



Western Power Distribution Local Investment Workshops South Wales October 2019

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1 | INTRODUCTION

In October 2019, WPD's Distribution Managers hosted two stakeholder workshops at depots in South Wales. Stakeholders in attendance included councillors, council officers, developers and others involved in the growth agenda. The feedback from both workshops has been collated and summarised in this report.

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

Swansea & West Wales	Swansea Depot	8 October 2019
Cardiff & East Wales	Cardiff Depot	11 October 2019

These workshops had a number of objectives: to provide local stakeholders with an update on the investment being made in their local network over the next 12 months; to collect feedback on where stakeholders see capacity challenges, particularly as a result of residential and commercial developments; to get feedback on how the local WPD teams can work more effectively with stakeholders; and to strengthen working relationships between the Distribution Managers and local stakeholders.

While the agenda at each workshop was bespoke, the following items were covered at all three workshops:

- Introduction to WPD;
- The role of Ofgem and the RIIO framework;
- The transition to Distribution System Operator;
- Investment on the network;
- Network constraints;
- Working with stakeholders (including the provision of information);
- The electric vehicle charging network.

The workshops comprised PowerPoint presentations from the Distribution Manager(s), followed by three round-table discussion sessions. These sessions gave stakeholders an opportunity to feed back on the following areas: working with WPD and stakeholder priorities for the electricity network; supporting the growth agenda; and the electric vehicle charging network. At the end of the first and third sessions, stakeholders were asked to complete written feedback forms to provide some quantitative feedback.

WPD instructed EQ Communications, a specialist stakeholder engagement consultancy, to independently facilitate the workshops and to take notes of the comments made by stakeholders. Comments have not been attributed to individuals to ensure that all stakeholders were able to speak as candidly as possible.



2 | EXECUTIVE SUMMARY

The workshops covered three broad areas: stakeholder priorities; supporting the growth agenda; and the electric vehicle charging network. At each workshop, the relevant Distribution Manager gave a presentation on these topics, which was followed by round-table discussions designed to collect stakeholder feedback. This report contains summaries of the findings from the round-table discussions, as well as verbatim comments and written feedback from stakeholders.

WORKSHOP ONE: STAKEHOLDER PRIORITIES

- Although most stakeholders had positive experiences of working with WPD, some felt that the company could improve its communication and speed of response.
- Supporting vulnerable customers emerged as stakeholders' highest priority in South Wales, with attendees across both events rating the importance of this priority 8.68 out of 10. It was felt that WPD could improve its support of customers in vulnerable situations in a number of ways including by centralising the Priority Services Register (PSR) and by improving identification of those in need.
- The environment and renewables were seen as an important priority at the two workshops, with stakeholders calling on the company to adopt a strategic vision for future investment.
- Network reliability and resilience made it into stakeholders' top three priorities for both South Wales workshops. It was widely felt that a lack of grid capacity threatened growth in the area, and that a resilient network was vitally important for rural communities and those in vulnerable circumstances.
- When asked whether any priorities were missing from the existing list, the most frequent suggestions related to health and safety, followed by suggestions relating to strategic forward planning and investment. A range of other suggestions were also proposed.

WORKSHOP TWO: SUPPORTING THE GROWTH AGENDA

- Stakeholders gave examples of plans for residential developments in their areas, with some expressing concern about the perceived lack of network investment to accommodate this.
- Stakeholders gave examples of planned developments in their areas, including those with technology such as heat pumps, battery storage, EV charge points and solar photovoltaic (PV) panels. A number of stakeholders expressed an interest in exploring the possibility of including heat pumps or battery storage in new developments.
- A great number of councils had already declared a climate emergency, including the Vale of Glamorgan, Cardiff City and Monmouthshire. Although aspirations were high, it was felt by some that limited grid capacity in the electricity networks was holding the renewable agenda back.
- Although most stakeholders were happy with the applications process, one stakeholder pointed out that it could be daunting for those with no technical expertise.

WORKSHOP THREE: THE ELECTRIC VEHICLE CHARGING NETWORK

- Almost half of those who attended the workshops (47%) were in the early planning stages of rolling out their EV charging strategies, while 37% were in the progressed planning stage.
- A number of local authorities had plans to install EV charge points in council and office car parks. Some had applied for OLEV funding, while others had adopted policies to ensure that charge points are included on new builds.
- Capacity, cost and the availability of suitable charge point locations were the three main challenges facing stakeholders as they attempt to roll out the EV charging network. Other challenges included a lack of strategy or plan at the council and a lack of knowledge or information about the connections process. A range of other challenges were also raised.
- It was felt that WPD could support local authorities by continuing to consult with them on their plans.
- All stakeholders with experience of submitting EV connection applications agreed that the process was 'good' or 'very good'. However, it was felt that the process could be improved further by ensuring consistent communication with councils and providing more detailed information to applicants.

EVENT FEEDBACK

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

- The average stakeholder satisfaction score for the workshop was 8.77 out of 10, with 31% of stakeholders giving the highest possible score of 10 out of 10.
- All stakeholders reported that they found the event interesting, with 64% opting for 'very interesting' and 36% for 'interesting'.
- 97% 'strongly agreed' or 'agreed' that they had the opportunity to make their points and ask questions.
- 98% 'strongly agreed' or 'agreed' that WPD covered the right topics on the day, and no stakeholders disagreed with this statement.



3 | ATTENDEES

47 stakeholders attended across both workshops, representing 22 organisations. The organisations represented were as follows:

- Adams Keyston Hill Ltd
- BeGreen Wales
- Blaenau Gwent County Borough Council
- Bridgend County Borough Council
- Caerphilly County Borough Council
- Cardiff Council
- Carmarthenshire County Council
- Cenin Renewables Ltd
- Ceredigion County Council
- CLA
- Hafod
- Newport City Council
- Pobl Group
- Rhondda Cynon Taf County Borough Council
- SABA Consult Ltd
- SMS Energy Services Ltd
- South East Wales Energy Agency
- South Wales Trunk Road Agent
- Swansea Council
- The Carbon Trust
- Vale of Glamorgan Council
- Welsh Government



4 | WORKSHOP ONE: STAKEHOLDER PRIORITIES

The first presentation of the day outlined WPD's role as a Distribution Network Operator (DNO) and its approach to working on a regional level. The presenters then explained that WPD is looking to understand its stakeholders' priorities as the company moves towards its next Business Plan (2023-2028).

During the discussion session, stakeholders were asked what their priorities were for the electricity network from 2023 onwards. They were then given a written feedback form and asked to rank WPD's 14 existing priorities, as well as identify any priorities they felt were missing.

SUMMARY:

A number of stakeholders who had worked with the company on projects involving street works coordination, quoting for new connections, and highway adoption felt that working with WPD had been a very positive experience. However, there was widespread concern for network reliability and grid capacity, particularly in West Wales.

Some stakeholders felt that WPD's communication could be improved by providing more accurate information about sites and by ensuring that documents aimed at council officers are written in plain English, rather than in overly technical language. Some stakeholders had received complaints from their constituents regarding communication around tree cutting and wayleaves. It was generally felt that more communication and interaction with WPD beyond the workshops would be welcomed. Where some council officers had experienced a slow response from WPD or a breakdown in communication, it was felt that a named point of contact would go a long way towards solving this issue. Communication and access to information cropped up as priorities that stakeholders felt were missing from WPD's list, further highlighting the importance of this area for stakeholders.

The highest priority for stakeholders in South Wales was vulnerable customers, which was given an average rating of 8.68 out of 10, when attendees were asked to leave their written feedback. It was felt that there should be a central, common Priority Services Register (PSR) for utilities, so that WPD can more effectively share data to better support customers in vulnerable situations.

Network reliability and resilience were also high priorities, scoring 8.53 and 8.20 out of 10 respectively. It was commented that, as part of these priorities, WPD should aim for fewer power cuts and guarantee a reliable power supply. In the discussion, connections also appeared to be a common priority, especially in terms of allowing for rural microgeneration. There was also widespread concern for safety, which was seen as affecting both contractors and the WPD workforce. The main missing priorities raised by stakeholders related to health and safety, as well as strategic forward planning and investment. Other priorities that stakeholders felt were missing included facilitating the electrification of heat, supporting renewables and communications and the provision of information.

Renewable generation and the environment also seemed to feature high on stakeholders' priority lists during the discussion. It was felt at the Cardiff & East Wales workshop that WPD should have a priority centred around energy efficient homes and the inclusion of technology such as heat pumps in new developments. One stakeholder at the Swansea & West Wales workshop stated that 'renewables is everything', reflecting the importance of this issue. It was felt that the company ought to have a more prominent role in government engagement in order to progress the renewables agenda. Stakeholders called on WPD to include priorities around having a strategic vision and building a smarter network in order to find innovative ways to provide a reliable, resilient network.

1. WHAT, IF ANYTHING, HAS BEEN YOUR EXPERIENCE OF WORKING WITH US TO DATE?

"We work with all utilities. WPD are the easiest to work with across [all the] regions."

Stakeholder, Cardiff & East Wales

"We've experienced issues where teams installing wires haven't had communication with the office about site specifics. Sometimes the developer doesn't pass on full information to WPD."

Stakeholder, Cardiff & East Wales

"WPD are always thinking ahead." **Stakeholder, Cardiff & East Wales**

"My constituents frequently complain that WPD are like an invading army when it comes to tree cutting. They turn up unannounced and savage the trees until there is hardly anything left."

Stakeholder, Cardiff & East Wales

"Very positive experience of working with WPD."

Stakeholder, Cardiff & East Wales

"I also have issues with the way that WPD staff leave the land after wayleaves. I need to have a contact that I can get in touch with and complain to."

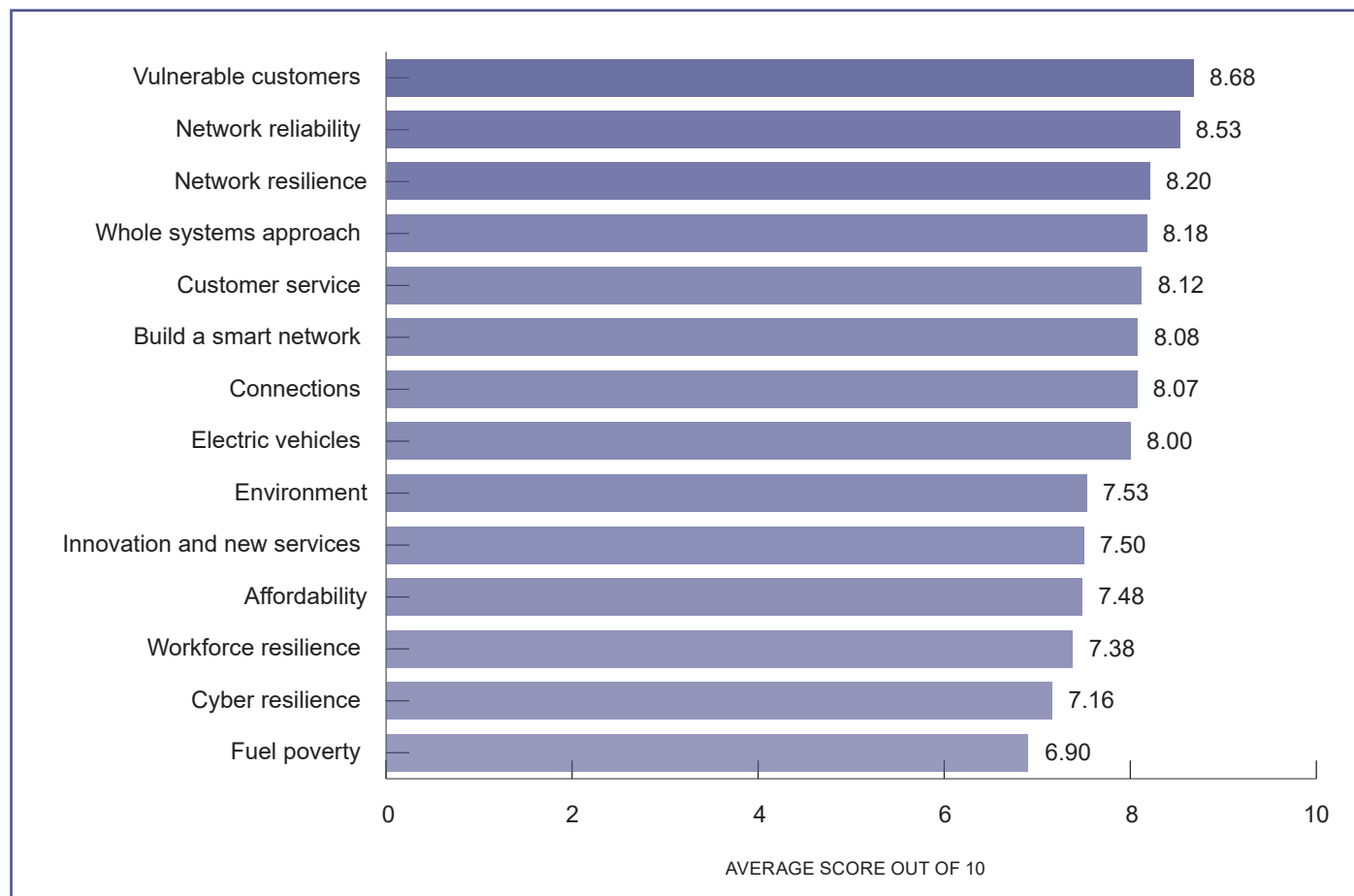
Stakeholder, Cardiff & East Wales

"I was less pleased with the smart meter team, as I felt that they weren't responding to things as urgently as they should do, for example, it took almost 18 months to get them to install a telephone line."

Stakeholder, Cardiff & East Wales

"We only talk to WPD at workshops; it should be more regular." **Stakeholder, Swansea & West Wales**

2. WHAT ARE THE KEY PRIORITIES FOR YOU WHEN IT COMES TO YOUR ELECTRICITY NETWORK?



“The list is quite comprehensive, but what about upgrading 100-year-old lines over old properties?”
Stakeholder, Cardiff & East Wales

“Retrofitting is a huge issue, especially with carbon targets in place. How is this going to be addressed?”
Stakeholder, Cardiff & East Wales

“Building a smarter network is key, especially with the EV roll out on the horizon.”
Stakeholder, Cardiff & East Wales

“Comprehensive communication is crucial in the long-term.” **Stakeholder, Cardiff & East Wales**

“Network safety appears to be missing from the list of priorities.” **Stakeholder, Cardiff & East Wales**

“A priority for me is the ability to export to the network, i.e. to make money, but also to make the network work better for everyone.”
Stakeholder, Cardiff & East Wales

“A priority that is missing for me is rural micro-production, so that rural landowners are able to export to the grid.” **Stakeholder, Cardiff & East Wales**

“The priority for me is the ability to connect easily, cheaply and quickly.”
Stakeholder, Cardiff & East Wales

“The PSR should be central.”
Stakeholder, Cardiff & East Wales

“You should be encouraging the use of renewable energy.” **Stakeholder, Cardiff & East Wales**

“Doing more to identify vulnerable customers in times when network resilience is threatened.”
Stakeholder, Cardiff & East Wales

“Guaranteeing the power supply.”
Stakeholder, Swansea & West Wales

“Number one priority is to persuade WPD, Westminster and Ofgem that business as usual is not an option: renewables is everything. You must find a way to do this or all the other priorities are irrelevant. Legislation needs to change.”
Stakeholder, Swansea & West Wales

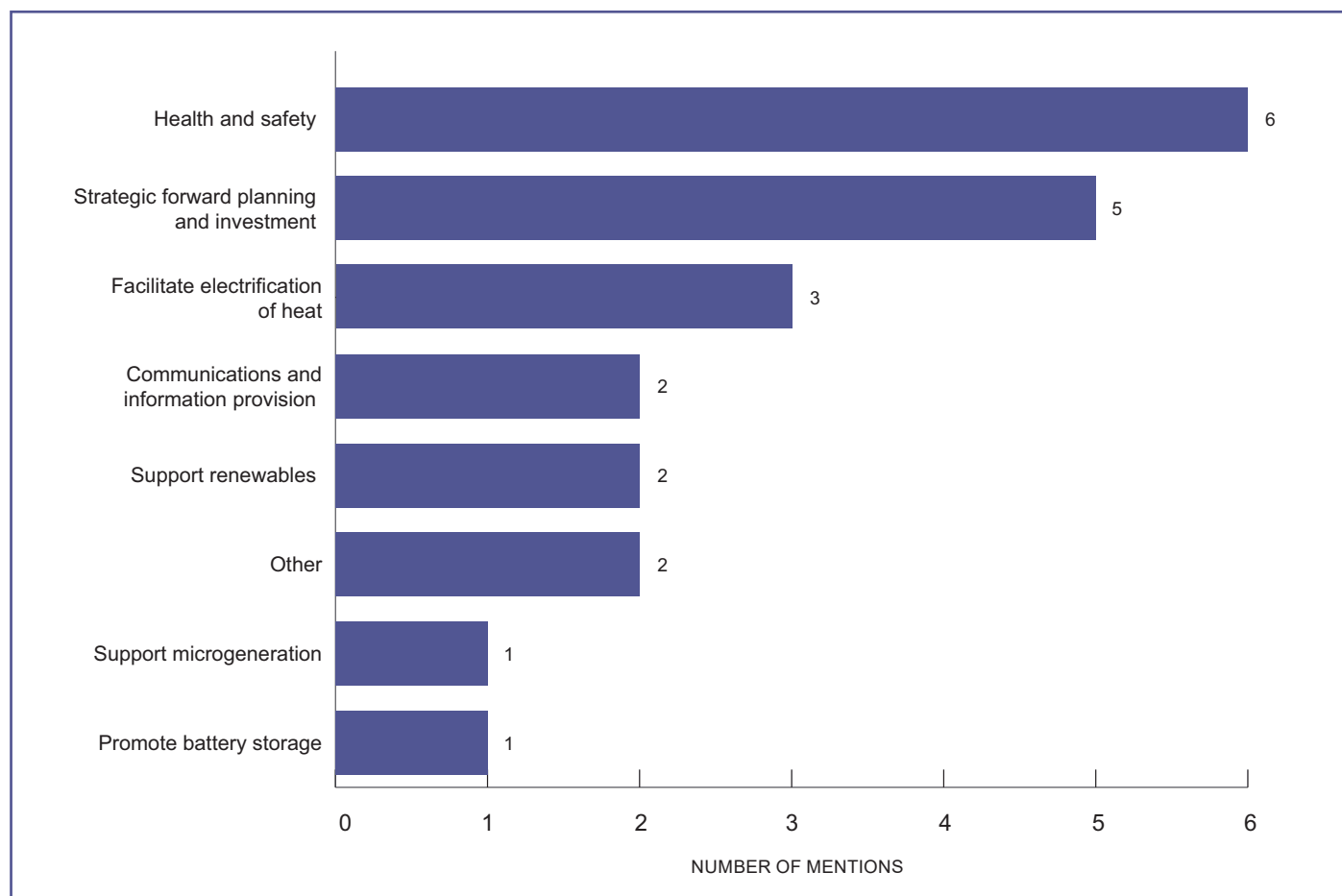
“[The] priority must be a significant increase in grid capacity.” **Stakeholder, Swansea & West Wales**

“Onward strategic planning.”
Stakeholder, Swansea & West Wales

“Systems approach for planning and development.”
Stakeholder, Swansea & West Wales



3. ARE THERE ANY PRIORITIES MISSING FROM THE LIST ABOVE?



NB. This graph has been produced based on the written answers to an open question in the feedback form. Where possible, the written responses have been analysed and grouped into themes. To do so, some assumptions have been made. This graph should therefore be treated as purely indicative of people's views.

Where new priorities were only mentioned once they have been included as 'other', unless they were suggested as new priorities at other workshops in which case they have been included as separate items in the graph.

'Other' suggestions were: wayleaves; and emergency measures.

"Interface with consumers when wayleave access leaves." **Stakeholder, Cardiff & East Wales**

"Introduction of heat pumps and gas being phased and in new build houses by 2025." **Stakeholder, Cardiff & East Wales**

"Heat pumps should be a separate priority due to how this affects the network." **Stakeholder, Cardiff & East Wales**

"Emergency measures." **Stakeholder, Cardiff & East Wales**

"Renewable energy." **Stakeholder, Cardiff & East Wales**

"Access to information." **Stakeholder, Cardiff & East Wales**

"Safety, e.g. [for] charging points." **Stakeholder, Cardiff & East Wales**

"Quality of workmanship; [especially contractors'] safety." **Stakeholder, Cardiff & East Wales**

"Forward investment." **Stakeholder, Cardiff & East Wales**

"Health and safety / investing in community." **Stakeholder, Cardiff & East Wales**

“Capacity increase[s] applications – [we’re] finding this more prevalent.” **Stakeholder, Cardiff & East Wales**

“Top priority is grid capacity.”
Stakeholder, Swansea & West Wales

“Strategic vision / capacity grid infrastructure.”
Stakeholder, Swansea & West Wales

“Reinforcement.”
Stakeholder, Swansea & West Wales

“Microgeneration export connections.”
Stakeholder, Cardiff & East Wales

“Knowing who to contact if we have an issue.”
Stakeholder, Swansea & West Wales

“L2C technologies / battery storage / links with WPD infrastructure.”
Stakeholder, Swansea & West Wales

“Huge infrastructure improvements required.”
Stakeholder, Swansea & West Wales

“Significant enhancement in grid capacity to enable major renewable generation in rural areas so that decarbonisation agenda can be met.”
Stakeholder, Swansea & West Wales



5 | WORKSHOP TWO: SUPPORTING THE GROWTH AGENDA

The presenters gave examples of WPD's investment programme, which included activities such as asset replacement, undergrounding and network reinforcement. The company's approach to capacity allocation was also explained. Stakeholders were then asked to give details of their own local growth plans, the technologies they were planning to include and how WPD should take these into consideration when investing in the network.

SUMMARY:

Stakeholders reported on their planned developments including new schemes in Bridgend, Llanilid, north Swansea and Ceredigion. It was also noted that the Swansea tidal lagoon project may be revived following climate emergency declarations. Stakeholders saw limited network capacity and a lack of investment in the network as barriers to growth, with some of the opinion that the regulatory structure was partly to blame for this situation. Stakeholders commented that WPD could consult the Regional Development Plans for more information on upcoming growth plans in Wales.

Councils seemed to be considering a range of alternative technologies for use in housing developments. Several stakeholders stated that they were interested in looking into heat pumps and battery storage. Some of the developments mentioned during the discussion featured technology such as heat pumps, battery storage, EV charge points and solar photovoltaic (PV) cells. PV seemed to be a popular technology for residential developments, and one stakeholder was interested in looking into the possibility of using solar to help power schools in Blaenau Gwent. A housing association reported that they have been developing passive houses, which is a voluntary standard for energy efficiency in new homes.

A number of councils had already declared a climate emergency, including the Vale of Glamorgan, Cardiff City and Monmouthshire. Ceredigion County Council had committed to Net Zero by 2030 and was in the process of drafting an action plan, which was expected to acknowledge network issues as a challenge to be solved. It was noted that although councils in Mid Wales aspire to take action on carbon neutrality by exporting renewable energy, grid capacity is a significant barrier. It was widely felt that collaboration and alignment between different tiers of government could make action on the climate more effective, and some suggested that councils should lobby for policy change.

Stakeholders with a technical background were generally happy with the applications process, praising the quick turnaround of the quotes, the data portal, and the availability of WPD staff to discuss the application. However, one stakeholder noted that the process was challenging for those without any technical expertise.



1. WHAT GROWTH PLANS DO YOU HAVE THAT WE SHOULD CONSIDER WHEN PLANNING THE INVESTMENT IN YOUR LOCAL NETWORK?

"We have a 30 MW site in Bridgend, but the milestone set is completely unrealistic as it's a DNS application. We have other sites in South Wales and the same will be the case." **Stakeholder, Cardiff & East Wales**

"Investment in the network could make development easier, but this is difficult because of the present regulatory structure." **Stakeholder, Cardiff & East Wales**

"My housing association has got plans for 105 homes. We've previously had some issues with WPD on a recent new connection, where we had to alter our plans considerably. We have been developing passive homes and this is something I'd also like to talk about." **Stakeholder, Swansea & West Wales**

"There isn't enough investment in the network in Wales, yet there's so much in other parts of WPD's service area." **Stakeholder, Cardiff & East Wales**

"There's a huge development in Llanilid called Cantref Mawr, which could reach around 5,000 homes." **Stakeholder, Cardiff & East Wales**

"The Regional Development Plans provide all the information on upcoming growth plans in Wales." **Stakeholder, Cardiff & East Wales**

"The Swansea tidal lagoon might come back into play now that climate emergencies are being declared – that is what I am hearing – which would have a huge impact on your network." **Stakeholder, Cardiff & East Wales**

"We are planning [to build] 600 units in North Swansea. This requires four extra substations and we are also looking at including battery storage. In addition, we are looking to retrofit some of our housing stock." **Stakeholder, Swansea & West Wales**

2. WHAT STAGE ARE THESE PLANS AT – HOW LIKELY ARE THEY TO PROGRESS?

Early feedback from WPD on whether sites have the capacity in electrical supply to enable development would be useful." **Stakeholder, Cardiff & East Wales**

"Can more be done to release capacity back on to the network?" **Stakeholder, Cardiff & East Wales**

3. WHAT TECHNOLOGIES ARE YOU PLANNING TO USE?

"We want to be putting three-phase into our developments. We're behind the curve in terms of what we're looking to deliver." **Stakeholder, Cardiff & East Wales**

"We've looked at hydrogen cells for housing, but this doesn't appear feasible because of costs and safety." **Stakeholder, Cardiff & East Wales**

"You need a lot of energy to power pumps in developments and you then need to circulate it, so we're not sure it's viable. Perhaps the only way to do this is to have a development that's off-grid." **Stakeholder, Cardiff & East Wales**

"PV is a massive driver in terms of power strategy." **Stakeholder, Cardiff & East Wales**

"Our council is looking at all types of renewable, including ground source heat pumps." **Stakeholder, Swansea & West Wales**

"The public in general are old-fashioned and don't like the look of modern developments and fittings." **Stakeholder, Cardiff & East Wales**

"Now we have declared a climate emergency, we are very keen to start looking at heat pumps." **Stakeholder, Cardiff & East Wales**

"In our housing association, in addition to the 105 new homes, we also have plans for 144 at Gwynfaen. We are planning on having heat pumps, solar panels, battery storage and EV charge points." **Stakeholder, Swansea & West Wales**

4. ARE YOU AWARE OF ANY LOCAL AUTHORITIES THAT HAVE DECLARED CLIMATE EMERGENCIES – AND HOW SHOULD WPD RESPOND?

“There is a 2030 net carbon target for the whole county of Ceredigion.”

Stakeholder, Swansea & West Wales

“There is a disconnect between councillors who declare the climate emergency, officers and the Welsh Government. It feels like there is no alignment.”

Stakeholder, Cardiff & East Wales

“The Welsh Government has asked all councils to report their Scope 2 and Scope 3 emissions when reporting on their carbon footprint by April 2020. The amount Welsh councils are going to need to offset is therefore going to be absolutely huge.”

Stakeholder, Cardiff & East Wales

“Vale of Glamorgan have declared.”

Stakeholder, Swansea & West Wales

5. HAVE YOU GOT ANY FEEDBACK ABOUT THE APPLICATIONS PROCESS?

“The quotes arrived in a timely way. Compared to other companies, I was quite pleased.”

Stakeholder, Cardiff & East Wales

“I was looking to increase the load capability at some schools. I found the whole process quite hard and arduous. It was also very expensive. The application form was also far too technical for a school to be able to fill out.”

Stakeholder, Cardiff & East Wales

“You are easy to deal with but I come from a technical background. It is easy to get hold of people to informally discuss [the applications process], which is the best way.”

Stakeholder, Cardiff & East Wales

“The data portal is brilliant to help with applications.”

Stakeholder, Swansea & West Wales



6 | WORKSHOP THREE: THE ELECTRIC VEHICLE CHARGING NETWORK

The third presentation addressed the complex and wide-ranging issue of EV charging, touching upon capacity, connection cost and time and the application process.

During the discussions, stakeholders were asked about their plans for the roll out of the EV charging network and how WPD can support these plans. At the end, stakeholders were given a written feedback form to complete to give WPD a better understanding of the status of the rollout of EV charging at local councils across their network.

SUMMARY:

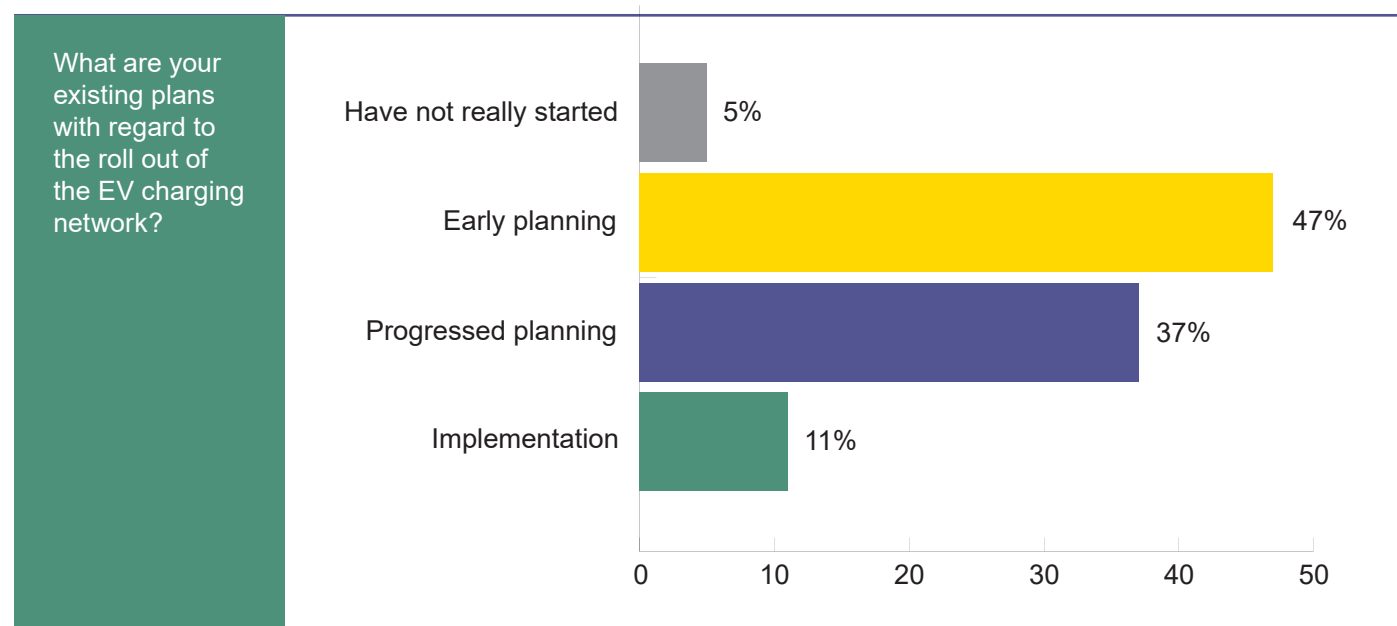
Almost half of stakeholders (47%) were in the early planning stages of their EV charging network strategy, although over a third (37%) had moved on to the progressed planning stage. Most councils' plans seemed to feature the installation of EV chargers in council car parks and offices. Others had gone further by making plans to make their own fleets electric and rolling out charge points in town centres and at public buildings. Some stakeholders were planning to take part in an OLEV funding bid, and others had successfully obtained funding. Newport and Rhyl Gwent was given as an example of Welsh authorities working together to install new charge points, having benefitted from central government funding. Some councils had already implemented policies for including charge points in new housing developments. Stakeholders did not make many references to on-street charge points, with councils appearing to favour workplace charging and car park charge points. Some work had been done to equip tourist destinations and holiday cottages with charging points to ensure that the region's tourism industry could benefit from innovation in this area.

When stakeholders were asked which challenges they were facing in rolling out the EV charging network, the most common answer was cost, which was identified as a challenge by nine attendees across the two workshops in the written feedback. Network capacity and the ability to identify suitable locations for charge points were raised by eight stakeholders each in the written feedback as a key challenge to the roll out. In terms of the latter, the high number of properties without off-street parking and the prevalence of terraced houses and old housing stock was noted and the nature of housing in the region was therefore seen as an issue that could limit the options for charge point locations. However, stakeholders also indicated that their strategies tended to revolve around providing charge points at destinations such as communal parking areas, supermarkets and service stations, which would mean that those without a driveway would not be negatively impacted.

It was clear from the discussion that the level of resources required in terms of time and expertise was also seen as a challenge by a number of councils, with some expressing a desire for greater guidance from the Welsh Government. It was added that WPD could provide support by continuing to consult and communicate with local authorities. During the discussion, there was concern that rural customers could be left behind as charging points are scarce in rural areas. Again, this led back to the problem of limited network capacity.

When stakeholders were asked about the level of service they had received during the EV connection application process, they all chose to describe it as 'good' or 'very good'. 88% also rated the information that WPD has made available on EV charging as 'very good' or 'good'. During the discussion, stakeholders commented that the process could be improved by having a single point of contact at WPD on projects involving multiple local authorities, and by ensuring consistency in terms of the information that is required of applicants across different WPD offices. One stakeholder also felt that WPD should provide more detailed information to applicants so that they understand all of the options available to them. Notwithstanding this, there was a good deal of praise for WPD's strategy document and the work the company had done to learn about the behaviour of the EV users, as part of the Electric Nation project.

1. WHAT ARE YOUR EXISTING PLANS WITH REGARD TO THE ROLL OUT OF THE EV CHARGING NETWORK?



"We're working on the Park Islands scheme, and we're in the process of installing EV chargers right now. It's a mixed development with chargers being installed at each parking space, with a built-in charger."

Stakeholder, Cardiff & East Wales

"Newport and Rhyl Gwent (a group of five Welsh authorities) have plans to install 77 chargers across the region using OLEV funding. In Newport, I think that equates to about 12 to 15 charge points. The application is about to go in."

Stakeholder, Cardiff & East Wales

"We only have plans for EV chargers in council buildings, although this is bound to change soon."

Stakeholder, Cardiff & East Wales

"We are installing chargers at the three council office locations. I am sure that highways are also looking at on-street charging."

Stakeholder, Cardiff & East Wales

"As a county council, we are putting charge points in council offices and depots and experimenting with the fleet. For instance, we're putting three rapid chargers in a public car park."

Stakeholder, Swansea & West Wales

"Workplace charging may be the easiest and best way forward."

Stakeholder, Swansea & West Wales

"None of us are clear on what we need. As time goes on, it will become clear as more EVs are purchased."

Stakeholder, Swansea & West Wales

"Newport council have introduced a policy where you need to put X number of charging points into housing developments as part of the zero-carbon agenda."

Stakeholder, Cardiff & East Wales

"Monmouthshire intend to put them in all council sites and car parks and are trialling hydrogen already. They've trialled charging points in hotels and various destinations like holiday cottages. They have fleet vehicles, such as vans for meals on wheels and bin lorries which are being renewed as diesel. That's part of the plan and they're seriously working towards it."

Stakeholder, Cardiff & East Wales

"Destination locations have been thought and planned for first."

Stakeholder, Swansea & West Wales

"The demand will outgrow the supply."

Stakeholder, Swansea & West Wales

"With EV charging, you are only allowed to stay there for 60–90 minutes: that's the problem. The practicalities of actually charging will cause issues. On-street parking will not work."

Stakeholder, Swansea & West Wales

“Successful OLEV funding bid.”
Stakeholder, Cardiff & East Wales

“Working strategy in place to make improvements.”
Stakeholder, Cardiff & East Wales

“Part of the greater Gwent partnership funding application.” **Stakeholder, Cardiff & East Wales**

“Gwent CBC are discussing with four other local authorities with regard to installing a number of EV points around the borough.”
Stakeholder, Cardiff & East Wales

“OLEV bid – five local authorities headed up by Gwent.” **Stakeholder, Cardiff & East Wales**

“OLEV bid successful for EV chargers in CA car parks and other future discussion in place to decarbonise fleet.” **Stakeholder, Cardiff & East Wales**

“Fleet vehicles changeover – leading to reduction of diesel / petrol vehicles in defined areas, transport system change to EV.”
Stakeholder, Cardiff & East Wales

“Current plans are for EV charging points at council offices only.” **Stakeholder, Cardiff & East Wales**

“Bridgend Borough Council work to develop energy strategy; not sure how much migrated to the new LDP process.”
Stakeholder, Cardiff & East Wales

“Corporate strategy in place for public charging points, etc. – rollout now to schools and homes (retrofit).”
Stakeholder, Swansea & West Wales

“Public buildings, car parks and town centres.”
Stakeholder, Swansea & West Wales

“Draft EV strategy, first EV points commissioned.”
Stakeholder, Swansea & West Wales

“Aspiration to have EV pool cars with some charging in our own building car parks.”
Stakeholder, Swansea & West Wales

“Inclusion on new build social housing programme / inclusion on new build schools / public car parks and council offices and depots.”
Stakeholder, Swansea & West Wales

“Discussing fleet and place-of-work charging points.”
Stakeholder, Cardiff & East Wales



2. WHAT DO YOU NEED FROM US TO HELP SUPPORT YOUR PLANS FOR YOUR LOCAL EV CHARGING NETWORK?

"Everything is still up in the air a bit for everyone because the technology is new. It's uncertain what is possible in terms of substations, etc. I imagine this will become less of an issue over time."

Stakeholder, Cardiff & East Wales

"Sometimes there is not enough consultation with highways authorities when considering charging infrastructure." **Stakeholder, Cardiff & East Wales**

"Electric Nation is great, as is the EV strategy."

Stakeholder, Cardiff & East Wales

"WPD already welcomes communication, which is great, and they are doing more than most, so continue with that and events like today."

Stakeholder, Cardiff & East Wales

"There should be clear understanding as to who owns the cables." **Stakeholder, Cardiff & East Wales**

"One third of the homes in Wales were built before 1919. This presents a real challenge. We are going to have to retrofit thousands in order to accommodate renewables." **Stakeholder, Swansea & West Wales**

3. DO YOU HAVE ANY SPECIFIC PLANS WHICH WILL ASSIST EV CUSTOMERS WHO DO NOT HAVE ACCESS TO DRIVEWAYS AND HOME CHARGING?

"For customers without their own driveways, chargers will be installed in communal parking areas."

Stakeholder, Cardiff & East Wales

"What a lot of councillors don't realise is that the current street lights will not be able to charge cars."

Stakeholder, Cardiff & East Wales

4. WHEN DO YOU EXPECT YOUR ORGANISATION'S FLEET TO GO ELECTRIC?

"All of our fleet is going to be electric by 2025."

Stakeholder, Cardiff & East Wales

"There is talk about our fleet vehicles going electric, definitely our refuse vehicles. There are even plans for the centre of Cardiff to limit the movement of non-electric vehicles soon."

Stakeholder, Cardiff & East Wales

"We plan to have a fully electric fleet by 2030, although this will be collaborative across the five authorities, with public sector organisations all working together and jointly procuring the new fleet."

Stakeholder, Cardiff & East Wales

5. HAVE YOU GOT ANY FEEDBACK ON THE APPLICATION PROCESS?

"The application process has been very difficult. The local authority boundaries don't match up with WPD's regions. We are five local authorities working together and we have all had a different point of contact. It would be much better to just have one."

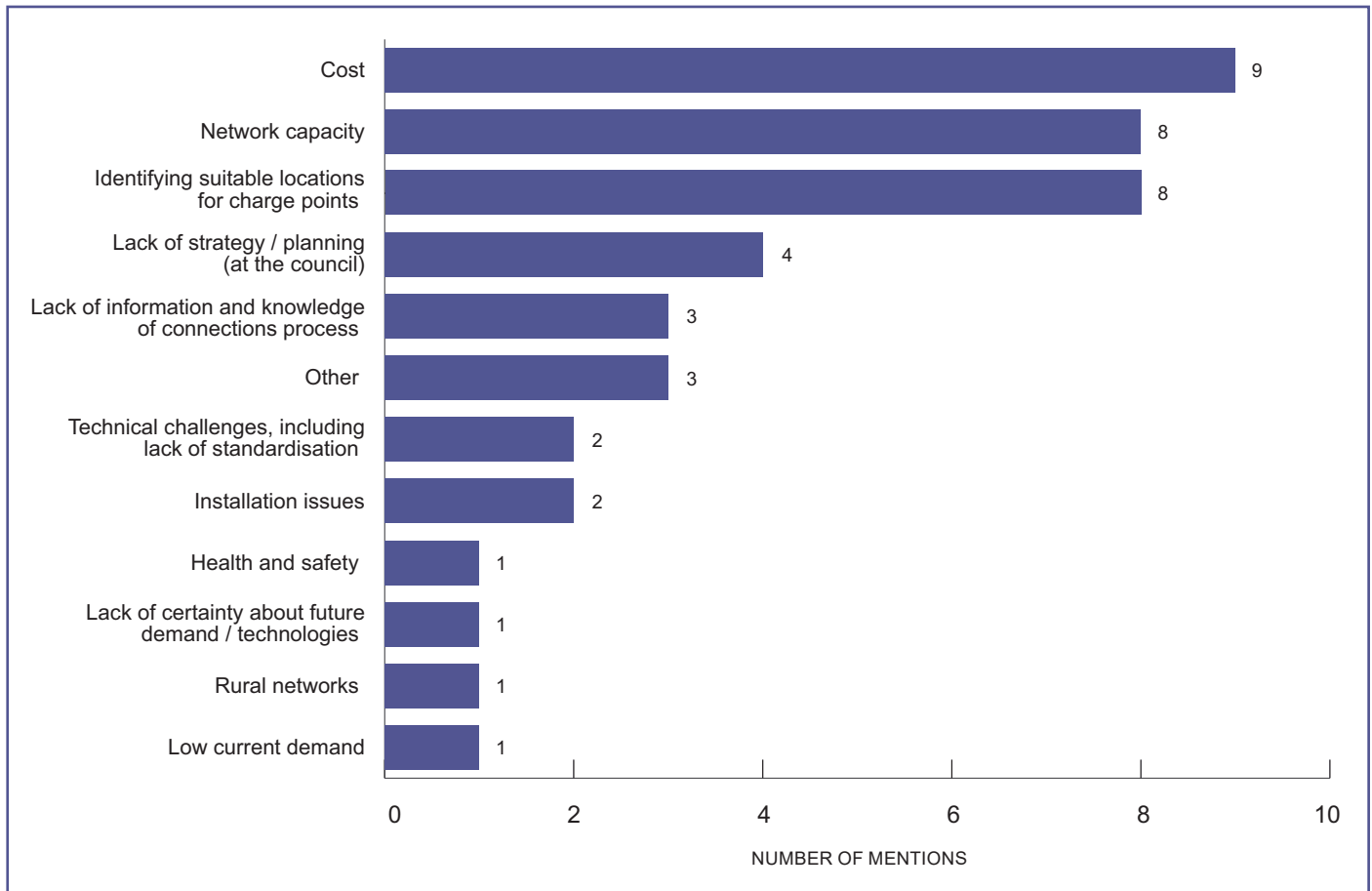
Stakeholder, Cardiff & East Wales

"The level of information required was also different at different offices." **Stakeholder, Cardiff & East Wales**

"It would have been helpful to have more informal information provided. For example, it would be good to know how to future proof future connections, such as if it would only cost a bit more to put in loads more chargers, or to lay a thicker cable. Or to understand if it might be a little bit cheaper somewhere else. The information we got back was very specific, which meant it relied on us asking the right questions."

Stakeholder, Cardiff & East Wales

6. WHAT ARE THE BIGGEST CHALLENGES YOU FACE IN ROLLING OUT YOUR EV CHARGING NETWORK?



NB. This graph has been produced based on the written answers to an open question in the feedback form. Where possible, the written responses have been analysed and grouped into themes. To do so, some assumptions have been made. This graph should therefore be treated as purely indicative of people's views.

Where a certain challenge was only mentioned once it has been included as 'other', unless it was suggested as a challenge at other workshops in which case it has been included as a separate item in the graph.

'Other' suggestions included: difficulty obtaining permissions; communication; and timeframes to achieve grants.

"Network capacity."
Stakeholder, Swansea & West Wales

"Close proximity of terraced housing."
Stakeholder, Cardiff & East Wales

"Number of properties with no off-street parking."
Stakeholder, Cardiff & East Wales

"Lack of grants, etc. / economic viability."
Stakeholder, Cardiff & East Wales

"Organisational knowledge base."
Stakeholder, Cardiff & East Wales

"Rurality / equality."
Stakeholder, Cardiff & East Wales

"Providing suitable locations."
Stakeholder, Cardiff & East Wales

"Permissions." **Stakeholder, Cardiff & East Wales**

"Internal resource."
Stakeholder, Cardiff & East Wales

"Location." **Stakeholder, Cardiff & East Wales**

"Cost." **Stakeholder, Swansea & West Wales**

"Strategy / policy statements, namely EV policy for the local authority." **Stakeholder, Cardiff & East Wales**

"Types of EV chargers and methods of payments-services after." **Stakeholder, Cardiff & East Wales**

"Time – must be done by Feb 2020 to get grant." **Stakeholder, Cardiff & East Wales**

"Guidance." **Stakeholder, Swansea & West Wales**

"Safety of trailing cables across pathways." **Stakeholder, Cardiff & East Wales**

"Understanding requirements." **Stakeholder, Cardiff & East Wales**

"Decision and economics of changing our fleet." **Stakeholder, Cardiff & East Wales**

"Retrofitting." **Stakeholder, Cardiff & East Wales**

"Available (cost-effective) technologies." **Stakeholder, Swansea & West Wales**

"Need for service." **Stakeholder, Swansea & West Wales**

"Installation issues." **Stakeholder, Swansea & West Wales**

"Standardisation of equipment." **Stakeholder, Swansea & West Wales**

"Governance / finance models." **Stakeholder, Swansea & West Wales**

"Communication." **Stakeholder, Cardiff & East Wales**

"Where to house EV charging units." **Stakeholder, Cardiff & East Wales**

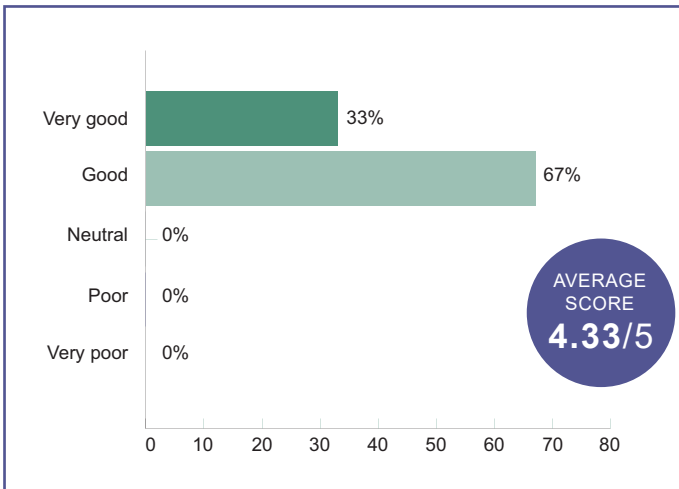
"Apparent lack of economic viability to install in car parks, etc., for general public." **Stakeholder, Cardiff & East Wales**

"Management of installations." **Stakeholder, Swansea & West Wales**

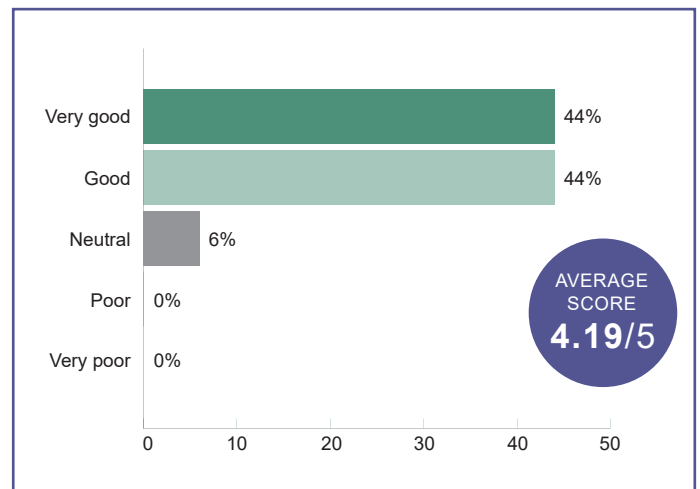
"Planning." **Stakeholder, Swansea & West Wales**



7. IF YOU HAVE APPLIED FOR AN EV CONNECTION WITH WPD, WHAT DID YOU THINK OF THE LEVEL OF SERVICE?



8. WHAT DO YOU THINK OF THE INFORMATION WPD HAS MADE AVAILABLE TO YOU ON EV CHARGING?



“Very useful speaking to people in offices, smoother way needed to work regionally, advised to use EV-HP spreadsheet instead.”

Stakeholder, Cardiff & East Wales

“Best by far.” **Stakeholder, Cardiff & East Wales**

“Taking forward specifics.”

Stakeholder, Cardiff & East Wales

“Early dialogue on projects clearly required.”

Stakeholder, Swansea & West Wales

“Improved level of understanding how this is being approached / data evidence.”

Stakeholder, Swansea & West Wales

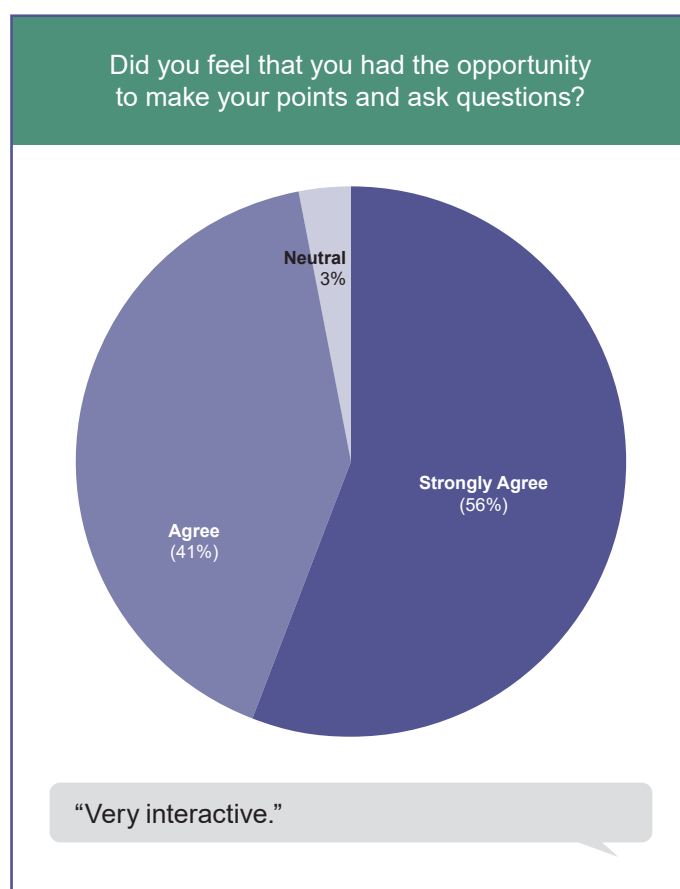
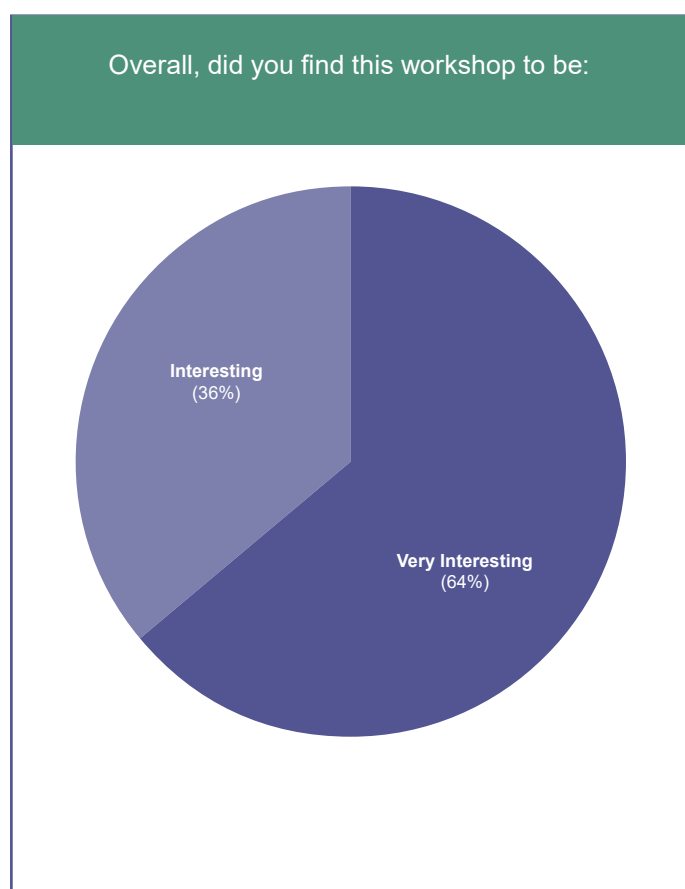
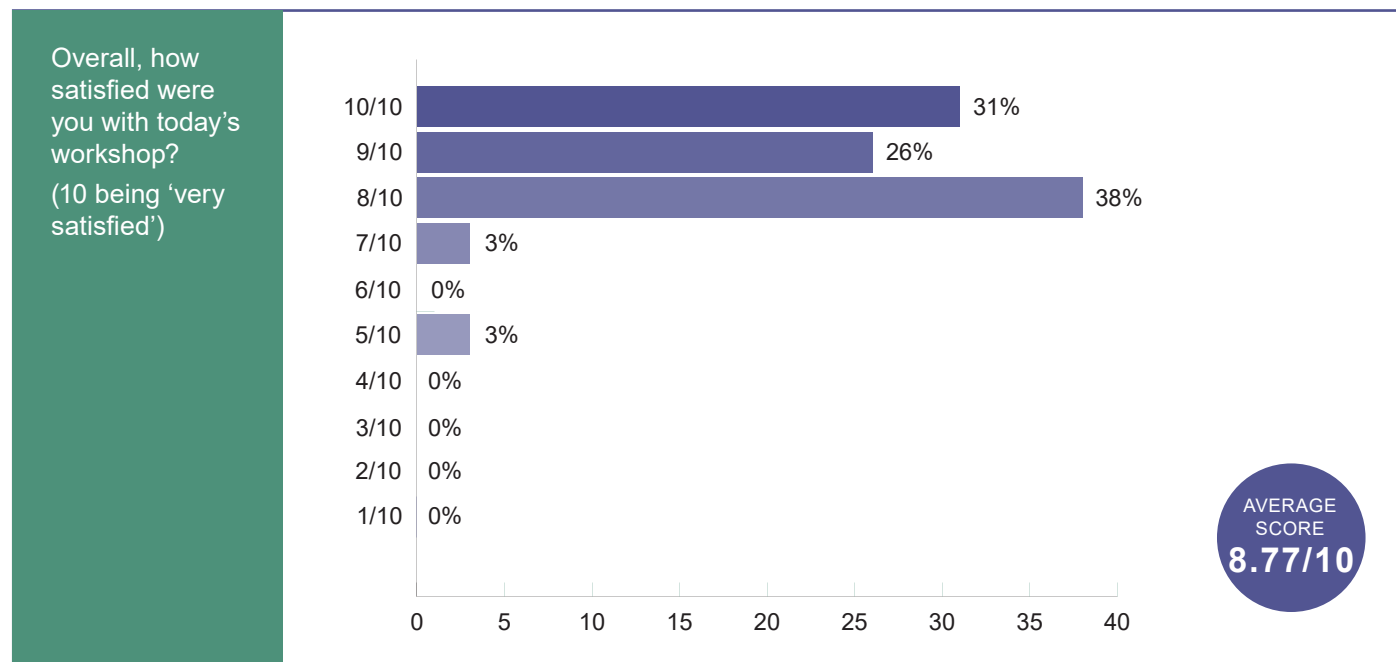
“Very informative, good opportunities to discuss.”

Stakeholder, Swansea & West Wales

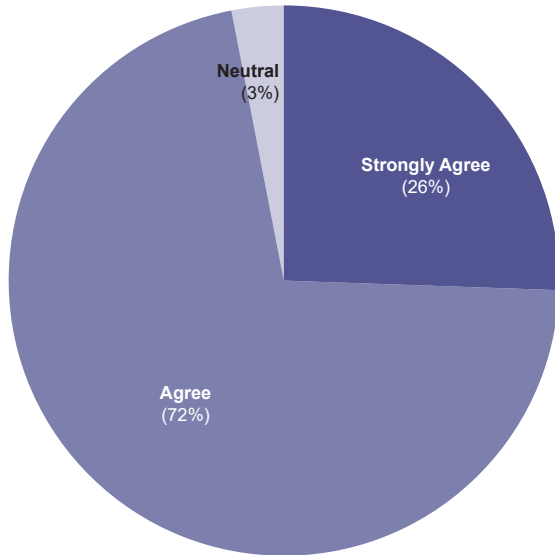


7 | APPENDIX: WORKSHOP FEEDBACK

At the end of the workshop, stakeholders were asked to complete a written feedback form to provide WPD with feedback on the event itself. The results are summarised below.

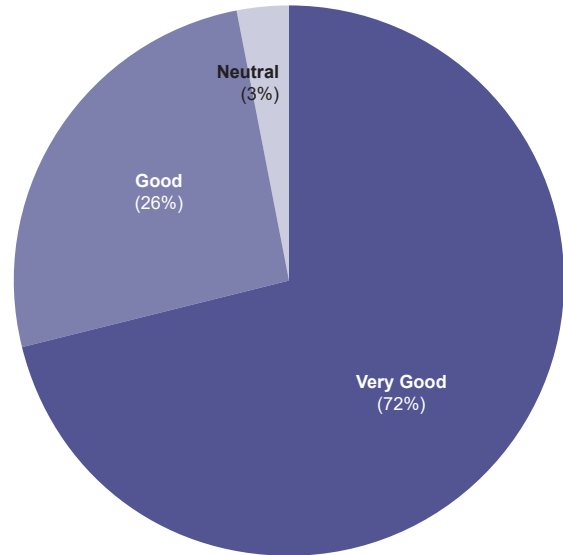


Did we cover the right topics on the day?



"Yes, this is [...] very important."

What did you think about the way that the workshop was chaired by your table facilitator?



"Kept things moving while allowing everyone chance to have their say."

"All had opportunities to discuss... good to listen to others."

"Very inclusive of all around table."

ANY OTHER COMMENTS?

"Very useful event with knowledgeable WPD representatives in attendance."

