

December 2017

Critical Friends Panel



EQ Communications

- Who we are
- Housekeeping
- Agenda



Purpose of today

Provide you with
an update on and
get your thoughts
on what we've
been doing since
we last met in
June/July

Get your valued
input into our
future plans



Agenda

Registration, coffee and networking	09:30 – 10:00
Introductions and purpose of the day	10:00 – 10:10
Business update: Sarah Hopkins	10:10 – 10:35
Workshop 1: Critical analysis <ul style="list-style-type: none">• What we've done well• What we could improve	10:35 – 11:10
Coffee break	11:10 – 11:20
Workshop 2: Visioning exercise <ul style="list-style-type: none">• Our areas of focus for the next 10 – 20 years	11:20 – 12:05
Workshop 3: GD2 Consultation plan <ul style="list-style-type: none">• Our gas network – your energy future• 2018 – A year of Engagement	12:05 – 13:00
Close and lunch	13:00 – 13:30



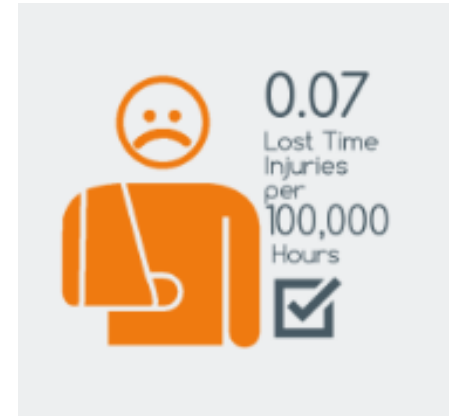
Business performance update

Sarah Hopkins
People & Engagement
Director

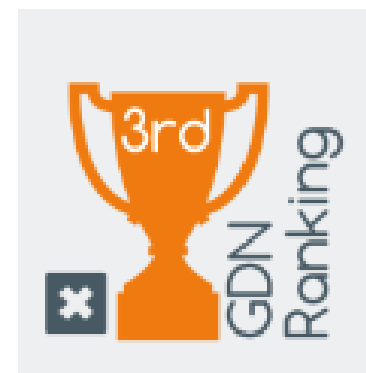
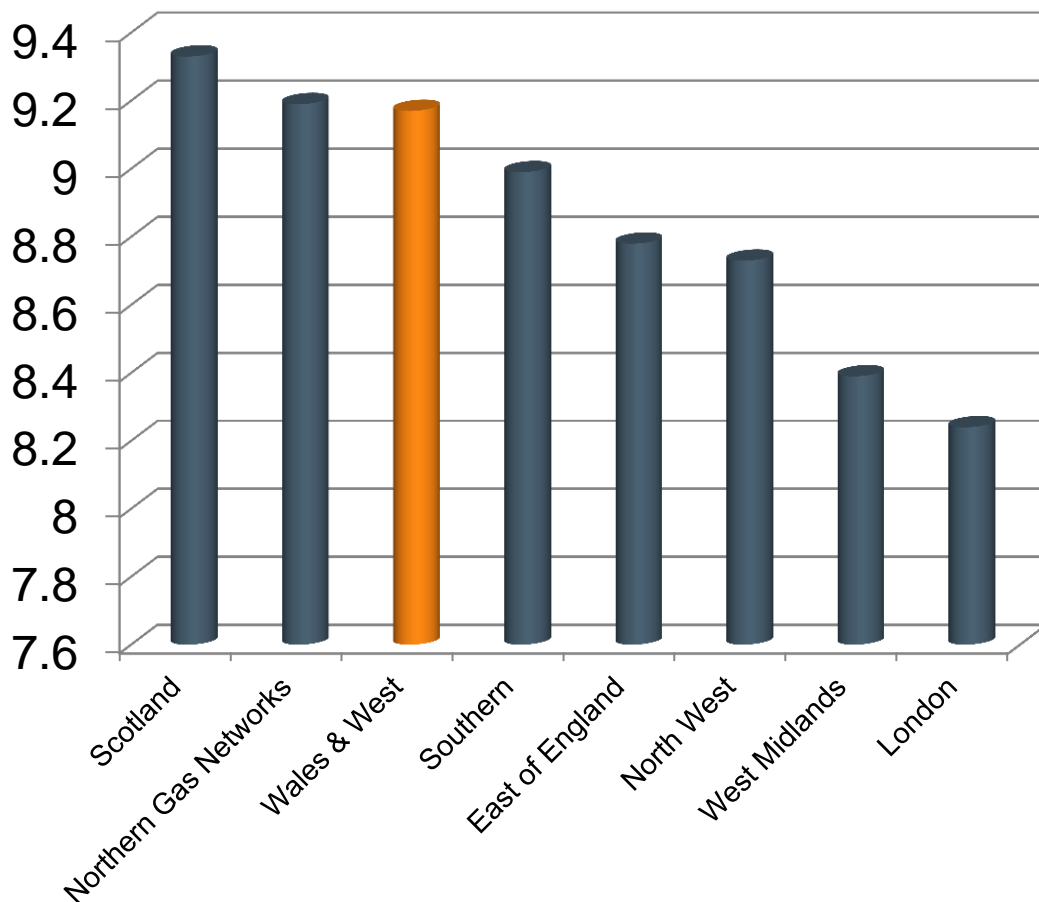


Overall, we're continuing to perform well when it comes to Demanding Safety Always...

- 6 Cable strikes this quarter (14 YTD)
- Our annual replacement programme is currently within budget
- Our Lost Time Injury Rate is very positive – let's keep it up going into winter!



Driving 
**OUTSTANDING
SERVICE**

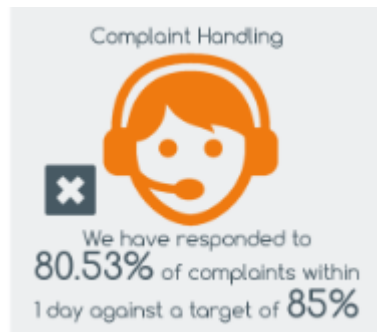


We remain in 3rd place out of the gas networks for overall Customer Service performance.

We're in third place but it's close!

In summary:

- Connections scores are on target
- E&R are only slightly below target (by .05)
- Replacement is below target by 0.29
- Complaint handling – we're marginally below target
- We're on track to achieve the maximum Ofgem reward for Customer satisfaction



- Delivery of our investment plan to maintain the health of our assets
- Our Network Management Intervention plan is on target to deliver our Outputs:
 - District Governor and Housing Replacement
 - Boiler Replacement
 - E&I Rebuilds
- Increasing Site Security and Communications Resilience at our AGI's
 - Upgrading Critical Network Infrastructure
 - Physical Security Upgrade Project substantially complete @ Choakford Seabank & Duffryn Clydach.
 - Project Blackout at AGI's



- Our apprenticeship scheme continues to deliver results within the business with 21 new recruits joining us in September, and we were awarded the Apprenticeship Scheme of the Year at the recent CIPD Wales Awards
- One of our key areas of focus is future-proofing the skills of our workforce and we're already preparing for 2021 in conjunction with EU Skills
- We're preparing our vision for 2050 and what the future of energy could look like for ourselves and energy consumers
- We've recruited more than 20 Gas Safety Ambassadors, to help us promote CO & Gas Safety Awareness in the communities which we work

Since we last met

Sarah Hopkins
People & Engagement
Director



Your thoughts and feedback



Do you have any feedback on the update we sent you prior to today's meeting?



Did you have any questions on what we've been doing, specifically linked to the environment?

Priorities

2016/17

1. CO awareness and prevention
2. Lower carbon future
3. Theft of gas
4. Supporting the fuel poor
5. Meeting future demand
6. Major incident planning
7. Customers in vulnerable situations
8. Innovation
9. Protecting the environment
10. Smart metering

2017/18

1. CO awareness and prevention =
2. Customers in vulnerable situations **+5**
3. Lower carbon future **-1**
4. Supporting the fuel poor =
5. Meeting future demand =
6. Innovation **+2**
7. Customer service **NEW**
8. Connections **NEW**
9. Theft of gas **-6**
10. Major incident planning **-4**
11. Protecting the environment **-2**
12. Smart metering **-2**

Priorities

Demanding
SAFETY
ALWAYS



- Carbon monoxide poisoning prevention and awareness
- Major incident planning

Delivering
VALUE
FOR MONEY



- Theft of gas

Driving
OUTSTANDING
SERVICE



- Vulnerable customer support
- Supporting the fuel poor
- Customer service
- Connections

Designing



- Meeting future demand
- Innovation
- Smart metering

Doing all
we can to

PROVIDE
A RELIABLE
GAS SUPPLY

& PROMOTE SUSTAINABILITY



- Protecting the environment
- Lower carbon future¹⁴

Critical Analysis

Workshop 1



Critical analysis – Session 1

Over the past 4 years (starting at the beginning of our most recent regulatory price control period, R10-GD1), what do you and those stakeholders you represent think we've done well and why?

Similarly, where do you think we need to improve and why?

Coffee break



Visioning Exercise

Workshop 2



Visioning Exercise – Session 2

Under each of our priorities, where do you think we should be focussing our attention over the next 10 – 20 years and why?

Driving
**OUTSTANDING
SERVICE**



Demanding
**SAFETY
ALWAYS**



Delivering
**VALUE
FOR MONEY**



Doing all we can to
**PROVIDE
A RELIABLE
GAS SUPPLY
& PROMOTE SUSTAINABILITY**



Designing

OUR FUTURE



GD2 Consultation Plan

Workshop 3



Our gas network/Your energy future 2018: A year of engagement

Elizabeth Warwick
Stakeholder Engagement
Manager



Key principles

- **Builds on best practice** to demonstrate commitment and rigor
- **Maximise existing opportunities** for cost effective delivery
- **Building legacy** into new initiatives and materials
- **Robust analysis** to reconcile data sources and apply sound judgement
- **Inform business plan** and ensure consumers' voice is heard
- **Support future role of gas** and the benefits gas networks deliver

Consultation Strategy – three pillars

Existing data and research

- Customer service/complaint trends
- Connections data
- Political audit
- Media reports
- Customer Focus Group Reports
- ENA research

Commissioned Research

- Gap analysis required – what already exists in-house
- Willingness to pay: Ofgem expectations?
- Need to understand business appetite for potentially costly research

Customer and stakeholder consultation

- Who?
- What?
- Where?
- When?
- How?

Our stakeholders/audiences

Devolved
Government

Gas Consumers

Regulator

Energy Industry
Players

Government

Consumer
Organisations

Trade Body

Renewables
sector

Elected politician

Community
groups

Shippers

Academic

Policy Makers

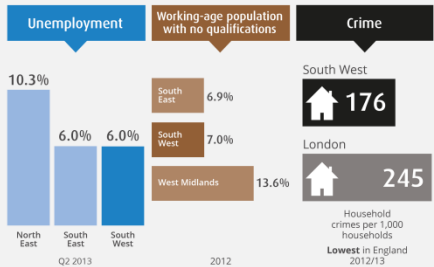
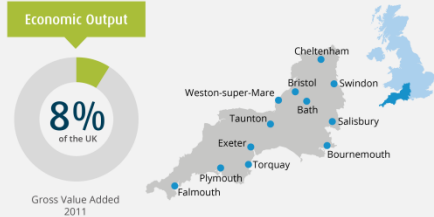
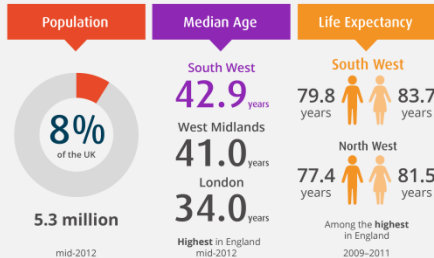
Business

Transport sector

Waste
sector/Developers

Consumer reach

Regional Profile of the South West

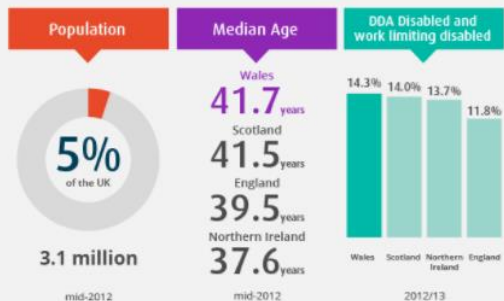


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Office for National Statistics

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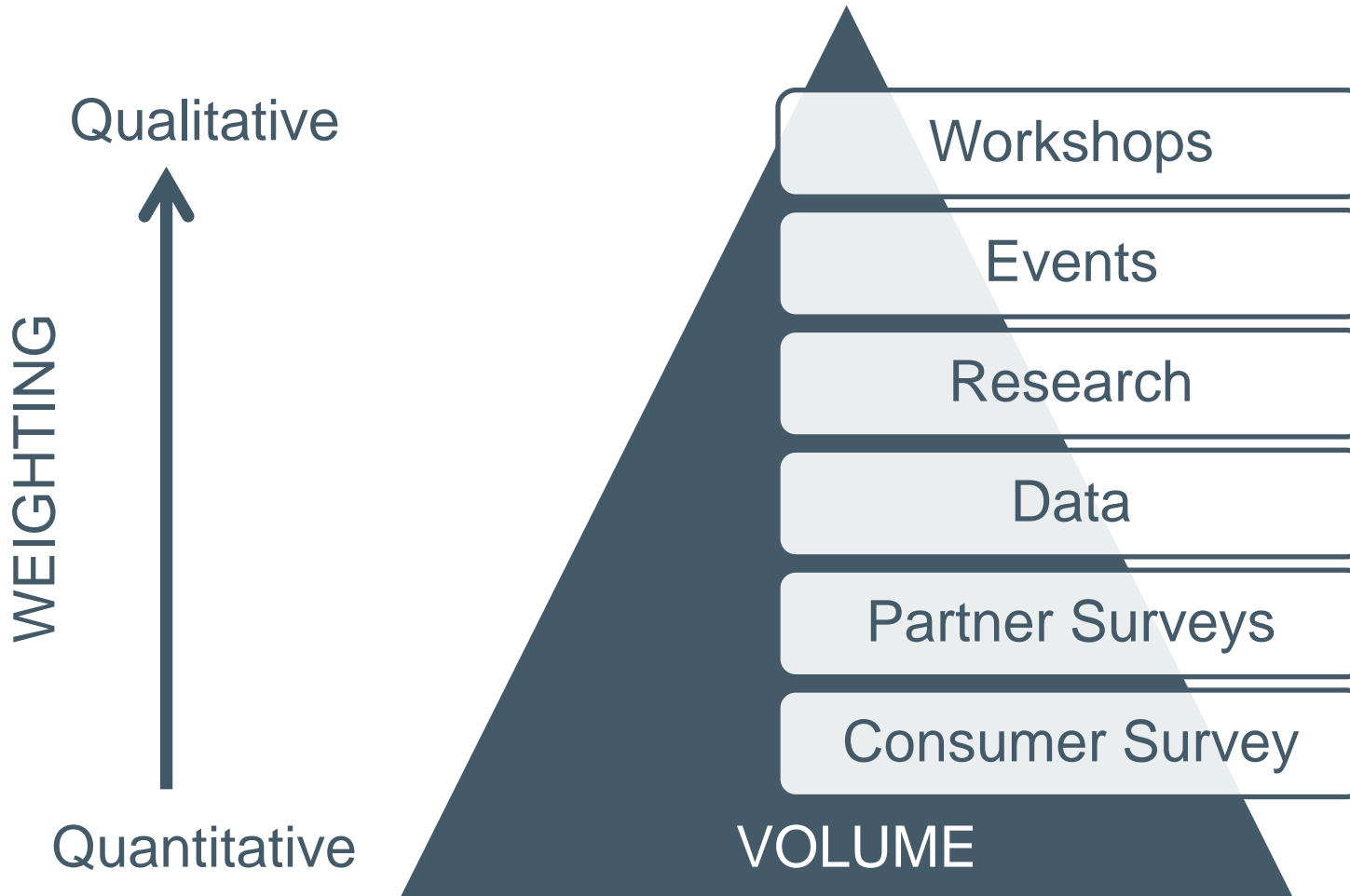
Profile of Wales



Ofgem's six energy consumer profiles

- Happy Shoppers
- Savvy Searchers
- Market sceptics
- Hassle Haters
- Anxious avoiders
- Contented conformers

Key activities and analysis



Tactics

Existing Touchpoints

- Customer letters
- Newsletters
- Current events programme
- Customer surveys and apps
- Social media
- Company website
- Business as usual PR activity

Paid for Opportunities

- Advertising
- Enhanced events programme
- SEO
- Sponsorships
- Bespoke PR programme



Listening & responding

- Consumer Challenge Group
- Workshops (including existing)
- Engaging partners
- Public affairs programme
- Colleague engagement programme

Consultation themes

Delivering value for money

- Bills
- Innovation
- Collaboration & Partnerships

Designing our future

- Future of energy investment
- Green gas
- Flexible network and storage
- Carbon footprint
- Skills and people

Doing all we can to provide a reliable gas supply and promote sustainability

- Interruptions
- Network investment
- Smarter networks

Driving outstanding service

- Customer Service
- Dealing with vulnerability
- Carbon Monoxide
- Addressing fuel poverty

Demanding safety always

- Mains replacement
- Emergency service standards

People and skills

Examples of what we need to produce/arrange

Our Gas Network / Your Energy Future

Online

- Web Portal
- Facebook Chat Bot
- Refresh of current website
- Search engine optimisation (SEO) to focus people to the consultation

Film

- Big Picture Film
- Short social media films
- Stings – short and sharp films to be built into external presos

Print & Design

- Consultation brand
- Backdrops & popups
- Regional event stand
- Standardised slide deck
- Agreed additional text for letters and emails
- Colleague pack

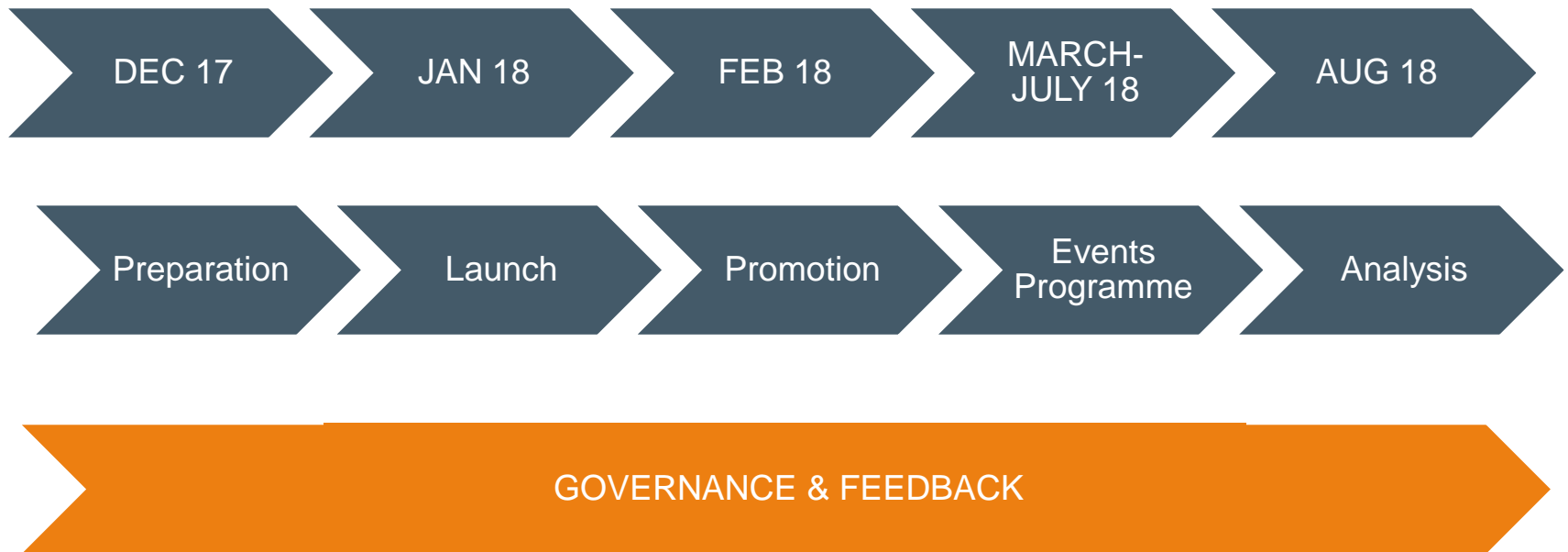
Events

- Launch events
- Regional events tour
- Community events
- Stakeholder workshops
- Business briefings
- Colleague events
- Incentives (Prizes & Giveaways)

Campaigns

- Bespoke PR programme
- Bespoke social media campaign
- Public Affairs programme
- Sponsorship and charitable giving programme to reflect key messages
- Conference programme

High-level Timeline



Voice of the consumer

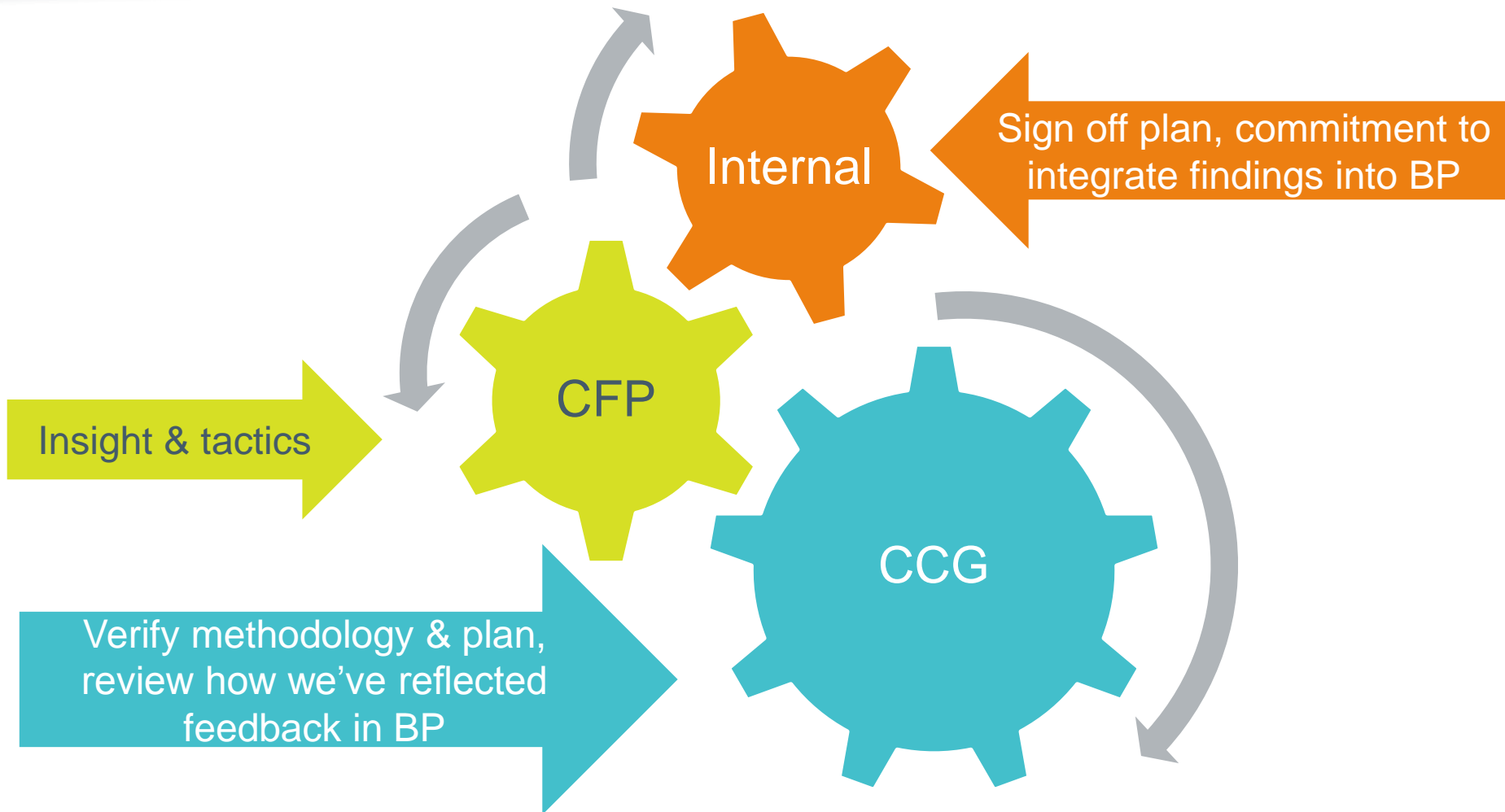
Critical Friends Panel

- Currently exists
- Stakeholder representatives
- Scrutinise current business plans

Consumer Challenge Group

- GD2 and consumer focused
- Discrete membership, focused outputs and clear remit on GD2
- Following Ofwat strict guidelines for water sector CCG
- Not following membership – numbers or representation of DCWW or NWL

Governance



Statement of Consumer Consultation (SOCC)

Keeping us honest, on track and demonstrating ‘best practice’

	2017-18											
CONSULTATION GOVERNANCE	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Drafting of SOCC	■											
CCG reviews SOCC and feeds back amends		■										
We revise SOCC		■										
CCG review and approve		■										
Our consultation activity		■	■	■	■	■	■	■	■			
Consultation feedback shared with CCG										■		
CCG draft report on consultation to accompany BP											■	■

Stakeholder Engagement Overarching document in BP

Governance

Principles of approach and adoption across the business – including exec

Consultation data sources: existing business data, bespoke research, quantitative consumer consultation campaign, other

CCG & separate report on our consultation to accompany business plan

Approach to analysis and weighting of data

Audiences, channels & themes

Segmentation of consumers and other stakeholders

Innovative and relevant channels, themes & messaging, content of engagement and consultation and appropriateness for our circumstances

Two-way engagement and appropriate feedback of consultation results and their influence on BP to all audiences

Evaluation

Consultation results over audiences

Weighting and triangulation

Summary of influence on business plan

Results of consultation and customer outcomes referenced through BP

Session 3 – GD2 Consultation Plan

Have we missed any stakeholder groups from our consultation plan?

Are there any other communication and engagement channels that we should consider for consulting gas consumers and other stakeholders?

Are there any opportunities for engaging with the people that you represent that you could offer us?

Would you like to be involved in our consultation at key points throughout?



Thank you

Any questions?