

Western Power Distribution – Stakeholder workshop January 2010

Theme 1: Ways to provide information and updates over the next five years

1a) How do you as stakeholders get information on our service and standards now?

1b) Do you actively look for this information if so where and how?

1c) Do you want this information?

2a) Who should have this information provided to them?

2b) Should WPD prioritise giving more detailed information or on advertising how to access this information?

Q3 Background:

Our plans for providing information at present include:

- Television and newspaper adverts
- Newsletter to all customers
- Annual stakeholder report
- Possible consumer panel (managed via web – people sign up their interest following the leaflet or at the workshops)
- Possible roving workshops in rural areas (for worst served areas and how we improve them, some Ofgem funding)
- Likewise specialist meetings/workshops when needed e.g. environmental groups to discuss issues of underground cables in national parks and where prioritisation should be given

3a) What do you think is most important method of communication on this list?

3b) Do you have other suggestions for how we inform and engage people?

3c) Do you prefer a focus on 1 way or 2 way communication?

3d) What is your preference for frequency of our communication with you?

3e) How would you define ‘hard to reach’ groups and what are the difficulties in communicating with them

Theme 2: What performance measures and other information we should publish?

Q1 Background:

Ofgem currently measures how DNOs are performing. This information is often quite technical. Ofgem wants to present it in a more customer friendly format. This will enable our key stakeholders (customers, consumer groups, local businesses, and local development agencies) to track and compare how we are performing against other DNOs.

We are seeking your views on what information would be most useful to you as customers or stakeholders. Ofgem already collects a vast amount of data. WPD intends to publish its own stakeholder report

The sort of data we are talking about covers the following key areas:

- Customer service
- Connections
- Environment
- Network investment

WPD believes that this will better help you understand about the services you are paying for and also enable you to talk to us about the services you want and what matters most to you. This will help you influence our business decisions in the future.

1a) Out of the above data, which is of most interest and importance to you / your organisation

1b) Are you just interested in information on what we have done or would you like information on where we have performed well and, if we have performed badly, what we are going to do to rectify this?

Q 2 Background:

We currently have incentives to perform well on a range of measures. These are summarised in the handout: Attachment 1

2a) What are the two most important measures to you in each category?

2b) What are your top three measures overall?

2c) Are there any other matters you would like information on particularly relevant to us in WPD?

Theme 3: How should we communicate pricing information?

Background:

WPD currently provides DUoS pricing information as follows:

- DCP30/DCUSA35 quarterly forecast information posted on the DCUSA and WPD websites.
- Indicative prices notified to suppliers by email (end of December) and on WPD website.
- Actual prices notified to suppliers by email (February) and on WPD and ENA websites.
- A copy of our CDCM pricing model is available on request via our website.

1a) Do you actively look for WPD pricing information if so where and how?

1b) Do you want us to publish any additional pricing information?

1c) Are there other ways that we could provide pricing information?

1d) Do you prefer a focus on 1 way or 2 way communication?

1e) – What is your preference for frequency of our communication with you?