

Stakeholder Justification Paper – Safety	
Output/Commitment Title	Keep people and their properties safe by making sure our engineers get to all reported gas leaks rapidly.
Detail	Get to at least 97% of reported gas escapes within one hour if the leak can't be controlled and two hours if it can be controlled, while providing safety advice to customers.
Strategy Document/ Business Plan Section	BP: Outputs & incentives – Protecting customers & communities
Benefits & risks	
Summary of benefits	Great consumer confidence that they are being kept gas safe.
Summary of risks	There may be less consumer trust in the safety of the gas network.
Stakeholder voice - Golden thread	
Engagement method (what and who)	<p>Methods: The engagement methods used for various stakeholder groups included focus groups, surveys, workshops, interviews, collaborative projects, steering group meetings, and feedback sessions. Focus groups were conducted both face-to-face and virtually, using semi-structured question sets to facilitate discussion on specific topics, with participants from diverse demographic segments to ensure a comprehensive understanding of opinions. Surveys were distributed online and via telephone, targeting specific groups such as general customers, business customers, and vulnerable individuals, to gather quantitative data on public awareness and attitudes. Workshops, held in both in-person and virtual formats, included presentations followed by facilitated group discussions, using platforms like Microsoft Teams and Slido for interactive participation and real-time feedback. Lastly, joint exercises and feedback sessions, specifically mentioned for engagement with emergency services, were designed to improve emergency response protocols.</p> <p>Stakeholders: Health & Safety Executive, Ofgem, General Customers, Business Customers, Vulnerable Customers, Local Authorities, Charities and Vulnerability Groups, Emergency Services & Local Resilience Forums.</p>

Stakeholder Views (what they said, regional differences and how we responded)

Opinions and Views: Stakeholders generally appreciate WWU's commitment to swiftly responding to gas emergencies. The majority acknowledge the importance of attending to gas emergencies within one hour and are pleased with WWU's performance in this area.

Many stakeholders trust WWU to appropriately assess and manage the risks associated with gas escapes, especially given the rural nature of some areas covered by WWU.

Business customers find WWU's efforts to respond to uncontrolled gas escapes within an hour impressive, particularly given the geographic challenges. They emphasise the need for quick and clear communication during emergencies to minimise disruption to their operations.

Most customers expect a quick response and appreciate being informed about the situation and what they need to do to stay safe. They value the professionalism and efficiency of WWU's emergency response teams.

Vulnerable customers particularly appreciate the prompt response but express concerns about the full resolution of issues, especially when further actions are required by other parties like landlords or repair companies.

Concerns and Suggestions: Stakeholders, especially business owners and vulnerable customers, highlight the importance of clear and timely communication before, during, and after an emergency. They suggest more proactive updates to keep them informed about the progress and resolution of gas escapes.

There is a noted lack of public awareness about who to contact in a gas emergency. Stakeholders suggest that WWU should work on increasing public awareness about the National Gas Emergency Service number and proper emergency procedures.

While the one-hour response time is generally seen as reasonable, some stakeholders, particularly those in more remote areas, question the feasibility of consistently meeting this target. They suggest providing estimated response times based on specific regions to better manage expectations.

Some stakeholders express frustration when initial emergency responses do not fully resolve the issue, leading to prolonged periods without gas. They emphasise the need for a more comprehensive approach to ensure issues are fully resolved in a timely manner.

There is a call for WWU to improve its communication strategies, including providing more frequent updates and using various channels to reach different customer segments. Suggestions include partnering with local authorities, charities, and community groups to enhance the reach and effectiveness of emergency response efforts and public awareness initiatives.

Conflicts: Stakeholders have largely consistent views on WWU's emergency response procedures and target response times. As highlighted above suggestions have been made to improve communication before, during and after emergency reports.

Options considered: We have a licence obligation to attend a minimum of 97% of uncontrolled gas emergencies within one hour, and 97% of controlled gas escapes in two hours.

How we responded: Stakeholder evidence from our Acceptability Research (1,401 participants made up of domestic and business consumers and future bill payers), verifies that safety continues to be the most important priority for our domestic consumers. To uphold their expectations, we will continue to meet licence obligations to attend a minimum of 97% of uncontrolled gas escapes within one hour, and 97% of controlled gas escapes in two hours.

Performance

GD2 Performance, Benchmarking/
Industry comparison

Our RIIO-GD2 performance has exceeded 97% and our ambition is to continue with a similarly high level of performance in RIIO-GD3.

Deliverability & Whole Systems Impact

Deliverability & viability implications

We have carefully assessed our expected workload for RIIO-GD3 and expect to have an average operational workforce of 1,656 engineers and managers during the price control period. Detailed in our Workforce Resilience Strategy, these colleagues will be adequately trained and upskilled throughout RIIO-GD3, supported by our apprenticeship programme, to continue delivering a high level of performance.

Triangulation scorecard

Our engagement scoring methodology leverages the information from the HM Treasury's Magenta Book, Quality in Qualitative Evaluation framework and various weighing methodologies used by networks to assess how much impact each piece of evidence should have on their decision-making process.

Each piece of evidence is given a score between 0-2 against a scoring criteria including *Relevance to topic*, *Level of stakeholder knowledge*, *Quality of engagement*, *Rigour of feedback collection* and *Credibility of analysis and interpretation*.

The table below outlines how the evidence used to produce this document scored against each criteria and its overall score. An average and modal score is then provided, which is associated to a grading system that demonstrates the feedback robustness and quality.

Document Name	Score					Final Score
	Relevance to Topic	Level of Stakeholder Knowledge	Quality of Engagement	Rigour of Feedback Collection	Credibility of Analysis and Interpretation	
WWU Business Panel_full report with appendix	2	2	2	2	2	10
WWU GD3 Business Planning Workshop Feedback Report	2	2	2	2	2	10
WWU Safety Stakeholder Workshop Feedback Report	2	2	2	2	2	10
WWU Customer Satisfaction_full report	0	2	2	2	2	8
WWU Vulnerability Panel Report_V3_060923	1	2	2	2	2	9
WWU qual priorities report FINAL	2	2	2	2	2	10
Wales West Utilities GD3 Business Plan Commitment Workshop - Report	2	2	2	2	2	10
20231206 WWU Customer Journey Improvements v1	0	2	2	2	2	8
WWU Sustainability Strategy Workshop - Feedback Report	1	2	2	2	2	9
WWU Citizens Panel report Decarbonisation of home heat March 2022 FINAL	2	2	2	2	2	10
WWU Citizen Panel Full Report_V1	2	2	2	2	2	10
ms1590 WWU PSR Customer Experience Research Presentation vFINAL	1	2	2	2	2	9

3636 WWU Priorities Report_Debrief_v3	2	2	2	2	2	10
WWU LAEP Stakeholder Workshop Feedback Report	0	2	2	2	2	8
WWU Report Cardiff November 2022 LW Comments	1	2	2	2	2	9
Safeguarding the switch to domestic hydrogen WWU Report 1.0	2	2	2	2	2	10
Final version WWU - Critical Friends Panel - Feb 2023 - Feedback Report	0	2	2	2	2	8
1598 WWU WTP Final Report 31.024	1	2	2	2	2	9
3564 WWU Customer Business Priorities FV2	2	2	2	2	2	10
DAR - People Homes Conference 2023	2	2	2	1	2	9
WWU Biodiversity Stakeholder Workshop Feedback Report	0	2	2	2	2	8
VCMA Year 1 Showcase Stakeholder Workshop - Feedback Report	2	2	2	2	2	10
WWU Employer of Choice Qualitative Follow-up Findings report v1	1	2	2	2	2	9
PE21199 Understanding consumers' attitudes to safety measures when using 100_ hydrogen in the home v1.0	2	2	2	2	2	10
06.03.24- SGN Response to GD Annex PUBLIC_Redacted	2	2	2	2	2	10
Utility-Panel-Research-Presentation_26.10.23	0	2	2	2	2	8
DAR - IM - 220511 - Future leap - The Future of Hydrogen South West Event - Burgess Salmon offices Bristol	0	2	2	1	2	7

WWU Customer Service Trends Secondary Research - Findings report - Final	1	2	2	2	2	9
VCMA Collaborative Report Year 1 21-22	2	2	2	2	2	10
EMERGING THEMES CO - PREGNANCY - JULY 2023 V3	2	2	2	2	2	10
PSR-Code-Group-Report-w-exec-summary-FINAL-7.12.23	0	2	2	2	2	8
DAR - SR - 220915 - DAR Ofgem Local Energy Institutions Workshop	0	2	2	1	2	7
3037 LCT Tracker W4 Report WWU FV	0	2	2	2	2	8
Biodiversity Stakeholder Meeting Report 28.06.24	0	2	2	2	2	8
WWU SSMC response – 6th March	2	2	2	2	2	10
WWU_EVP_Insights_Report_Aug22_v1	1	2	2	2	2	9
Average Score of Sources						9.08
Mode						10

Score	Grade	Description
0-3	Poor	Feedback should not be used for triangulation as it does not meet the minimum quality standards.
4-6	Average	Feedback could be used for triangulation but possible lacks robustness.
7-8	Good	Feedback meets the standards necessary for credible triangulation.
9-10	Excellent	Feedback meets the best standards of rigour and quality.