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Communications

WALES & WEST UTILITIES CRITICAL FRIENDS PANEL

FEEDBACK REPORT

NOVEMBER 2020



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INTRODUCTION

On 17 November 2020, Wales & West Utilities hosted a Critical Friends Panel aimed at seeking feedback from its key stakeholders on a number of areas that form part of the company's RIIO-GD2 Business Plan.

A total of 13 stakeholders participated in the Panel, which took place online. The event began with a Business Performance update, given by Sarah Hopkins, People and Engagement Director. Sarah explained the work that Wales & West Utilities had carried out throughout the year to keep colleagues, customers, and communities safe in some very challenging circumstances. After explaining the measures the company had put in place to keep the gas flowing for its customers in the face of a global pandemic, Sarah gave Panel members an update on the progress of Wales & West Utilities' Business Plan, which has recently been through a series of Ofgem open hearings. After the update, there were a series of presentations, on the following topics: Themes for the future; Supporting those most in need; and Transitioning to net zero and the green recovery.

After each presentation, Panel members were asked to give their feedback. Wales & West Utilities instructed EQ Communications, a specialist stakeholder engagement consultancy, to chair the Panel and to take note of the comments given. This report summarises this feedback including some of the verbatim comments, which have not been attributed to individuals, in order to encourage candour and open debate.

The organisations represented at the panel were as follows:

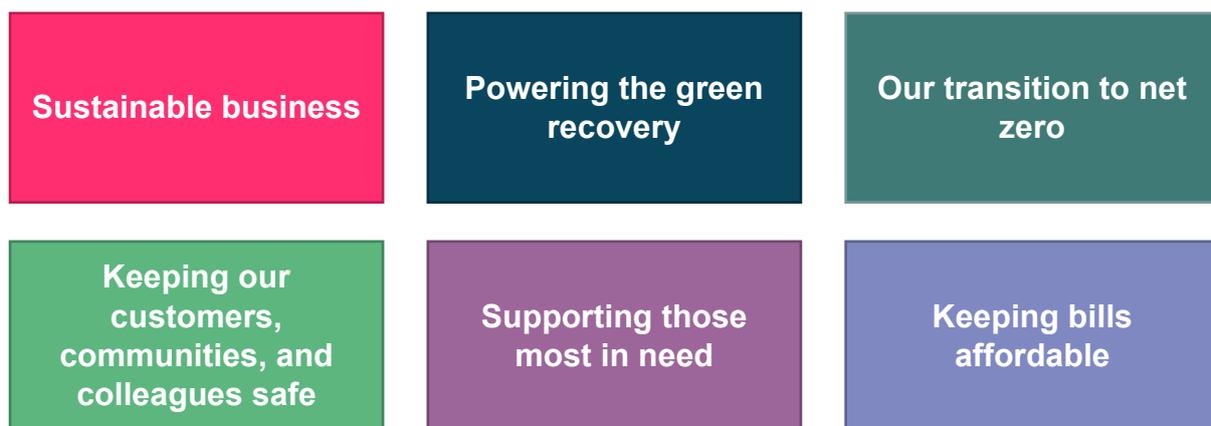
Care & Repair Cymru	Major Energy Users Council
Cardiff and Vale College	NFU Cymru
Citizens Advice Denbighshire	Regen South West
Citizens Advice Plymouth	Rural England
Energy Saving Trust	Warm Wales
Hafod	Welsh Government
Joint Radio Company	

EXECUTIVE SUMMARY

- Panel members were of the view that the six key themes identified by Wales & West Utilities are appropriate, although the point was made that many of them are interconnected.
- Themes relating to supporting customers in vulnerable circumstances and those who struggle to pay their bills are seen as being increasingly important, in light of the Covid-19 pandemic.
- Notwithstanding this, it was felt that Wales & West Utilities should remain focussed on themes related to the transition to net zero.
- Panel members were of the view that the split of budget given to supporting customers most in need in RIIO-GD2, year one, is broadly appropriate. The one area where it was felt the company could go further is on fuel poverty / energy efficiency initiatives.
- It was, however, accepted that dedicating more budget in this area would mean less elsewhere. To address this, it was suggested that opportunities to collaborate with third parties should be explored to make resources go further.
- Panel members were of the view that the market would inevitably drive the rollout of new technologies such as hybrid boilers, but it was felt that there was a role for Government and the regulator to play in making this happen.
- It was felt that Wales & West Utilities has a role to play in educating customers on the benefits of new technologies and has a responsibility to ensure that the less affluent are not disadvantaged by their take-up.

SESSION 1: OUR THEMES FOR THE FUTURE

The first discussion session was introduced by Sarah Williams, Director of Regulation. Sarah explained how Wales & West Utilities role is evolving in the RII0-GD2 price control period and that there is an increasing ambition to go above and beyond what is expected of a Gas Distribution Network (GDN). Sarah explained that, in the lead up to the submission of Wales & West Utilities' Business Plan, the company had engaged extensively on its commitments for GD2 and was now looking to position these under themes that are meaningful to its customers. These themes are shown below:



After the presentation, Panel members were asked what these themes meant to them in their roles and to give their feedback on whether they believed that any of them had risen in importance in light of the Covid-19 pandemic.

The point was made by a number of Panel members that all of the six themes were important and that there is a certain amount of overlap between them. It was suggested that they could be presented differently to show how interdependent they are.

All Panel members were of the view that the themes related to Wales & West Utilities' social obligations commitments are likely to become increasingly important in the coming months and years as a result of the Covid-19 pandemic. It was noted that the pandemic is likely to force more people into fuel poverty as those on lower incomes are less likely to be able to work from home so risk losing their jobs, given restrictions on travel.

It was noted that a significant proportion of Wales & West Utilities customers in Wales are currently living in fuel poverty and that this number is likely to rise. There was also acknowledgement that Wales & West Utilities covers a largely rural area and that rural communities not only suffer from deprivation but tend to have an older demographic. It was felt that Wales & West Utilities should be mindful of this when prioritising initiatives.

Following the workshop, Panel members were asked to rank the six themes in order of importance to the people they represent. Unsurprisingly, given the comments made in the discussion session, Supporting Those Most in Need was ranked highest by the group as a whole, followed by Keeping Our Customers, Colleagues and Communities Safe and Keeping Bills Affordable, which were both ranked equally. However, it was noted that commitments relating to Sustainable Business will clearly have a knock-on impact on customers' bills.

It was also acknowledged that the need to reduce carbon emissions remains a huge challenge if the UK is to meet its climate change commitments, especially as this will require a radical change in approach in the future. Panel members were of the view that, whilst this is a hugely important priority area, there is a responsibility on Wales & West Utilities to ensure that the transition to a decarbonised gas network doesn't disadvantage less affluent customers, as this inevitably comes at a cost.

1. What do you think each of the themes means to the people you represent, and do you think that any have risen in importance as a result of the social, economic and environmental changes that have taken place over the last year?

- “In my role, the key thing is keeping bills affordable and supporting those in need. We need to get people out of fuel poverty and, sadly, this is going to be more important in the coming months and years. Our vision for the next 10–15 years is to get as close to net zero as possible. We're looking at lower carbon heating sources, such as electricity and air source heat pumps [in social housing], but they tend to be more expensive to run. If we can make gas a cheaper and better alternative, we'll probably end up keeping gas.” Housing association
- “My organisation tries to present data that helps to move rural policy forward. It's a balancing act. I'm here representing rural communities. Fuel poverty is much higher in rural areas, so it's about supporting those most in need. Keeping bills affordable is of high importance to me, especially in rural communities where you've generally got an older population. A lot of people recognise the importance of keeping emissions low and creating sustainable business in terms of business continuity or hitting targets for greenhouse gases. However, with the rural demographic, people can feel isolated, so they want to know they're safe and not at risk of the gas supply failing or at risk of people pretending to be gas engineers as there's been a rise on online scams.”
Emergency services

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- “I’m the Director of a community interest organisation. We run the Healthy Homes Healthy People project. Supporting people most in need is our key focus. 12% of the household population in Wales is in fuel poverty. During Covid, people on the lowest incomes haven’t been able to transfer their role to the home and therefore find themselves unemployed. As a result, fuel poverty will get worse, and supporting these people over the next few years will be very important.” Vulnerable customer representative
 - “I work as an energy adviser. Supporting those in need and keeping bills affordable are the themes that are most relevant to our client base. We cover a mixture of rural and urban areas. People in rural areas are suffering massively with fuel poverty. It’s not so bad in urban areas where they’re on the gas grid.” Consumer body
 - “I’m representing a number of organisations, either as a Chair, Board Member or Trustee. My immediate observation is that it would be very challenging and quite difficult for anyone to pick one of these themes and say that, in the long run, one is more important than the other. Clearly in light of Covid, protecting the most vulnerable is at the top of the agenda, but if we do that at expense of a sustainable network, those people will still be vulnerable. It’s important not to draw a false distinction between those in fuel poverty now versus all of us potentially being in fuel poverty in future. From the Government the ambition of having a 10-point plan [for a green industrial revolution] and things like the European Green Deal mean that the role of Wales & West Utilities will need to evolve.” Charity
 - “My organisation has national contracts with energy companies to provide energy efficiency and debt advice. One of our main focuses is vulnerability and fuel poverty, including supporting people hit the hardest by Covid. There’s still a long way to go on that front as we’ve not seen the impact of it yet. We’ll potentially see the full impact in the next few years.” Consumer body
 - “I work for a not-for-profit organisation and also a consultancy supporting the transition to net zero. We’ve done quite a lot of work with Wales & West Utilities looking at future energy scenarios and have worked with WPD on the whole systems approach to net zero. I agree with the point that all of these themes are important, particularly facilitating a just transition and ensuring that no customers are left behind. However, Wales & West Utilities need to look at all these themes. The gas network is powered by fossil fuel, so there will be radical changes to the network. There are a lot of opportunities in

that, including with biomethane and hydrogen. The network will change significantly what with the provision of hydrogen for transport and the rise in heat networks.” Utility

- “My organisation helps older people. All of these themes are important, but for us, safety in the home is a priority, so helping people to understand carbon monoxide and the PSR. It’s about supporting those who need it most. We also do work around fuel poverty. Older people are disproportionately affected by Covid and winter deaths.” Charity
- “I’m the technology director of a club of very large energy users, most of which you use every day. These include water companies, local authorities, the NHS, and the likes of food retailers. The big concern with gas is security of supply. This isn’t spelt out here as one of the six themes, but it’s implied by sustainable business. Part of the concern is that if, as mentioned earlier, Ofgem forces Wales & West Utilities to reduce the projected spending in its next Business Plan, that could affect security of supply.” Business representative
- “We represent an energy network operator. We ensure that networks have operational capabilities in terms of controlling assets in a remote context. On these six themes, the opportunities to drive and enhance operational performance through Wales & West Utilities and the industry in general can address all of those themes. It’s an inevitable win-win if industry can invest in the networks. From my perspective, I’m looking at operating network assets in an efficient and dynamic way. If industry can do that, efficiency will go up and investment will be better targeted. This will be more cost effective and will offer more flexibility in terms of the operating model when addressing these themes.” Engineering representative
- “In my role, I look at how the energy system might develop over the next 10–15 years. I work with many Wales & West Utilities colleagues on hydrogen, the Business Plan, opportunities for hybrid heat pumps, etc. In terms of the six themes, I echo previous comments made in that they all need to be delivered. You can’t prioritise them. They are all interconnected, so you need to portray them in circle, as individual boxes. Clearly you need to move to net zero, but unless bills are kept affordable, you’ll see a veto from the customer. Clearly, what Wales & West Utilities is trying to do with hybrid heat pumps to heat water is to minimise bills, but it’s not an easy sell to some of those in Whitehall who are moving to taking it out of the system. Somehow you have to deliver on all of those and it’s clearly very challenging.” Government representative

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- “Clearly from a tech point of view, there’s a role for biomethane and hydrogen in providing cheap heating. You’ve got a big hydrogen agenda and innovative solutions like hybrid heat pumps. The Prime Minister’s recent announcement is also important. I’m sure you’ll be following all this, but it’s just the first step. We need market and regulatory changes but also new technology to get to net zero in a sustainable and affordable way.” Government representative
 - “I’d echo that all of these themes are important. The one that is most intriguing is the one about keeping our customers, communities, and colleagues safe. I’d be interested to know how that ties in with your training plan.” Academic

2. Do you think expectations of a gas network have changed? If so in what ways?

- “I wanted to make two observations. One thing that doesn’t get much airtime in these discussions is the role of nature. It’s not all about the technology but things like tree planting and bog reclamation are all really important. The farming community is more important than its members believe or accept. Also, in terms of the gas network, there’s a real and almost existential challenge there. That is, do we need a gas network at all in the longer term? Will hydrogen ever be affordable? The network has the ability to rise to the challenge, but the gas network has to up its game.” Vulnerable customer representative
- “In agriculture, we want to reach net zero by 2040 and a big part of that is renewable energy generation on farms. We need to get green gas into the network, which is where you come in.” Business representative
- “I agree with that last point in that the gas network will be different to what it is today. We need to think about the two new gases coming in, and it will probably be location specific. You need to be looking at the reconfiguration of the gas networks and opportunities for other networks. Cost is interesting point which I don’t think we’ve got our head around. We tend to think of electricity being cheaper, but hydrogen and biomethane are going to be significantly more expensive than natural gas. Even with economies of scale, the price won’t be as low. We’ve benefited from cheap fuel for decades, but we’re going to have to get our heads around paying more and figure out how we’re going to manage price volatility.” Utility

ELECTRONIC VOTING

Following the workshop, Panel members were asked to rank each of the themes from one to six, with one being the most important, for their members. The outcomes of this, expressed as an average across the group as a whole, are shown below.

THEME	AVERAGE SCORE
Supporting those most in need	2.63
Keeping our customers, communities, and colleagues safe	3.13
Keeping bills affordable	3.13
Our transition to net zero	3.50
Sustainable business	4.25
Powering the green recovery	4.38

SESSION 2: SUPPORTING CUSTOMERS MOST IN NEED

The next discussion session was introduced by Nigel Winnan, Customer and Social Obligations Manager. Nigel explained that, in RIIO GD2, there would be increased support to customers during interruptions, with automatic payments for failure. In addition, Wales & West Utilities would continue its fuel poor connection scheme with funding for up to 7,870 homes. He then outlined the new ‘use it or lose it’ allowance for additional services to vulnerable customers and to support CO awareness and safety to all (VCMA). The split proposed for this allowance is shown below:

ACTIVITY	BUSINESS PLAN PROPOSAL (YR 1)	WHAT DIFFERENCE WILL THIS MAKE (YR 1)
Fuel poverty / energy efficiency projects	£220k	1,200 homes helped to alleviate fuel poverty
Support for customer broken appliances	£40k	200 households supported to keep safe and warm
Community fund	£50k	During the pandemic - 21 organisations supported to keep people safe and warm
PSR referrals / utilities data sharing	£50K	12,000 more people signed up to benefit from priority services. Ease of sign up
Locking cooker valves	£10k	Improved home safety for 100 homes
CO awareness	£65k	255,000 will be more informed about gas safety
CO monitors	£75k	Improved home safety for 5000 homes (focus on people living in vulnerable situations)
Education	£50k	Directly support pupils in 50 schools to understand how to stay safe

After the presentation, Panel members were asked to consider the proposed split and state whether certain things should be given more or less budget. The point was made before the discussion that this budget was a finite amount, meaning that increasing the spend for one activity would mean reducing it for another.

It was felt by most stakeholders that the split was broadly appropriate, although it was commented that there is never enough money available for initiatives such as those relating to fuel poverty, so more is always welcome. When asked to vote on this after the workshop, fuel poverty / energy efficiency projects was the one area where Panel members were of the view that more budget should be allocated.

It was felt that all of the initiatives are worthwhile but that, perhaps efficiencies could be made in certain areas, either through collaboration with third parties or by combining initiatives such as carbon monoxide awareness and education. One Panel member was of the view that £75,000 on CO monitors felt like quite a substantial amount of money, particularly in comparison with the £40,000 allocated to broken appliances as it was felt that this is not a huge amount of money for something that would bring real benefits to customers in need.

The point was made that, sadly, all of these priorities have risen in importance over the past year, in light of Covid-19 as many customers become increasingly vulnerable and more people struggle to pay their bills as a result of the economic consequences of the pandemic.

1. What do you think of the proposed budget split? Which of these is most important to you and why?

- “We deliver some of these, so fuel poverty and energy efficiency schemes are key from our point of view. Fuel poverty schemes are important, but so are education initiatives in primary and secondary schools. I was pleased to hear that Wales & West Utilities will be working with pre-university students, too. Carbon monoxide is also important. Looking at the numbers here, the planned expenditure on carbon monoxide is quite high. In terms of fuel poverty, I appreciate that it is expensive to do face-to-face engagement. Obviously, there’s a reason behind the figures but, if anything, I’d push up the education one. £50,000 for education probably won’t stretch very far.” Charity
- “There’s never enough funding for fuel poverty, but £220,000 is a reasonable amount. We find that we get a lot of people with broken appliances who need essential items, so £40,000 might be a bit low for this one. I don’t know enough about the other areas to have a strong opinion on them. However, £75,000 on CO monitors against £40,000 for broken appliances seems a little bit off balance. The more money invested in fuel poverty for our work, the better.” Consumer body
- “There’s never enough money for fuel poverty. Overall, it looks to be a good split. Education is important. How far the £50,000 towards that will go, I don’t know, but it is obviously a finite pot of money. It looks to be a good split based on what we see there.” Consumer body
- “I’d agree that the split looks reasonable. With the fuel poverty amount, it all depends how ambitious you are but it’s not a huge amount of money to make a big impact. With everyone working from home at the moment, we’re all dependent on electricity and gas, so our home efficiency and comfort will become more important.” Utility

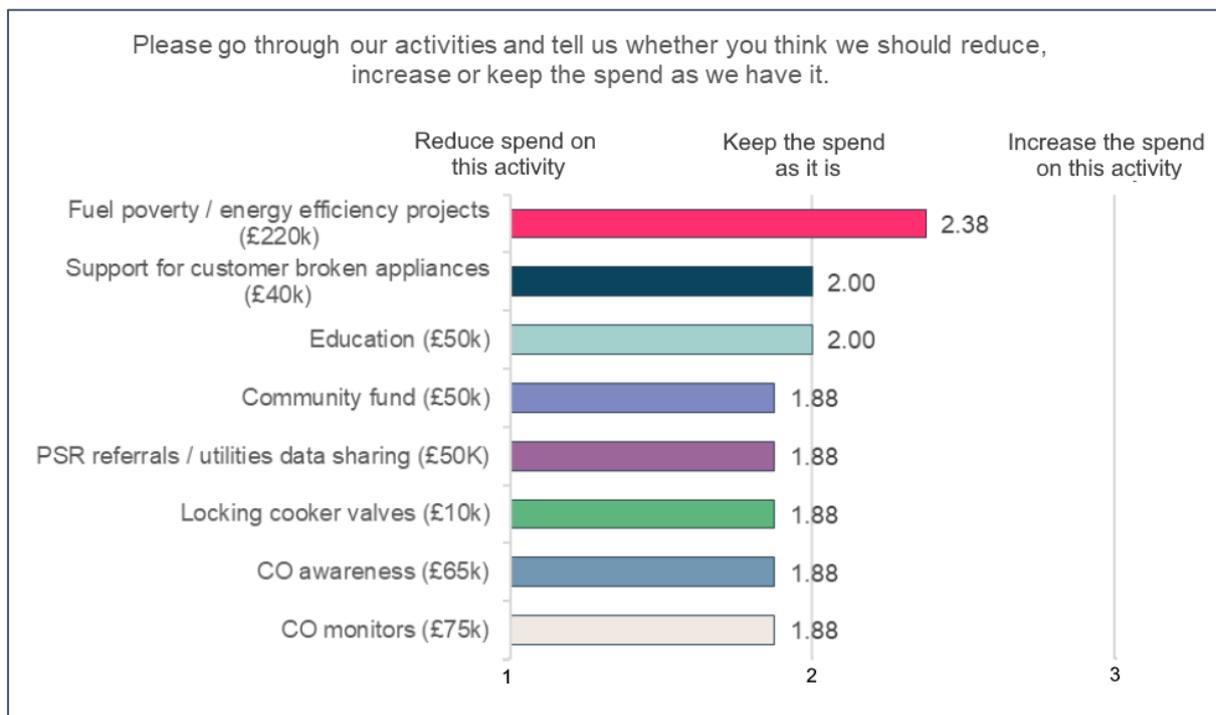
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- “The money being spent on carbon monoxide seems very high compared to some of the others. As for CO awareness and education, I’d have thought they were quite similar. Could we push up the fuel poverty budget somehow?” Housing association
 - “I’d like some more detail on CO awareness and your method of delivery. Could it be tied in with the education budget or is there a more cost-efficient way of spreading that awareness? Obviously, I see education as important, but without a cost breakdown or the methodology, I’d need more detail. Otherwise, fuel poverty seems to be very important in terms of the comments from the group.” Academic
 - “We’re talking about small amounts of money, but you mentioned opportunities to collaborate. Can you spell that out a bit more? Wales & West Utilities could signpost this.” Charity
 - “From a Rural England perspective, all of these activities are very essential. How do you identify a rural vulnerable person and how are you identifying that person for those particular schemes? Often in the rural community, people try to make do for as long as possible and they don’t have the social networks to be able to change it. It’s about having the budget to identify those who are hard to identify.” Emergency services

2. Has COVID-19 changed our stakeholder priorities?

- With COVID-19, we were getting a lot more referrals, so the need and demand for these projects is definitely there. According to some recent statistics, fuel poverty has dropped over the last two years but with Covid it will rise again.

ELECTRONIC VOTING

Following the workshop, Panel members were asked to vote from one to three on each of the activities detailed in the Business Plan proposals, with one representing 'reduce spend', two representing 'keep spend as it is' and three representing 'increase spend on this activity'. The outcome of this vote, expressed as an average across the group as a whole, is shown in the table below. Clearly, Panel members are of the view that the proposed split is broadly appropriate with Fuel Poverty / Energy Efficiency Projects, the one area where stakeholders were of the view that Wales & West Utilities should go further than proposed.



SESSION 3: THE TRANSITION TO NET ZERO

The final discussion session was introduced by Chris Clarke, Energy Strategy Director. Chris explained how Wales & West Utilities' GD2 Business Plan proposes to be Net Zero Ready by 2035. He then outlined how Hydrogen (green and blue) will need to play a key role as will biomethane and how hybrid systems (one part green gas to four parts electricity) make green gas go further.

Chris went on to explain that significant investment is needed to decarbonise heat before introducing the The Gas Goes Green programme, which will deliver the world's first zero carbon gas grid by bringing together the engineering expertise of Britain's five gas network companies. Chris then talked Panel members through the Smart Hycompact project - low cost hybrid boiler in one box, aimed at overcoming the retrofit skills challenge. Stakeholders were then asked to comment on the barriers that need to be overcome to transition to net zero.

It was commented that more work should be done by suppliers of new technology such as hybrid boilers to promote their products so that customers are able to see the savings that can be made. In turn, it was felt that this would help to bring costs down for consumers. The example of electric vehicles (EVs) was given. However, the point was made that customers need to be better informed on new products which will require engagement and education. It was felt that Wales & West Utilities could play a role in this as networks are more trusted than suppliers.

The role of engagement to educate customers in vulnerable circumstances was cited. There were examples given of new technologies being given to certain customers, including those in social housing, without adequate training on how to use them which is obviously counter-productive and potentially anxiety-inducing for some. It was acknowledged that new technologies have the potential to save customers money but again the point was made that the transition to lower carbon technologies needs to be just and fair otherwise it will inevitably be the more affluent, early adopters who benefit from the rollout of low carbon technologies. The need to participate in initiatives such as ECO flex (local authority approved heating and insulation grants) was seen as a good way of helping to ensure those on lower incomes can benefit from the transition to net zero.

Although the point was made that it would be the market that would drive change in this area, it was nevertheless felt that there was a role for Government to create the right regulation and provide a road map to decarbonisation, particularly of heat, in the same way they had with transport. It was also noted that subsidies could play a part as a means of stimulating the market, helping new technologies become mainstream.

It was commented that there is currently a skills shortage in this area, which needs to be addressed. The comment was made that heat engineers had little knowledge of new products such as hybrid boilers, but this could provide a huge opportunity in terms of upskilling the workforce.

1. What are the main barriers we need to overcome to transition to net zero - and what are the main benefits?

- “It’s really getting the market moving and getting the right regulatory system. With EVs, that’s being driven by car manufacturers. We need to do something like what happened with double-glazing. That wasn’t moving very fast until the retailers got on board with it. We need to focus on the market and have less regulation and more subsidies. Without that, we won’t get very far. At present, there’s a lack of products on the market and a lack of skills.” Government representative
- “I’d like to make a general overview point that hasn’t come out so far. In terms of net zero, there’s a land challenge, a transport challenge, a heating challenge, and a power challenge. The latter is the easiest to deal with. The transport one is amenable as people will take up EV. The land one is very difficult. Along with these levels of difficulty, heating is a really difficult one as the gas central heating system works well. Moving to something better will be difficult. Clearly, the pandemic has highlighted importance of ventilation in buildings and homes. Heat pumps and highly efficient houses may run into problems if you’re operating in the winter period. That’s another reason why hybrid heat pumps are particularly effective.” Government representative

2. How might these barriers be overcome?

- “There’s a fundamentally important point here in that, without a consistent and reliable plan, it will take longer. Chris’ presentation illustrated that the market is recognising that regulations are changing. If the market doesn’t deliver, then that industry of boilers will be out of business. Going back to EV, it’s demonstrable that the government have a set clear set of targets with dates and mandates, and industry has responded. In 2018, there were seven EV models available to the market. Last week when I checked, there were 210. The market can now see what’s coming. The market is now talking to customers. If you go to a dealership, they are talking to you about EVs whereas two years ago, there were no regulations or financial incentives. It’ll take some stiff regulations and innovative private sector input to make this happen. This will only be a sustainable and just transition if we take customers with us.” Charity

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- “People don’t appreciate the cost of these new technologies. There is funding, such as the Eco FLEX funding for local authorities, but unless the technology becomes mainstream it won’t get into people’s properties. Smart meters never took off because they couldn’t be installed by normal installers. We need to get products known to the mainstream public.” Charity

3. How do the barriers and potentially the benefits differ among different groups, for example those living in vulnerable situations?

- “In terms of transitioning to net zero and considering the needs of vulnerable people, the research Wales & West Utilities did with Mindset highlighted the impact that changing things can have on vulnerable people. Interruptions to daily life can have more of an impact than you’d expect. Wales & West Utilities need to engage with those groups of people. They need to make sure it’s as easy as possible and also communicate on why those changes are needed. Make sure those people feel comfortable in accessing and changing their heating systems.” Charity
- “The vulnerability of clients and interruptions does have big effect on people. One of my clients had air source heat pump fitted and it has taken her 2–3 months to settle in and get to grips with those changes. It was dumped on her by the local authority, so she didn’t have a lot of say in it. She has noticed drop in electricity costs but initially it was a big shock to her. You should make sure you explain everything properly and have clear lines of communication.” Charity
- “People get new technology installed in properties but aren’t shown how to use them. Behavioural change is vitally important, too. When engaging vulnerable people on new technology, do the opposite of what the smart meter scheme rollout did. With smart meters, people were only looking at the negativity and once you get the bad press, it’s already too late.” Charity
- “Where your role as a network operator stops is as important as where your role starts. I would call the ‘translation phase’ the most important. You wouldn’t go to a shop to then be presented with your shopping, that is, what you’ve bought, what it costs and how to cook it. What I mean by that is that the role of the network is translating the changes to people. From an engagement point of view, it’s important that networks understand their role but don’t overstate it. Other organisations should be accountable

for the narrative on net zero, for example the government or housing associations. Be part of the journey to net zero but don't overstate your own role." Charity representative

- "Networks are more trusted than suppliers are for things like ECO, so it should go through local authorities and networks. You can see the same thing happening with a lot of technology. The problem with the market at the moment is that you can be really clever in getting an EV, a heat pump and an Octopus tariff, but what about the people who can't afford all that?" Utility

4. Do you think customers see themselves as playing a key role in the transition to net zero or do you feel this is something for policymakers or networks?

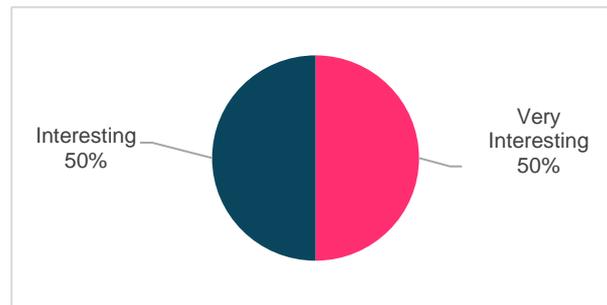
- "This transition needs to be customer led. Heating engineers out there are unaware of heat pumps. If there are 100,000 engineers, only a few of them know anything about things like heat pumps. A huge amount of the cost is associated with the cost to sell. The suppliers have to speak to customers directly at the moment, but it could remove a huge amount of cost from them if we could get engineers involved in the promotion and set-up side of things." Utility
- "This session has been useful and interesting. We've had two quite different and oppositional points of view in same meeting. We've got net zero and high cost on the one hand versus fuel poor people and those being left behind on the other. What's important from this conversation is that networks have big role in ensuring that it's not an either / or solution. It isn't about either solving fuel poverty or transitioning the network. We have to do both." Charity

CONCLUSION

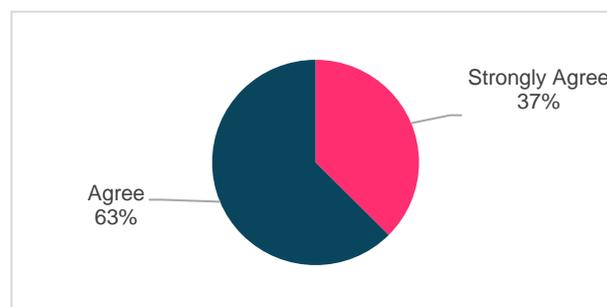
Panel members were broadly of the view that there will be an increasing need to provide support for customers struggling to pay their bills and those in vulnerable situations, particularly in light of the Covid-19 pandemic and the economic impacts. It was also felt that the need to decarbonise the gas network provided a challenge that is growing in importance. However, the point was made that these two challenges are not mutually exclusive so there is a role to be played by energy networks to ensure that the transition to net zero is just and fair and that the more vulnerable and least affluent are not disproportionately disadvantaged or left behind by this transition. .

APPENDIX 1: WORKSHOP FEEDBACK

1. Overall, did you find this panel to be:



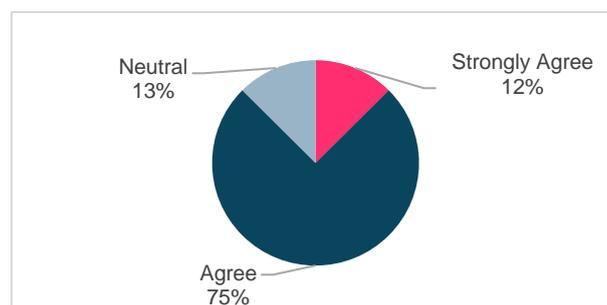
2. Did you feel that you had the opportunity to make your points and ask questions?



Comments:

- “The panel was very engaging with questions being asked to all panel members.”
- “Facilitation worked well & made it easy for everyone to share their points and questions.”

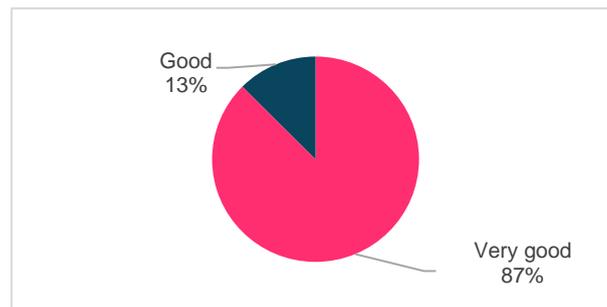
3. Did we cover the right topics for you on the day?



Comments:

- “Interesting to know the ambitions and future of Wales & West Utilities. Net Zero and supporting the vulnerable isn’t something I could shed great insight on, but found it very interesting nonetheless.”
- “The issues discussed certainly are important to rural areas.”

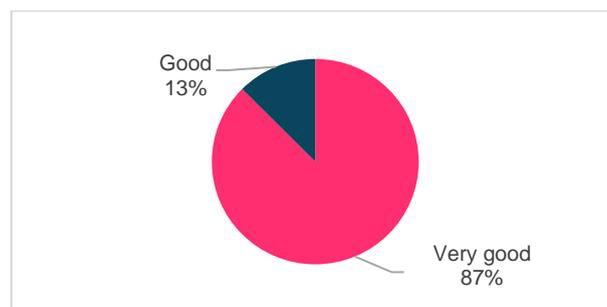
4. What did you think of the way the panel was chaired by your facilitator?



Comments:

- “Our facilitator was very good at engaging all members of the panel and asking questions relevant to the panel member.”
- “Very professional.”

5. How well do you think the online format worked?



Comments:

- “Online format works well, with the ability to digitally raise your hand to ask questions and engage with the presenter.”

6. Do you have any other comments?

- “Very interesting event.”



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