

# **The Future of Electricity in the North West**

## **Distribution Price Control Review 5**

### **Regional Stakeholder Workshop 2 Feedback**

**07 July 2008**

# Aim

- The aim was to continue the dialogue from workshop one
- The difference in this workshop was that we had costed up alternatives and expressed in terms of impact on customer bills against planned benefit to move the debate forward on key issues

# What did we do?

- Delivered a series of discussion sessions based on:
  - Undergrounding for Visual Amenity
  - Flood Protection
  - Fluid Filled Cables
  - Customer Service Improvements
  - Worst Served Customers
  - Demand Side Management
  - Storm Resilience
  - HILP (High Impact, Low Probability) events
  - Low Carbon Agenda

# Issues and Challenges

- Engaging with the “right” stakeholders
- Stimulating enough interest before the events to draw people in
- Presenting issues in an understandable way
- Maintaining momentum
- Meeting expectations

# Results of the workshop

- 45 people attended, including:
  - Ofgem
  - NWDA
  - Scottish Power
  - TOSL
  - Confederation of British Industry
  - Siemens
  - AstraZeneca

# Results of the Workshop

At the end of the workshop, attendees were asked to complete a feedback form. The results were as follows:

- 86% of delegates completed feedback forms
- 84% said the agenda was good
- 79% confirmed that the opportunity to ask questions was excellent
- 100% of stakeholders who completed feedback forms confirmed that the ability to contribute was excellent
- 89% felt the topic areas were appropriately explained, and
- 67% felt they were provided with sufficient information to form a view on the areas discussed

# Results of the Workshop Continued

## Sample of written comments from feedback forms:

- *Very useful event - it should continue to provide a platform for stakeholder/customer lobbying to feedback to the regulator. Legislation has to change in order to facilitate innovative solutions.*
- *Very well facilitated*
- *The topics for debate could have been circulated prior to allow some people to gain more understanding or to ensure the stakeholders sent the correct people.*
- *Focus groups with customers?*

# Next Steps

- Analysis of the feedback from each session
- Consideration of this feedback in DPCR5 planning
- Input to development of longer-term planning
- Website updates of workshop sessions and results
- Development of workshop 3