

AGENDA - WPD Customer Panel Meeting

9.45 am arrival, 10.00am start. Wednesday 14 December 2016
Derby Depot, Unit 11, Victory Park, Victory Road, Derby, DE24 8ZF

10.00	Welcome & introductions	All
10.00 – 10.45	Business Plan reporting and The role of the Distribution System Operator (DSO)	Robert Symons (Chief Executive)
10.45 – 11.15	Members' perspective - Findings of review - Next steps: make up of group, meetings, governance,	Duncan McCombie
11.15 – 11.45	Panel research projects – kick off - Proposal from CSE - Project one next steps	Nicki Johnson
11.45 – 12.30	January Workshops - Feedback on agenda, topics and vote exercises	Alex Wilkes
12.30 – 13.00	WPD's website and work plan for 2017	Lian White
13.00 – 14.00	Lunch	
14.00 – 15.00	Split session. Choice of the following: A: Connections & business customers B: Social Obligations - WPD 'Affordable Warmth Local Action Fund' - Update on new initiatives favoured by the Panel - NG update following Food Bank project	Alison Sleightholm Nicki Johnson/ Karen McCalman Jo Giles, National Grid

Future meeting dates:

2017: *Thursday 23 March 2017 - Worcester*
Tuesday 20 June 2017 - Nottingham
Thursday 21 September 2017 - Tipton
Tuesday 12 December 2017 - Derby



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WPD Customer Panel

Derby Depot

Wednesday 14th December 2016

Today

- 10.00 Business Plan reporting
The role of the DSO
Phil Swift (Operations Director)
- 10.45 Member's perspective – Panel format and Terms of Reference
Duncan McCombie
- 11.15 Panel research projects
Nicki Johnson (Stakeholder Engagement Officer)
- 11.45 January Workshops
Alex Wilkes (Stakeholder Engagement Manager)
- 12.30 WPD Website and work plan for 2017
Lian White (Digital Communications Officer)
- 13.00 Lunch
- 14.00 Split session:
 - A: Connections & business customers
 - B: Social obligations



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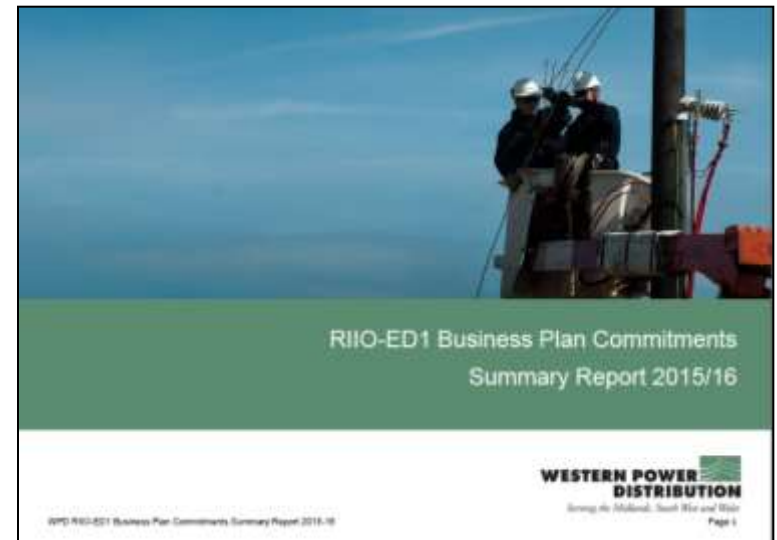
Business Plan Reporting

Phil Swift

Operations Director

Business Plan reporting

- The first year of RIIO-ED1 is complete 1st April 2015 – 31st March 2023
- **Performance snapshot** - 1 page, DNO comparable, high level summary
- **Summary Report** – overview of key reporting for interested stakeholders
- **Full Report** – a comprehensive report with detailed progress information for expert stakeholders
- **Glossary** of terms



At a glance – delivery in 2015/16

Key	
✓	Achieved an annual output
✓	Output on track, some elements requiring further input
■	Output under review
✗	Not met an annual output

 SAFETY	 ENVIRONMENT	 CONNECTIONS	 CUSTOMER SATISFACTION	 SOCIAL OBLIGATIONS
1. HSE intervention ✓	19. LCT response time ■	34. Time to connect ✓	44. BMCS ✓	60. Understanding of vulnerable customers ✓
2. ESQCR clearances ✓	20. Identifying LCT hotspots ✓	35. Customer service ✓	45. CSE certification ✓	61. Training staff to recognise vulnerability ✓
3. Inspection and maintenance ✓	21. Upgrading assets - LCT hotspots ✓	36. Customer surveys - distributed generation ✓	46. Telephone response times ✓	62. Contacting PSR customers ✓
4. Accident frequency ✓	22. Developing smart solutions ✓	37. Online project tracking ✓	47. Abandoned calls ✓	63. Improving PSR data ✓
5. Powering Improvement ✓	23. Using smart solutions ✓	38. Online information ✓	48. Call taker availability ✓	64. Working with suppliers on PSR issues ✓
6. Working with trade unions ✓	24. Oversizing transformers for losses ✓	39. Connection surgeries ✓	49. Providing restoration times ✓	65. Publicising the PSR ✓
7. Investigating accidents ✓	25. Upgrading cables for losses ✓	40. Improving processes ✓	50. Customer call backs - faults ✓	66. Providing crisis packs ✓
8. Substation security ✓	26. Lowering vehicle emissions ✓	41. Guaranteed standards ✓	51. Customer call backs - non faults ✓	67. Contacting medically dependent customers during faults ✓
9. Educational sessions ✓	27. Energy efficiency - buildings ✓	42. Raising awareness of competition ✓	52. On demand services ✓	68. Practical support during power cuts ✓
10. Safety literature ✓	28. Reducing waste to landfill ✓	43. Extending scope of contestable work ✓	53. Self service options ✓	69. Feedback from customers ✓
 RELIABILITY	29. Reducing BCF ✗		54. Customer panel ✓	70. Working with local resilience forums ✓
11. Network performance ✓	30. Reducing oil leaks from cables ✓		55. Stakeholder workshops ✓	71. Database of referral agencies ✓
12. Speed of restoration ✓	31. Reducing SF6 leaks ✗		56. Stakeholder report ✓	72. Fuel poverty website links ✓
13. 12 hour outages ✓	32. Installing bunds ✓		57. One day complaint resolution ✓	73. Awareness campaigns of fuel poverty assistance ✓
14. Guaranteed standards ✓	33. Undergrounding lines in AONBs ✓		58. Ombudsman complaints ✓	74. Fuel poverty training for staff ✓
15. Worst served customers ✓			59. Power for Life ✓	75. Identification of vulnerable households ✓
16. Flood defences ✓				76. Outreach services ✓
17. Tree clearance (resilience) ✓				
18. Black start resilience ✓				

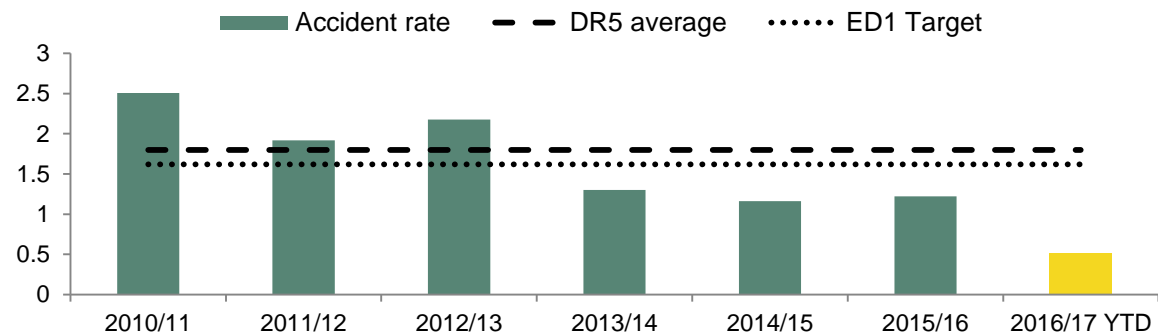
Safety

2015/16 performance: 2016/17 performance (year to date):

		SAFETY
1.	HSE intervention	✓
2.	ESQCR clearances	✓
3.	Inspection and maintenance	✓
4.	Accident frequency	✓
5.	Powering Improvement	✓
6.	Working with trade unions	✓
7.	Investigating accidents	✓
8.	Substation security	✓
9.	Educational sessions	✓
10.	Safety literature	✓

- 34 accidents YTD (131 in 2012/13)
- 13 safety training events held YTD with 239 contractors and 22 WPD staff (in addition to behavioural safety events reaching 5,531 staff in 2015/16)
- Four contractor safety conferences held, involving around 100 contractor organisations and circa 400 of their staff
- Inspection & Maintenance programme on track with target
- 1,500 safety education events reaching 48,275 schoolchildren (97% of annual target)

Overall Accident rate per 100 staff



Reliability

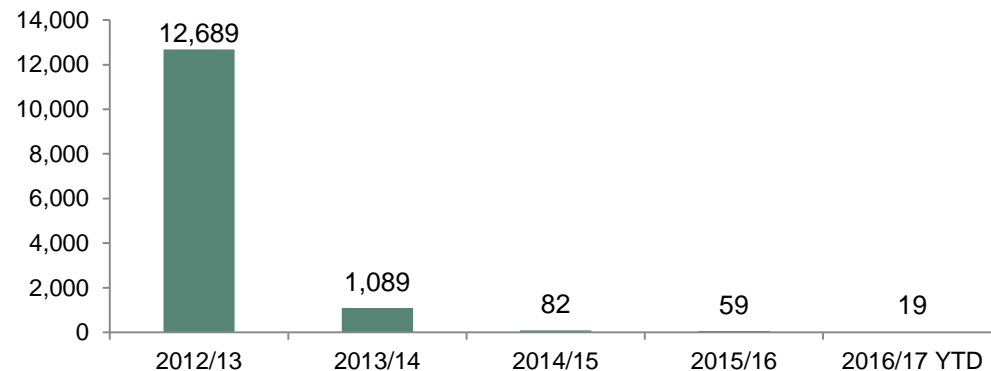
2015/16 performance:

2016/17 performance (year to date)

		RELIABILITY
11.	Network performance	✓
12.	Speed of restoration	✓
13.	12 hour outages	✓
14.	Guaranteed standards	✓
15.	Worst served customers	✓
16.	Flood defences	✓
17.	Tree clearance (resilience)	✓
18.	Black start resilience	✓

- HV faults restored within 1 hour: **89.32%** (target = 85%)
- Storm resilience tree trimming: **498km** (71% of annual target)
- Flood defences at primary substations: **3** (25% of annual target)
 - All sites for fluvial (river) flooding complete as data exists
 - Still conducting site surveys to form data for pluvial (rain/surface water)
 - Ramp-up in delivery in coming years


Customers off supply over 12 hours



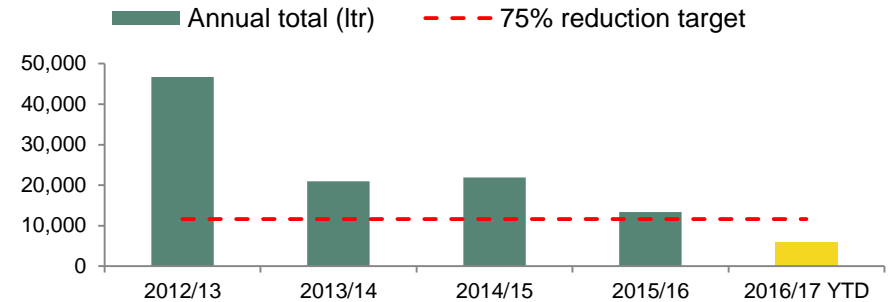
Environment

2015/16 performance:

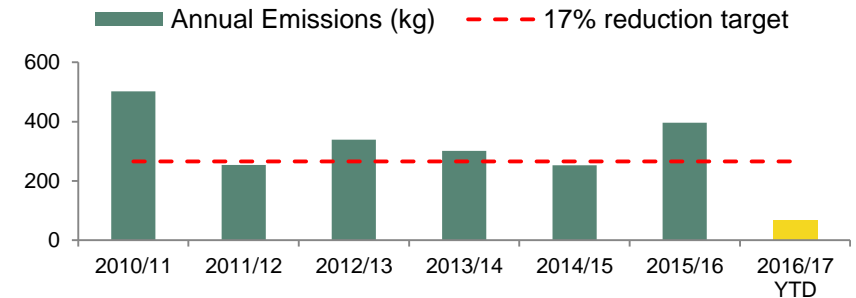
2016/17 performance (year to date):

 ENVIRONMENT				
19.	LCT response time	■	26.	Lowering vehicle emissions ✓
20.	Identifying LCT hotspots	✓	27.	Energy efficiency - buildings ✓
21.	Uprating assets - LCT hotspots	✓	28.	Reducing waste to landfill ✓
22.	Developing smart solutions	✓	29.	Reducing BCF ✗
23.	Using smart solutions	✓	30.	Reducing oil leaks from cables ✓
24.	Oversizing transformers for losses	✓	31.	Reducing SF6 leaks ✗
25.	Uprating cables for losses	✓	32.	Installing bunds ✓
			33.	Undergrounding lines in AONBs ✓

Fluid filled (oil) cable leaks



SF6 gas emissions



- Building energy use in 2016 Q3 reduced by 11% compared to 2016 Q2
- Further 'Switch Off' day planned Q4 2016/17

Customer satisfaction

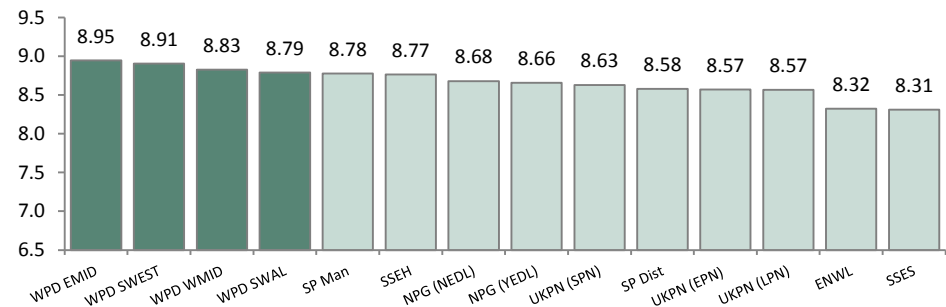
2015/16 performance:

2016/17 performance (year to date)

 CUSTOMER SATISFACTION					
44.	BMCS	✓	52.	On demand services	✓
45.	CSE certification	✓	53.	Self service options	✓
46.	Telephone response times	✓	54.	Customer panel	✓
47.	Abandoned calls	✓	55.	Stakeholder workshops	✓
48.	Call taker availability	✓	56.	Stakeholder report	✓
49.	Providing restoration times	✓	57.	One day complaint resolution	✓
50.	Customer call backs - faults	✓	58.	Ombudsman complaints	✓
51.	Customer call backs - non faults	✓	59.	Power for Life	✓

Overall satisfaction

(interruptions, connections & general enquiries)



- Complaints resolved within one day: **82.79%** (target = 70%)
- Telephony
 - Answered 774,935 calls in an average of 1.38 seconds
 - Made 209,285 proactive calls including 61,701 to vulnerable customers
 - Sent 388,548 proactive text messages

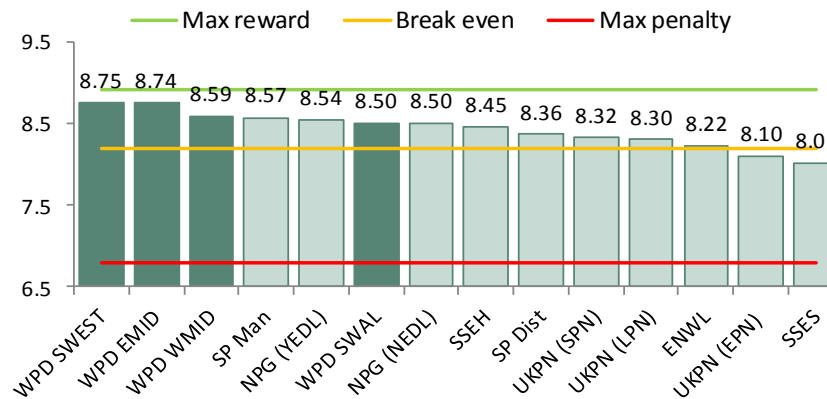
Connections

2015/16 performance:

2016/17 performance to date

CONNECTIONS		
34.	Time to connect	✓
35.	Customer service	✓
36.	Customer surveys - distributed generation	✓
37.	Online project tracking	✓
38.	Online information	✓
39.	Connection surgeries	✓
40.	Improving processes	✓
41.	Guaranteed standards	✓
42.	Raising awareness of competition	✓
43.	Extending scope of contestable work	✓

Customer satisfaction



Average & maximum time to connect

	EMID	WMID	SWAL	SWEST
Av. Days to quote – single premises	3.51	4.52	5.02	6.00
Target for max. reward	6.39	6.39	6.21	6.21
Av. Days to quote – 1-4 premises	4.73	6.36	6.75	7.38
Target for max. reward	10.07	10.13	10.07	9.97
Av. Days to connect – single premises	37.83	41.23	36.16	45.32
Target for max. reward	32.08	32.08	32.08	32.08
Av. Days to connect – 1-4 premises	53.06	58.92	52.23	56.24
Target for max. reward	39.37	39.37	32.70	37.70

■ > 50% of max target reward achieved
■ <50% of max target reward achieved
■ No reward

Social obligations

2015/16 performance:

2016/17 performance to date

 SOCIAL OBLIGATIONS		
60.	Understanding of vulnerable customers	✓
61.	Training staff to recognise vulnerability	✓
62.	Contacting PSR customers	✓
63.	Improving PSR data	✓
64.	Working with suppliers on PSR issues	✓
65.	Publicising the PSR	✓
66.	Providing crisis packs	✓
67.	Contacting medically dependent customers during faults	✓
68.	Practical support during power cuts	✓
69.	Feedback from customers	✓
70.	Working with local resilience forums	✓
71.	Database of referral agencies	✓
72.	Fuel poverty website links	✓
73.	Awareness campaigns of fuel poverty assistance	✓
74.	Fuel poverty training for staff	✓
75.	Identification of vulnerable households	✓
76.	Outreach services	✓

- 333,365 Priority Service Register (PSR) customers contacted to update their records (55% of annual target)
- Referral schemes supported 3,909 fuel poor customers - delivered £691k annual savings
- £60k “Affordable Warmth Local Action Fund” launched to support community schemes to identify hard-to-reach vulnerable customers (emergency resilience advice and PSR referrals)
- Compliance with BSI Standard for ‘Inclusive Service Provision’ (renewal Dec 2016)
- WPD ranked 1st for consumer vulnerability in Ofgem’s annual incentive scheme (next audit due May 2017)



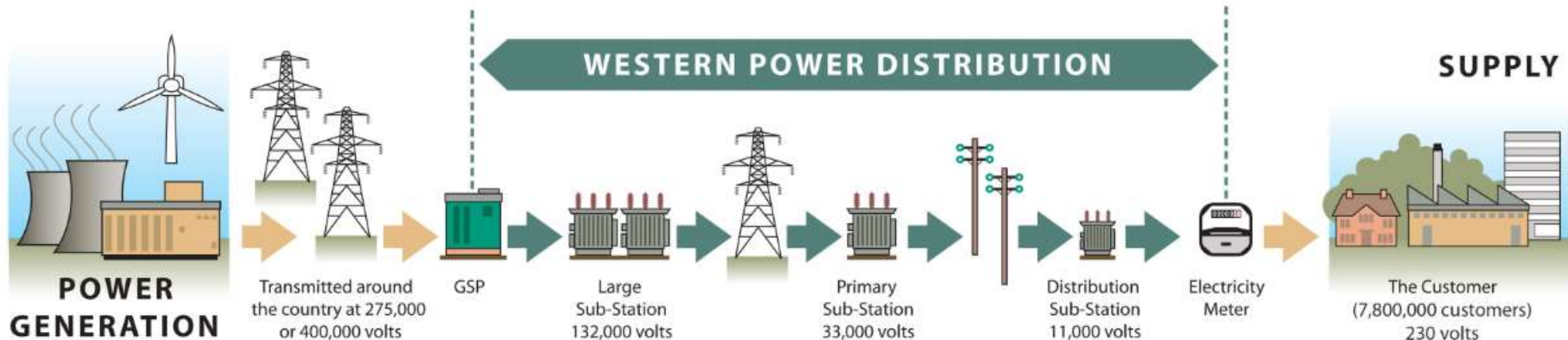
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DSO

Phil Swift

Operations Director

Traditional role of the DNO



Key Activities

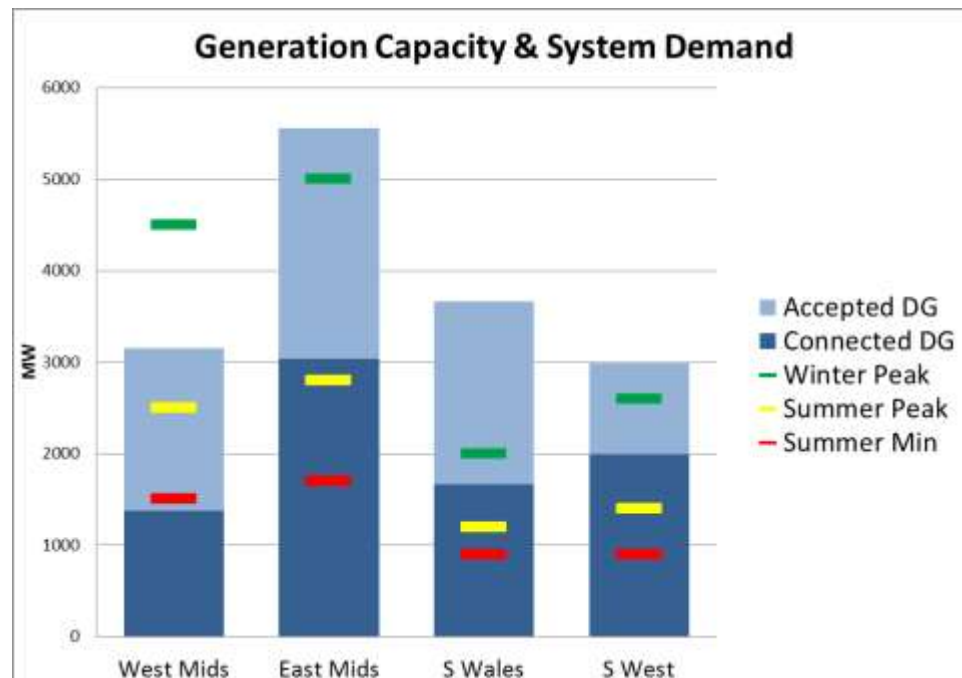
- Maintain the network
- Connect new customers
- Fix the network

Network changes - drivers

- Climate change and international agreements on reducing carbon emissions
- EU and UK binding targets – delivered through renewable DG, EV, RHI
- Rapid changes in GB generation
 - Much more DG
 - Volatile market/incentives
 - Increased need for local and coincidental demand
- Consideration of whole system issues
 - Energy
 - Also gas, heat and transport fuels
- Significant uncertainty over the pace of change
 - Risk of over / under capacity
- Long lead time to build conventional capacity

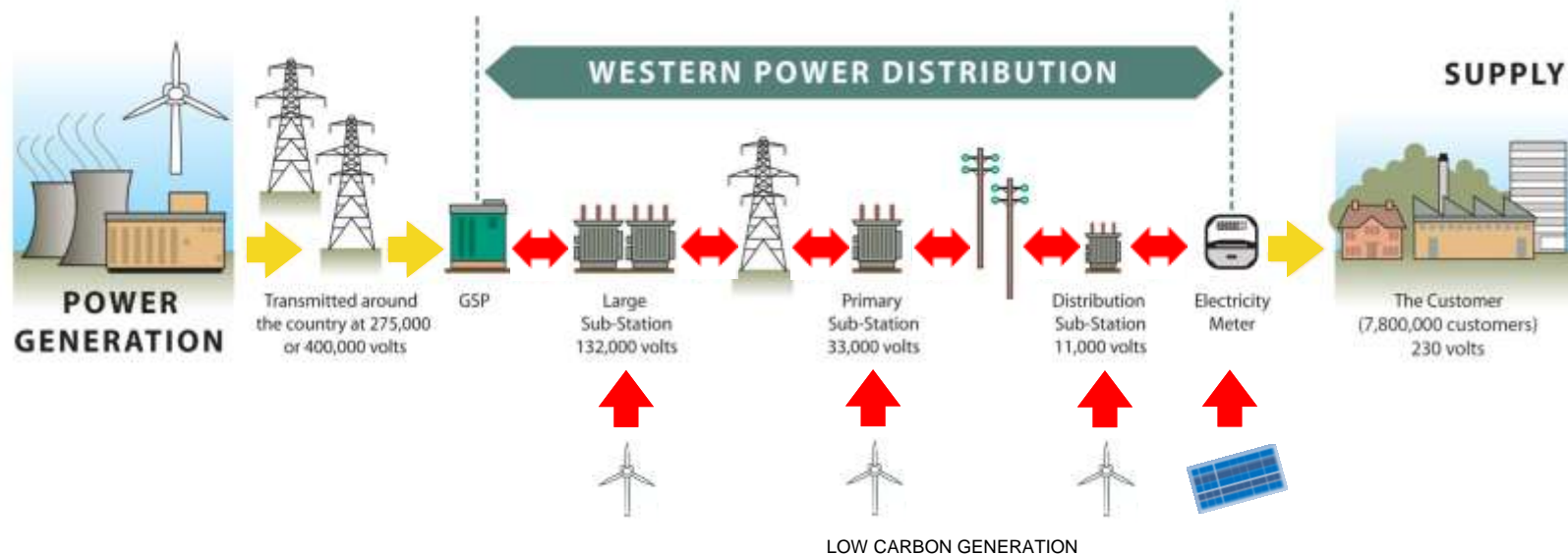
The challenge for our network

- WPD has connected or offered to connect 20GW of generation
- This has been achieved on a network designed
 - to supply a peak winter load of 14.1GW
 - for a summer minimum demand of 5GW
- In simple terms there is an export potential greater than the peak demand
- Consequential impact on the National Grid



The challenge for our network

- Significant volumes of new localised generation cause issues such as reverse power flows, voltage level changes, rapid variations in export / import levels (due to weather i.e. the sun and the wind)
- Additional impact upstream on National Grid



What needs to change?

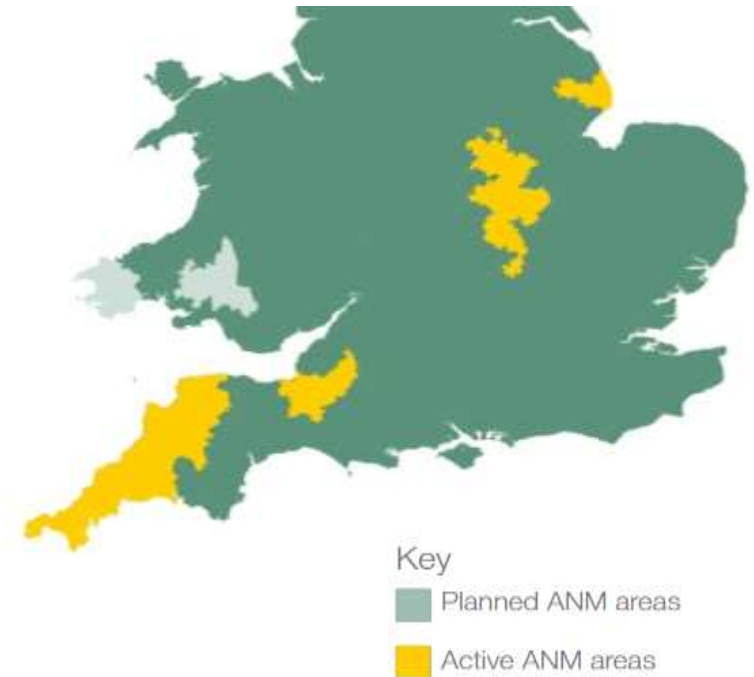
- Moving from operating a passive network to a fully dynamic network requires;
 - Historic and real time energy flows
 - Forecasting future energy volumes across the network
 - Active reconfiguring of the system as needed
 - Industry-wide commercial arrangements to contract services such as DG, active demand and storage
 - Co-ordination of DSO operational requirements with the National Grid Transmission System Operator (TSO) to reduce conflicts
 - Potential for provision of commercial services to Grid
 - Simple platform for energy suppliers, generators / storage, local community schemes and other market participants to trade in energy services

What are the building blocks?

- Introduction of ANM seen as a first step towards DSO
- Projects ongoing to develop readiness for DSO are in the areas of:
 - Data integrity
 - Market integration
 - IT systems
 - Customer propositions
 - Equipment

WPD Innovation Strategy

- ANM rollout
 - 4 active zones
 - 9 zones due to roll out
 - More as necessary
- Focus on Demand Side Services
 - A number of demand projects covering domestic and commercial
 - Projects investigating control over electrification of heat and transport
- Key focus on integration of systems and data
 - Verification of data and enabling greater use



WPD Innovation Project Learning

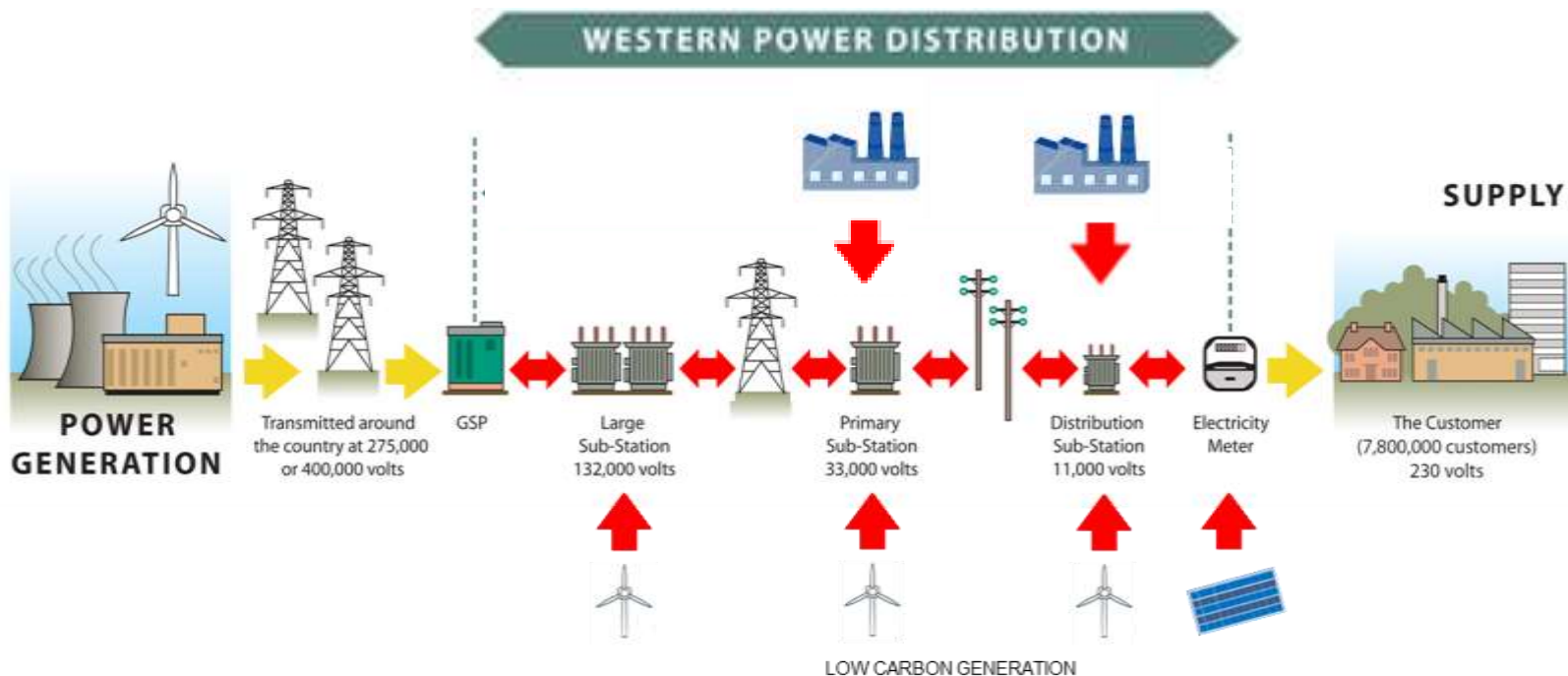
- LV Templates – energy profiling
- Low Carbon Hub – development of Alternative Connections/ANM
- Low Carbon Hub – development of DG constraint panels
- FALCON – I&C DSR (with DG and Active Demand)
- FALCON – energy forecasting
- SoLa BRISTOL – domestic DSR and DSM (with batteries)
- Community Energy Action – community-based DSR
- ECHO – domestic DSR (smart plugs)
- Car Connect – Smart EV charging
- Sunshine Tariff – community DSR (offsetting DG and demand)
- SYNC – I&C DSR (demand shifting to summer DG peak)
- ENTIRE – Demand Side Response
- Solar Storage (DG output smoothing and ancillary services using battery storage)
- Hydrogen Heat and Fleet (demand control through electrolysis and cross vector hydrogen use)
- Plugs and Sockets – EU funded project



The future role of the DNO

Key Activities

- Managing energy not power
- Distributed Energy Resources e.g. DSR, Local balancing and alternative connections
- More commercial interaction with customers



Ofgem/BEIS – A smart flexible energy system

- Ofgem and BEIS have issued a call for evidence for the transition to a smart flexible energy system
- Identifies four main areas of work
 - Removing barriers to storage and demand side response
 - Improving price signals for more flexibility
 - Encouraging innovation
 - Changing roles and responsibilities
- The smart systems consultation puts the onus on DNOs to transition to DSOs with a Government review of progress expected before the end of 2017
- Responses are due in January with Ofgem publishing a plan in spring 2017

QUESTIONS ?



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Member's perspective Panel format and Terms of Reference

Duncan McCombie

Panel influence in the last year

- In total, we've taken 18 actions in 2016 alone, here are some highlights

• Feedback	• Action
• PSR removal policy review for old records	• Proposal to delete 352,048 records of customers who have had no contact with us for three years
• WPD should consider you tube videos – some good examples shared by the panel	• WPD reviewed the videos and now include this format in social media portfolio
<ul style="list-style-type: none"> • The panel are keen to commission relevant research projects • (covered later today) 	<ul style="list-style-type: none"> • Who's on our Wires research has been recommissioned • Future customer research to be taken forward
• Panel members are keen to work with WPD where collaboration is useful	• Stronger Together conference to take place on Wednesday 7th December 2016
• Panel members can provide valuable input prior to publication of documents	• The panel (Connections Surgery) have reviewed and provided valuable critique and input into WPD's innovation strategy, ICE connections Improvement Plan and planned connections engagement

Panel influence in the last year

Feedback	Action
School visits should include some PSR promotion	PSR advice and leaflets are given to children at school safety visits and at the summer shows targeted at informing and educating youngsters about electricity
A review of the Panel and the way it operates should be undertaken by an independent panel member	Duncan McCombie currently undertaking a full review of the Panel, attendees, sessions and governance
A senior Manager point of contact should be available for those connections customers	A Senior Manager point of contact is now provided
You'd like online information for local authorities/LRFs/councils during storms	Introduced new performance data for web/twitter/facebook release during storms
Crisis packs contain the right items	Further 1500 ordered for use in 2017

[Click here for findings from the recent review](#)

Click here for next Steps



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Panel research projects

Nicki Johnson

Stakeholder Engagement

Proposed topics for research

- Last time we talked about:
 - **Vulnerable customer population** – Academic research to ascertain the size of the vulnerable population in the operating areas for WPD as a total, based on the current definitions
 - **Vulnerable customer support** - To ascertain where (vulnerable) customers go to get support, and where utilities feature in those discussions/actions?
 - **Future customer** - Gain an understanding of the expectations of the customers of the future, and the not too distant future
- Thank you for your thoughts and preferences
- Work is now underway on a CSE project ‘Who’s on our Wires?’ which covers the academic research on the vulnerable customer population

Research topics – taking it forward

To gain an understanding of the expectations of the customers of the future, and the not too distant future

- We need
 - An agency ✓
 - A budget
 - A brief

- The objectives – what do we want to learn? For example,
 - Awareness of WPD
 - Customer service expectations of the next generation
 - Other expectations, e.g. infrastructure investment, social obligations

Research topics – taking it forward

To gain an understanding of the expectations of the customers of the future, and the not too distant future

- Target
 - who do we want to ask.... University/college students? Schools?
 - must be in WPD area
- Type of research..... focus groups, telephone survey?
- Sample – how many people do we need to talk to?

Next steps: 2-3 volunteers required to take this project off line and agree the brief before presenting back to the full panel



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Annual Stakeholder Workshops - 2017

Alex Wilkes

Stakeholder Engagement Manager

The logistics

- Six locations across our region:
 - Tuesday 24th Jan - **Plymouth** (St Mellion International Resort)
 - Wednesday 25th Jan - **Newport** (Celtic Manor)
 - Thursday 26th Jan – **Bristol** (Bristol Pavilion - formerly Gloucestershire Cricket Ground)

 - Tuesday 31st Jan - **Cheltenham** (Cheltenham Race Course)
 - Wednesday 1st Feb - **Birmingham** (Aston Villa Football Club)
 - Thursday 2nd Feb - **Derby** (Marriot Breadsall Priory)

- All Customer Panel members should have been invited – have you?

- Around 300 stakeholder attendees anticipated (c.40% return visitors)
 - Representatives from all our key stakeholder segments (ensure a balanced view)

- Short WPD presentations followed by facilitated round-table discussions and electronic voting



Clear plan to avoid a talking shop

- 10am – 1pm: Three main sessions
- 2pm-3pm: Optional surgeries

Agenda:

1. WPD's Business Plan reporting

2. Stakeholder priorities (1-5 yr & up to 10 yr)

3. Spotlight on two WPD strategic priorities

3A: Future networks

3B: Environment & sustainability

4. Choice of specific surgeries:

- **Connections & Distributed Generation**
- **Social obligations** (*vulnerability and fuel poverty*)
- **Emergency resilience**

Objectives:

- Present our year one (2015/16) performance reporting
- Seek views on how we can develop this further for 2016/17 (give specific options) and promote to stakeholders
- Best practice review of other DNO approaches

- **Overview today, for discussion**

- Consult on WPD's strategy for future of electricity networks (DSO) and current key actions
- Data Privacy Plan for smart meters – seek stakeholder views on data and its use and seek amends/support for WPD's current plan

- Present what we've delivered so far:
 - 2015/16 performance
 - Reporting to stakeholders
- Review our existing Business Plan outputs – are they still appropriate? Are there areas to stretch or add to?
- Vote on options for new developments/initiatives
 - E.g. cameras to aid gas/oil leak detection

- Consult on priorities and current action plans in each area

Session 2: Stakeholder priorities

- For the last 3 years we have reviewed WPD's long-term strategic priorities with stakeholders (that may change the way we operate in future)
 - Important to not focus solely on delivery of our Business Plan
- We have arrived at a consistent list and the importance ratings have not changed dramatically
- Important to review this annually but without re-treading old ground

Rank	2015	Category	2016
1	(1)	Keeping the lights on	9.20/10
2	(2)	Smart networks	7.46
3	New	Environment & sustainability	6.85
4	(3)	Workforce renewal, skills & training	6.65
5	(5)	Vulnerability	6.64
6	(4)	Government legislation/policy	6.21
7	(6)	Affordability	6.00
8	(7)	Customer information and data	5.90
9	(8)	Customer awareness	4.08

- This year we will look at how far and quickly we should go to address some of these
- Many of the actions we can take will have benefits that are difficult to measure the value of and that don't cost benefit in a traditional way
 - E.g. Proactive contact to 500k vulnerable customers leading to significant increase in resilience and reassurance for customers in relation to power cuts
 - Whilst an admirable outcome – do customers sufficiently value it in order to justify the cost it takes to deliver it?
 - Would they rather it's 100k or 750k for example?

Willingness To Pay (WTP)

- Many companies are using 'Social Return On Investment' exercises
- WTP is robust, tried and tested and a concept easily understood by customers. Based on survey of customers themselves
- WPD have used it when developing our last two business plans
- Last year we joined forces with National Grid Gas Distribution to commission joint WTP research
- **It is our intention to revisit this with stakeholders this year, in order to:**
 - **Establish customer priorities between a range of service improvements**
 - **Identify notional monetary values customers place on these**
- We are not actually asking customers to pay more, the figures show what they would be hypothetically willing to pay extra per year to see the proposed improvements achieved – as a means of revealing their intrinsic value to customers
- This then enables us to judge whether the cost of the actions to deliver the improvements, can be achieved for less than the values customers place on them

Proposed WTP exercise

- On average a domestic customer pays £100 to WPD. The majority is allocated to network investment and operations. Around £10 is for 'discretionary' service improvements – e.g. more flood protection vs more vulnerable customer support
- Each stakeholder given an individual vote on options such as:



Category	Option 1: As now £0	Option 2 £0.50	Option 3 £1.00	Option 4 £1.50
Overall customer satisfaction	8.80 out of 10	9.0/10	9.2/10	9.4/10
Connections satisfaction	8.60 out of 10	8.8/10	9.0/10	9.2/10
Business carbon footprint	98,872 tCO ₂ e (=4,750 homes, 5,750 ford Mondeos)	↓5%	↓10%	↓15%
Customer awareness	50%	55%	60%	65%
Safety education	60,000 educated a year	70,000	80,000	90,000
Vulnerable customers	125k proactively supported	150k	175k	200k
Fuel poverty	10,000 supported	12,500	15,000	17,500
Emergency resilience	10% communities engaged/supported	20%	30%	40%
Anything else?				

Using the results – next steps

- We'll take the findings from this stakeholder exercise and seek to drill down into certain key areas with wider customers (joint collaboration with UKPN and NGGD)
- E.g. stakeholders asked for an X% improvement in XXXXX – which of these options would you support and which do you attribute the greatest WTP value to:

Customer satisfaction
<i>Improving quality of response to inbound customer calls</i>
<i>Increasing proactive contact with customers during emergencies</i>
<i>Improving speed of complaints resolution</i>
<i>Developing new website functionalities to improve services customers can conduct online</i>
<i>Improve the accessibility of existing websites and apps</i>
<i>Expanded social media and digital communication options</i>
<i>Improving the visibility and understanding about what networks do and who they are</i>
Connections and smart networks
<i>Improving availability of connections information online</i>
<i>Improving customer services throughout the connection process</i>
<i>Make it easier to connect low carbon technologies to the network</i>
<i>Increasing support for Community Energy schemes and initiatives</i>
<i>Planning and preparing for future energy scenarios in a low carbon future</i>
Vulnerability (PSR)
<i>Improving the ability to provide bespoke support during outages by improving the data on the PSR</i>
<i>Increasing the number of customers proactively contacted to offer advice to prepare them for emergencies/winter</i>
<i>Providing practical measures to prepare customers for outages</i>
<i>Increasing proactive contact to vulnerable customers during emergencies to offer support</i>
<i>Partnerships in place to provide face-to-face welfare support during emergencies</i>
<i>Initiatives to identify new vulnerable customers not already known to networks</i>
<i>Providing training to frontline staff to enable them to identify vulnerability and provide appropriate support</i>



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WPD's Website and work plan for 2017

Lian White

Digital Communications Officer

Website team – progress so far

Immediate focus on:

- Creation of a detailed work plan for 2017 – containing 27 actions
- Reducing the number of reactive tasks and business-as-usual improvements currently on the workload by end of Jan. e.g.:
 - New connections payment portal
 - Internal safety video portal
 - Generator registration portal
- Engaging the wider business on how the website can further support key customer services
 - Including raising profile of the team and capabilities to support business from outset of projects

Next steps:

- Improve web host/developer delivery - capacity and responsiveness
 - Meeting to agree 2017 work schedule and clearly communicate expectations
- Delivery of key future developments – objective to have frontier digital comms in industry
 - e.g. Power cut reporting via the website, including enabling customers to register properties to receive proactive updates. Potential to promote this to all customers via Power For Life, including in particular carers/family of PSR customers

Key deliverables - 2017

Consolidation of existing WPD websites

- e.g. Bring innovation and children's education websites (currently separate) back into main WPD website
- Ensure all WPD sites are on same operating platform (currently various versions)

Website content/owner mapping and engagement to schedule whole section refreshes

- Priorities: Power cut services, Connections, Innovation

WPD App – version 2 launch

- Including power cut reporting feature, register properties for proactive updates, easier PSR registration

Online Power Cut Reporter tool

Winter resilience comms

- Clear plan for bulletins before, during and after major events
- Hosted on website and proactively sent to stakeholders (incl. promotion to significantly increase those registered for updates)

Research/focus groups to identify website improvements

- Including internal best practice review of existing world-wide utilities

Live tweets included on online power cut map

- Including a facility to look at recent power cut history

Network investment map – detailing major projects

New Distributed Generation capacity map (interactive)

- **We would like to regularly engage with you throughout this delivery**
 - Full panel?
 - Or select group – if so, any volunteers?

Winter resilience

First key development for the site

- Please see hand-outs
- Improve communication to customers during severe weather by updating our website with bulletins **pre**, **during** and **post storm**:

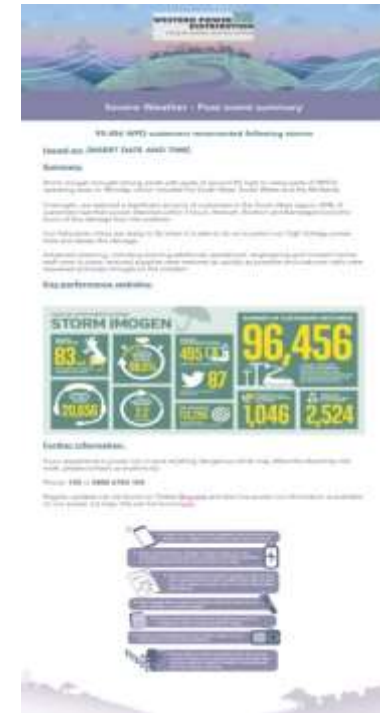
We're prepared



**Latest update
(multiple updates)**



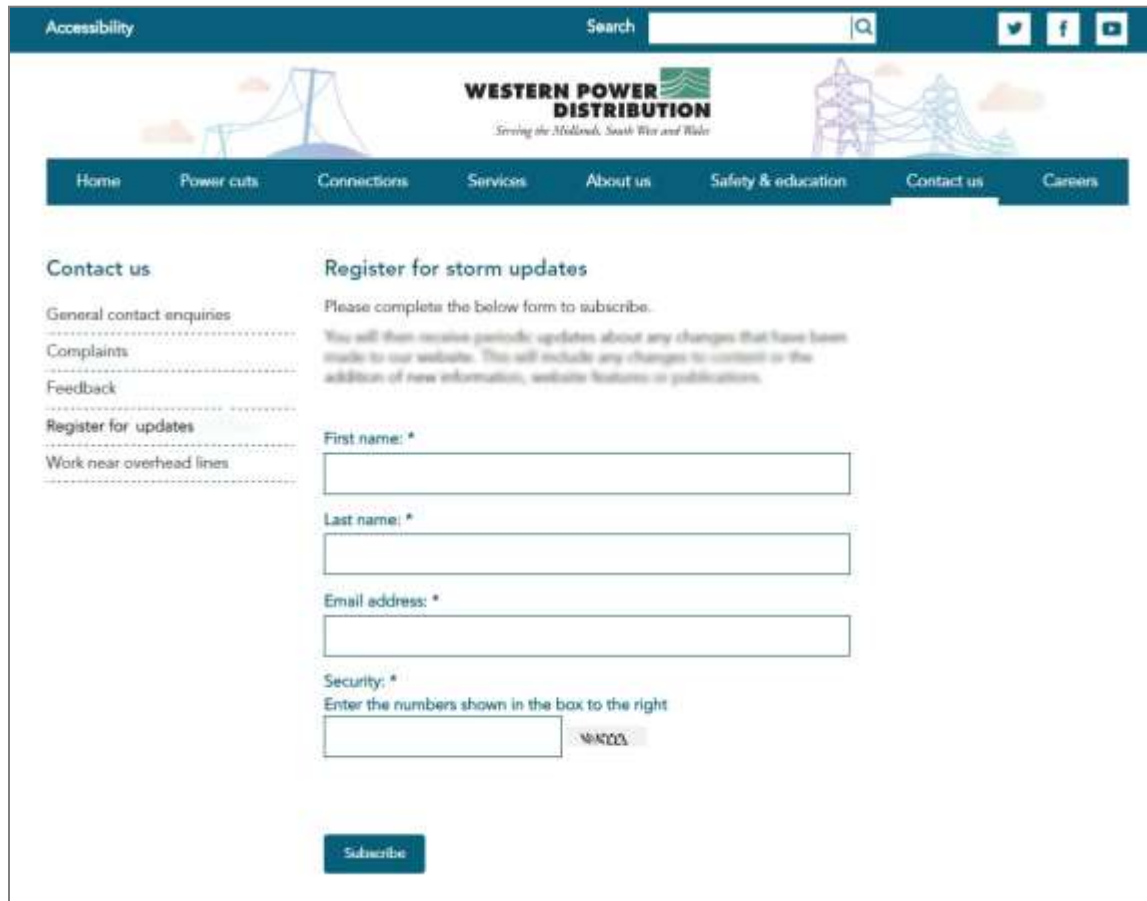
How we did



Q: What do you think of the bulletins?

Winter resilience

- These bulletins will also be emailed to registered customers
- We will be promoting sign up to the bulletins on the website and through social media



The screenshot shows the Western Power Distribution website. At the top, there is a dark blue header with 'Accessibility' on the left, a search bar in the center, and social media icons (Twitter, Facebook, YouTube) on the right. Below the header is a banner with the company logo 'WESTERN POWER DISTRIBUTION' and the tagline 'Serving the Midlands, South West and Wales'. A navigation menu below the banner includes links for Home, Power cuts, Connections, Services, About us, Safety & education, Contact us, and Careers. The 'Contact us' section is active, showing a list of links: General contact enquiries, Complaints, Feedback, Register for updates, and Work near overhead lines. The 'Register for storm updates' section is also visible, with a form to subscribe. The form includes fields for First name, Last name, Email address, and a Security question. A 'Subscribe' button is at the bottom of the form.

Accessibility Search [] [Q] [Twitter] [Facebook] [YouTube]

WESTERN POWER DISTRIBUTION
Serving the Midlands, South West and Wales

Home Power cuts Connections Services About us Safety & education **Contact us** Careers

Contact us

General contact enquiries
Complaints
Feedback
Register for updates
Work near overhead lines

Register for storm updates

Please complete the below form to subscribe.

You will then receive periodic updates about any changes that have been made to our website. This will include any changes to content or the addition of new information, website features or publications.

First name: *
[]

Last name: *
[]

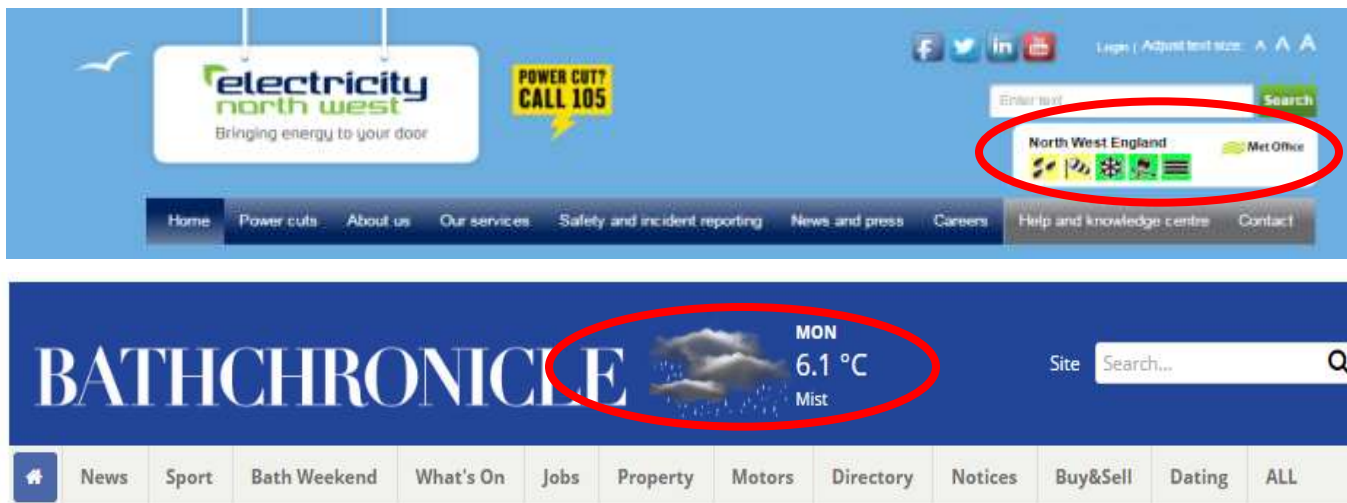
Email address: *
[]

Security: *
Enter the numbers shown in the box to the right
[] [] [] [] [] [] [] [] [] []

Subscribe

Winter resilience

- **Q: How should we market this to stakeholders?**
- Intention to email all 5,000 stakeholder contacts and LRF partners
 - Send examples of bulletins (online not via attachment)
 - Ask people to opt in
- **Q: Can you assist via your networks?**
- **Would Met Office weather updates on our website benefit you? How would you want this information displayed?** Some examples from other sites below:



Future website layout

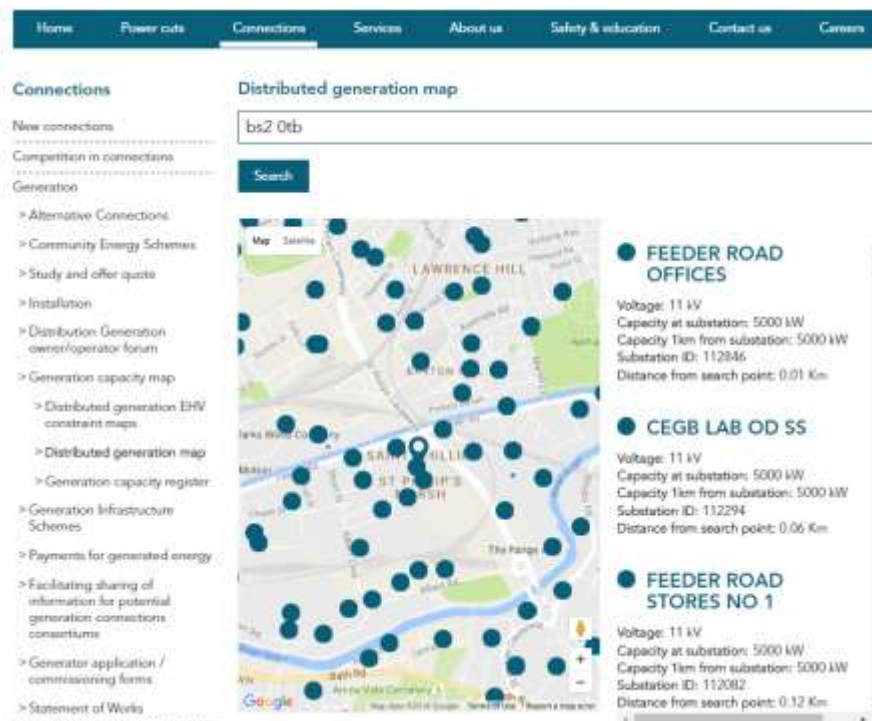
Structure of our website content

- Look at a key section of the website every other month with the relevant content owners
- Make content clear but descriptive making the user journey better
- We're looking to start with Connections and Innovations, are there any sections that would be more beneficial to start with from a customers point of view?

Distribution Generation Capacity map

Redevelopment of our DG Capacity map

- Our current Distributed Generation map gives customers an indication of potential capacity available for new connections at our 11kv distribution substations across all WPD licence areas
- The map is more than 5 years old and in need of an update to make it more relevant to current consumer needs



Distribution Generation Capacity map

We will do this by...

- Adding details of constraints and available capacity, not only at Primary Substation level but at Bulk and Grid supply points. Substations will be colour coded based connection availability at the site -

Red – Low

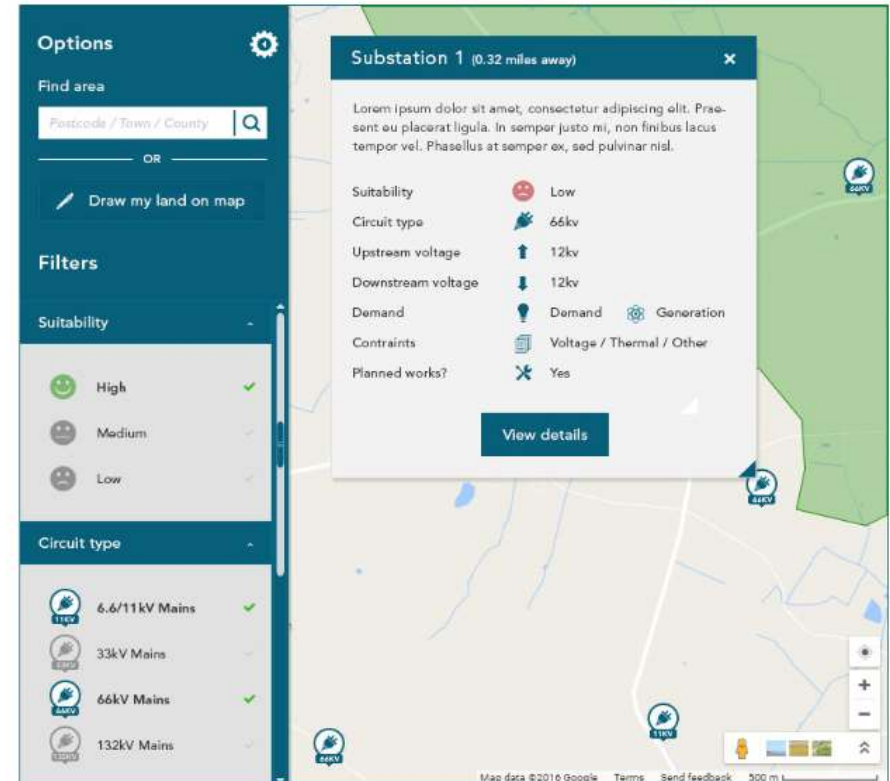
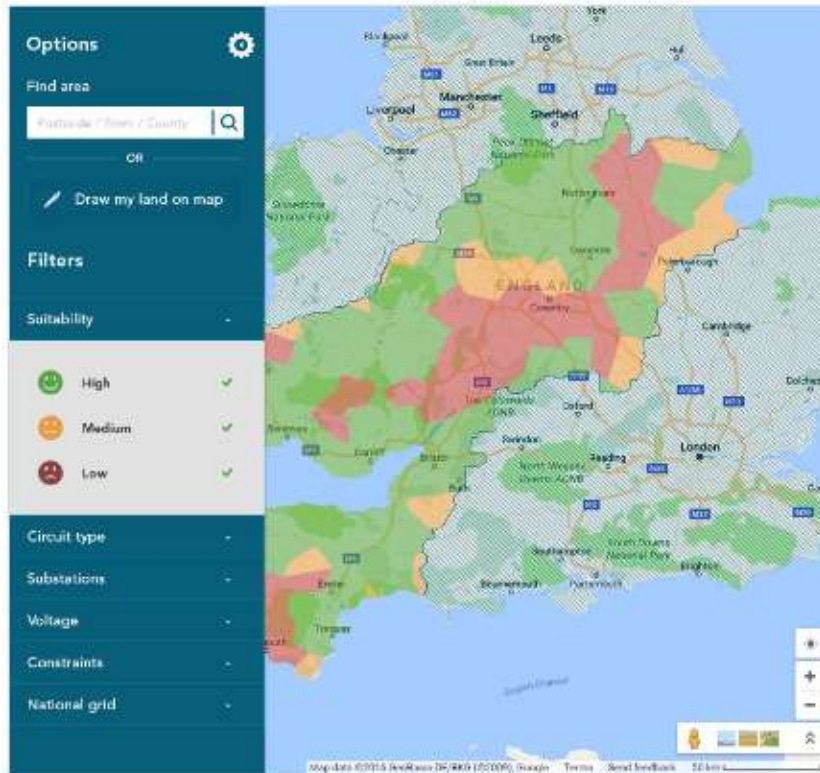
Amber – Medium

Green – High

- Incorporating constraints identified within the Statements of Work Process
- Adding a disclaimer prior to accessing the map to ensure customers are fully aware that the data is provided for information only and does not form the basis of a formal offer or any confirmation
- Having a print functionality on the map to allow users to save their search results
- Tracking visitor numbers to the map and download stats
- Scheduling frequent data updates

Distribution Generation Capacity map

First draft look...



- **Q: Any initial thoughts? Any key features/considerations you would highlight for us to action?**

Online power cut reporter

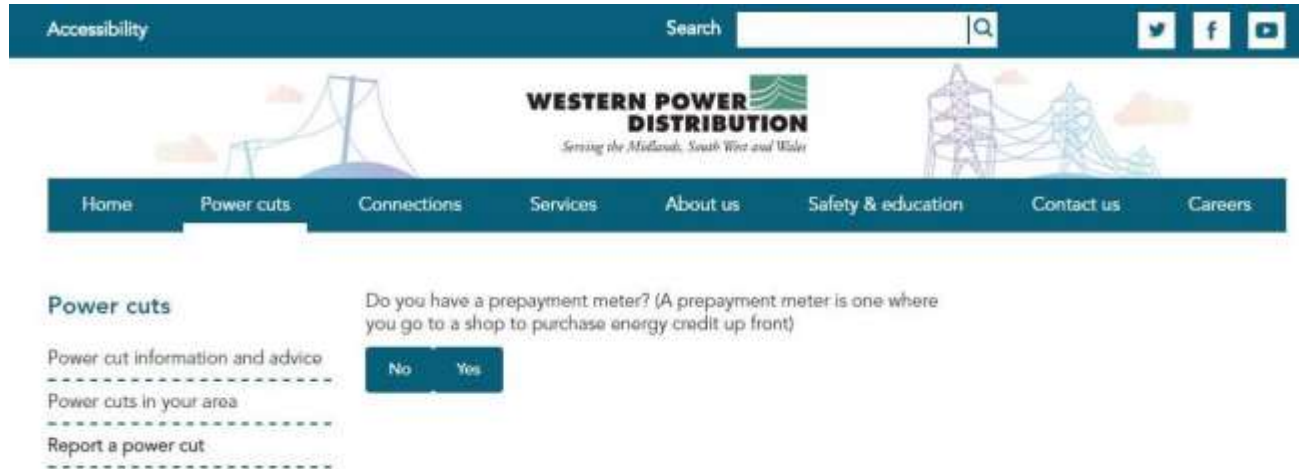
Reporting a power cut through our online map

- There will soon be a facility to report an outage that we're not aware of through our Power Cut map

The screenshot shows the Western Power Distribution website. At the top is a dark blue header with 'Cymreig' and 'Accessibility' on the left, a search bar in the center, and social media icons on the right. Below the header is a navigation bar with links: Home, Power cuts, Connections, Services, About us, Safety & education, Contact us, and Careers. The 'Power cuts' section is active. On the left, there's a sidebar with links: 'Power cut information and advice', 'Power cuts in your area', and '> Power Cut Map'. The main content area is titled 'Power cuts in your area' and contains a form to enter a postcode. The postcode 'BS2 0TB' is entered. Below the form is a 'Search' button. To the right of the form is a 'Contact us' box with a phone icon, emergency information (0800 6783 105), and general contact enquiries (0800 096 3080). Below the search bar, there's a map showing the WPD region. A message box on the map states: 'We do not know of any faults in your area. To report a power cut or speak to our customer service team, please call: WPD (South West) - 0800 6783 105. Information updated on 24/11/2016 12:22 PM'. A yellow lightning bolt icon with the text 'POWER CUT? CALL 105' is positioned to the right of the map.

Online power cut reporter

- This function will take the customer through a series of questions such as 'Have you checked your trip switches?' and 'Do you have a prepayment meter?'



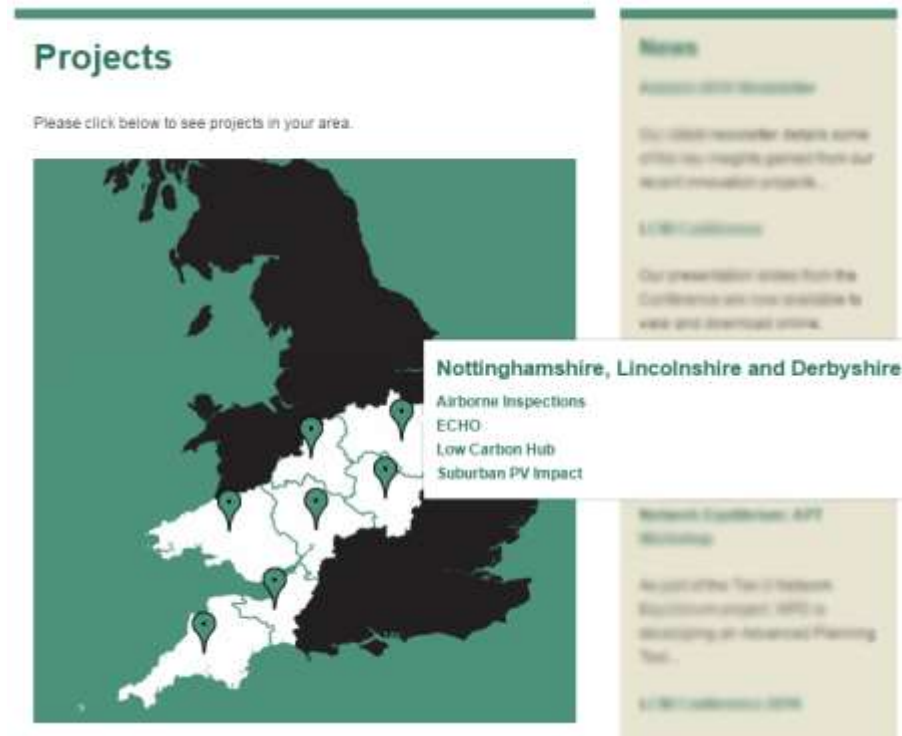
The screenshot shows the Western Power Distribution website. At the top is a dark blue header with 'Accessibility' on the left, a search bar in the center, and social media icons (Twitter, Facebook, YouTube) on the right. Below the header is a banner with the Western Power Distribution logo and the tagline 'Serving the Midlands, South West and Wales'. A navigation bar below the banner contains links: Home, Power cuts (highlighted), Connections, Services, About us, Safety & education, Contact us, and Careers. The main content area is titled 'Power cuts' and contains a question: 'Do you have a prepayment meter? (A prepayment meter is one where you go to a shop to purchase energy credit up front)'. Below the question are two buttons: 'No' and 'Yes'. To the left of the question, there are three links: 'Power cut information and advice', 'Power cuts in your area', and 'Report a power cut'.

- Once the power cut has been reported, we will contact the customer with updated fault information
- The second phase of development will enable customers to register their details to be notified of future power cut updates, like we offer on our App

Investment map

First phase

- We will create an interactive map to display ongoing key investment projects on our network, for all of our regions



- We will then update this information on a quarterly basis

Investment map

Second phase

- To give more information on each investment by linking it to associated relevant press releases and social media coverage



- **Q: What else would you like to see?**

LUNCH



Serving the Midlands, South West and Wales

Social Obligations Session

**Customer Panel Meeting
14 December 2016
Derby**

Last time you said....

These initiatives should **not** be considered

- Distributing logs from tree trimming to fuel poor homes
- Energy saving guide for customers
- Funding for solar panel projects
- Partner with Highways agencies

These initiatives should be done as **BAU**

- Shaw Trust accreditation for website (digital media award)
- Signing on you tube videos for deaf and hard of hearing
- Improve online/digital engagement

These initiatives **should** be considered

- Partner with The Carer's Trust' to gain PSR referrals
- Partner with GP surgeries during flu jab surgeries
- Improve SHE web pages and include short survey
- Pharmacy bags or car park ticket advertising

Updates on the initiatives 'to consider'

- Partner with The Carer's Trust to gain PSR referrals
 - Taking this forward in collaboration with National Grid
- Partner with GP surgeries during flu jab surgeries
 - Two projects are looking at this and one has access to GP surgery screens
- Improve Stakeholder Engagement web pages and include short survey
 - In house we will improve engagement pages
- Pharmacy bags or car park ticket advertising
 - Our comms team will take this forward



Serving the Midlands, South West and Wales

WPD Affordable Warmth Local Action Fund

WPD Affordable Warmth Action Fund

- Working in Partnership with CSE
- Competition launched on 27th June
- Winners announced 12th August 2016
- £60,000 Grant
-
- Two funding streams:
 - Below £10,000
 - £10,000- £20,000
- Projects to cover Winter 2016/2017



Objectives of the Projects

- Targeting very hard to reach customers that existing projects don't reach
- Help PSR eligible households to lower and manage their bills
- Provide advice and support to enable vulnerable households to carry out home improvements to make their improve energy efficiency
- Work with healthcare providers to raise awareness of the links between cold, damp homes and poor physical and mental health
- Identify and register PSR eligible households
- Proactively offer support to households already registered, in particular those higher risk PSR customers who may be particularly vulnerable to power cuts

WPD Affordable Warmth Action Fund

- 38 Applications received
- 4 Projects Awarded:
 - **Central & North East Northamptonshire Citizens Advice**
 - **Cornwall Rural Community Charity**
 - **Derbyshire County Council's Healthy Home Programme**
 - **Disability Resource Centre, Birmingham**

Funding Stream > 10k

Central and East Northamptonshire Citizens Advice

- Project will target clients through service provided in hospitals and GP practices
- **355 direct beneficiaries** of advice
- **300 registering for PSR**
- **72 home visits**
- **350+ frontline workers engaged**

Cornwall Rural Community Charity (CRCC)

- **Deliver support services** to households in rural Cornwall and the Isles of Scilly
- **Home visits**, reaching **33 homes** in Cornwall and **30 in Scilly**
- Group sessions on the Isles of Scilly

Funding Stream < 10k

Derbyshire County Council / Healthy Home Programme

- Identify and give help to **56 new PSR eligible households**
- **7 households** who will receive additional support in installing improvements (funded elsewhere)
- **5 training events** for frontline workers and further promotion of PSR through GP practices

Disability Resource Centre/Birmingham

- Provide **energy efficiency advice to 100 people**
- **Deliver workshops** and **recruit new registrants** for the PSR
- Extend their existing service to other areas of Birmingham

Wellington Healthy Homes

- Collaboration working with CSE, Wellington Medical Centre, Local Council, Wessex Water and WPD
- Data exercise was conducted, assessing the EPC (energy efficiency rating) of homes in Wellington and matching those living in E/F/G properties with chronic conditions worsened by cold homes
- Targeting 100 patients with health conditions exacerbated by the cold
- Patient surveys used to assess how much better a customer feels:
 - Less doctor's / hospital admissions
 - Less cold and flu's or other minor health issues
 - More time spent **warm**
 - Less stress & worry due to debt
- Provide advice and support to access additional funding source that will help with installing energy efficiency measures such as boilers
- **Q: There's an opportunity to do more of this (e.g. Care & Repair) – is this something we should pursue?**
- **- at the expense of something else or in addition?**



Serving the Midlands, South West and Wales

Food Bank project at National Grid

Jo Giles, National Grid



Serving the Midlands, South West and Wales

Member's perspective Panel format and Terms of Reference

Duncan McCombie

Panel influence in the last year

- In total, we've taken 18 actions in 2016 alone, here are some highlights

Feedback	Action
<ul style="list-style-type: none"> PSR removal policy review for old records 	<ul style="list-style-type: none"> Proposal to delete 352,048 records of customers who have had no contact with us for 4 years
<ul style="list-style-type: none"> WPD should consider you tube videos – some good examples shared by the panel 	<ul style="list-style-type: none"> WPD reviewed the videos and now include this format in social media portfolio
<ul style="list-style-type: none"> The panel are keen to commission relevant research projects (covered later today) 	<ul style="list-style-type: none"> Who's on our Wires research has been recommissioned Future customer research to be taken forward
<ul style="list-style-type: none"> Panel members are keen to work with WPD where collaboration is useful 	<ul style="list-style-type: none"> Stronger Together conference to take place on Wednesday 7th December 2016
<ul style="list-style-type: none"> Panel members can provide valuable input prior to publication of documents 	<ul style="list-style-type: none"> The panel (Connections Surgery) have reviewed and provided valuable critique and input into WPD's innovation strategy, ICE connections Improvement Plan and planned connections engagement

Panel influence in the last year

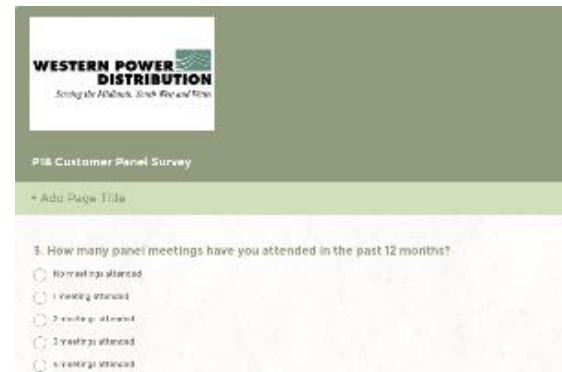
Feedback	Action
<ul style="list-style-type: none"> School visits should include some PSR promotion 	<ul style="list-style-type: none"> PSR advice and leaflets are given to children at school safety visits and at the summer shows targeted at informing and educating youngsters about electricity
<ul style="list-style-type: none"> A review of the Panel and the way it operates should be undertaken by an independent panel member 	<ul style="list-style-type: none"> Duncan McCombie currently undertaking a full review of the Panel, attendees, sessions and governance
<ul style="list-style-type: none"> A senior Manager point of contact should be available for those connections customers 	<ul style="list-style-type: none"> A Senior Manager point of contact is now provided
<ul style="list-style-type: none"> You'd like online information for local authorities/LRFs/councils during storms 	<ul style="list-style-type: none"> Introduced new performance data for web/twitter/facebook release during storms
<ul style="list-style-type: none"> Crisis packs contain the right items 	<ul style="list-style-type: none"> Further 1500 ordered for use in 2017

Survey Objective & Approach

Objective

To review the format, function and form of the current Customer Panel to better align it to the needs of the regulator, Ofgem and to continue to drive innovation and customer service across all WPD's activities.

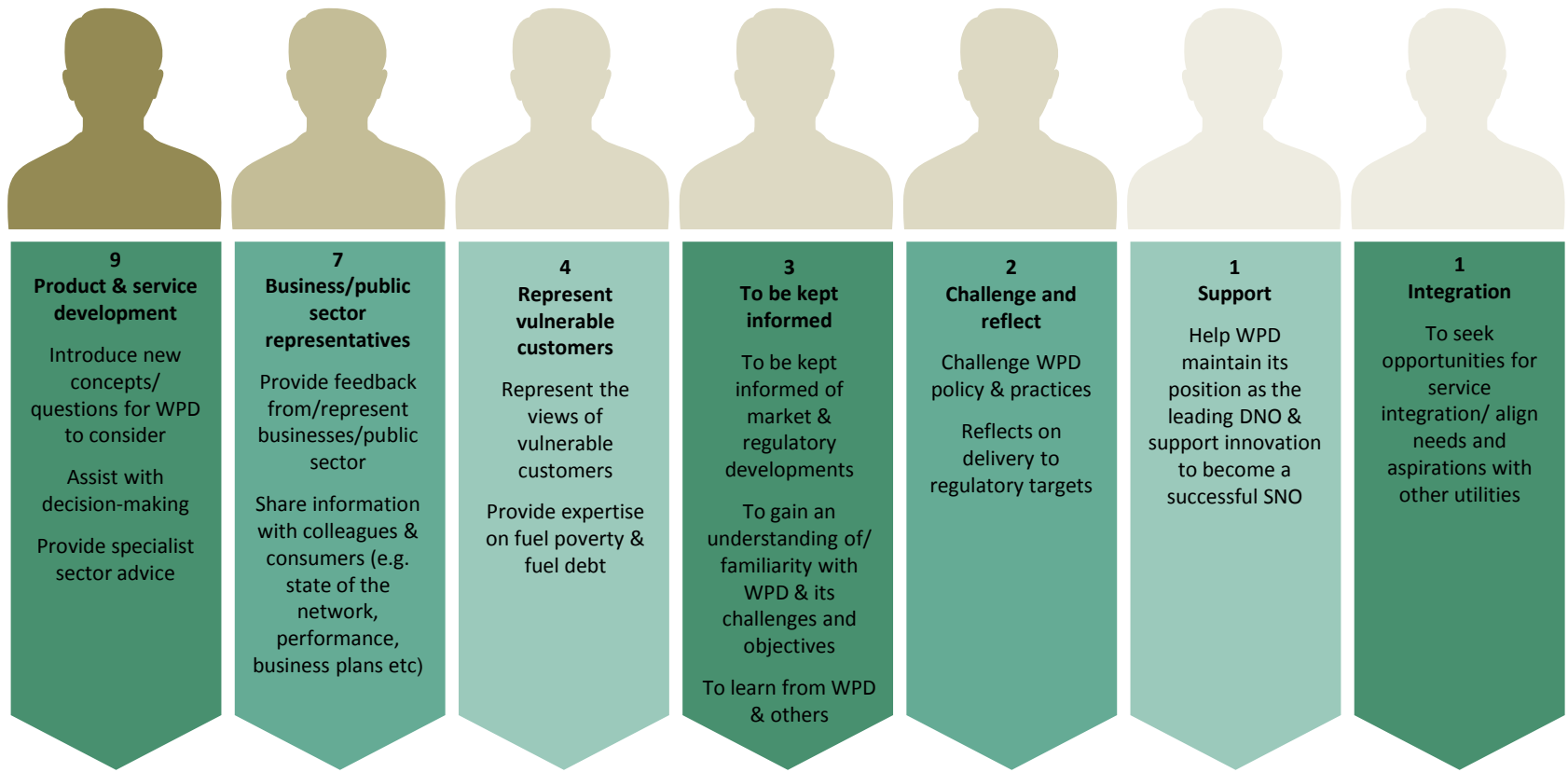
Approach



The screenshot shows a survey form titled 'WESTERN POWER DISTRIBUTION' with the tagline 'Serving the Midlands, South West and Wales'. Below the title is a section for 'P18 Customer Panel Survey' and a sub-section for 'Add Page Title'. The main question is '3. How many panel meetings have you attended in the past 12 months?'. The response options are radio buttons for 'No meetings attended', '1 meeting attended', '2 meetings attended', '3 meetings attended', and '4 meetings attended'.

- Online survey designed & analysed by an independent consultant
- Survey length: 19 questions
- Timescale: 28th Nov to 8th December
- 15 full and 2 partial responses received from a panel of 30 members, so >50% response

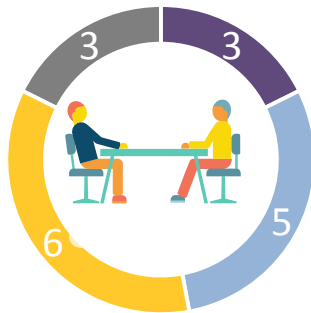
Perceived roles of panel members



Base: 17; open ended response, so more than one answer per panellist possible

Panel members commitment

Number of meetings
attended in past 12
months

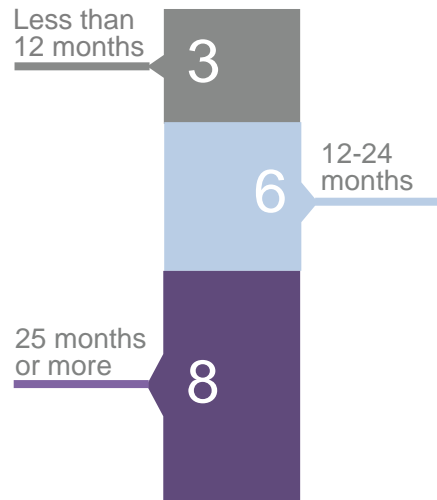


Average = 2.5 meetings pa

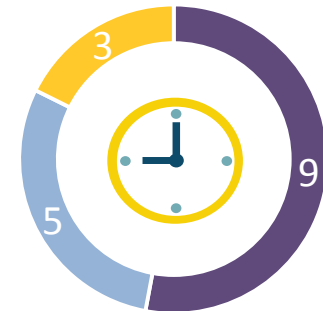
- 1 meeting
- 2 meetings
- 3 meetings
- 4 meetings

Base: 17

LENGTH OF TIME ON PANEL



Amount of time typically
dedicated to each meeting



Average = 12
hours

- 6-8 hours
- 10-15 hours
- 20+ hours

Strengths and weaknesses of the panel



PEOPLE

- Commitment & respect from WPD team, including presence of & input from CEO/senior management (6)
- Broad range/mix of panel members (4)
- Openness of panel members & WPD (2)
- Contacts made/networking opportunities (2)
- Interaction with WPD staff and management (1)

CONTENT

- Quality of information/ presentations; topics explained well (3)
- Update from CEO and from Alison (1)
- Debate on issues related to vulnerable customers (1)
- Good balance of current & future issues (1)

ORGANISATION

- Efficient organisation e.g. agenda, proceedings (1)
- Rotation of meetings around the distribution area (1)
- Plenty of time allowed (1)
- Frequency (1)

KNOWLEDGE SHARING

- Listening to views of stakeholders (1)
- Opportunity to discuss WPD ideas with colleagues (1)



ORGANISATION

- Practicality: difficult to make it to more than one location/long distances to travel (3)
- Not sufficiently independent - outcomes steered by WPD; need independent Chair (1)
- Time pressures - inhibits discussion (1)

LACK OF EXPERTISE

- Lack of expertise of members sometimes evident/discussion of more technical topics can be diluted (2)
- Gaining traction to issues from WPD (1)

FOCUS

- Some topics have too much air time (1)
- Too much focus on fuel poverty (1)
- Narrow focus; only on one element of the DNO business (1)
- Too focussed on domestic customers/not enough business representation (1)
- Not sure larger user interests are adequately covered (1)

STRUCTURE

- Tend to work with the same individuals – maybe missing ideas as a result: address through mixed break out sessions? (1)

Key research messages

I spent much of my career looking critically at companies before the award of contracts and I rate WPD very highly on every count.

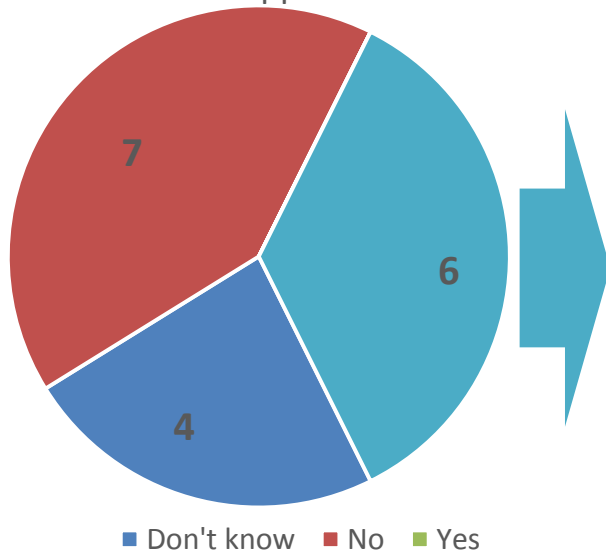
- There is a strong sense of respect for WPD, their objectives and organisation of the panel
- The key roles of panellists are felt to be to help drive innovation & development in products and services and to represent their business, domestic and vulnerable communities
- No major issues with the current panel were raised, however there is recognition that change is necessary to meet Ofgem's requirements, particularly delegate expertise.
- Some gaps in the current approach identified but no firm call for change of format. Points for particular consideration are:
 - pre-meetings (to begin discussions) – and there was wholesale support for the advance provision of materials to help prepare for meetings
 - break out sessions – to ensure all views are heard & maximise learning
 - closed sessions (without WPD in attendance) – perhaps at the beginning or end of the meeting
 - greater focus on targets & performance
- However, on structure, the findings are much clearer:
 - whilst almost half think the structure is fine as it is, there is an evident desire for broadening membership, for example, to include more non-domestic customer representatives (small & large businesses were mentioned in particular) and place less emphasis on those representing vulnerable customers and new connections
 - a slightly greater number support WPD Chairing the meetings than an alternative – the suggestion also made: WPD Chair part of the meeting, or 3 of the 4 meetings a year
 - half believe panel should be refreshed every 2 or 3 years, but most suggest its done on a rolling basis to maintain continuity
- There was clear steer on 'areas' for discussion in the next 12 months, the three dominating being:
 - innovation/long term planning – business plan
 - capacity issues
 - vulnerable customers and sharing information

WPD do a great job

While nothing is ever perfect, WPD have created an effective panel which genuinely provides a service for consumers. It is not in the least "window dressing" as I suspected when I first joined

Gaps in current approach

Is there anything missing in the current approach?



Base: 17

Regulatory support

Focus on supporting businesses to transition to a low carbon / low or alternative energy requirement (global competitiveness is key to a number of businesses and sectors in the SW)

Maybe inviting members to other panels – representing and feeding back at our meetings from their perspective

The Company typically present new initiatives on customer interaction at the point where options for enhanced service have been developed. There may be an opportunity to share problem areas to seek views which may drive solutions.

Priority Services Register Analysis – progress with reaching UK Regulatory network targets should be a standing item and benchmarked.

Need to engage and support beyond vulnerable customers and social obligations, and support WPD to deliver their work programmes effectively and efficiently with customers in mind.

Ideas for maximising the benefits of the panel

Before meeting

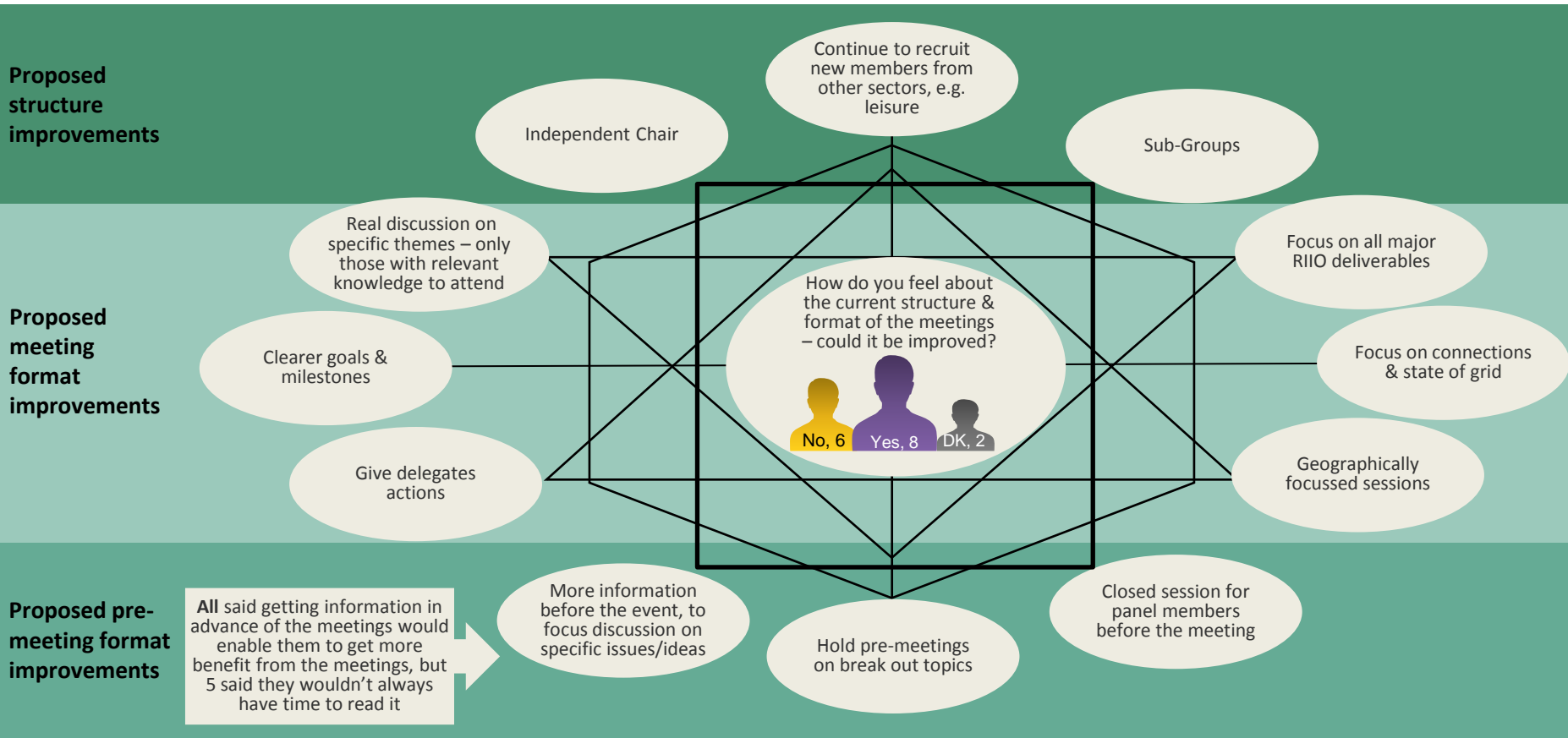
- **Canvas views in advance** of meetings for discussion at meetings/hold extra meeting of break out groups in between main meeting to start discussions (2)
- **Support members** with their wider engagement in order that they may better represent and attend the meetings better prepared (possibly providing resources for this?) / send papers out (electronically) 2 weeks ahead of the meetings, to enable consultation with business community (1)
- **Raise awareness** of panel & its role to improve service delivered amongst customers (1)
- **Forge links** between local depot managers & local people groups for discussion of local issues (1)
- Gain good **sector coverage** (1)
- **Refresh** the membership (1)

At meeting

- **Listen** to delegate concerns (1)
- **Introduce** remote involvement, e.g. webinars (1)
- **More proposals** for discussion rather than updates (1)
- Use as a **business-wide sounding board** to keep the views of customers in the decisions taken, whilst also making full use of an engaged panel of "super stakeholders" (1)
- Use as a **'critical friend'** for scrutiny of different business areas (although this may require more expert panel & raise confidentiality issues) (1)
- Possibly alternate interests and consider alternate meetings to focus on RIIO primary deliverables (1)
- More **professionalism** – proper scrutiny with independent Chairing, work programme, standing items, subgroups where necessary, minutes (1)
- Clearer **objectives** (1)

Base: 17; open ended response, so more than one answer per panellist possible

Unprompted attitudes – panel structure / format



Base: 17; open ended response, so more than one answer per panellist possible

Panel changes to meet Ofgem's approach

REPORTING

- Lengthy reports could turn volunteers off – take photos of events & share simple, **approved minutes** with Ofgem (1)
- Add panel '**spotlight**' report to Annual Business Report, signed off by members (1)
- Hold a separate meeting, without WPD, to format an **opinion report** for Ofgem (1)
- Formalise and record panel views over a broad range of topics, then **feedback** to Ofgem (1)
- Get **feedback** from attendees after each meeting (1)

CONTENT

- More information (1)
- More focus (1)
- More remote engagement (1)

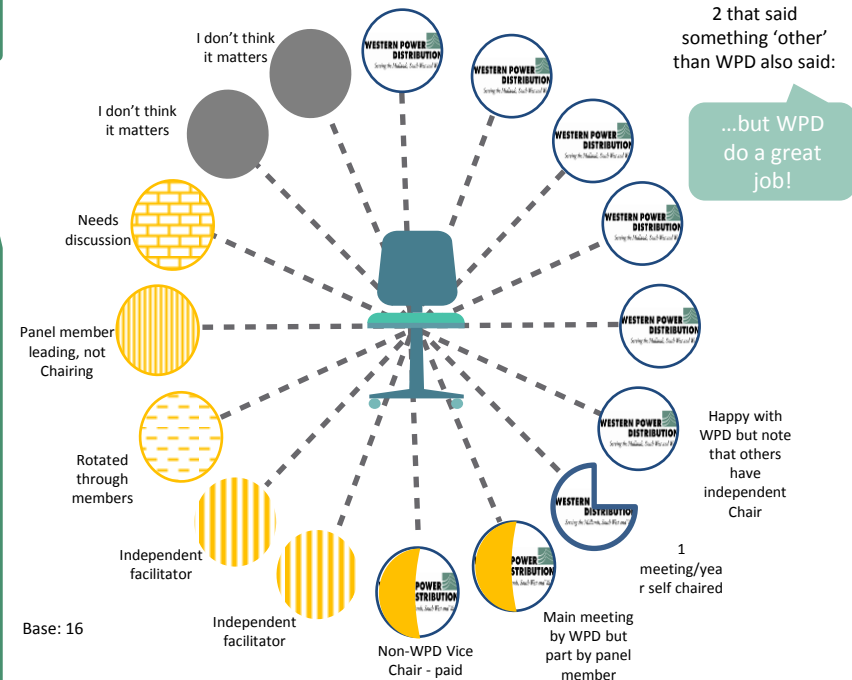
STRUCTURE

- Demonstrate panel's independence, e.g. through **independent Chair** where the post is shared in turn by 'willing' members & sessions without WPD in attendance (3)
- **Review membership** to ensure appropriate skills, knowledge, experience, representation are present/perhaps retain those with specialist/technical knowledge only (3)

NO CHANGE

- Acceptable as is (2)

Who should Chair the meetings?



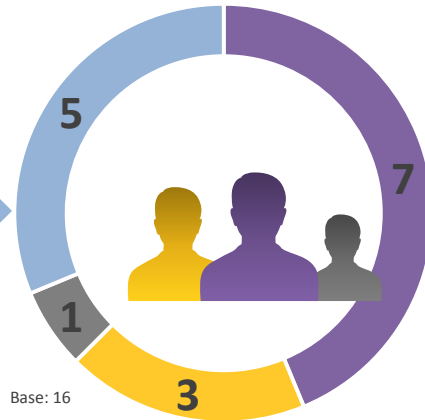
Base: 16; open ended response, so more than one answer per panellist possible

Prompted attitudes towards panel structure

Is the current structure of the panel right, i.e. is it the right mix of people?

■ Yes ■ No ■ Don't know/can't say ■ Other

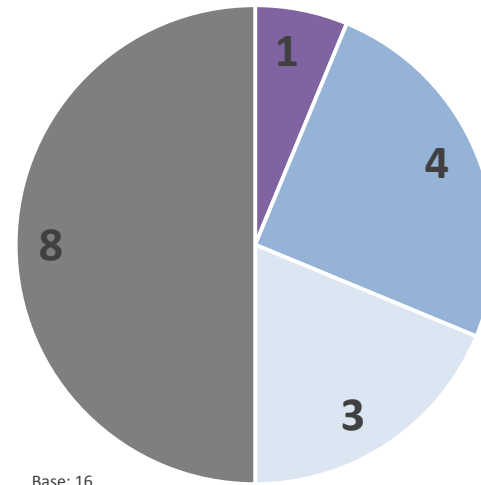
Ask external individuals with experience to report on specific topics
Need an Independent Chair to guide panel selection.
Depends on the remit of the Panel: from the view of vulnerable customers, yes; from the view of new connection customers, probably; other groups, not
Large user interests need to be better covered



More non-domestic representatives, including small (demand-side) businesses
Broaden the membership to include all major stakeholder groups to comment on WPD deliverables and approach

Do you think that panel membership should be regularly refreshed?

■ Yes, annually ■ Yes, every 2 years



But, most suggest a 'rolling' refresh to overlap knowledge & keep some continuity

WHY REFRESH?

- New/fresh ideas & perspectives
- More expertise/sector coverage
- To keep momentum going

Proposed areas for discussion over coming year

Highest priority (most mentions)				Lowest priority (fewest mentions)		
Innovation / Long-term Planning (7)	Capacity Issues (6)	Vulnerable Customers (5)	Severe Weather (2)	Workforce (2)	Service issues (1)	Other (3)
<ul style="list-style-type: none"> • Car Nation progress • Innovation generally • Renewable energy mix • Partnership working • Developments towards System Operator status (may require new members) • Development plans generally 	<ul style="list-style-type: none"> • Distributed generation (DG) • Capacity for new connections (including DG) • Demand-side response • Intelligent networks • BEIS Emergency Code • Domestic storage • Sustainability 	<ul style="list-style-type: none"> • Making every contact count • Availability of help whatever the topic • Integration with local authorities (e.g. creation of localised Priority Services Registers, joint resilience exercises, cross-sector benchmarking to meet UK Regulator's aspirations) • Energy efficiency for the fuel poor/fuel poverty generally 	<ul style="list-style-type: none"> • Severe weather response measures • Winter performance (Spring) • Plans for Winter (Autumn) 	<ul style="list-style-type: none"> • Capacity issues/ageing workforce, e.g. recruitment, retention, training, promotion • Diversity 	<ul style="list-style-type: none"> • Network performance • Customer service • Business plan targets 	<ul style="list-style-type: none"> • High energy using sectors / companies facing global competition • More case studies • Non energy element of prices • Working with others – data

Base: 16; open ended response, so more than one answer per panellist possible

Any other suggestions?

Pre-read an excellent idea, which other DNOs already do with their stakeholder groups

Payment of travel expenses would be good.


Panel needs to be representative to support WPD and members expected to engage beyond the meetings to provide informed views and input to support WPD delivering the best possible service for customers (domestic and business)

Perhaps a separate event for technical and non technical topics?

Panel workshops to train/coach members in how to fulfil their challenge roll

I also strongly believe in WPD remaining the chair, retaining that sense of ownership which I see waning a bit where facilitators brought in - there could be an issue of not feeling free to talk openly in a meeting, but I don't actually think it's a big issue in the atmosphere that WPD has successfully created.

Joint ventures

WPD CUSTOMER PANEL		 WESTERN POWER DISTRIBUTION <i>Serving the Midlands, South West and Wales</i>
Last revised : 10.01.17	Meeting Minutes	Notes by: Nicki Johnson

Date	Wednesday 14 December 2016	
Time	10.00-15.00	
Venue	WPD Derby Office	
Attendees	Panel CA - Craig Anderson, Warm Wales MA - Mari Arthur, Sustain Wales HC - Hugh Conway, MEUC SG - Sean Gauton, University of Nottingham JG - Jo Giles, National Grid SH - Stephen Hagerich, British Red Cross IK - Ian King, Warwickshire Police RL - Ron Loveland, Welsh Assembly PM - Pauline Mahon, Vulnerable Community GM - Gabby Mallett, National Energy Foundation DM - Duncan McCombie, Customer representative BR - Ben Rhodes, Devon & Cornwall Business Council ASp - Alex Spreadbury, B&Q CT – Cathy Tibbles, Castle Bromwich Parish Council	WPD PS - Phil Swift, Operations Director AS - Alison Sleightholm, Regulatory & Government Affairs Manager AW - Alex Wilkes, Stakeholder Engagement Manager NJ - Nicki Johnson, Stakeholder Engagement Officer KM - Karen McCalman, Social Obligations Officer
Apologies	<i>Brian Davies (Neighbourhood Watch), Dr Ben Bedwell (University of Nottingham), Charlie Cox (University Hospital of N. Staffs), Allen Creedy, (Federation of Small Businesses), Helen Ewing (Severn Trent Water), Glyn Lambley (Interserve, University Hospital of Leics), Caroline Leighton (Citizen's Advice), Helen Lines (RVS), Wally North (Forestry Commission), Nikki Roberts (South West Water), Michael Rowe (IET), Julie Smith (Action on Hearing Loss), Bob Weaver (PowerCon UK), Morgan Wild, (Citizen's Advice), Debbie Wright (British Gas), Simon Wright (formerly EST),</i>	

1. Alex Wilkes (AW) – Welcome

2. Phil Swift (PS) – Business Plan Reporting

- 2.1 During the discussion around safety performance DM asked if root cause analysis is done following accidents and PS confirmed that yes, every single accident is investigated using the HSE and relevant safety reps, etc.
- 2.2 HC asked if the definition of accidents is the same across all DNOs and PS confirmed that Lost Time Accidents are compared and each company uses an overall 'accident frequency rate'.
- 2.3 CA wondered how sub-contractor accidents are measured and PS explained that our Primary contractors have at least 60% direct labour and should report all accidents that occur on the contract – even if it is a sub-contractor.
- 2.4 RL asked how big a flooding problem there is. PS explained the Environment Agency can't always tell us but that he is comfortable WPDs major installations which could be affected by 'relevant risk' level floods are all 'defended'.

- 2.5 DM mentioned the 19 customers who had been off supply for over 12 hours and asked how long they were off for. PS said all were only a little over 12 hours and talked about the procedures followed to ensure all incidents are reviewed and learning points are examined. PM asked when a generator would be considered and AW mentioned the recent Field Staff training and the processes WPD have internally. Standby Managers are made aware when incidents reach certain lengths and are looking at the details of each case and the options for generators as early as six hours in.
- 2.6 RL discussed the possibility of a cold winter causing total blackout and the possibility of the Rota Disconnections process being evoked. HC felt that industry would be used first and demand could be easily reduced so that domestic customers would not need to have their electricity cut on a rota. PS explained in more detail how Rota Disconnection would work – by taking power off in certain postcode areas for only a few hours at a time – a comprehensive communication plan would be in place so customers would know what was going on.
- 2.7 The panel discussed WPD's complaints performance and the process for complaining to the Ombudsman. CA asked if vulnerable customers are surveyed and AW explained they are surveyed monthly so we can measure their satisfaction with our service and that of partner agencies – the current overall satisfaction rate is 9/10.
- 2.8 Connections complaints were discussed. Complainants are usually unhappy with the cost of their connection. Connecting gas is cheaper and we are analysing this as well as preparing something to explain the quote better to the customer.

3. Phil Swift (PS) – The Role of the DSO

- 3.1 PS updated the Panel on the thinking around the Role of the DSO and the group discussed electric cars and charging technologies, etc. Ofgem's Future Insights paper was touched upon and it was agreed there was still lots of uncertainty in this arena.
- 3.2 The panel also talked about smart meters, Demand Side Management and bill payer's behaviours.
- 3.3 HC asked if we know total annual demand and consumption (we do) and whether it is adequately metered to operate as a DSO (not yet it isn't). AS discussed the issues we have with data privacy on metering as Ofgem are not currently allowing us to have the data.

4. Duncan McCombie (DM) – Member's Perspectives

- 4.1 DM took the group through the findings from the recent survey for panel members. Overall the members are happy with the way the Panel currently runs and reiterated they don't want a different chair. A number of gaps/suggestions for improvement identified included optional half hour pre-meetings, advance papers, break out/teaching sessions and focus on targets and performance.
- 4.2 With respect to the structure of the Panel there was some support for more non-domestic representation, less emphasis on Connections and Social Obligations.
- 4.3 It is thought the agenda could include innovation, vulnerable customers, sharing information and collaboration with other utilities, capacity issues.
- 4.4 Other ideas were discussed such as webinars to reduce travel, removing members who had served a specific amount of time and more regulatory representation.

Actions**AW to analyse full survey results and propose changes****Any relevant stakeholder views (from January workshops) will be reviewed by the Panel****5. Lian White (LW) – WPD's website and workplan for 2017**

- 5.1 The Panel discussed storm bulletins and email sign up. Members liked the storm bulletins and some said they would sign up – it was proposed that users could sign up to certain levels (members asked for 'pre', 'during' and 'after' bulletins which they could sign up for one or all of. Some asked about using the app and 'push notifications' to receive the information. IK suggested the Police website could link to the WPD one. CA also asked about having the bulletins published in Welsh.
- 5.2 LW asked the Panel what they want to see on our website in the future and RL suggested the right keywords in search functions make a lot of difference.
- 5.3 Members talked about the DG map and although RL felt users would prefer to contact us direct and that the web page can't be future proofed, other members did feel it was useful. Naturally those who do wish to call still can.
- 5.4 The Panel talked about the power cut map (it was proposed phase two would involve customers being able to register for notification of a power cut in their area) and the Investment Map (both planned phases were endorsed by the panel).
- 5.5 The group discussed the website updates stakeholders are signed up for and LW suggested these move to weekly. The consensus was to keep the updates fortnightly and it was suggested users could have a selection of topics to subscribe to so their newsletter becomes tailored to their interest.

Actions**Members to let NJ know if they want to volunteer to engage on website plan delivery****LW to follow up links to and from other websites such as the Met office and Police, etc****LW to develop three options (pre, during and post) storm bulletins and investigate the options for publishing similar in Welsh.****LW to ensure push notifications are included in the next version of the app****AW/LW to ensure workplan contains changes endorsed and suggested by the panel on the Power Cut Map****AW/LW to ensure workplan contains changes endorsed and suggested by the panel on the Investment Map****LW to develop the fortnightly newsletter to include optional categories**

Nicki Johnson/Karen McCalman – Panel Session A – Social Obligations

- The group were updated on the initiatives the panel thought WPD should consider following the conversations at the last meeting.
- In summary:
 - **Shaw trust** – Web team to consider
 - **Carers Trust** - to be approached in collaboration with National Grid
 - **GP surgeries** – two projects currently looking at this and access to GP surgery screens
 - **Promotion on pharmacy bags/car park tickets/fuel pumps** – Comms team investigating
 - **Stakeholder engagement web pages to be improved** in house
- JG gave a presentation on the work NG are doing with foodbanks and the benefits of reaching fuel poor customers with their Carbon Monoxide alarms.
- CA asked for a common methodology – a starting point to share with referral agencies.

Action - NJ/KM to prepare a methodology for referral agencies – a document detailing the process, reporting and consent

Alison Sleightholm – Panel Session B – Connections

Tariffs for 2017/18. AS advised that tariffs for 2017/18 would be issued w/c 19/12/2016.

The LC14 and Schedule for the April 2018 DUoS charges have now been put on the WPD website. In addition to this the April 18 Annual Review Packs which are the models for showing future prices, the April 18 CDCM models, the April 18 IDNO models and the April 18 Tariff Movement Explanation have also been put on the WPD website. [>Read more here](#)

DCP228 (scaling) AS confirmed that this would be implemented in April 2018 and the impact will be incorporated into the charges issued by the end of December 2016.

ICE plan update. AS provided an update on the status of the current ICE plan based on the October update and asked for any suggestions for any improvements to the connections process for incorporation into the next plan which will be submitted to Ofgem in April 2017.

QMEC AS provided an update on the Ofgem Quicker More Efficient Connections work by Ofgem and the steps that WPD would be taking to comply.

Innovation Ofgem have awarded WPD one new NIC project. OpenLV (£5.9m) which will develop and test an open flexible platform for Distribution systems. Members requested an innovation briefing at future meetings.

Action - AS to include Innovation briefing at a future meeting

Meeting dates for 2017

Thursday 23 March 2017 - Worcester
Thursday 28 September 2017 - Tipton

Tuesday 27 June 2017 - Nottingham
Tuesday 12 December 2017 - Derby