

Appendix 5

WWU Customer Engagement Group

Questions posed by CEG

Questions CEG will ask on every chapter of the WWU Business Plan

1. What was your approach to engagement with stakeholders and customers on this topic?
2. To what extent does this proposal meet the needs and preferences of your stakeholders and customers? What have your **stakeholders/customers** said on the topic? (segmented)
3. How ambitious is this proposal? To what extent have you **benchmarked yourself/ used comparative data** to come to this proposal?
4. What **options/ range of scenarios** did you consider before coming up with this proposal? Why did you go for this proposed option and discounted the others? What trade-offs are you making in going for your proposed option?
5. What are the **distributional impacts** on different types of customers? Are there 'winners' and 'losers'? (e.g. on/off gas, England/Wales, rural/urban, domestic/small business/ I&C customers, current/future customers)
6. To what extent did you take the **regional differences** in your network into account?
7. To what extent is your proposal innovative?
8. How resilient is this proposal to changes in the energy system, as well as political, social and technical change? What is your approach to managing uncertainty and associated risk?
9. What is the impact on your customers' bills from your proposal? To what extent does this represent value for money?
10. To what extent have you considered whole systems dependencies, and the **whole system impacts** your proposal will have?
11. How does your proposal fit into your wider vision of the company **beyond RIIO-2 (2050)**?

12. When presenting on proposed outputs, in addition to answering the above questions, please include information on:

- To what extent this output reflects what your customers and future customers require
- If a similar output currently exists, your current performance and your forecasted performance until the end of GD1
- Your assessment of how viable it is to achieve this output
- To what extent this output and target is an improvement upon what customers are currently getting
- Whether you'd be looking to fund this output through base revenue or incentive payments (if known)