Stakeholder Engagement - ‘Critical Friends’ Stakeholder Panel
Panel 7, Session 3 – South Eastern Power Networks

Crawley
25 February 2014
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1. Introduction

UK Power Networks is one of the UK’s largest electricity distribution businesses. We own, operate and manage three electricity distribution networks in the UK. Our licenced distribution networks are in the East of England, London and the South East.

It is our job to ensure the infrastructure that brings power to homes, businesses, hospitals, schools and other public services delivers reliable, safe and sustainable electricity.

Our responsibilities include:

- Maintaining the safety and reliability of the electricity networks
- Connecting new customer premises to electricity
- Extending and upgrading the electricity network to meet changing needs

Our three networks distribute electricity using more than 160,000km of underground cables and overhead lines, and more than 135,600 substations. Laid out, our networks would stretch several times around the circumference of the Earth.
From underground cables to overhead power lines, small rural substations to complex delivery networks in the capital, we are working on the electricity network 24 hours a day, 365 days a year, making sure the lights don't go out. Safety and customer service are our top priorities; these are at the heart of everything we do.

| Number of connected customers     | 8 million |
| Kilometres of overhead electricity lines | 65,300    |
| Kilometres of underground electricity cables | 98,000    |
| Revenue from the regulated business (2010) | £1.1 billion |
| Revenue from the unregulated business (2010) | £0.2 billion |
| Number of employees               | 5,000     |
| Number of new connections per year | 100,000   |

Our vision is to become an organisation which is respected as one of the best performing companies in the sector.

1. An Employer of Choice
2. A Respected Corporate Citizen
3. Sustainably Cost Efficient
We work to a vision defined by our core values. This vision drives us to ensure that we bring all of our 8 million customers a reliable service that delivers value, safety and innovation.

We have an important part to play in supporting the Government’s move to a low carbon economy. The energy industry is facing challenges to meet increasing demand and provide innovative technologies such as electric vehicles and heat pumps.

Our vision emphasises the aspiration for us to be a leading company in the electricity distribution sector. It recognises that this can only be achieved if our company objectives are aligned with the interests of all relevant stakeholders, including shareholders, staff, customers and regulators.

Stakeholder engagement is therefore a fundamental and crucial part of our business. It is very important that we are regularly talking to our customers and asking them what they think our priorities should be for the future.
2. What are ‘Critical Friends’ stakeholder engagement panels?

To ensure stakeholder feedback is fully captured and acted upon, we have designed our ‘Critical Friends’ stakeholder engagement panels, which are thematically grouped engagement sessions. The panels run alongside other forums and workshops that we organise as part of our business as usual engagement with our stakeholders.

The ‘Critical Friends’ stakeholder engagement panels have so far focused on eleven key topics over seven rounds of sessions:

- Customer satisfaction
- Social obligations
- Low carbon targets and transition
- Safety
- Low carbon technologies
- Environment
- Network reliability & availability
- Connections
- Corporate Social Responsibility (CSR)
- RIIO-ED1 Business Plan resubmission
- December 2013 storm performance

In the context of the ‘Critical Friends’ panels, we are consulting with people from a wide range of organisations and representative bodies, including (but not limited to) major energy users, small business and domestic customers, developers, local authorities and parish councils, charities, environmental groups and organisations which help vulnerable people.

3. Session 3 of Panel 7: Event location and attendees

The session was held on 25 February 2014 at the address below:

Arora Hotel,
Southgate Avenue,
Crawley,
West Sussex,
RH10 6LW.
On the day, we were joined by the following stakeholders:

<table>
<thead>
<tr>
<th>Major Energy Users Council</th>
<th>West Sussex County Council</th>
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<tbody>
<tr>
<td>Scotia Gas Networks</td>
<td>Consumer Futures</td>
</tr>
<tr>
<td>McNicholas</td>
<td>Nuthurst Parish Council</td>
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<tr>
<td>London Borough of Wandsworth</td>
<td>British Red Cross</td>
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<tr>
<td>Clapham Parish Council</td>
<td>Siemens</td>
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<tr>
<td>Fulcrum</td>
<td>ECA (South East Region)</td>
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<tr>
<td>Lightsource renewable Energy Ltd</td>
<td>Morgan Sindall</td>
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<tr>
<td>Southdowns Solar</td>
<td>South East England Councils</td>
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<tr>
<td>Sohn Associates</td>
<td>Skanska Utilities</td>
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<tr>
<td>National Federation of Builders</td>
<td>Mott MacDonald</td>
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</tbody>
</table>

4. Format of engagement

Session 3 of Panel 7 focused on South Eastern Power Networks (SPN).

After a welcome address, several speakers gave short presentations (summarised below). Participants were invited to ask questions at any time during presentations and discussions were held by the group as a whole as stakeholders probed some of the issues further.

Participants were also encouraged to raise any additional issues which were of interest to them.

Feedback forms were provided to the stakeholders inviting them to answer a number of questions about the event, UK Power Networks’ performance during the December storms and the RIIO-ED1 Business Plan resubmission. The results are summarised in Section 7.

5. Objectives and key questions

The panel focused on the following topics:

- Reconnecting customer supplies after the Christmas storm
- Proposed changes to the Business Plan 2015-23 resubmission
The main objective of the event was two-fold, to discuss UK Power Networks' performance in reconnecting customer supplies over the Christmas period and the proposed changes to the original RIIO-ED1 Business Plan that will be submitted to Ofgem in March 2014. Stakeholders were invited to provide feedback and opinions, and ask questions on the issues discussed during the event. The sections below provide a summary of this feedback.

6. Speakers and topics

Below we briefly summarise the opening statements by each speaker.

Welcome from the Chairman
John Owen, DNO Sales Manager, Siemens Transmission and Distribution

John Owen, the independent chairman for the SPN panels, opened the session by welcoming the stakeholders in attendance and thanking them for their support of UK Power Networks’ stakeholder engagement activities.

Reconnecting Customers after The Christmas Storm: The Storm – Preparation and Impact
Bill Blackburn, Sussex Area Manager

Bill Blackburn presented information on how the Christmas storm affected our networks, UK Power Networks’ preparations and what was done to reconnect customer supplies. He discussed the unsettled weather in the week prior to 23 December and in response to the changing forecasts the preparations UK Power Networks put in place. Bill spoke about the preparations in securing staff to respond to the damage to the network and pointed out that when the storm hit our network the number of faults was equivalent to months of faults in normal conditions. Bill discussed what went well and the challenges UK Power Networks faced in reconnecting customer supplies.

He spoke of how public safety was of the utmost importance when planning the work to restore supplies. He mentioned that sometimes, following a storm, the public could question the extent and effectiveness of UK Power Networks’ tree cutting programme. He explained the key components of the programme and how the severe weather in the December storm led to fully grown trees being uprooted and blown over. This was due to the combination of high wind speeds and saturated ground conditions.

Bill spoke of improvements that UK Power Networks have made over the last six months when planning and responding to mass outages, including what scouts do in the field, IT infrastructure improvements in emergency response centres and improvements made in managing supplies in depots. Bill finished by stating that UK Power Networks knows there are improvements to be made
and always welcomes feedback on what can be done better. He opened the floor to questions and comments.

**Reconnecting Customers After The Christmas Storm: The Storm – Customer Services**

*Matt Rudling, Director of Customer Services*

Matt Rudling gave an overview of the Customer Services’ response to the Christmas storms and resulting power cuts. He began by stating that UK Power Networks recognised that customer communication could be better over Christmas. He explained the various media UK Power Networks used to communicate with its customers, including the call centre, website, and social media – data was provided for the customer communications sent and received via these media over the Christmas period.

Matt acknowledged that sometimes the estimated restoration times given by the call centre were not accurate and explained the reasons for this as well as the measures that are being put in place to ensure more accurate and timely information in the future. He built on some of the conclusions made by Bill Blackburn in his update.

Matt then discussed how UK Power Networks looked after its customers’ welfare, including those vulnerable customers on our Priority Service Register. Matt also spoke about the goodwill payments UK Power Networks is making to its customers that were off supply over the Christmas period. Finally, Matt discussed lessons learnt from the Christmas storms for responding to future mass power outages as well as what specific service improvements have already been put in place since December, including the implementation of Customer Information Officers to help provide the call centre with more accurate supply restoration estimates from the field. Matt also stated that 300 staff from other directorates have been trained to answer customer calls when needed.

**July 2013 Business Plan**

*Keith Hutton, Head of Regulation*

Keith spoke about some of the key issues included in the original Business Plan that was not fast-tracked by Ofgem. He highlighted the four areas into which UK Power Networks’ 77 commitments / outputs for the next regulation period are divided.

Keith went on to discuss some of the key differences in costs between the plan for the regulatory period 2010-15 (DPCR5) and that proposed for 2015-23 (RIIO-ED1). Keith then presented key areas of UK Power Networks’ original plan and Ofgem’s response to them. He drew parallels with the plans of Western Power Distribution (WPD) – which was fast-tracked – and Northern Powergrid (NPG) which was not.
A graph of Ofgem’s cost assessment of the DNOs’ Business Plans against a benchmark calculated by Ofgem was shown and explained. The differences were then discussed between what UK Power Networks included in its original Business Plan and what it considered including in the resubmitted plan in March following feedback from and discussions with Ofgem.

7. Key feedback and actions

<table>
<thead>
<tr>
<th>Reconnecting Customers After The Christmas Storm</th>
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<td>- One stakeholder said that they live in a small parish of 250 households spread over a large area. They had two power cuts over Christmas and thought UK Power Networks’ response to these was good. The stakeholder suggested that UK Power Networks could provide its customers with fridge magnets that include contact numbers and information about food safety for when there are power cuts. The stakeholder also suggested that it would be helpful for affected communities to be given simple, non-technical explanations of what the faults are, what needs to be done and why the work will take the length of time it will to fix the faults. The stakeholder finally suggested that communities should be informed of which groups of houses are affected by the power cuts so that the parish councils can plan accordingly and manage the consequences.</td>
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- Matt Rudling replied that following the St Jude storm power cuts in October 2013, UK Power Networks has created a dedicated distribution list for the parish councils. Parish clerks are now notified when there’s a power cut in their area.

- Matt also stated that our contact numbers can now be found on page 2 of the Yellow Pages, with a colour advertisement also on page 4. Contact information for UK Power Networks will also be included in the Thompson and BT Directories.

- In addition, Matt explained that stickers with contact numbers are sent with correspondence to our customers.

- Bill Blackburn mentioned that for the power cuts that resulted after the storm in February 2014 field work was planned differently than at Christmas so that once the faults had been fixed on the High Voltage network restoration of customer supplies was then planned on a parish basis so that UK Power Networks didn’t leave a particular parish until all supplies were reconnected.
- Another stakeholder asked about UK Power Networks’ relationship with councils and emergency planning teams and what the issues were with regards to rest centres not being provided by Local Authorities.

Matt Rudling replied that information is sent to Local Authorities for dissemination, and that sometimes this works well and sometimes not so well. UK Power Networks has raised the point with DECC that in the Civil Contingencies Act Category 1 responders can raise Gold Command for flood incidents even if only a few people are affected, but as a Category 2 Responder, UK Power Networks cannot implement Gold Command – even in situations where many customers are affected by power cuts. As a result, it is difficult to ensure that an adequate level of support services are made available to our customers.

- A stakeholder asked whether UK Power Networks was revisiting the assumption of how the assistance agreement between the DNOs works. Matt Rudling replied this is being considered in the DECC review as each DNO plans the work of its field staff without necessarily considering what effect this may have in responding to mass power cuts on a national scale, such as the one over Christmas. Also being considered in the review is the possibility of a DNO fund standby arrangement for contractors. The stakeholder asked whether UK Power Networks are considering issues with contractors. Matt replied that UK Power Networks is considering contractor commitments in providing assistance in similar situations to that at Christmas.

- One stakeholder asked how easy it was to get the 850 staff to come in on their holidays and whether UK Power Networks incentivised them to come in. Matt replied that the decision to compensate staff for coming in on their holidays was made after they had committed to come in. Over Christmas 165 staff helped in the call centre. He said staff have pride in the job they do and want to do it well. Bill Blackburn said that responding to such events to do what is required is part of the job and culture of the company.

- Another stakeholder said they had noticed improvements in UK Power Networks’ response to power cuts since the St Jude storm in October 2013 and that this has helped them prepare better in these incidents. The stakeholder mentioned that many care and nursing homes don’t have business continuity plans in place for power cuts.
A panellist said that during power cuts their organisation is provided with a post code and the number of houses off supply by UK Power Networks, which could mean a few houses within a large area. The stakeholder asked whether it is possible for UK Power Networks to provide the addresses of the customers off supply (without providing the names).

In response to the earlier comment, the stakeholder also mentioned that in West Sussex a template for business continuity for care homes is being developed and it is clear that many are dependent on the help they get from emergency services when there are incidents such as power cuts.

Matt replied that UK Power Networks can provide the addresses of the customers off supply and also the vulnerable customers we know to be affected. He stated that UK Power Networks would be interested in being involved in and kept informed of the work in the area of business continuity.

One stakeholder said that a dedicated telephone line for Local Authorities would be helpful. Matt Rudling replied that a telephone line for Local Authorities was being reinstated. He also confirmed that the affected street names should be provided to Local Authorities.

A stakeholder asked whether the customer database would allow UK Power Networks to know what phase a particular customer is connected to. Matt said it won’t be possible to know which phase customers are on, but it will be possible to know which Low Voltage circuit is affected and therefore which customers are off supply.

One panellist asked how confident UK Power Networks are in the accuracy of their Priority Services Register (PSR). Other DNOs have had their PSRs reviewed by third parties, and have found them to be approximately 30% accurate. The stakeholder also asked whether UK Power Networks will discuss the findings of the Chiltern Review with its stakeholders.

Matt Rudling replied that PSR information is collected from electricity suppliers and the information provided through self-registration. There is an issue with the PSR accuracy because, for example, when people move house they rarely notify their DNO. He estimated that of all the vulnerable customers in UK Power Networks’ regions who are eligible to be on the PSR, only 20-30% are probably on the Register. Effort is being made to improve the
quality of the data on the PSR and promote the services that UK Power Networks provides. He welcomed any thoughts as to how further improvements could be made.

There are no plans to publish the Chiltern Review on the website, but UK Power Networks will be happy to discuss it at future stakeholder events. The DECC review, however, will be made public. The stakeholder replied that it is good to talk openly about issues in the panels and that the Chiltern Review could be a good catalyst for future discussions. Matt agreed adding that UK Power Networks are keen to receive stakeholder feedback on the storm and have developed an online survey to capture feedback.

- One stakeholder asked what improvements have recently been made to make the network more resilient and less susceptible to storm damage. Barry Hatton, Director of Asset Management stated that £100m is spent annually on network improvements and £22m on tree cutting. He said UK Power Networks look at the worse performing circuits and take corresponding actions and that over the recent years, automation and remote control on the network have helped to restore supplies more quickly when there is a power cut. Matt Rudling added that the number of Low Voltage faults today affects fewer customers than before due to the use of aerial bunched conductors. Barry Hatton reinforced Bill Blackburn’s earlier point that in the Christmas storm, healthy trees were blown over; getting permission to cut these trees in times of normality would be impossible and it was only due to the combination of high winds and high ground saturation that they had been knocked over.

- A stakeholder asked about the issue of available manpower to restore customer supplies and whether UK Power Networks have a retained service or contingency workforce. Matt Rudling replied that UK Power Networks uses contractors and that formalising their contracts is being considered to have a retained resource. The stakeholder said that the construction industry has less work at Christmas and some people from this industry could be used as a retained workforce. The stakeholder gave the example of the fire service, where firemen have a different day job and that UK Power Networks could train people in a similar fashion for engineering or scouting activities when needed. Matt replied that this idea is worth exploring for people with the right set of skills.

- Another panellist asked that when a new connection is made what information is provided regarding the PSR services. Mark Adolphus, Director of Connections, replied that
information on UK Power Networks’ services is provided but the difficulty is that the connection is usually made months before residents move in.

- One stakeholder asked whether additional staff were brought in to help with social media over Christmas. Matt replied that staff from other directorates trained in customer services were brought in, with the size of the team temporarily increased several fold in order to respond to every request on social media.

- A stakeholder said they appreciate many faults were as a result of trees, but wanted to know whether the level of investment on the network was sufficient. Matt replied that significant investment has been made on the network and as a result over the last three years the Customer Minutes Lost due to power cuts has been reduced by 40%.

- The Chair asked about the role of smart meters in providing valuable information to the DNOs in the event of a power cut. Matt replied that smart meters will be able to provide UK Power Networks with information about which customers are off supply and which customers have had their supply restored.

Another stakeholder asked whether the smart meter information will link to the customer database. Matt Rudling replied that there is an opportunity to do that, though there were limitations given that the SMET2 agreement doesn’t allow the DNO to send messages to the meter, which could be beneficial in getting information to vulnerable customers.

**Proposed changes to the Business Plan 2015-23**

- One stakeholder asked whether it was a fair reflection to compare the DNOs, and whether they are the same in terms of stock, assets, maintenance etc. Keith Hutton replied that Ofgem made adjustments to the Business Plans to try and make comparable all the Business Plans on an equal basis. However, the density of customers, regional growth and customer expectations are different in the south-east of England and this is an issue that is being discussed and considered in the resubmission process.
- A stakeholder asked whether CAPEX can be reduced by 10% and still be effective. Keith replied that it can.

- Another panellist asked how the £84/year fee for domestic customers related to the Business Plan. Keith replied that this was the average cost for each customer in 2023. This figure multiplied by the number of customers gave the cost figure shown in the plan. The stakeholder asked whether UK Power Networks was in agreement with Ofgem's estimations of the number of customers in the future. Keith replied that it was.

- One panellist asked whether the Business Plan allowed for a capacity to accommodate all new connections requests in the regulatory period. Keith replied that Ofgem do not want DNOs to invest ahead of need and that organisations that need new connections would have to pay for them and on this basis there is not much in the plan to address this issue.

- One stakeholder asked for clarification that the cost of network reinforcement will be on the developer. Keith replied that when the reinforcement is triggered by the customer then the customer will have to pay, but general network reinforcement is included in the plan.

- A stakeholder said they thought that a new connection customer can only be charged when there is one step up in voltage growth and asked who would pay in the case when there is a two-step up in growth. Keith replied that it would be shared: with one part paid by the developer and the other paid by the public.

- One panellist asked about the infrastructure with regards to growth of Electric Vehicle charging points. Keith replied that the Business Plan accounted for this and that included for the planned connection of all smart technologies. He added that Ofgem had assessed UK Power Networks' innovation strategy in the original Business Plan and deemed it to be 'green'.

- One panellist asked whether the CAPEX programme included improvement to the network infrastructure for areas where there are regular power cuts. Keith replied that the CAPEX programme would improve resilience and reliability issues on the network.
- One stakeholder asked what the recent equity adjustments announced by Ofgem meant for the UK Power Networks’ Business Plan. Keith replied that this was still being considered as it had been only very recently announced. He said that originally all DNOs included a 6.7% equity return in their plans, though Ofgem now believe it should be 6%.

- One stakeholder asked how uncertainties were being taken into account in the plan, i.e. levels of development in the region. Keith replied that UK Power Networks’ biggest risk was related to the growth in the region. He said that a lot of detail had gone into the growth figure used in the plan. He also stated that Ofgem have a tolerance of plus or minus 20% on growth. If the actual growth is more than 20% over the figure used in the plan, then UK Power Networks can pass the difference on to the customer. If however costs are more than 20% below the figure used in the plan, then the difference will have to be given back to the customers. He stated that UK Power Networks are considering reducing the 20% tolerance banding.

- One stakeholder asked if there was plan B if the development growth levels used in the Business Plan turned out to be inaccurate. Keith replied that there were five growth scenarios in the plan so various scenarios were being considered.

- One stakeholder asked about smart meters and whether the Business Plan would take advantage of them to reduce load. Keith replied that this was being accounted for in the plan and that the benefits of the savings due to smart technologies – in the range of £135 million – were taken into account in the plan. In addition, UK Power Networks was exploring the use of demand side response for five or six locations to offset reinforcement costs.

John Owen then concluded the discussion by summarising key points and lessons learned, outlining the next steps and thanking everyone for taking part in the session.
8. Your feedback

What were the strengths of the event? What did you find most useful or relevant and why?
- Very informative session.
- Very good event. Good engagement from those attending. Vulnerable customers register – relevant to gas industry.
- Customer service update – V. good. RIIO update – V. good
- Found customer section interesting – common themes with GDNs. Storm planning also very relevant.
- The issue all cat 2 responders have when dealing with LRF.
- Found this relevant to the area of work we currently find ourselves in. Bill’s presentation was effective in putting into context the BRCS responses.
- Useful overview of UKPN activity. Info on storms was informative and useful.
- Most useful – the work on support for vulnerable customers.
- Concise overall picture.
- Very informative.
- These ‘town hall’ style events may need to be supported by smaller panel style forums to develop solutions and provide stronger accountability.
- Asset improvement – charges back to the customer reinforcement.
- Particular interest in storm response. Good overview and open feedback from UKPN of challenges they faced. Good comparison with other storms.
- Presenters needed microphones – we struggled to hear. Too much information on slides. Hand-outs would have been useful.
- Slides mostly very busy and often not intelligible.
- UKPN performance during the storms: lessons learned from St Jude’s - Christmas – February. Update on business plan.
- Excellent overview of the RIIO business plan. OFGEM feedback and proposed changes.
- UKPN has identified stakeholders need and provided the presentations to meet their requirements. Well done.
- Regarding DG.
- All v. good.
- Very good venue easily accessible. The right people to deliver the UKPN messages.

What are the key messages you will take from the event?
- UKPN’s focus on community engagement.
- Tough RIIO ED1 price control review. Doing well in incident situations and applying the learning from each event.
- Detail on ED1 new bus. Plan.
- That the UK Power Networks are under same challenges that the Gas Networks went through with RIIO.
- Development of a shared vulnerable customer list – no name, just the address – with other utilities – water/gas etc. Some individuals may believe that they have registered with one utility all are covered!
- Contact number for local authorities during power failure events. Networks can supply addresses that have lost power/supply. Need for improved business continuity plans for vulnerable site nursing/residential homes. Parishes want pre event info on who/which properties are affected with local faults on specific lines.
- Clarity in actions at a local level. Information provision to Parishes. Creating a contact.
- Various key messages. Interested if we can assist in possible / potential retention of trained individuals to assist during bad storms.
- UKPN continue to listen to / engage with stakeholders and make changes / improvements where necessary.
- UKPN are doing well but there’s more to be done. Communications will improve.
- How UKPN react to emergency events / issues and how we can help. RIIO is in more detail and UKPN take on it.
- Importance of local communication and social media in responding to emergency situations. UKPN’s commitments for RIIO ED1.
- UKPN are working extremely hard with OFGEM with regard to their RIIO ED1 plan and remain strong in the belief that the plan is robust and achievable.
- UKPN has a very strong belief in their business plan and what they are doing. Glad to see this optimism with not much worries about OFGEM comments.
- Not confirmed / left to developers the costs for network improvement / reinforcement to allow more capacity for further DG to be connected.
- Lots of lessons being learnt. Lots of lessons being re-learnt.
- Response times are improving. Contact with Local Authorities is also improving – the re-introduction of a dedicated LA phone line is welcome.
- Commitment from UKPN to improve customer service – especially when handling storm situations.

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**About our December storm performance and Business Plan**

![Survey Results Chart]

Which activities or issues relevant to UK Power Networks’ operations are of interest to you?
- Customer segment.
- Fuel poverty. Vulnerable customers and resilience building – very interested in how LA’s have engaged.
- Communication with customers and partners. Support for vulnerable customers and sites. Work with Parishes to link in community resilience programmes already being run.
- Co-operation at a local level.
- Network capacities. Connections.
- Customer service, PSR, outages.
- Stakeholder engagement. Communications.
- Connections, customer service, load and non-load works / enhancements (cabling, OHL, veg clearance, asset management, flood protection etc.).
- RIIO ED1 business plan development and the subsequent network maintenance and upgrade packages of works which will be procured shortly.
- Business plan outcome and more detailed yearly CAPEX programme if possible.
- Development / improvement / increase in capacity availability.
- Management of losses.
- Storms – customer perception of UKPN.

Are there any other comments you would like to make?
- Good session.
- Already have contacts with UKPN via resilience forums.
- Very informative session.
- A well presented discussion.
- Keep working together with Local Authorities especially around vulnerable people.
- Availability of representative for a forthcoming stakeholder meeting.
- Some of the content was quite technical, however speakers did a very good job of explaining as much as possible in ‘layman’s terms’. Thanks!
- Good event, well attended, good cross section of industry represented.
- Thank you – it’s a great process.
- I get asked by friends and neighbours as well as customers why UKPN does not underground more cables. Don’t think they realise the costs and that customers’ contribution would go up.

9. Next steps

We will build on the feedback collected in this and the previous two sessions of Panel 7 to create a consolidated actions report. The aim of the report will be to highlight the actions suggested by stakeholders in the three sessions, find common themes and messages, and explain how we are acting or preparing to act on the feedback collected.

We will also report back to stakeholders on progress made in future Critical Friends sessions.
10. Key contacts

For further information please contact us on stakeholder.engagement@ukpowernetworks.co.uk

To speak to one of our dedicated Stakeholder Engagement Executives, please contact Andy Jenner on 07875 117136.

If you would like to invite a friend or colleague to contribute views, our consultation continues online* at http://www.ukpowernetworks.co.uk/internet/en/have-your-say/

*Registration is required.