

Stakeholder workshop report: Bristol

11th February 2014



1. Contents

1.	Contents.....	2
2.	Introduction	3
2.1.	Date and location	3
3.	Executive summary.....	5
3.1.	Feedback from participants	5
3.2.	Topics for discussion	5
3.3.	Summary of outcomes	5
4.	Electronic voting: early/accelerated delivery.....	7
5.	Workshop discussions 1: early/accelerated delivery	14
5.1.	Q1: Attendees were asked to explain why they had chosen to attend the workshops and what they hoped to get out of the workshops	14
5.2.	Q2. Of the 8 key outputs highlighted in the WPD presentation, when would you like to see them delivered? By 2023 as planned? By 2021, by 2019 (mid point) or even earlier?	15
5.3.	Q3. Has WPD picked the right outputs to discuss possibly accelerating the delivery of? Do you agree with WPD's approach? Do you agree with their proposed outputs?	23
5.4.	Q4. Which other outputs would you like to see delivered early?	26
5.5.	Q.5. Foam board workshop session:	28
6.	Electronic voting: WPD's severe weather proposals	32
7.	Workshop discussions 2: WPD's severe weather proposals	35
7.1.	Q.1. What are your overall reflections on WPD's performance?	35
7.2.	Q.2. How do you think we could improve our preparedness?	37
7.3.	Q.3 How could we better inform customers and stakeholders/organisations?	38
7.4.	Q.4 How could WPD better advertise its emergency telephone numbers?	40
7.5.	Q.5. What do you think of the improvement actions WPD is proposing?	42
	Written feedback.....	47
7.6.	Did you find the workshop useful?	47
7.7.	Was the venue conveniently located for you?	47
7.8.	Did we provide enough information at the workshop?	47
7.9.	Did you feel you had sufficient opportunity to express and discuss your views today?	48
7.10.	Do you feel we covered the right topics?	48
8.	Surgeries on specific topics	49
8.1.	Connections	49
8.2.	Social obligations	52
8.3.	Innovations	54

2. Introduction

2.1. Date and location

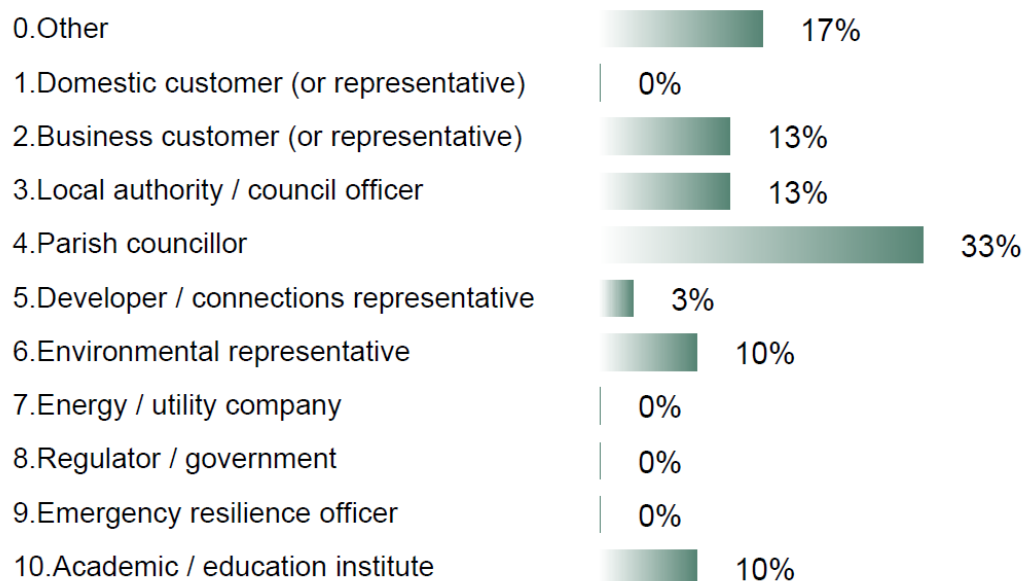
The stakeholder workshop took place on 10th February 2014 at Exeter Racecourse.

27 stakeholders attended the workshop from the following organisations:

- Business West
- Whitchurch Parish Council
- North Somerset Council
- Farmington and Marksbury Parish Council
- Winscombe & Sandford Parish Council
- Gloucestershire County Council
- Long Ashton Parish Council
- University of Bath
- University of the West of England
- Bristol Debt Advice Centre
- EA Technology Limited
- PowerSense
- Electricity Storage Network
- Yate Town Council
- MCL Infrastructure
- Centre for Sustainable Energy
- Oldbury Council
- Scottish and Southern Energy Power Distribution
- WPD Customer Panel representative
- Solar Securities
- Mendip Hills AONB
- Bristol City Council Energy Management Unit
- Combe Hay Parish Council

The split of stakeholders according to the type of organisation they were representing on the day is shown below:

Electronic voting: practice questions

QB: What type of stakeholder are you?

3. Executive summary

3.1. Feedback from participants

- Attendees praised the information presented at the workshop, with 96% of stakeholders agreeing in their feedback form that sufficient information was presented
- 96% of stakeholders found the venue was accessible with many attendees stating that they found the venue 'excellent'
- A typical comment from attendees in the feedback forms was 'a very interesting and worthwhile day'

3.2. Topics for discussion

- Early/accelerated delivery of business plan
 - In particular which items should be considered for early/accelerated delivery?
 - Is the shortlist correct?
- Severe weather
 - WPD's recent performance
 - How can WPD improve preparedness for severe weather?
 - How could WPD better inform customers and stakeholders and how can it improved advertising of emergency numbers?
 - Views on WPD's proposals for improvement actions
- Specialist surgeries on innovation, social obligations and connections

3.3. Summary of outcomes

By far the strongest consensus point from the Bristol workshops was that the undergrounding of 55 km of overhead lines in national parks and areas of outstanding natural beauty should not be delivered early and should be delivered as planned by 2023. Just over 80% of attendees expressed this view.

Attendees also felt strongly about reducing by 20% the number of customers classified as worsed served with 71% of attendees wishing to see this brought forward for early delivery. 61% of attendees wished this to be delivered by the mid point or even earlier.

80% of attendees wished to see flood defences applied to 75 substations early with 67% wishing this to take place by the mid point or even earlier.

The verbal discussions that took place in addition to the electronic voting provided further support to the votes. For instance the most frequently occurring verbal comment during discussion on the environment was to not deliver early the undergrounding of 55km of overhead lines in national parks and areas of natural beauty.

Severe weather: during verbal discussions almost one third of attendees stated that WPD's performance over the Christmas period during the storms had been good. This was the second most frequently occurring comment during verbal discussions on severe weather. Just over one third of attendees suggested that WPD should partner with local groups to aid people in their resilience for severe weather (the most frequently occurring comment during the weather discussions)

Telephone lines: the most frequently occurring comment during verbal discussions on the subject of telephone lines and advertising the phone number/s was that a single national number for all DNOs would not be helpful (accounting for nearly a third of all verbal comments on the subject of phone lines). As with many of the other workshops the advertising of WPD's number/s via fridge magnets, a sticker for the fuse box or meter and signage for vans were included in the frequently occurring comments.

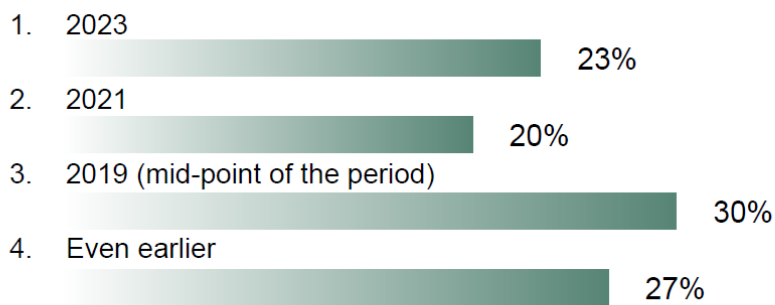
4. Electronic voting: early/accelerated delivery

Prior to the discussion workshops taking place stakeholders at the Bristol event had the opportunity to vote on the timescale for delivery of eight key outputs and the results are as follows:

Q1. When would you like to see the following output delivered by?

NETWORK RELIABILITY

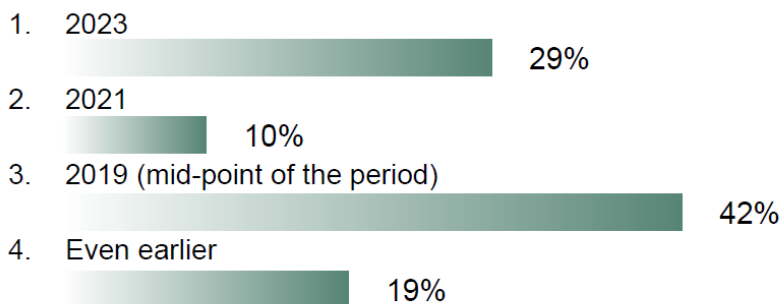
On average customers will have 13% fewer power cuts and have their electricity supplies restored 20% quicker



Q2. When would you like to see the following output delivered by?

NETWORK RELIABILITY

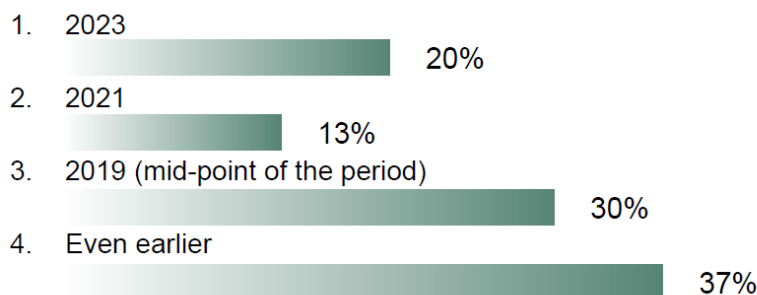
Reduce by 20% the number of customers classified as worst served



Q3. When would you like to see the following output delivered by?

NETWORK RELIABILITY

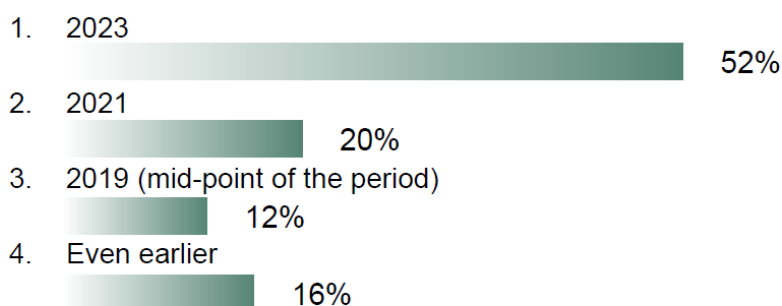
Apply flood defences to 75 substations, reducing the risk of damage to equipment and power cuts due to flooding



Q4. When would you like to see the following output delivered by?

ENVIRONMENT

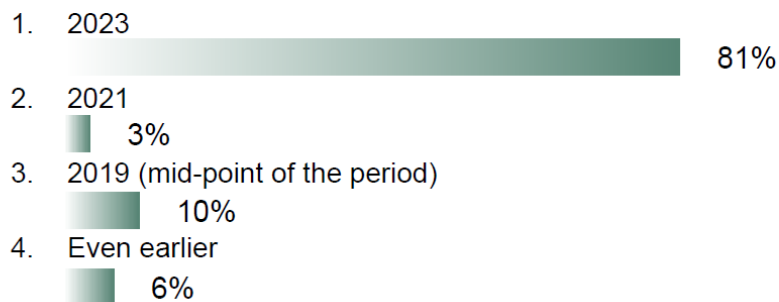
Reduce by 17% the volume of SF₆ gas that is lost from switchgear



Q5. When would you like to see the following output delivered by?

ENVIRONMENT

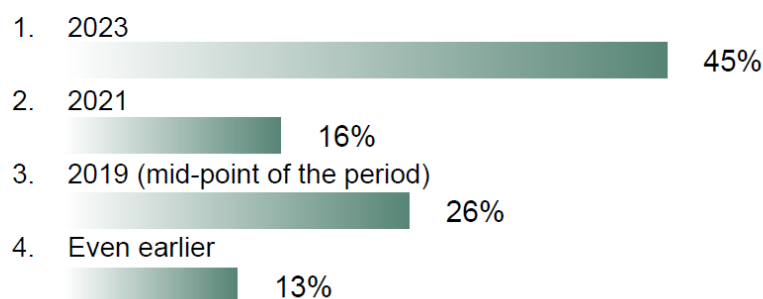
Underground 55km of overhead lines in National Parks and Areas of Outstanding Natural Beauty



Q6. When would you like to see the following output delivered by?

CONNECTIONS

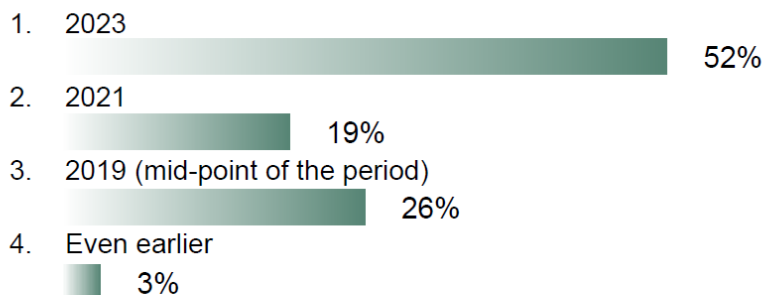
Improve the overall time to deliver a connection by 20%



Q7. When would you like to see the following output delivered by?

CUSTOMER SATISFACTION

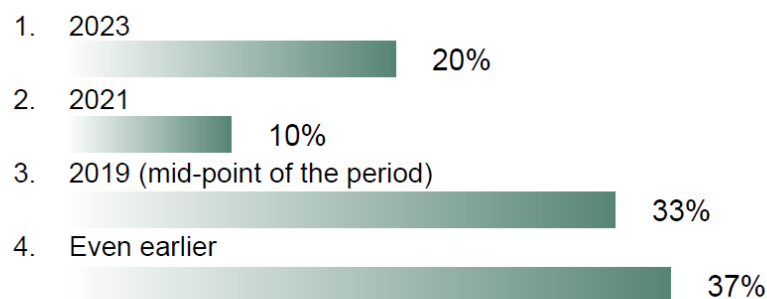
Resolve at least 70% of complaints within one day





Q8. When would you like to see the following output delivered by?

SOCIAL OBLIGATIONS

Proactively contact vulnerable customers at least once every two years to check the details on the Priority Service Register



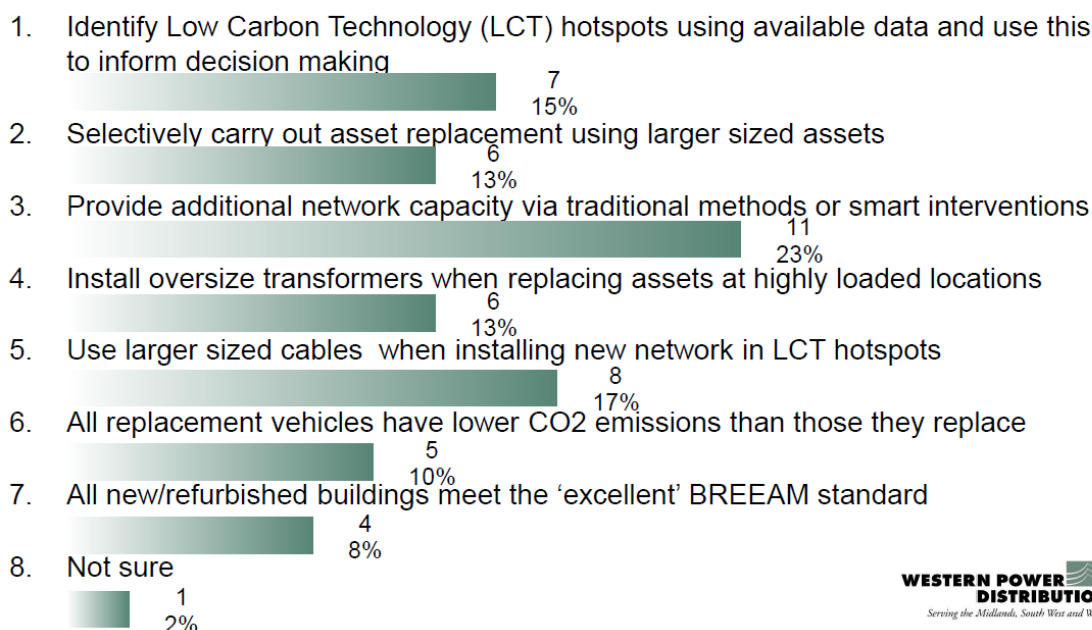
Multiple Choice Votes

- ❖ The following votes are multiple choice
- ❖ You may choose any, or all of the options shown on screen
- ❖ To make a choice, type the number into your keypad and press 
- ❖ Repeat to make multiple choices
- ❖ When you have made all your choices press the  key to send
- ❖ If you wish to change your mind you can revote
- ❖ For example, to select items 3, 5 & 7 your screen should look like this...



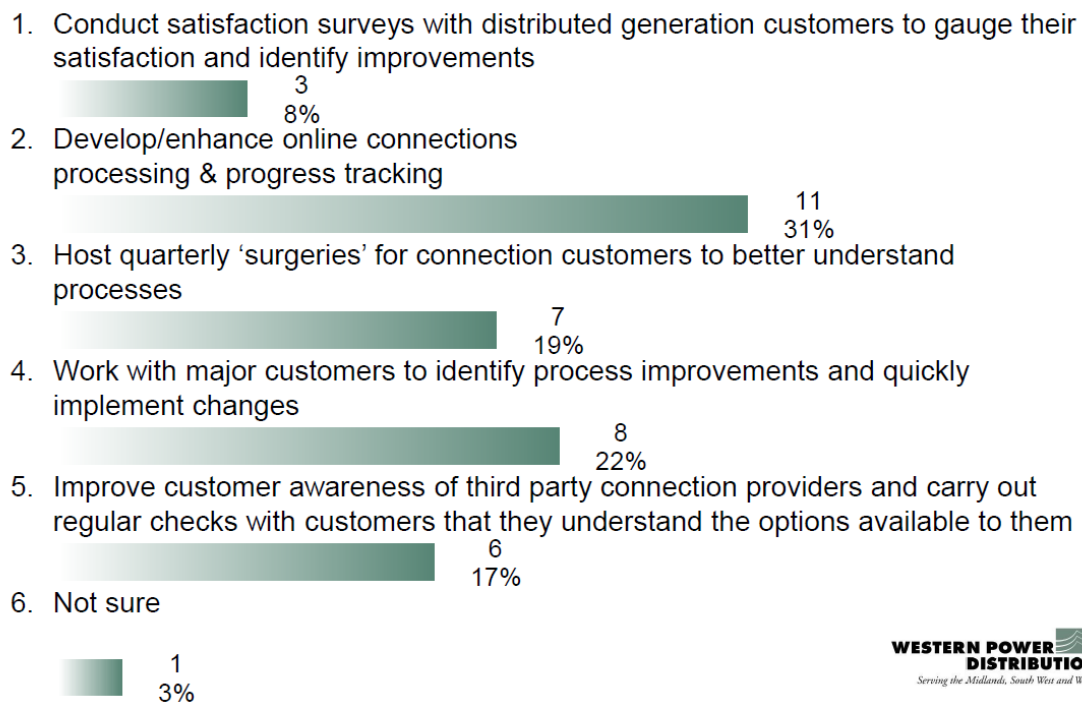
...then press  to send

Q9. Of the following environment outputs are there any you feel strongly WPD should deliver early?

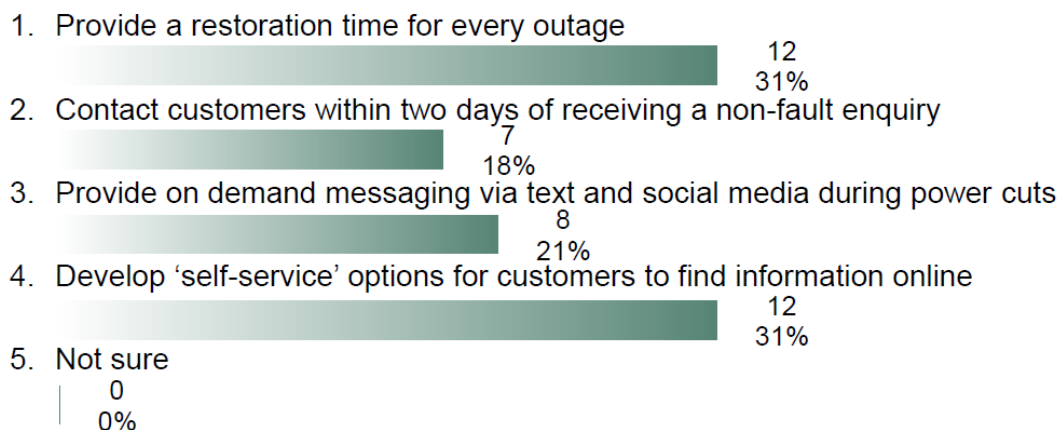


**WESTERN POWER
DISTRIBUTION**
Serving the Midlands, South West and Wales

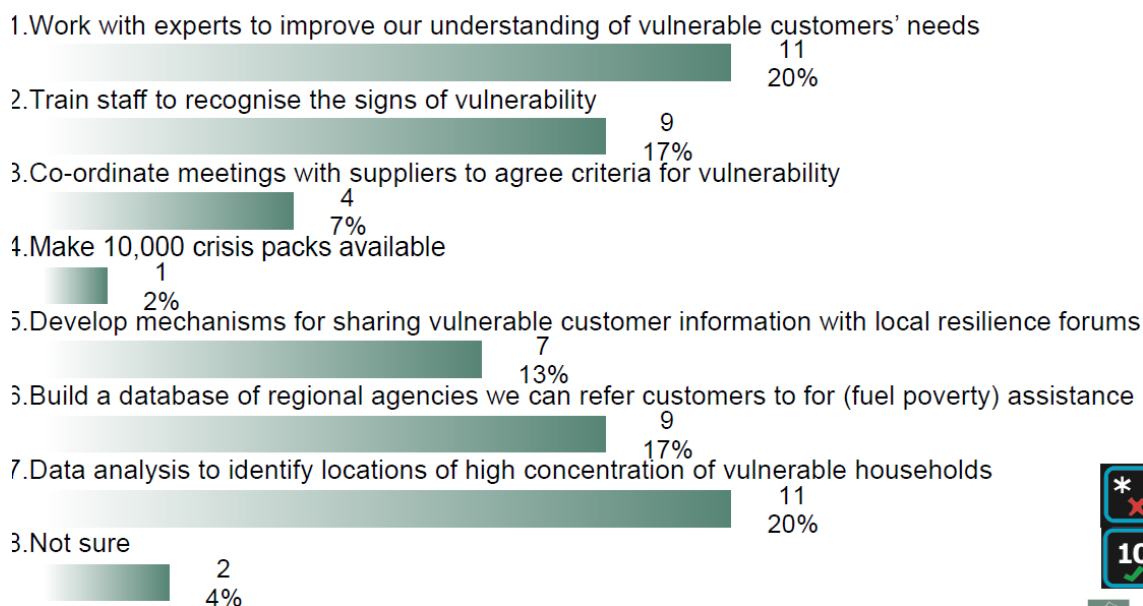
Q10. Of the following connections outputs are there any you feel strongly WPD should deliver early?



Q11. Of the following customer satisfaction outputs are there any you feel strongly WPD should deliver early?



Q12. Of the following **social obligations** outputs are there any you feel strongly WPD should deliver early?



**WESTERN POWER
DISTRIBUTION**
Serving the Midlands, South West and Wales

5. Workshop discussions 1: early/accelerated delivery

5.1. Q1: Attendees were asked to explain why they had chosen to attend the workshops and what they hoped to get out of the workshops

Table 1

- A parish councillor states that this is his / her third time attending a WPD workshop
- A stakeholder explains that s/he has worked as a chartered engineer as well as being on the WPD Consumer Panel
- A parish councillor says that s/he has attended these workshops twice and has interest in consumer issues
- A borough or district or county councillor explains that s/he has attended these workshops once before
- A university academic states that s/he has an interest in low carbon technology, network and innovations

Table 2

- No specific reasons for attendance were given but attendees were from a wide range of organisations including from the charity sector, parish councils, a developer representative and energy sector representative

Table 3

- A connections representative commented that there are some key issues in the WPD business plan – the time to connect and the cost of connections – that his / her organization were interested in. S/he continued that the capacity of the network to absorb new connections in his / her region has become 'saturated' in the last few years, despite there being the potential for more renewable generation
- A stakeholder commented that s/he was here on behalf of an organization that seeks to inform others about the benefits of electricity storage. S/he was particularly interested in a WPD pilot in which electricity generated from solar panels on the roofs of houses is stored in batteries
- A business customer representative answered that s/he had come to hear more about how WPD was making use of low carbon technology, particularly how technology could be used to facilitate load shedding, so that the network would not experience quite such volatile peaks and troughs

- A council officer stated that s/he was interested in how WPD could help to achieve renewable energy targets. S/he continued that 20,000 homes needed to be built by 2026, and that s/he was interested to hear how the network would be able to accommodate this
- A stakeholder said that s/he was interested in the social obligations side of the WPD business plan

Table 4

- Introduction from a councillor who said his / her background was in engineering and s/he had been to two previous WPD workshop sessions
- An environmental representative introduced himself / herself and mentioned that s/he was interested in fuel poverty and energy efficiency, s/he stated that they support a number of community groups and had an interest in community energy generation
- A councillor with an electrical engineering background introduced himself
- Introduction from a representative from an academic institution who was interested in WPD's forward planning and also partnership work for university research
- Two WPD representatives on the table who told the group that they were there to answer any questions

Table 5

- No specific discussions

Table 6

- A local authority/council officer said that it is natural to want to bring these items forward but wondered what is going to suffer because this accelerated delivery
- A councillor felt that should the standardised payments come forward that would be unnecessary expenditure

5.2. Q2. Of the 8 key outputs highlighted in the WPD presentation, when would you like to see them delivered? By 2023 as planned? By 2021, by 2019 (mid point) or even earlier?

Table 1

- A stakeholder points out that when s/he started on the WPD Consumer Panel s/he was very cynical but now asks whether a company really can be this good, s/he has been very impressed and has written to Ofgem to say so
- A WPD representative thanks the stakeholder for his / her letter which has been received and appreciated

- A stakeholder explains that s/he lives very close to the floods in Somerset and questioned whether local storage in this area was being looked at?
- A WPD representative responds to this query
- A stakeholder queried whether undergrounding lines has an effect on network reliability
- A WPD representative explains that the length of line we are undergrounding are so modest that no difference is made to reliability but they may do after we have done more
- A borough or district or county councillor was of the view that substations should be upgraded for flooding quickly, s/he also expressed concern over the remote control aspect of operating which could lead to risks of cyber activity
- A WPD representative explained that DECC asked the CIA to hack our system and they couldn't do it and we won an award so it is very secure
- A borough or district or county councillor asks if WPD are prepared for solar flares
- A WPD representative explains that we have a system that allows us to operate strategies remotely in order to respond to these events

Table 2

Reliability

- A stakeholder commented that this output should definitely be brought forward. Improving customer outages would be 'a win'
- A parish councillor suggested it depends if supplier equipment is up to standard
- A developer proposed WPD needs to make sure supply is continuous and there is confidence in supply
- Another stakeholder believed that the reliability of the network is the key purpose of the DNO. S/he suggested it is also important to safeguard against flooding as that impacts on reliability
- A charity representative said his / her gut reaction would be to bring things forward, but there would then be a trade-off e.g. social obligation
- A WPD representative outlined that there isn't necessarily a trade-off, but they need to be flexible and mindful of unplanned events
- A stakeholder asked if there is more bad weather, would planned programmes slip?
- Another stakeholder said WPD's comparative performance to the other DNOs is good
- The chair asked, looking at worst served customers, should this be a priority?
- A stakeholder commented that it's quite a small number

- A parish councillor asked where these customers are based; s/he felt although they were a minority they are still important
- A charity representative felt we should be looking at these customers; although it may be small number, they may be vulnerable
- A developer, based in Cornwall, shared that the perception is the supply isn't as reliable in this county; so it's back to confidence in the network

Environmental

- The chair asked about the 17% reduction in SF6 gas lost from switchgear and if this is a priority
- A parish council suggested climate change is an issue so we shouldn't add to it
- A stakeholder said they would need to look at the facts and amounts; s/he asked how much there actually was e.g. how many cars worth of carbon equivalent, as the impact
- A stakeholder suggested the best thing to do is carry on with the programme
- The chair raised the output about undergrounding cables
- A WPD representative outlined the process for undergrounding and how there are a number of issues that draw out the process, particularly as they are working with other stakeholders
- A developer thought the environmental lobby was very strong and impact on visual amenity is a big issue. But the priorities should be security of supply; this isn't a priority, but is important in terms of showing people we're not decimating the countryside and we are putting something back. S/he said it would great for them to be able to say some of the money they have paid WPD goes towards undergrounding cables
- A parish council asked if there is a resilience benefit to undergrounding
- A WPD representative said there is, but the cost of repair can be a lot higher
- A stakeholder felt it was a trade-off: people are pleased to see it happening as it makes a big difference, but there is a cost

Connections

- A developer stated for them it is a priority. S/he acknowledged WPD connections have improved in the last five years, but for them to be profitable and take advantage of government subsidies, they – as developers – need to act quickly; unlike the more traditional power generators such as nuclear and fuel. Speed and certainly are both important
- A WPD representative explained they are looking to improve the time to quote, and also improve the process to allow for timely delivery; so they need to be more flexible

with their internal programmes to accommodate the connections. S/he also raised that the demand from developers can peak and trough e.g. when there are tariff changes

Customer Satisfaction

- A stakeholder asked how achievable this output is (resolving at least 70% of complaints within one day)

Social Obligations

- A charity representative outlined that they deal with people who are in fuel poverty and are in debt to the energy companies, and thought it should be more than checking vulnerable people's details and asked WPD to explain more about what it is doing
- A WPD representative outlined what this programme involved and highlighted the afternoon workshop

Table 3

- A business customer representative asked if the target for reducing power cuts improved planned as well as unplanned outages
- A WPD representative answered that Ofgem includes planned power cuts in the target, but at half the value of unplanned cuts
- A connections representative commented that his / her organization has '*one large connection in Cornwall that required a significant reinforcement of the network recently, and that it took almost a year to book an outage to complete this work*'. S/he continued that this outage may have affected homes
- A WPD representative replied that this planned outage would not have overly affected homes
- A county councillor stated that s/he was most concerned about outputs number two (a 20% reduction in the worst served customers) and eight (contacting people on the Priority Service Register every two years). S/he continued that even planned outages can be serious for vulnerable customers, because they may cause medical difficulties. S/he also commented that s/he was looking to see outputs number two and eight delivered early
- A connections representative stated '*my priority is the speed and cost of connections*' – output number eight. S/he commented that reducing connection times would allow more generation which would in turn help to improve other outputs, particularly in regard to network performance
- A county councillor asked if stakeholders were supposed to take the cost of outputs into their consideration
- A WPD representative responded that the workshop was about prioritizing some outputs over others

- A connections representative replied that the *'cause of power cuts over the next three to five years would be different from the previous three to five, as the network is close to capacity'*. S/he continued that an increase in distributed generation would solve the problems associated with the current constraints in central generation
- A WPD representative explained that when people go off supply it is generally an issue with the network rather than generation
- A county councillor commented that s/he was not *'the greatest champion'* of renewable energy as there are issues over reliability. S/he also stated that output number six is about reducing the time it takes to provide connections, rather than providing more connections. S/he continued to say that output number six may not have any effect on power outages, and that output number two may be more effective in this regard.
- A connections representative replied that reducing the time taken to install new connections would result in more connections in total, because more could be done in less time. *'If WPD were to invest in output number six it would be possible to manage more connections'*
- A business customer representative stated that if WPD wishes to focus on improving network resilience, then outputs number three, four and five are the most appropriate. If overhead lines were undergrounded the network would be less vulnerable to storms and other severe weather episodes
- WPD explained that the undergrounding of overhead lines would not affect network resilience
- A business customer representative asked if leaking SF6 gas impacts upon network performance
- A WPD representative explained that the gas would have to leak completely for it to affect the network
- A business customer representative asked what proportion of network outages are related to coastal, river and surface water flooding
- A WPD answered that historically it has not been a high proportion of network outages
- A business customer representative asked how WPD would go about protecting substations from flooding
- A WPD representative explained how appropriate substations would be identified
- The table expressed mixed views about bringing forward flood defences for substations
- A business customer representative commented that the flood stations that have been identified as at risk of flooding may change
- A county councillor expressed scepticism in regard to the accuracy of the Environment Agency's flood risk data

- A connections representative asked if bringing forward flood protection would take resources from other outputs
- A WPD representative explained that it is not necessarily a question of finance, and that prioritizing certain outputs would not impact on central design teams
- A stakeholder stated that resilience is the important issue. The greatest value lies in ensuring that the network is reliable and resilient. Output numbers two and three are therefore the most important

Table 4

- A councillor suggested that WPD should think about increasing its PR. S/he went on to observe the workshop is distribution oriented and in his personal view distribution is not that high on his / her agenda. S/he pointed out that the local community do not see the difference between National Grid and WPD. S/he also commented that all *'the small jobs'* referring to the eight outputs should be moved forward giving the example that all substations should be protected against flooding this year
- The issue of customers living in rural areas who experience power shortages more often than others was raised by an environmental representative who said *'my perception is that someone who's getting multiple power failure is more affected than someone who gets them once in every 3 years. If you sorted it out for the regularly suffering clients; does it help you to meet your targets?'* A WPD representative responded that it does not have a significant impact on targets as it is a relatively small number of customers affected
- A representative from an academic institution asked about the business plan in regards to the costs of the eight outputs and the ability to achieve these outputs at an earlier stage. A WPD representative explained that the workshops were part of the business plan process in terms of identifying outputs that stakeholders feel WPD should focus on, *'but clearly there is finite resources so we cannot do everything straight away'*.
- A councillor wanted WPD to look at the outputs as a long term programme and provided the example that the environment is currently a major issue right now and wanted to see WPD with *'a theme to buffer the impact of the organisation on the environment'*. S/he clarified that in terms of network resilience this work needs to be brought forward given the severe weather issues at the moment and this will help remote, rural customers
- On underground cabling a councillor felt it would be a mistake to restrict it to national parks and AONBs as in his local authority the criticism of over ground cabling is in areas that are not in national parks or AONBs. S/he wanted to see underground cabling in areas where there were new housing developments. A WPD representative explained that it only received funding for underground cabling for national parks and AONBs. A councillor suggested that WPD should be lobbying Ofgem to get this situation changed
- The conversation moved back to network resilience in regards to worst served customers, a councillor said *'I'd imagine people who live at the end of the very rural areas are struggling so you can't say to them the solution is in your own hands'*

- A GIC representative moved the topic on to renewables and asked if rural communities should be encouraging the use of renewables to help improve network resilience. A councillor commented that renewables in some cases were probably not viable as rural communities can not afford them. A WPD representative agreed the cost is very high and planning permission can be difficult
- An environmental representative discussed output eight and the importance of improving the priority service register. S/he gave the example of his / her mother who is among the worst affected WPD customers but appreciates the regular surveys , WPD's contact with her and she's also asked about her needs
- On output eight a councillor said there is a wider point that it was very important for WPD to maintain correct data on the register as well as being able to identify customers who were vulnerable for specific reasons

Table 5

- A parish councillor said that the bad weather has resulted in his / her village experiencing different impacts and *'different connection problems as it seems that different parts of the village still have a connection and others don't'*
- A parish councillor commented saying that *'it is highly important for people who have young children and people who rely on medical equipment and a strong power supply'*
- A energy / utility company stated that *'many of these points are interrelated and that it seems that some can be pushed more to the bottom end, at the end of the day keeping people connected is the most important thing'*
- A energy / utility company made the point that *'if we are looking from a high level perspective as much as reaction actions are essential it is surely more beneficial to fast track the preventative measures personally I would like to see the focus on preventing'*
- A parish councillor mentioned the fact that there are no longer any local phone boxes and this makes it difficult when the public and especially the elderly have when trying to get in touch with help when power has gone down. He/she also asks the question of how and what is the best way to get hold of WPD and get the connection back on. He/she then asks if there is or could be a trigger that can be sent back to notify WPD. Having the intelligence to see what is happening and being aware of when the network has gone down in certain areas with an overall aim to make the response quicker. There are quite a few ways to get the message back but finding the most effective one is key to improving the service of WPD and the connection

Worse served customer

- A parish councillors himself said that he would consider himself as being someone who is a worse served customer(ish) he/she said that *'it was more so two years ago as the service has improved, however the connection failures do cause some inconvenience still'*

- A parish councillor agrees with the other parish councillor that *'the worst served should be a priority'*
- A parish councillor made the point that *'if larger substations are damaged then it is very important to get them fixed as it will impact many people'*
- A energy / utility company said that *'substations do actually need to be constantly reviewed'*
- A energy / utility company had a suggestion of maybe moving these substations as surely it is the best way to prevent damage from flooding

Table 6

- A business customer representative insisted that from a business stance the reliability of supply should be accelerated. This view was shared by an academic
- A local authority/council officer wondered if the recent weather has been factored in when deciding plans on flood defences
- An academic said that the reduction of customers supplied classified as worst served and the resolving of complaints within 24 hours should be prioritised but wondered if there is a target outside of 24 hours
- An academic would like to see a tiered approach to resolving the complaints problem
- A business customer representative felt that the reduction of SF6 should be prioritised due to its potency
- A local authority/council officer disagreed, saying that the SF6 shouldn't be a priority as there are far worse things affecting the environment. He/she however is glad it is on the list, but it shouldn't be a priority
- A local authority/council officer felt that the undergrounding of lines should be done anywhere rural rather than specifically national parks. He/she argued that wind farms are spoiling scenery more than lines
- A councillor reckoned that there is a case for accelerating as the exposed nature of the area leads to power outages
- A business customer representative stated that the improvement in connection delivery should be a priority *'from a business perspective'*
- A local authority/council officer said the issue lies in the developer providing a good amount of notice. An academic agreed but *'worries about the standards'* of the service
- There was widespread agreement that the targets for resolving customer complaints in one day are perfectly reasonable as they are

- A local authority/council officer insisted that there needs to be clear definition of a complaint
- A local authority/council officer wondered about the definition of vulnerable. He/she sais *'is there still a degree of self-identification?'*
- A local authority/council officer suggested that in rural areas, people are more vulnerable as they may not have gas and the infrastructure is more vulnerable

5.3. Q3. Has WPD picked the right outputs to discuss possibly accelerating the delivery of? Do you agree with WPD's approach? Do you agree with their proposed outputs?

Table 1

- A borough or district or county councillor questioned whether the PSR is more important than cutting the time of power cuts or not
- A parish councillor queried whether the PSR can be prioritised
- A WPD representative explained that they WPD know the people who are medically effected
- A parish councillor commented that the PSR must vary rapidly, and is of the view that dairy farmers should be protected in terms of milking
- A parish councillor queried whether remote controlling would lead to less employment
- A borough or district or county councillor explains that after the recent storms WPD's response was very good, s/he was just concerned about man power
- A parish councillor points out that a key point within your organisation is trust within the company; if staff feel that they are trusted then they will go further than their job description

Table 2

- General agreement

Table 3

- A connections representative remarked that WPD should think about prioritizing *'the development of new technology and smart meters, although cooperation with other DNOs would be required'*. New technology may have positive knock on effects in terms of fuel poverty and social obligations
- A stakeholder explains that technological development is incentivized to some degree
- A county councillor commented that more and more, large providers of housing are fitting solar panels on new developments

- A connections representative added that every new development legally requires 10% renewable generation
- A county councillor responded that developers are going beyond what is required legally, and that s/he was aware of solar panel roofing tiles being installed on houses. S/he suggested that WPD consider the implications of this
- A business customer representative asked if there is a highlighted output in relation to electricity storage
- A WPD representative replied that there was not, and suggested that the stakeholder attend the innovation surgery
- A business customer representative replied that renewable energy storage could be a potential output number nine
- A connections representative stated that s/he would like to see increased volumes of oversized transformers and low carbon technology in order to reduce technical losses
- A council officer asked why the target for reducing the carbon footprint of WPD was only 5%. S/he suggested that WPD prioritize this output
- A WPD representative observed that more could be done on this issue
- A business customer representative asked if the carbon footprint reduction target was 5% per annum or 5% over the business period
- A WPD representative replied that it was 5% to 2023, from present base levels
- The table reached a consensus that more could be done on this issue
- A county councillor stated that s/he is not convinced by man made global warming, but that it is in a business interest to reduce waste. S/he continued that only contacting vulnerable customers on the Priority Service Register every two years could '*prove to be catastrophic*'
- A connections representative asked if there is a carbon dioxide replacement for SF6 gas
- WPD representative responded that vehicle and electricity use contributed more to WPD's carbon footprint than SF6 gas
- A council officer reiterated that s/he wished to see the 5% carbon footprint reduction target made more ambitious
- A business customer representative asked how WPD's performance on SF6 gas compares to its competitors

Table 4

- No comment

Table 5

Underground lines

- An environmental representative highlighted the fact that he/she is very thankful of WPD contribution to putting lines underground in aesthetically pleasing areas of the county. The effort has been put into many areas especially ones that relies on tourism for example where the look of the area is of course very important
- A parish councillor agreed with the environmental representative that it is nice to see more undergrounding happening but highlights the point that it would of course have to *'depend on the cost'*
- A parish councillor said that *'there are still may sections that aren't underground but it is starting to going in the right direction'*
- A energy / utility company states that it is important to understand the positives and negatives as going underground may help with damage from flooding and bad winds for example which may in turn increase the effectiveness of the going underground. As far as s/he understands *'it is about finding the balance and of course the debate about how many people benefit'*
- A energy / utility company highlights the point that *'going underground may actually take longer to solve any problems as you need to dig up, especially if there was flooding'*
- A parish councillor asks *'how much more expensive is it?'*

SF6 gas

- A parish councillor asks if that *'is removing the SF6 gas?'*
- An environmental representative states that *'I find it hard to visualise the damage that the gas does and the impact it has on the environment'*
- A energy / utility company highlights that *'it lasts for thousands of years in the O Zone layer'*
- A energy / utility company says that *'it is a safer type of switch gear and it is much better'*
- A energy / utility company wants to know what 17% actually is and within what context
- A energy / utility company states that *'in the long term it is a high priority however maybe not overly important to WPD'*
- A energy / utility company states that *'it depends on the voltage level and there are alternatives, however you can't buy them'*

Connections

- An energy / utility company said that *'to connect wind turbines it costs over quarter of a million. In smaller schemes that could act as a disincentive to community projects. Unless there is a way to look at the cost to make it more of an incentive. It is cost related to different parts of the system and streamlining the process to cut costs'*

Reducing complaints

- A parish councillor says that *'a lot of people aren't around in the day so it really needs to be fixed on how many calls can be fixed and sorted out immediately as I imagine quite a few get solved quickly'*
- A parish councillor states that *'the danger of setting an unrealistic targets will result in cases being closed that are not solved and you don't want to patronise the customers either'*

Vulnerable customers

- A energy / utility company said that *'with vulnerable people there is an issue on how to communicate as people are moving location all the time so it is hard to keep up. Shouldn't it be the responsibility of WPD to make sure the information is collected someway'*
- An energy / utility company asks *'how do you make customers aware of that?'*
- A parish councillor asks *'if there is a mechanism whereas myself as a parish councillor will be able to notify WPD about who is vulnerable, that could be a good way'*
- A energy / utility company said that *'call systems do work but they do have their problems'*
- A energy / utility company said that powering up and charging spare batteries for vulnerable people to use in situations like a power cut should be obvious especially if they rely on a power supply
- A parish councillor said that *'WPD should find someway to engage and have a better communication with other organisations'*

Table 6

- A councillor said that WPD are doing the right things to remain the most effective distributor in the country
- A local authority/council officer would like to know how the DNOs introduce themselves to the customers

5.4. Q4. Which other outputs would you like to see delivered early?

Table 1

- No further comments

Table 2

- No further comments

Table 3

- No further comments

Table 4

- A GIC representative brought up the outputs that were marked in the blue boxes and a WPD representative stated that those with a tick in the boxes had already begun
- A councillor in regard to the reduction of the carbon footprint of the business said *'Not solely for low carbon technologies... if you have money to spend on it, you should be spending it on other things'*
- On CO2 targets a representative from an academic institution commented that *'I find that ultimately it's the government who decides about it. So whether earlier delivery would help you or not it's not entirely your decision'*. S/he agreed with the GIC representative that it may be an added value asset in terms of corporate social responsibility
- An environmental representative pondered why replacing end of life equipment programme had not been brought forward earlier. S/he also mentioned installing over-sized transformers would be future-proofing and this should also be brought forward. A WPD representative responded that there were cost issues involved
- On communication with customers a councillor said *'I think you should focus on improving communications with customers. Just let it happen, don't wait till 2015 to say we're going to start now. Just do it.'*
- An environmental representative pointed out that s/he believed that output seven resolving 70% of complaints should be achieved through other outputs

Table 5

- No suggestions

Table 6

- No suggestions

5.5. Q.5. Foam board workshop session:

For this discussion workshop Chairs placed an A2 foam board on their table which contained a list the potential early delivery outputs and four delivery date options (2023, 2021, 2019 or even earlier). Chairs then gathered the consensus view from the table on the outputs and delivery dates. To set the context of the following question a picture of the foam board is shown below:

Top 8 outputs identified, which to accelerate?		By 2023 (as planned)	By 2021	By 2019 (mid-point)	Even earlier
NETWORK RELIABILITY	1. Improved quality of supply - 13% fewer power cuts, 20% quicker restoration				
	2. 20% reduction in 'worst served' customers				
	3. Apply flood defences to 75 substations				
ENVIRONMENT	4. 17% reduction in SF6 (greenhouse gas) losses from switchgear				
	5. Underground 55km of overhead lines in National Parks and AONBs				
CONNECTIONS	6. 20% improvement in the overall time to provide a connection				
CUSTOMER SATISFACTION	7. Resolve 70% of complaints within one day				
SOCIAL OBLIGATIONS	8. Proactively contact vulnerable customers on the Priority Service Register at least once every 2 years to check their details				
Delivery timescale		By 2023 (as planned)	By 2021	By 2019 (mid-point)	Even earlier

Table 1

The board results were:

- Output 1: By 2019
- Output 2: By 2019

- Output 3: no feedback
- Output 4: By 2023
- Output 5: By 2023 (as planned)
- Output 6: By 2023 (as planned)
- Output 7: By 2023 (as planned)
- Output 8: no feedback

Table 2

The board results were:

- Output 1: Even earlier
- Output 2: By 2019
- Output 3: By 2019
- Output 4: By 2023 (as planned)
- Output 5: By 2023 (as planned)
- Output 6: By 2019
- Output 7: By 2023 (as planned)
- Output 8: By 2019

Table 3

The board results were:

- Output 1: by 2019
- Output 2: by 2019
- Output 3: by 2023
- A connections representative commented that the flood defences programme would lie in a framework affected by third parties. S/he also asked what it would take to reduce SF6 gas losses
- A WPD representative explained that predominantly it would require asset replacement
- Output 4: by 2023

- Output 5: by 2023
- Output 6: Even earlier
- A connections representative stated that output six would bring net benefits for other areas of the network
- Output 7: by 2023
- A stakeholder commented that WPD was already close to its target for resolving 70% of complaints within one day
- Output 8: by 2019 / 'even earlier'
- A connection representative asked what it would take to achieve the output number eight target
- A WPD representative explained that it take more resources in terms of staff

Table 4

The board results were:

- Output 1: By 2021
- Output 2: Even earlier
- Output 3: Even earlier
- Output 4: By 2021
- Output 5: By 2023 (as planned)
- Output 6: By 2023 (as planned)
- Output 7: By 2023 (as planned)
- Output 8: By 2021

Table 5

The board results were:

- Output 1: By 2023 (as planned)
- Output 2: By 2021
- Output 3: Even earlier
- Output 4: By 2023 (as planned)

- Output 5: By 2021/2019
- Output 6: By 2023 (as planned)
- Output 7: By 2023 (as planned)
- Output 8: By 2023 (as planned)

Table 6

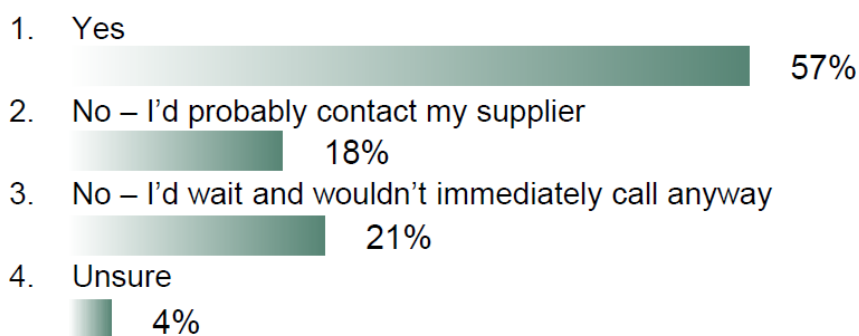
The board results were:

- Output 1: Even earlier
- Output 2: Even earlier
- Output 3: By 2023 (as planned)
- Output 4: By 2023 (as planned)
- Output 5: By 2023 (as planned)
- Output 6: By 2023 (as planned)
- Output 7: By 2021
- Output 8: Even earlier

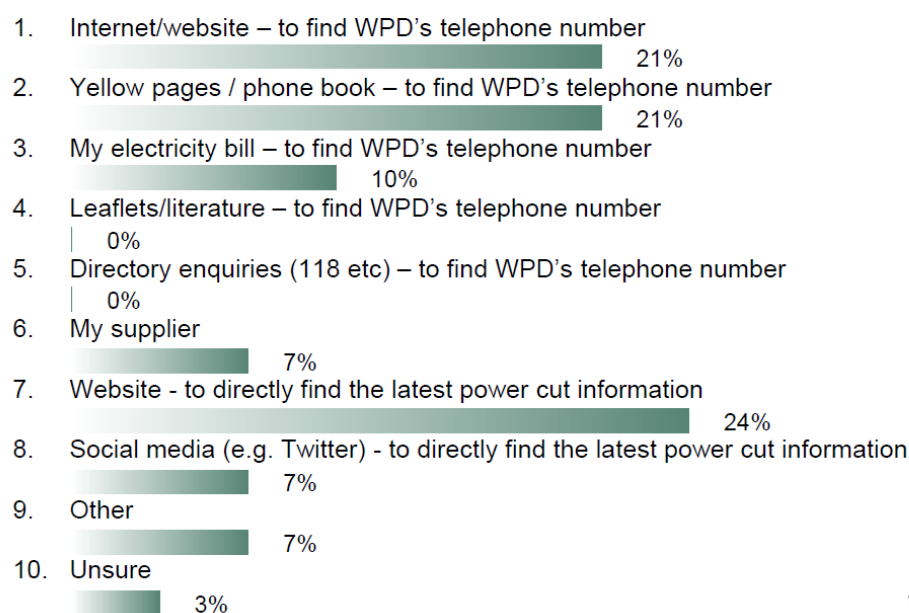
6. Electronic voting: WPD's severe weather proposals

Prior to the discussion workshops taking place stakeholders at the Bristol event had the opportunity to vote on a number of questions relating to severe weather and the results were as follows:

Q13. Would you know that you needed to contact your DNO during a power cut?

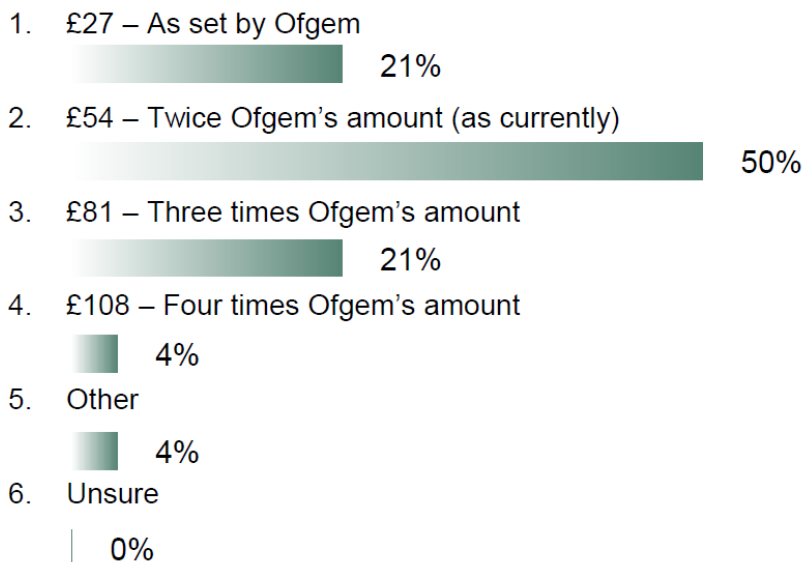


Q14. Where would you most likely look for information during a power cut?

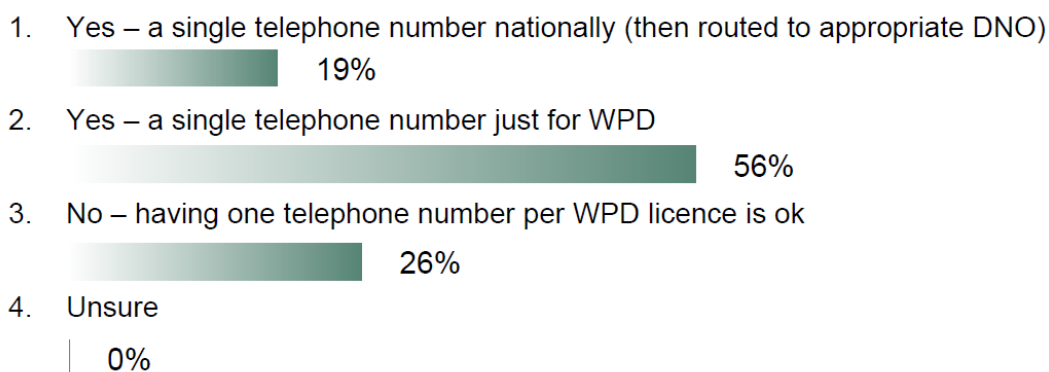


The following questions were asked after the discussion workshops on severe weather:





Q15. What is the appropriate level of guaranteed standards payments to customers during severe weather over Christmas periods?



Q16. Should WPD introduce a single emergency telephone number?



Q17. Should WPD provide advanced event notifications to all stakeholders?

1. Yes – send to every stakeholder contact automatically
 30%
2. Yes – but send only to stakeholders who choose to opt-in
 44%
3. No – just keep sending to significant stakeholders (i.e. emergency resilience stakeholders, DECC, Ofgem, media)
 19%
4. Unsure
 7%

7. Workshop discussions 2: WPD's severe weather proposals

7.1. Q.1. What are your overall reflections on WPD's performance?

Table 1

- A parish councillor questioned: how do you use a website if you don't have power?
- A WPD representative explained that many people can use smart phones
- A borough or district or county councillor commented that someone once left a card for him / her with WPD's number which is now kept safely
- A parish councillor is of the view that contact between resilience forums is important, having more contact with WPD would be very beneficial for everyone, people lose their confidence in companies when they feel that they have been left alone, as resilience teams we are there to contact people

Table 2

- A charity representative was a little sceptical and asked what is it WPD do to be better than everyone else?
- WPD explained it's down to company culture, with a focus on customer service and ensuring supply. Everything is geared around making customers happy. It's a simple message/philosophy that's portrayed to all staff. S/he explained they also have good systems. S/he also outlined they have local teams using local people who know the area, rather than a centralised model, and they are not contractors so they are loyal to the organisation
- A charity representative felt the work WPD is doing with vulnerable customers is really good e.g. not just calling customers but talking to them about issues
- A stakeholder said they were astonished WPD has been so good, particularly as it's a large region

Table 3

- A stakeholder commented that WPD is performing very well
- The table reaches a consensus that WPD's performance is very good
- A county councillor commented that s/he has worked with WPD for a number of years, and that during that period s/he has only ever had one issue with the organization. S/he continued that the response from WPD to constituents in his / her area has also been very good.

- A business customer representative responded that his / her organization does not get much notice for planned power outages, which can often be very disruptive. More consultation is needed to identify appropriate times for planned outages

Table 4

- Giving an example of a transformer which '*blew up*' in Dorset an environmental representative said *'I was a bit surprised that during the changeover the service was off for 8 hours... but fair enough, it was very windy in the area, trees were falling down... you need to look after the safety of your workers and some weren't allowed to go which was the right thing to do. But communications-wise it was fantastic, really good service'*. A WPD representative confirmed there was a clear protocol for health and safety and the training level for every region is the same
- A councillor observed that WPD cannot win in terms of service versus health and safety
- An environmental representative who lived in the centre of Bristol said there had been no disruption and everything was good, however his / her mother was a vulnerable customer in an area that experienced power outages and she was aware of WPD's number
- A representative from an academic institution commented that compensation pay over Christmas should be greater as it impacts lifestyle
- An environmental representative pointed out that as so few customers went without power for over 24 hours *'why not give them compensation'*

Table 5

- A energy / utility company states how he/she thinks that it is *'absolutely wonderful and very impressive however the poor guy who isn't connected is obviously not going to have the same view'*
- A parish councillor responds in saying that *'unless you have experienced a power cut it is difficult to really understand and it will be something people brush off as it won't affect them'*
- A energy / utility company stated that s/he had a 5 min wait on the phone with another company and that it was somewhat *'infuriating'*
- A parish councillor said that *'we all know water and electricity do not mix so in some situations it is good there is no power'*

Table 6

- A local authority/council officer suggested that internet is not available to most in a power cut
- A local authority/council officer said that the extent of the work WPD do compared to other DNOs is *'surprising'*

- A councillor agreed that the proven performance of WPD is impressive
- A local authority/council officer and WPD discussed the sharing of resources between DNOs

7.2. Q.2. How do you think we could improve our preparedness?

Table 1

- A stakeholder stated that the fundamental problem is that people don't know the number to call WPD on, s/he comments that their vans are everywhere but they are just part of the landscape
- A WPD representative informs stakeholders about their an annual publication 'Power For Life' which has been sent to people's homes
- A borough or district or county councillor explains that it most likely goes through the door with all the other leaflets so it won't get looked at

Table 2

- No comments were made

Table 3

- No comments were made

Table 4

- The tree cutting programme was raised by a councillor who felt it had been a priority at last year's workshop but appeared to have disappeared this year. A WPD representative confirmed that the tree cutting programme had been accelerated as a direct result from last year's workshop
- A query about the 11kv system was raised by a councillor who wondered how WPD know it has lost supply and how this links to automated response system. A WPD representative replied that the visibility of what happens on network decreases as it goes down to the low voltage network so at the low voltage WPD is dependent on customers phoning them. The WPD representative also confirmed that it has an automated system that uses tailored messaging
- A representative from an academic institution observed that in extreme conditions '*man power is vital and it is important to share resources*'. A WPD representative confirmed that the industry had arrangements to share with other DNOs and that it has provided resources and equipment to other DNOs in the past

Table 5

- No suggestions

Table 6

- A local authority/council officer said that the idea of improving communications is '*challenging*', particularly to those in rural areas, where people tend not to be at home in the daytime
- A local authority/council officer suggested that the EA floodline is good and easy to access

7.3. Q.3 How could we better inform customers and stakeholders/organisations?

Table 1

- A stakeholder is of the view that putting telephone numbers on WPD vans would be very useful
- A parish councillor suggests that the number should be put on the power line poles as well
- A WPD representative comments that the only potential issue is that we have thousands of poles, you need to be careful that over a period of years numbers might become invalid

Table 2

- A parish councillor said they have a resilience organisation in the parish, so the key thing is being kept informed. The best way to do this is via the parish office/clerk. Anything that could be flagged up and fed through would be good; via email or phone call, which the parish council could publish on its website e.g. weather warnings

Table 3

- A council officer stated that his / her organization had not been overly affected by the recent flooding, but that nevertheless they had emergency plans in place
- A stakeholder commented that s/he is the primary parish council contact for his / her DNO and receives stakeholder information from UK Power Networks regarding expected weather events. S/he asked if WPD is in contact with local authorities during severe weather episodes.
- A WPD representative outlined how WPD cooperates with local and national governments, and explained that advanced notification of forthcoming weather events was an issue currently under consideration
- A stakeholder commented that during severe weather episode customers may contact the local authority rather than parish councils, even though parish council are responsible for response. S/he continued that the local authority may not be good at percolating the response to other agencies

- A WPD representative outlined plans for an opt-in advanced notification service during severe weather episodes
- A stakeholder commented that many parish councils would not know what a DNO does, and that many people would contact their supplier rather than their DNO
- A county councillor stated that many parish councils suffer from a lack of information. S/he also asked how customers would access WPD's website during power cuts
- A WPD representative responded that people could access the website via their smart phones
- A county councillor responded that many people could not afford smart phones
- A WPD representative replied that WPD provides information in a variety of mediums, and that they had had feedback from stakeholders that the internet was a vital source of information for customers
- A WPD representative stated that WPD has an emergency template which could be sent out to parish councils and emergency resilience forums. It may raise WPD's presence amongst stakeholders
- A county councillor suggested that WPD send an A4 leaflet to surgeries, parish councils and other places, so that people can take information home with them
- A WPD representative asked for stakeholder's opinions on a text messaging service that would provide information to customers during outages
- A stakeholder responded that in his / her opinion, *'it would be a useful service, particularly if it was on an opt-in service and information was sent to emergency officers at parish councils'*
- A council officer asked how emergency officers would pass messages received from WPD on to members of the public
- A stakeholder suggested that a physical message be displayed in post offices

Table 4

- A councillor asked whether this can be done by mobile phone. A WPD representative commented that it only has mobile data from 10% of its customers so it is difficult to provide them with targeted information. S/he pointed out that WPD would need Ofcom's permission to get further data, but this could be achieved. An environmental representative pointed out that this would only tell you where the mobile phone was registered
- A councillor commenting on informing customers of potential electricity supply during severe weather disruption did not think it was necessary to give further information. S/he said *'Sometimes it's better not to say because it's causing concerns but the flood*

doesn't always occur. A councillor highlighted that general preparedness / advice was of greater importance

- An environmental representative suggested that in rural areas people tend to have fires and emergency supplies that customers living in urban areas might not have, but it was important to make people aware of what might not be working in a crisis i.e. telephones and internet access

Table 5

- No suggestions

Table 6

- An academic felt that the vulnerable customers should be informed when there is a chance of adverse weather. A local authority/council officer disagreed, wondering what difference this would make if people do not have a contingency plan
- A councillor took these points on board, but argued that there is no predicting when the power will cut; adverse weather or not
- A local authority/council officer said it is not obvious that the emergency number on the bill is that of the customer's DNO
- An academic suggested periodical advertising
- A local authority/council officer reckoned that a simple solution could be sending a sticker out for the fuse box

7.4. Q.4 How could WPD better advertise its emergency telephone numbers?

Table 1

- All stakeholders are against the idea of a national number being started because it would lead to a lowering in standards
- A WPD representative states that the idea is that the national number would divert the call to WPD, but the problem is that we cannot trace the location of 40 per cent of our calls
- A borough or district or county councillor was of the view that an area designated number would be best
- A stakeholder points out that the problem is when you are on the border of two DNO's and they won't know which one they are on
- A borough or district or county councillor made the suggestion that WPD could deliver free stickers to stick on the fuse box, which is the first place you go in an outage

- A stakeholder expressed the idea that there could be a sticker that goes around the dial with a hole in the middle that is fluorescent

Table 2

- A stakeholder suggested on a customer's bill
- However a charity representative pointed out people don't read their bills
- Another stakeholder suggested suppliers could post a fridge magnet

Table 3

- A stakeholder commented that a single number would be useful during power outages so that it is easy for customers to get in contact with WPD. S/he suggested that this number could be displayed on fridge magnets along with the WPD logo. S/he also stated that the internet is an insufficient medium for providing information to customers

Table 4

- A councillor questioned why this was important. A WPD representative stated that the most common reaction from customers is that they did not realise they had to call their DNO
- A representative from an academic institution suggested a national emergency number such as 111
- A WPD representative said that attendees at other workshops had suggested stickers and fridge magnets. An environmental representative suggested numbers should be on the electricity meters
- Challenging the point a councillor suggested that *'surely you want less people to ring because some just complain and won't tell you anything that you don't know already'*. A WPD representative explained that the company wanted to get more calls as it provided vital information, particularly in remote areas
- An environmental representative suggested the number could be sent out with council literature. A representative from WPD gave an example of council waste collection rotas

Table 5

- A parish councillor states that he/she themselves wouldn't be aware that they have to call WPD as most people would contact their supplier
- A energy / utility company highlights how it can be difficult to have one central number however goes on to mention that there is clearly a great value in having a national number

- A parish councillor makes the point that in today's society there are in fact a lot of bills that are now electronic and therefore having the number on a bill will makes it even more difficult to find the information
- A energy / utility company says that 'using a mobile phone to call a 0800 number then is going to cost a lot of money and people will cut off as it cost a lot of money especially if there are matters of fuel poverty so that could be something nationally to work on, getting a free number
- A parish councillor suggests that maybe a newsletter would be a highly useful way to inform the public and communities to get the message out
- An environmental representative asks if WPD would like to hear from the public as he/she would personally feel like they will be '*hassling and nagging*' the companies
- A energy / utility company questions the idea that maybe sending out a text as it can sometimes be easier to pass on information
- A parish councillor states that '*if in general you speak to someone on the phone for example your going to be more reassured and feel more relaxed as they can explain to you what is going on and in many cases make the companies aware of any difficulty they are having*'
- A parish councillor says that '*the younger generation may look at social media and technology so they can be informed that way*'

Table 6

- A local authority/council officer suggested that if there was one telephone number it would 'only be as good as the worst'
- A local authority/council officer reckoned that people do not understand that they need to inform the DNO if their power cuts. '*They usually call the supplier*'

7.5. Q.5. What do you think of the improvement actions WPD is proposing?

- Increase compensation payments to customers over Christmas periods?
- WPD has already voluntarily doubled payments in all circumstances. Should we go even further during Christmas & similar periods?
- Introduce a single emergency number (nationally or just WPD)?
- Provide advanced event notifications to all stakeholders (such as yourselves)?
- Engage even further with Local Resilience Forums, Parish Councils and communities to assist with emergency planning?

Table 1

- A borough or district or county councillor is of the opinion that there has been a fantastic performance
- A parish councillor explains that parish councils have set up the resilience forum, we have a community contact scheme where there is a rep in each road, they could be given more information and could put vulnerable people in contact with WPD
- A borough or district or county councillor agrees but also suggests potential problems, resilience is a basic form, everyone is trying to engage but small villages aren't a problem in bigger places there is less cohesiveness, we could do with help informing people, it is wrong that yesterday during the floods it was only our resilience team on the ground
- A parish councillor states that WPD have done a very good job, but unfortunately other organisations such as the environment agency have been a big part of this problem
- A stakeholder describes his / her experience in emergencies where there is a big problem with getting people to deal with each other to keep everyone informed. S/he is part of a resilience body which speaks to other charities, but all these pools of communities should be communicating, it is very frustrating, there's too much pride involved, people think that they can handle problems themselves but with major problems like this they just can't
- A borough or district or county councillor expressed his/her views on emergencies by suggesting that every emergency has different needs, in flooding you need waterproof gloves and socks, therefore it is difficult to make these packs. His / her team is looking at a constant sand bag system where people can easily come and pick them up, we are trying to be proactive, we don't want to be caught out again, central banks of sandbags, generators, wind-up torches, wind-up chargers, all these things are vital
- A parish councillor suggests that the resilience body may be better if it isn't a charity but is centralised
- A stakeholder identifies a problem of communication because of digital phones not working during power cuts
- A parish councillor explains that what people do not realise is that every mains power phones has a back-up battery power supply, but people aren't aware of it and do not know to put the batteries in, it is his / her view that long life batteries should be in these packs
- A borough or district or county councillor comments that WPD's use of satellite phones is a positive tool
- A parish councillor suggests that idea that supplied should be set higher, despite looking less attractive but it would make them more resilient to flooding emergencies

Table 2

- Increase compensation payments to customers over Christmas periods?
- The charity representative asked about the Select Committee and whether WPD was represented, and if they took anything away from it
- The WPD representative said compensation payments were discussed

Introduce a single emergency number (nationally or just WPD)?

- A charity representative asked whether it would make a difference for WPD to have just one number as dialling any of the four numbers would work
- A stakeholder suggested it's an issue that people don't know who their DNO is; this needs to be communicated e.g. on the bill
- The charity representative agreed people aren't aware of their DNO

Provide advanced event notifications to all stakeholders

- Engage even further with Local Resilience Forums, Parish Councils and communities to assist with emergency planning?

Table 3

- A business customer commented that WPD should go further for compensation payments over the Christmas period
- A stakeholder stated that perhaps compensation over the Christmas period should be increased, but that if someone is not at home should they be receiving compensation. S/he continued to say that it may prove difficult to identify who is entitled to compensation
- A WPD representative answered that any compensation would have to be paid on a blanket basis
- A business customer representative agrees that payment would have to be done on a blanket basis, because even if customers are not at home they may be still significantly affected
- A county councillor commented that s/he thinks *'it is fair to pay some compensation'* over the Christmas period, as it is such an important time, but stated that s/he would not go any further. S/he added that WPD may also have to think about payments on Boxing Day. S/he continued that WPD should watch how the role of parish councils changes, as quite sizable town councils now exist
- A stakeholder commented that the local authority in his / her area was trying to encourage the parish councils to develop emergency response plans, but that the issue had not progressed significantly. S/he continued that *'if the WPD were to send something to parish councils it would be discussed, and may provide a trigger to revisit planning'*

- A WPD representative commented that WPD have plans to contact more parish councils
- A stakeholder commented that it is parish councils that deliver services to members of the community
- The table expressed mixed views on the single DNO telephone number. A business customer representative and a stakeholder were strongly in favour, but a county councillor was strongly opposed. S/he thought that it may cause phone calls to be misdirected. S/he did however express support for a single WPD telephone number
- A business customer representative stated that would be good to have WPD's views on his / her organization's emergency plans
- A WPD representative commented that WPD cannot review the plans for all organizations, but can identify some issues and problems

Table 4

- On the introduction of an emergency number, a councillor argued that it could create confusion with other emergency numbers
- On WPD having a single contact number a councillor thought it made *'a lot of sense'*. S/he went on to say *'one national number could be difficult given poor performance of other DNOs, unless WPD had the contract for the number'*
- Table five were happy with doubling payments, an environmental representative said you could go even further with greater payments. A WPD representative responded by saying it was a risk if a large urban area suffered a power outage and the cost would be borne by the general public
- A representative from an academic institution mentioned that WPD worked with his / her on a number of university projects

Table 5

- An environmental representative said that *'having data and information will help in being able to predict areas that may suffer from power cuts and will allow for local authorities and WPD to then target certain areas and provide information with the numbers and any other measure that maybe useful when the power cuts out'*
- An environmental representative said that s/he personally wouldn't have any number written down and s/he would rely on technology
- A parish councillor view is that it should be more about updating the register as there are some people who are on there for a short amount of time
- A parish councillor said that it has to be a push system as things change so quickly
- A parish councillor made the point that people come and go in communities

- An environmental representative questions *'if there is a way to get someone within a parish council who is paid more and who has more responsibility who can actually help and get information out and update the register'*
- An environmental representative highlights the point that in any emergency situation if there is someone to contact in a parish council for example to get information from that would be *'helpful and prevent confusion'*
- An energy / utility company states that *'it is at parish council level that can be the eyes and ears at a local level for such companies like WPD'*
- A parish councillor comments how he/she feels a bit anxious that the WPD is working with the citizen advice borough as he/she doesn't actually know anyone who uses them or in fact knows where his/her local one is
- A parish councillor suggests that maybe using parish councillors could be an effective way of getting the message out

Table 6

Increase compensation payments to customers over Christmas periods?

- WPD has already voluntarily doubled payments in all circumstances. Should we go even further during Christmas & similar periods?
- A local authority/council officer felt that there is not much point, but business customer representative suggests that it is fair
- A councillor suggested that if the freezer runs down, that should be compensated, but excessive compensation is unnecessary
- A local authority/council officer felt that there should be a scale in place depending on locations. 'Someone who lives rurally should wait longer than somebody in an urban area'

Introduce a single emergency number (nationally or just WPD)?

- Provide advanced event notifications to all stakeholders (such as yourselves)?
- A local authority/council officer stated that they experienced power cuts for 50 minutes but was resolved

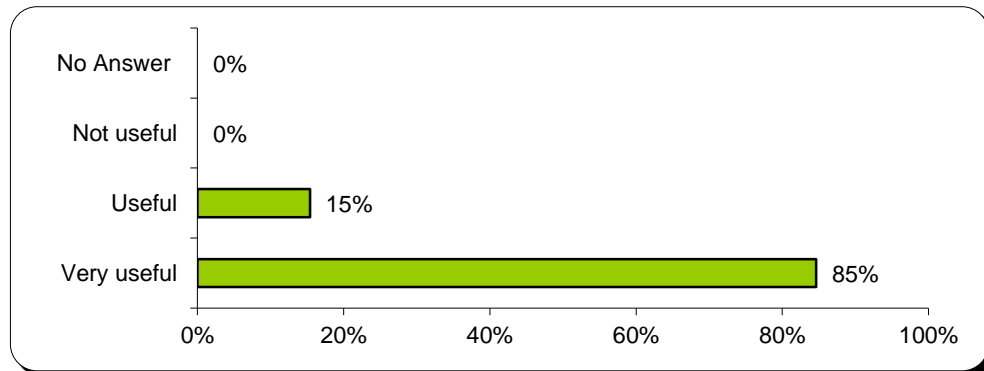
Engage even further with Local Resilience Forums, Parish Councils and communities to assist with emergency planning?

- A councillor and a local authority/council officers said there are plans in place to help in times of need. 'Village halls open up for the people in need'
- A local authority/council officer said that in his/her parish they are trying to establish a list of residents who want to be contacted by email
- A councillor reckoned that a lot, in terms of councils, is dependent on their size

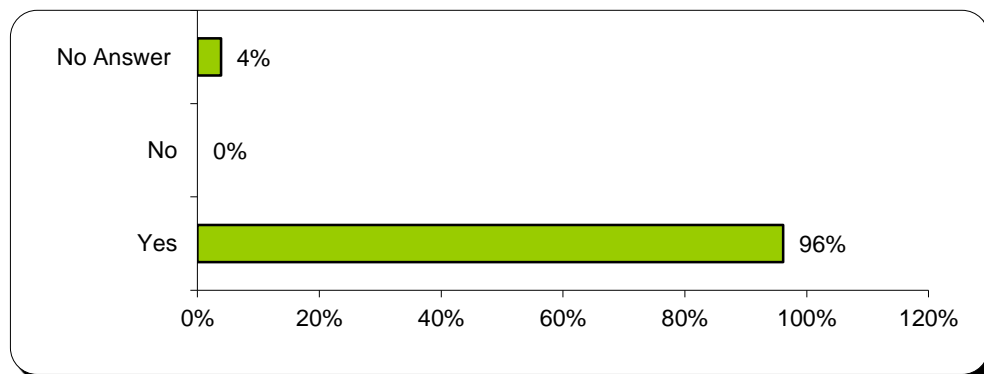
Written feedback

26 attendees completed feedback forms at the end of the event. The charts below demonstrate the feedback provided as a percentage of returned forms for the Bristol event.

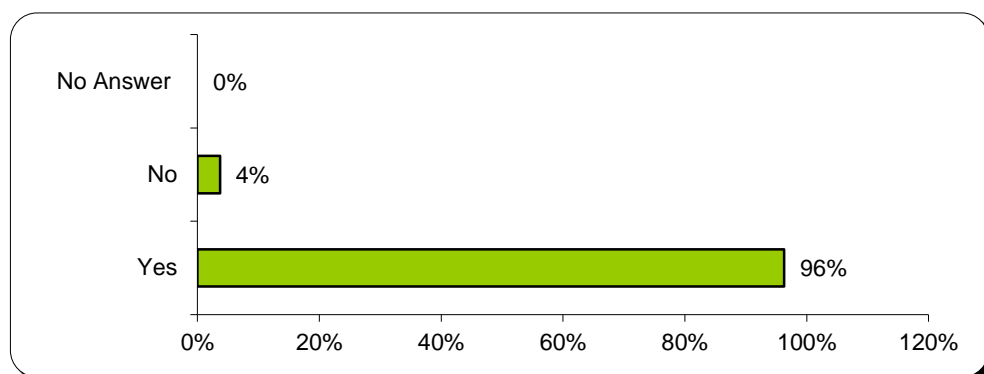
7.6. Did you find the workshop useful?



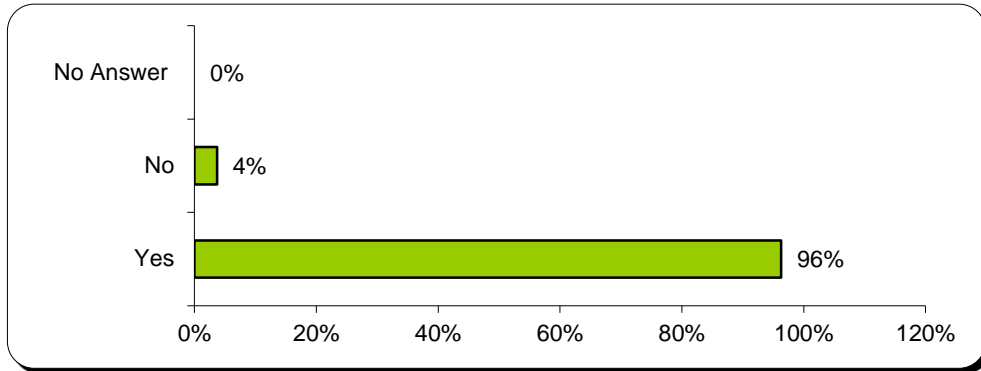
7.7. Was the venue conveniently located for you?



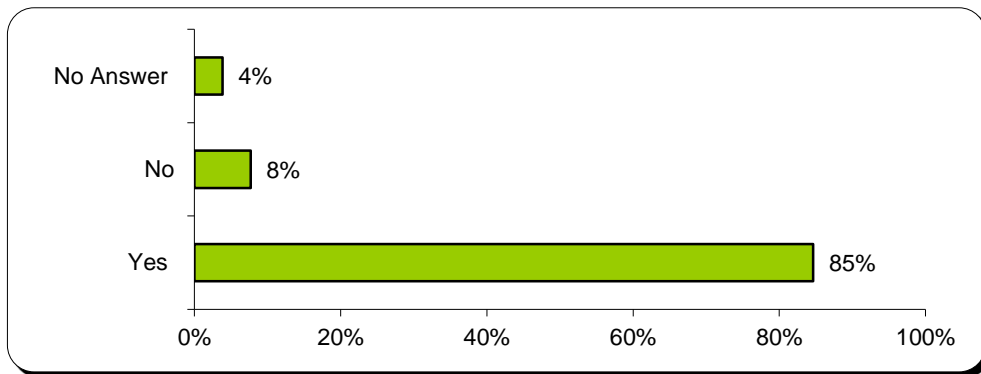
7.8. Did we provide enough information at the workshop?



7.9. Did you feel you had sufficient opportunity to express and discuss your views today?



7.10. Do you feel we covered the right topics?



8. Surgeries on specific topics

8.1. Connections

Points made by stakeholders at the connections surgery:

- A stakeholder stated that typically container substations are supplies for ICP routes, s/he was concerned about this method, UKPN's area are also proposing contestable and non-contestable works which are big connections worth one million pounds.
- A stakeholder wanted advice on work he is currently doing and looks for guidance from WPD on their connections procedures and the design equipment
- WPD if you approach any supplier for a one off appliance it is much quicker to get them but we would use a standard larger order, WPD will take this project away and get back to you about this
- A stakeholder explains that councils are now generating energy with their own turbines, ground PVC, we have PV on schools, we are looking at being a supplier as well, we are also looking at district heating, so we are into lots of different markets and s/he wants to know how we can get connections or fast track our project, s/he wants to know how WPD rank its projects
- A stakeholder asks whether these projects were funded directly out of cash or project finance?
- A stakeholder replies saying as a local authority we can get special rates
- A stakeholder agrees that this should be profitable then
- A stakeholder is here to learn about particular connections issue they would need to know about for their work in policy
- A stakeholder wants to know where they are in the queue, its impossible to know until you have put the planning application in
- A stakeholder explains that a lot of companies will put in multiple applications, its grid sterilisation and leads to cherry picking of landowners. Under Ofgem laws all applications need to be responded to, but the number is vast
- A stakeholders replied commenting that landowners should know if they are having their land sterilised on purpose
- A stakeholder asks what is CIRT?
- It is explained as Crown Internet Routine Tracking – online tool for ICPs to apply via electronic application by WPD

- A stakeholder makes the comment that this morning, s/he said WPD do great work but look at UKPN's grid offer and it is a lot clearer than WPD's, it's much easier to read, the stakeholder suggests WPD should look at that and it may be an improvement to be made
- WPD takes these comments on board
- A WPD representative comments that community energy projects have problems with what they need to get off the ground
- A stakeholder shares the work of his / her organisation which offers to set up community solar schemes as a part of much bigger schemes when it is a contentious local issue, our PR consultant promotes a solar scheme which people want they we will set up for them doing planning and grid work, on their own it would be very challenging to manage all these aspects
- A stakeholder asks 'Am I right in saying you can do 10 megawatts on a community project now?'
- A WPD representative answers that yes it has now doubled to 10
- A stakeholder share his / her experiences recently in connections, in one way the government is saying put development in this place, but it might be a long way from the grid so there would need to be a big scheme to pay for it, and realistically to have a few 30 watt schemes is better than smaller ones, I would find it more difficult and competitive if it was particularly easy to connect, some elements of red tape have helped me in the past, everything goes through the sieve that much faster
- A stakeholder asks if WPD are guaranteed a return from any investments they make
- WPD response by saying that it's not 100 per cent but it is pretty close
- A stakeholder response by stating that this is why Ofgem regulate so heavily
- A stakeholder states that s/he is relatively happy with this arrangement or there would be no limitations, we invest so much on consultation and site selection, everyone would be more unhappy with distributed generation of all types
- A stakeholder comments that the way the government works at the moment does cause spikes in interest at the moment anyway
- A WPD representative says yes it does in agreement
- If the DNO is told that there is a standard connection charge no matter what, then we would rush and put applications in anywhere, but the quantities of deployment need to be limited to make them affordable
- Only a fraction of the PV ideas you have are going to get built
- A stakeholder shares his / her view that it takes a long time to get planning and everything to go through all of the groups involved and protect all the wildlife

- A stakeholder points out that WPD need to be able to tell Ofgem that some projects are much more likely to happen than others so they should go ahead faster
- A stakeholder suggests that a ranking system may be positive but there are many restrictions that it may not be able to pass
- A stakeholder states that the acceptance fee should be much greater to get rid of those who are not going to be successful or are not serious in their applications
- A WPD representative discusses smart connection where supplies may be constrained at certain periods of time WPD, for example water turbines do not mind being constrained during the middle of the day in summer because their main gain is during winter
- A stakeholder asks whether there is any difference at night?
- A stakeholder points out that UKPN have looked at these flexible offers, 6/10 in Peterborough area have accepted the offer
- A stakeholder makes the point that typically a wind turbine makes more output in the winter, and solar makes more in the summer, the wind turbine can also work at night when solar cant so it should be easier to work these together
- A stakeholder explains that local authorities such as Cornwall will therefore be less constrained when they are actually very keen to make progress in these areas
- A stakeholder states that there are situations where we have made an application and then you find out you are fifth in the queue, I want to know before I apply how big the queue is
- This stakeholder would like to know who s/he was up against in the queue in order to work out their credibility
- A WPD representative makes the point that there are limits to the information we can give out we need to look into what elements of confidentiality there are
- A stakeholder states that it depends how many offers there are, should you get to the stage of making a grid offer request, because of the time scale everything it can lead to a bad situation where we are ransomed and then stuck
- A stakeholder is of the view that the offer shouldn't be on the land it should be on the line
- A WPD representative explains that this is very difficult
- A stakeholder suggests that there must be some means that someone can keep their position in the queue depending on certain circumstances
- A stakeholder explains that his / her organisation had a connection offer given to us, an interactive offer, operationally implementing it would be difficult and nobody would wish to close the fund its hard to know how it would work in practice

- A stakeholder explains a situation where a big electricity supplier have a big wind farm in Devon, the council have their own plans they don't want to give it back it is incredibly contentious
- A stakeholder states that his / her organisation support higher grid connection costs to reduce speculation, if there was an interactive queue you may be more incline to pay a higher or lower grid connection cost
- A stakeholder suggests that WPD could have other qualifications to show that it was speculative, proof that you are genuinely interested by completing certain processes
- A stakeholder offers the example that it is either a lot of money to flood people out, or a lower fee for community schemes and for organised corporate developers a higher fee is probably a step in the right direction
- A stakeholder points out that since s/he said this last year at the workshop, hundreds of developers from all over the world have flooded into the UK, s/he doesn't even think £100,000 will deter some people and have the desired effect to stop people putting in applications
- A stakeholder suggests that if they pay 100% of the costs s/he wouldn't have a problem with them having 100% of the capacity
- A stakeholder is of the view that on the streets, there must be places where you have got constraint down each road. We must be of the view that you can put PV on all houses but that cant be possible so if we know upfront that some roads are a no-go then it's easier for everyone, it will save so much time, a map would be very useful
- A stakeholder expresses the idea that we could have a road with houses, school, health centre and its nice to know if these are possible, which areas can we target first, more information is needed

8.2. Social obligations

Points made by stakeholders at the social obligations surgery:

- Trying to link up with the gas supplies can you all work together?
- Have you considered trying to give information to GPs and surgeries as it is surely in the patient's interest? The patient can then be informed that they need to contact the power companies that the supply is going to be critical in a specific time period while undergoing treatment and in a vulnerable state
- You can't force people to do sensible things however if you do your best, it is all about reasonable endeavours
- There will be people who pass away and remain on the database
- Interestingly I think you have an underestimate

- There has to be some type of control over the system
- This is only a small proportion of your clients there are many people that don't have friends or family close and don't want to contact anyone or ask for help
- Just informing people can make such a difference especially when it can save them money and in some situations saving their lives
- It is getting more and more difficult as the numbers in the UK is very high and it is difficult to account for so many people and it is hard to gather information but it is important and WPD is clearly doing a fantastic job as they are clearly trying to help
- WPD is making a really good hit rate and it is quite impressive. It is so difficult to reach people as it is so time consuming. It maybe the only way to reach someone and that is by phone as they may not be able to get out of the house
- Can understand with WPD joining with national energy company but there are regional organisations and engaging in community champions. Don't want to create too much competition
- What people can promise and what people can actually deliver are the challenges that working with smaller organisations can have
- North Somerset recently had a presentation on individual electoral cross-checked with the electoral register and a good way to get information
- SN01 – does concern me – the power supply had failed to a paraplegic who needed power to survive and did in fact pass away. Is there spare machines and chargers for the machines – prepare for machines and educating people that if they have a relative or know someone in SN01 then having a backup is crucial and can make all the difference – could be a good focus point
- Is there any part of the organisation that is involved in preventing the problem instead of reacting to the problem? Help anticipate and prevent instead of just react
- Maybe making accommodation that has a backup system and a way to deal with a power cut is almost a conversation that needs to be had with developers and planning or builders
- People don't want to be sold things
- So they can read the information calmly and make the information simple and relaxed and don't feel like it is being forced on them
- How would you deal with a care home or homes with a warden?
- In the case of a care home you wouldn't need to try so hard as there are people who check on them and make sure they are ok

8.3. Innovations

Points made by stakeholders at the innovations surgery:

- A WPD representative outlines the current innovation plan, Ofgem response to plan, and how WPD has responded to Ofgem's criticisms
- A stakeholder asked how often the innovation plan is reviewed, and how WPD responds to changes in government policy
- A WPD representative outlines how often the plan is reviewed, and comments that the plan is flexible to changes in government policy
- A Western Power Distribution customer panel member commented that photovoltaic generation is increasing considerably, and that it has implications for the distribution of energy generation in the network. S/he suggested that containers of batteries at key point on the network may be the answer to the problems associated with distributed generation
- A WPD representative outlined a project in which battery storage technology is being trialled
- A stakeholder described a lecture in which some of the dangers of storing electricity as hydrogen were explained. S/he also asked what the are plans for updating stakeholders
- A WPD representative outlined the information available on the WPD innovation website, and informed the stakeholder of an annual conference which showcases research projects
- A stakeholder asked if safety rules had had to be modified to accommodate new technology
- A WPD representative replied that the modification of safety rules is an on-going problem
- A stakeholder asked if DNOs cooperate on research projects
- A WPD representative replied that they have an open dialogue with other DNOs to make sure that research is not replicated, in order to ensure that customer's money, (which funds research), is not wasted
- A WPD representative outlined how the management of the network would change in the future, and detailed how the network would be more dynamically managed
- A stakeholder asked what the implications of fracking would be for the network
- A WPD representative responded that fracking would have very little impact, and that WPD would provide connections for fracking sites
- A stakeholder asked if the electrification of the rail network in south Wales and London would create problems for demand management

- A WPD representative replied that network rail plan to take connections from the National Grid, so electric rail does not represent much of a problem for WPD
- A stakeholder asked if the Dutch pumps used to combat flooding in the Somerset levels would affect the network
- A WPD representative replied that the pumps would probably have their own diesel engines
- A stakeholder asked what the impact would be of the end of the Low Carbon Fund
- A WPD representative outlined the other funding resources available for DNOs
- A stakeholder asked for WPD's impressions regarding the success or failure of the Low Carbon Fund
- A WPD representative replied that projects funded by the Low Carbon Fund were still on-going, so it was too early to judge how successful it had been
- A stakeholder asked for the dates of the annual innovation
- A WPD representative provided the stakeholder with the necessary details
- The facilitator asked if WPD get involved in SF6 gas and automation research
- A WPD representative replied that WPD does complete research in those areas
- A stakeholder replied that SF6 gas is the most appropriate insulating medium
- A stakeholder added that the amount of SF6 used is very small and that it would be better for WPD to reduce its carbon footprint by focussing on other measures
- A WPD representative responded that WPD is researching other types of switch gear
- A stakeholder suggested looking at Japanese designs of switch gear and vacuum switch gear
- A WPD representative responded that they are beginning to do so
- A stakeholder suggested using methane as an alternative to SF6
- A stakeholder stated that the electricity industry is the main user of SF6 gas, and that the onus is on everyone to reduce emissions
- A stakeholder commented that the amount of SF6 gas lost by WPD is 'pitiful'
- A WPD representative replied that WPD has no SF6 gas transformers
- A stakeholder added that s/he was aware of other DNOs that did use SF6 gas transformers