

RIIO-ED2 Second Draft Business Plan Questionnaire

1a What are your views on WPD's latest overall package of proposals for RIIO-ED2?
Are there aspects you: Strongly support? Would like to see change? Is anything missing?

1b How do you feel about the following statement?
"I am supportive of WPD's overall package of proposals for RIIO-ED2."

- Strongly agree Agree Neither agree or disagree
- Disagree Strongly disagree

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2a What do you consider to be an acceptable level for WPD's portion of the average domestic customer bill in RIIO-ED2 (currently £96 a year)?

2b What is your response to the following statement?
"I would like the WPD portion of the average domestic customer bill for RIIO-ED2 to be.":

- £94 (-£2 from today) £95 (-£1 from today) £96 (same as today)
- £97 (+£1 from today) £98 (+£2 from today)

3a Would you support increased bills in order to achieve greater change and ambition in our Business Plan Commitments? If so, in what areas would you like to see greater investment? Or alternatively, do you support WPD's current aim to keep bills as low as possible and therefore at or around the current level?

3b How do you feel about the following statement?
"I am in agreement with WPD's proposed approach to customer bills in RIIO-ED2."

- Strongly agree Agree Neither agree or disagree
- Disagree Strongly disagree

3c How do you feel about the following statement?
"I would support increased bills in order to achieve greater change and ambition in WPD's Business Plan Commitments."

- Strongly agree Agree Neither agree or disagree
- Disagree Strongly disagree

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4a How accurate do you consider WPD's Best View to be, regarding the likely take-up of electric vehicles (EVs) and heat pumps in the five year period?

4b How do you feel about WPD's Best View on the take up of EVs in RIIO-ED2?

- There will be a lot less take up of EVs in the five year period
- There will be slightly less take up of EVs
- WPD's Best View seem about right
- There will be slightly more take up of EVs
- There will be a far greater take up of EVs in RIIO-ED2
- Don't know/can't say

4c How do you feel about WPD's Best View on the take up of heat pumps in RIIO-ED2?

- There will be a lot less take up of heat pumps in the five year period
- There will be slightly less take up of heat pumps
- WPD's Best View on heat pumps seem about right
- There will be slightly more take up of heat pumps
- There will be a far greater take up of heat pumps
- Don't know/can't say

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5a What are your views on the acceptability of the costs associated with supporting the connection of electric vehicles and heat pumps at these levels?

5b How do you feel about the following statement?
“I think the costs associated with supporting the connection of EVs are acceptable.”

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree

5c How do you feel about the following statement?
“I think the costs associated with supporting the connection of heat pumps are acceptable.”

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree

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6a What are your views on the acceptability of WPD's overall expenditure proposals for RIO-ED2?

6b How do you feel about the following statement?
"I think WPD's overall expenditure proposals are acceptable."

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree

7a Are there any areas of our proposed expenditure that cause you concern?
If so, please provide us with details.

7b Which of the following statements do you agree with?

- I want to see less expenditure
 WPD's proposal is acceptable
 I want to see more expenditure
 Don't know/can't say

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8a What are your views on the overall content, layout and structure of WPD's second draft Business Plan?

8b How do you feel about the following statement?
"WPD's Business Plan covers the correct content and there is nothing obviously missing."

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree

8c How do you feel about the following statement?
"I like the layout and structure of WPD's draft Business Plan."

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree

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9a How easy is it to understand and what would you change to make it clearer?

9b How do you feel about the following statement?
“WPD’s draft Business Plan is easy to understand.”

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree

10a Are there any core commitments you do not agree with? If so, please tell us why.

Please select a commitment number (1-58) and tell us why in the box below.

Commitment Number ▼

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11a Are there important commitments or areas of focus that you feel are missing from WPD's second draft Business Plan? If so, what should be included?

12a Do you consider these new commitments to be appropriate? Would you like to change the level of ambition currently proposed (either increase or decrease), or suggest an entirely different alternative?

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12b How do you feel about the following new commitments?
“Provide a same day connections’ response for customers by introducing online self-assessment tools for individual low carbon technology applications.”

- I want to see less ambition
- I think this commitment is appropriate and ambitious enough
- I want to see greater ambition
- I don’t want this commitment to be included
- I want to see an alternative commitment
- Don’t know/can’t say

12c How do you feel about the following new commitments?
“Ensure capacity availability to enable net zero to be achieved across our regions sooner than 2050 (some areas as soon as 2030), in line with the ambitions of stakeholders in each region.”

- I want to see less ambition
- I think this commitment is appropriate and ambitious enough
- I want to see greater ambition
- I don’t want this commitment to be included
- I want to see an alternative commitment
- Don’t know/can’t say

12d How do you feel about the following new commitments?
“We will deliver service improvements to drive innovative business efficiencies to assist our customers and reduce overall energy costs.”

- I want to see less ambition
- I think this commitment is appropriate and ambitious enough
- I want to see greater ambition
- I don’t want this commitment to be included
- I want to see an alternative commitment
- Don’t know/can’t say

12e How do you feel about the following new commitments?
“Facilitate access to funding streams by providing support to community energy groups when making submissions to our calls for ideas.”

- I want to see less ambition
- I think this commitment is appropriate and ambitious enough
- I want to see greater ambition
- I don’t want this commitment to be included
- I want to see an alternative commitment
- Don’t know/can’t say

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12f Please comment on whether these new core commitments are appropriate and are ambitious enough. How do you feel about the following statement?
“I think WPD’s new core commitments are appropriate and ambitious enough.”

- Strongly agree Agree Neither agree or disagree
- Disagree Strongly disagree

13a In RIIO-ED2 we propose to improve network reliability further, so that the average customer experiences service better than one power cut every two years, lasting 24 minutes. How acceptable is this proposed level of service? What scale of improvement would you like to see achieved?

13b How do you feel about the following statement?
“I think WPD’s aim to improve on our current average performance of one power cut in two years lasting 24 minutes represents an acceptable level of service?”

- Strongly agree Agree Neither agree or disagree
- Disagree Strongly disagree

13c What do you think WPD should do with regard to improving their performance on reducing the length and frequency of power cuts.

- They should do a lot less in their area
- They should do a bit less
- Their proposals seem about right
- They should do a bit more to improve performance in this area
- They should do a lot more
- Don’t know/can’t say

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14a Overall, is there anything you feel we have missed? Please provide us with any further comments relating to our second draft Business Plan and our core commitments.

Name:

Email address:

Organisation (if appropriate):

Are you completing this as a stakeholder, domestic customer or business customer?

Stakeholder

Domestic customer

Business customer

Other