

WALES & WEST UTILITIES CRITICAL FRIENDS PANEL

FEBRUARY 2020



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INTRODUCTION

On 3 February 2020, Wales & West Utilities hosted a Critical Friends Panel to seek feedback on the company's approach to sustainability. The meeting took place at The Connect Centre, Newport and a total of 10 Panel members were in attendance.

The event began with a Business Performance update, presented by Sarah Williams, Head of Regulation. The presentation included information on how the company had performed against its regulatory and safety targets. Sarah also explained the company's focus on sustainability and the drive for Wales & West Utilities to align its performance commitments to the United Nations Sustainable Development Goals (UN SDGs).

The next session of the morning was presented by Sarah Hopkins, People & Engagement Director. Sarah elaborated on sustainability, explaining that the company was focusing on seven of the 17 SDGs. Following this, Neil Henson, Director of Finance, talked the Panel members through SDG 8: Decent Work and Economic Growth, before asking Panel members to discuss matters relating to the company's finance ability in the upcoming price control period RII0-GD2, which runs from 2021 – 26.

The final session of the day was introduced by Elizabeth Warwick, Stakeholder Engagement Manager. Elizabeth explained that, in response to SDG 17: Partnerships for the Goals, Wales & West Utilities is considering setting up a Citizens' Panel. Stakeholders were then asked to give their feedback on what this might look like and what the make-up of a Panel of this nature should be.

The final session of the morning involved stakeholders reviewing the seven SDGs that Wales & West Utilities had focused on before considering the targets they deemed most important to them, other targets that should be included and which they would like to engage further with the company on.

ATTENDEES

10 stakeholders attended the workshops, each representing a unique organisation. The organisations represented were as follows:

Cardiff and Vale College

Care & Repair Cymru

Centre for Sustainable Energy

Citizens Advice Denbighshire

Energy & Utility Skills

Hafod

The Joint Radio Company

Major Energy Users' Council

Rural England

Warm Wales

BUSINESS PLAN UPDATE AND PANEL MEMBERS' REASONS FOR ATTENDING

Summary

Sarah Williams, Head of Regulation, opened the meeting by giving Panel members a Business Performance update. She told attendees that the company had submitted its RIIO-GD2 Business Plan (2021 – 2026) to Ofgem in December 2019 and explained that the Business Plan is subject to a new Open Hearings process, with Wales & West Utilities' hearing due to take place in March 2020. After this presentation, stakeholders were asked to introduce themselves and state their main reason for attending the meeting.

Sarah then talked the Panel members through the company's performance against its regulatory and safety targets, explaining that all of these had been met. It was added that Wales & West had delivered face-to-face gas safety messages to over 1,700 school pupils and, for the sixth consecutive year, had won the RoSPA Gold Award. In terms of how the company had performed against its Driving Outstanding Service commitment, it was noted that the company's current customer satisfaction score had been maintained at 9.18 / 10, placing it as the second highest performing GDN. Sarah also explained how the Healthy Homes Healthy People project with Warm Wales had helped 959 homes save a total of £641k in 2019.

The final part of Sarah's presentation focused on environmental sustainability, delivered as part of the company's Designing Our Future commitment. It was stated that there are now a total of 19 biomethane plants connected to the company's gas network, which can potentially power more than 180,000 homes. Sarah then explained how the company had developed a new Environmental Action Plan and was working to align its commitments under the United Nations Sustainable Development Goals (UN SDGs).

Wales & West Utilities Critical Friends Panel is made up of members from a range of backgrounds. Those representing the voluntary sector and consumer-interest groups were interested in the work the company is doing to help customers in vulnerable situations, those living in fuel poverty and those in rural areas. Others, from a more technical background, were interested in learning more about the work the company is doing to innovate. All of those who attended the Panel were keen to hear about how the company is performing against its performance commitments and to receive updates following the submission of the RIIO-GD2 Business Plan in December 2019.

1. Who do you represent and what is your reason for attending today?

- "I work for a consumer-interest group and have a particular focus on fuel poverty. I'm interested in what is going in the Business Plan and how we can contribute to it." Voluntary / charity representative

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- “I’m here representing a network infrastructure company and we work to ensure that the network functions safely and efficiently. I’m interested in how Wales & West is planning to roll out its smart networks in the future, as we have a role to play in that.” Infrastructure / engineering representative
 - “I work for a consumer body and am looking to address fuel poverty. My organisation works with WWU to help deliver the ‘Healthy Homes Healthy People’ project and I’m interested in what can be done for customers to bring them good value for money.” Consumer group representative
 - “I’m here representing a rural-interest group and want to make sure that the concerns of the rural community are represented.” Environmental group representative
 - “I work for a charity that works with older homeowners to help them adapt their homes as they get older. We work with WWU a lot to ensure that they are aware of what is being offered and to keep them safe.” Voluntary / charity representative
 - “I’m here representing a charitable organisation that delivers energy advice to vulnerable customers. I’m also greatly interested in WWU’s work around innovation.” Voluntary / charity representative
 - “I’m the maintenance manager for a housing organisation and am here to talk and listen.” Housing representative
 - “We work with WWU in delivering education contracts. I’m particularly interested in future skills shortages and how we can support you in addressing these issues through education.” Academic representative

WORKSHOP 1: THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGs)

Summary

Sarah Hopkins, People & Engagement Director, introduced the first workshop session of the day, which focused on the United Nations Sustainable Development Goals (UN SDGs). In her presentation, she discussed how Wales & West Utilities had worked to ensure that sustainability became a ‘golden thread’ running through the recently submitted GD2 Business Plan and had reshaped the company’s ambition.

Sarah then played a short video which explained each of the UN’s 17 SDGs before explaining the journey Wales & West Utilities had been on to align its priorities to these goals and to the facets of the Welsh Government’s Well-being of Future Generations Act 2015. She added that the company’s approach, which had evolved further thanks to input from WWU’s Customer Engagement Group (CEG) and engagement stakeholders, was now focused on delivery. Sarah then explained that the company had identified seven of the 17 SDGs which were most pertinent to the business.

Stakeholders had a range of different perspectives on what the term ‘sustainability’ means, with some naturally focusing on environmental sustainability, including the role that gas can play in helping the UK meet its targets for decarbonisation. Several stakeholders commented that sustainability related to how the company can minimise the impact of its operations in order to protect the environment for future generations. It was felt that companies like Wales & West Utilities should adopt a long-term approach to planning, which is not always possible when thinking in terms of five-year price control periods.

Others viewed sustainability slightly differently. It was felt that the term should relate to affordability, particularly when it comes to ensuring that the less affluent are not disadvantaged by the move towards a decarbonised economy. It was also noted that this move should not disadvantage those in rural areas, and Wales & West Utilities had a role to play in empowering communities and in encouraging customers to feel more connected to their neighbours and the environment.

1. What does sustainability mean to you?

- “I simply feel that sustainability means creating a future in which we’re protecting the planet for future generations. When it comes to education, I want to make sure that WWU can continue to grow in the right direction by making sure that it has the right skills to ensure that it meets its sustainability goals.” Academic representative
- “A major problem for us is that, sadly, most large users only have a time frame of about five years. The main thing that they want is for the gas industry to continue to survive and deliver gas in its current form. That will obviously affect their mindset towards what sustainability is and

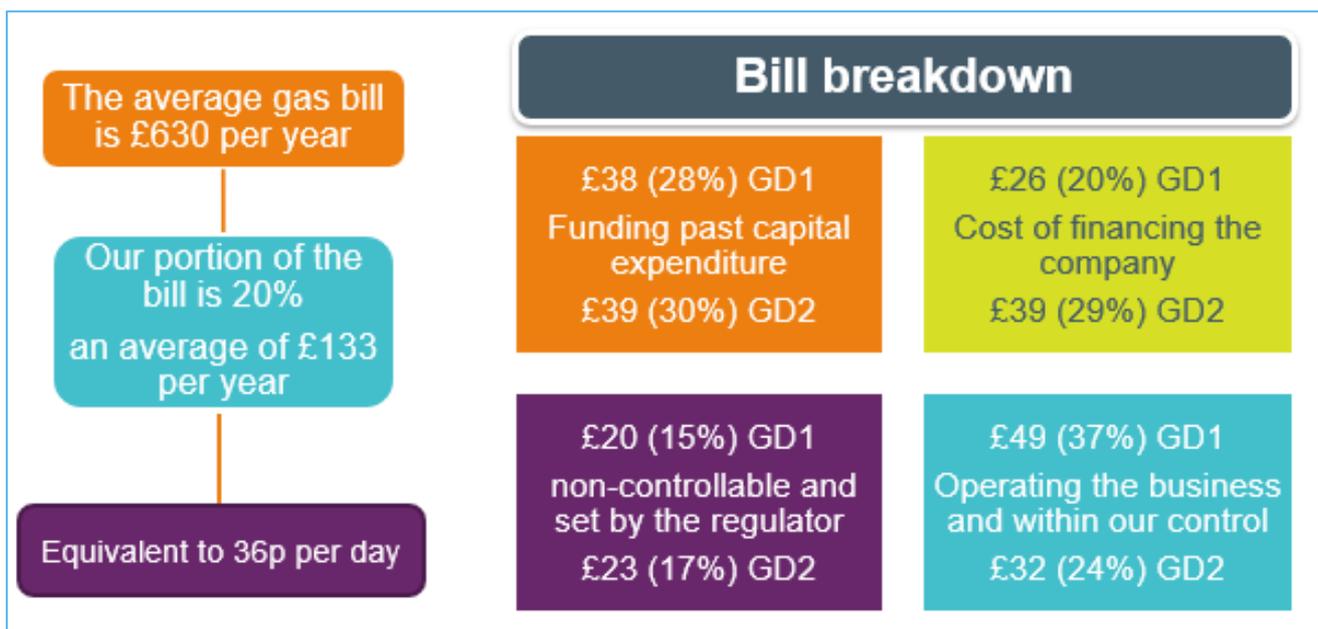
how they might feel about a transition towards hydrogen and a carbon-zero future.” Consumer group representative

- “Sustainability is about making sure that whatever you do today is right for the future. The idea of fairness is hugely important to me when I think of sustainability. I want to make sure that those who cannot afford the low-carbon kit are still able to take part. It’s a key challenge, but they cannot be left behind.” Voluntary / charity representative
- “We do a lot of work with schools and try to instil in them why it is so important to protect the environment. Both pupils and staff have responded well to them, and we feel that it’s hugely important to get the word out as far as possible.” Voluntary / charity representative
- “I think that the challenge that the gas industry now faces is how it stays relevant as the industry changes around it and as expectations change too. Gas has always been a cost-effective solution and it needs to stay that way as we transition to a low-carbon future. The government also needs to play a role in potentially finding a middle way to achieve this: clean energy needs to be delivered at a price that everyone can afford.” Infrastructure / engineering representative
- “Affordability is a major concern when it comes to sustainability: a lot of people cannot afford the kit to run their heating purely on electricity. I would also like to see some kind of transition period in terms of phasing out less environmentally-friendly forms of gas and introducing greener sources.” Consumer group representative
- “Sustainability is a part of a bigger picture for us: in my housing organisation, we are looking for ways to empower our community, such as through placing allotments in our housing, for example.” Housing representative
- “If I could bring in the rural perspective to this discussion, we need to make sure that we build up a community spirit in the countryside again and make sure that they feel connected with each other and the environment in which they live. That will make them feel motivated to protect that area. It’s also critical for rural dwellers to have access to new technologies, not just the cities.” Environmental group representative

WORKSHOP 2: SDG 8 – DECENT WORK AND ECONOMIC GROWTH

Summary

Neil Henson, Director of Finance, introduced the second workshop session of the day. Neil explained that gas distribution accounts for around 20% (£133) of the average customer's annual bill. The graphic below explains how this figure is broken down now and how it is expected to be broken down in the upcoming price control period:



Neil explained the role of the regulator, which is essentially to protect customers, striking an appropriate balance between bills and GDN revenue. He went on to explain that the company had borrowed based on fixed interest rates in 2007. It was noted that the cost of debt had declined significantly after this date, following the global economic downturn. As a result of this, the projected cost of debt and cost of equity in Wales & West Utilities' RIIO-GD2 Business Plan is significantly greater than that allowed by Ofgem. The graphic below shows this disparity:

For GD2	Allowed cost of debt	Allowed cost of equity	Average Bill level (2018/19 prices)
WWU Business Plan	5.25%	6.1%	£133.06
Ofgem	1.93%	4.8%	£113.72
% difference	3.32%	1.3%	£19.34
£ difference p.a.	£50.8m	£13.3m	

Neil explained that this would have a number of serious consequences for the company. These consequences include Wales & West Utilities' credit ratings being downgraded, which would lead to long-term debt investors becoming concerned and new debt becoming more expensive. It would also lead to a risk of deterioration in service and severe cost cutting. After explaining this situation to Panel

members, Neil talked them through the next steps in the process. This involved continuing discussions with Ofgem, ahead of an Open Hearing in March, a Draft Determination of the company's Business Plan in July 2020 and Final Determination in November 2020.

Stakeholders seemed to understand the information to some extent, but the majority of the discussion involved Panel members asking questions of Wales & West Utilities personnel in order to clarify the situation. Most were of the view that it would not be appropriate to engage with customers on this matter as it is far too complex a topic for most people. The suggestion was made that the company should do more to educate customers about this, but it was nevertheless felt that the majority of customers simply wouldn't be interested.

Some were of the view that the company should look to make cost savings where possible, while others seemed to accept that prices would naturally increase in the coming years. All, however, felt that it would not be acceptable for service levels to deteriorate in the next Business Plan period.

It was also felt to be unacceptable that the company should be placed in a situation where it was not viable, which would result in job losses or a reduction in much needed investment. Whilst it was commented that customers were primarily concerned with receiving a good service, some felt that shareholders' returns on their investment were not a high priority for customers, particularly in a context of negative publicity for energy companies and talk of nationalisation of the energy networks. One stakeholder commented that shareholders had had a good return in the past so should be made to pay the consequences in the future, although the point was made by another Panel member that the company was actually being penalised for investing early in its assets, which seemed unfair. It was added that if the company was not seen as a good investment for shareholders, this would mean that all customers would suffer as the company would be unable to invest in its assets.

Most stakeholders were of the view that a compromise should be sought. It was suggested that Ofgem ought to be more flexible in its approach, accepting that different rules apply for different GDNs rather than insisting on the same approach for all.

1. Does this information make sense?

- "The market has changed dramatically since 2007. How does Ofgem judge how WWU is fulfilling its goals in terms of network characteristics, technology implementation, costs and performance?" Infrastructure / engineering representative
- "What is WWU doing with its supply chain for replacing pipes? Does the company have one single supplier?" Infrastructure / engineering representative
- "Once the costs have been agreed, are they split across all the customer bills or are they only billed to customers in the area where the investment has been made?" Voluntary / charity representative
- "How is WWU coming to its bill cost ideas between GD1 and GD2? Where has the money come from?" Voluntary / charity representative

2. How would you summarise the overall position of the company and its shareholders?

- “I don’t understand how Citizens Advice are saying that billions are being overpaid to companies like WWU and the company is demanding more than Ofgem. These numbers don’t seem to add up.” Consumer group representative
- “You need to work to get your message out better to customers to highlight why you are putting your prices as they are. You need to put emphasis on how they impact on your bills in a fair way. I understand that you have to invest in the business, but it needs to be clear to the public about why your figures are where they’re at. Having said that, most people just won’t be interested.” Consumer group representative
- “Is there no way that WWU could find the money to make up this £19 difference between its billing levels and the Ofgem billing levels? I’m sure that operating costs can be reduced on WWU’s side.” Infrastructure / engineering representative

3. Is WWU’s position on cost of capital reasonable?

- “WWU should be borrowing sensibly to reduce the debt. The size of the network isn’t reducing, and the assets are declining in value. Why is WWU borrowing more rather than less when its assets are costing less?” Consumer group representative
- “If the cost went up and the service continued to be good, I would probably accept it too, because the cost of everything is also constantly rising. What I don’t want to see is service levels going down.” Academic representative
- “I’m concerned about the level of interest that WWU has marked out. An interest rate of 1.9% would not enable you to secure a loan for anything. It doesn’t seem right.” Infrastructure / engineering representative

4. Have WWU shareholders been fair and responsible?

- “Although I broadly agree with keeping costs as low as possible for consumers, I would worry about the potential situation of shareholders pulling out on mass if it skewed so far towards consumers. New owners would take over and there would be no guarantee that they would not increase prices from their current levels. You’d have a worse situation in the long run.” Consumer group representative
- “I feel that the shareholders should take some pain in this price review, as they have been overpaid in the last 8 or 9 years.” Consumer group representative

5. How would you summarise the overall position of Ofgem?

- “I was wondering whether it would be possible for Ofgem to treat one GDN differently to another? As a consumer, you don’t have an opportunity to shop around. I’m surprised that Ofgem seems to be so steadfast in its attitude.” Environmental group representative

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- “As a consumer, I don’t want to be held responsible for WWU’s business decisions 8-10 years ago, so some of Ofgem’s logic is sound.” Environmental group representative
 - “The £19 difference between WWU’s and Ofgem’s desired bill levels is a huge leap. What are Ofgem’s motives in terms of charging / paying less when they know that it could make you unsustainable in future?” Environmental group representative
 - “With the increasing nationalisation of the railways, I do feel concerned that there will be more political intervention to improve customer experience. However, these are driven by spreadsheet economics, will not give you any tangible benefits and I worry that things will get worse for customers.” Infrastructure / engineering representative

6. Would Ofgem achieve an appropriate balance between customer bill and investor returns for GD2 if its assumptions applied?

- “I feel that Ofgem could help in achieving the appropriate balance, but also feel that it could be helpful if WWU negotiated collectively as part of the gas industry with Ofgem.” Voluntary / charity representative
- “I’m also worried about whether the proposed approach could lead to distributors being penalised for investing early by Ofgem, which isn’t fair and would impact upon sustainability.” Voluntary / charity representative

7. Would a potential compromise be a better outcome for both customer and investors?

- “I feel that a compromise could be a good outcome for both customers and investors. However, Ofgem would need to take a logical region-by-region approach, as each one has different challenges. This means that an appropriate cost could be established for both sides.” Infrastructure / engineering representative
- “I would be happy to see a compromise and a fairness in billing as long as vulnerable and fuel-poor customers were exempt.” Voluntary / charity representative

8. If we wanted to seek further feedback from you on this, what information would you need or what else would we need to explain?

- “If WWU is going to try to engage with the public on this pricing structure, it should really explain the economic benefits to its proposals and what they could bring to a region. Getting people to judge on corporate fairness seems to be too much of an ask.” Voluntary / charity representative

9. Is engagement on this area with customers important as we balance customer bills with company sustainability?

- “It would be important if customers felt empowered and able to have an effect.” Supply chain / Consultant

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- “However, if there was no opportunity at all, customers would feel shut out of the process.”
Supply chain / Consultant
 - “The other issue is simply getting customers to engage even when an opportunity is placed before them. This whole area can be too much of a mountain at times.” Voluntary / charity representative
 - “People are not interested in the reasons why their bills are going up; all they want to see are the figures.” Consumer group representative
 - “I’m not sure whether WWU needs to put so much focus on engaging people about this because those who are engaged are likely to be the wealthiest and least affected by the difference between WWU’s and Ofgem’s proposed prices.” Infrastructure / engineering representative

WORKSHOP 3: SDG 17 – PARTNERSHIPS FOR THE GOALS

The next presentation was given by Elizabeth Warwick, Stakeholder Engagement Manager. She talked stakeholders through the aspirations of SDG 17: Partnerships for the Goals. Elizabeth explained that, in response to this Goal, the company was considering the formation of a Citizens' Panel to co-create solutions and measure success.

Panel members were asked to consider the composition of this Panel and whether it should reflect regional differences. It was then asked whether there was scope to link with the voluntary sector or other fora, including groups set up to feed back on Welsh social services and the Welsh Government's Well-being of Future Generations Act 2015. Panel members were also asked to consider the ways that the Citizens' Panel should communicate progress and measure effectiveness.

Stakeholders broadly agreed that Wales & West Utilities should create a Citizens' Panel and felt that it should be made up of 20 – 30 people. Whilst there was consensus that the Panel should include groups such as rural dwellers, climate-change sceptics, Welsh-speakers and SMEs, it was acknowledged that, with such a small number, it would be difficult for any Panels to be truly representative. It was also felt that there should be a limit to the scope of any Panels and that they shouldn't necessarily have an influence over certain decisions.

It was acknowledged that there is a risk that Panels of this nature may be 'self-selecting' as only a certain type of person would be interested in participating. In order to address this, it was therefore suggested that potential Panellists be incentivised. It was also noted that a Panel doesn't necessarily have to involve people attending an event per se and that Panel sessions could be conducted online and publicised through social media. Whilst it was felt that this may broaden attendance and help to involve the hard to reach, it was countered that online engagement is no substitute for engaging with customers face-to-face.

1. What do you think the make-up of the Citizens' Panel should be?

- "I support the idea of a Citizens' Panel on the whole." Housing representative
- "My only concern is that I'm not sure about WWU's vision for these Citizens' Panels. What does WWU want them to achieve?" Voluntary / charity representative
- "It's vital that WWU gets the right balance of people to ensure that the Citizens' Panel provides the right results." Voluntary / charity representative
- "The potential members from the education piece need to be paired down to about 20 people or so. I wouldn't try to do everything in one fell swoop." Supply chain / Consultant
- "I don't know how you could capture the huge range of people from just 20 – 30 people." Academic representative

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- “I wouldn’t put the funds of the company in the hands of the Citizens’ Panels. If you gave people a range of options and asked people to pick their favourite scenario, you’d be unlikely to get a sensible answer reached by consensus.” Infrastructure / engineering representative

2. Should the panel have a mixed profile to reflect regional differences?

- “I believe that there should be wider research to make sure that the broadest range of opinions possible are captured.” Academic representative
- “I feel that there should be roadshow-style meetings in the different regions in order to reflect the differences in each area.” Consumer group representative
- “There are such great contrasts within particular regions too, so it is very important to have multiple panels.” Academic representative

3. Should we have more rural dwellers?

- “Rural dwellers will be facing different challenges to people living in the city, so it would be good to have more of them on the panels to ensure that their views are heard.” Environmental group representative

4. Should we have a Welsh-speaking group in North Wales?

- “Different geographical representation is important, so I am in favour of this.” Academic representative

5. Should we aim to include SMEs in South East Wales?

- “Anything that widens the pool beyond older people and beyond those who are only able to attend in the evening after work is a good thing.” Infrastructure / engineering representative

6. How can we make sure we include ‘hard to reach’ groups?

- “WWU should try its best to engage with them, but the demographics for these panel groups are generally self-selecting, so it would be difficult.” Voluntary / charity representative
- “There simply needs to be a financial incentive. We ran a workshop recently where we had to pay people £100 to come.” Voluntary / charity representative
- “Social media is another potential avenue that could be used. They can be used to generate a buzz and engage people.” Housing representative
- “WWU could potentially run virtual panels online, although I do realise that this could discriminate against people in rural communities, so it would still need to run alongside something else.” Housing representative

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- “I’m concerned about the virtual conferences: I find that the online webinars can be frustrating as there is no guarantee that your question will be answered. The power is still in the hands of the operator leading the session.” Consumer group representative
 - “In my housing organisation, we ring people with a ‘question of the month’ and the response is generally good for that, so maybe WWU could consider that?” Housing representative

7. Should we include climate change sceptics in our Panels?

- “The contrasting views of climate change sceptics would be interesting and challenging and would mean that a wide range of opinions was represented.” Voluntary / charity representative
- “It’s important to get all kinds of voices out there and if you try to silence people, they will only get frustrated.” Voluntary / charity representative
- “It also gives you the opportunity to educate them and challenge them on their views.” Infrastructure / engineering representative

WORKSHOP 4: THE UN SDGs – AREAS OF IMPORTANCE AND SCOPE FOR FUTURE ENGAGEMENT

Summary

In the final session of the day, Panel members were asked to view the seven SDGs that Wales & West Utilities has identified as being particularly pertinent to them. They were then asked to place a red sticker against the activity that they thought was most important for them under each goal and a blue sticker against the activity which they would most like to engage with the company on in the future. After this, they were asked to return to their seats and give reasons for their decisions.

Stakeholders broadly viewed activities relating to environmental protection and increasing reliability as the most important. When it came to the environmental aspects, this involved helping to facilitate the roll-out of greener gases and working to reduce waste sent to landfill. Measures to increase reliability focused on working to constantly improve services to ensure customer satisfaction. They also generally felt that there was huge scope for engagement with the Welsh Government in relation to fuel poverty and decarbonisation, as the Welsh Government spearheads developments in this area in Wales.

Under SDG 7: Affordable and Clean Energy, the most important activity for Panel members was committing to a net zero network by 2035 and it was felt that the topic on which most stakeholders would like to engage with Wales & West Utilities was preparing the network to transport green gases.

When considering SDG 8: Decent Work and Economic Growth, it was widely felt that maintaining a sustainable and competent workforce was important, although stakeholders generally felt that they would like to engage with the company to develop and upskill the company's workforce through training as well as apprentice and graduate opportunities.

When asked to consider SDG 9: Industry, Innovation and Infrastructure, the most important activities for stakeholders involved continuously improving services to operate a safe and reliable network. The activity on which most Panel members would like to engage related to increasing green gas, hybrid heating systems and whole systems solutions.

Under SDG 12: Responsible Consumption and Production, it was felt that the most important activity proposed was continuing investment to replace inefficient iron mains. Ensuring the resilience of assets was the activity on which most Panel members would like to engage with Wales & West Utilities. When asked to think about SDG 13: Climate Action, ensuring that the network was net-zero ready by 2035 and net-zero by 2050 was regarded as both the most important activity and the one on which stakeholders would most like to engage in the future.

When considering SDG 15: Life on Land, stakeholders were very much of the view that the most important activity – and the one which they would most like to engage in the future – was the commitment to reduce waste generation that is sent to landfill.

Finally, when asked to consider SDG 17: Partnerships for the Goals, stakeholders viewed collaborating to share best practice and innovations as the most important proposed activity. The activity where they would most appreciate further engagement was engagement with the Welsh Government on fuel poverty and decarbonisation.

1. Which activities do you think are the most important, and why?

- “For Affordable and Clean Energy, ‘Preparing our network to transport green gases’ is the most important, as people are still going to want to use gas in the future and the infrastructure must be ready for it.” Voluntary / charity representative
- “For Industry, Innovation and Infrastructure, I feel that ‘Continuously improving our services, ensuring we continue creating a safe and reliable network’ is the key area, as if the network is not reliable, you are going to lose customer satisfaction. Customers use gas heavily, so the network needs to work effectively.” Consumer group representative
- “When thinking about Life on Land, ‘Reducing waste generation that is sent to landfill’ is the obvious one for me, as I’d love to see all businesses working towards sending less waste to landfill, so I would like to see WWU fall in line too.” Voluntary / charity representative
- “When thinking about Responsible Consumption and Production, I would say that ‘Continuing our investment in the replacement of inefficient iron mains’ is the key area, as the network needs to be made future-proof to prevent leakages.” Voluntary / charity representative

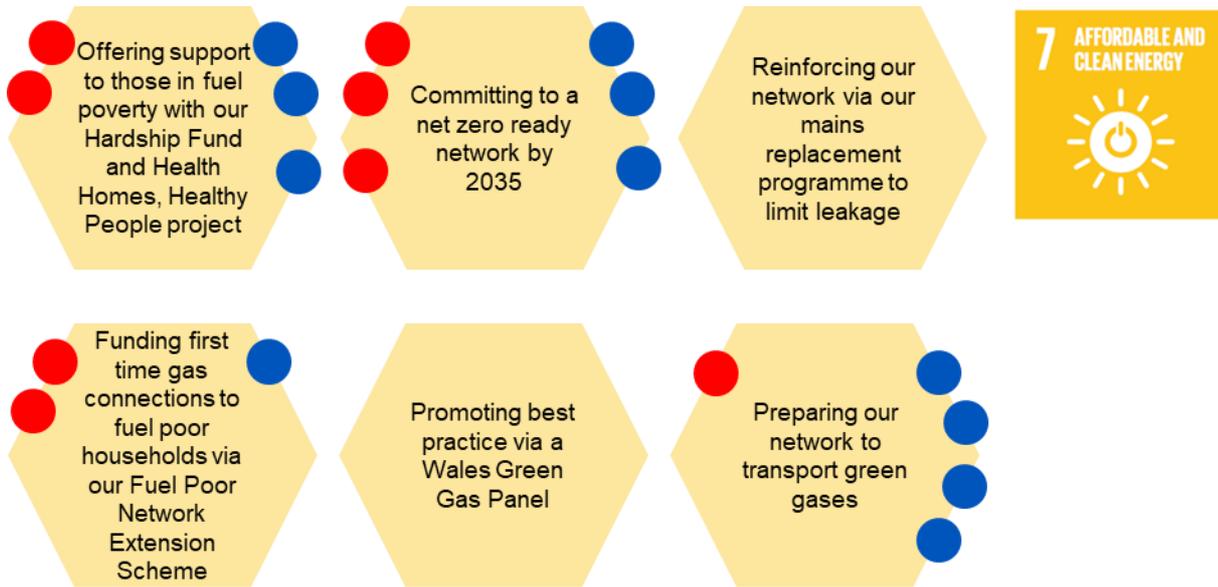
2. Which activities would you most like to engage with us on, and why?

- “For Affordable and Clean Energy, ‘Commit to a net-zero-ready network by 2035’ is the area where we can engage with you, as one of our targets is to reduce carbon emissions, so I feel that there is synergy there.” Voluntary / charity representative
- “In relation to Decent Work and Economic Growth, I would say that I could engage with WWU on developing skills in its workforce through our education contracts.” Academic representative
- “For Partnerships for the Goals, we could engage with you on ‘Engagement with the Welsh Government on fuel poverty and decarbonisation’, as the Welsh Government is the major driver for environmental change in Wales. Everyone is led by that. They are very hard to engage with for us as a small body, but as a large organisation, WWU can use its muscle to push forward initiatives in relation to this hugely key area.” Voluntary / charity representative

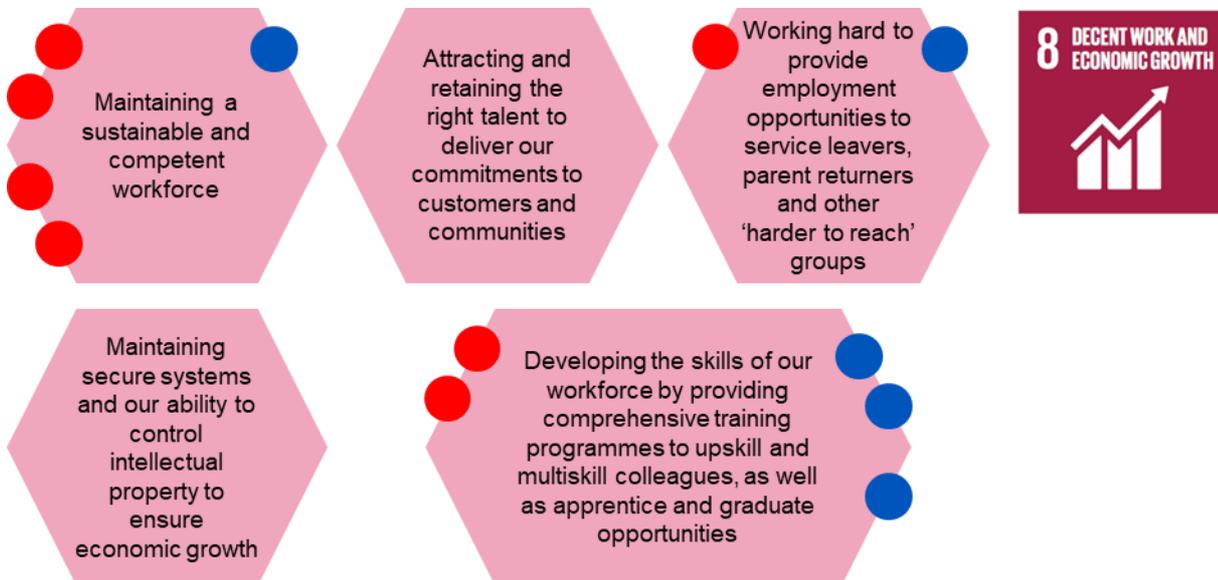
Recommendations

We would love to have greater opportunities to voice our opinions to you about how fuel poverty and decarbonisation measures can be pushed forward, which you can then voice to the Welsh Government.

SDG 7: AFFORDABLE AND CLEAN ENERGY



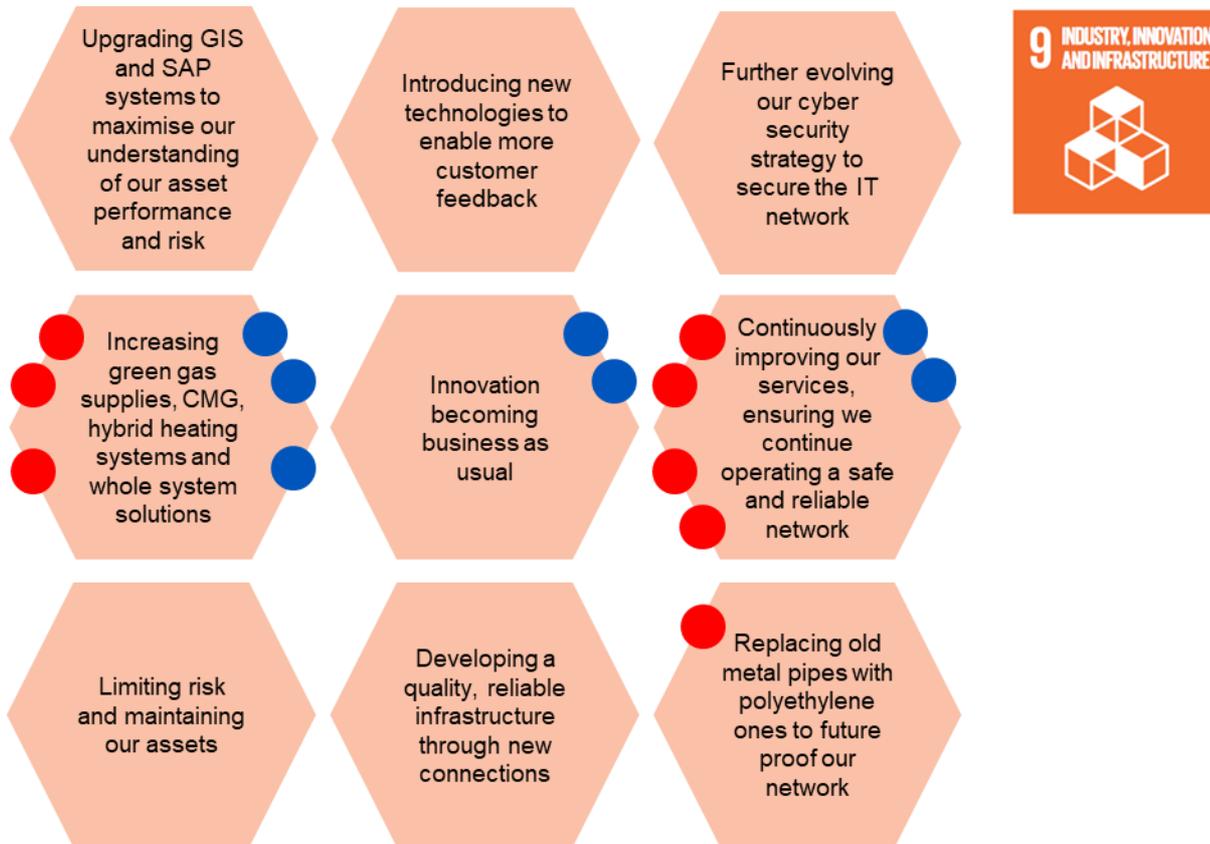
SDG 8: DECENT WORK AND ECONOMIC GROWTH



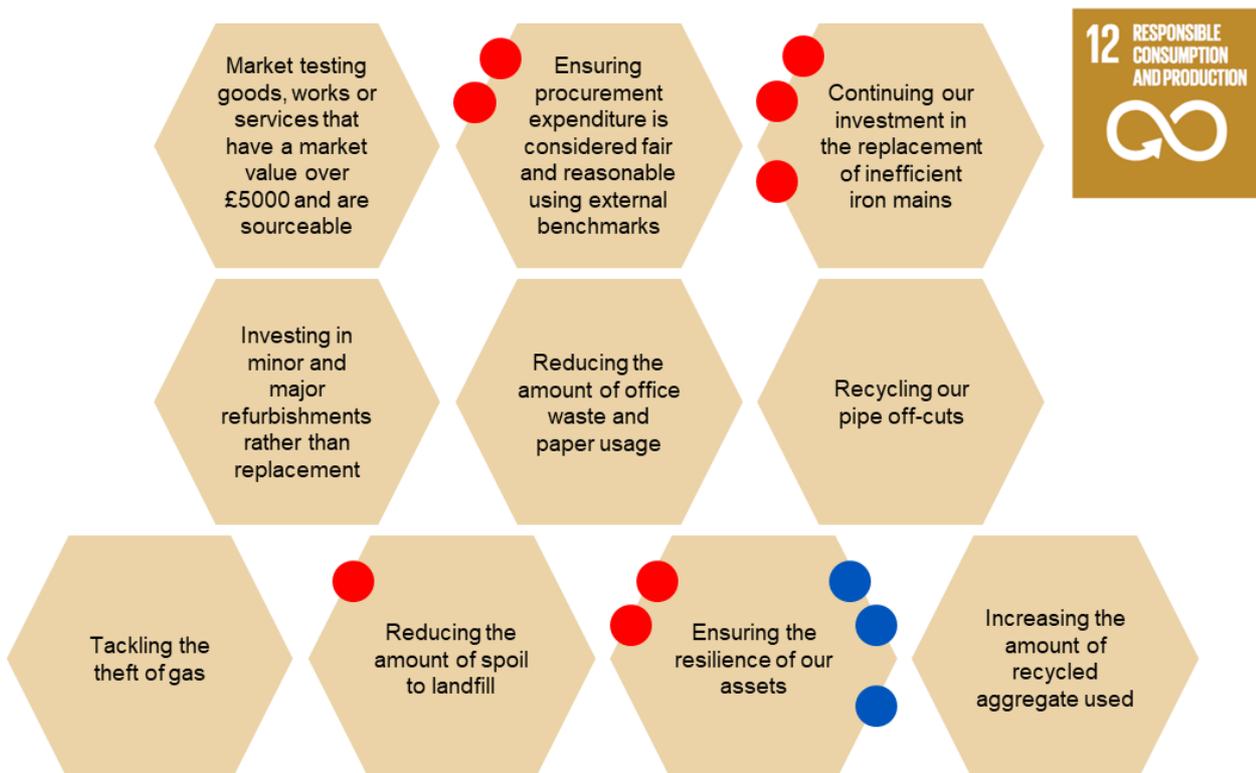
Red = The activity most important to Panel members

Blue = The activity on which Panel members would most like to engage with WWU

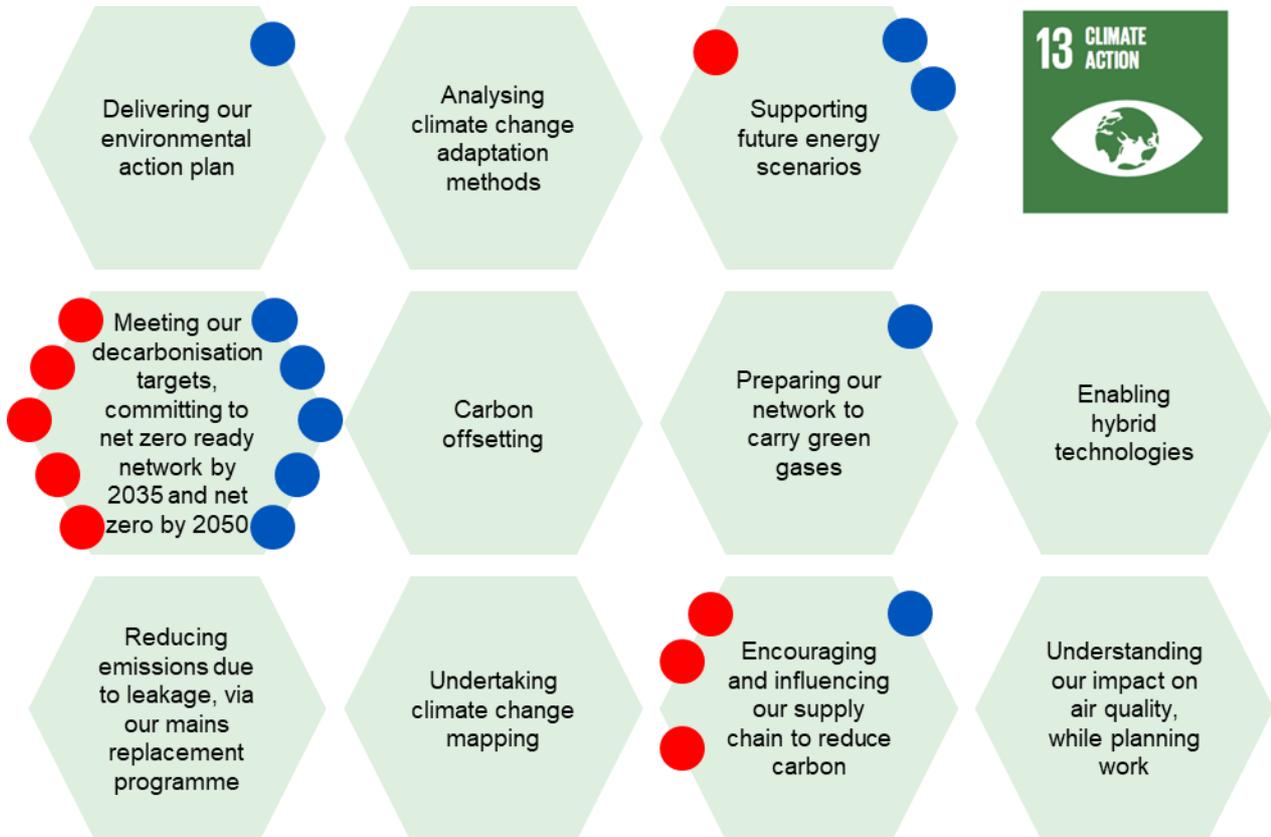
SDG 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE



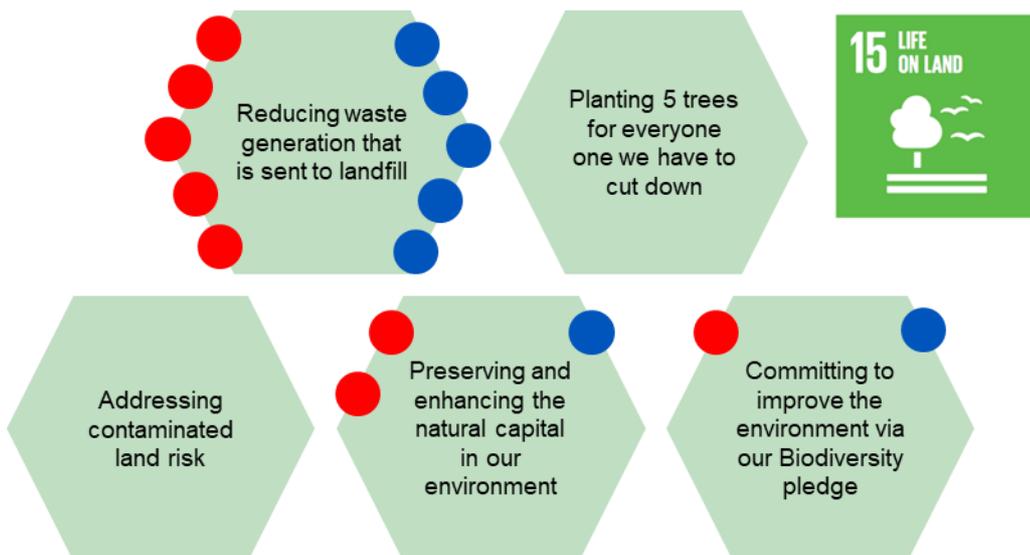
SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION



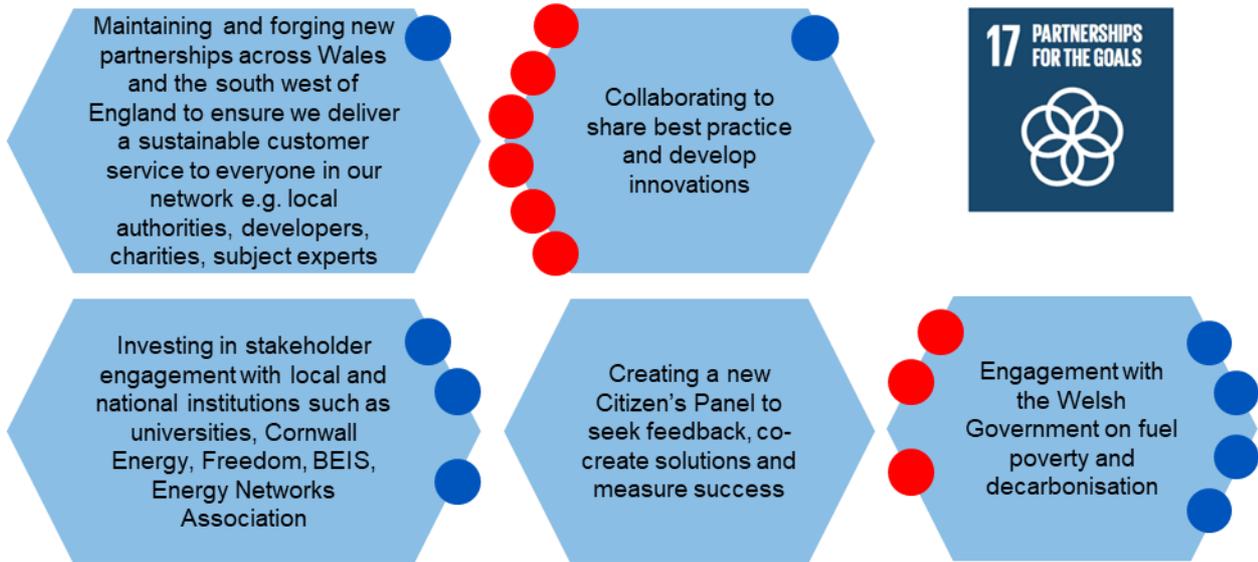
SDG 13: CLIMATE ACTION



SDG 15: LIFE ON LAND

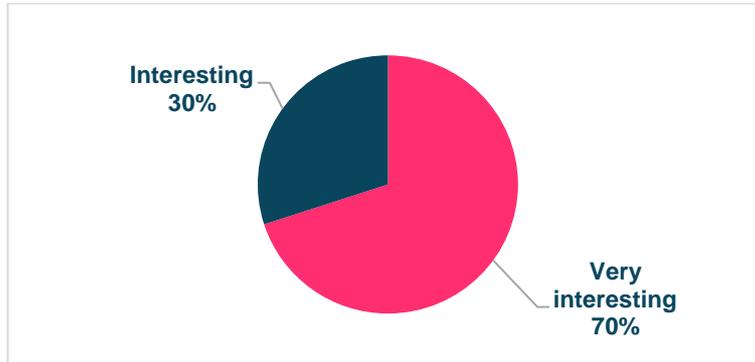


SDG 17: PARTNERSHIPS FOR THE GOALS

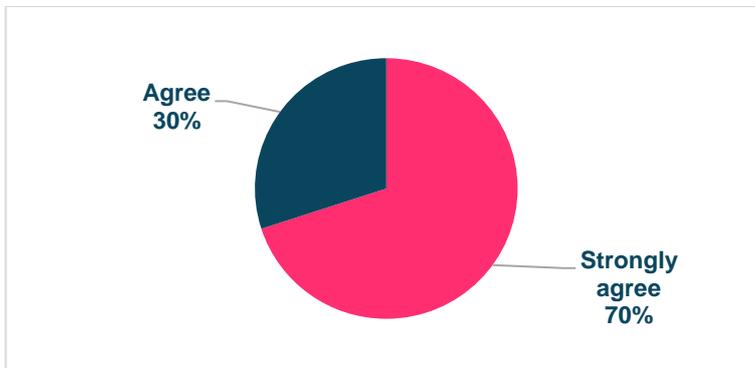


APPENDIX: FEEDBACK FORM RESULTS

1. Overall, how interesting did you find this workshop to be?



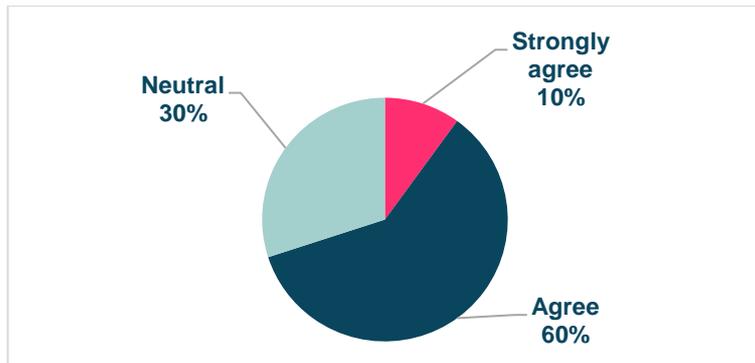
2. Did you feel that you had the opportunity to make your points and ask questions?



Comments:

- “Very open forum, good chance to contribute.”

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



Comments:

- “Interesting to hear about the financial / billing element to [Wales & West Utilities’] work.”

4. Is there anything we have not talked about today that you would like to discuss with us at future events?

Comments:

- “A little background reading would have been helpful.”
- “The potential for 'greening' WWU's fleet.”

5. Would you like to receive our post-event report and invitations to similar events in the future?

