



DPCR5 Stakeholder Workshops

26 and 27 January 2010

Report of stakeholder workshops in support of
WPD Business Plan 2010-2015

Prepared by Green Issues Communications
February 2010

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1. INTRODUCTION

Western Power Distribution (WPD) delivers electricity to 2.6m customers by taking electricity from the National Grid at 21 locations across the South West of England (all of the counties of Cornwall including the Scilly Isles, Devon and Somerset, and parts of Dorset and South Gloucestershire) and South Wales (including Cardiff and Swansea, the South Wales Valleys, Carmarthenshire, Pembrokeshire and parts of Ceredigion in West Wales and Powys in Mid Wales).

The company earns income by charging electricity suppliers who are responsible for sending out bills and reading the meters. WPD's key activities are: Maintaining the network, delivering a reliable supply, restoring power quickly when faults occur, connecting new demand and generation across the region and reinforcing the network to cope with changes in demand.

WPD is regulated by Ofgem (Office of Gas and Electricity Markets). Every five years, Ofgem, conducts a comprehensive review of the electricity distribution price control regime known as a Distribution Price Control Review or DPCR. The fifth distribution price control period (DPCR5) commences April 1 2010.

Between 2010 and 2015 WPD is going to invest approximately £1,385m in the network. This represents a 30% increase in overall investment levels. There will be an annual increase in revenue in South Wales of 6.2% and an annual increase in revenues of 7.5% in the South West. The average increase in a domestic bill will be £5.67p.a in South Wales and £6.84p.a in South West

In putting together their business plan for 2010 – 2015, WPD considered a number of factors including: new and existing legal obligations, the views of stakeholders, the provision of services in a sustainable and environmentally responsible way, new challenges such as climate change and the long term future to 2020 and beyond.

WPD published indicative prices for suppliers on December 14th 2009. This is based on the allowed revenue shown in the Ofgem DPCR5 financial model issued on 7th December 2009.



2. STAKEHOLDER ENGAGEMENT

In its DPCR5 Initial Consultation Document published in March 2008, Ofgem stated that each Distribution Network Operator should seek the views of its regional and local stakeholders on its high level business plan. WPD hosted stakeholder workshops in on July 17 and 18 2008 in Cardiff and Exeter (respectively). A summary of the conclusions of these workshops are shown section 5 of this document.

As part of WPD's ongoing stakeholder engagement on DPCR5, further workshops took place on 26 and 27 January in Bristol and Cardiff (respectively). This document details the outcomes of these workshops as well as WPD's methodology in ensuring that the range of consultees was broad and appropriate, that the consultation was meaningful and that information was made available in a user friendly format.

Ofgem did not prescribe how the stakeholder engagement should be conducted. However, Green Issues Communications, who had facilitated the stakeholder workshops in July 2008, remained faithful to the set of parameters initially issued by Ofgem with regard to stakeholder engagement and carried out the second round of workshops in accordance with this.

Green Issues Communications was asked to prepare a document that sets out its policy on engaging with its stakeholders, setting out the general principles that WPD should seek to follow. In developing the policy, Green Issues has examined the following:

- Why WPD wishes to engage with its stakeholders
- How it will identify its stakeholders
- How it will engage with its stakeholders
- What it will do with the feedback it receives

This policy statement sets out the principles WPD has adopted to ensure it engages effectively with its stakeholders with specific regard to: Transparency of information, inclusivity, independent review, commitment of resources and accountability and it is this policy statement that will guide WPD in its ongoing consultation.



2.1 Stakeholder engagement – methodology

Initial consultation on DCPR5 took place in July 2008 and included postal and electronic feedback, political drop-in sessions and the stakeholder workshops which took place in Cardiff and Exeter.

The purpose of the stakeholder workshops held in January 2010 was to inform attendees of the outcomes of the previous consultation exercise, show where the suggestions from those who had contributed had been taken on board and seek further input on a number of other topics, specifically with regard to how future communications should be managed and what should be included in this. Details of the questions asked of attendees and the feedback gained is shown in throughout of this document.

Green Issues Communications carried out a thorough audit of all consultees who had previously been notified of the DCPR5 consultation. Following this, Green Issues was instructed to identify further stakeholders. Prospective attendees were mailed invitations on 6 January 2010. Copies of the invitations are included in Section 8 of this document. The databases used for the mailout, showing the organisations invited are shown in section 9.

A further tranche of stakeholders were e-mailed letters of invitation. These invitees are shown in section 9 of this document. Following the mailing out of invitations, numerous telephone calls were made in order to encourage attendance.

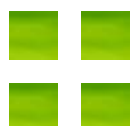
The venues for the stakeholder workshops: @Bristol and the Millennium Stadium, Cardiff, were both chosen because they would be easy for attendees to get to and because of the fact that they were both very well known in their region. A tour of the stadium was offered at Cardiff as a further way of encouraging attendance.

The stakeholder workshops were held on 26 and 27 January in Bristol and Cardiff (respectively). The questions asked are shown throughout this document prior to the comments from stakeholders. The handout which was given to attendees in order to inform the questions relating to the incentives and targets WPD propose to publish in its annual stakeholder report (summarised in section 3.3.2) is included as an appendix to this document.



In both cases, the workshops began with a presentation from Alison Sleightholm and Nigel Turvey on the background to the consultation and the proposals included in DCPR5. The full presentation is included in this document in section 6 of this document.

Over the course of the workshops, every effort was made to steer the discussion to cover each of the topics. However, it is the nature of workshops such as these that discussions often run at tangents. Indeed, this can lead to interesting points being made. With this in mind, each table at both workshops had a representative of Green Issues chairing the discussions with another workshop facilitator (either from Green Issues or WPD) taking detailed notes and endeavouring to record all of the points raised.



3. THE BRISTOL STAKEHOLDER WORKSHOP

3.1 Introduction and format

The Bristol Stakeholder Workshop was held at @Bristol, The Harbourside, Bristol. It ran from 9.30am – 1pm. The presentation from Alison Sleightholm and Nigel Turvey ran from 10am – 11.15am, after which there were questions from stakeholders and a short coffee break. The group workshops ran from 11.30am – 1pm.

Attendees were split into two groups according to their particular sphere of interest with table 1 being deemed best placed to offer a view on the most appropriate methods of receiving general communication and table 2 best placed to give an insight on topics relating more specifically to pricing information.

3.2 Attendance

3.2.1 Attendees – WPD and Green Issues

Name	Organisation
Alison Sleightholm	WPD, Regulatory & Government Affairs Manager
Nigel Turvey	WPD, Design & Development Manager
Natasha Richardson (table 2 scribe)	WPD, Regulatory & Government Affairs Advisor
Phil West	WPD, Policy Manager
James Garland (table 1 chair)	Green Issues, Director
Harry Hudson (table 1 scribe)	Green Issues, Senior Account Manager
Phil Heath (table 2 chair)	Green Issues, Senior Account Manager

3.2.2 Stakeholders – Table 1

Name	Organisation
Yvonne Lines	Avon Local Councils Association
David Reeve	Centrica
Sarah Bryan	Exmoor National Park Authority
Nick Pitarello	National Grid
Rob Dowley	University of Bath
Chris Woodruff	East Devon AONB



3.2.3 Stakeholders – Table 2

Name	Organisation
Alan Burgess	South West Water
Binoy Dharsi	IPM Energy Retail
Chris Smith	Centrica
Simon Vicary	EDF Energy
John Stewart	Npower
Furong Li	University of Bath

3.3 Table 1 – Round table discussions

Table 1 was chaired by James Garland of Green Issues Communications. The idea was for discussions to be free flowing whilst endeavouring to remain faithful to the questions put forward.

Where no consensus could be reached on a particular topic or where it was necessary to prioritise the suggestions put forward, the consultation ‘thermometer’ tool was used based on classifications ‘Boiling Hot’ where everyone felt a particular point was vitally important or popular through to ‘Freezing’ where a particular point was deemed unimportant or unpopular.

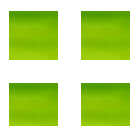
3.3.1 Theme 1: Ways to provide information and updates over the next five years

1a) How do you, as stakeholders, get information on our service and standards now?

- People received information through a variety of sources, including WPD’s website
- Information was generally felt to be readily accessible for those who wanted it

1b) Do you actively look for this information if so where and how?

- Stakeholders generally knew where to find information although there was a feeling that some form of profile-raising initiative would be of value to



give members of the public an idea of where to go to source this information

1c) Do you want this information?

- Some stakeholders had specific requirements, for example, a need to understand how WPD had arrived at its pricing calculations
- One-to-one meetings with the relevant people in WPD were suggested

2a) Who should have this information provided to them?

- Parish councils would welcome information. If it were sent to umbrella bodies, they could distribute it to their member councils.
- WPD should consider a database of all parish councils in the South West to facilitate dissemination of information
- Other organizations such as the CBI and chambers of commerce were suggested as potentially useful conduits for ongoing updates
- The idea of regular workshops was viewed positively

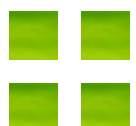
2b) Should WPD prioritise giving more detailed information or on advertising how to access this information?

- It was felt by all that WPD should prioritise its communications
- Information on scheduled shut-downs should be publicised on the website

Q3 Background:

At present, our plans for providing information include:

- *Television and newspaper adverts*
- *Newsletter to all customers*
- *Annual stakeholder report*
- *Possible consumer panel (managed via web – people sign up their interest following the leaflet or at the workshops)*
- *Possible roving workshops in rural areas (for worst served areas and how we improve them, some Ofgem funding)*
- *Likewise specialist meetings/workshops when needed e.g. environmental groups to discuss issues of underground cables in national parks and where prioritisation should be given*



3a) What do you think is the most important method of communication on this list?

- The idea of roving workshops was very popular
- It was generally agreed that profile raising was necessary to lead people to the website so a TV or press advertising campaign was seen as necessary
- Stakeholders were well aware of the cost implications of certain methods of communication and, partly because of this, the need to make use of e-mail and the WPD website

3b) Do you have other suggestions for how we inform and engage people?

This question led to a good deal of discussion with some interesting ideas for communication methods being raised and a certain amount of debate on the validity and usefulness of the media proposed.

Because of this, we encouraged stakeholders to prioritise the suggestions using the 'thermometer' consultation tool. The outcomes of this discussion are shown below:

Boiling Hot	Roving workshops – reaching out to rural areas
	Building a comprehensive database of stakeholders to inform by email
Hot – Warm	TV advertising
	Newspaper advertising
	Making information accessible through local authority websites
	Parish newsletters
	A consumer panel – managed via the web
Warm – Cold	Specialist meetings with relevant stakeholders according to their particular sphere of interest
	Newsletters
Cold – Freezing	
	Annual stakeholder report



3c) Do you prefer a focus on 1-way or 2-way communication?

- Two-way communication was preferable to a scattergun approach

3d) What is your preference for the frequency of our communication with you?

- In terms of the frequency of communication, most felt that there should not be information 'overload' and that WPD should communicate with stakeholders when it had something significant to say
- However, regular workshops and briefings for parties with a high level of interest were seen as a good idea

3e) How would you define 'hard-to-reach' groups and what are the difficulties in communicating with them?

- It was not felt that effort should be made to engage with 'hard-to-reach' groups unless there was a specific reason for trying to contact them
- It was felt that resources could be better spent elsewhere – rather than trying to engage people who may not be interested
- Publicising the website effectively was seen as sufficient

3.3.2 Theme 2: What performance measures and other information we should publish?

Q1 Background:

Ofgem currently measures how DNOs are performing. This information is often quite technical. Ofgem wants to present it in a more customer-friendly format. This will enable WPD's key stakeholders (customers, consumer groups, local businesses, and local development agencies) to track and compare how WPD is performing against other DNOs.

Ofgem already collects a vast amount of data. WPD intends to publish its own stakeholder report. The stakeholders were each given the handout included as an appendix to this document. The document covers the following key areas:

- Customer service



- *Connections*
- *Environment*
- *Network investment*

After giving each stakeholder some time to read the information included in the handout, they were asked to give their views on the following:

1a) Out of the above data, which is of most interest and importance to you / your organization?

- Customer service was considered very important.
- Stakeholders wanted to know how WPD was performing, eg in terms of telephone response times
- The point was made that the quality of staff involved in customer service was very important indeed

1b) Are you just interested in information on what we have done or would you like information on where we have performed well and, if we have performed badly, what we are going to do to rectify this?

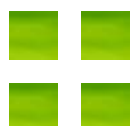
- Stakeholders would like to see information on where WPD has performed well against certain criteria such as speed and quality of telephone response
- There was a feeling that too much information would be unhelpful for the vast majority of people

2a) What are the two most important measures to you in each category?

The stakeholders found it hard to identify two specific measures in each category and the discussions really focussed on speed and quality of telephone response as being the most important measure that should be published.

2b) What are your top three measures overall?

- Stakeholders could see the usefulness of publishing customer minutes lost as it gives a strong indication of level of service
- Several were keen to see environmental targets covered
- Network investment was seen as a useful measure to publish as people would inevitably want to see where their money was being spent



2c) Are there any other matters on which you would like information that are particularly relevant to us in WPD?

- The issue of environmental damage such as damage to hedgerows was raised although it was unclear how this could be quantified

3.4 Table 2 Round table discussion

Table 2 was chaired by Phil Heath of Green Issues. This group comprised suppliers, a large regional customer, an energy consultant, and a Bath University academic. These stakeholders use WPD's DUoS pricing information for forecasting energy costs and prices.

3.4.1 How can WPD provide pricing information to stakeholders?

Q1 Background:

WPD currently provides DUoS pricing information as follows:

- *DCP30/DCUSA35 quarterly forecast information posted on the DCUSA and WPD websites.*
- *Indicative prices notified to suppliers by email (end of December) and on WPD website.*
- *Actual prices notified to suppliers by email (February) and on WPD and ENA websites.*

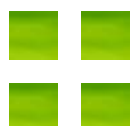
A copy of our CDCM pricing model is available on request via our website.

1a) Do you actively look for WPD pricing information? If so, where and how?

- Suppliers and consultants on table 2 do all actively look for pricing information
- However, large customers do not look actively and want e-mail alerts of price changes of pricing information made available on the WPD website
- They want to know the exact dates of pricing announcements, especially if earlier than expected
- Consultees wanted pricing information as early as possible

1b) Do you want us to publish any additional pricing information?

- All wanted more to know the detailed assumptions that WPD uses in its pricing model to calculate DuOS prices



- Stakeholders would like to know about demand assumptions, movements in allowed revenue including drivers such as losses and other incentives, uncontrollable inputs, any carry forwards and potential reopeners

1c) Are there other ways that we could provide pricing information?

- All would like WPD to publish 2-3 year DUoS forecasts
- Large customers would like e-mail alerts of pricing information put onto WPD's website
- There was support for an annual event aimed at suppliers, consultants, large customers and other interested parties to discuss pricing issues including future CDCM changes
- It was also suggested that the event could cover forecasting issues such as the impact of the development of low carbon/smarter networks and the health of the network.

1d) Do you prefer a focus on 1-way or 2-way communication?

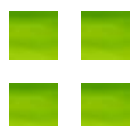
- Suppliers stated that they had liked the recent telephone conference and suggested that this could be a way to feed back on best practice of other DNOs
- Large customers would also like a WPD operational manager to attend an annual meeting to discuss non-price issues
- Significantly, Bristol was felt to be a convenient location as suppliers / consultants are based nationally

1e) What is your preference for the frequency of our communication with you?

- Consultees want pricing information as early as possible
- They want advance notice of mid-year (October) price changes
- All wanted quarterly updates. It was felt that monthly information would be too frequent

3.5 Stakeholder feedback

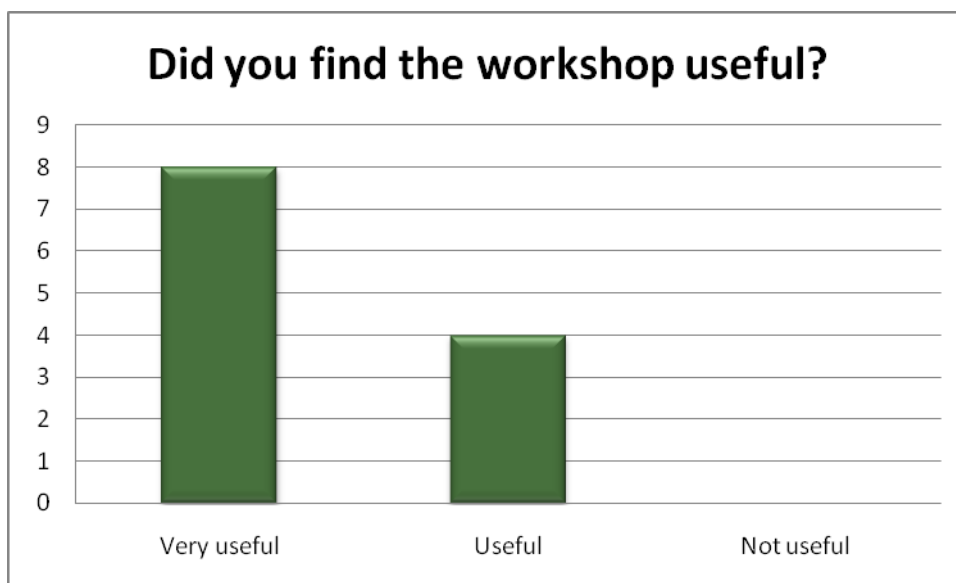
At the end of the workshop sessions, all stakeholders were given a feedback form to fill out, asking them for their opinions on the workshops themselves and their usefulness as well as the convenience of the location and amount of information that was given. Attendees were also asked to write any other comments.



We encouraged every attendee to fill out a survey, the results of which are set out below:

3.5.1 Question1 – Did you find the workshop useful?

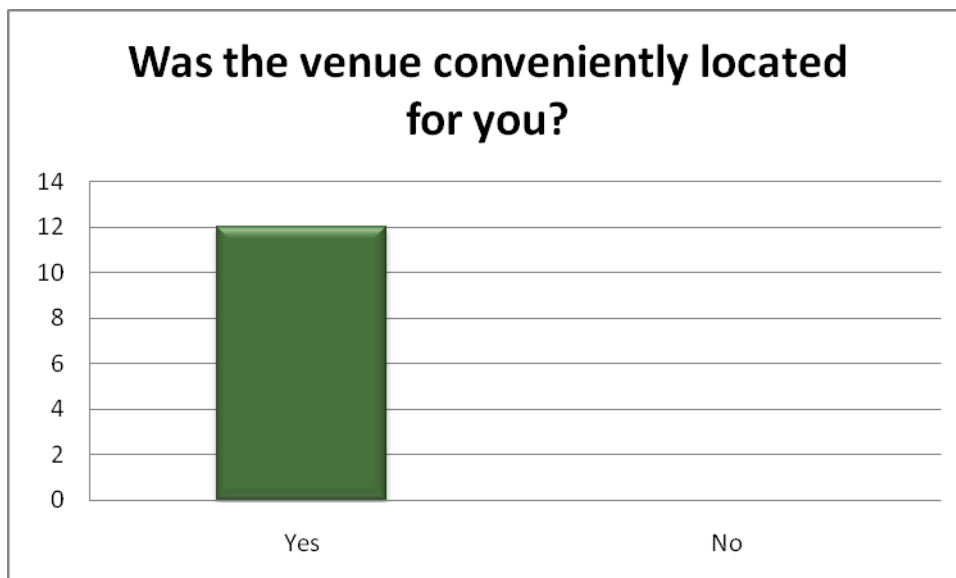
Attendees were asked to circle 'Very Useful'; 'Useful' of 'Not Useful'. This is a very positive response. None of those who returned a form stated that the workshop was not useful for them with two thirds commenting that it was 'Very Useful'.



3.5.2 Question 2 – Was the venue conveniently located for you?

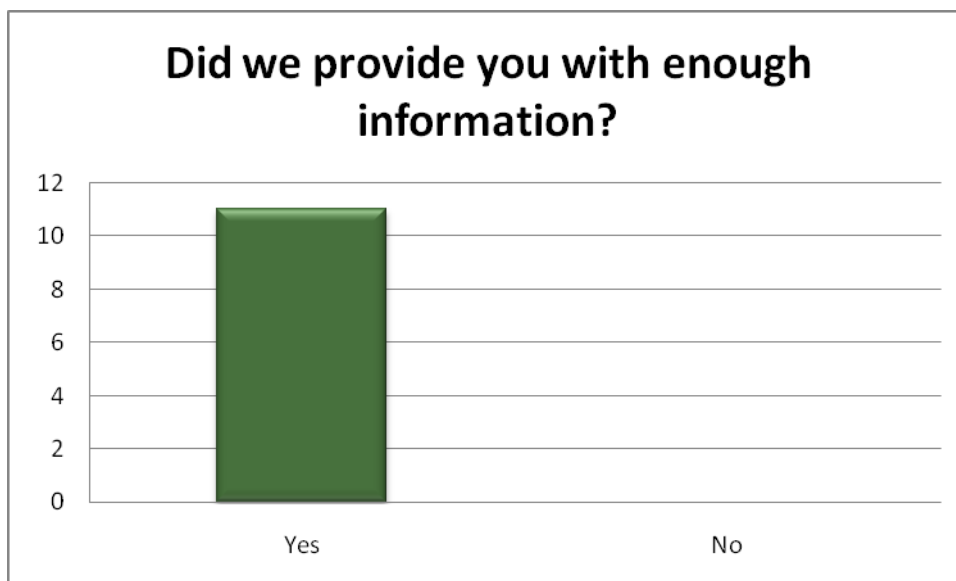
Everyone polled said that the venue was conveniently located from them. It may, however, be the case that certain invitees from further afield were unable to attend for reasons of distance, which may explain this unanimous result.





3.5.3 Did we provide enough information for you at the workshop?

Clearly, those people surveyed unanimously found the amount of information provided to be adequate.



3.5.4 Examples of comments received

- *Very good opportunity to ask questions*
- *Very useful introduction and debate*
- *Keep up the current format – it's working really well*
- *Well supported by WPD. Equally well supported by Green Issues*



- *Very useful. Please hold more*
- *As a supplier, we value these workshops and appreciate your openness*



4. THE CARDIFF STAKEHOLDER WORKSHOP

4.1 Introduction and format

The Cardiff Stakeholder Workshop was held at The Millennium Stadium, Westgate St, Cardiff. As with the event in Bristol, it ran from 9.30am – 1pm. The presentation from Alison Sleightholm and Nigel Turvey ran from 10am – 11.15am and was followed by questions from stakeholders and a short coffee break. The group workshops ran from 11.30am – 1:00pm.

Attendees were split into three groups according to their particular sphere of interest. Details of all attendees along with the table numbers are shown below:

4.2 Attendance

4.2.1 Attendees – WPD and Green Issues

Name	Organisation
Alison Sleightholm	WPD, Regulatory & Government Affairs Manager
Nigel Turvey	WPD, Design & Development Manager
Natasha Richardson (table 3 scribe)	WPD, Regulatory & Government Affairs Advisor
Phil West (table 1 scribe)	WPD, Policy Manager
James Garland (table 1 chair)	Green Issues, Director
Emma Webster (table 2 chair)	Green Issues, Senior Account Manager
Harry Hudson (table 2 scribe)	Green Issues, Senior Account Manager
Phil Heath (table 2 chair)	Green Issues, Senior Account Manager

4.2.2 Stakeholders – Table 1

Name	Organisation
Dawn Harding Maddox	CLA
Janet Harris	South Wales Chamber of Commerce
John Davies	Pembrokeshire CC
Huw James	Consumer Focus
David Mitchell	Corus Packaging Plus



Name	Organisation
James Wilson	Centrica
JR Jones	Welsh Assembly Government
Chris Chow	Ofgem

4.2.3 Stakeholders – Table 2

Name	Organisation
Simon Evans	FSB
Steve Edwards	Wales and West Utilities
Colm Ryan	Connect Utilities
Anthony Kane	National Grid
Keith Vernon	Corus Packaging Plus
Louise Orpin	NPower
Simon Vicary	EDF Energy
Eurfyl Evans	Ceredigion Council

4.2.4 Stakeholders – Table 3

Name	Organisation
Sasha Pearce	NPower
Simon Russell	Corus Group
Glenn Sheen	Eon
Paul Baker	Centrica Barry Power Station
Paul O’Kane	ESB International
Sarah Jane Davies	Welsh Assembly Government
David Soper	Opus Energy
Sean Davey	UES Energy Consultants

4.3 Table 1 – Round table discussions

Table 1 was chaired by James Garland of Green Issues Communications. The table included a representative of Ofgem as well as representatives of Local Authorities and the regional Chambers of Commerce. A representative of Consumer Focus was also present on table 1.



4.3.1 Theme 1: Ways to provide information and updates over the next five years

1a) How do you, as stakeholders, get information on our service and standards now?

- A number of stakeholders visit the WPD website for information on services and standards
- Many felt that most people do not really know who their distributor is, which presents a challenge
- There was a consensus that there was a real need for WPD to raise its profile
- Stakeholders were of the view that WPD provides an excellent service – but do not promote this well enough

1b) Do you actively look for this information? If so, where and how?

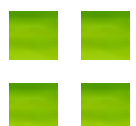
- The point was raised that many people simply do not know where to look for information on their distributor
- None of the stakeholders were aware that information on the electricity distributor was currently available to see on their bills

1c) Do you want this information?

- The stakeholders questioned said that this information would be relevant for some of the people they represent (in terms of council representatives, the representative of the CLA and the Chamber of Commerce) but added that most people would not actively seek this information
- The point was raised that people would, however, value this information, should something go wrong

2a) Who should have this information provided to them?

- The stakeholders felt that, for the general public, a profile raising campaign leading people to the WPD website would be a good idea
- The idea of proactively engaging with the general public to provide information on service and standards was seen as costly and unnecessary



2b) Should WPD prioritise giving more detailed information or on advertising how to access this information?

- There was a general feeling that WPD should prioritise advertising access information by raising awareness of who they are and what they do
- Everyone felt that the level of detail was sufficient at present – in particular, for the general public

3a) What do you think is the most important method of communication?

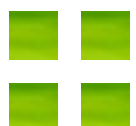
Q3 Background:

WPD's plans for providing information at present include:

- *Television and newspaper adverts*
- *Newsletter to all customers*
- *Annual stakeholder report*
- *Possible consumer panel (managed via web – people sign up their interest following the leaflet or at the workshops)*
- *Possible roving workshops in rural areas (for worst served areas and how we improve them, some Ofgem funding)*
- *Likewise, specialist meetings/workshops when needed e.g. environmental groups to discuss issues of underground cables in national parks and where prioritisation should be given*

Comments on the most important method of communication:

- Stakeholders were of the view that publicising the website would be an effective way of steering the public to this information
- Making better use of existing networks such as Chambers of Commerce and the CLA was seen as a very effective way of making information available to those who would wish to access it
- Using e-newsletters that many organisations currently send out was viewed positively
- All stakeholders were of the view that a campaign of educating the public on what WPD do would be of real value
- Flagging up the WPD web address on bills was seen as the best way to reach out to the public



3b) Do you have other suggestions for how we inform and engage people?

- The point was raised that WPD vans are often seen across the region and that there should be a message along the lines of: *"If you have a powercut, call this number"* printed on these vans
- Newspaper and council websites were suggested as a good way to engage people
- The idea of using social networking sites such as Facebook and Twitter was raised and there was a feeling that these media would be increasingly useful in the years to come

This topic engendered a good deal of constructive comment. It was therefore felt appropriate to use the consultation 'thermometer' in order to prioritise the suggestions made. All of the media suggested were deemed to have a role of some sort which explains why none were seen as 'Freezing Cold'. The outcomes of this exercise are shown below:

Boiling Hot	Using existing networks such as chambers of commerce to promote the services WPD provide
	E-mails targeted to relevant stakeholders
	Publicising WPDs web address on bills
Hot – Warm	Face-to-face meetings with relevant stakeholders
	PR / press awareness campaign using relevant media such as the CLA magazine
	Using community / parish council websites
	TV advertising to raise awareness
	Social networking sites
Warm – Cold	Roving workshops
	Newspaper advertising
Cold – Freezing	
	Not applicable





3c) Do you prefer a focus on 1-way or 2-way communication?

- For those who take an active interest in the service provided by their distributor, it was felt that there was no substitute for face-to-face meetings and that a roving surgery would be a good way of doing this
- The idea that local managers should make themselves available to large corporate customers was seen as a good idea

3d) What is your preference for the frequency of our communication with you?

- There was no consensus on the frequency of communication. Instead, it was felt that WPD should promote itself better, allowing those who wish to seek information to visit the website when they choose

3e) How would you define 'hard-to-reach' groups and what are the difficulties in communicating with them?

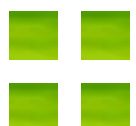
- Young people were seen as a 'hard-to-reach' group and the idea of promoting WPD and the services it provides to schools was raised
- Although it was acknowledged that engaging with 'hard-to-reach groups' was a challenge, many felt that it was not something that WPD should not view this as a key priority

4.3.2 Theme 2: What performance measures and other information we should publish?

The stakeholders were each given the handout appended to this document. The document covers the *following key areas*:

- *Customer service*
- *Connections*
- *Environment*
- *Network investment*

After giving each stakeholder some time to read the information included in the handout, they were asked to give their views on the following:



1a) Out of the above data, which is of most interest and importance to you / your organisation?

- Most stakeholders viewed customer service as imperative
- The point was made that those people working in call centres were often the only people that members of the public would ever deal with when engaging with WPD so they must be polite and well trained
- Speed and quality of telephone response was also something that was viewed as very important

1b) Are you just interested in information on what we have done or would you like information on where we have performed well and, if we have performed badly, what we are going to do to rectify this?

- There was a general feeling that WPD provides a very good service. The point was made that the company should highlight where it has provided an excellent service in recent difficult conditions (freak weather conditions etc.)

2a) What are the two most important measures to you in each category?

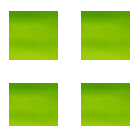
It was difficult to bore down into the detail on the handout in terms which were the two most important measures in each category. Instead, the discussion was allowed to flow in order to reach some consensus the most important measures overall.

2b) What are your top three measures overall?

- Speed and quality of telephone response was generally agreed to be the most important piece of information that should be published
- There was a consensus that customer minutes lost was also of paramount importance
- The point was made that most suppliers were also interested in the 'bottom line' so pricing information was very important

2c) Are there any other matters you would like information on?

- The view was that information on pricing and how it was calculated would be of great interest to all customers
- It was felt that people would also appreciate information on the assumptions that were made in order to calculate future pricing



- The point was raised that it might be useful to see how WPD compared with other distributors nationally so customers could place the level of service they received in context

4.4 Table 2 – Round table discussions

The discussions were chaired by Emma Webster of Green Issues. As well as representatives of a number of utilities companies and a large consumer, there was also a representative of Ceredigion Council on this table.

The stakeholders were each given the handout appended to this document covering the following key areas:

- *Customer service*
- *Connections*
- *Environment*
- *Network investment*

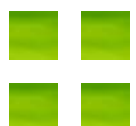
After giving each stakeholder some time to read the information included in the handout, they were asked to give their views on the following:

1a) Which if the above data is of most interest and importance to you / your organisation?

- Stakeholders wanted to know why customers in South Wales were facing a higher increase than those in the South West
- Environmental issues had to be taken into account
- The industry should do more to get across information on price control to customers
- Network investment was important as was the cost of increasing automation in rural areas passed on to customers

1b) Are you just interested in information on what we have done or would you like information on where we have performed well and, if we have performed badly, what we are going to do to rectify this?

- Clearer information was needed for consumers
- The point was made that good news should be published as most people only come across WPD when something goes wrong or when they get a bill – which are both negative experiences



2a) What are the two most important measures to you in each category?

- Consumers wanted to know how often there were power cuts
- Network investment was also seen as important.
- It would be helpful to know what the cost of guaranteeing continuity of supply would be
- Clear information of how investment is split would be of use to all stakeholders
- The publication of network interruptions would be of use to businesses who may be considerably impacted by this

2b) What are your top three measures overall?

- The speed and, importantly, quality of telephone response were imperative and this should be published
- Overall pricing information was viewed as very important as this is what will directly impact most people
- There was a view that information should not be too technical and should be easy to follow at all times

2c) Are there any other matters you would like information on?

- It would be helpful to know how the bill was made up – how much went to each company for which part of the service.
- There was less investment in South Wales over five years but customers were paying more. Respondents would like to know why
- How does the system accommodate renewables?
- Would smarter meters help in managing the system and prevent the need for so much investment, if there were flatter demand throughout the network?
- The idea of publishing WPDs business carbon footprint was put forward
- Updates on innovative technologies was also suggested

4.5 Table 3 – Round table discussions

Table 3 was chaired by Phil Heath of Green Issues. The consultees in attendance are shown in section 4.2.4 of this document. This group comprised large & small suppliers, a large national customer, generators & an energy consultant.

4.5.1 How can WPD provide pricing information to stakeholders?

Background



WPD currently provides DUoS pricing information as follows:

- *DCP30/DCUSA35 quarterly forecast information posted on the DCUSA and WPD websites*
- *Indicative prices notified to suppliers by e-mail (end of December) and on WPD website*
- *Actual prices notified to suppliers by email (February) and on WPD and ENA websites*

A copy of our CDCM pricing model is available on request via the WPD website.

1a) Do you actively look for WPD pricing information? If so, where and how?

- These stakeholders do actively use WPD's DUoS pricing information for forecasting energy costs and prices

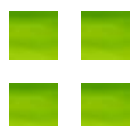
1b) Do you want us to publish any additional pricing information?

- Stakeholders stated that they would like more information about WPD forecast assumptions such as losses
- A key concern expressed was over price volatility and the point was made that as much information as possible should be provided
- Stakeholders were not interested in WPD performance data – only factors affecting DUoS prices

1c) Are there other ways that we could provide pricing information?

- Stakeholders were generally satisfied with the current arrangements for passing on pricing information
- The provision of information by e-mail & via WPD's website was regarded as satisfactory and all stakeholders, when asked, said they felt the relationship with WPD was good
- One stakeholder asked for a regular commentary on the progress of the capital investment progress and projects delivered
- There was support for a single annual event to discuss pricing issues including future CDCM changes and Bristol was again supported as a convenient location, recognising that many of the interested parties were nationally based.

1d) Do you prefer a focus on 1-way or 2-way communication?



- There was a request for a key account manager for large customers / generators as a point of contact for operational & pricing issues which would lead to more 2-way communication

1e) What is your preference for frequency of our communication with you?

- All would like WPD to publish 2-3 year DUoS forecasts
- All supported quarterly updates
- There was also support for longer term price products
- There was support for advance notice of the April and any mid-year (October) price changes and an explanation of any differences between the indicative and actual prices
- The point was made that pricing information should, in general, be provided as early as possible

4.6 Stakeholder feedback

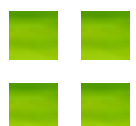
At the end of the workshop sessions, all stakeholders were given a feedback form to fill out, asking them for their opinions on the workshops themselves and their usefulness as well as the convenience of the location and amount of information that was given. Attendees were also asked to write any other comments.

We encouraged every attendee to fill out a survey, however some left these forms blank.

Below are the results of this short survey with a selection of the general comments:

4.6.1 Question1 – Did you find the workshop useful?

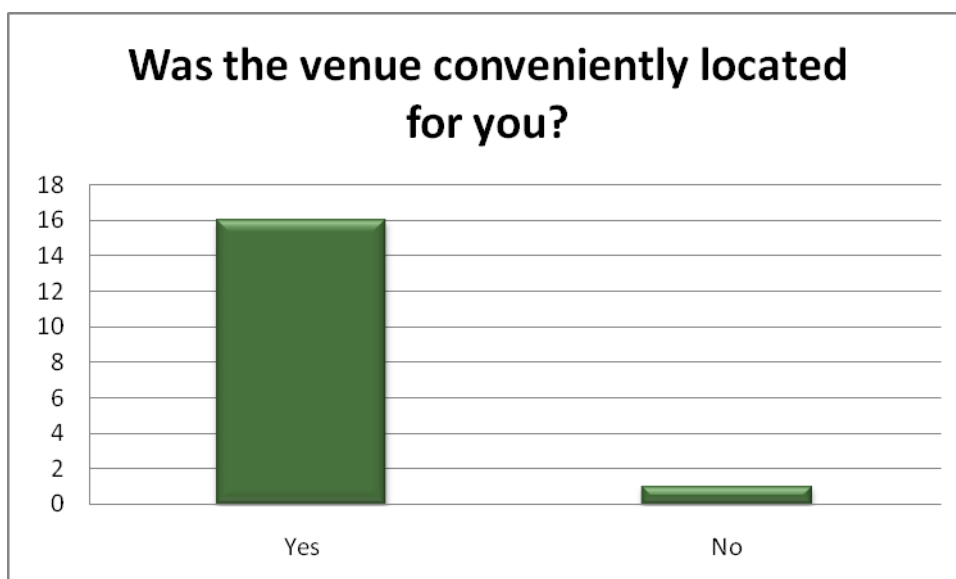
Attendees were asked to circle 'Very Useful'; 'Useful' or 'Not Useful'. Encouragingly, none of the stakeholders who returned their form were of the view that the workshops were 'Not Useful'.





4.6.2 Question 2 – Was the venue conveniently located for you?

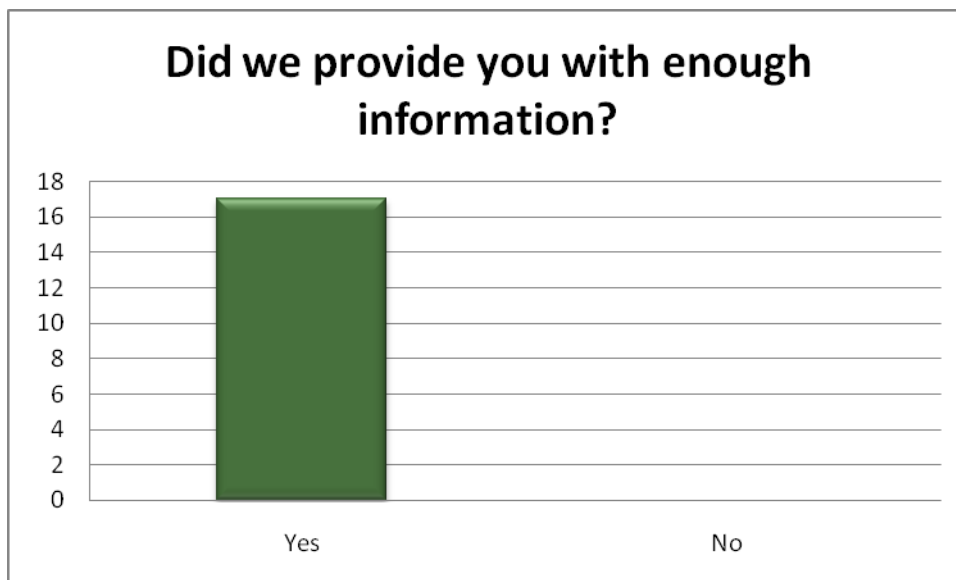
Only one respondent stated that the venue was not conveniently located for them. Although every effort was made to pick a venue with excellent transport links, it must be noted that WPD covers a very large and predominantly rural part of South Wales.



4.6.3 Did we provide enough information for you at the workshop?

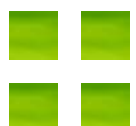
Clearly those people surveyed unanimously found the amount of information provided to be adequate and of use.





4.6.4 Examples of comments received

- *The information was pitched at the right level, good mix of attendees and should def (sic) continue to hold regularly*
- *Useful for suppliers to hear customers concerns*
- *It would be interesting to attend as an annual review and receive feedback on performance*
- *Excellent and clear presentation*
- *A very informative presentation*
- *Welcomed the opportunity to participate*



5. SUMMARY OF CONCLUSIONS

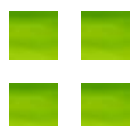
Many constructive and useful points were raised over the course of both workshops. Below are some overall conclusions split into three broad themes:

5.1 The provision of information to stakeholders

- In general most stakeholders used the WPD's website to access information
- The issue of profile raising came up a great deal at both workshops. Clearly WPD need to do more to raise awareness of who they are and what they do
- Profile raising through TV or press advertising was considered by many to be necessary
- Most stakeholders said that the information provided was useful for them but might not be for the general public.
- It was felt that WPD should prioritise its communications strategy rather than providing more detailed information
- One to one meetings were seen as useful for specific issues and with specific stakeholders but these were seen as unnecessary for everyone
- Updates on progress were popular and there was a feeling that WPD should use existing networks (Parish Councils, Chambers of Commerce, CBI etc) to engage with stakeholder
- Newspaper and local authority websites would also be a very cost effective way of disseminating information
- As would information on bills and even on the side of WPDs own vans
- After this initiative, communication should generally via email of the WPD website except for certain stakeholders where workshops might be appropriate
- Social networking sites are likely to play an increasing role in the dissemination of information in the future

5.2 Performance measures

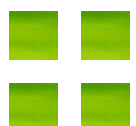
- Customer service was considered very important by all stakeholders asked at both workshops



- In general the speed and quality of telephone response was considered the most important performance measure
- Most stakeholders would like to see information on where WPD has performed well against certain criteria other criteria such as minutes lost and it was raised a number of times that it might be useful to see how WPD compares against other distributors
- Pricing information is clearly of great importance to many of the people who attended the workshops

5.3 The provision of pricing information

- Suppliers and large customers wanted pricing information as early as possible.
- 2-3 year DUoS forecasts were viewed as popular
- Large customers would like email alerts of pricing information put onto WPD's website
- On the issue of a preference for 1 or 2 way communications, the idea of key account managers was raised at both workshops
- As well as regular workshops for relevant stakeholders, there was support for an annual event aimed at suppliers, consultants, large customers and other interested parties to discuss pricing issues including future CDCM changes
- Consultees generally want pricing information as early as possible and all would appreciate a quarterly update
- Information on how prices were calculated and how money was allocated would be of use if published in an annual report
- The assumptions that were being made to calculate future pricing was also viewed as a useful piece of information



6. HANDOUT 1: SUMMARY OF THE DPCR5 INCENTIVES AND TARGETS WPD PROPOSE TO PUBLISH IN A STAKEHOLDER ANNUAL REPORT

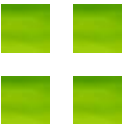
	Information to be published	Rationale for publication
Customer service		
Customer interruptions per year (CIs)	Customer interruption performance compared to target	Provides information about managing the number of interruptions each year
Customer minutes lost (CMLs)	Customer minutes lost performance compared to target	Provides information about managing the length of interruptions each year
Quality of telephone response	Overall performance score of quality of telephone response	Provides information on telephone response
Speed of telephone response	Average speed of telephone response	Provides information on speed of telephone response
Ofgem customer reward scheme	Summary of who won the reward and why	Provides information about which DNOs have best practice in relation to certain customer service areas
Worst-served customer fund	Spend on worst-served customers relative to allowance	Provides information about improving the service for worse-served customers
Broad Measures	Overall performance score	Provides information about which DNOs have best customer service across a broad measure of services
Pricing information for suppliers	Indicative prices for different classes of customer	Provides information to suppliers about their likely future charges
Connections		
Competition in connection	Number of connections undertaken by WPD compared to third party providers	Shows the extent of competition in connections for each WPD area
Provision of connection offers	Average and maximum time taken to provide connection	Provides information on the likely timescale for providing a connection



	offers by WPD	offer and which DNOs are the best performers
Distributed Generation	Volume of DG connections	Shows the extent of growth of embedded generation on the network
Environment		
Low carbon networks fund	Summary of WPD initiatives and spend	Shows which initiatives are focused on providing innovative solutions towards reducing carbon
Business carbon footprint	Total CO ₂ equivalent emissions by DNO	Over time shows how we are reducing our carbon footprint
Network losses incentive	Actual volume of losses compared to target	Shows progress in reducing losses
Network Investment		
WPD actual spend compared to Ofgem allowance	Aggregate expenditure compared to aggregate allowance	Shows whether DNOs are over or under spending against the allowance
WPD total expenditure compared to the previous year	Aggregate expenditure compared to the previous year	Shows year on year variations in DNO spend
Network investment	Aggregate spend on investment compared to aggregate investment allowance	Shows the extent of spend on investment on the network
Network outputs	Asset Condition Indices for different types of asset	Provides information on the quality of the network, essentially showing what customers are getting for their money
Network outputs	Asset Load Indices for different types of asset	Provides information on the quality of the network, essentially showing what customers are getting for their money
Network outputs	Fault rates for different types of asset	Provides information on the quality of the network, essentially showing



		what customers are getting for their money
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7. INVITATION LETTERS

7.1 Bristol 26 January 2010

**Western Power Distribution: invitation to Stakeholder Workshop
Followed by a hot buffet lunch at the award winning '@Bristol'
science and discovery centre, Bristol Harbourside**

Tuesday 26th January 9.30 am,

I am writing to invite you to a Stakeholder Presentation and Workshop on Tuesday 26th January to discuss WPD's spending plans for 2010-2015 in the South West. Following extensive consultation with stakeholders last year, Ofgem has approved our business plan for 2010-2015 and we would like to inform you what this will mean for our customers and key stakeholders.

As well as the opportunity to understand our investment plans for the next five years in a number of key areas we will also be seeking views on how delivery of the plan should be measured and monitored and how we can provide information and updates in a customer friendly format. We also want to hear directly from stakeholders on which aspects of our service are most important to them, such as providing a reliable supply, the provision of information to developers and generators, call centre performance etc.

The opening session will explain the outcome of our pricing review, our approved business plan and the impact this will have on bills and services for customers. The presentations will be followed by roundtable workshop discussions to consult on the key areas outlined above to help shape our priorities for the coming five years. Attendees are expected to include representatives from county, city, district and community councils, energy suppliers, consumer organisations, chambers of commerce, developers, businesses, energy and environmental groups.

The event will be held on Tuesday January 26th at:

**The Francis Crick Room, '@Bristol', Anchor Road, Harbourside, Bristol, BS1 5DB
Registration and coffee 9.30-10am, presentations and workshops 10am-1pm
followed by a buffet lunch 1-2pm**

WPD is committed to engaging with its customers and stakeholders. Your views are extremely important to us and I do hope you are able to attend. Please can you confirm your attendance by Monday 19th January by completing the attached response form and either posting it to James Garland at Green Issues Communications, 1st Floor, 30 Friar Street, Reading RG1 1DX or faxing 0118 959 8244. Alternatively, you can email jamesg@greenissues.com or telephone 0118 983 9466. If you are travelling by car, the nearest car park is the Millennium Square car park, located adjacent to @Bristol. If using sat nav, the postcode is BS1 5LL.

Please note that all available information on our investment programme can be found on our website www.westernpower.co.uk.

Yours sincerely

Event organised in association with



Alison Sleightholm
Regulatory & Government Affairs Manager



7.2 Cardiff 27 January 2010

Western Power Distribution invitation to Stakeholder Workshop Followed by a hot buffet lunch and tour of Millennium Stadium

Wednesday 27th January 9.30 am, President Suite, Millennium Stadium, Cardiff

I am writing to invite you to a Stakeholder Presentation and Workshop on Wednesday 27th January to discuss WPD's spending plans for 2010-2015 in Wales. Following extensive consultation with stakeholders last year, Ofgem has approved our business plan for 2010-2015 and we would like to inform you what this will mean for our customers and key stakeholders.

As well as the opportunity to understand our investment plans for the next five years in a number of key areas we will also be seeking views on how delivery of the plan should be measured and monitored and how we can provide information and updates in a customer friendly format. We also want to hear directly from stakeholders on which aspects of our service are most important to them, such as providing a reliable supply, the provision of information to developers and generators, call centre performance etc. The opening session will explain the outcome of our pricing review, our approved business plan and the impact this will have on bills and services for customers.

The presentations will be followed by roundtable workshop discussions to consult on the key areas outlined above to help shape our priorities for the coming five years. Attendees are expected to include representatives from county, city, district and community councils, energy suppliers, consumer organisations, chambers of commerce, developers, businesses, energy and environmental groups.

The event will be held on Wednesday January 27th at:

**The President Suite, Millennium Stadium, Westgate Street, Cardiff. CF10 1NS
Registration from 9.30am**

**Presentations and workshops from 10am to 1pm, hot buffet lunch
1-2pm followed by optional tour of the stadium (tour to take approximately one hour)**

WPD is committed to engaging with its customers and stakeholders. Your views are extremely important to us and I do hope you are able to attend. Please can you confirm your attendance by Monday 19th January by completing the attached response form and either posting it to James Garland at Green Issues Communications, 1st Floor, 30 Friar Street, Reading RG1 1DX or faxing 0118 959 8244. Alternatively, you can email jamesg@greenissues.com or telephone 0118 983 9466. If you are travelling by car, the nearest car park is the NCP car park located on Westgate St, opposite Gate 3. If using sat nav, the postcode is CF10 1DZ.

Please note that all available information on our investment programme can be found on our website www.westernpower.co.uk.

Yours sincerely

Event organised in association with



Alison Sleightholm
Regulatory & Government Affairs Manager



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ISSUES
COMMUNICATIONS



7.3 Joint invitation

Western Power Distribution: invitation to Stakeholder Workshop **Followed by a hot buffet lunch at:**

**@ Bristol science and discovery centre, Bristol Harbourside, Tuesday 26th
January 9.30am**

or

The Millennium Stadium, Cardiff, Wednesday 27th January, 9.30am

I am writing to invite you to a Stakeholder Presentation and Workshop on either Tuesday 26th January in Bristol or Wednesday 27th January in Cardiff to discuss WPD's spending plans for 2010-2015 in the South West and Wales (respectively). Following extensive consultation with stakeholders last year, Ofgem has approved our business plan for 2010-2015 and we would like to inform you what this will mean for our customers and key stakeholders.

As well as the opportunity to understand our investment plans for the next five years in a number of key areas we will also be seeking views on how delivery of the plan should be measured and monitored and how we can provide information and updates in a customer friendly format. We also want to hear directly from stakeholders on which aspects of our service are most important to them, such as providing a reliable supply, the provision of information to developers and generators, call centre performance etc.

The opening session will explain the outcome of our pricing review, our approved business plan and the impact this will have on bills and services for customers. The presentations will be followed by round-table workshop discussions to consult on the key areas outlined above to help shape our priorities for the coming five years. Attendees are expected to include representatives from county, city, district and community councils, energy suppliers, consumer organisations, chambers of commerce, developers, businesses, energy and environmental groups.

The event will be held on Tuesday January 26th at:

The Francis Crick Room, '@Bristol', Anchor Road, Harbourside, Bristol, BS1 5DB

Registration and coffee 9.30-10am, presentations and workshops 10am-1pm

followed by a buffet lunch 1-2pm

And on Wednesday January 27th at:

The President Suite, Millennium Stadium, Westgate Street, Cardiff, CF10 1NS

Registration from 9.30am, Presentations and workshops from 10am to 1pm

hot buffet lunch 1-2pm

**The Cardiff event will be followed by an optional tour of the stadium (tour to take
approximately one hour)**



WPD is committed to engaging with its customers and stakeholders. Your views are extremely important to us and I do hope you are able to attend. Please can you confirm your attendance by Monday 19th January by completing the attached response form and either posting it to James Garland at Green Issues Communications, 1st Floor, 30 Friar Street, Reading RG1 1DX or faxing 0118 959 8244. Alternatively, you can email jamesg@greenissues.com or telephone 0118 983 9466. If you are travelling by car, the nearest car park for the Bristol event is the Millennium Square car park, located adjacent to @Bristol. If using sat nav, the postcode is BS1 5LL.

If you are travelling by car to the Cardiff event, the nearest car park is the NCP car park located on Westgate St, opposite Gate 3. If using sat nav, the postcode is CF10 1DZ.

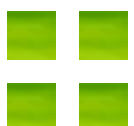
Please note that all available information on our investment programme can be found on our website HUwww.westernpower.co.ukUH.

Yours sincerely

Event organised in association
with



Alison Sleightholm
Regulatory & Government Affairs Manager



8. INVITEES

8.1 Bristol workshop invitees - councils

The Leader and Chief Executive of each of the councils listed below was invited to the workshop.

Bath and North East Somerset Council
Bristol City Council
Transport and Street Lighting
East Devon District Council
Mendip District Council
Mid Devon District Council
North Cornwall District Council
North Devon District Council
South Glos District Council
Plymouth City Council
Exeter City Council
Sedgemoor District Council
South Hams District Council
South Somerset District Council
Taunton Deane Borough Council
Teignbridge District Council
Torbay Borough Council
Torridge District Council
West Devon Borough Council
West Dorset District Council
West Somerset District Council
North Somerset District Council
Somerset County Council
Wells City Council
Cornwall Council
Devon County Council
Avon LCA
Cornwall ALC
Devon APC
Dorset APTC
Somerset ALC

8.2 Bristol workshop invitees – stakeholders

Devon and Cornwall Constabulary
CPRE Devon
Dartmoor Preservation Association
South West Water
(West Cornwall Leader Project)
1st Floor, Brunel House
Cornwall Chamber of Commerce



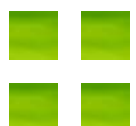
North Devon Chamber of Commerce
Cornwall Assoc of Tourist Attractions
Cornwall Rural Community Council
Camborne School of Mines
Falmouth College of Arts
Cornwall College
District Chamber of Commerce & Industry
Cornwall & Isles of Scilly Economic & Tourism Forum
Dartmoor Preservation Association
Exmoor Society
The Countryside Agency
Natural England
English Heritage
Westcountry Energy Action
South West Landlords Association
NFU South West
National Farmers' Union
Country Landowners Association
RSBP South West
Age Concern South West
The National Trust
Cornwall AONB Partnership
Pennon Group plc
WRVS
CPRE Avonside
Secretary, CPRE Cornwall
Branch Secretary, CPRE Devon
Secretary, CPRE Dorset
Branch Administrator, CPRE Somerset
CPRE Regional Policy Officer
Dartmoor Preservation Association
Exmoor Society
The Director, Cornwall Wildlife Trust
The Director, Devon Wildlife Trust
Somerset Wildlife Trust
Avon Wildlife Trust
Director, CPRE Gloucestershire
Penzance Chamber of Commerce
National Trust
Chairman of NHS South West
MOD Main Building
Chairman of BAE Systems
Rolls Royce Plc
University of Bath
Lloyds TSB Group
Estates Department
Chair of United Bristol Healthcare NHS Trust
United Hospital (BATH) NHS Trust
North Bristol NHS Trust
RS Componenets Ltd
AXA



Orange PCS
Weston Area Health Trust
Bank of Ireland Financial Services Ltd
British Telecommunications
Clerical Medical
Wessex Water
HBOS Financial Services
Somerfield Stores
The Planning Inspectorate
First Group Bristol
Royal Bank of Scotland
Principle of the City of Bristol College
Chair of South West Regional Assembly
Defra
Community Council for Somerset
Business West
Business Link
GOSW
Sustainability South West
GOSW
Prosper
Objective One Partnership
University of Exeter
CBI South West
CBI South West
BERR
Exmoor National Parks Authority
Bristol Water plc
South West Water
SWRDA
South West Regional Assembly
Natural England
English Heritage
Regen SW
Westcountry Energy Action
Embley Energy Ltd
South West Landlords Association
Federation of Small Businesses
Green Party South West Office
South West Chamber of Rural Enterprise
Countryside Alliance
Country Landowners Association
South West Seniors' Network
Lower Severn Internal Drainage Board
Upper Axe/UpperBrue IDB
Braunton Marsh IDB
Lower Wye IDB
West Mendip IDB
Natural England
Natural England
Natural England



Natural England
Natural England
Dorset AONB Unit
East Devon AONB Partnership
Quantock Office
Charterhouse Centre, Nr Blagdon
South Devon AONB Unit
6-7 Barnard Mews
Parke
South West England Office
Federation of Small Businesses
Western Federation of Small Businesses
Devon Regional Office
Country, Land and Business Association
CLBA Gloucestershire
CLBA Dorset / West Somerset
CLBA Cornwall / West Devon
CLBA Wiltshire / Gloucestershire
Environment Agency (SW)
Camborne Chamber of Commerce
Falmouth Chamber of Commerce
St Austell Chamber of Commerce
Plymouth Chamber of Commerce
Newton Abbot Chamber of Commerce
Torquay Chamber of Commerce
Exmouth Chamber of Commerce
Barnstaple Chamber of Commerce
Weston-super-mare Chamber of Commerce
Bridgwater Chamber of Commerce
Taunton Chamber of Commerce
Yeovil Chamber of Commerce
Bristol Chamber of Commerce
Bath Chamber of Commerce
South West Chamber of Commerce
E.ON UK plc
Airtricity
A & H Gadd Ltd
Andrew Brothers Ltd
Barratt Homes
Barratt Homes Exeter Division
BBCB Ltd
Bellway Homes South West
Berkley Hill Properties,
Bloor Homes
Boulter-Smith Ltd
Bovis homes Limited
Bryant Homes
Cavanna Group
Charles Church Western
Charter Homes



Chase Homes (SW) Ltd
Churchill Builders Ltd
Compass Developments Ltd
Concordia Consulting
Crest Hicholson
David Wilson Homes
Dean & Dyball Construction Ltd
Devington Homes
Dundry Developments Ltd
Empress Developments
First Step Homes (SW) Ltd
Gary Taberer Ltd
Taylor Wimpey Bristol
Henry W Pollard & sons Ltd
J & E Regan
J. J. Jones & Sons
Jackson Fine Homes (Cornwall) Ltd
John Nicholls Builders
K & R Blewett
Kerrier Developments
Leadbitter Construction
Linden Homes Western
Lloyd Dormer
Mansell
McCarthy & Stone
Meadow Mead Homes
Midas Construction
Midas Homes
Molwin Homes
Newland Homes
Persimmon Homes
Poltair Homes
Porthia Construction
Redrow Homes
Regal Heritage Ltd
Rhosnoweth Developments Ltd
Rock Homes (SW) Ltd
ROK
Rosemullion Homes
Strongvox
Summerfield Developments
Taylor Woodrow
Tonkin Construction
Wainhomes(South West) Holdings Ltd
Westbury Homes (Holdings) Ltd
Westbury Partnership
Willstone Construction
Wombwell Homes
Yarlington Homes

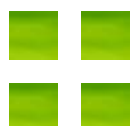


8.3 Cardiff and Bristol invitees

Natural England
Consumer Focus
Consumer Focus
Environment Agency
npower centre
Federation of Small Businesses
Accent
Friends of the Earth
National Grid Company plc
E.ON UK plc
IMP Energy Retail
ElectraLink Ltd.
EDF Energy PLC
BOC Limited
Haven Power Ltd
The Electricity Network Co
EDF Energy PLC
Spark Energy
EDW Technology Limited
Npower
Elexon Limited
npower centre
E.ON UK plc
Elexon Limited
Scottish and Southern Energy
GDF SUEZ Energy UK
EDF Energy PLC
National Grid Company plc
EDF Energy PLC
npower centre
IMP Energy Retail
EDF Energy PLC
E.ON UK plc
E.ON UK plc
AMO Power Data Associates
Npower
Centrica plc
Centrica plc
Energy House
E.ON UK plc
Scottish and Southern Energy
Head of Electricity Trading
SP Power Systems
Energetics
Scottish and Southern Energy
E.ON UK plc
E.ON UK plc
Austin Robinson Building



AIGT
EDF Energy PLC
Centrica plc
Scottish Power
Energetics Electricity
Npower
Gastrans
Energetics
Connect Utilities
Scottish and Southern Energy
National Grid Company plc
Centrica plc
E.ON UK plc
Npower
EDF Energy PLC
Inexus
Centrica plc
REA
Scottish Power
BOC
Ofgem



8.4 Cardiff workshop invitees – councils

Newport City Council
Torfaen County Borough Council
Blenau Gwent CBC
Cardiff Council
Merthyr Tydfil CBC
Vale of Glamorgan Council
Rhondda Cynon Taf CBC
Bridgend CBC
Neath Port Talbot CBC
City & County of Swansea Council
Carmarthenshire County Council
Pembrokeshire County Council
Monmouthshire County Council
Ceredigion County Council
Powys Administration
Caerphilly County Borough Council
Ammanford

8.5 Cardiff workshop invitees - stakeholders

Consumer Focus Wales
Consumer Focus Wales
Wales & West Utilities
Pembrokeshire Coast National Park
SE Wales Energy Agency
Brecon Beacons Park Society
Pembrokeshire Coast National Park Authority
Friends of Pembrokeshire National Park
Campaign for the Protection of Rural Wales
South East Wales Energy Action
Acting Director, Wales
Country Landowners Association
National Partnership Forum c/o Age Concern
Farmers Union of Wales
RSPB Wales
Federation of Small Businesses
WRVS Wales
Welsh Local Government Association
Gwent Healthcare NHS Trust
Cardiff University
Peacock's Stores LTD
Personnel Hygiene Services LTD
Capper & Co. LTD
S.A.Brain & CO LTD
Cosi Group LTD
Admiral Group plc
Arriva Trains Wales/Trenau Arriva Cymru LTD



Calsonic Kansei Europe PLC
Stadco Holdings LTD
Cisco Systems LTD
Dawn Meats
Hoover Ltd
Wales & West Utilities LTD
Finsbury Food Group plc
The Number UK LTD
Rowecord Holding LTD
Welsh Consumer Council
Centrica
Castle Oak Construction
Bellway, Alexander road
Taylor Woodrow Developments Ltd
Barratt
Charles Church Wales
Taylor Wimpey
Persimmon West Wales
Persimmon East Wales
Redrow Homes
WRVS Wales
Country Landowners Association
National Partnership Forum c/o Age Concern
Farmers Union of Wales
Federation of Small Businesses
Dwr Cymru
Countryside Alliance
CBI Wales
Countryside Council for Wales
Friends of the Earth, Cymru
Sustainable Energy and Industry Wales
South East Wales Energy Action
NFU Cymru
Farmers Union of Wales
Green Party Wales
Age Concern Cymru
Lower Wye IDB
West Wales Chamber of Commerce
Swansea Chamber of Commerce
Port Talbot Chamber of Commerce
Cardiff Chamber of Commerce
Bridgend Chamber of Commerce
Rhondda Chamber of Commerce
Penarth Chamber of Commerce
Newport & Gwent Chamber of Commerce & Industry
Pontypridd Chamber of Commerce
Caerphilly Chamber of Commerce
Blaenau Gwent LHB
Caerphilly Teaching Local Health Board



Monmouthshire Local Health Board
Newport Local Health Board
Torfaen Local Health Board
National Trust
Brecon Beacons National Park Authority
National Botanic Garden of Wales
National Waterfront Museum
Royal National Eisteddfod of Wales
Arts Council for Wales
Newport Unlimited
The Met Office
Farmers Union of Wales
Brecon Beacons Park Society
Wye Valley AONB
Wales and West Utilities
Inexus
Envoy
Independent Power Networks
Envoy
Inexus

