

AGENDA - WPD Customer Panel Meeting

9.45 am arrival, 10.00am start. Thursday 22 September 2016
Gloucester Depot, Corinium Avenue, Gloucester, GL4 3BH

10.00	Welcome & introductions	All
10.00 – 11.00	WPD's engagement strategy - Including our annual engagement plan for 2016/17	Robert Symons (Chief Executive)
11.00 – 12.00	Business Plan commitment reporting - Brief overview of our submission & next steps	Eleanor Sturges/ Andrzej Michalowski
12.00 – 12.30	Members' perspective - Customer Panel format priorities and terms of reference	Duncan McCombie
12.30 – 13.00	Panel research projects – kick off - Proposal from CSE - Project one next steps	Nicki Johnson
13.00 – 14.00	Lunch	
14.00 – 14.45	Split session. Choice of the following:	
	A: Connections & business customers	Alison Sleightholm
	B: Social Obligations - Referral partner update inc. Affordable Warmth - WPD 'Affordable Warmth Local Action Fund'	Nicki Johnson/ Karen McCalman

Future meeting dates:

Wednesday 14th December 2016 - Pegasus

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



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Connections

Alison Sleightholm

22nd September 2016

Connections Update

- Charging DCP228
- Upcoming Engagement Opportunities
- Recent Ofgem consultations and the Ofgem ICE Incentive

DCP 228 Revenue matching

- Ofgem have approved DCP 228 – a DCUSA change raised by British Gas in July. Implementation date is not yet agreed but expected to be April 2018 latest
- This amends the amount of scaling in the Common Charging Methodology (CDM)
- Currently pre-scaled charges are determined using a 500MW model. The gap between the charges produced and the allowed revenue is determined by scaling
- DCP 228 will change the rate by how charging is achieved so that a fixed rate is added to each unit charge to maintain the difference between charges
- Generally domestic and single rate non domestic customers will see a small reduction
- Charges for hourly customers in aggregate will rise, with the largest increases being faced by those connected at the highest voltage level
- Reducing the p/unit differential between the red and amber and green rates may also have an impact on the viability of some behind the meter projects.
- We will circulate a spreadsheet showing the changes after the meeting
- Members are welcome to contact Dave Wornell dwornell@westernpower.co.uk for more information

Upcoming connection engagement opportunities

- ENA DG Fora – 21 September 2016 Cardiff
- WPD SWest Strategic Investment Webinar – 22 September 2016
- WPD Generator Owner Group - 28 September 2016 Bristol
- WPD Community Energy – 29 September 2016 Nottingham
- ENA LCNI Conference – 11-13 October 2016 Manchester
- ENA Community Energy Conference – 19 October 2016
- WPD CCSG – 18 October 2016
- WPD Distributed Generation Workshop – 11 November 2016
- Panel members will be sent invites and full details are on the WPD website

ICE Update: Feedback from Ofgem Consultation on DNO Reports

Background

- DNO's submitted 15/16 Looking Back and 16/17 Looking Forward plans to Ofgem at the end of May
- As part of the ICE incentive Ofgem published a consultation on these reports, seeking stakeholder views on DNOs performance against their plans and the suitability of their future plans.
- Closing date 17th Aug – responses published on Ofgem website
 - Of the 80 responses from 40 different organisations, 7 were specific to WPD plus others with references to us.
- As a result of these responses Ofgem has issued a request for further information having identified a potential issue with Norther Powergrid's 15/16 performance.

ICE Update: Feedback from Ofgem Consultation on DNO Reports

Ofgem's Summary

- “Generally pleased that a majority of responses highlighted significant improvements to the DNOs’ connections stakeholder engagement”
- Broadly consider there is “good evidence that DNOs are striving to understand and meet the needs of their connections customers”
- Based on their assessment of feedback, there are a number of areas for improvements
 - These include potential improvements to structure, content and layout of submissions and actions addressing issues some stakeholders are facing
- Ofgem will provide qualitative feedback on improvement areas later in the year
 - In the meantime they expect DNOs to identify for themselves the areas for improvement and action

ICE Update: Feedback from Ofgem Consultation on DNO Reports

WPD review of ICE feedback

- WPD have reviewed the responses to the Ofgem ICE consultation relating to WPD's report and those relating to other DNOs
 - We will use this feedback to inform the ongoing ICE Workplan for 16/17 and to inform our plans and report submission next year.
- ▶ The tables on the following slides summarise the key areas identified in the feedback, including the positives and areas where further work is required.

ICE Update: Feedback from Ofgem Consultation

Feedback relating to WPD's ICE report and plans

WPD Strengths

- Strong stakeholder engagement strategy and performance:
- Proactive in seeking feedback
 - Use of independent accreditation
 - Multiple engagement events “generally very useful”
 - Tailored and covering full spectrum
 - Listen and take on-board improvement suggestions and also explain why something cannot change
 - WPD started ICE early compared to other DNOs and are further forward in many aspects

Improvement areas

- (Provision of information) encouraged to have stronger engagement with customers from the outset to identify what could be improved
- Provide more detail on where customers have endorsed the workplan

Looking back

- Delivered against promises
- Flexible connections – actively moved this forward
- Good evidence of work with NGET and in communication of constraints
- Land rights acquisition very well addressed
- Led in provision of IDNO emergency response
- Suitably adapted outputs required by CiC CoP

Looking Back

- (CiC CoP) qualification criteria for some self-service activities too stringent
- (CiC CoP) HV Self-connect more difficult than other DNOs
- (CiC CoP) Self-design approval regime does not account for past performance
- KPIs difficult to follow
- Constraint map not as good as other DNOs

ICE Update: Feedback from Ofgem Consultation

Feedback relating to WPD's ICE report and plans

WPD Strengths

Looking Forward

- Broadly welcome content of plan and activities proposed will meet the needs of connection customers
- Clear KPIs, easily measured, relevant to outcomes sought
- Pleased with actions to continue CiC CoP development
- Single point of senior management contact a positive step
- Info on planned outages and constraints plus owner/operator forum very welcomed
- Welcome focus on queue management
- Commitment on improving consistency across teams and post-acceptance service welcomed.

Improvement areas

Looking Forward

- Would like to see improvements on response times following queries improving against SLAs
- Improve information on outages and constraints including 1yr outage and maintenance programme
- Address issues of inconsistency in approach between teams on CiC processes
- Improve KPIs, tying to specific actions

ICE Update: Feedback from Ofgem Consultation

Feedback relating to WPD's ICE report and plans

Potential Actions for WPD

The following areas were suggested by stakeholders in their consultation responses:

- Improve the HV Self Connect process for ICPs
- Provide a more detailed programme of works following acceptance of connection offer
- Improve capacity maps and frequency of issue
- Provide site specific SoW info, earlier in the post-acceptance process and publish information online
- Issue a year ahead outage programme for planned maintenance.
- Provide better information on pre and post connection offer constraints for generators

QUESTIONS OR FEEDBACK ?



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WPD Customer Panel

Gloucester Depot

Thursday 22 September 2016

Today

- 10.00 WPD's engagement strategy
Robert Symons (Chief Executive)
- 11.00 Business Plan commitment reporting
Overview of our submission & next steps
Andrzej Michalowski (Planning & Regulation)
- 12.00 Member's perspective – Panel format and Terms of Reference
Duncan McCombie
- 12.30 Panel research projects
Nicki Johnson (Stakeholder Engagement Officer)
- 13.00 Lunch
- 14.00 Split session:
 - A: Connections & business customers
 - B: Social obligations



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Chief Executive's Update

– WPD's engagement strategy

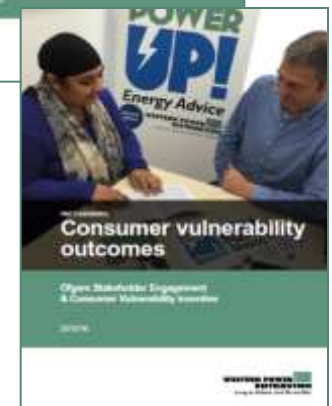
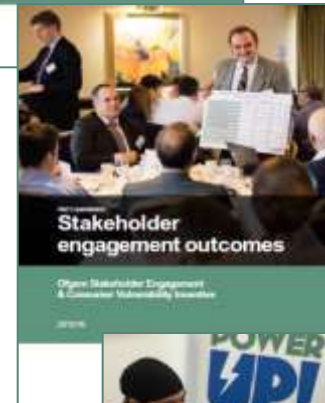
Thursday 22nd September 2016

Robert Symons

Chief Executive

Stakeholder Engagement & Consumer Vulnerability (SECV) Incentive

- Stakeholder Engagement is crucial to WPD and is embedded in the way we do business
- We engage stakeholders to make sure they:
 - Influence our decision-making
 - Drive us to continually improve
 - Hold us to account for our performance
- For example, over 4,500 stakeholders were consulted on WPD's Business Plan for 2015-2023, including shaping all 76 outputs. A large number of these changed substantially following feedback
- Extensive engagement was one of the key contributing factors to evidencing that WPD's Business Plan was 'well justified'
- In RIIO-ED1, Ofgem assess the effectiveness of network companies' engagement efforts annually, via the SECV Incentive
- WPD submitted three, 10 page submissions:
 - *Part one:* Strategy & independent evaluation/accreditations
 - *Part two:* Key stakeholder engagement outcomes
 - *Part three:* Key consumer vulnerability outcomes



The assessment process – 2015/16

- **Part one (strategy & external accreditations):** WPD passed Ofgem’s assessment of minimum requirements in May 2016
- **Part two (stakeholder outcomes):** WPD underwent an external third party audit of Consumer Vulnerability (Sia Partners) in June 2016
 - WPD were rated number one overall, and scored top in every category assessed

Criterion	ENWL	SSEPD	SPEN	UKPN	NPG	WPD
1. Strategic understanding and commitment to tackle social issues	8	8	8.5	8	9	9
2. Engagement to improve data and information held and its use	8	7.5	8	8	8	8.5
3. Approach to management and use of PSR and associated services	7.5	8	8.5	8	8	8.5
4. Overall partnership strategy and utilisation	6.5	7.5	6.5	7.5	8	8.5
5. Embedding strategy in systems, process and customer interactions	8	8	8	8	8.5	9
Total (out of 10)	7.6	7.8	7.9	7.9	8.3	8.7
Rank	6th	5th	4th	3rd	2nd	1st

- Quotes from the auditors included:
 - “Senior and executive reach out to the team responsible for consumer vulnerability”*
 - “WPD have a clear strategy towards partnership development”*
 - “WPD pays strong focus on outputs, value for money and analysing alternatives”*
 - “WPD takes full leadership for setting up and starting fuel poor projects”*
 - “WPD has led the industry in developing a list of new common needs codes (for PSR customers)”*
- **Part three (consumer vulnerability outcomes):** The final stage of the incentive was a face-to-face assessment interview with an Ofgem-appointed panel in July 2016

Overall results

- WPD ranked 1st overall for the fifth consecutive year:

		2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	Av.
1 st	WPD	8.6	8.4	8.05	8.75	8.75	8.51
2 nd	NPG	0	7.85	7.65	7.65	6.5	7.41
3 rd	UKPN	6.2	7.15	6.55	5.85	7.53	6.66
4 th	SP	0	0	7	6.5	6.78	6.64
5 th	ENWL	5	7.9	6.45	6.1	6.9	6.47
6 th	SSE	0	6.85	5.5	5	5.73	5.77

Rank	Company	Sector	2015/16
1 st	WPD	DNO	8.75
2 nd	UK Power Networks	DNO	7.53
3 rd	Electricity North West	DNO	6.9
4 th	National Grid (GDN)	GDN	6.9
5 th	Northern Gas Networks	GDN	6.8
6 th	Scottish Power (DNO)	DNO	6.78
7 th	Northern Powergrid	DNO	6.5
8 th	National Grid (elec transmission)	Trans.	6.25
9 th	Scottish Power (transmission)	Trans.	6.25
10 th	National Grid (gas transmission)	Trans.	6.15
11 th	Wales & West Utilities	GDN	6.05
12 th	SSE Hydro Electric (transmission)	Trans.	6
13 th	Scotia Gas	GDN	5.75
14 th	SSE (DNO)	DNO	5.73

- WPD achieved 95% of the maximum available reward = £6.34m

Key feedback

- Key message is to “keep going”. WPD have a well-established strategy; highly engaged CEO; engagement now BAU; and demonstrating a clear focus on long-term strategic issues
- Key positives:
 - Efforts to demonstrate value per WPD customer (cost benefit research and summary table) helped to justify our decision-making processes
 - PSR cleansing activity and Horizon Scan to identify existing fuel poverty outreach services
 - Proactive engagement with MPs
 - Community energy approach – very inclusive
 - Field staff engagement
- Very well-written submission aligned well with what the panel saw face-to-face. WPD were the strongest presenters (gave a strategic and specific delivery example for every question)
- WPD’s “we just get on with it” mentality praised (e.g. in answer to question about data protection being used by others as an excuse not to act). WPD are leading rather than waiting for the rest of the industry to decide

Areas to improve

- Others are better than WPD at online/digital engagement
 - Online power cut reporter apps and clear reporting (e.g. one DNO evidences that website accounts for 16% of reported faults/customer contact)
 - Tweets added to the online outage map together with a restored functionality
 - Power cut checker app available in multiple languages
 - Digital campaigns on fuel poverty and community energy
 - Vulnerable customer experience videos and information
 - Publishing Met Office info on website/storm bulletins
 - Publishing a stakeholder engagement plan
- Evidence of using schools engagement for energy efficiency training and PSR promotion and organisations such as Guides and Scouts to promote careers
- Others are better than WPD on infrastructure investment - specifically local engagement on investment proposals with LEPs (Local Enterprise Partnerships) and LAs and publication of information
- Other ideas for vulnerable customers – free wood from tree trimming, support for independent care homes, proactively contacting every council

Our core engagement strategy

- In short, our stakeholder engagement strategy is underpinned by a commitment to be:
 - **Inclusive** - of all stakeholders, including the hard-to-reach
 - **Tailored** - using methods to best suit each group
 - **Focussed on action** - engagement leading to measurable outputs
- Other key principles we follow:
 - We update a database of c.5,000 contacts annually
 - Engagement leads to action – we don't do “talking shops” and earn stakeholder trust by demonstrating that feedback leads to change
 - We publish full workshop findings and the actions we will take as a result
 - Engagement is part of everyone's job at WPD – e.g. our workshops include Distribution Managers responsible for the local network
 - We favour face-to-face engagement wherever possible – building long-term relationships that enable exploration of issues in greater depth

Update for RIIO-ED1

- Our core strategy is now well-established – but we review it regularly to make sure it remains effective
- Given that our investment and many deliverables up to 2023 are agreed, we have adopted an approach to ensure stakeholders can still influence change and major strategic decisions
- For the first half of RIIO-ED1 (to 2019) the focus of our engagement is therefore two-fold:



Focus for 2016/17:

- To be effective it is important this is an enduring strategy without constant chopping and changing
- The only proposed update is that our engagement to deliver these two objectives will focus on:

Driving business change – engagement should lead to enduring improvements to business processes/policies, rather than one-off actions

Measuring value – demonstrate that our actions have a societal benefit worth the cost to deliver them (e.g. we proactively contact 500,000 vulnerable customers to prepare them for winter and the possibility of a power cut – do customers value this sufficiently to justify the cost to deliver it?)

Stakeholder Engagement Plan 2016/17

- Our aim has been to continue with what we know works but build on this where we can, identifying new areas where needed
- The engagement plan covers:
 - All stakeholder segments, e.g.
 - Existing: DG customers, consumer vulnerability representatives
 - **New: Future customers, generator owners**
 - All engagement mechanisms, e.g.
 - Existing: Surveys, workshops
 - **New: Webinars**
 - A range of topics, e.g.
 - Existing: Social obligations, connections processes
 - **New: Electric Vehicles, Strategic Network Investment**
- A more detailed plan could be published online (see handouts)
 - Would Panel members see value in publishing the engagement plan online?

Key examples of planned engagement

- DG (Distributed Generation) Fora 2016

- Annual series of events hosted by the ENA on behalf of Ofgem and the DNOs
- To give DG customers and the DNOs an opportunity to discuss any issues or concerns with a view to improving current connections arrangements
- Three held this year in London (15th September), Cardiff (21st September) and Glasgow (27th September)
- Will include presentations from Ofgem, Dept of Business Energy & Industrial Strategy (formerly DECC), DG stakeholders and breakout sessions with key DNO representatives
- Robert Symons presented yesterday in Cardiff, covering:
 - The challenges we face and the impact on DG customers
 - What we are doing to address these challenges
 - Customer service improvements driven by our ICE plan
 - Performance to date – WPD's DG survey
 - Top 3 priorities for 2017
- WPD will host a DG workshop on 11th November including sessions on network constraints, statement of works and improvement plans for DG customers

Key examples of planned engagement

- Strategic Network Investment Project

- Trialling a 'Webinar' - a new method of engagement – good for time-poor stakeholders
- Users can see the slides and hear our presentation then type in questions for a Q&A session at the end
- WPD and Regen SW have devised a methodology for assessing the potential growth of DG and demand within a DNO licence area
- Scenarios developed using this methodology are used to feed in to Network Studies and assess the impact of future DG and demand growth on the SW subtransmission network
- A report on those studies is available at www.westernpower.co.uk
- A webinar to go through the report is being held today – **22nd September at 2pm**
- Interested parties can register at wpdnetworkstrategy@westernpower.co.uk and slides will be available online afterwards

Key examples of planned engagement

- Parliamentary Reception

- 13th December 2016
- Building on last year's event
- Key themes:
 - **Cutting the risk for vulnerable customers**
 - **The future of networks**
- Speeches from Robert Symons and James Heappey, MP for Wells
- Invite MPs and key stakeholders including Ofgem and BEIS (Dept of Business Energy & Industrial Strategy - formerly DECC)
- WPD senior team, including DMs and Apprentices from all regions, on hand to answer questions



Key examples of planned engagement

- Annual Stakeholder Workshops

- January 2017 - six workshops in locations covering our operating area
- Around 250 stakeholders usually attend, representing all key stakeholder segments, many are repeat visitors
- Stakeholders will review our priorities, rank their importance and receive updates on performance
- We will continue to engage on
 - the delivery of our plan and improvements to our service
 - key, long-term priorities that may change the way we operate
- Panel members will be invited



Key examples of planned engagement

- Business Plan Commitment Reporting

- A report on our Business Plan commitments will be published in October 2016
- We have taken into account feedback from stakeholders (WPD stakeholder workshops, CAB report, Ofgem) when deciding on format and approach
- We will report on progress on our 76 outputs, ensuring the report is
 - easy to understand
 - easily accessible to stakeholders
 - widely available
 - comparable
- Your views on the format and content are invited later today when Andrzej Michalowski and Eleanor Sturges take you through our proposals

Key examples of planned engagement

- CarConnect Project

- £5.8m project to develop all the tools required for DNOs to manage EV uptake
- World's largest Plug-in Vehicle Trial consisting of 500-700 vehicles
- Using a wide range of EV models and charging rates of up to 32A
- Customers in WPD regions will be recruited to the trial under the customer facing brand – Electric Nation
- Trial participants will be offered a free smart charger for their property
- Data gathered will inform future network planning
- Smart chargers will be able to throttle charging and we can pilot DSR (Demand Side Response) commercial arrangements for customers



Are we missing anything?

- Can you think of other engagement you would like us to do?
- Ideas from other companies you deal with?
- Strengths mentioned earlier from other SECV submissions/Ofgem feedback you think we should adopt?

Any questions?

- Either on what you have heard today
- Or, for example:
 - EU Brexit
 - Energy & Climate Change Committee
 - Smart networks
 - Smart meters
- Anything else?



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RIO ED1 Business Plan Commitment Reporting

Andrzej Michalowski & Eleanor Sturges

Planning and Regulation

Reporting requirements

Ofgem requires all DNOs to publish an Annual Business Plan Commitment Report

- New RII0-ED1 licence obligation
- No format or structure is specified
- DNO reporting to be driven by what their stakeholders want
- One page Performance Snapshot data to based upon predefined regulatory data (to allow comparison across DNOs)

Developing our approach to reporting

WPD Business plan contained 76 outputs commitments over the course of RIIO-ED1

Our approach to reporting progress has been developed in line with:

- Guidance from Ofgem
- Stakeholder input via annual workshops
- Citizens Advice's review of performance reporting - "Beginning to see the light"
- Ofgem Consumer First Panel – Reporting on the Performance of Distribution Network Operators

Ofgem requirements for a performance snapshot

Ofgem has specified comparable summary information to be reported across the DNOs, this includes:

- Number of customers
- Network length
- Total Expenditure
- Quality of Service (Customer Interruptions and Customer Minutes Lost)
- Tariff charges
- Broad Measure of Customer Satisfaction Scores
- Connections – Time to quote, Time to Connect and ICE outcomes
- Social Obligations – Stakeholder Engagement Scores

Stakeholder input

A three tier approach to reporting was supported by WPD Stakeholders (following discussions at our annual stakeholder workshops):



One-page, high level performance snapshot

- meeting Ofgem’s requirements

Short (c.20 page) summary document

- an overview of performance
- *Similar to previous WPD stakeholder reports*

Detailed report of performance against targets for all 76 WPD commitments

- More text-based and data tables.*
- Include high-level impact of expenditure on bills*

General stakeholder feedback on how we should approach our reporting:

6 **STAKEHOLDER WORKSHOPS**
259 **STAKEHOLDERS ENGAGED**

Include a comparison to other DNOs – and name them

Make the reports interactive, with hyperlinks so customers and stakeholders can link through to areas of specific interest

Include scales to show where you are and what you are heading towards instead of arbitrary targets

All levels of report should be available online, for stakeholders to read as much or as little detail as required

Include case studies

Avoid jargon wherever possible

Put the most important information at the front

Ofgem Consumer First Panel: Reporting on the performance of Distribution Network Operators

Ofgem's Consumer First Panel explores consumer views of key energy issues. In April 2016 a group of 66 panellists discussed the topic of DNO performance reporting. DNOs were encouraged to consider the following in preparing data:

- Can the reader navigate the information?
- Is it easy to work out what the story is?
- Are there ways to contextualise the data?
- Can the reader work out if the data points to good or bad performance?

General themes:

- There was low awareness of the role of DNOs
- The meaning of some output titles, such as social obligations and connections, were not immediately clear to panellists
- There was a general preference for graphs over tables of data
- Context was important to judge performance – including comparison between DNOs
- Panellists preferred simple visual presentation over detailed data



Beginning to see the light - Requirements

Non whitewash

- “an exhaustive and unbiased account of network performance that clearly links outputs to returns”

Findable

- “reports should be prominent on both the networks’ and Ofgem’s websites and should be disseminated as part of stakeholder engagement”

Simple

- “concise, direct and fully understandable by non-specialist readers”

Comparable

- “comparative tables should be used to make it easy to compare networks of the same kind”

Timely

- “reports should be at regular, frequent intervals”

WPD Approach

Non whitewash







- The detailed report will reference each output contained within the business plan, irrespective of performance.
- The content of the summary report will be guided by stakeholder views.
- We will use the next round of stakeholder workshops to test how successful our reporting was.

WPD Approach

Simple

- Simplicity will be balanced with the requirement to provide background information to explain outputs
- Language will be aimed at a team manager (informed but not an expert)
- A glossary of technical terms will be included
- Readers will have the opportunity to access the level of detail that best meets their needs

The structure of the business plan

	Safety	4 underlying themes	10 outputs	Secondary deliverables required to deliver the outputs	Other commitments
	Reliability	4 underlying themes	8 outputs		
	Environment	5 underlying themes	15 outputs		
	Connections	5 underlying themes	10 outputs		
	Customer	6 underlying themes	16 outputs		
	Social Obligations	4 underlying themes	17 outputs		

The structure of the detailed report

Compliance with Health and Safety Law

1.5 The RIIO-ED1 business plan contained three outputs within this theme:

- Target zero improvement notices, prohibition notices and prosecutions from the Health and Safety Executive.
- Complete work programmes to achieve compliance with ESQCR statutory clearance to structures or the ground.
- Complete inspection and maintenance programmes every year.

Targeting zero improvement notices, prohibition notices and prosecutions

1.6 WPD works cooperatively with the HSE to ensure that practices and policies continue to be compliant with legislation and to identify and apply best practice.

1.7 The HSE can impose the following sanctions where compliance is breached:

- Where there is a significant breach of law the HSE has the power to issue a formal Improvement Notice.
- If the HSE believes that there is a serious risk of harm it has the option to stop activities immediately using a Prohibition Notice.
- Where the HSE observe a 'material breach' of health and safety legislation during an inspection, they may levy a 'fee for intervention' to cover the cost of inspection visits. Whilst these fees are not fines the HSE do expect that remedial actions will be carried out.

1.8 During 2015/16 there have been no improvement notices or prohibition notices issued by the HSE.

1.9 Two notices of contravention (observations) were identified by the HSE during 2015/16, both were addressed:

- An observation was made in June 2015 in relation to the application of Regulation 18 of the Construction (Design and Management) Regulations 2007. The specific incident was investigated and referred to as a learning point within a series of briefings associated with revisions to the regulations.
- An observation was made in October 2015 in relation to the application of Regulation 22(1) (a) of the Construction (Design and Management) Regulations 2007. The specific incident was investigated and a "look and learn" reminder was circulated across the business to prevent a repeat event.

← Theme

← All outputs within the theme

← An explanation of each output

← Our 2015/16 performance against each output

← Performance against secondary deliverables/supporting outputs detailed

Your views – does the style of the report balance ease of reading with an appropriate level of detail?



Summary Report - Stakeholder input

Stakeholders identified two key topics for each output area to prioritise within the summary report:

Output category	Specific outputs viewed as priority by stakeholders
Safety	Accident frequency rates
	Public safety education
Reliability	Power cut frequency and duration
	Percentage of customers restored within 1 hour
Environment	Facilitating increased volumes of Low Carbon Technologies (e.g. solar PV)
	Reducing technical network losses
Connections	Time taken to provide quotations and completed connections
	Customer satisfaction with the connections process
Customer Satisfaction	Customer satisfaction results
	= Consultations and engagement with stakeholders
	= Improved communication with customers (e.g. social media, online, accuracy of info, etc.)
	= Complaints
Social obligations	Improved support for customers during power cuts
	Data analysis to identify vulnerable customers and to better target services



Non-whitewash

Sample summary report

Your views – does the style of reporting give a balanced viewpoint when detail is limited?

Who we are and what we do

WPD is one of our Distribution Network Companies (DNCs) who deliver electricity to homes and businesses across England, Wales and Scotland. Our network is the largest in the UK, spanning from the Lizard in Cornwall, across the Midlands, South Wales and the South West to the Isle of Wight.

We are not a supplier. We do not buy and sell electricity or provide bill payments. Our main concern is to ensure 100% of our network around the country is reliable and that customers are in their supply. Our role is simple: we

Keep the lights on
To ensure our network is reliable

Monitor equipment
To ensure the network is in a constant state of repair

Fix the network
To ensure good standards of safety

Support customers
To ensure we are helping our customers

WPD is a regulated monopoly. Our customers are not free to choose where they buy their electricity. We are regulated by Ofgem to ensure we are providing the highest level of service possible. Ofgem has set standards for Ofgem's Code and our own standards and the standards we set for our own work.

Business Plan Commitment Reporting
Summary Report 2015/16

WESTERN POWER DISTRIBUTION
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Business Plan Commitment Reporting

In June 2015, WPD published a detailed Business Plan for the eight year period from April 2016 to the end of March 2023. The eight year period aligns with the Ofgem regulatory price control period, known as RPI-X23, the first electricity distribution using the Revenue Capex, Innovation and Output framework.

The Business Plan detailed our plans for network investment, the proposed costs and the benefits to customers and stakeholders. Ofgem require all DNOs to publish annually detail of our progress against the commitments we made in our business plan. We make 70 commitments in six categories:

Safety – enhancing the resilience of our network to protect the public	Reliability – improving the performance of our network to that customers expect and make their lives easier
Environment – ensuring the our network accommodates growth in renewable energy and reducing our own environmental impact	Customer – ensuring the our network accommodates growth in renewable energy and reducing our own environmental impact
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Our stakeholders have identified two themes in each of the six categories which we will explore in more detail within this summary report.

Guaranteed Standards of Performance (GSPs)

Reliability – 99.99% of the network will be available to supply electricity to homes and businesses for 12 months of the year	Environment – 100% of the network will be available to supply electricity to homes and businesses for 12 months of the year
Customer – 100% of the network will be available to supply electricity to homes and businesses for 12 months of the year	Customer – 100% of the network will be available to supply electricity to homes and businesses for 12 months of the year

Customer service standards

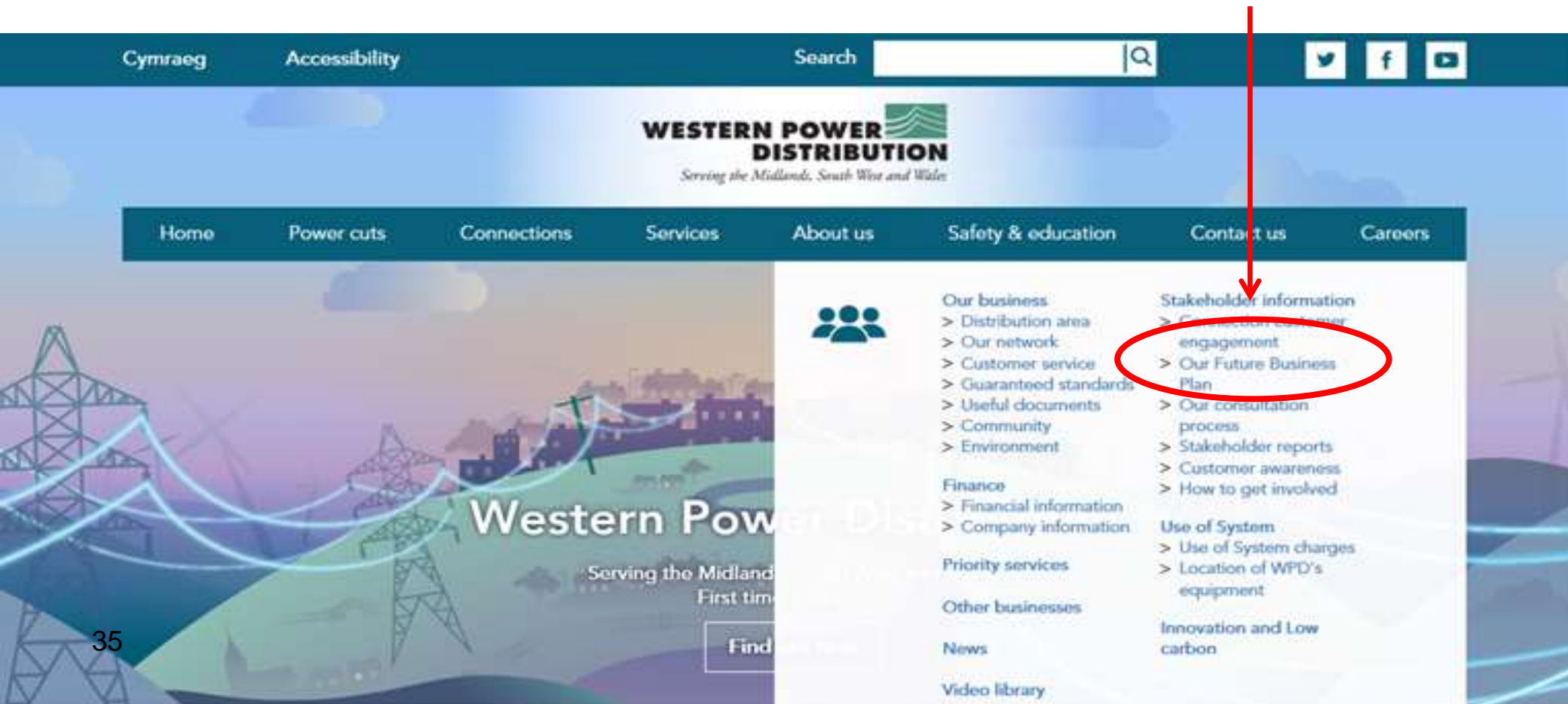
Customer service – 100% of the network will be available to supply electricity to homes and businesses for 12 months of the year	Customer service – 100% of the network will be available to supply electricity to homes and businesses for 12 months of the year
Customer service – 100% of the network will be available to supply electricity to homes and businesses for 12 months of the year	Customer service – 100% of the network will be available to supply electricity to homes and businesses for 12 months of the year



Findable

We will create a new webpage for the business plan commitments report under the “About Us” section of the website:

Your views – is this the right location? Two clicks from the home page





Findable

Cymraeg

Accessibility

Search



Home

Power cuts

Connections

Services

About us

Safety & education

Contact us

Careers

About us

Our business

- > Distribution area
- > About our network
- > Leading edge performance
- > Customer service

Key performance targets

- > Connection guaranteed standards of performance
- > Our promises to you
- > Useful documents
- > Accreditations and Awards
- > Community
- > Environment

Key performance targets



Please see below results for our key to network reliability, customer service performance.

Network performance

We measure our performance in the

Security of supply is the number of percentage of customers connected Interruptions' (CI);

Availability of supply is the average has their supply interrupted. We calculate

Restoration of supply is the percentage hour if their electricity supply is interrupted

The energy regulator, Ofgem, has set (Energy Incentives Scheme) targets which we are pleased to say we exceeded in 2014/15.

Security of supply 2014/15

WPD South West (CI)

Our business

- > Distribution area
- > Our network
- > Customer service
- > Guaranteed standards
- > Useful documents
- > Community
- > Environment

Finance

- > Financial information
- > Company information

Priority services

Other businesses

News

Video library

Stakeholder information

- > Connection customer engagement
- > Our Future Business Plan
- > Our consultation process
- > Stakeholder reports
- > Customer awareness
- > How to get involved

Use of System

- > Use of System charges
- > Location of WPD's equipment

Innovation and Low carbon

Your views – should we link to existing reporting?



Findable

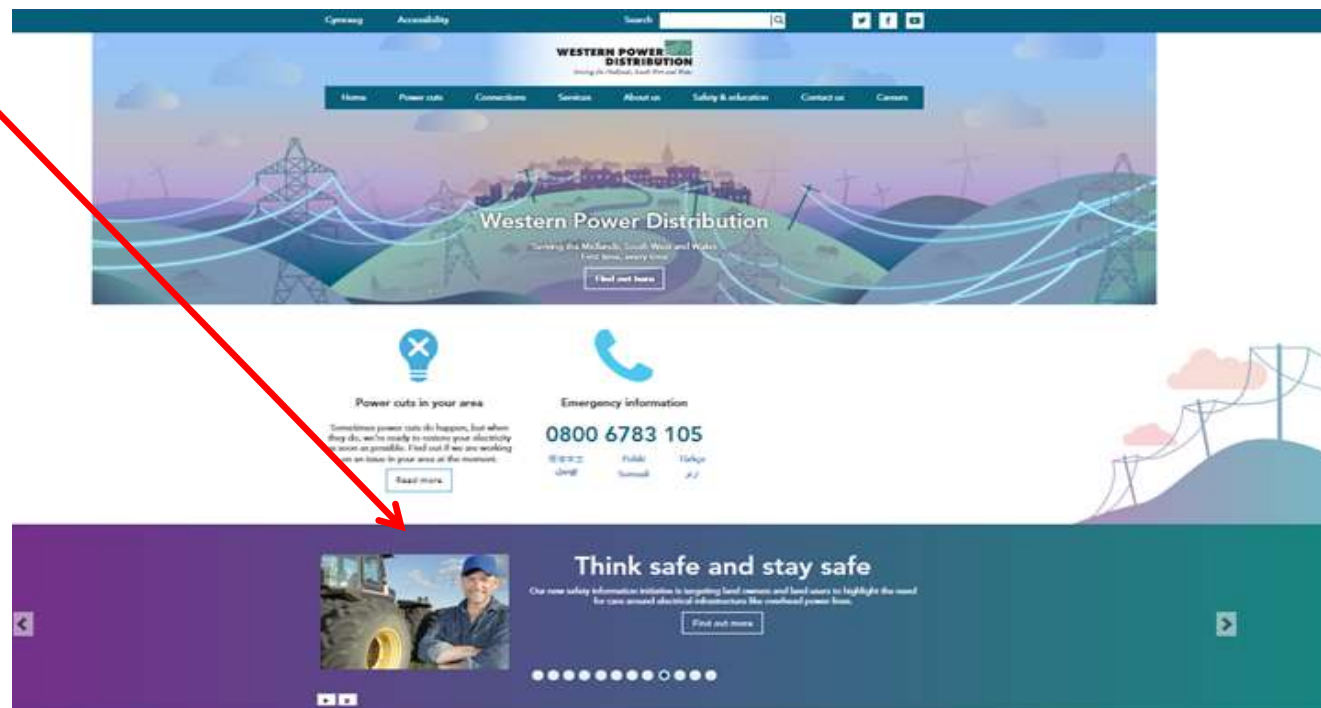
We have considered:

- using Facebook and Twitter to promote the report in the week before publication and for a period of time once the report is available online
- using social media to direct stakeholders to YouTube videos summarising our performance, in the months following publication
- Using the “banner” on the homepage of our website to promote the release of the report

Your views –

- Should we have one long video covering all six output areas or six shorter videos?
- Should we use paid promotional posts on Facebook or simply promote the report to our existing users?
- Are there other mechanisms we should consider?

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Comparable

We propose to use Ofgem's performance snapshot

- Defined reporting areas
- Established rules allow comparability

Comparability is difficult where DNOs use their own interpretation

Should any extra detail be limited to defined incentive mechanisms?

Your views – Is Ofgem's performance snapshot adequate?







Comparable Alternatives

Your views - should more details be provided as per Citizens Advice Template?

Citizens Advice template

South East Energy Grid Our performance 2016-17

	How we did	How we ranked against other networks	Our performance bonus or penalty (per customer) ¹	Trend over time
Finance	We said we'd spend £xm and we actually spent £ym. We made a return of x% on our equity.	n/a	£16.8m (£4.68)	
Customer satisfaction	On the basis of complaints, surveys and engagement, we scored x/10.	2nd/6	£2.6m (71p)	
Reliability	x/100 of our customers experienced an interruption this year, resulting in customers being without power for a total of y minutes.	5th/6	£0.2m (-5p)	
Connections	It took us an average of x to provide a quote for a connection and an average of y to complete the works. We were rated x/y for how we engaged with our connection customers.	2nd/6 for time to connect, 1st/6 for connections engagement.	£1.5m (43p)	 [separate graphs for TTC and ICE?]
Losses	Ofgem awarded us £x out of a possible £y this year for our work reducing losses on our network [leave out when no award made].	4th/6	£0.4m (12p)	n/a

Safety - 1-2 sentences

Environment - 1-2 sentences (link to environmental reporting)

Social - 1-2 sentences

Innovation - 1-2 sentences

Contact details

Link to Ofgem annual report



Comparable

Scottish Power Transmission example:

Performance Summary 2014/15

Your views – on Scottish Power Transmission's Performance Summary.

Does this provide better comparability?

Category	Our Performance	How we ranked against other TOs	Reward or Penalty	Trend over time
Safety	We put considerable effort into ensuring that the public are safeguarded from hazards associated with our assets and are pleased to report that there have been no injuries to members of the public resulting from our assets or operations in the year.	All 3 Electricity TOs complied with their Statutory requirements	Reputational Incentive	
Reliability & Availability	We experienced nineteen Energy Not Supplied (ENS) events with a loss of 2.8MWh – an excellent reliability performance of 99.99998%.	ENS Targets SPT – Outperformed target by 98.8% SHE – Outperformed target by 11.6% NGET – Outperformed target by 97.2%	£2.7m Reward	
Customer Satisfaction & Stakeholder Engagement	On the basis of stakeholder surveys, we scored 7.1/10. Whilst this is slightly lower than last year, it is above baseline. The results of the stakeholder satisfaction survey and our stakeholder engagement submission have resulted in a reward for 2014/15.	Stakeholder Survey Scores SPT – 7.1/10 SHE – 7.7/10 NGET – 7.7/10 Stakeholder Engagement Discretionary Award Scores SPT – 5.5/10 SHE – 6.0/10 NGET – 6.0/10	£1.96m Reward	

Performance Summary

Throughout this document, we have attempted to take account of the recommendations made by Citizens Advice in their report on transparency in the RRI model (Beginning to see the light, August 2015). In particular, we have tried to comply to the extent possible with the 5 principles set out in their report, that our document should be findable, simple, comparable, non-whitewash and timely.

We have included this upfront performance summary for the first time in this year's report in response to one of the recommendations.

We have now updated the report based on the Ofgem Transmission Annual Report issued on 10/12/15.

Gathering feedback to ensure that we meet stakeholder needs

Your views – should we gather feedback from stakeholders who access the report as we do with individuals who complete a connections application online?

We could capture:

- Type of stakeholder
- Ease of finding the report
- Whether the report met the individual's expectations
- Any comments

Quick survey

We would like you to spare a few minutes of your time to complete a survey regarding your experience using this connection application facility. Any feedback you can provide is important to us, so that we are able to continually assess this service and identify improvements where necessary. Your feedback will help us to ensure that the facility is meeting the requirements of our customers.

Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, can you please indicate how satisfied you were with how easy it was to complete the online application form?: *

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, can you please tell me how satisfied you were with the information provided during the online application process?: *

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Taking all of the above into consideration, and taking only the quotation into consideration, using a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the service provided by Western Power Distribution?: *

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Please could you outline any improvements that Western Power Distribution could make to improve the online application process in the box below: *



Serving the Midlands, South West and Wales

Member's perspective Panel format and Terms of Reference

Duncan McCombie

LUNCH



Serving the Midlands, South West and Wales

Social Obligations Session

**Customer Panel Meeting
22 September 2016
Gloucester**

Initiatives from other submissions

- We want your views
 - Should we consider any of the following?
 - Which are you most impressed with?
 - Which should we definitely not do?

(remember our engagement must lead to outcomes)

Initiatives from other submissions

- Distributing logs from tree trimming to fuel poor homes
- Energy saving guide for customers
- Funding for solar panel projects
- Shaw Trust accreditation for website (digital media award)
- Signing on you tube videos for deaf and hard of hearing
- Improve online/digital engagement, e.g.
 - Publishing Met Office info on website/storm bulletins
 - ‘Choose your language’ facility on App
 - Specific website for vulnerable or fuel poor customers

Initiatives from other submissions - continued

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

Recommendations from Citizen's Advice

NOW

- Collaboration with other DNOs
- Dissemination of evidence of innovation to encourage best practice

IN THE FUTURE

- Consider long term strategic decisions and demonstrate how vulnerable customers are taken into account
- Quantify costs and benefits and state/justify any non-quantifiable benefits



Serving the Midlands, South West and Wales

WPD Affordable Warmth Local Action Fund

WPD Affordable Warmth Action Fund

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



Objectives of the Projects

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

WPD Affordable Warmth Action Fund

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

Funding Stream > 10k

Central and East Northamptonshire Citizens Advice

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

Cornwall Rural Community Charity (CRCC)

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


Funding Stream < 10k

Derbyshire County Council / Healthy Home Programme

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

Disability Resource Centre/Birmingham

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

WPD CUSTOMER PANEL		 WESTERN POWER DISTRIBUTION <i>Serving the Midlands, South West and Wales</i>
Last revised : 26.09.16	Meeting Minutes	Notes by: Nicki Johnson

Date	Thursday 22 September 2016	
Time	10.00-15.00	
Venue	WPD Gloucester Office	
Attendees	Panel CA - Craig Anderson, Warm Wales MA - Mari Arthur, Sustain Wales HE - Helen Ewing, Severn Trent Water JG - Jo Giles, National Grid CL - Caroline Leighton, Citizen's Advice, PM - Pauline Mahon, Vulnerable Community DM - Duncan McCombie, Customer representative JN - Jack Newing, British Red Cross BP - Ben Philipps, Forestry Commission LP - Lydia Pymm, Severn Trent Water BR - Ben Rhodes, Devon & Cornwall Business Council NR - Nikki Roberts, South West Water MR - Michael Rowe, IET ASp - Alex Spreadbury, B&Q MW - Morgan Wild, Citizen's Advice	WPD RS - Robert Symons, Chief Executive AS – Alison Sleightholm, Regulatory & Government Affairs Manager NJ – Nicki Johnson, Stakeholder Engagement Officer KM – Karen McCalman, Social Obligations Officer WPD Planning and Regulation: AM - Andrzej Michalowski ES - Eleanor Sturges
Apologies	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), Sean Gauton (University of Nottingham), Ian King (Warwickshire Police), Glyn Lambley (Interserve, University Hospital of Leics), Helen Lines (RVS), Ron Loveland (Welsh Assembly), Gabby Mallett (National Energy Foundation), Julie Smith (Action on Hearing Loss), Cathy Tibbles (Castle Bromwich BC), Bob Weaver (PowerCon UK), Simon Wright (formerly EST), Debbie Wright (British Gas)	

1. Alison Sleightholm (AS) – Welcome

2. Robert Symons (RS) – WPD's Engagement Strategy

- 2.1 RS gave the group an update on WPD's performance in the recent SECV incentive and took them through the engagement strategy and plan for 16/17.

2.1.1 DM mentioned that some of WPD's network was at capacity further South causing developers to move up the country and asked how WPD is sharing learning with its competitors.

2.1.2 RS explained the DG Fora (see slides) does this – it is attended by 50% developers and 50% other companies. Companies are driven by the competitive nature.

2.1.3 During the Q&A session DM asked about the changes to regulation with respect to the environment which is driven by Europe and whether it would remain in place through the RIIO period (2015-2023).

RS said the ENA (Energy Networks Association) were analysing all relevant regulation and undertaking a risk assessment.

2.1.4 The group briefly discussed supply prices and the shape of the market changing, smart metering and battery storage, Hinkley, renewable energy, influencing government policy with respect to the Climate Change Committee and the new government department BEIS (Department for Business Energy and Industrial Strategy).

3. Andrzej Michalowski (AM) – Business Plan Commitment Reporting

3.1 AM and ES gave the group samples of the Summary and a section of the detailed report and requested feedback on format and content.

3.1.1 Panel members gave valuable feedback on the drafts and discussed what various audiences would want from each document.

3.1.2 Feedback included requests for standard formatting in graphs, targets to provide context, explanatory footnotes to explain disparity and links to other relevant sections. Full feedback has been collated and sent to ES.

3.1.3 The group also discussed using Facebook and you tube videos to promote the report. There was little support for having a video version of the report but having an information video that references the report did seem a popular option.

ACTIONS:

- NJ to email comments and feedback to ES (done 29.09.16)
- NJ to circulate example documents post meeting
- ALL to email any further comments to NJ

4. Nicki Johnson (NJ) – Your Customer Panel

4.1 This session was postponed until the December meeting

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

- The group discussed various initiatives collated using recent submissions for the Ofgem SECV incentive, Ofgem's feedback and the recent Citizen's Advice paper 'Networks' Good Intentions'
- The panel felt that some of the initiatives should be 'business as usual' rather than billed as 'initiatives'.
- It was agreed that WPD would further consider a number of the suggested initiatives and an update on those will be provided at the next Panel meeting.
- In summary:

- **Logs & tree trimming** - lots of discussion around offering logs following tree trimming to fuel poor customers. Some members not keen but some support – to consider.
- **Energy saving guide** - little support as plenty of other information out there including the agencies we already use
- **Funding solar panels** – no support
- **Shaw trust** – to consider
- **Signing on you tube videos** - look at subtitles but some support
- **Digital engagement** – Yes but should all be BAU
- **Carers Trust**- some support for partnering with the carers trust - Jo Giles confirmed the industry referral scheme is already doing this
- **GP surgeries** – to consider working with surgeries again
- **Highways** –
- **Promotion on pharmacy bags/car park tickets/fuel pumps** – Worth considering though possibly not cost effective as lots of ‘touch points’ needed and hard to capture outputs.

Alison Sleightholm – Panel Session B – Connections

- The group discussed
 - The indicative impact that the DCP 228 modification to DCUSA will have on WPD tariffs and the Ofgem decision letter which provides the context and background (further detail on both has been circulated to panel members post-meeting).
 - Upcoming Engagement Opportunities
 - Recent Ofgem consultations and the Ofgem ICE Incentive

Meeting dates for 2016

Wednesday 14 December 2016 - Pegasus

Meeting dates for 2017

Thursday 23 March 2017 - Worcester

Tuesday 20 June 2017 - Nottingham

Thursday 21 September 2017 - Derby

Tuesday 12 December 2017 - Nottingham