



EMOTIONALLY
INTELLIGENT
COMMUNICATIONS

WESTERN POWER DISTRIBUTION LOCAL INVESTMENT WORKSHOPS EAST MIDLANDS

MARCH 2018

CONTENTS

INTRODUCTION.....	3
EXECUTIVE SUMMARY	4
ATTENDEES.....	6
AREA 1: INVESTMENT ON THE NETWORK.....	7
AREA 2: NETWORK CONSTRAINTS	11
AREA 3: WORKING WITH LOCAL STAKEHOLDERS	15
EVENT FEEDBACK.....	19

INTRODUCTION

In March 2018, WPD's Depot Managers hosted a series of five stakeholder workshops at depots in the East Midlands. Stakeholders in attendance included councillors, council officers, developers and others involved in the growth agenda.

Each depot covered a different geographic area within the East Midlands region, as follows:

Northampton and Milton Keynes	Northampton Depot	19 March 2018
Leicester and Kettering	Leicester Depot	19 March 2018
North and South Lincolnshire	Grantham Depot	20 March 2018
Derby, Nottingham, Chesterfield and Mansfield	Alfreton Depot	26 March 2018
Coventry and Warwickshire	Hinkley Depot	28 March 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 they 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; and to strengthen working relationships between the Depot Managers and local stakeholders.

Whilst 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;
- Investment on the network;
- Network constraints; and
- Working with stakeholders (including the provision of information).

As well as a PowerPoint presentation from the Depot Manager(s), there were two roundtable discussion sessions at each workshop. These sessions gave stakeholders an opportunity to feedback on the following areas: investment on the network; network constraints; and working with stakeholders.

This report is a recording of the outputs from the five East Midlands stakeholder workshops. It provides a summary of the feedback received with regards to the three areas above.

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

EXECUTIVE SUMMARY

The workshops gathered feedback from stakeholders on three main areas: investment on the network; network constraints; and working with local stakeholders. These areas were covered during a PowerPoint presentation delivered by the relevant Depot Manager. There were then two roundtable discussion sessions intended to provide stakeholders with an opportunity to feedback.

AREA 1: INVESTMENT ON THE NETWORK

- Stakeholders generally supported the investment that WPD is making in the local electricity network.
- Most of the discussions focused on how best to plan for network reinforcements. It was felt that local authorities, developers and WPD need to work more closely together. For example, WPD should get involved at an earlier stage in the planning process and local authorities should liaise more closely with DNOs as they develop Local Plans.
- Several stakeholders said that WPD should proactively promote areas where spare capacity exists to make the most of the existing network, particularly when capacity is released through, for example, a change in land use.
- Investment in undergrounding schemes was supported by several stakeholders across the workshops. This was based on both reliability as well as aesthetics.
- The need to invest in the network to support the growth in electric vehicles was raised across the workshops. It was felt that WPD should work more closely with local authorities to identify the most appropriate locations for charging points.
- As part of the written feedback, 61% of stakeholders 'agreed' or 'strongly agreed' that WPD had identified the right areas for investment. 39% felt 'neutral' although this was often followed by the comment that they felt unequipped to be able to answer either because they did not know enough about the subject area or because they needed more information. No one 'disagreed' or 'strongly disagreed'.
- When asked in the written feedback whether they had any priorities for investment in their area, the most frequent comment was in relation to reinforcing the network to cater for housing developments.

AREA 2: NETWORK CONSTRAINTS

- Stakeholders frequently raised the need to understand the current capacity on the network and timescale of when and where reinforcement is likely to be needed. There was a lack of clarity from some stakeholders as to how the process worked for reserving capacity on the network.
- Several stakeholders said it would be helpful to understand whether underutilised capacity could be released and traded.
- The role of DNOs in the planning process was raised again, with stakeholders reiterating the point that WPD should be more involved as well as involved earlier – including at the masterplanning stage.
- Many conversations focused on what could be done to improve the planning process in terms of network capacity, for example whether two applications could be combined to come up with a more appropriate solution for the grid.
- Concern was expressed by a few stakeholders that demand considerably outstrips generation in the East Midlands.
- A range of development projects and local areas were raised in relation to their potential to present challenges to load capacity on the network. These can be read in Table 1.1.

AREA 3: WORKING WITH LOCAL STAKEHOLDERS

- There was consensus that a more joined-up approach to network investment and planning needed to take place.
- Several stakeholders said they had good relationships with the local WPD teams. However, one commented that the level of communication from WPD planners was inconsistent.
- Some stakeholders praised WPD for taking the initiative to hold these workshops. There was consensus that workshops such as these were an important step to facilitate a more joined-up approach to the development of the local electricity network.
- The investment booklets ([see example here](#)) were generally well received. However, stakeholders felt that they should just be an online map rather than printed booklets. Stakeholders then suggested including other information on the online map, including completed projects and planned street works. It was also felt that the map should be linked to the capacity map and the power cut map.
- The capacity maps ([see here](#)) were unanimously welcomed, although it was clear that more need to be done to promote them as very few stakeholders were aware they existed.

EVENT FEEDBACK

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

- 67% found the event 'very interesting' and 33% found it 'interesting' and no one did not find it interesting;
- 97% 'strongly agreed' or 'agreed' that they had the opportunity to make their points and ask questions;
- 97% 'strongly agreed' or 'agreed' that WPD covered the right topics on the day, although 3% 'disagreed'; and
- 84% said they would attend future workshops on this subject and 16% disagreed.

ATTENDEES

54 stakeholders attended across the five workshops, representing 41 organisations. The organisations represented were as follows:

Amelio Enterprises Ltd	Kirklington Parish Council
Ashfield District Council	Langtoft Parish Council
Ashfield Voluntary Action	Leicester City Council
Bassetlaw District Council	Lincoln Science & Innovation Park
Boddington Parish Council	Lincolnshire County Council
Bolsover District Council	North Kesteven District Council
Coventry and Warwickshire LEP	Northampton Borough Council
Coventry and Warwickshire Growth Hub	Nottinghamshire Association of Local Councils
Daventry District Council	Nottinghamshire County Council
Deeping St Nicholas Parish Council	Nuneaton and Bedworth Borough Council
Deeping St James Parish Council	Persimmon Homes
Derby City Council	Peter Brett Associates
Derbyshire County Council	Pollock Associates
East Midlands Chamber of Commerce	Rutland County Council
Fleet Parish Council	South Kesteven District Council
Granby Parish Council	Tamworth Borough Council
Hinckley and Bosworth Borough Council	The Coal Authority
Hopkins Coats Associates	Venue Finder Solutions
Horncastle Town Council	Warwickshire County Council
InvestSK	Wildmore Parish Council
Kettering Borough Council	

AREA 1: INVESTMENT ON THE NETWORK

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

- The need to invest in the network to support the growth in electric vehicles was raised across the workshops. One stakeholder noted that rural locations would require multiple car charging points as the number of cars per household is a lot higher. The request was made for WPD to work more closely with local authorities to identify the most appropriate locations for charging points.
- Investment in undergrounding schemes was supported by several stakeholders across the workshops. It was noted that there are benefits in terms of reliability as well as aesthetics in undergrounding lines.
- One stakeholder also discussed the need, where possible, to replace any trees removed.
- Several stakeholders support the investment WPD has been making in mobile generation. A number of stakeholders raised the challenges of investment to support battery storage and suggested it move higher up the investment agenda.
- Several stakeholders took the time to thank WPD for the investment it was making in the local network.
- The majority of stakeholders who attended the workshops wanted to learn more about how they could engage with WPD as part of the planning process. Many worked for local authorities who were in the process of signing off their own Local Plans and were of the view that investment in the network ought to be taken into consideration.
- The preference from stakeholders was for reinforcement to be strategic and to tie in with Local Plans and other Government investment projects so that reinforcement takes place ahead of need.
- Stakeholders were often confused about the decision-making process for reinforcing the network, with many unaware that WPD did not get involved in the planning process until planning consent had been received.
- However, it was recognised that this was less an issue for WPD and more an issue for the public sector. It was repeatedly pointed out that this requires strong joint-working with developers, planning authorities and central Government.
- Local authorities particularly noted that there was a need to keep costs down, which precluded investment ahead of need.
- It was felt that developers need to be clearer with WPD as to which sites they are planning on taking forward so that appropriate investment in the electricity network could be made.
- It was suggested that developers should inform DNOs at an earlier stage if they are planning a development over a certain scale to help plan reinforcements. One developer did make the point that they could only ever estimate the level of housing being brought forward.
- One local authority stakeholder said that, when developing their five-year land supply, they contact developers to understand the level of supply coming forward and asked whether it would be helpful if they sent this to WPD to inform their investment planning.
- Stakeholders discussed the difficulties of a large site that is not led by one single developer as DNOs will find it hard to predict the load required as applications come forward in a piecemeal fashion. It was suggested that the local authority or central Government should invest in the infrastructure upfront to unlock the site for development. A suggestion made by one stakeholder was for a consortium of developers or a land assembly body to drive the upfront investment required in supporting infrastructure like electricity substations.
- It was suggested that WPD promote areas where due to, for example, a change of land use (from commercial to residential) spare capacity exists in order that developers can make the most of existing capacity on the network.

VERBATIM COMMENTS

"[Electricity] infrastructure should be built ahead of need... as part of Local Plans and central Government plans" – stakeholder, Northampton & Milton Keynes

"Is there a scale of site that WPD is particularly interested in in order to plan reinforcements and investments – should developers be required to tell electricity networks about these much earlier?" – stakeholder, Leicester & Kettering

"Our predictions do depend on whether we get planning permissions / what marketing conditions are / if we hit any delays etc. so we can only estimate the level of housing that will be brought forward" – stakeholder, Leicester & Kettering

"Scaled developments are increasingly not going to be led by one single developer, so this is going to be difficult for the DNOs as they won't be aware of what load is required because not all of it is requested at once" – stakeholder, Leicester & Kettering

"Has WPD taken growth in electric vehicles into account? For example, I run an electric car and charge it at work (where it is three-phase), but at home it plugs into 3amp and only gets six miles an hour. Will I get a three-phases supply at home?" – stakeholder, Derby, Nottingham, Chesterfield & Mansfield

"As charging becomes more common should WPD promote relevant areas where capacity exists so that commercial customers could put electric vehicle charging points in? WPD could promote such locations through Local Chambers for example?" – stakeholder, Derby, Nottingham, Chesterfield & Mansfield

"In cities you should do more to promote electric vehicle charging points. You should have these near retail outlets or coffee shops" – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"WPD should facilitate electric vehicle charging by letting local authorities know where the best place is for a charging point" – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"It's would be good to know if you underground because of reasons of reliability as well as because of aesthetics" – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"It's good to see you've invested in mobile generation" – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"I've worked in this industry a long time. Some of your assets are actually over 70 years old. You should look at the history of the asset before replacing it, rather than just the age" – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"We've had three significant pieces of investment locally. It's been good. There was excellent quality of service. We had a nominated representative who we could just call up. The communication was good, and the pricing was fair" – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"You need to move battery storage up your agenda" – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

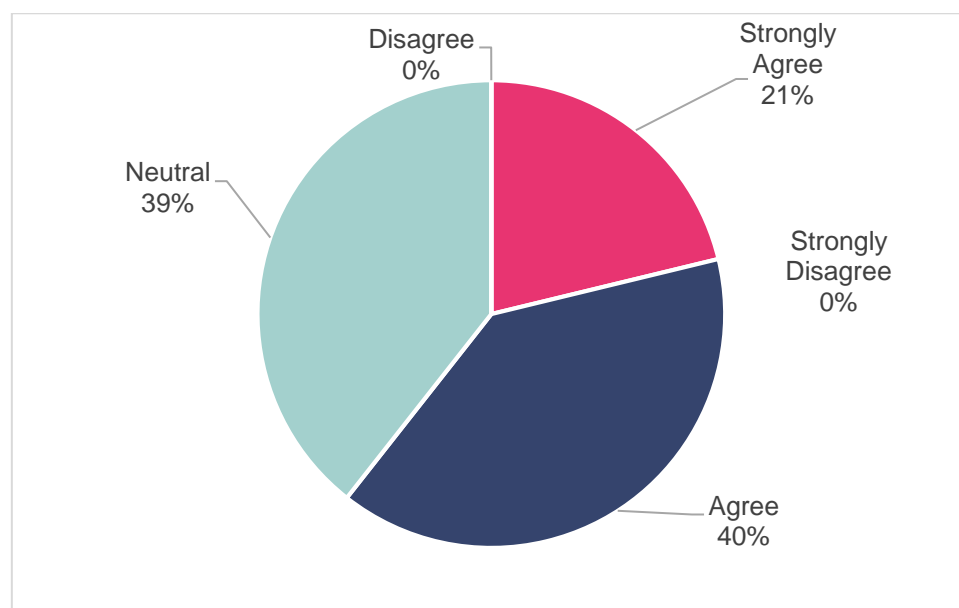
“We might end up in a position where the network’s capacity shapes the direction of growth in some towns” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“When you think about it, you’ve spent about £4,000 per person in Beckingham. This is great” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

WRITTEN FEEDBACK

Stakeholders were asked to provide written feedback in response to the following question:

“In terms of the investment we are making in the local electricity network, do you think we have identified the right areas?”



Several comments in relation to this question did highlight that some stakeholders felt unequipped to be able to answer either because they did not know enough about the subject area or because they needed more information. Other comments included:

“Greater discussion required at a district level as we develop the Local Plan. The Draft Local Plan is currently on the website with mapping showing predicted commercial and housing growth” – stakeholder, North and South Lincolnshire

“I generally agree but useful to get something circulated that is more location specific e.g. at a council level” – stakeholder, North and South Lincolnshire

“Not quite convinced that all new domestic and commercial expansion is catered for” – stakeholder, North and South Lincolnshire

“I think there is still an issue with how to appropriately balance residential and industrial and how to properly allocate for the latter” – stakeholder, North and South Lincolnshire

“Seems that hands are tied by the regulator which prevents forward investment” – stakeholder, Leicester and Kettering

As part of the written feedback, stakeholders were also asked the following question:

“Do you have any other priorities for investment in your area?”

The most frequent answer was in relation to reinforcing the network to cater for housing developments.

“Housing development” – stakeholder, North and South Lincolnshire

“Government enforced domestic developments” – stakeholder, North and South Lincolnshire

“Future allocation for housing development” – stakeholder, Leicester and Kettering

“Future proofing new housing estates” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

Two stakeholders also referred to the need to invest in the network to support commercial developments.

As well as general comments, several stakeholders also proposed some specific investment priorities as follows:

- Food enterprise zone in Holbeach – stakeholder, North and South Lincolnshire
- Kettering Energy Park – stakeholder, Leicester and Kettering
- Harworth in Bassetlaw – stakeholder, Derby, Nottingham, Chesterfield and Mansfield
- Nottinghamshire County Council’s ‘place’ strategy – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

One stakeholder in Leicester and Kettering also suggested that undergrounding was a priority for investment.

AREA 2: NETWORK CONSTRAINTS

The presentations (or supporting information handed out at the workshops) provided some detail about the constraints on each regional network. This information was often broken down into more localised network information. It usually included information about constraints on both the high voltage (HV) and extra high voltage (EHV) network.

SUMMARY OF FEEDBACK

- Stakeholders frequently raised the need to understand the current capacity on the network and timescale of when and where reinforcement is likely to be needed. The question was asked as to whether WPD's capacity predictions included proposed developments.
- Stakeholders in Lincolnshire made the point that conversations often focused on load availability in rural areas. However, concern was raised about the potential lack of capacity in the centre of Lincoln and Grantham.
- In general, stakeholders were keen to understand the process of how capacity was reserved on the network.
- Several stakeholders said it would be useful to understand where capacity was available. It was asked whether unutilised capacity could be released and traded if it was no longer required and it was suggested that WPD publish where there has been a decline in demand so that commerce could take the opportunity.
- The comment was made that being invited by the network operator to attend an event with a briefing on network constraints was a positive step in terms of transparency.
- The point was made that Local Enterprise Partnerships (LEPs) should have access to information about network constraints so that they can go to Ofgem and make the case for additional capacity to support local growth.
- It was noted that more localised solutions are now necessary across all utilities.
- The point was made that commercial loads are a lot harder to cater for because they all come online immediately.
- A few developers spoke about the need to understand deliverability, with one making the point that they are happy to make a financial contribution but what they can't afford are project delays because of the need for reinforcement.
- The role of DNOs and other utilities in the planning process was raised again, with stakeholders generally agreeing that they should get involved earlier in the process. It was asked whether developers were able to have conversations with WPD when they are assessing the viability of sites. Some of the local authorities said that they have conversations with WPD at an early stage and hold workshops with utilities which are very successful.
- At the same time, stakeholders also recognised the challenges for WPD inherent in the planning process. It was noted that the planning process is so changeable it is hard to monitor everything, for example when there is a change of land use or an application is removed.
- Many conversations focused on what could be done to improve the planning process in terms of network capacity, for example whether two applications could be combined to come up with a more appropriate solution.
- Support was raised for input from WPD at the masterplanning stage for major developments.
- One stakeholder made the case for the Housing and Infrastructure Fund, saying it was a gamechanger in terms of infrastructure provision.
- Several stakeholders expressed concern that demand considerably outflanked generation in the East Midlands.
- One stakeholder felt that it is important that WPD is mindful of the DC system, which is still being used by factories in the region. Another noted that the network wasn't originally designed for reverse power flows which should also be regarded as a constraint because the equipment was not originally designed for that so may not be rated accordingly.

During the roundtable discussions, a number of development projects and local areas were raised in relation to their potential to present changes 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

Leicester	Proposed housing for Rothwell
	Proposed mixed-use development for Rushden East
	Proposed mixed-use development for Hanwood Park (East Kettering)
Coventry and Warwickshire	Proposed housing for Barwell and Earl Shilton (two projects)
	Proposed employment park and freight terminal at Blaby Rail Depot
Derby, Nottingham, Chesterfield and Mansfield	Proposed housing for Long Eaton
	Proposed housing for Harworth and Bircotes
North and South Lincolnshire	Proposed housing for Woodhall Spa
	Proposed development for LN6 Business Park (Lincoln)
	Expanding production from North Hykeham Energy from Waste Plant
	Proposed housing on brownfield sites around Grantham
	Proposed retail development at north end of Grantham
	Proposed mixed-use development for the Southern Quadrant of Grantham
	Proposed housing development of Prince William of Gloucester Barracks (formerly RAF Spitalgate)
	Proposed housing development of St George's Barracks at MOD site in Rutland
	Proposed housing for Stamford North
	Proposed cinema in central Grantham
	Proposed residential developments in Market and the Deepings

VERBATIM QUOTES

“Commercial loads are a lot harder because they come online immediately, whereas residential is built over a period of time. The residential loads are easier to figure out, but commercial loads are a lot harder to establish” – stakeholder, Leicester and Kettering

“Developers need to know deliverability. We are happy to make a financial contribution (if it is viable for the scheme) but what we can't deal with is time delay. That is a major constraint in terms of getting things built” – stakeholder, Leicester and Kettering

“Understanding what is coming up and timescales of when reinforcement is likely to be needed” – stakeholder, Leicester and Kettering

“Lincolnshire Science Park is not making full use of their capacity – can they release that and trade off? – stakeholder, North and South Lincolnshire

“LEPs want to be able to tell Ofgem that there are issues in terms of growth. We also need to look at different solutions as the national system is at end of its ability so local solutions are necessary for all utilities” – stakeholder, North and South Lincolnshire

“If somebody puts in for planning, can they get permission without all of the utilities and connections being in place?” – stakeholder, North and South Lincolnshire

“There’s a disconnect between utility and planning system” – stakeholder, North and South Lincolnshire

“Planning is too dynamic. It would take a lot for you to monitor where every application is in the process” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“There are times when a change in land use must influence your plans, like when a factory closes down. Do you keep an eye on this?” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“Our Local Plan is out to consultation and we haven’t had any engagement with WPD. I’d like to see a process whereby you feed into district and borough’s planning strategies, although I do accept this would take a lot of resource from your team” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“The local authorities have conversations with WPD at an early stage – we’ve had discussions about Stamford North. We’ve had workshops with utility providers for exactly those reasons” – stakeholder, North and South Lincolnshire

“What discussion do you have with the developers before they actually start a development site? Do you discuss load capacity before they actually submit their planning application? Wouldn’t it be better if the plans were considered as a whole, rather than jigsaw – site by site?” – stakeholder, North and South Lincolnshire

“We are all talking about the extreme perimeters of places – but how do you cope with the load on central locations like the middle of Grantham (e.g. the proposed new cinema)” – stakeholder, North and South Lincolnshire

“Has there ever been a time when you amalgamated two applications to come up with a more effective solution?” - stakeholder, North and South Lincolnshire

“My worry is really about those parts of the network where there is too much demand. The challenges are different in this part of the world than they are in the south west” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"A reverse power flow counts as a constraint because the equipment was not designed for this" – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"We get situations where there are DC systems, like in Long Eaton. It's because there are lots of factories there, like old lace factories. These won't be replaced until they need to be so WPD needs to work with the DC system." – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

"Inversely to load constraints, do WPD publish areas of decline in demand where commerce could be encouraged?" – stakeholder, Coventry and Warwickshire

AREA 3: WORKING WITH LOCAL STAKEHOLDERS

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. The roundtable discussion sessions also asked what other information stakeholders would find useful, as well as what else WPD could do to work more effectively with local stakeholders.

SUMMARY OF FEEDBACK

- There was consensus that a more joined-up approach to network investment and planning needed to take place.

FACE-TO-FACE ENGAGEMENT

- Several stakeholders said that they had good relationships with the local WPD teams. However, it was often noted that this was the first time that developers / local authorities and WPD had all met together.
- One stakeholder commented that there was no standard in terms of how the WPD planners communicate with stakeholders, which might be helpful to streamline relationships for stakeholders who work with planners across different regions.
- There was consensus that face-to-face works best and that workshops such as these should happen on a regular basis. WPD was praised for taking the initiative to organise the first one.
- It was felt that these events should include local authorities (particularly planning officers), as well as developers and WPD. The point was made that specific stakeholders at each organisation need to be identified to ensure the right people at the right level are invited. It was suggested by one stakeholder that the meetings happen six-monthly, to discuss local capacity issues, project progression and how to work together to make build programmes happen more efficiently.

INVESTMENT BOOKLETS

- Stakeholders generally liked the investment booklets. However, stakeholders felt that they should just be an online map rather than printed booklets.
- Some stakeholders asked for more granular breakdowns of budgets and spend.
- Several stakeholders in Lincolnshire said the geographic breakdown of the booklet was confusing or incorrect and should be revisited.
- One stakeholder requested that there be a way to filter projects by voltage levels and another suggested that they include a published email contact to ask about a regular update.
- One suggestion was to include completed projects on the investment map, as well as upcoming projects. Another stakeholder requested that investment maps include potential road closures due to street works.
- It was also felt that the map should be linked to the capacity map and the power cut map.
- One stakeholder suggested putting links to the investment map on parish council websites to extend their reach.
- Stakeholders questioned whether the investment map could be overlaid with other utilities so there was a complete map of infrastructure investment in the area.
- Stakeholders liked the idea of an interactive map that tracked the progress of the investment projects.

CAPACITY MAPS

- The capacity maps were unanimously welcomed, although it was clear that more needed to be done to promote them as very few stakeholders were aware they already existed.
- It was suggested that stakeholders were emailed when the map is updated or amended. Additional functionality for the capacity maps was also suggested, for example highlighting

where supply side changes have affected capacity with an estimated time for WPD to resolve it.

OTHER COMMUNICATIONS

- The request was made for WPD to work more closely with other utilities when planning infrastructure investment and upgrades.
- The request was made for the contact number for WPD's emergency planning team to be made available to stakeholders.
- Stakeholders also discussed the disruption caused by investment upgrades. It was suggested that WPD use the outage text message system to give residents advance notification and updates as to works happening in their area which might cause disruption. One stakeholder also suggested notifying local Chambers of Commerce, so they can keep local businesses informed about disruption.
- The suggestion was made that all published materials promote the ability for stakeholders to register for website updates.
- It was felt that more could be done to promote the investment being made live at sites, for example putting posters up where there are roadworks / outside new substations.
- It was felt that WPD's fault information and updates released via Twitter could be improved. Some stakeholders did not feel that the post codes released were particularly customer friendly and thought that the real time updates could be improved further.

VERBATIM COMMENTS

"Good communication between South Northants planning and local team" – stakeholder, Northampton and Milton Keynes

"We have a good relationship with the local team, but this is the first-time developers/local authorities and WPD had met together" – stakeholder, Northampton and Milton Keynes

"There is not a standard across the WPD offices to how the planners work. Mainly around communication (phone calls, emails being used, how quick they get communication)" – stakeholder, Northampton and Milton Keynes

"We would like a six-monthly meeting with WPD and developers to discuss local capacity issues, project progression and to work together to make build programmes happen quickly in the future" – stakeholder, Northampton and Milton Keynes

"You need to be doing these sorts of events more frequently aimed at those people at project delivery level. Six-monthly. Understanding where all of the constraints are would be helpful – running through these at the events themselves" – stakeholder, Northampton and Milton Keynes

"These meetings shouldn't just be with developers. It is really helpful to have the planners on board to give them a broader understanding" – stakeholder, Northampton and Milton Keynes

"It would be good for you to spend time identifying the correct person at each organisation to make sure it is going in at the right level" – stakeholder, Northampton and Milton Keynes

"There is a lot that planners and developers can do, but there needs to be a joined-up approach" – stakeholder, Northampton and Milton Keynes

“We need to be educated more about the future development of the network so we can support you to deliver it” – stakeholder, Northampton and Milton Keynes

“This has been a really good opportunity to come and discuss this sort of thing with you – previously it has been very difficult to know who to speak so this improved communication is very welcome” – stakeholder, North and South Lincolnshire

“Is it possible to have a district map to demonstrate where the capacity is and where the capacity isn’t? How often does that get updated?” – stakeholder, North and South Lincolnshire

“Your booklet has Oakham in Lincolnshire!” – stakeholder, North and South Lincolnshire

“For somebody picking these up [investment booklet], I think people will get confused. Perhaps it needs a map to show the boundary of patches in North and South Lincolnshire?” – stakeholder, North and South Lincolnshire

“Just understanding average cost for connections at each level. I know when you drill down into the detail it changes but at a range of megawatts it would be good to get a bit of a sense” – stakeholder, North and South Lincolnshire

“You should liaise with parish councils over planned works and road works. Planned works can often cause disruption to small villages when roadworks cause traffic to divert through them. Would like better notice of planned works to understand potential disruption” – stakeholder, North and South Lincolnshire

“South West Water recently worked on a treatment plant. They sent a letter to householders and now the letter sits on parish council website. You should look to get the link to your investment map on parish council websites. It would be easy and simple” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“It would help if the power cut map links to the investment map – long term investment is a good message” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“Does WPD notify Chambers from a business point of view about work coming up and ongoing?” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“You should make people more aware of what’s going on in substations when you are working. You could have a notice outside of the substation – poster explaining what you are doing and what investment is being made” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“You talk about putting things on the website but don’t forget that, for many people, no power means no internet access. You should always have a landline number so that people can contact you” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“You need to sit down with local authorities and go through their Plans and you should keep your eye on local authority planning committees” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

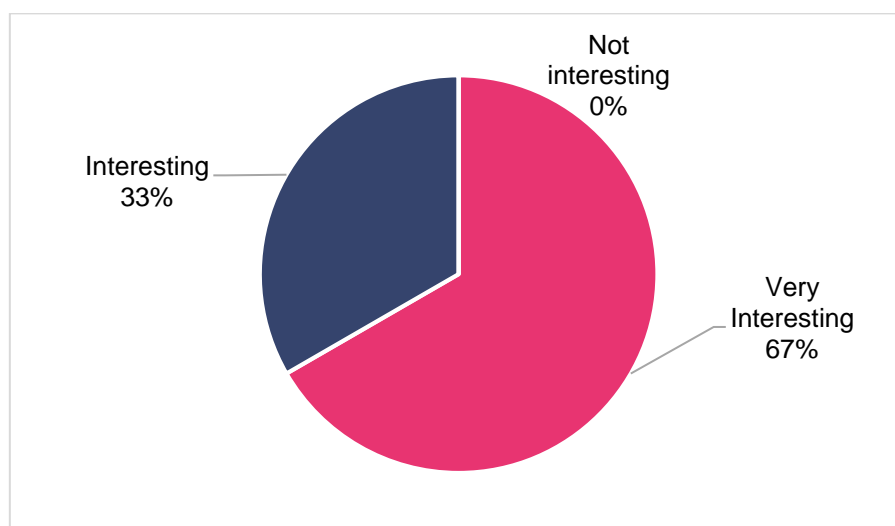
“It would be good if you could overlay data with that of other companies. We can do that with National Grid” – stakeholder, Derby, Nottingham, Chesterfield and Mansfield

“The WPD fault information and updates released via Twitter could be improved. The postcodes aren’t customer friendly” – stakeholder, Coventry and Warwickshire

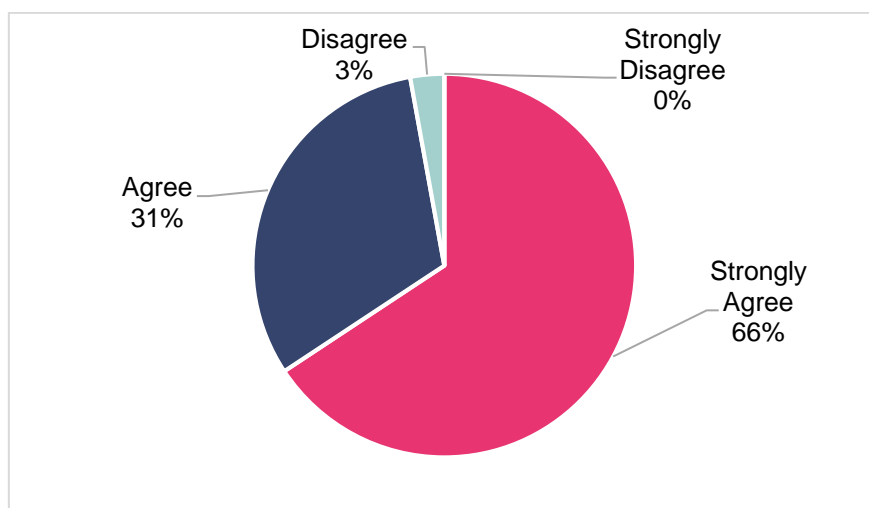
EVENT FEEDBACK

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

Q: Overall, did you find the workshop to be?



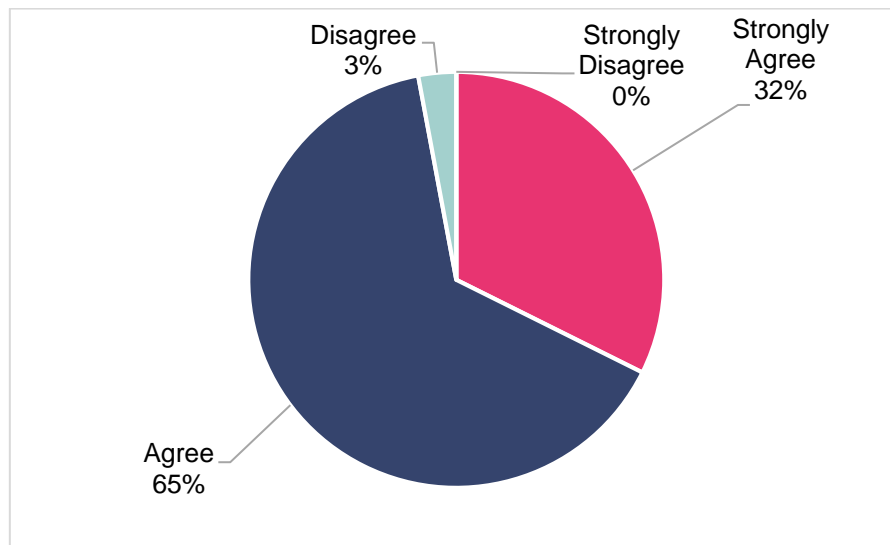
Q: Did you feel that you had the opportunity to make your points and ask questions?



The comments included:

- “Yes. My questions were answered professionally, and I was treated with respect even though the questions themselves were very basic.”
- “Very open, broad and frank conversation from all around the table.”
- “A facilitated discussion would've allowed for broader issues to optimise the expertise of various stakeholders.”
- “Excellent workshop, really good to have this opportunity to engage with WPD and useful to learn about planned investment.”

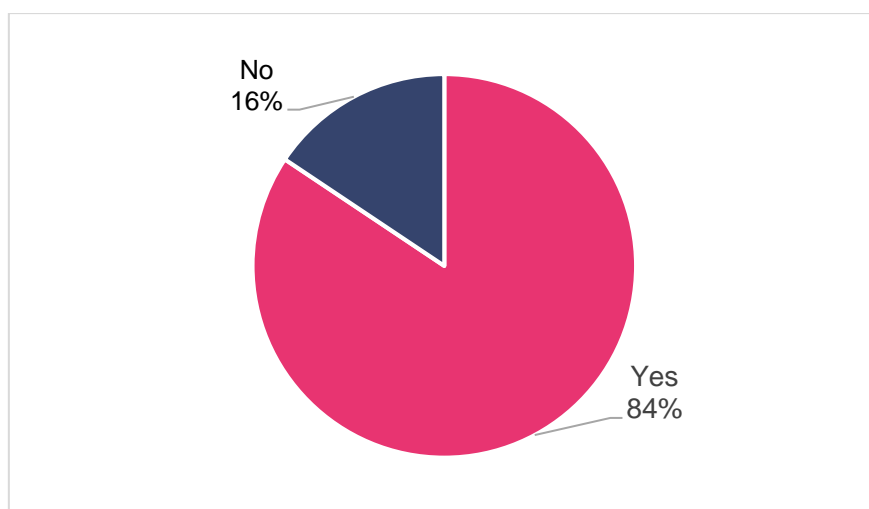
Q: Did we cover the right topics for you on the day?



The comments included:

- "It is a very large area and it would be impossible to cover everything. Most topics were dealt with."
- "Would be useful to have a structure chart of organisation. Outline the planning process and who ultimately pays for power and the interplay in this process."
- "Useful discussions on the supply of electricity. Perhaps a bit more on the financial and environmental effects would have been useful."
- "No focus on business requirements. Good info on WPD's activities/objectives. A bit 'technical' in places for some of us!"

Q: Would you be interested in attending future workshops on this subject?



Q: Any other comments?

The comments included:

- “Very well organised and presented meeting. Good attention to detail e.g. a steward in the car park and someone to greet us as we entered the building.”
- “Excellent session - attended both Northampton and Kettering with differing approach. Suggest these are held every 6 months. Only downside was very late notification.”
- “Broader content to engage those not working within the energy sector itself.”
- “Thanks - keep up the good stakeholder interaction.”



EMOTIONALLY
INTELLIGENT
COMMUNICATIONS

The Dock, Wapping Lane, London E1W 2SF
T: 020 3948 5135