investment in the network should take into consideration sites where new homes may be built in the future. It was seen as wasteful when a DNO installs new cables only to have to move them in the future to accommodate new developments.
- Stakeholders would like to see upgrades to the network planned in advance so that there could be economies of scale by replacing different assets in the same area at the same time.
- While there was some support for undergrounding schemes in Areas of Outstanding Natural Beauty and built-up areas, it was noted that this is expensive and that it becomes more difficult to repair faults when a cable is underground.



During the roundtable discussions, a number of development projects and local areas were raised in relation to their potential to present challenges to load capacity on the network. These have been listed by region in Table 1.1. No specific projects were noted in Northampton.

Table 1.1: Development projects / local areas for reinforcement

Gloucester, Worcester and Hereford	Three Elms – 1200 homes, Hereford Enterprise Zone, university, Hereford city 6,000 homes. Worcester West 2,200 homes; Worcester South 2,100 dwellings
	Worcester City Council – Local Development Plan adopted in 2016. Up to 2030. Review changes it to 2041. Contact Corin Beames
	Core strategy adapted in 2015, partial review to 2031. 16,000 new dwellings across various allocated sites.
	Roman Road, Hereford City: 250 homes (next to Bloor Homes). Land owned by Herefordshire council.. South Hereford, piece of land, Grafton Lane: 250 homes
	1,000 units in Lower Bullingham
	Big site in Gloucester in Whaddon, 1,500 houses
	‘Cyber Ark’ to the west of Cheltenham
	Ironbridge power station
	Bridgnorth
	Green belt review
	Potential of M42 corridor
	Mixed development at Innsworth
	Potential factory in Ross-on-Wye
	Mixed development at Twigworth
	Land west of Stonehouse (under construction)
	2,000 dwellings Whaddon, Gloucester
	Gloucester Council planning to increase priority of EU charging points in residential areas with off-street parking
	South Worcestershire Development Plan review
	Worcester urban extensions
	Herefordshire Local Plan 2011–2031. Strategic housing industrial sites delivered through Engie
Tipton & Ludlow and Birmingham	Wednesbury / West Bromwich
	High rise blocks / housing schemes in Sandwell
	Jaguar Land Rover – Sandwell area
	UK Central Hub Growth & Infrastructure Plan – Solihull
	Black Country Core Strategy – extended to 2036. Potential for 30,000 new homes (around Dudley, Sandwell and Walsall)
Telford and Stoke	Shropshire local plan
	Priority projects in Ironbridge
	Growth around Bridgnorth
	Tern Hill
	Shrewsbury West Sustainable Urban Extension (SUE)

Verbatim comments

"We are trying to encourage developers to do speculative development, but it makes it very difficult unless they know the full implications in terms of the energy network."

stakeholder, Gloucester, Worcester and Hereford

"The Birmingham proposals map sets out the new developments in the city, including housing, employment land and transport proposals. We also have annual reviews of our strategic housing supply. We have a lot of information and it would be good to share it with you."

stakeholder, Birmingham and Tipton

"You have a capital programme that identifies major upgrades. These need to be tied into councils' development plans."

stakeholder, Telford and Stoke

"Our current plan runs to 2030. We're even now producing the plan to 2040. We need certainty that capacity isn't going to be an issue when development takes place and new houses are built."

stakeholder, Telford and Stoke

"With the allocation of large developments, would it not be sensible for WPD and the local councils to speak so we are all aware of upcoming capacity issues?"

stakeholder, Gloucester, Worcester and Hereford

"There's now an extra 30,000 dwellings planned for the Black Country. Right now we can only find room for 10,000 of them. You should be aware of this."

stakeholder, Birmingham and Tipton

"It astonishes me that you are not involved in the South Worcestershire Development Plan. We are five years into it and are currently looking at 28,000 houses as well as employment land. In reality this may go up to 33,000."

stakeholder, Gloucester, Worcester and Hereford

"I find it odd that WPD are not a statutory consultee on planning matters. This should happen at the Local Plan stage. It is too late once you get to the application stage."

stakeholder, Gloucester, Worcester and Hereford

"WPD needs to have a role right at the start of the planning process. You also need to liaise with central government around bringing forward a nationwide roll-out plan."

stakeholder, Gloucester, Worcester and Hereford

"You don't really have an input into the planning process at the early stage. The power that is required by that development should be accounted for if you are part of the planning process. That should be a factor brought into the planning stage."

stakeholder, Gloucester, Worcester and Hereford

"We are working with HS2 and are putting provisions in for other utilities, so we can give the rights for people to use them if they want to. There are a lot of deep embankments as you go through Solihull, but we are trying to put utility provision in early on."

stakeholder, Birmingham and Tipton

"The cost of utilities should be taken into account when putting together Local Plans. If a council identifies sites but you have no idea about the cost of network reinforcement, it could make sites unviable."

stakeholder, Birmingham and Tipton

"Current smart meters are rubbish because they don't support the enabling of smart networks. If we had more information, people could model their business plans based around the availability of electricity in low periods."

stakeholder, Gloucester, Worcester and Hereford

"It seems to me that storage is obviously a huge part of the answer. Surely one organisation should be overseeing this. It is hard to make solar farms viable, as the customers aren't there."

stakeholder, Gloucester, Worcester and Hereford

"We will have an issue with electric vehicles, as plugging them in at home needs more power. If every house we build requires extra capacity, will the network cope?"

stakeholder, Telford and Stoke

"Whilst a high-level overview of local council strategic plans is needed, you do need granular information about planning permissions and when groundworks are to commence, for example."

stakeholder, Gloucester, Worcester and Hereford

“The idea of a cloud-based platform for all utilities, with live intelligence, is a good one, but this would require all utilities to engage and share mapping data to make it an easier process for individuals and developers.”

stakeholder, Gloucester, Worcester and Hereford

“More upgrading of assets is important, especially in urban areas.”

stakeholder, Gloucester, Worcester and Hereford

“There’s a direct grid connection off the M42. Jaguar Land Rover are also interested in this. If we decide to progress this ahead of development, it would be us, a local authority, who would have to fund that, I think. If we did solely fund a primary substation, we would then lease to the DNO, who would then lease back to us. This happened at Ebbsfleet, where the DNO then got the say over who was able to connect into it. However, if we are investing public money, it is a concern that we’d lose the ability to control the substation.” **stakeholder, Birmingham and Tipton**

“Are there any benefits to be had for other people from the major reinforcement being done for HS2? Are they putting in just enough supply for themselves, with nothing to piggy back on at all? That seems incredibly short-sighted.”

stakeholder, Birmingham and Tipton

“Cable undergrounding is very expensive. A lot of this is down to digging trenches. Obviously, it’s better to underground in built-up areas, but it’s presumably easier and quicker to locate faults overhead.”

stakeholder, Birmingham and Tipton



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

At the workshops, the presentations explained the work WPD had done to publicise the investment being made in the local networks, with copies of the 'investment booklets' available on the table. 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.

Summary of feedback

PREVIOUS EXPERIENCE OF ENGAGING WITH WPD

- There was a good deal of positive feedback from stakeholders regarding their current experience of working with WPD. There was praise for the way the company communicates with its stakeholders.
- Stakeholders valued being able to pick up the phone and talk to individual staff members whose names they know.
- It was felt that sessions such as these workshops were valuable, and stakeholders would like to see more of them in the future.
- While it was noted that IDNOs can be cheaper to work with, it was also acknowledged that WPD staff members have greater expertise.
- There was a feeling that WPD's processes can be somewhat onerous and there were requests for this to be looked into.
- While WPD's own staff were praised, it was commented that sometimes sub-contractors were not as easy to work with.
- Stakeholders representing local authorities valued having someone they could approach when residents made complaints about street works.
- It was seen as positive that WPD was involved with local parishes on their neighbourhood plans.
- While WPD connections surgeries were praised, it was commented that the company should do more to publicise them.
- Some local authority representatives noted that there was no consistent policy regarding who is responsible for funding upgrades to the network.

WORKING TOGETHER IN FUTURE

- It was repeatedly pointed out that WPD should be involved in strategic planning, working alongside local authorities and housing developers. Stakeholders requested that the company participate in development forums and infrastructure groups.
- There were requests for more information to be given to developers on network capacity, as this would inform their future plans.
- Stakeholders commented that there should be greater collaboration between utilities in the future, as councils were planning for utility corridors to service new developments.
- There were requests for greater input from WPD in supporting local authorities that are planning for innovative new sources of energy generation.
- There were calls for greater consistency from WPD on how the company engages with developers. It was also suggested that regular meetings with housing and commercial developers would address this.
- Local authorities suggested that WPD should meet with them twice a year in order to inform them about capacity in the network.
- It was felt that more advance warning of works should be given to councils to enable them to plan better and minimise disruption.
- More meetings between local councils and WPD's planners were requested so that council officers have a better idea of where there are network constraints.
- It was felt that there should be more clarity in terms of WPD's own processes and procedures. Stakeholders requested a simple flow chart with dates and milestones.

CAPACITY AND CONSTRAINTS MAP

- Stakeholders found the capacity and constraints map to be a useful resource. It was felt that this should be easily accessible online, with different levels of information according to the audience type.
- Stakeholders commented that more ought to be done to publicise the capacity and constraints map, as many in attendance at the workshops were not aware of it.
- It was felt that the map should be updated more regularly and contain more information on live projects.
- In the future, it was felt that working with other utilities to produce maps that detail capacity in gas, water and electricity would be hugely beneficial to local authorities and developers.
- It was felt that the electric vehicle connection grid on the constraints map could be made clearer and easier to understand. The same point was made regarding the constraints and planned outages group email which is sent to local authorities.

INVESTMENT BOOKLET / MAP

- Stakeholders saw the investment booklet as a useful resource. It was commented that this should be sent by email to local authorities to make them aware of the investment that WPD is making in the network.
- It was noted that the booklet could be improved by including a section on the progress that has been made along with information on future plans.
- It was noted that investment booklets covering a larger area would be useful.

Verbatim comments

"You're one of the easier DNOs to work with. The communication with WPD is always very clear. Having sessions like this help – particularly putting a face to a name."

stakeholder, Gloucester, Worcester and Hereford

"The best thing for me is to be able to call WPD and know the name of the person I'm dealing with."

stakeholder, Gloucester, Worcester and Hereford

"Having that local contact really helps – it is good to really know who to speak to that understands the local context."

stakeholder, Gloucester, Worcester and Hereford

"WPD are always helpful, especially compared to SSE. They have quick, helpful customer service. Really impressed."

stakeholder, Gloucester, Worcester and Hereford

"I like the idea of connections surgeries with you. I've only just found out you have these."

stakeholder, Telford and Stoke

"Workshops are useful as long as something comes out of them; something changes."

stakeholder, Telford and Stoke

"This sort of meeting is very useful. You should meet with local authorities at least once a year."

stakeholder, Telford and Stoke

"Our main issue is the cost of cable diversions. There have been a couple of instances where WPD has been the only objector to a Compulsory Purchase Order and it became a long process. Wondering whether we could get WPD in at an earlier stage to save time."

stakeholder, Gloucester, Worcester and Hereford

"We've got to do infrastructure planning to tie in with our major developments – we need to work and set up infrastructure groups. Ideally, you would be involved in this."

stakeholder, Telford and Stoke

"I often spend money on consultants to find out how much capacity is left. Can we get feasibility 'back of a fag packet' information from you so I can plan?"

stakeholder, Telford and Stoke

"It would be good to have information on live projects."

stakeholder, Birmingham and Tipton

"How do we take forward ideas to generate power with new opportunities – for example, getting power out of the River Severn? We need to know who we, as councillors, should be speaking to to take these forward."

stakeholder, Gloucester, Worcester and Hereford

"Events such as these are really helpful. Do this every year."

stakeholder, Birmingham and Tipton

"There is a different approach to applications depending on the location. Some will ask for you to put in an application, which takes time and involves a cost, others will invite you in to have a chat about restraints and possibilities ahead of formalising the plan. It would be good to streamline this, especially as you pride yourselves so highly as a localised network."

stakeholder, Gloucester, Worcester and Hereford

"There should be some sort of infrastructure forum that identifies the issues, but also informal phone calls with the relevant people at a local level."

stakeholder, Telford and Stoke

"Developers want regular meetings with your local office, if possible."

stakeholder, Telford and Stoke

"Procedural flow charts would be a good idea. This is the sort of thing that is available on your website, but not enough people are aware of them or how to use them."

stakeholder, Telford and Stoke

"I like the map. It would be good to have it online, with it broken down for different audience types. There should be more detailed versions for those of us who need to know everything and slightly less detail for those people who require an overview."

stakeholder, Birmingham and Tipton

"The map is good, but we want to see maps combined with other utilities so we can see capacity across water, gas and electricity."

stakeholder, Gloucester, Worcester and Hereford

"I think you need to make the electric vehicle connection grid a bit clearer, so we can see which level of charging is required for each connection."

stakeholder, Telford and Stoke

"I didn't know about the capacity map, and I would definitely find it very useful. I think six months is probably enough if it is just preliminary advice."

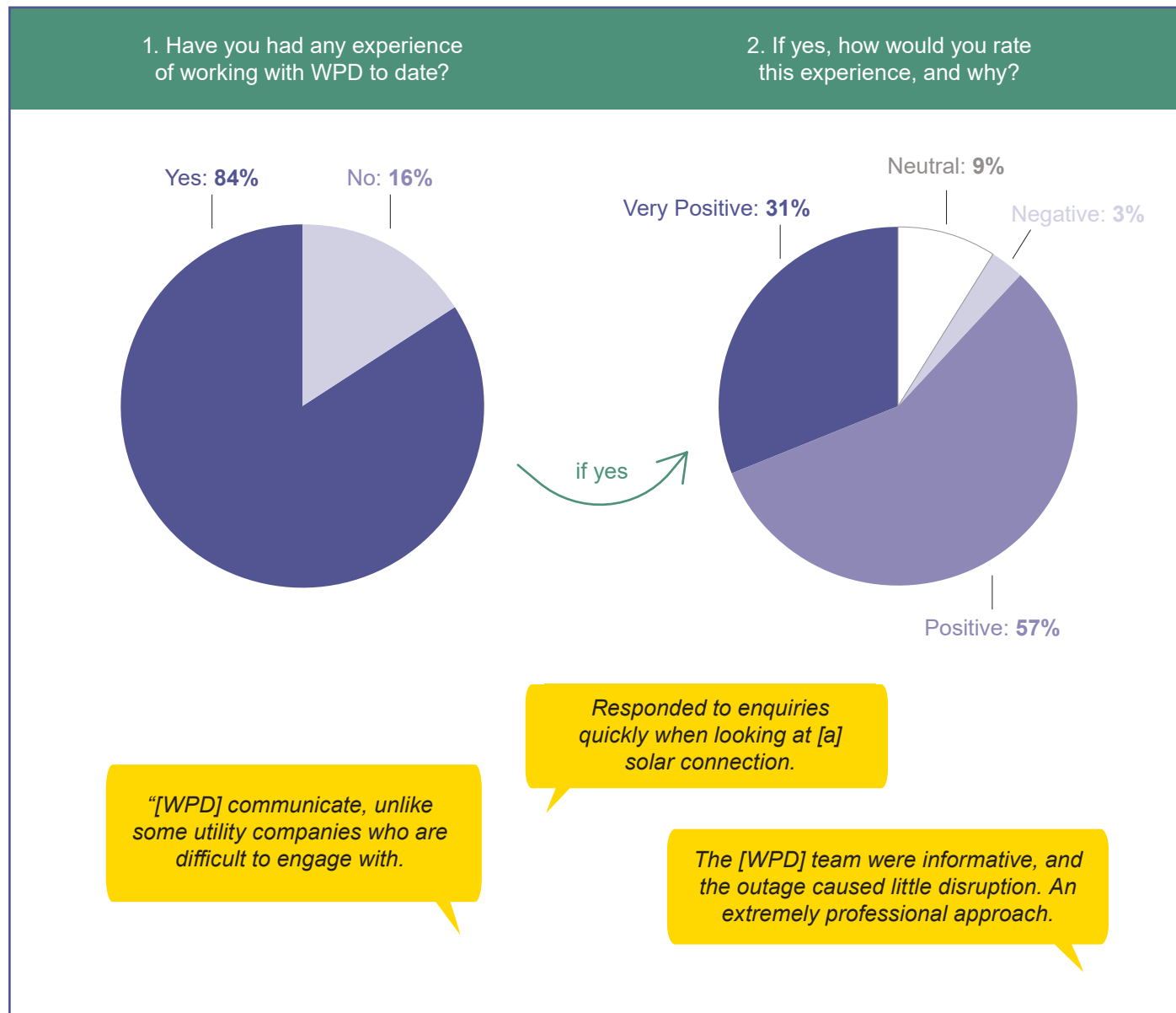
stakeholder, Gloucester, Worcester and Hereford

"The investment book is good. It would be great to be sent out electronically, as we are all on the paperless agenda."

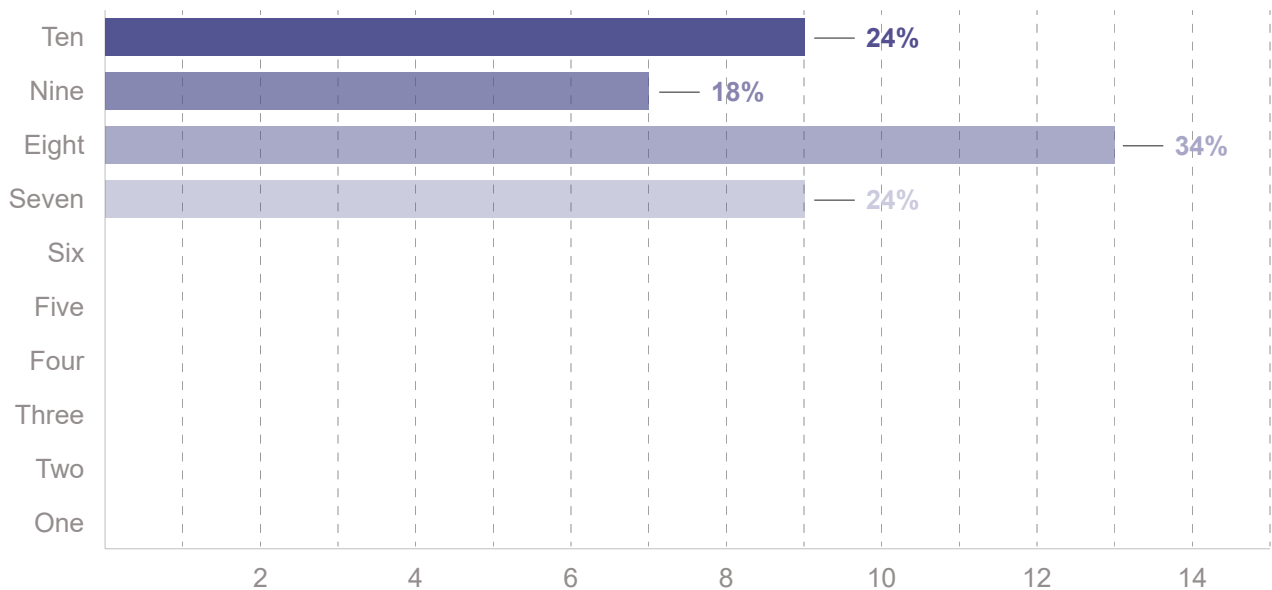
stakeholder, Birmingham and Tipton

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?

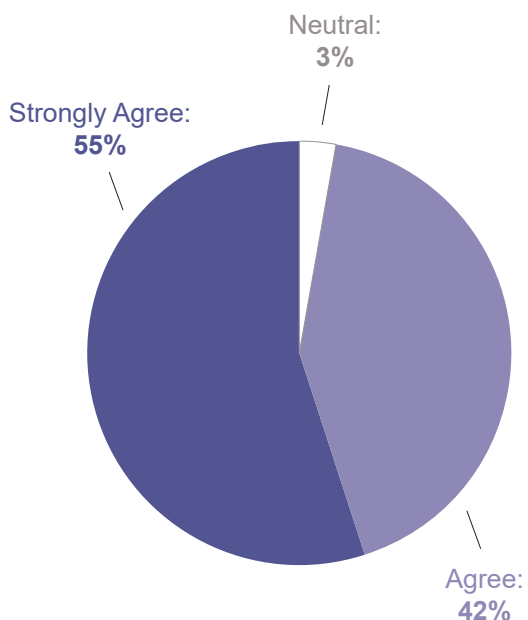


*Engaging and well organised.
Broad enough to cover all parties
involved.*

*It's good to understand the different
demands on WPD from different
customers' requirements.*

*Giving the background was
extremely informative, putting a
personal contact was very useful.
We now know where to come
for future requirements and any
questions raised.*

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

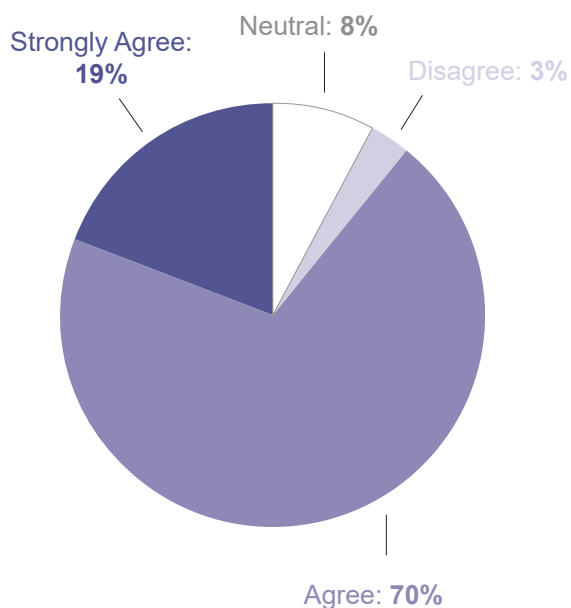


Very engaging and involving.

*A fine balance between
the wide range of ideas.*

*Knowledgeable
staff.*

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

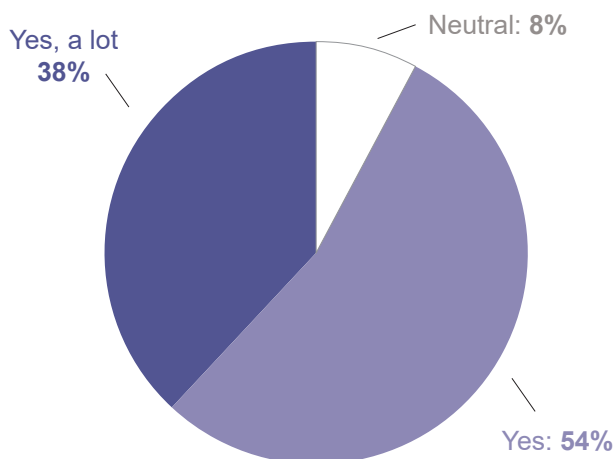


Happy with the content and pace.

Gained more information about capacity and constraints.

Came without any expectations but several points raised were informative and helpful.

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



No comments given

7. Any other comments?

Would be good to engage locally with WPD to discuss projects generally and recommendations going forward.

Very useful seminar. Recommend similar workshop annually.

Finding the right contact at WPD at an early stage would be very useful, so that projects can be loaded in at early stage.

