

AGENDA - WPD Customer Panel Meeting

10.00 am arrival, 10.15am start. Wednesday 23 March 2016
 Derby Depot, Victory Road, Derby, DE24 8EP

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| 10.15 – 10.30 | Welcome & introductions | All |
| 10.30 – 11.30 | Business update and key strategic priorities - Government engagement - Smart Networks – the Distribution System Operator | Robert Symons (Chief Executive) |
| 11.30 – 12.15 | January Workshop Outputs ■ An update on this year’s successful workshops ■ 27 Outputs driven by our stakeholders | Alison Sleightholm |
| 12.15 – 12.45 | Your Customer Panel - You said.... We are doing.... - Follow up from previous session (e.g. budgets and research) - Stakeholder segments and members | Nicki Johnson |
| 12.45 – 13.30 | Lunch | |
| 13.30 – 14.30 | Split session. Choice of the following: A: Connections & Business customers B: Social Obligations - Building PSR referral networks | Alison Sleightholm Nicki Johnson |
| 14.30 | AOB and close | All |

2016 future meeting dates:

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|--------------------------|--------------|
| Wednesday 29th June | - Stoke |
| Wednesday 21st September | - Gloucester |
| Wednesday 14th December | - Pegasus |

WPD CUSTOMER PANEL



Last revised : 03.05.16

Meeting Minutes

Notes by: Nicki Johnson

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| Date | Wednesday 23 March 2016 | |
| Time | 10.00-14.30 | |
| Venue | WPD Tipton Office | |
| Attendees | Panel CA - Craig Andersen, Warm Wales BD – Brian Davies, Neighbourhood Watch HC - Hugh Conway, Major Energy Users Council SG – Sean Gauton, University of Nottingham JG – Jo Giles, National Grid CL – Caroline Leighton, Citizen’s Advice GM – Gabby Mallett, National Energy Foundation DM - Duncan McCombie, Energy Saving Trust LP – Lydia Pymm, Severn Trent Water MR - Michael Rowe, IET CT – Cathy Tibbles, Castle Bromwich BC DW – Debbie Wright, British Gas | WPD RS - Robert Symons, Chief Executive 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>Dr Ben Bedwell (University of Nottingham), Ian Byrne (National Energy Foundation), Allen Creedy, (Federation of Small Businesses), Charlie Cox (University Hospital of N. Staffs), David Haughton (Action on Hearing Loss), Paul Johnston (Forestry Commission), Ian King (Warwickshire Police), Glyn Lambley (Interserve, University Hospital of Leics), Helen Lines (RVS), Ron Loveland (Welsh Assembly), Pauline Mahon (Vulnerable Community), Janet Meehan (British Red Cross), Alex Spreadbury (B&Q), Bob Weaver (PowerCon UK), Simon Wright (formerly EST)</i> | |

1. Alex Wilkes (AW) – Welcome

2. Robert Symons (RS) – Business update & key strategic priorities

6.1 AS gave the group a performance update (see slides) and an update on WPD’s long term strategic priorities ‘Government Engagement’ and ‘Smart Networks’.

2.1.1. HC asked if our neighbouring DNOs have the same issue with constraints and RS talked about the network being saturated and demand being driven further North.

2.1.2. DM asked about the bottleneck at Bristol and whether Hinkley Point will solve the issue. RS explained the network could be reconfigured to remove constraints but that Grid do plan outages in summer so this could give them issues. We are working with Grid to think inventively and have 5 Active Networks Management schemes to manage discrete sections of the network.

6.2 HC asked if we could negotiate a deal with large solar companies and pay them not to generate.

2.2.1 AS explained we are not allowed to do this but a Supplier could and RS said we need that sort of flexibility so it might happen in future.

2.2.2 SG pointed out that those mechanisms are already complex so adding another level is not simple.

- 2.2.3 CA asked if we can learn from Europe and the group discussed issues in Spain caused by wind farms and the small networks with wind and solar constraints in Germany.
 - 2.2.4 RS concluded that Transmission and Distribution must work together.
 - 2.2.5 HC asked if you can have a smart network without smart meters and RS talked about the smart meter roll out. Smart meters are not compulsory so we may end up only being able to monitor at the 11kV level.
- 6.3 The group looked at the future energy scenarios developed by National Grid and HC asked if we had factored in energy saving on the four scenarios (see slide 23).
- 2.3.1 CA felt that with respect to storage, no commercial solution is available despite strides being made in capital and unit costs. RS explained we did a joint proposal with WWU but it was rejected – this could change in the future. WPD have undertaken a project in Bristol with battery storage (Solar Bristol) and used batteries to defer reinforcement.
 - 2.3.2 CA said it was thought we would go down the renewable route and RS discussed price constraints, affordability issues and said sometimes more transparency is required.
 - 2.3.3 MR said one company in Somerset is advertising domestic battery storage and suggesting households could be independent.
- 2.4 DM asked if WPD were doing work in Wales to engage MPs.
- 2.4.1 AS confirmed we have had a number of meetings with Welsh Assembly Government with the aim of putting members in touch with their local Distribution Manager.
- 2.5 LP asked if there are system constraints in the East Midlands.
- 2.5.3 AS explained that the South West is a peninsular so all generation must get out of the Bristol funnel neck – thus making the issue worse. There are still some local constraints in the East Midlands as some rural areas have the same issue.
 - 2.5.4 MR said local domestic consumption does play a part and AS talked about the consequential level of reinforcement in the West Midlands making connections more expensive because the network goes from 132kV to 11kV, whereas in other areas the 132kV network goes to 33kV first.
- 2.6 HC asked how engaged councils are with building plans.
- 2.6.1 AS said we have a good handle on demand connections such as new housing/schools so planning is easier than for generation connections. We can match the developers pace. For solar generation there are huge chunks of connections with multiple parties competing for the same section of network making planning less predictable.
 - 2.6.2 HC asked if it was still profitable and AS explained that large scale development can make profit without subsidy – they are not at Grid parity.

3. Alison Sleightholm – January Workshop Outputs

- 6.1 AS gave the group an update following the six stakeholder workshops held in January.
 - 3.1.1. LP asked if the new single emergency number 105 will be on bills and AS confirmed it would, but it may take a while so the existing numbers will continue to work.
 - 3.1.2. CA asked about the fridge magnets WPD have sent to 7.8m customers and AS confirmed the numbers on them will still work too – the 105 number will determine a caller’s geographic location but national players will still want the old numbers.
 - 3.1.3. HC asked about callers from mobile phones and AS explained they will be routed to the correct DNO in line with their location – with some boundary issues expected.

- 3.1.4. DM suggested WPD look at some corporate reporting he had seen on YouTube – with graphics behind a person reporting and AS asked for examples to share with our comms team.
- 6.2 HC asked if WPD have a role in convincing the government to be more innovative and less political about smart metering and networks. AS said our role is to make them see what we can do and accommodate whatever is needed.
- 3.2.1. SG asked if the ENA had done any work on Smart Metering or DSOs and AS said Ofgem has to bring Generation and Distribution together and a number of groups are now looking at these relationships, P26, charging rules, etc.
- 6.3 CT asked about informed consent from customers to join the PSR and AS talked about informed consent, what WPD do and the Information Commissioner’s Office support for us getting consent to share sensitive data. HC felt a single register would be beneficial and members agreed that lots of 60 plus customers don’t feel they are ‘vulnerable’ and that circumstances for vulnerable customers change all the time.
- 3.3.1. Further discussion followed about temporarily vulnerable customers, our Data Cleanse Team and the value in us providing resilience advice - which often leads to fuel poverty advice - as well as contributing to better data.
- 3.3.2. CA said he noted at recent Local Authority workshops that there was still a very low awareness of the PSR. GM suggested we get in touch with stair-lift providers and AW confirmed we do work with some but would happily arrange partnerships with any other organisations who have relevant front line services.
- 3.3.3 DM asked if 12 hours was aspirational enough for vulnerable customers now the company had much better performance against the target. AS agreed this should be challenged but first we need to drive the process, escalation procedures and restoration strategies.
- 3.3.4 CA asked about dealing with different types of vulnerability and AS explained how we deal with different categories of customers and talked about the 21 standard industry codes and what we do when floods occur.
- 3.4. CA asked whether customers can track connections enquiries online and AS explained those who apply online can track their connection this way and others can call and obtain information using their reference number.
- 3.5. CL talked about CAB support for foodbanks but said they were also looking at social supermarkets to provide resilience and behavioural change. AW said this sounds more appropriate for WPD than foodbanks - where customers are keen to be in and out quickly and not have conversations with other parties.

ACTIONS:

DM to send AS some examples of YouTube videos

AS to look at YouTube videos and share with WPD Comms team

ALL let NJ know about any partners with frontline services for PSR customers we could approach

4. Nicki Johnson – Your customer panel

- 4.1. NJ covered previous panel successes and actions that were mentioned at the last meeting.
- 4.1.2. WPD agreed to provide a budget for research if the panel had any areas they want to research to ensure our engagement is appropriate and useful.

- 4.2. NJ took the panel through our current Stakeholder segments and how the panel mapped against them asking for ideas about new panel members.
 - 4.2.2. The group agreed a senior health official might be useful to add.
- 4.3. CT asked if we could cover Community Chest at the next meeting and would also like WPD to share outputs against business plan actions.

ACTIONS:

All to send ideas for research to WPD and a budget will be provided

NJ to look into engaging a senior health sector member

AW to add Community Chest information to the June agenda

AW to include business plan outputs on the June agenda

5. Nicki Johnson – Panel Session A – Social Obligations

- 5.1. NJ updated the group on Ofgem’s Stakeholder Engagement and Consumer Vulnerability assessment and submission.
- 5.2. NJ updated the group on WPDs work with referral partners.
- 5.3. GM asked how many customers should be on the register and DM suggested this could be an areas where the panel research might be useful. The group talked about referral networks and informed consent – GM asked for a copy of the consent paragraph when the industry have agreed it.

ACTION:

NJ to circulate the consent paragraph when it had been agreed at working group level

6. Alison Sleightholm – Panel Session B – Connections

- 6.1 The panel reviewed WPD’s innovation strategy and portfolio of innovation projects (low carbon networks funds projects funded via Ofgem) specifically concentrating on those projects that involve storage, demand side response and demand side management.
- 6.2 The demand side response trials were of particular interest to Severn Trent Water and Roger Hey, Future Networks Manager offered to meet with them further to discuss in more detail.

CLOSE

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