

Stakeholder engagement workshops

Co-creating our Business Plan Commitments for 2023-2028

February & March 2020

**WESTERN POWER
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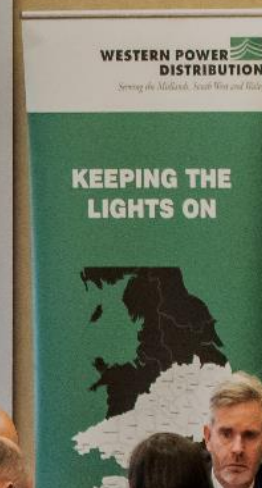


1. OUTCOMES: QUESTIONS

WPD needs to communicate in a way that helps stakeholders to understand what we commit to deliver:

- Are WPD's six strategic outcomes still appropriate – are there any missing?
- Do you agree with how we propose to structure our strategic outcomes under Ofgem's new categories?

Meet the needs of consumers and network users	Maintain a safe and resilient network	Deliver an environmentally sustainable network
All customers in vulnerable situations supported	A safe and secure network for all (public and staff)	A smart, flexible & interconnected network (that is future proof)
Information accessible easily (A in the format customers want)	Keeping the lights on (with lowest ever levels of power cuts)	
Efficient, value for money service (with the lowest possible bills)		



**POWER CUT?
CALL 105**



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Workshop two (topic groups 2a & 2b): *The landscape we expect to operate in*

Environment

Definitions

- **Environmental impact:** this refers to the impact of our business locations, vehicles and operational activities.
- Incorporates: energy usage, carbon footprint, waste, spills and leaks of harmful substances (e.g. oil and greenhouse gases)

The landscape we expect to operate in

- Our **Business carbon footprint** must respond to the Government target of net zero greenhouse gas emissions by 2050
- The Government will ban on new petrol, diesel and hybrid **vehicles** by 2035
- We must be mindful of **biodiversity and** protect of habitats
- We have to reduce **waste, oil and greenhouse gas**
- **New construction standards** will need to need to align with net zero

Key context

- Number of commercial vehicles in fleet end of 2019: **3,277**
- **SF₆** greenhouse gas used to insulate switchgear. Out of total switchgear (85,916kg) there were leaks of **479kg SF₆**
- Fluid filled cables containing oil: **731km containing 1.66 million litres**
- Leaks from cables last year: **45,472 ltrs** (majority from two cable)
- Containment walls or 'bunds' can be constructed around plant to prevent leaks during RIIO ED1: **134** bunds have been repaired or installed



Environment

Priorities stakeholders have told us to consider:

Carbon emissions from WPD vehicle fleet

Carbon footprint of WPD's buildings and depots

Impact on local environment and impact on biodiversity

Waste sent to landfill

Plastic usage

Harmful leaks from WPD's equipment
(e.g. liquids and gases from equipment)



Would you add or change anything?



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Electric Vehicles

The landscape we expect to operate in

- **Net zero** will drive the uptake of electric vehicles in the UK
- **Different charge locations** will create different charge rates/network loading. Customers are expected to charge at either **Home, Work/Destination** or **En route**
- **Climate emergencies**, where declared by cities and local authorities, may accelerate the need for EV infrastructure and services
- **High volume locations** such as bus depots and motorway service areas will be used by EV owners
- A reduction in **vehicle costs** is likely to increase consumer demand, as will changes to company car taxation in April 2020

Key context

- “High” predictions expect around 3 million EVs on our network by 2030
- Up to 217,000 chargers could be connected to our network by 2023
- Our Electric Nation project showed how domestic customers charge at home, with charging every few days and often avoiding peaks
- Latest Government ban on new petrol, diesel and hybrid vehicles by 2035



Electric Vehicles

Priorities stakeholders have told us to consider:

Facilitate electric vehicle take up –
individual customer level

(provide sufficient capacity and infrastructure for EV charging)

Easy access to charge points
when away from home

(located across the network)

Facilitate electric vehicles on a mass scale

(help communities, local authorities and technology providers with
guidance, forecasting (e.g. potential constraints) and technical information)

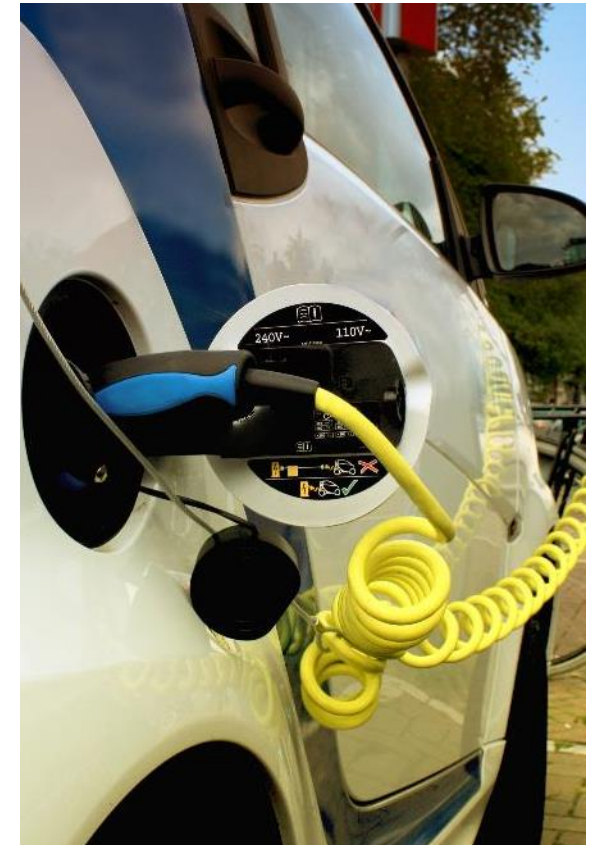
Speed of charging

Easy process to install a
charge point at home

Cost of charging when
away from home



Would you add or change anything?



Vulnerability and Fuel Poverty

Definitions

- **Vulnerability:** this is WPD's key focus to protect and support customers in vulnerable situations (especially during power cuts), ensuring they do not suffer detrimentally and instead receive additional, tailored support
- **Fuel Poverty:** this is anyone struggling to afford their energy bills, and those left below the poverty line once their bills are met

The landscape we expect to operate in

- We need to focus on **resilience** in relation to power cuts (before, during and after)
- The costs of decarbonisation could place pressure on bills, impacting **affordability**
- **Fuel Poverty** remains a challenge and WPD is uniquely placed to address this
- An **open data environment** means increased data sharing and collaboration between utilities
- **A smart future and achieving net zero** provides opportunities for customers in vulnerable situations and fuel poverty to reduce energy usage and costs
 - New products, services and activities will bring new interactions with customers. Must ensure customers can understand and engage with these

Key context

- **Resilience:** Priority Service Register (PSR) - 1.9m customers
- **Affordability:** average domestic customer pays - £98 / yr
- **Fuel Poverty:** 14 partnership schemes tackling fuel poverty: c.18,000 customers saving £8m per yr



Vulnerability and Fuel Poverty

Priorities stakeholders have told us to consider:

Customer resilience
(safety & peace of mind)

Protect the interests of vulnerable customers
in the switch to a smarter network

Identifying vulnerability
(customers for the Priority Services Register)

Partnerships and outreach services
(Power cut support, Fuel poverty support)

Referral networks, data
sharing and data quality

Accessibility of our
services

Maintain a Priority
Services Register



Would you add or change anything?



Roundtable discussion

In this roundtable discussion we will ask you to consider the following questions...

- 1) Blank page – what are the priorities you want delivered under each topic?
- 2) Review the priorities other stakeholders have started to fill in on the blank page – do you agree, is there anything more?
- 3) Blank page – what commitments do you want us to deliver under these priorities?

Workshop Two	
Topic group 2a	Topic group 2b
<ul style="list-style-type: none">• Electric vehicles• Environment	<ul style="list-style-type: none">• Vulnerability• Fuel Poverty

