

WPD CUSTOMER COLLABORATION PANEL		WESTERN POWER DISTRIBUTION <i>Serving the Midlands, South West and Wales</i>
Last revised : 28.03.19	Meeting Minutes	Notes by: Nicki Johnson

Date	14 March 2019	
Time	10.00-15.00	
Venue	WPD Nottingham Depot	
Attendees	DPI - Daksha Piparia, Independent consultant (Chair) SG - Sean Gauton, University of Nottingham KA - Kate Algate, Citizen's Advice Coventry JG - Jo Giles, Cadent JH - John Hannah, British Red Cross RH - Richard Hellen, The Schumacher Institute PM - Pauline Mahon, vulnerable customer representative GM - Gabby Mallett, National Energy Foundation DP - David Penfold, Teal Hippo Ltd LP - Lydia Pimm, Severn Trent Water KT - Kate Trenouth, Citizen's Advice DW - Debbie Wright, Centrica	WPD: AS - Alison Sleightholm KM - Karen McCalman NJ - Nicki Johnson

WPD Performance Update

Discussion	<p>AS gave the group an update on WPDs performance to date, including safety, network performance and customer service.</p> <p>The group talked about safety, near misses, risk assessments and WPD's ongoing climate change survey which looks one step further into behavioural safety.</p> <p>The group also discussed businesses susceptible to smaller interruptions (e.g. one second), WPD's performance against the performance targets, Target 60 and the facility to text customers as well as call. The panel asked whether Target 60 should be made 'tighter' but AS explained that it is an internal behavioural incentive and for safety reasons we would not want to push it further.</p> <p>The panel asked if we know how WPD performs in comparison to Europe and Internationally.</p> <p>AS explained WPD has just improved its power cut map and full details are on there. The map gets a phenomenal number of hits but people still want to call.</p>
Decisions	Results of the Safety Climate change survey will be presented to the Panel by Graham Halladay in due course.
Actions	<p>1. WPD will report on near misses in the performance slide.</p> <p>2. WPD to Investigate feasibility of gathering international data.</p>

RIO-ED2 enhanced engagement

Discussion	The Panel discussed whether Ofgem might fast track DNO's at the next price control review and engagement about what/how customers pay WPD. There was some discussion on targets and whether Ofgem will change the incentives based on the current performance.
Actions	3. The Panel was asked to provide feedback on new Your Power Future web portal.

CEG

Discussion	The members talked about the recruitment process and it was noted that it is disappointing CEG members are not allowed to give WPD advice – they can only provide challenge. Members were excited to see the breadth and depth of experience of the CEG.
Decisions	The next meeting will include session on how the two panels will integrate. Co-ordination of the two meetings: WPD will endeavour to make sure CEG meetings are only a few weeks before the Collaboration Panel.
Action	4. The interface between the CEG and the panel will be covered at the next panel meeting.

Panel Membership and Terms of Reference

Discussion	It was noted that it is vital that that the CCP is 'advisory' given the CEG must not be. There was discussion around the relationship between the CEG, the CCP and WPD. AS explained the CCP would help WPD build plans and those plans would then feed into the CEG for them to challenge and them to come back to help. The group discussed whether discussion/questions can then be themed around the proprieties. GM suggested some members would like to go to both afternoon sessions and asked if content can be moved around (e.g. covered in the main sessions) sometimes. The Panel endorsed the Terms and the timescales within and agreed a Member and segment review should take place (e.g. leisure industry/car & automotive industry/ battery /research associations could all be added). It was also agreed that whilst digital engagement is a positive thing, there is no substitute for face to face engagement.
Decisions	It was noted the ToR may need a change - consumers must mean all domestic and commercial. The spotlight report should it be signed by all members in future. Strategic Priorities – the panel agreed they should be included at each meeting. The group agreed that shorter presentations on two should occur at each Panel meeting. Further review of the meeting will continue to consider notes above. An Overview of the Charging Review will be covered in the June afternoon session.

Actions	<p>5. NJ to update the Terms of Reference and issue a final copy now Panel feedback has been received and incorporated.</p> <p>6. DP to convene a review group for the spotlight report.</p> <p>7. WPD to consider other specific topics that could be included in afternoon sessions instead of connections social obs.</p> <p>8. Review of existing panel member’s topics of interest to be undertaken by NJ/DP.</p> <p>9. Desktop review of segment gaps and search for new panel members to be undertaken.</p> <p>10. NJ to ask for a female Graduate to talk at the Stoke meeting.</p> <p>11. NJ to look into having name badges for panel members.</p> <p>12. NJ to send calendar invites to the next Panel meeting.</p> <p>13. WPD to consider the feasibility of a digital discussion platform.</p>

2019 Stakeholder Workshops

Discussion	<p>The CCP was interested in stakeholder feedback – AS noted that we will review workshop feedback carefully and thoroughly and feedback will form the start of our business plan engagement going forward.</p> <p>DP observed that environment and climate change are big issues that we should be having conversations about.</p> <p>RH talked about scenario planning and low probability scenarios which must be planned for. AS talked about the WPD Distribution Future Energy Scenarios which look out to 2030.</p> <p>The group talked about WPD’s carbon emissions and AS talked about LA and LEPs – their forecasting is at early stages which means we have time to support them early.</p>
Decisions	Community energy should be included in a future Panel – for example information on the Trent Bason project would be useful.
Action	14. SG to share something on the Trent Bason project at a future meeting.

Connections Surgery

Actions	<p>15. RH to undertake a review of our community energy web pages and also how understandable our flexible services are to CE groups.</p> <p>16. AS to set up sessions on the Ofgem Charging review (June) and Electric Vehicles (Sept)</p>
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	17. The group asked that our ICE plan included provision of information on charging as Ofgem made decisions as part of their charging review.
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Social Obligations Surgery

Actions	18. The group undertook a 'remove/retain/reduce' review of WPD's Priorities for 2019 19. The WPD Environmental report will be covered on an agenda this year
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Future meetings

Thursday 13 June 2019 - Gloucester
Thursday 26 September 2019 - Stoke
Thursday 5 December 2019 - Derby