

Reliability and Resilience Working Group meeting with UK Power Networks



UK Power Networks
**Customer
Engagement
Group**

Time and date

12.00pm – 1.30pm, Wednesday 27th January 2021

Attendees

RRWG

Ann Bishop
Nigel Cornwall
John Hargreaves
Peter Bennell
Peter Atherton
Phil Lawton
Ann Bishop
Jeff Hardy
Nick Pollard
Ashleye Gunn (CWG)

UK Power Networks

Paul Elliot
Max Taylor
Sam Bould (KPMG)

Agenda

12.00pm	Introduction
12.05pm	Overview of Asset Resilience
12.50pm	Overview of Asset Resilience Strategy
1.20pm	AOB

Meeting summary

UKPN and the RRWG met to discuss:

- (i) An introduction to asset resilience and the historic factors of UKPNs networks influencing this;
- (ii) Stakeholder engagement input into the design of the options assessment as well as customer expectations and understanding of asset resilience across the three individual networks;
- (iii) The key influences on asset resilience across ED2 including discussion on the latest thinking around how climate change might influence asset resilience; and
- (iv) On overview of the planned approach to asset resilience across ED2.

Discussion

Key discussion and steer focused on:

- (i) [Request](#) to see further information on the questions within the specific research phases, and how consumer preferences were triangulated with Ofgem requirements and other internal and business plan trade-offs;
- (ii) [Discussion around the design and execution of the research particularly relating to the context provided to participants.](#)
- ~~(i)~~(iii) [Discussion around customers' expectations of service levels and the relative experiences of customers.](#)
- ~~(ii)~~(iv) Discussion around surprise results of engagements, including the acceptance by customers of the need to deal with challenging environmental areas, such as the replacement of fluid filled cables;
- ~~(iii)~~(v) Discussion on tradeoffs between environmental areas, cost, and the impact in low voltage areas of the network due to expansion of low carbon technologies; and
- ~~(iv)~~(vi) Discussion on common mode failures, including potential for fire issues and how climate impacts from the latest research might influence asset resilience.

Actions and next steps

Action – UKPN to provide a response to the RRWG which outlines the detailed findings gathered from customer research and stakeholder engagement around options assessment.

Action – CEG members to feed back to UKPN via Dashboard process on additional areas.

[Action – UKPN to provide estimate of additional costs of work required as a result of climate change](#)

[Action – UKPN to dig into the research and relevant customer service information to reveal more on the situation of worst served customers and report back](#)