

## AGENDA - WPD Customer Panel Meeting

9.45 am arrival, 10.00am start. Thursday 23 March 2017  
 Worcester Depot, Blackpole Road, Worcester, WR4 9TB

<b>10.00</b>	<b>Welcome &amp; introductions</b>	All
<b>10.00 – 11.00</b>	<b>Update on two key strategic priorities</b> - Resilience - Government policy	Phil Swift (Operation Director)
<b>11.00 – 11.45</b>	<b>January workshop outputs</b> - An update on this year's successful workshops - The outputs driven by our stakeholders	Alison Sleightholm
<b>11.45 – 12.00</b>	<b>Coffee break</b>	
<b>12.00 - 12.45</b>	<b>Member's perspective</b> - WPD response to panel survey - Suggestions for improvements	Alex Wilkes
<b>12:45 – 13.00</b>	<b>Engagement plan for local network investment map</b>	Alex Wilkes
<b>13.00 – 14.00</b>	<b>Lunch</b>	
<b>14.00 – 15.00</b>	Split session. Choice of the following:  <b>A: Connections &amp; business customers</b>  <b>B: Social Obligations</b> - Update on Industry PSR changes	Alison Sleightholm  Nicki Johnson/ Jo Giles, National Grid

Future meeting dates:

2017: Tuesday 27 June 2017 - Nottingham  
 Thursday 28 September 2017 - Tipton  
 Tuesday 12 December 2017 – Derby

**NB NOTE DATE CHANGES IN JUNE AND SEPTEMBER**

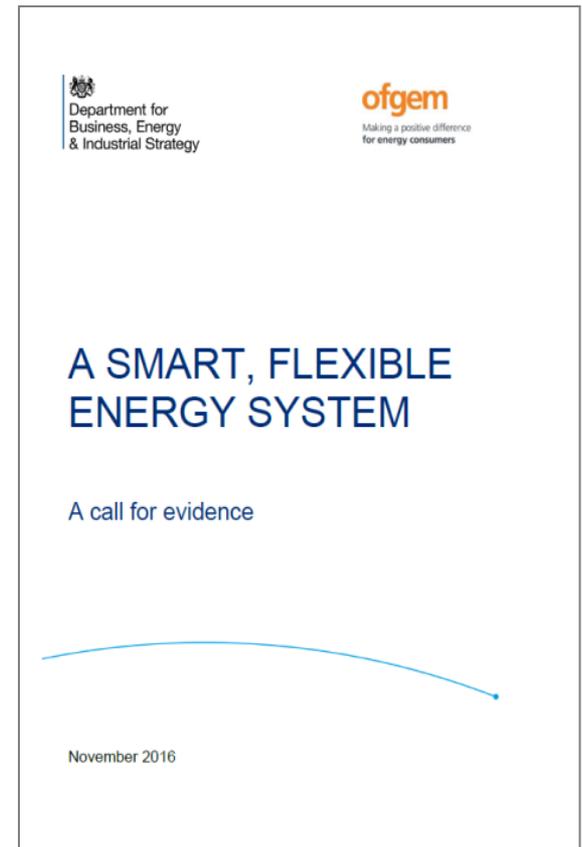
# Business and Connections Update

# Agenda

- Ofgem/BEIS Smart Flexible Energy Consultation
- Separation of National Grid
- Strategic Network Investment Project
- ICE Plan

# Smart Systems Call for Evidence

- Recent Ofgem/Government call for evidence on the above highlighted the need to change including:
  - **Smart energy technology** and processes have the potential to deliver lower bills
  - **Greater flexibility** will help deliver security of supply
  - **Simpler integration of low carbon technologies**
  - **Electrification of transport and heat** will significantly impact the patterns and levels of power demand locally and nationally
  - **We should act sooner rather than later** so consumers can benefit now



# Smart Systems Call for Evidence

- Ofgem's identified immediate priorities for action now are:
  - Increased coordination between distribution and transmission
  - DNOs to transition to DSO with a review of progress in 2017
  - The smart meter roll out
  - Demand Side Response for Industrial and Commercial customers with work to establish why domestic DSR is so difficult even though it is necessary for success
  - Storage with a focus on identifying and removing barriers

# Smart Systems Call for Evidence

- WPD response sets out why we believe the majority of flexibility will be embedded within the distribution network and why we are best placed to deliver as a DSO because:
  - Proven track record of efficiency, network reliability and customer satisfaction
  - Innovation strategy specifically focused on gaining the knowledge and experience in projects that can deliver flexibility as part of the transition from DNO to DSO
  - Extensive ANM programme which has developed our capabilities in this area
- Our strategic network investment work indicates that further benefits can be achieved where the DSO takes on an enhanced regional responsibility supporting the regional transmission network
- Once responses are consolidated BEIS/Ofgem will issue a joint plan in late May/early June 2017
- The Smart Energy Plan will comprise a series of work packages comprising both immediate actions and areas for further policy development

# National Grid SO Separation

- Ofgem is consulting on the SO role and its separation from the TO functions
- The consultation envisages the SO will carry out its existing functions and take on some new ones so as to:
  - Improve markets for balancing and ancillary services
  - Promote competition and enable markets to innovate and drive efficient outcomes
  - Promote economic and efficient whole system solutions, including smart solutions in place of traditional network investment
  - Facilitate competition in networks
- The consultation closes on 10<sup>th</sup> March. Ofgem aim to make the final decision on their policy approach to the roles of the SO by the summer
- The target for actual separation is April 2019

# Strategic Network Investment Project

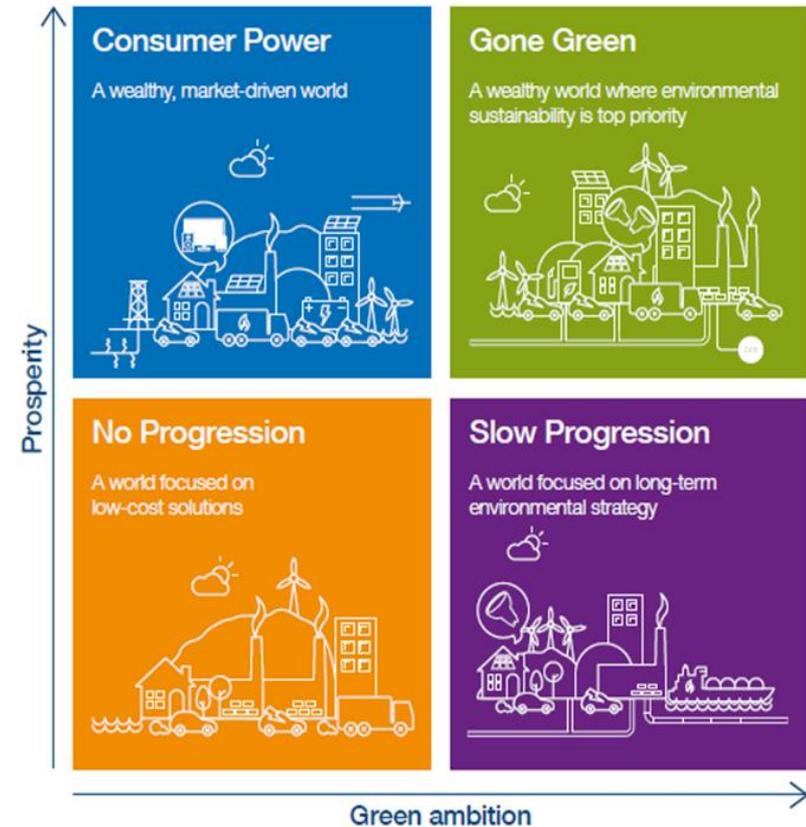
- Significant usage of inherent capacity by connected and contracted generation
- Due to both cost and timescales for reinforcement, alternative connection arrangements or connections elsewhere increasingly preferred by generation
- Both distribution reinforcement requirements and Statement of Works (SoW) process have caused uncertainty and difficulties for generation customers to commit investment in their projects
- Whilst volumes of applications for large scale connections have fallen the cost of the technology continues to go down and, excluding significant grid reinforcement costs, price parity for large (>10MW) solar could be reached by 2020

# Strategic Network Investment Project Objectives

- Forecast growth of demand and generation over four economic and environmental scenarios
- Assess the thermal and voltage constraints under these scenarios that will limit the ability of new demand and generation connections to take place
- Assess options for reinforcement
- Provide stakeholders with advance notice of likely constraints; and
- Provide recommendations for 'low regret' investment

# Scenarios

- Forecast by Regen SW from 2015 to 2030
- Growth of:
  - Distributed generation (DG)
  - Heat pumps (HPs)
  - Electric vehicles (EVs)
  - Battery storage
- Four scenarios corresponding to NGT FES:
  - Gone Green
  - Consumer Power
  - Slow Progression
  - No Progression



# Progress/timetable

- S West – completed, published and webinar held
- S Wales – completed published and webinar organised for 24<sup>th</sup> Feb
- E Midlands – Scenarios developed, workshop held but further consultation on demand needed
- W Midlands – Due to start mid 2017 with completion by year end
  
- In addition we are progressing work to produce some generic models for storage operation that we can use in the modelling work – intention is to consult on this in the summer/autumn 2017

# 2017/18 ICE Workplan

## Priorities

From the feedback in our engagement activity up to now we have refined the priority areas to address:

- ▶ **Availability of information:** further improve information on outages, SoW, work programmes, constraint & capacity info including demand and storage
- ▶ **Consistency:** continue to improve consistency in service and application of policy across WPD areas/teams including SoW, design approval, pre-connection info
- ▶ **Competition in Connections:** refine processes to make improvements to Competition in Connection Code of Practice activities including HV self-connection and design approval
- ▶ **Transition to DSO:** develop policies, processes and technology facilitating move to DSO. Engage with stakeholders on the development of the DSO role

# 2017/18 ICE Workplan

## Initiatives

### ▶ Availability of information

- ▶ Develop and implement actions arising from the WPD generator owner forum to improve the notification of outages and constraints for connected and prospective customers
  - ▶ Explore interest in in 'consortium' approach to outages affecting multiple generation sites
  - ▶ Extend portal functionality to include the ability for 11kV generation details to be updated
  - ▶ Improve on historic outage data available on website and provide access to potential customers
  - ▶ Provide maintenance frequency overview on typical items of electricity distribution plant and discuss case studies of 'outages in practice'
  - ▶ Present to forum on power factor and its impact on networks
- ▶ Continue to improve the SoW process and the information provided to customers at each stage from pre-application to connection.
- ▶ Make further improvements to the mapping information provided by WPD: Develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained (including thermal, fault level, reinforcement cost)
  - ▶ Gauge interest in a customer forum to steer these developments and outputs.

# 2017/18 ICE Workplan

## Initiatives

- ▶ **Service provided post-acceptance**
  - ▶ Identify and develop further improvements in the communication and information provided to customers, post acceptance on their connection scheme work programme and progress
  - ▶ Use feedback from senior management point of contacts and CCSG to develop actions for service improvement.
  
- ▶ **Consistency of process and policy**
  - ▶ Continue to identify areas of inconsistency in either policies, application of policy and procedure (e.g. CiC design approval)
  - ▶ Engage with ICPs / IDNOs with survey to prompt for areas of inconsistency, reviewing feedback and taking action as necessary.
  - ▶ Hold ICP / IDNO stakeholder event to obtain feedback on and communicate developments being made to processes and procedures

# 2017/18 ICE Workplan

## Initiatives

### ▶ Competition In Connections

- ▶ Improve the processes and consistency in approach for design approval
  - ▶ Meet with stakeholders to obtain feedback on their experiences and review our processes
  - ▶ Share proposed changes with stakeholders and implement changes as required.
- ▶ Continue trial of new HV self-connect procedures
  - ▶ Use feedback to make refinements as necessary, before rolling out as BAU
  - ▶ Support the new process being put through the CiC CoP change proposals procedure as appropriate.

### ▶ Legals and consents

- ▶ Continue improvements to the Legals and consents process using stakeholder feedback and analysis of performance monitoring data
- ▶ offer guidance on our preferred approach for when to use a wayleave or an easement for HV and EHV works
- ▶ improve the transparency of the legal and consents process for customers by enabling them to access project specific information via the online applications system CIRT

# 2017/18 ICE Workplan

## Initiatives

### ▶ Storage

- ▶ Provide guidance on the connection of energy storage schemes
- ▶ Produce policy to define information requirements and application process

### ▶ Queues & Capacity Management

- ▶ Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national DG DNO working group as required.

### ▶ Strategic Reinforcement & Forecasting

- ▶ Continue with Strategic network studies engaging with stakeholders on generation and demand forecasts, scenarios and outcomes.

### ▶ Connection Offers & Agreements

- ▶ implement A&D fees inline with legislation amendments and industry guidance by implementation date.
- ▶ Implement new policy and procedures to facilitate the changes to the ECCRs include the move from 5 to 10 yrs and the payments to customers on assets adopted under CiC.

# 2017/18 ICE Workplan

## Initiatives

### ▶ Community Energy

- ▶ Provide information which is relevant to CE stakeholders making sure that it is simple to understand and accessible.
- ▶ Provide a dedicated community energy page on the WPD website covering latest events, publications, videos, podcasts and content.
- ▶ Facilitate regular CE events bringing people face-to-face or presenting innovation projects in a way that inspires ideas works best for these stakeholders.

### ▶ DSO

- ▶ Continue engagement with stakeholders on the development of the role of the DSO as well as undertaking new developments in policy, process and technology which will facilitate the move to DSO.
- ▶ Publish a WPD DSO strategy document
- ▶ Continue to develop and raise awareness of trials on demand side response, flexibility services for DSO and SO.

# 2017/18 ICE Workplan

## Feedback

- ▶ Have we correctly identified the initiatives which address the connections priorities for 2017/18?
  - ▶ If not what other initiatives do you believe we need to be looking at?
- ▶ Are there any specific actions you would like to see us undertake?
- ▶ Which area(s) do you think should have the highest priority / are most important?

# 2017/18 ICE Workplan

## Next steps

- We will use your feedback to make further refinements and capture any additional actions ahead of finalising the ICE Workplan for publication in April '17.

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## **WPD Customer Panel**

Worcester Depot

Thursday 23<sup>rd</sup> March 2017

# Today

10.00 Business update - key strategic priorities

- Resilience
- Government policy

Phil Swift (Operations Director )

11.00 January Workshop Outputs

Alison Sleightholm (Regulatory & Government Affairs Manager)

12.00 Member's Perspective – WPD Response

Alex Wilkes (Stakeholder Engagement Manager)

12.45 Engagement plan for local network investment map

Alex Wilkes (Stakeholder Engagement Manager)

13.00 Lunch

14.00 Split session:

- A: Connections & business customers
- B: Social Obligations



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# Operations Director's Update

Thursday 23 March 2017

Phil Swift

Operations Director

# Context

- We again reviewed WPD's long-term strategic priorities with stakeholders at our recent workshops. They are:
  - Network resilience/ Keeping the lights on
  - Smart networks
  - Environment & sustainability
  - Workforce renewal, skills & training
  - Vulnerability
  - Government legislation/policy
  - Affordability
  - Customer information and data
  - Customer awareness
  
- Today:
  - *Spotlight 1: Resilience*
  - *Spotlight 2: Government legislation & policy*



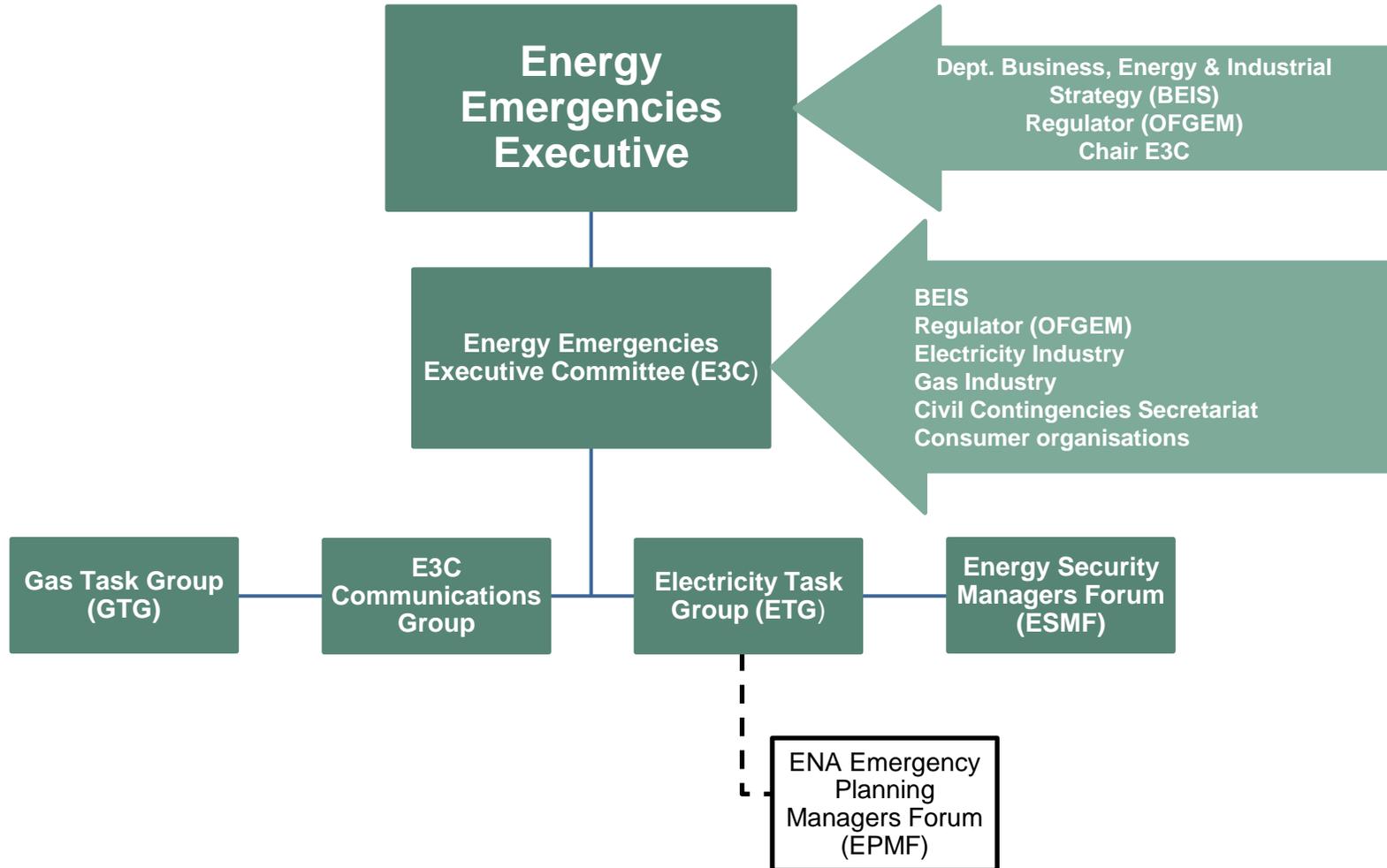
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# Resilience

Phil Swift

Operations Director

# UK Energy Resilience Structure



# UK Risk Register

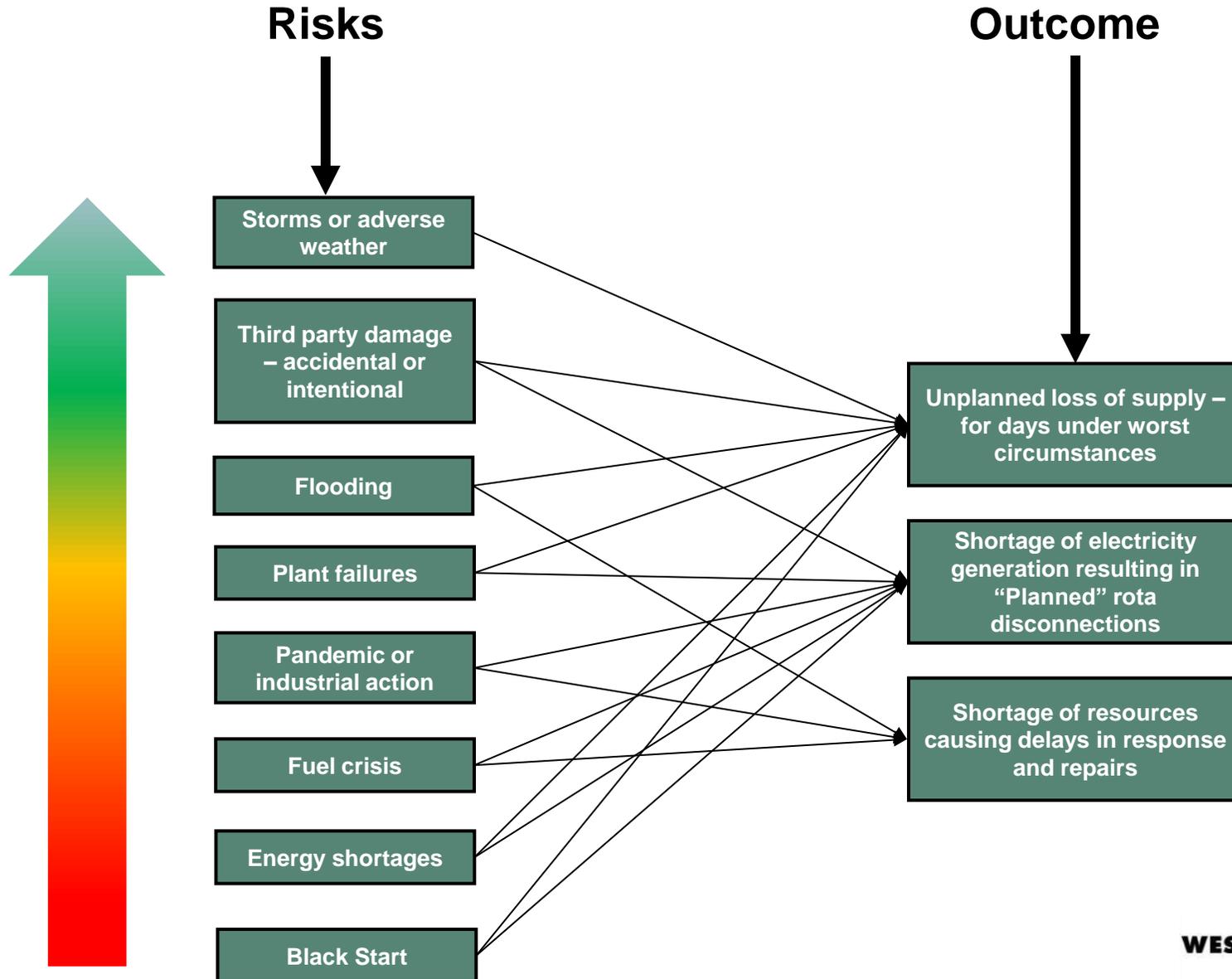
## Energy Specific

- H38 – Rota Disconnections
- H41 – Total Shutdown
- H45 – Regional Shutdown
  - Gas failures (upstream and downstream)

## Linked Risks

- H19 - Flooding
- H23 - Pandemic
- H31 - Fuel
- H40 - Telecommunications
- H56 - Severe Space Weather
- H25 - Animal Disease
- Others - Adverse Weather
  - Cyber: Attack on infrastructure and data confidentiality
  - Attacks on infrastructure

# UK Risk Register



## WPD - types of system 'Emergency'

- Major loss of supplies due to storms across a number of our operational areas
- Major loss of supplies due to a specific 'failure' of a significant item of equipment – more discrete area
- Request to reduce demand from National Grid

## Example – Storm Doris

- Sustained wind speeds of up to 75mph throughout February 23<sup>rd</sup>, described by the Met Office as a “weather bomb”
- 199,901 customers off supply
- 2,398 network faults concentrated in the Midlands.
- A months’ worth of work in one day
- All customers restored within the Ofgem standard of 48 hours with 98% restored within 12 hours
- 37,447 inbound calls with an average speed of seconds
  - Plus 1,035 tweets and 579 webchats
- 5,747 proactive calls including 1,788 made to PSR customers
  - Plus 36,518 proactive text messages
- Red Cross support provided to 20 vulnerable
- Generators widely used to provide temporary restoration until permanent repairs could be completed



## Example - Winster

- At approximately 1300 hours on 12 October 2011, around 36,000 customers were left without electricity when an explosion led to a fire at the high voltage sub station in Winster
- Area from Buxton to Ashbourne affected with further disruption to the 132KV Network at remote sites such as Toyota Plant
- An area of approximately 20 miles x 10 miles initially without electricity
- Supplies were lost to approximately 30,000 customers for a period of up to 24 hours



# Demand reduction

- Much publicised, incredibly rare
- Formal process initiated by NGET with notification stages
- Planned to minimise impact
  - Voltage reduction
  - Rota load disconnection to pre-agreed schedule dependant on severity (3 hour blocks)
- Full “ Black Start” plans regularly reviewed and practiced under “E3” and “E3C” (DECC/Ofgem/NGT/DNOs/GDNs/Consumer groups)

# Resilience plans - assets

- EHV networks are designed and resilient for 'n-1 loss'
- In addition to normal equipment stocks, WPD also keeps a small number of additional strategic spares (e.g.132kV, 66kV, 33kV transformers, switchgear) and is part of the National Grid strategic spares group
- New technology such as actuation and telecontrol helps us ensure 40-70% of customers are restored within three minutes
- Plans are also in place for 'n-2' situation and regularly reviewed
  - WPD designed and procured 33kV mobile substation
  - WPD procured 'stand off' towers
  - WPD locally deployed generation
- Flood plans in place for each major substation
- Assets are managed to an accredited asset management system to support the right decision making with respect to asset maintenance or replacement
- Clear targets are set and regularly monitored

# Resilience plan - systems resilience

In addition to our primary network we need to ensure our back up systems and processes are resilient;

- Resilient IT infrastructure
  - Systems developed and supported in-house where possible
  - Multi-site running with fault tolerant/mirrored systems
  
- Resilient Telecoms
  - WPD-owned communications network with limited single points of failure
  - 72 hour resilience built in as standard (better than BT)
  - Satellite phone capability in the event of a failure of the UK mobile network

# Emergency plans

- The WPD plan is simple, well practiced and involves everyone
  - Operational staff
  - Contact Centre staff
  - Non operational staff to take calls
  - Transport
  - Stores
  - IT and Telecoms
- It is based on immediate action on the receipt of a severe weather forecast
- It is underpinned by a philosophy that there is no such thing as over-reaction

# Emergency plans

- Our culture and structure are key to our performance
  - Geographic model that puts the workforce close to the customer and the network
  - Own staff with limited use of contractors
  - Standby operation is normal and emergencies are just greater volumes of normal daily business
  - An understanding that everybody has a role to play in a storm

# Critical success factors

A good emergency response is dependent on:

- Safe working principles instilled throughout the business
- A simple well practiced plan that involves all of the business
- Focusing on what matters to customers
  - Being easy to contact
  - Providing good information to customers and stakeholders
  - Restoring customers as fast as possible and as a minimum within the thresholds set by the Regulator, Ofgem
- Continued review, learning and implementation of actions

# Ease of contact

- WPD operate two in-house Contact Centres
- We developed a High Volume Call Taker (HVCT) to provide incident-specific messages
- We have 8 ramp-up Contact Centres so that non operational staff can take calls during working hours
- We have additional disaster recovery sites
- We have home-working to provide additional call taking capacity out of hours
- This increases Contact Centre capacity by up to 250%

# Information for customers

- WPD provide an Estimated Time of Restoration (ETR) on every incident
- We proactively call customers when the ETR changes
- Our field staff use handheld devices that update incidents in real time and this information is visible to everyone involved in the incident
- We proactively contact vulnerable customers to provide advice, reassurance and assistance where needed
- We use a range of other communication channels to keep customers up to date with fault progress including social media, text messaging and the WPD website

# Stakeholder information



- Proactive initial contact made with key stakeholders prior to any event
- Further regular updates provided daily throughout the period
- Close liaison with ENA on the national picture where appropriate
- Local and national media briefings provided throughout the event plus ongoing liaison with LRFs and other partner organisations e.g. British Red Cross
- Progress bulletins sent to over 3,000 registered stakeholders



# Continued review and learning

There are always lessons to learn

- The WPD post storm review process is rapid and focussed on action
- Examples of improvements include:
  - Alterations at our Control Room and Contact Centre to expand the number of desks available
  - Extended our daily weather forecasts to cover a 10 day period
  - Introduced a single national emergency telephone number – 105
  - Introduced 24 hour Twitter and Webchat operating hours
  - Proactive calls and text message processes made standard
  - Introduced an expanded website outage map
  - Introduced tailored storm bulletins for registered stakeholders
  - Worked with the industry to share best practice and improve cross industry working

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# Summary

- Well rehearsed plan for potential emergency scenarios
- Advance preparation is key
- There is no such thing as over reaction – forecasting these days is generally good
- Involve as many staff as you can – have faith in them
- Focus on what matters to customers, restoration and communication



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# Government Engagement

Phil Swift

Operations Director

# Context

- The Government's Green Paper on Industrial Strategy confirmed the shift in UK's energy policy priorities towards:
  - Affordability (reducing bills & withdrawing subsidies);
  - Upgrading energy infrastructure for the low carbon transition; and
  - Securing the industrial opportunities from innovation through investment
- The Industrial Strategy also positions “smart systems” as a silver bullet to the challenges of moving to a low carbon energy system
- The recent smart systems consultation puts the onus on DNOs to determine the “DSO vision” with a Government review of transition progress expected before the end of 2017
- Increasing political attention towards DNOs transition to DSOs

# Engagement Focus in 2016

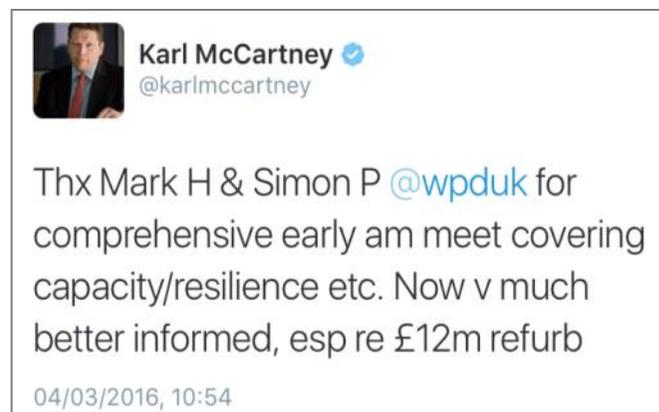
- Stakeholders have told us that WPD should:
  - Take a more active role in shaping energy policy (rather than being passive to it)
  - Start to build the relationships with MPs to make this happen
- Our approach:
  - Engage MPs to introduce WPD
  - Who we are & what we do
  - Explain what we are doing to prepare for DSO transition
- Invite MPs to engage with us locally
- Build relationships to enable us to move the conversations on to more specific areas of policy

# Actions taken – Bespoke MP newsletters

- 27 unique newsletters sent from the WPD Distribution Manager for that area to:
  - Introduce WPD
  - Explain the headlines of our Business Plan
  - Give examples of network investment schemes specific to their constituencies
  - Invite them to meet us locally to discuss local issues and/or wider energy policy

## Outputs resulting from this:

- 204 MPs and MEPs engaged
- 45 in-depth contacts and meetings have taken place with MPs since



# WPD Parliamentary Reception – an update

- Tuesday 13<sup>th</sup> December 2016
- Speeches from Robert Symons and James Heappey, MP for Wells (sponsor)
- 72 MPs and key stakeholders (incl Ofgem & BEIS)
- Achieved 593 social media engagements (retweets, shares, clicks on links to find out more)
- Focus on building relationships for ongoing engagement with WPD
  - Gave MPs the chance to speak with WPD's local network managers and arrange to visit their local depot to find out more about our current activities.
  - In the last 12months we have held 35 in-depth contacts and meetings with MPs, gaining local support for WPD's smart networks plan
- OUTPUTS include:
  - Increase in PSR sign-ups compared to same period last year (c.25% increase)
  - Informed our approach to DSO - In 2017/18 we will use this to build and publish WPD's full DSO transition plan.



# Objectives for 2017 Engagement

- To ensure that decision makers support the option for a Distribution System Operator that most closely reflects WPD's own
- To ensure that decision makers recognise what is required to make UK energy infrastructure fit for purpose and support WPD to do what is needed
- To counter some of the negatives "DNO's are not innovative and do not want to drive a smarter energy system"
- To build broad political basis of support for WPD's DSO vision, plan and activities

# Next steps

- In 2016 we made significant progress in building relationships with MPs and increasing awareness of WPD with a focus on network constraints particularly in the south West
- In 2017 we will now shift the focus to more detailed engagement on the future of networks e.g.
  - In February 2017 WPD presented on the challenges we are facing to build a smart network at the Welsh Assembly Government
  - Expand the targeted engagement carried out in in South West in 2016, focusing on South Wales and Midlands MPs on the causes of grid constraints and WPD's development of innovative solutions
  - We will host a follow-up parliamentary reception with a focus on the future of energy, and shifts needed in policy for WPD to transition from DNO to DSO

**QUESTIONS ?**



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# **WPD's stakeholder workshops (January 2017)**

Alison Sleightholm

Regulatory & Government Affairs Manager

# January 2017 Workshops

- 6 workshops – Plymouth, Newport, Bristol, Cheltenham, Birmingham, Derby
- 270 stakeholders - highest number yet
- Four sessions with clear objectives:
  1. **WPD's Business Plan reporting**
    - What we've delivered. How can we develop what we've done?
  2. **Review of WPD's long-term priorities**
    - Measuring the value for money of our actions
    - Identify improvement levels for accelerated delivery
  3. **Spotlight on: 'Future Networks' & 'Environment & Sustainability'**
    - Develop WPD's understanding of these and review our proposed actions
  4. **Choice of three specific surgeries:**
    - Consult on action plans for: 'Social obligations', 'Connections & DG' and 'Emergency Resilience'



# Session 1: WPD's Business Plan Commitments Reporting

## Key feedback

- Overall strong endorsement for WPD's three-tier approach to reporting with increasing levels of detail for stakeholders to refer to
- Most stakeholders felt that the level of detail provided was a core strength of WPD's reporting and should not be simplified or shortened
- It is beneficial to have different length of reports available for different stakeholders
- 80.6% want performance information per licence area
- Some requested even greater breakdown to local regions within each WPD licence area
- WPD can do a better job of explaining the impact of network investment on local networks and local service levels

## WPD action as a result

1. **WPD will continue to produce a one-page summary, short summary report (c.30 pages) and a detailed report.**
2. **WPD's summary report will present information for WPD at a group level whilst the detailed report will break information down by WPD's four licences. We will continue to provide local case studies**
3. **Within our future business plan commitments reporting we will enhance the existing expenditure information that we provide by including a high level summary of our forecasted investment for each licence area over the RII0 ED1 period. Where appropriate we will provide examples of specific projects across each licence area.**

# Session 1: WPD's Business Plan Commitments Reporting

## Key feedback

- 62.3% favoured a formal report style to all reports, with numbered paragraphs for ease of reference
- A very slight majority (53.8%) stated that within WPD's detailed report there could be some simplification of the explanations for technical elements
- Overall WPD should keep the detail but focus on accessibility
  - Online reporting preferred
  - Explain the structure/contents more clearly
- Strong support for the existing lay-out and style of WPD's summary report with only some slight simplification of the detailed explanations needed and more infographics where possible
- Change the title – "RIIO-ED1" is not commonly recognised/understood and could restrict the interest of wider stakeholders who first require the explanation contained within the report

## WPD action as a result

4. WPD will simplify some of the detailed explanation of technical elements.
5. WPD's summary report will be submitted to the Plain English Campaign in order to achieve the "Crystal Mark" for use of plain English.
6. WPD will maintain our current approach to our Summary report - using simple design, with clearly structured sections. Pictures, infographics and case studies will continue to be used.
7. WPD will enhance the webpage currently in place for business plan commitments reporting in order to ensure that information is as accessible as possible for stakeholders and enable easy access to specific sections of the report.
8. We will change the title of our future report to: "WPD's 2015-2023 Business Plan Commitments Report – Year Two (2016/17)".

# Session 2: WPD's long-term priorities (measuring the value for money of our actions)

## Key feedback

Stakeholders were given a total of 10 votes, and asked to use them to make trade-offs between various actions WPD can take begin to address long-term issues. They were asked to attribute a notional value to their chosen areas for acceleration.

- Where stakeholders wanted WPD to go further than planned, smart networks was the stand-out priority.
- Performance in certain areas, e.g. overall customer satisfaction, was felt to be very good and not requiring any acceleration
- Safety education was discussed widely, with a focus on expanding the remit to include energy efficiency, smart networks and vulnerable customers a key priority.

Category	As now	1 vote	2 votes	3 votes	Value
Customer satisfaction	Rated 8.90 out of 10	9.1/10	9.3/10	9.5/10	-
Connections	Rated 8.70 out of 10	8.9/10	9.1/10	9.3/10	50p
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020	£2
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023	0p
Undergrounding	55km by 2023	55km by 2021	75km by 2023	90km by 2023	-
Emergency resilience	20% communities and businesses supported	30%	40%	50%	£1
Customer awareness	50%	55%	60%	65%	-
Safety education	60,000 children educated a year	60,000 & expand scope	70,000 & existing scope	70,000 & expand scope	50p
Vulnerability	125,000 supported during power cuts	150,000	175,000	200,000	50p
Fuel poverty	6,500 supported	10,000	12,500	15,000	50p

■ = Stakeholders' preferred option

## WPD action as a result

- WPD will take steps to improve customer satisfaction with the connections process. E.g:
  - Launch an average connection cost calculator to give ballpark costs and timescales for certain types of scheme. This will help customers to explore the feasibility of jobs without the need to enter into a formal quotation request.
  - See a number of further actions outlined on slide 9, following the connections in-depth surgery sessions
- WPD will develop a forward plan for rollout of ANM zone from 2018 onwards in conjunction with Stakeholders.
- WPD will achieve the already agreed 5% reduction in BCF, two years earlier by 2021.
- WPD will roll-out emergency planning support and advice for 50,000 small businesses and Local Resilience Forum (LRF) members, targeting areas that have been heavily impacted by severe weather in the last 5 years.

# Session 2: WPD's long-term priorities (measuring the value for money of our actions)

## Key feedback

Category	As now	1 vote	2 votes	3 votes	Value
Customer satisfaction	Rated 8.90 out of 10	9.1/10	9.3/10	9.5/10	-
Connections	Rated 8.70 out of 10	8.9/10	9.1/10	9.3/10	50p
Smart networks	Active Network Management zones rolled out by 2023	By 2022	By 2021	By 2020	£2
Business carbon footprint	↓5% by 2023	↓5% by 2021	↓7.5% by 2023	↓10% by 2023	0p
Undergrounding	55km by 2023	55km by 2021	75km by 2023	90km by 2023	-
Emergency resilience	20% communities and businesses supported	30%	40%	50%	£1
Customer awareness	50%	55%	60%	65%	-
Safety education	60,000 children educated a year	60,000 & expand scope	70,000 & existing scope	70,000 & expand scope	50p
Vulnerability	125,000 supported during power cuts	150,000	175,000	200,000	50p
Fuel poverty	6,500 supported	10,000	12,500	15,000	50p

■ = Stakeholders' preferred option

## WPD action as a result

13. WPD will launch a £10,000 fund to assist LRFs to promote business continuity planning for power cuts to their membership networks
14. WPD will expend the schools education programme to include topics wider than safety. Topics will include energy efficiency measures, how a smart network will operate, and information on vulnerable customers.
15. WPD will launch a trial scheme working with the Scouts association to develop a programme for scouts to support vulnerable customers to join WPD's PSR, as well as wider tasks relating to low carbon technologies and community energy.
16. Increase number supported in power cuts – how? New text messaging process? Lower threshold for contact below 2 hours?
17. WPD will expand our fuel poverty outreach programme to support over 10,000 customers a year, including renewing and upscaling successful new schemes identified by WPD's Fuel Poverty Local Action Fund.

# Session 3a: Spotlight on: 'Future Networks'

## Key feedback

### Distribution System Operator (DSO) priorities

- Stakeholders were strongly supportive of building a more flexible network and transitioning from a DNO to DSO. They agreed with WPD's DSO priorities and did not indicate that they were missing

### Smart meter data privacy plan

- 91% are comfortable with WPD's approach and having access to smart meter data in these terms – 76.3% extremely comfortable.
- The key concern is that data is only ever used for network operating purposes and is never sold or shared with other parties (stated by 22.2% as their key priority)

## WPD action as a result

18. WPD will publish a DSO strategy document in 2017 and communicate this to stakeholders.

19. WPD will revise and resubmit to Ofgem our data privacy plan, reflecting customer feedback, in particular including safeguards to ensure data is never shared with others

20. WPD will publish a one-page summary of the plan online, including FAQs

21. WPD will publicise the availability of our data privacy plan and how we will use smart meter data to all 7.8m customers via our annual 'Power for Life' campaign

22. WPD will brief the Ombudsman to identify potential areas for complaint and how to mitigate against them. We will provide regular KPIs to monitor this.

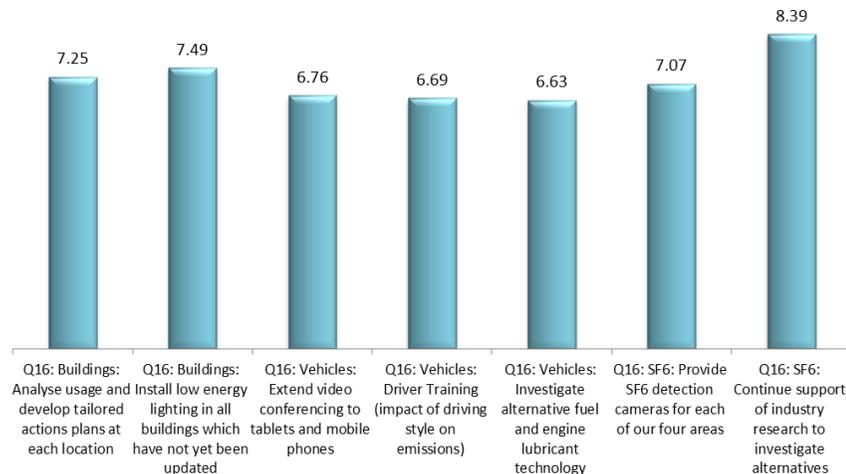
23. WPD will expand the successful trial with EDF to other suppliers, ensuring a smoother customer journey during the smart meter roll out. This includes better co-ordination of the re-booking of appointments when installations require WPD to also attend due to safety reasons.

# Session 3b: Spotlight on: 'Environment & Sustainability'

## Key feedback

- More to be done in general
- Look at amount of equipment on vans (weight)
- Vehicle trackers and greater competition/tables amongst depots to encourage driver behaviour
- Look at self-generation at WPD sites

Q16: On a scale of 1 to 10, how important to you are the actions proposed?  
(1 = Not important at all, 10 = Extremely important)  
THIS GRAPH SHOWS THE AVERAGE SCORE FOR EACH ACTION



## WPD action as a result

24-30. WPD will deliver all of the 7 actions presented. However the priorities for earliest delivery, that will therefore be delivered by the end of 2017 will be to:

- Support industry research (and bespoke WPD trials) to investigate alternatives to SF6
- Purchase SF6 detection cameras for each of WPD's four licence areas
- Install low energy lighting in all buildings that have not yet been updated
- Utilise new KPI data bespoke to each WPD location, to develop tailored energy saving action plans

# Session 4: Specific surgery session

## Connections

31. WPD have initiated a review our approach to the use of HV easements and wayleaves to ensure consistency across WPD
32. WPD will re-run of our East Midlands strategic investment workshop to provide a greater focus on the impact for demand customers (as well as for generation customers).
33. WPD have introduced Key Account Managers for customers with multiple connections applications, including Local Authorities.
34. WPD will assess the network requirements of using a new, innovative device that will allow up to three properties with solar PV to share each other's generation.

## Social Obligations

35. WPD will carry out a one-off data removal exercise on the PSR of all records that are over three years old and where the customer has not responded to out data cleanse attempts
  - 36.1 This will include adopting the same approach for electrically dependent customers, as long as the final letter sent to customers clearly sign posts what is happening and how to re-register
36. WPD will expand and renew our four Affordable Warmth fuel poverty outreach schemes for 2017
37. WPD will trial funding a new number of new PSR referral partners (focussing on charitable organisations, rather than local authorities) to monitor the impact on PSR sign-ups versus existing non-funded partnerships
38. If one or more of the four innovation schemes funded by WPD's 2016 fuel poverty local action fund prove successful, we will use the £60k fund to renew and replicate these schemes in 2017, rather than re-run the competition
39. WPD will launch a fuel poverty outreach pilot scheme with National Grid Gas, to specifically target support to customers identified as off the gas grid and in areas of poor electricity network performance



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# Member's Perspective

## WPD response to member survey

Alex Wilkes

Stakeholder Engagement Manager

# A Customer Panel for the long term

- The Customer Panel has a vital role
  - to provide key strategic steer, and
  - critical evaluation of WPD's future plans
- The recent independent review and survey allowed us to review alternative approaches and challenge ourselves to identify improvements
- This ensures the Panel remains best placed to influence WPD in the long-term



# Proposed actions – format and form

YOU SAID: “PRE MEETINGS TO BEGIN DISCUSSIONS WOULD BE USEFUL”...

And “CLOSED SESSIONS (WITHOUT WPD) – COULD BE USEFUL”

And “THE CEO SHOULD CONTINUE TO CHAIR THE MEETING”...

**So.....**

- An independent Panel Leader has been appointed
- Strengthened Panel attendance by inviting Directors
  - Charl Oosthuizen, Finance Director and Ian Williams, Resources & External Affairs Manager to attend later in the year
- Member-only pre-meetings and occasional ‘closed’ sessions introduced
- Views canvassed for topic areas & a room will be available before each meeting
- WPD will attend only if required

YOU SAID YOU’D LIKE “A GREATER FOCUS ON TARGETS AND PERFORMANCE”

**So.....**

- Performance against key business plan targets will be covered at each meeting by the Chief Executive or a Director

# Proposed actions – function

YOU SAID WE COULD: “SHARE SIMPLE APPROVED MINUTES WITH OFGEM”

And “ADD A ‘SPOTLIGHT’ REPORT’ TO ANNUAL REPORT”...

**So.....**

- **Members will develop a forward looking Challenge Report**
  - **published annually**
  - **detailing the areas they expect WPD to focus on**
- **WPD will fund Panel-commissioned research topics**
- **A member-written ‘Spotlight Report’ will be added to WPD’s annual Business Plan Commitments Report**
- **WPD will hold education sessions to improve knowledge on long term issues (e.g. energy scenarios and network capacity issues)**

# Proposed actions - admin

**YOU SAID THERE IS:**

**“SUPPORT FOR ADVANCE PROVISION OF MATERIALS” ...**

And

**YOU SAID WE SHOULD**

**“REVIEW MEMBERSHIP TO ENSURE APPROPRIATE SKILLS, KNOWLEDGE, EXPERIENCE”**

**So.....**

- Panel membership to be reviewed in 2017
- Agenda to be sent out two weeks prior to the meeting
- Slide pack to be sent out one week prior to the meeting
- Attendees list provided on the day
- Minutes to be sent out within 7-10 days of the meeting
  - Actions to be summarised in email body for ease

# Proposed actions – other suggestions

- **YOU SAID:** “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”**

## **Others mentioned**

- » **RIIO DELIVERABLES**
- » **CONNECTIONS AND STATE OF GRID**

So.....

- This will be taken in to account when writing agendas during 2017

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

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



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# Social Obligations Session

**Customer Panel Meeting  
23 March 2017 - Worcester**

# Agenda

- SME Booklet changes
- Referral networks brochure
- Industry PSR changes

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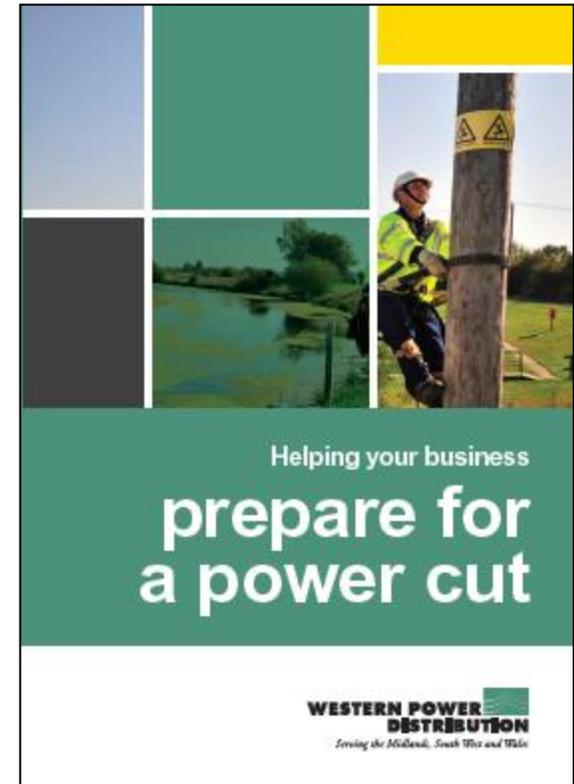
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## **SME Booklet**

## **Nicki Johnson**

# Background

- Booklet went to 5500 SMEs in Somerset last year
- Currently using Nottingham Chambers of Commerce to distribute the next 5000
- Nottinghamshire, Derbyshire and Leicestershire
- Now committed to send to 50,000 SMEs by the end of 2017
- Booklet was discussed at the resilience afternoon surgery at recent workshops
- **Do you endorse the changes suggested by stakeholders?**



# Changes suggested

## FEEDBACK

- Yellow text on white background is difficult to read
- Small businesses don't understand the word 'stakeholder'
- The term IT Disaster Recovery Plan needs explaining
- The 'useful number' and 'key stakeholders (contacts)' sections were the main reason SMEs kept the booklet so they'd like to be able to detach this section in one page for their noticeboards

## ACTION

- Alter text to black or green
- Use alternative words such as customer, suppliers, contacts
- Add some context such as 'back up laptops, etc.'
- The 'useful number' and 'key stakeholders (contacts)' sections have been altered to a detachable pull out at the back to make the document easy to file then the key info easy to pin up
- Highlight the App which allows businesses to register more than one location

**Do you endorse the changes suggested by stakeholders?**

# New lay out to allow for pull out section



## Your important contacts

Tear off section for your notice board

Helping your business  
**prepare for a power cut**

To report a Powercut, call us on: **0800 6783 105**

 Tweet us @wpduk

 Facebook: Western Power Distribution

 [www.westernpower.co.uk](http://www.westernpower.co.uk)

 Email: [info@westernpower.co.uk](mailto:info@westernpower.co.uk)

Version number: 002

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# New lay out to allow for pull out section

## Other electricity related issues that could affect you

---

**Have you thought about other issues that could affect your business that WPD may be able to help you with?**

### Connections

Do you have questions about:  
The speed of the process  
Cost/availability of capacity  
Lost time/productivity  
Your planning or issues with it

### Street works

Do you need to know about:  
Timing/scheduling of work  
How much notice you can and will receive  
Access issues  
Disruption to you or your customers

### Quality of Supply

Are you experiencing:  
Dips or voltage fluctuations  
Disruption (to operations)  
Sensitivity of equipment  
Lost production time

### DUoS (Distribution Use of System) charges

Do you need:  
Advanced notice or billing advice



## Useful numbers

**WPD LOSS OF POWER**  
0800 6783 105

**WPD GENERAL ENQUIRIES**  
0800 096 3080

---

**Generator hire**

Name ..... Tel .....

Email ..... Date of last test .....

---

**Local electrician**

Name ..... Tel .....

Email .....

---

**IT assistance (to reset computers/electrical equipment)**

Name ..... Tel .....

Email .....

---

**Food/catering (to feed staff/customers)**

Name ..... Tel .....

Email .....

---

**Security company (e.g. for issues with alarms)**

Name ..... Tel .....

Email .....

---

**Local hotels or rooms for hire**

Name ..... Tel .....

Email .....

---

**Your important contacts**

Name ..... Tel .....

Email .....

Name ..... Tel .....

Email .....

Name ..... Tel .....

Email .....

**Call our general enquiries number with any queries: 0800 096 3080**

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If you would like this leaflet in another language, large print, braille, or on an audio CD, please telephone us on **0800 096 3080**



12

# **WESTERN POWER** **DISTRIBUTION**

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## **Referral networks - a new leaflet**

**Nicki Johnson**

# Background

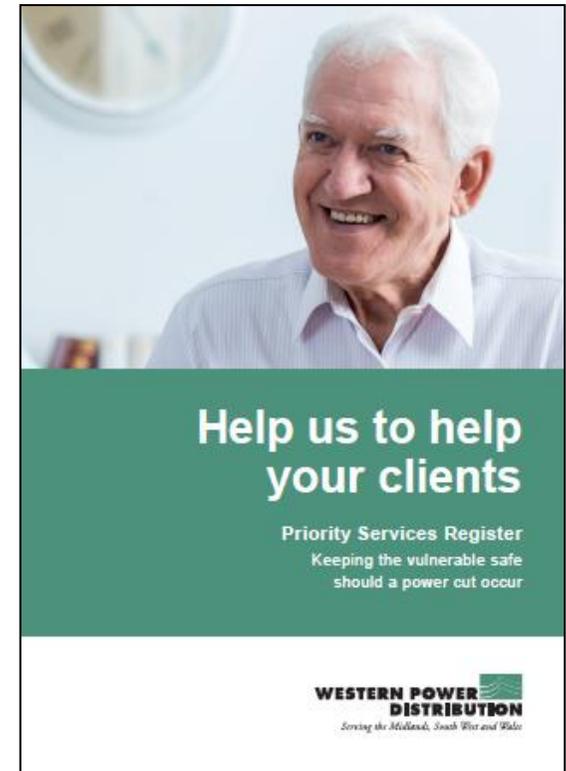
- Referral networks are working well but still require work
- A Panel member asked for some guidance
- Purpose is two-fold
  - **Attract** Local Authority departments, charities, organisations and persuade them to join us as referral networks then send us PSR customer data for our register.
  - **Provide guidance** for new and current referral partners on what we need/expect and can provide
- **We want your views**

# Content

- Introduction/background
  - Including who we are and what we do
- What the PSR is, who can register and the benefits of registering
- Power cut advice partners can share
- Why partners should become referral networks
- How partners can help their customers and how the partnership works
  - (e.g. reporting, informed consent, sharing data)
- Frequently asked questions section
- **We want your views – have we missed anything?**

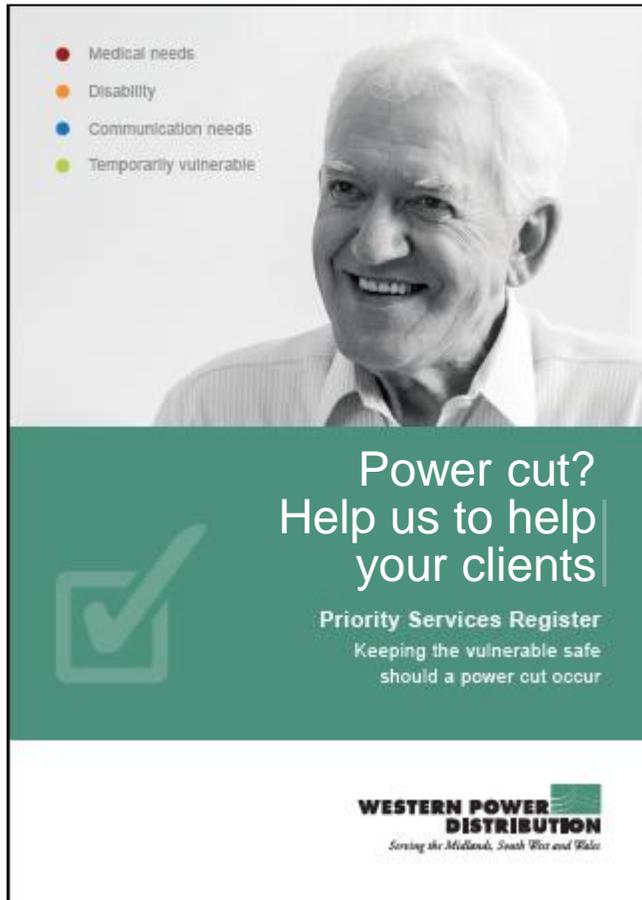
# Format

- Option A – A4 word document simply containing content and potentially a few pictures
  - Could be filed easily
  - ... but therefore lost/forgotten about?
  - Cheaper
  - Quicker and easier to print and distribute
- Option B – Glossy brochure with pictures
  - Designed to ‘attract’ readers/partners
  - Looks professional if handed out at events or through current partners
  - May be more likely to be kept to hand and referred to



- **We want your views – which format do you prefer?**

# If option B - thoughts on the front cover?

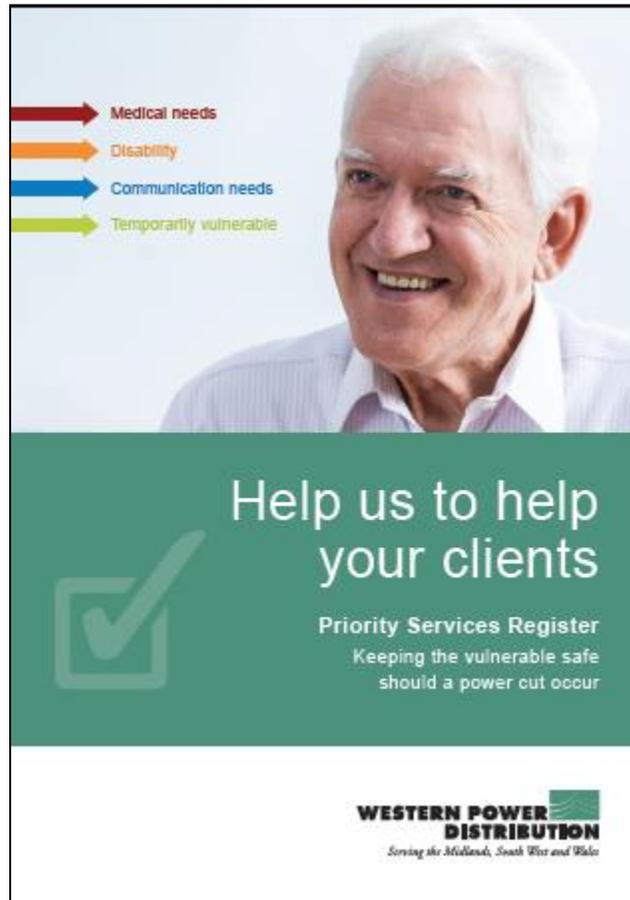


● Medical needs  
● Disability  
● Communication needs  
● Temporarily vulnerable

Power cut?  
Help us to help  
your clients

Priority Services Register  
Keeping the vulnerable safe  
should a power cut occur

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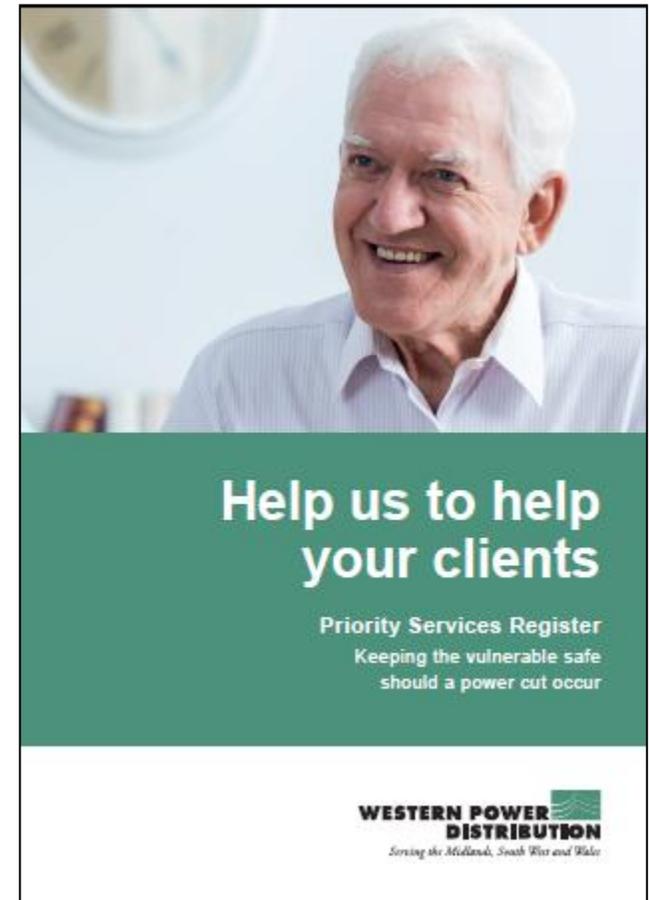


→ Medical needs  
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Help us to help  
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Priority Services Register  
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Help us to help  
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Priority Services Register  
Keeping the vulnerable safe  
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# **WESTERN POWER** **DISTRIBUTION**

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## **Industry PSR changes**

## **Jo Giles, National Grid**

Q1 2017

# Safeguarding Customers Working Group

Working together to deliver equal outcomes





### 1. Our Customers

- Supportive
- Seamless
- Respectful

### 2. Our Partners

- Two Way
- Informed consent
- Safeguarding

### 3. Our People

- Training
- Enabled/engaged
- Doing the Right Thing

### 4. Our Processes

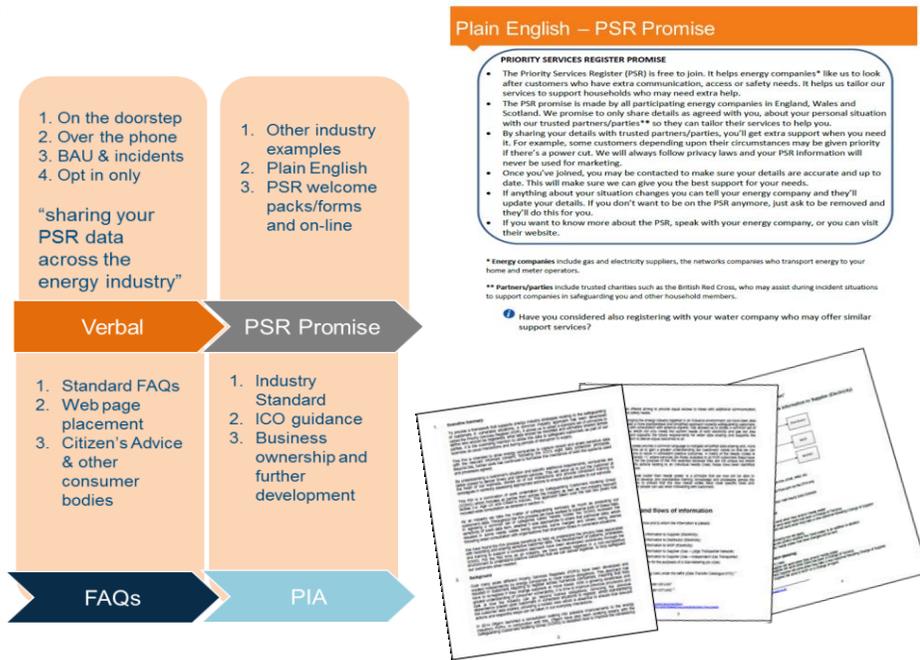
- On Purpose
- Easy/repeatable
- Flexible

# SCWG Industry Needs Codes:

PSR Needs Codes	
Medically Dependant Equipment (MDE)	Chronic/serious illness
	Heart, lung & ventilator
	Dialysis, feeding pump and automated medication
	Oxygen concentrator
	Nebuliser and apnoea monitor
	MDE electric showering
	Careline/telecare system
	Medicine refrigeration
	Stair lift, hoist, electric bed
	Safety
Poor sense of smell	
Poor Mobility	Physical impairment
	Unable to answer door/restricted movement
	Restricted hand movement

Age related	Pensionable age
	Families with young children 5 or under
Comms	Blind
	Partially sighted
	Hearing/speech difficulties (inc. Deaf)
	Unable to communicate in English
Industry SBP	Dementia(s)
	Developmental condition
	Mental health
	Additional presence preferred
Temporary	Temporary - Life changes
	Temporary - Post hospital recovery
	Temporary - Young adult householder (<18)

## Standard Informed Consent – 4 steps



Stage 1

## Mental Capacity

- Other industry examples
- POA Process
- Ease and consistency
- External signposting
- PSR opportunity
- Dementia Friendly Utilities
- NMCF Leadership Group

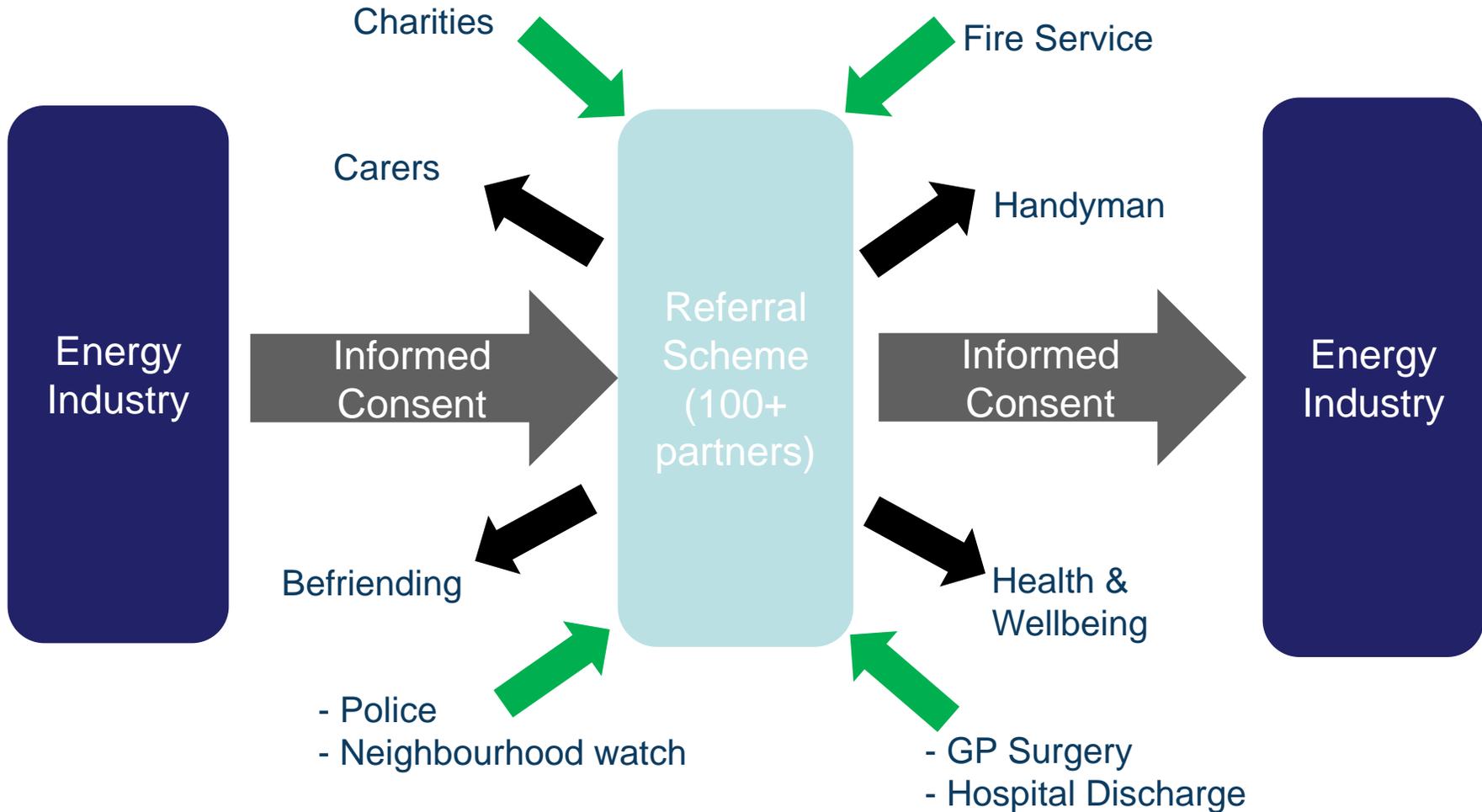


Office of the  
Public Guardian

Alzheimer's  
Society

Stage 2

# Referrals Basic Principle – Two Way



# Safeguarding Customer Working Group



# Leicester North

- Fire at Leicester North 132/33kV substation
- 21/03/17 - 10:42 - 45,127 Customers Affected
- 21/03/17 - 11:06 - All Supplies Restored
- Investigation on going into cause of failure and fire



# WPD CUSTOMER PANEL



Last revised : 27.03.17

## Meeting Minutes

Notes by: Nicki Johnson

<b>Date</b>	Thursday 23 March 2017	
<b>Time</b>	10.00-15.00	
<b>Venue</b>	WPD Worcester Office	
<b>Attendees</b>	<b>Panel</b> CA - Craig Anderson, Warm Wales SG - Sean Gauton, University of Nottingham JG - Jo Giles, National Grid GM - Gabby Mallett, National Energy Foundation DM - Duncan McCombie, Customer representative DP - Daksha Piparia LP - Lydia Pymm, Severn Trent Water MR - Michael Rowe, IET ASp - Alex Spreadbury, B&Q JS - Jim Spriggs, British Red Cross CT - Cathy Tibbles, Leicester Parish Council	<b>WPD</b> PS - Phil Swift, Operations Director AS - Alison Sleightholm, Regulatory & Government Affairs Manager AW - Alex Wilkes, Stakeholder Engagement Manager NJ - Nicki Johnson, Stakeholder Engagement Officer
<b>Apologies</b>	<i>Mari Arthur (Sustain Wales), Brian Davies (Neighbourhood Watch), Dr Ben Bedwell (University of Nottingham), Hugh Conway, MEUC, Charlie Cox (University Hospital of N. Staffs), Allen Creedy, (Federation of Small Businesses), Helen Ewing (Severn Trent Water), Ian King (Warwickshire Police), Glyn Lambley (Interserve, University Hospital of Leics), Caroline Leighton (Citizen's Advice), Helen Lines (RVS), Ron Loveland, (Welsh Assembly), Pauline Mahon (Vulnerable Community representative), Wally North (Forestry Commission), Nikki Roberts (South West Water), Ben Rhodes (Devon &amp; Cornwall Business Council), 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) – Key Strategic Priorities - Resilience

- 2.1 PS talked to the group about the UK Energy Resilience structure and the types of emergencies WPD can face.
- 2.2 SG asked whether the UK energy resilience structure includes water. LP mentioned that water has its own resilience structure – considering pollution, etc and CA said it falls under the Civil Contingency Act. CA wondered if we share information between the parties with respect to the PSR. (AW later talked about sharing information with Category Two responders etc)
- 2.3 ASp said there should be collaboration between water and energy so hopefully the government departments work together. AS confirmed BEIS have the overarching responsibility for co-ordinating and pulling things in for DEFRA etc if water involved.
- 2.4 PS explained WPD is putting in its own comms structure as major phone providers don't have resilient networks. CA mentioned that analogue phone systems do not require electricity. CA asked about regional data with respect to the risk register – and whether colour coded risk assessments

were used. PS confirmed WPD has risk scores and that we set the priorities correctly for the work we need to do.

- 2.5 The group discussed storms and the naming of them. PS talked about reporting short interruptions – the 199,901 restorations during Storm Doris (see slide 10) does not include the customers who were restored within three minutes.
- 2.6 CA asked why speed of restoration was so quick? PS agreed it because our emphasis is on restoration (often using switching) rather than fixing the fault. Target 60 ensures we get the vast majority of our customers back on supply within an hour because behaviour has been driven to focus on the customer. CA asked if we were making other DNO's do this. PS confirmed we have had many best practice meetings and share information demonstrating we can drive network performance through behaviour. ASp felt other DNOs are not yet in this space.
- 2.7 AW talked about making a customer –focussed decision not a financial one and talked about PSR customers being off supply and reasons for the red cross calls being low (power cuts were not necessarily prolonged so many customers were offered the red cross but declined).
- 2.8 DM thinks Ofgem and DNOs should be striving for consistency of reporting – others might be reporting higher Red Cross usage when this actually reflects they had more customers off for lengthy periods. GM asked how the Panel know customers are actually back on in three hours when we have promised. PS confirmed we call customers back if an Estimated Time of Restoration (ETR) changes. The ETR is on the field staff hand held device and thus flagged up real time in our contact centre so customers are updated.
- 2.9 CA felt there was a lack of integrated working between DNOs, giving credit to WPD but saying improvements were not being shared with gas and water and other DNOs – they should all be learning from one another. PS mentioned that DNOs attend our SH events and innovation events – sharing of info is improving. But, as one example, some DNOs are on the same operating system as us, we were the first to move to using handheld devices and others could use it. Sometimes this information is shared but not necessarily adopted. We are contacting 650,000 customers annually for PSR data cleanse and have shared the process, for example – but are not yet aware of wider adoption.
- 2.10 SG mentioned that if a DNO does well on incentives it has more revenue for investing/sharing with shareholders, etc. Others, not doing so well, don't get the cash to reinvest – SG asked to what extent WPD reinvests? PS noted the exceptional weather events sit outside IIS mechanism – we have no financial benefit to getting all the generators out (48 hours before compensation). CN might have happily gone to a 48 hours fault rather than paid double time and for extra staff/generators but we just don't think like that. DM mentioned technology has improved switching asking if Ofgem should update severe weather exemptions? PS said it depends on the fault – switching helps customers not in the fault zone. Those inside the fault zone are still dependent on resources. If you restore in 3 minutes customer's are not counted in the IIS faults – it is possible companies could be pushed a little further to drive the industry forward.
- 2.11 PS talked about rota disconnection and LP asked about demand reduction and whether industry would be taken off supply first in such situations. AS confirmed that National Grid has various contracts to do just that.
- 2.12 The group talked about similar scenarios for gas and about terrorist threats. PS said terrorist attacks are simulated but not comparable with a black start (UK wide) – relevant sites are heavily protected and scenarios are covered.

2.13 CA asked about cross sector support during emergencies and AW talked about NUSAC where electricity co-ordination occurs and we send staff to other DNO areas. AW also covered us sending vehicles and equipment supporting other emergency services through LRFs etc – for example, we offer pumps to the fire service.

2.14 The group discussed the 105 number use and communications. AS explained about national TV, local radio and our own power for life newsletter which went to all 7.8m customers and TV advert, etc. 30% of the calls we received during storm Doris came in through the 105 number.

#### **Actions**

- 1. At the next meeting the Panel would like to see a graph showing the number of customers connected in three minutes (and other relevant) timescales during storm Doris**

### **3. Phil Swift (PS) – Government Engagement**

3.1 PS talked about the green paper covering an industrial strategy which also covers energy strategy (See slide 24).

3.2 ASp talked about an experiment to reduce emissions on site at one of his stores. They needed far more infrastructure for a green store. SG said decarbonising heat won't happen without investment. PS said enabling legislation is in place so assets will be built – his view is that assets should not be owned and operated by lots of different owners.

3.3 CA asked what we say in simple terms to someone who asks what a DSO is? PS explained we had a passive network designed for demand which now has to cope with diverse energy system with demand and generation. CA asked if WPD has a mechanism to engage on that agenda and AW talked about it being covered at our recent workshops.

3.4 CA asked if WPD does more of the Welsh Assembly engagement than perhaps other DNOs in the north? AS confirmed SPEN are always present but it is possible that NG are missing. At a recent presentation on the future of energy networks 70 people attended and Grid did not attend. PS confirmed grid would split between transmission and system operation.

3.5 LP wanted to know if BEIS taking these costs into consideration – PS said splitting grid into two could double overhead costs. LP feels smart networks will to cause huge costs for customers. PS said we can do lots of enabling work at low cost – e.g. more switching points, is relatively small in comparison with asset replacement and has been included in the low carbon technology work agreed as part of our price control. NPower price increase for dual fuel is more than our total charge to a customer, for example – we are regulated monopoly so at least the regulator can influence our outputs.

#### **Actions**

- 2. PS confirmed that despite political cycles there is a constant permanent team underneath the relevant Ministers. WPD to find out if/how the government departments collaborate cross-sector.**

#### **4. Alex Wilkes (AW) – Member’s perspective**

- 4.1 AS gave an update on WPD’s response, and proposed actions , following the panel’s recent review.
- 4.2 MR was pleased that the Panel’s suggestions will be implemented – questions are pointed and the panel do feel they can challenge WPD. In addition he has recently spoken to vulnerable customers who had assistance from WPD and were seriously impressed in the way it was offered and received.
- 4.3 GM confirmed WPD has answered Panel questions and suggested a focus on actions at beginning of each meeting and provide program for debate in advance.
- 4.4 CA felt it crucial that we are working towards a constructive scrutiny panel. He would welcome research reports which are factual and up to date and that the Panel can make judgements on. CA feels panel members do need more pre reading – they accept that.
- 4.5 DP feels the Panel should retain its light touch and interactivity – she likes the format and doesn’t want it to change too much. AS confirmed it won’t lose the spontaneity or links to directors. GM agreed providing the Ofgem report should be a requirement and this will ensure it happens and makes the Panel more robust.
- 4.6 DM said he was humbled at being asked to be the leader and will be asking for assistance – WPD are still out in front but we should be demonstrating to Ofgem that WPD has good practice the others should follow – his overarching goal is to move the whole sector forward.
- 4.7 SG asked about using the panel outputs externally. AW explained the panel drives our strategic decisions – they have to be well justified and that starts with the panel. WPD must be able to evidence the objectivity of the panel and ensure it is objective in driving our decisions.

##### **Actions**

- 3. Each meeting will include a section on previous actions**
- 4. A pre meeting will be on the agenda next time then factored in when required**
- 5. Panel leader to canvass views for agenda items/views before or when agenda circulated**
- 6. Three weeks prior to a meeting, sight of a draft agenda/mention of previous actions would be useful**
- 7. Next agenda to include performance update and research update with suggestions/consideration of outputs**

#### **5. Alison Sleightholm (AS) – January workshop outputs**

##### **Actions**

- 8. January workshop - our ‘minded to’ outputs proposed as a response to stakeholder feedback has been published as part of the slide pack and the Panel are asked to review them and provide feedback, endorsement or any other comments to NJ by 20 April 2017.**

## **Nicki Johnson – Panel Surgery Session A – Social Obligations**

NJ took the relevant members of the Panel through some slides and discussions on the following topics:

- SME booklet
- Referrals leaflet

Jo Giles presented an update to the group on the industry changes to needs codes and two way flows with an overview of the overall aim for one single branded PSR.

### **Actions**

- 9. Panel members endorsed NJ's recommendations for changes to the SME booklet following feedback from stakeholders and previous recipients. NJ to action changes**
- 10. WPD to consider an electronic version – designed for web use and the App so users could store their numbers in it and click on numbers in the app to call**
- 11. NJ to send out a draft of the referrals guidance booklet for views once content is drafted**

## **Alison Sleightholm – Panel Surgery Session B – Connections**

AS took the relevant members of the Panel through some slides (circulated) and discussions on the following topics:

- Ofgem/BEIS Smart Flexible Energy Consultation
  - The key areas of focus and the timetable going forward
- Separation of National Grid
  - An update on the Ofgem consultation
- Strategic Network Investment Project
  - An update on progress and upcoming events including the East Midlands demand workshop
- ICE Plan
  - An overview of the 17/18 ICE plan with a request for comments and feedback.

### **Meeting dates for 2017 – note changes in dates for June and September**

- Tuesday 27 June 2017 - Nottingham
- Thursday 28 September 2017 - Tipton
- Tuesday 12 December 2017 - Derby