

# Regional Stakeholder event

Cumbria & Lancashire  
November 2024



# Welcome & Introduction

An aerial photograph of a city skyline at sunset. The sky transitions from a deep blue at the top to a warm orange and red near the horizon. A semi-transparent blue gradient bar is positioned at the top of the image, containing the text 'Welcome & Introduction'. A semi-transparent red gradient bar is positioned in the middle of the image, containing the text 'Safety moment'. The city below features a mix of modern high-rise buildings and older, lower-rise structures. A prominent tall, dark skyscraper is visible on the right side of the frame.

Safety moment

# Mentimeter

Go to  
[www.menti.com](http://www.menti.com)  
Enter code  
45 05 28 18



Or use QR code

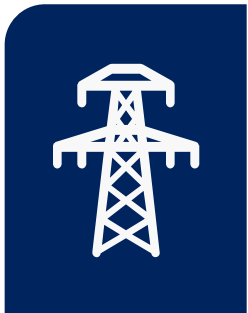


electricity  
north west  
Bringing energy to your door

- There are no planned fire drills
- National Grid Transmission are here to collaborate on the day's themes
- Mentimeter Poll: What type of stakeholder are you? What regions do you represent? How often do you engage with us? What topics are you interested in?

We have a photographer here today, if you are not comfortable with your image being captured, please make a member of Electricity North West aware.

# Agenda



Who we are  
and what we  
do

Investment &  
delivery

Political  
change &  
energy  
policies

Stakeholder  
Advisory  
Panel  
interview

Environment  
& biodiversity

Innovation

Consumers in  
vulnerable  
circumstance

Roundtable  
discussion

Welcome

Q&A

Break



Q&A, Lunch  
& networking

There will be plenty of opportunities to ask questions throughout today, if you have a question during a presentation, please submit via Mentimeter:

Go to  
[www.menti.com](http://www.menti.com)  
Enter code  
25 86 67 11

# Speaking today



**Paul Killilea**  
Asset & Investment Director,  
Electricity North West



**Jonathan Booth**  
Head of Asset Management,  
Electricity North West



**Michael Mulligan**  
Major Projects Programme  
Manager,  
Electricity North West



**Oliver Smith**  
Press & Public Affairs Manager,  
Electricity North West



**Jo Lappin MBE**  
Chair, Stakeholder Insight  
Panel



**Adrian Leather**  
Chief Executive,  
Active Lancashire



**Jenny Willis**  
Chair, Consumers in  
Vulnerable Circumstances  
Panel



**Ben Scott**  
Environmental Manager,  
Electricity North West



**Richard Mosson**  
Biodiversity Manager,  
Electricity North West



**Neil McClymont**  
Head of Innovation,  
Electricity North West



**Helen Seagrave**  
Community Energy Manager,  
Electricity North West



**Jill Hendry**  
Customer Inclusion  
Innovation Manager,  
Electricity North West

# Who we are and what we do



Paul Killilea  
Asset & Investment Director



# Here for the North West



- We're the North West's power network.
- Our overhead lines, underground cables and substations bring power to 5 million people in 2.4m homes and businesses.
- We invest billions of pounds in the region focusing on key areas of **safety; reliability; customer service** and **net zero**.
- Regulated by Ofgem and engage stakeholders to develop our five-year business plans.

We deliver a reliable essential service for everyone in the North West, 24/7.



**POWER CUT?  
CALL 105**



# Stakeholder engagement



## Stakeholder engagement is very important to us:

- Identifies opportunities to **improve services** and deliver **greater value to our customers**
- Helps us better **understand our region** and our customers' needs
- Manage uncertainty and risk
- Aids **collaboration** and shared learning and influence
  
- **Informs our decisions**
- Helps drive our current activity and future business planning
- Helps inform our regulator and affects our investment
- Critical to our current RIIO-ED2 Business Plan and future RIIO-ED3 Business Plan

*Helps us to help you and support the region*







## Investment & delivery

What's the plan and how are we going to deliver it?

Jonathan Booth  
Head of Asset Management  
[jonathan.booth@enwl.co.uk](mailto:jonathan.booth@enwl.co.uk)

Michael Mulligan  
Major Projects Programme Manager  
[michael.mulligan@enwl.co.uk](mailto:michael.mulligan@enwl.co.uk)



# Snapshot of our current business plan (2023-2028)



## Our investment in numbers

OVER  
**£2bn**

we'll invest over £2bn  
in the network from  
now to 2028

OVER  
**£1m** we'll invest  
more than £1m  
per day into  
the network

**18,000**

we developed our plans with input from  
over 18,000 customers and stakeholders

OVER  
**93%** we aim to  
increase our  
customer  
service scores  
to over 93%

**£123** Our part of your  
electricity bill will  
remain low (around  
£120 per year)

**20%**

we aim to keep power  
flowing by reducing  
customers' time  
without power by 20%

Network



We will remain one of the world's most reliable networks, reducing the number of power cuts and the average time people are without power by 20%

Net Zero



We will drive the transition towards local Net Zero targets, through distribution system operation, following a path to making our own operations Net Zero by 2038

Customer



We will deliver at least a 9/10 level of customer service and provide additional support to electricity users in vulnerable circumstances and fuel poverty

# What's the plan? – RIIO-ED2 Strategy

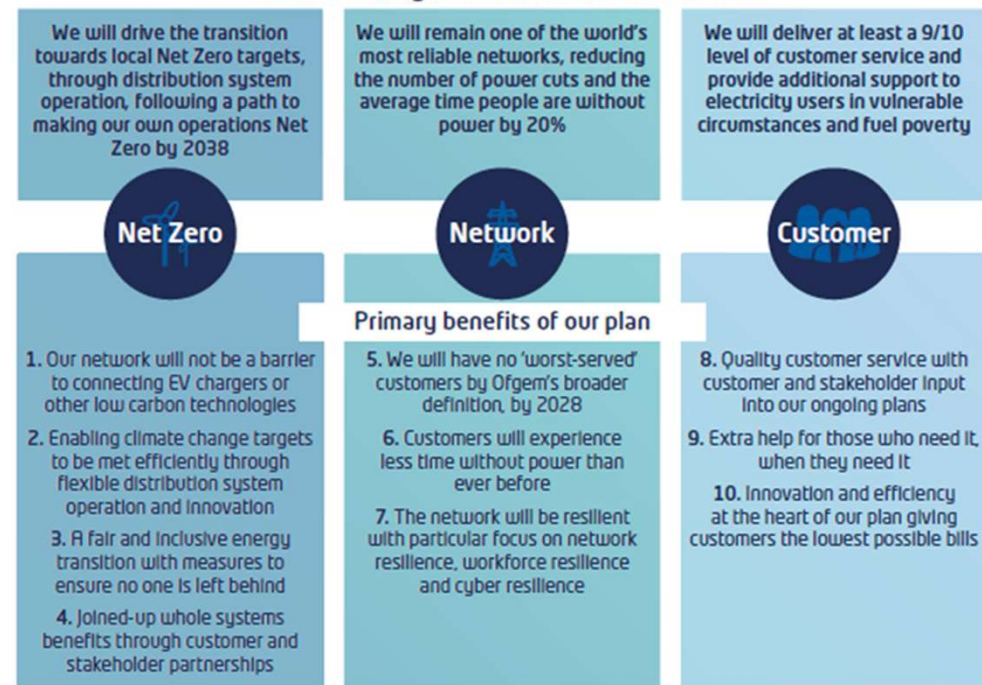


- Our investment plan for 2023 – 2028 delivers our three key goals supported by a range of clearly identified commitments
- This plan was co-created with stakeholders and customers to reflect their needs and requirements of us
- We report our delivery against these commitments every year

[Business plan commitments report](#)

- **Some of the funding for the plan has to be applied for within period** and stakeholder support is proving vital to this
- We are also starting our planning for the 2028 – 2033 plan and **your input will be fundamental to this**

## Vision: Leading the North West to Net Zero



[Our £2bn investment in the North West](#)

# Driving to Net Zero – the network impacts



## The last three years have seen unprecedented requests for new connections, especially in the major generation sector

- We have seen a ten-fold increase in the capacity of new connections joining the pipeline each year - from just under 400MW in 2020 to more than 4GW this year alone.
- The current pipeline of major connections is ~8.7GW, with approximately 1.7GW in Cumbria.
- The industry is looking to address current connection lead-times and ENWL are supporting Government, Ofgem, the ESO, National Grid, the ENA and DNO's to reform the connections process
  - Ofgem's [Connection Action Plan](#)
  - ESO's [Five Point Plan](#) and [Connections Reform](#)
  - ENA and DNO's [Three Point Plan](#)
- Moving towards an approach that, if projects are 'shovel ready', they can move up the connection queue in certain situations.



## ED2 investment in Cumbria & Lancashire – increasing capacity



- **The Cumbria Ring project**
  - Phase 1 confirmed (ED2) - £36m to re-conductor 145km of 132kV of overhead line to create over 230MW of new capacity across Cumbria for the uptake of low carbon technologies
  - Total programme value estimated £80m to 2033.
- **Upgrading National Grid Connections**
  - £50m upgrade to allow access to capacity created by National Grid upgrading at the Harker substation, Carlisle. Complete 2029.
  - New £18m substation connection to National Grid at Heysham
- **Motorway service areas**
  - £24m to expand capacity at Tebay, Southwaite & Lancaster
- **Blackpool**
  - £8m to complete the upgrade of Peel substation and £6m providing additional capacity to support Blackpool Airport Enterprise Zone
- **New generation connections**
  - £20m to facilitate new renewable generation at Lancaster University and Croppers Paper Mill (Kendal)



## ED2 investment in Cumbria & Lancashire – reliability and resilience

Numerous programmes to replace assets across Cumbria & Lancashire to improve reliability including:

- **Worst-served customers programme** - £20m to improve reliability for customers receiving poorest service
  - **Borrowdale transformers** - £9m programme to replace over 200 small rural substations
  - **Undergrounding** - £8m to replace most visually intrusive overhead lines with underground cables
  - **Investment in key substations** – e.g. Nelson (£7m), Egremont (£5m)
  - **Tree cutting and maintenance**
- 
- **Storm resilience programme** - £35m submitted for additional funding to improve network resilience to storms. Ofgem have indicated **100% acceptance off the back of strong stakeholder support for these proposals – it makes a difference!**



# ED2 investment in North West – innovation



## Smart Street

Using innovative voltage control technology, Smart Street will enable our networks and customers' appliances to perform more efficiently and make it easier for low carbon technologies to connect to the electricity network in the future. Improving energy efficiency and reducing bills for 250,000 customers.

Investment  
**£64m**

Savings up to  
**£70**  
per year

Customers  
Impacted  
**250,000**

## LineSIGHT

Faults on rural networks can sometimes cause overhead power lines to hang low whilst remaining live, which also creates a public safety hazard. New technology developed by Electricity North West will enable the detection of damaged equipment earlier and help us to pinpoint the location of faults, enabling more efficient despatch of repair crews.

Investment  
**£46m**

Overhead Line  
Impacted  
**800km**

Estimated  
Completion  
**March 2028**

## CLASS

Our award-winning CLASS project uses innovative voltage control to reduce demand for electricity without customers noticing a difference to their service. CLASS (Customer Load Active System Services) is a low-cost solution which uses voltage control to manage electricity consumption at peak times. By installing cutting edge 'voltage controllers' in our substations we could save customers in the North West around £100 million over the next 25 years

CLASS revenue  
shared with  
customers  
**50%**

North West  
customer savings  
**£100m**

Fully installed  
and  
operational

## Dig, Fix and Go

A bespoke incentive mechanism that aims to drive a transformational change to reduce the disruption our emergency street works cause to our customers and stakeholders. This is a proposal formed and led by our customer and stakeholder feedback. Reducing disruption by accelerating emergency street works to below 5 days on average.

Investment  
annually  
**£5m**

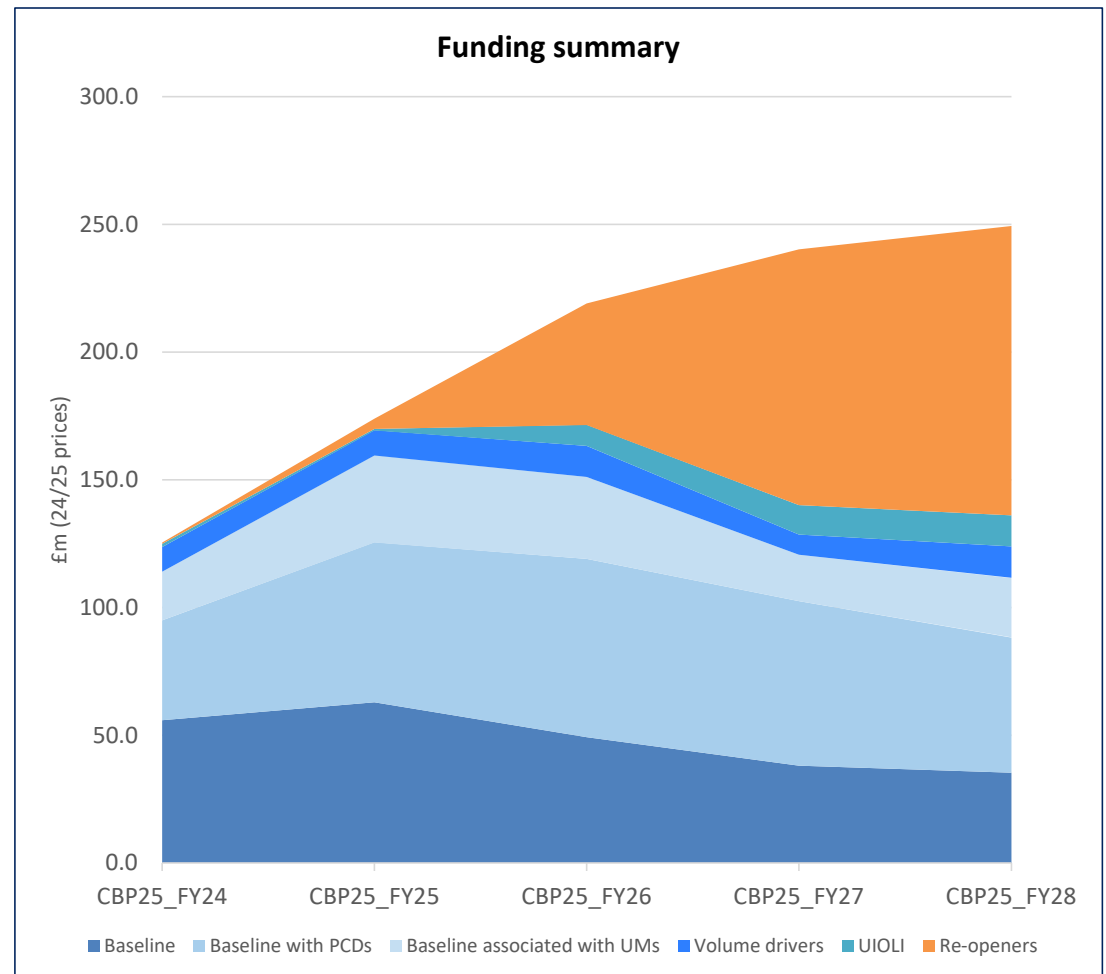
Average duration  
emergency street  
works  
**5.8 days**

1 day reduction  
benefit per  
year  
**£21m**

## Our investment programme - overall five-year view

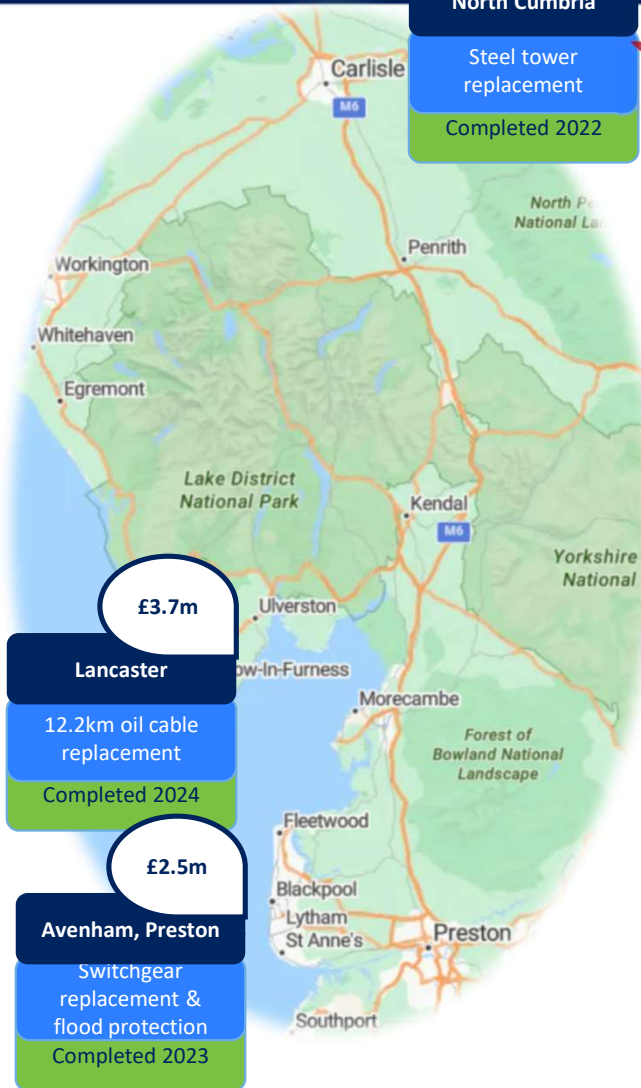


- Our current view of the capital investment plan totals £1bn over the five years
- This increases significantly through the five years
- There are a range of funding types and the plan relies on successful applications to Ofgem for further funding through a series of specific 're-openers'
- Next major re-opener opportunity in January – Load-Related Re-opener
- Storm Arwen – outcome
- 75% secured funding; 25% requires future applications to secure
- **Engagement is key to successful delivery**





# We're delivering!



<p><b>£1.0m</b></p> <p><b>Siddick</b></p> <p>Transformer replacement</p> <p>Completed 2023</p>	<p><b>£3.3m</b></p> <p><b>South Carlisle</b></p> <p>Substation upgrade</p> <p>On site 2024</p>
<p><b>£1.5m</b></p> <p><b>Annie Pit</b></p> <p>Circuit Reinforcement for capacity</p> <p>Completed 2024</p>	<p><b>£3.2m</b></p> <p><b>Kendal</b></p> <p>Switchboard upgrade for capacity</p> <p>Completed 2024</p>
<p><b>£17.3m</b></p> <p><b>Peel</b></p> <p>Switchgear replacement</p> <p>On site 2024</p>	<p><b>£0.9m</b></p> <p><b>Kendal</b></p> <p>Overhead line upgrade</p> <p>Completed 2024</p>
<p><b>£1.8m</b></p> <p><b>Stanah</b></p> <p>Switchgear replacement</p> <p>Completed 2023</p>	<p><b>£1.6m</b></p> <p><b>Lytham</b></p> <p>Grid transformer replacement</p> <p>Completed 2022</p>

<p><b>£2.7m</b></p> <p><b>North Cumbria</b></p> <p>Steel tower replacement</p> <p>Completed 2022</p>	<p><b>£50m+</b></p> <p><b>Harker</b></p> <p>Substation upgrade for capacity</p> <p>On site 2024</p>
<p><b>£1.1m</b></p> <p><b>Keswick</b></p> <p>Switchgear replacement</p> <p>Completed 2024</p>	<p><b>£15.1m</b></p> <p><b>Padiham</b></p> <p>Switchgear replacement</p> <p>On site 2024</p>
<p><b>£5.9m</b></p> <p><b>Samlesbury</b></p> <p>New substation to support Enterprise Zone</p> <p>Completed 2022</p>	<p><b>£0.9m</b></p> <p><b>Heasandford</b></p> <p>Switchboard upgrade</p> <p>Completed 2023</p>
<p><b>£2.2m</b></p> <p><b>Preston East</b></p> <p>5.5km oil cable replacement</p> <p>Completed 2023</p>	<p><b>£1.6m</b></p> <p><b>Burnley</b></p> <p>4.2km oil cable replacement</p> <p>Completed 2023</p>

- ✓ 16 completed
- ★ 4 on site
- Including :
- ✓ 32km of oil-filled cable replaced
- ✓ 2 Transformer replacements
- ✓ 3 Switchgear replacements
- ✓ Steel tower replacement
- ✓ New substation

# Delivery strategy



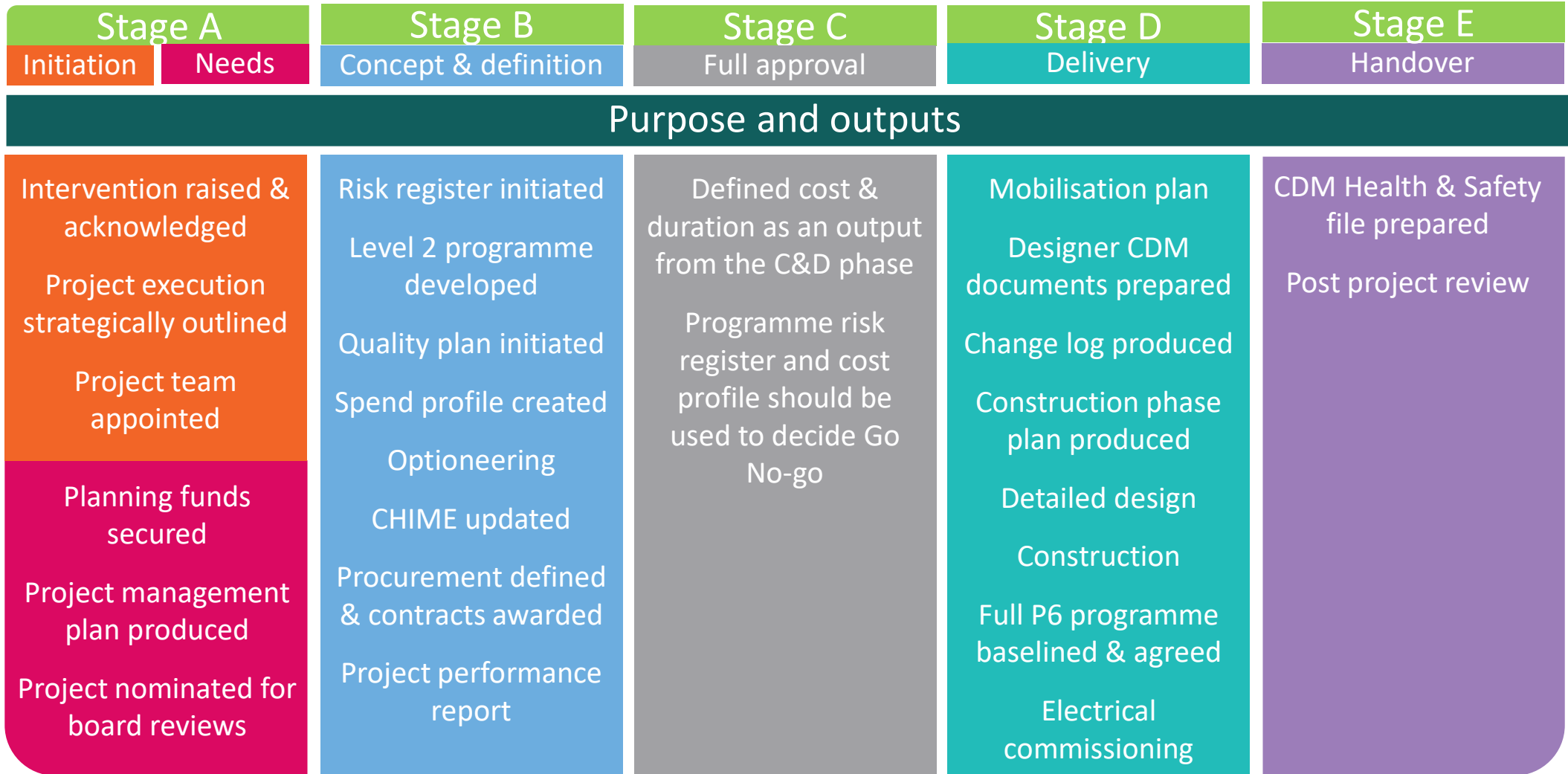
To ensure the delivery of the ED2 programme, ENW is transforming its network investment programme management capabilities

*The creation of a single Capital Delivery function, including a governing Programme Management Organisation (PMO)*

*Changing of the supply chain procurement process*

*Improving community engagement*

# Delivery strategy - Governed project management process



# Improving community engagement



- Managing communications activity related to our investment programme
- Developing tailored communications plans for each project, ensuring appropriate stakeholder and customer engagement from councils and MPs to businesses and the local media
- Working with designers to ensure consistent use of marketing materials including signage, banners, and other collateral relating to our investment programme and individual projects
- Work closely with planning and operational teams to understand and plan communications activity to support our work throughout the North West
- Develop specific webpages for projects as required



- Arrange photography and video as appropriate to the needs of each project as well as bringing other creative ideas to the table to promote our work
- Work with the customer team to understand customer satisfaction impacts of communications activity to ensure continuous improvement



## Pre-Award

- Pre-market engagement
- Open tenders
- Driving improvement and lowering the cost of delivery
- Seeking variations to our specifications – challenge us
- Data led, supportive negotiations
- Looking to reward partners that share risk with us
- Looking to commit to work volumes where possible

## Post-Award

- Supplier development
- Strategic relationship management
- Partnership approach – accountable ELT and shared challenges
- Work with partners to guarantee work packages and give our supply chain the confidence to invest in their resources

**electricity**  
north west

Bringing energy to your door

# Political change & energy policies

**Oliver Smith**

Press & Public Affairs Manager

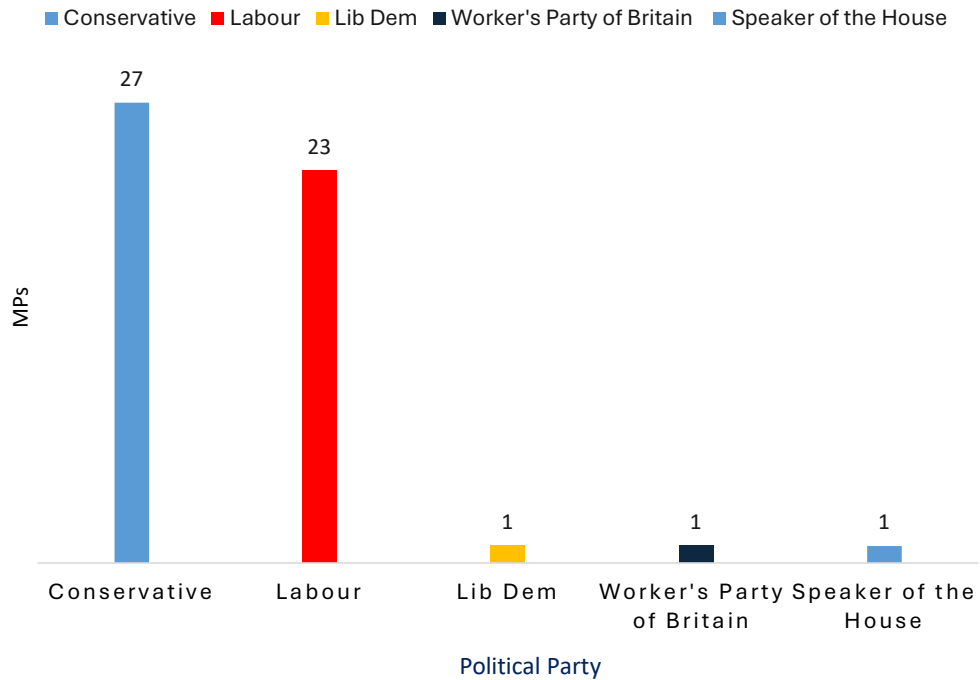
[oliver.smith@enwl.co.uk](mailto:oliver.smith@enwl.co.uk)



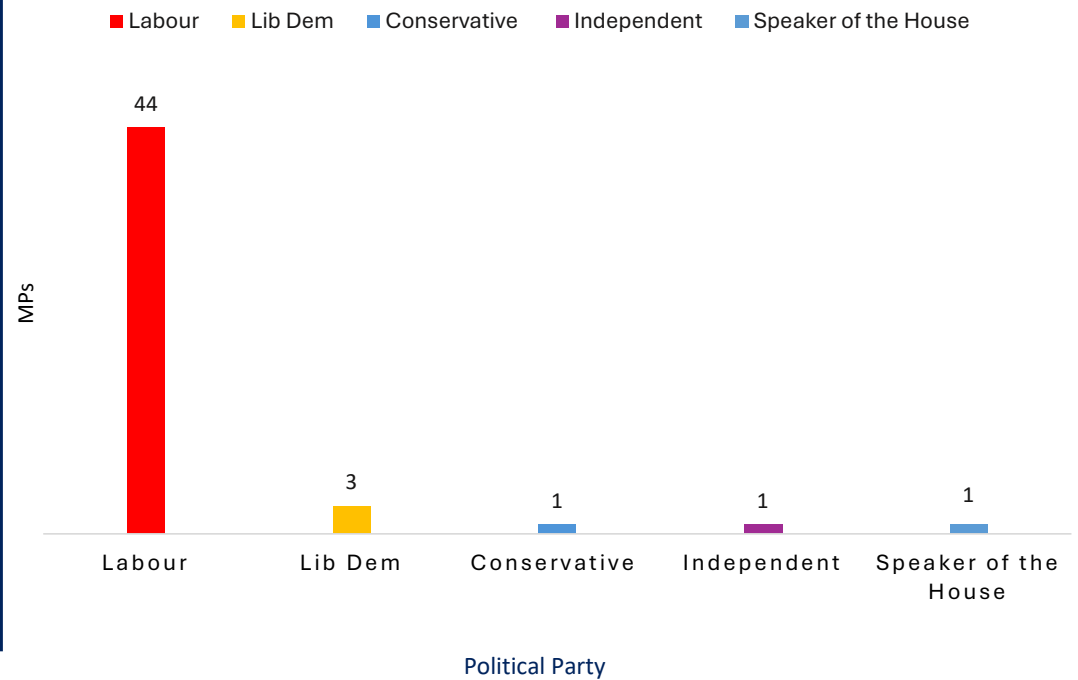
# Scale of change in North West



### MPs in ENWL area before election (June 2024)



### MPs in ENWL area after election (July 2024)



NB. Overall MP numbers in North West reduced due to boundary changes

# Scale of change in the North West



**Angela Rayner**  
Deputy Prime Minister  
@AngelaRayner  
Ashton under Lyne



**Jonathan Reynolds**  
Business and Trade Secretary  
@jreynoldsMP  
Stalybridge and Hyde



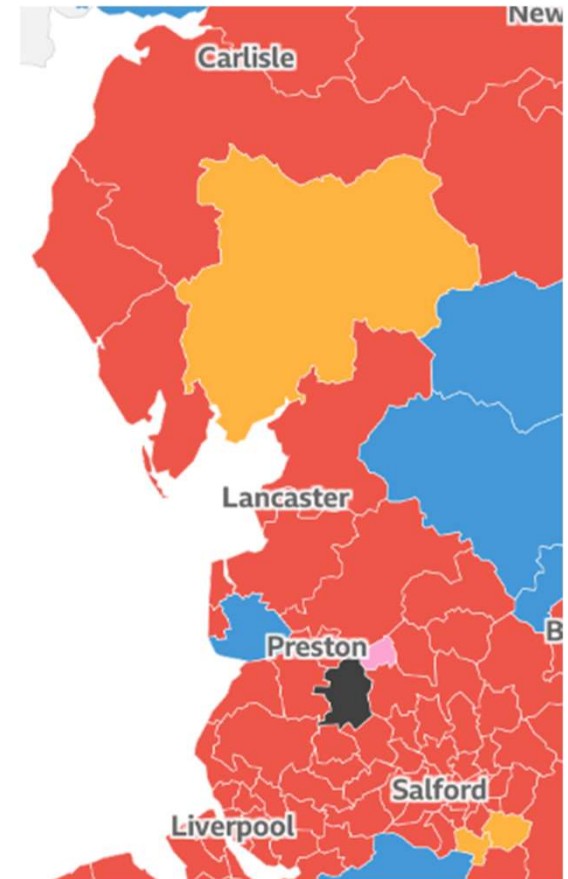
**Lucy Powell**  
Leader of the Commons  
@LucyMPowell  
Manchester Central



**Lisa Nandy**  
Culture Secretary  
@lisanandy  
Wigan

10% of all of Labour's MPs are now in the North West.

Four of the 25 MPs in the new Cabinet (15%) are North West (Greater Manchester) MPs.



Black = speaker  
Pink = independent  
The two large blue areas to the east are 99% of area and not included in our count of 51 MPs.



# Government priorities: Mission driven



Labour's Manifesto set out the Prime Minister's intention to create new 'mission boards' to deliver his five main pledges.

- Inspired by UCL academic Mariana Mazzucato, Starmer has adopted her mission-driven theory and aims to put this into practice.
- The new mission delivery boards will be formed of cross-departmental panels and tasked with progress on each of the five missions
- Each board will be chaired personally by Sir Keir Starmer and are expected to draw on private sector expertise

## 'Mission Control' for clean power by 2030

- To be led by Chris Stark, former Chief Executive of the Climate Change Committee
- Tasked with delivering the clean power mission by 2030
- Mission Control will be a 'one-stop shop', bringing together a top team of industry experts and cross-departmental officials, including Ofgem, National Grid and the Electricity System Operator

## Mission-driven government

### 1) Kickstart economic growth

to secure the highest sustained growth in the G7 – with good jobs and productivity growth in every part of the country making everyone, not just a few, better off.

### 2) Make Britain a clean energy superpower

to cut bills, create jobs and deliver security with cheaper, zero-carbon electricity by 2030, accelerating to net zero.

### 3) Take back our streets

by halving serious violent crime and raising confidence in the police and criminal justice system to its highest levels.

### 4) Break down barriers to opportunity

by reforming our childcare and education systems, to make sure there is no class ceiling on the ambitions of young people in Britain.

### 5) Build an NHS fit for the future

that is there when people need it; with fewer lives lost to the biggest killers; in a fairer Britain, where everyone lives well for longer.

# Labour energy plans



## ‘Make Britain a Clean Energy Superpower’

- Create Great British Energy, backed by £8.3 billion over the next Parliament.
  - GB energy will partner with industry & trade unions, co-invest in leading technologies, help support capital-intensive projects and deploy local energy.
- Bring forward a new Energy Independence Act, deliver clean power by 2030 but maintain strategic reserve of gas.
- Establish a National Wealth Fund, with £7.3 billion over the next Parliament.
- Restore the 2030 phase-out date for new cars with internal combustion engines and insulate homes with £6.6 billion for the Warm Homes Plan.

## On devolution:

- Establish a new requirement for Local Growth Plans, and deliver greater powers for local areas, including on transport, skills and planning.
- Establish a new Council of the Nations and Regions (including Mayors of Combined Authorities).

## Infrastructure:

- Develop a ten-year infrastructure strategy, aligned with regional development priorities and new Industrial Strategy Council.
- Work with industry to upgrade our national transmission infrastructure and rewire Britain.
- Create a National Infrastructure & Service Transformation Authority (NISTA) to set strategic infrastructure priorities.

## Regulation:

- Strengthen the regulator to ensure it can hold companies to account.
- Create a new Regulatory Innovation Office.
- Work with Ofgem to reduce standing charges.
- Deploy more distributed production capacity via the Local Power Plan.

# The Government's energy mission



## ‘Make Britain a Clean Energy Superpower’

- Deliver a **zero-carbon electricity system by 2030** and set up **GB Energy to drive forward investment in clean energy; backed by £8.3 bn over next Parliament.**
- **GB Energy Bill introduced.** GB Energy will:
  - Take action to drive forward clean energy deployment, **including, but not limited to, investing in new technologies and partnering with the private sector.**
  - Invest in, own, manage and operate energy projects.
  - Support decarbonisation through energy efficiency measures (e.g. co-locational generation).

Other relevant commitments towards the 2030 target:

- Insulate homes with **£6.6 billion for the Warm Homes Plan** via grants & low interest loans to support investment in insulation technologies, **delivered in partnership with combined authorities.**
- Restore the **2030 phase-out date for new cars with internal combustion engines and accelerate the roll out of EV charge points.**
- Deliver **NESO as a system architect**, with a key role in developing regional plans.

Further than the above, **key (and tricky) questions remain around the future of REMA, e.g., national vs zonal pricing.**

## Key takeaways:

Government is already **acting at pace towards delivery of its 2030 target:**

- Ended the de facto ban on **onshore wind**
- Consented **three large-scale solar farms**
- Established **Mission Control, led by Chris Stark**
- Progressed GB Energy Bill, with **Juergen Mair CBE** (vice-chair of NPP) appointed as Chair of GB Energy
- Announced **GB Energy partnership with Crown Estate**

GB Energy will also be the delivery vehicle for the **Local Power Plan**, with £3.3bn available to:

- Provide **low interest loans and grants towards small-scale clean energy projects.**
- Support local and combined authorities, and community energy groups **by providing commercial, technical and project-planning assistance.**
- Work with local leaders and devolved government to ensure **delivery of local benefits.**

# Green Growth



## Energy & Infrastructure

Energy policy emerging as a policy bright spot for Govt, with swift action on energy praised, including in the PM's conference speech.

- NESO launched on 1 October & tasked with setting out initial roadmap to 2030. As part of this, NESO is seeking input on:
  - ESO's working definition of clean power.
  - The demand and supply mixes that can achieve clean power.
  - Transmission network reinforcements, trade-offs between the needs of the consumer, the environment and communities, and clean power system.
  - Policy and enablers.
- Planning & Infrastructure Bill expected on 30 October but now reportedly delayed until January 2025.
  - Still waiting for detail on National Infrastructure and Service Transformation Authority (NISTA), Connections Action Plan, & Strategic Spatial Energy Plan.
- GB Energy to be headquartered in Aberdeen:
  - Reflection of Govt's commitment to a fair transition & need to deliver for Scotland.
  - GB Energy Bill now at Committee Stage – first evidence sessions on 8 October & 10 October.
- Action on insulation & Warm Homes Plan:
  - Government consulting on extending energy efficiency standards for social housing – requirement for at least a C energy performance rating by 2030

## Key takeaways:

### 2030 clean power target is the driving force of Government's energy policy

- NESO's initial view to 2030 will be key in setting out how feasible the target is, what this might look like, and what barriers need to be addressed.
- NESO seeking views on definition of clean power indicates potential flexibility around target:
  - 5 per cent of unabated gas to be allowed as part of the target
- Questions around GB Energy remain – founding statement clarified *what* GB aims to achieve but not *how*.
  - Line by line examination of the Bill has commenced.
  - Committee Members include Polly Billington MP, Josh MacAlister MP & Andrew Bowie MP.

# Green Growth



## Devolution tied into Growth

Conference made clear the Government's commitment to delivering on devolution:

- Wave of devolution deals expected in May:
  - Regional Mayors in Greater Lincolnshire, Hull & East Yorkshire (May 2025)
  - Combined County Authorities in Devon & Torbay and Lancashire (Early 2024)
- Ambition for all parts of England to be covered by mayoral devolution, but priority is on first **'completing devolution in the North'**.
- Existing mayors to develop Local Growth Plans to help drive regional growth.
- English Devolution Bill unlikely to be published before spring 2025 – eventual.
- Moving forward with Mayors' Investment zones – funding released investment zones for advanced manufacturing in the West Midlands and life sciences in West Yorkshire.
- New industrial Strategy announced by Chancellor to have a regional focus – initial consultation expected on 30 October alongside Budget, with final Strategy in Spring.

*"Devolution underpins our national mission to deliver economic growth for everyone, everywhere, raising living standards across the UK"*

*Deputy Prime Minister & SoS for MHCLG Angela Rayner MP*

## Key takeaways:

- Devolution is core to Government's growth strategy and interlinked with plans for reindustrialisation and attracting investment.
- Devolving post-16 skills, employment support, strategic planning, transport & housing.
- GMCA and WMCA held as models for devolution.
- *"Greater Manchester, one of the places where devolution has existed for the longest and the powers are deepest, has been one of the UK's fastest growing areas over the last 20 years."*  
- MHCLG

The image shows a presentation slide. The background is a dark blue gradient. In the upper left corner, there are silhouettes of bare tree branches and a utility pole with power lines. A large, bright green circle with a white border is centered on the slide. Inside the circle, the text "Q&A" is written in a bold, dark blue font. A white horizontal line passes through the center of the green circle, extending to the left and right edges of the slide.

**Q&A**

# Stakeholder advisory panel Chair interview

**Jo Lappin MBE**  
Chair, Stakeholder Insight Panel

**Jenny Willis,**  
Chair, Consumers in Vulnerable Circumstances

**Adrian Leather**  
Chief Executive, Active Lancashire & Member of  
the Customers in Vulnerable Circumstances  
Oversight Panel





**BREAK**

See you back at  
11:45



**electricity**  
north west

Bringing energy to your door

# Environment & biodiversity

**Ben Scott**  
Environmental Manager  
[ben.scott@enwl.co.uk](mailto:ben.scott@enwl.co.uk)

**Richard Mosson**  
Biodiversity Manager  
[richard.mosson@enwl.co.uk](mailto:richard.mosson@enwl.co.uk)



# Environment Action Plan



# Environment Action Plan Goals



 <b>Goal 1:</b> Become a leader in the reduction of carbon emissions and achieve Net Zero carbon by 2038	 <b>Goal 8:</b> Enhance environmental management standards through our supplier code and target at least 80% of our supply chain to meet this code	 <b>Goal 15:</b> Maintain a leakage rate of less than 25,000 litres per year
 <b>Goal 2:</b> Adopt science-based targets to help limit global warming to 1.5 °C degrees above pre-industrial levels	 <b>Goal 9:</b> To be responsible consumers of resources and reduce the amount of waste produced by the end of RIIO-ED2	 <b>Goal 16:</b> Remove overhead lines from national parks and areas of outstanding natural beauty
 <b>Goal 3:</b> Take responsibility for our major scope 3 emissions and include them in our science-based targets	 <b>Goal 10:</b> Divert 95% of our waste away from landfill by the end of 2025 and reuse or recycle 70% of our waste by the end of RIIO-ED2	 <b>Goal 17:</b> Take action to reduce noise pollution
 <b>Goal 4:</b> Manage our electricity distribution losses and achieve reductions of 8GWh per year throughout RIIO-ED2	 <b>Goal 11:</b> Reuse and recycle at least 85% of waste excavated for installation and repair	 <b>Goal 18:</b> Phase out the use of diesel and petrol vehicles which produce emissions of NOx and other air pollutants
 <b>Goal 5:</b> Maintain a leakage rate of less than 0.3% for our total bank of sulphur hexafluoride equipment	 <b>Goal 12:</b> To be responsible consumers of water and reduce the water consumption per colleague during RIIO-ED2	 <b>Goal 19:</b> Remove equipment contaminated by polychlorinated biphenyls from our network by the end of 2025
 <b>Goal 6:</b> Baseline the embodied carbon within new projects by the end of 2023/24 and set reduction targets	 <b>Goal 13:</b> Adopt an appropriate tool to assess changes in natural capital from different options for network projects	 <b>Goal 20:</b> Train more colleagues on the requirements of our Environmental Permits for oil recycling through a CMS to reduce risks of environmental harm
 <b>Goal 7:</b> Achieve the Carbon Literacy gold standard	 <b>Goal 14:</b> Enhance biodiversity and natural capital across 100 sites during RIIO-ED2 and plant 10,000 trees per year	 <b>Goal 21:</b> Provide training to our wider leadership team to enhance environmental awareness

Polychlorinated biphenyl (PCB) testing and replacement programme on pole mounted transformers continues in Cumbria and Lancashire.

# Environmental Action Plan key metrics (EAP commitments)



ELT Owner: Paul Killilea      SLT Owner: Alan Taylor

Goal	Area	ELT Owner: Paul Killilea		SLT Owner: Alan Taylor		RAG Quarter	RAG YTD	ED2 Target*	
		Sep-24	Current YTD	EAP targets	Prior year actual				
Environment Action Plan	Becoming Net Zero	Carbon emissions (tCO2e)	1,139	8,378	18,615	13,999	G	G	15,313
		No. of depots converted to Carbon Neutral	0	0	1	-	G	G	1 pa
		Reduction in losses from the network (GWh)	0.36	0.63	8*	1.06GWh	G	G	8 GWh
		SF6 leakage rate	0.00%	0.15%	0.3%	0.17%	G	G	0.30%
	Looking After Our Natural Environment	Percentage of waste diverted from Landfill	97%	96%	95%	96.00%	G	G	95% (End of 2025)
		Percentage of waste reused and recycled	71%	68%	70%	43%	A	A	70%
		Percentage of waste excavated reused for installation/repair	81%	81%	85%*	80%	A	A	85%
		Maximum Oil filled cable leakage (litres)	1,140	4,905	25,000	17,545	G	G	125,000
		No. of biodiverse sites	100	100	100	100	G	G	100
		Trees planted	0	1,170	10,000	10,000	G	G	50,000
PCB Contaminated Equipment (No. of pieces)	37	190	1,634	504	G	G	Nil (End of 2025)		

\*ED2 Target assumed to be the end of ED2 unless stated otherwise

Key

	Better than target
	Behind target but will still meet the overall target for the year/ED2
	Behind target, overall delivery at risk
	Quarterly reporting

**Summary**  
 Waste reuse and recycling rates tracking in improved direction. Quarterly updates for losses and excavated waste now available. Note both targets are for the end of ED2, low loss transformer replacement programme on track expected to deliver FY25 target of 60 transformers. Excavated waste recycling rates currently at 81%. Tree planting target on track for winter planting season.

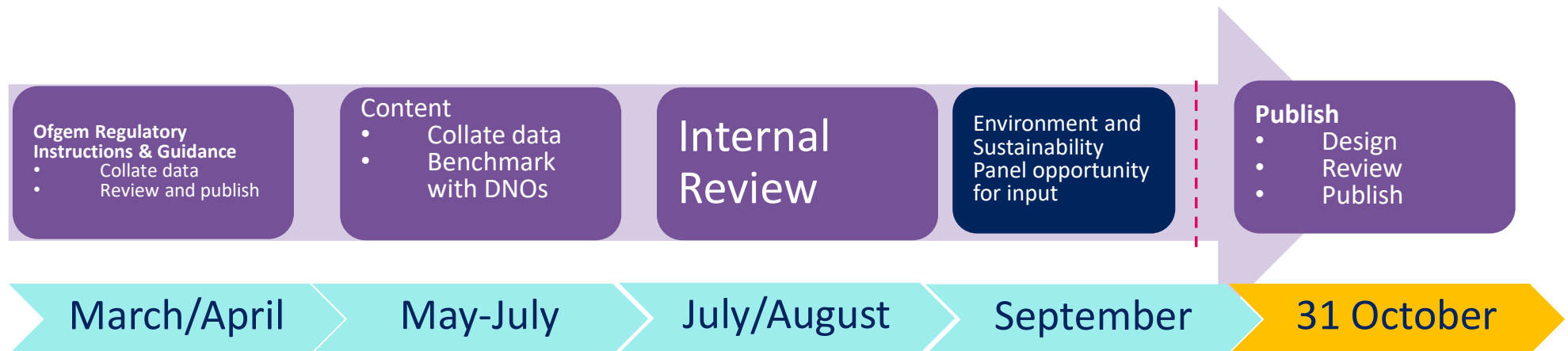
# Regulatory reporting to Ofgem



- Annual publication of environmental commitments
- Requirement of Ofgem licence condition
- Report published highlighting progress against Environmental Action Plan goals



Previous Annual Environment Report submissions:  
[Environment report \(enwl.co.uk\)](http://enwl.co.uk)



# What are we looking at?



- We are working with regulators to minimise the impact of persistent organic pollutants on our network with a focus on a pole mounted transformer replacement and testing programme across the network.
- Underground cables, sometimes referred to as fluid filled cables, are being targeted for replacement and pro-active tagging to allow leaks to be stopped quickly.
- Circular economy opportunities are reinforced with our oil recycling facility in Blackburn, which allows us to recycle insulating oil for our underground network in Cumbria and Lancashire.

# Biodiversity



# Introduction



- Our current business environmental targets are determined by the ENWL ED2 Environmental Action Plan which is a regulatory requirement of OFGEM
- This plan contains specific goals relating to biodiversity associated with network assets which are:
  - Goal 13 – *‘Adopt an appropriate tool to assess changes in natural capital from different options for network projects, and to monitor the provision of ecosystem services’*
  - Goal 14 – *‘Enhance biodiversity and natural capital across 100 sites during RIIO-ED2 and plant 10,000 trees per year’*

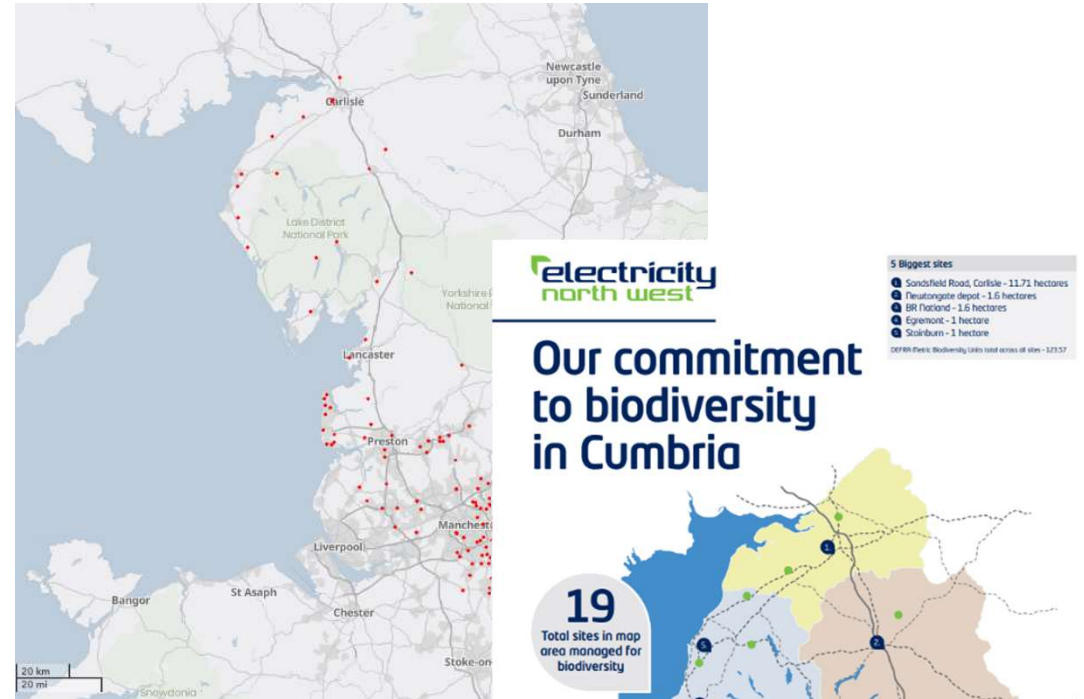




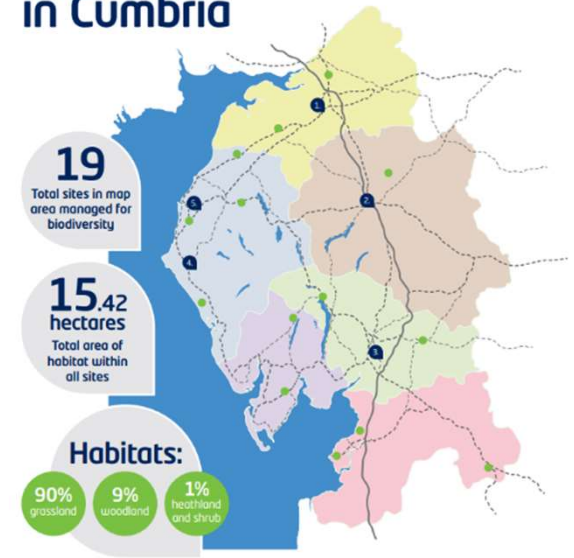
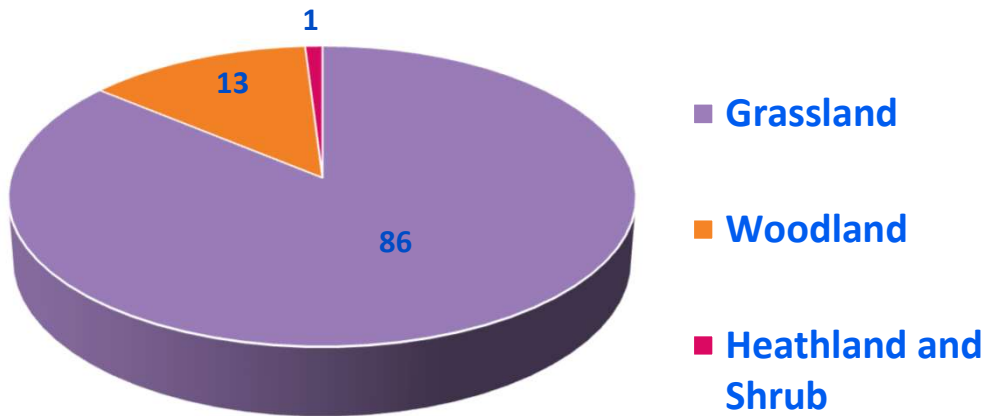
# Our biodiversity commitment in Cumbria and Lancashire



- Following a review and subsequent digitization of the ENWL greenspace estate under Goal 13, **51** network sites were identified and selected for biodiversity management within Cumbria and Lancashire combined
- This amounts to a total of 46 hectares of our network estate employed for this purpose in these regions



Habitat type by %

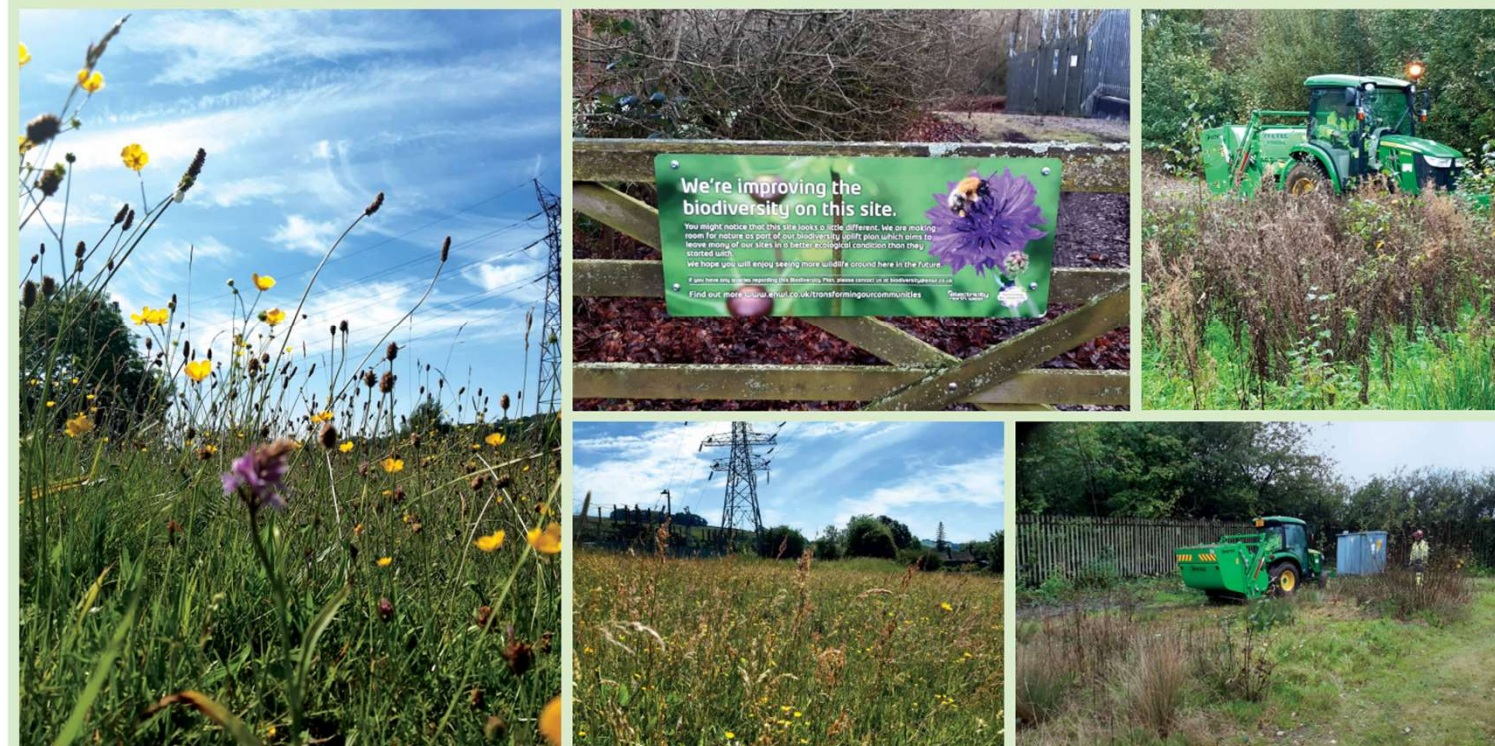


# Enhance biodiversity and natural capital across 100 sites during RIIO-ED2



- Uplift biodiversity unit condition of 100 sites by initiating conservation grassland management and small-scale woodland management within substations and 'legacy' landholdings
- Grassland sites are managed under a traditional hay meadow regime – cuttings to be removed to reduce nutrients levels, discourage competitive grasses and promote floristic diversity to benefit a wider range of pollinators
- Sites dominated by woodland to receive management to improve vertical structure, deadwood and conditions for woodland floor species
- Specialist machinery purchased and in-house conservation team dedicated to project
- Active habitat management began in summer 2023

## ENWL 100 network sites biodiversity uplift programme



# Tree planting EAP Goal 14 – Plant 10,000 trees per year over RIIO ED2



- ENWL's first and flagship tree planting scheme was established on landholdings at Sandsfield Road in Carlisle in partnership with Cumbria Coastal Community Forest in March 24.
- Encompasses 9 hectares of former grazing land, unsuitable for commercial development due to overhead infrastructure
- Over 11,000 trees in a mosaic design that incorporates wood pasture, scrub, hedgerows, high density 'Miyawaki' style plots and traditional woodland to maximise the wildlife value
- Contains 22% of the EAP tree planting commitment in one location, partly planted by ENWL colleagues
- Remaining grassland retained for access to transmission lines and managed as species rich traditional lowland hay meadow
- Helps alleviate historic localised flooding issues, and preserved the site to provide additional long-term aesthetic and wellbeing benefits for local community



# Future plans for ENWL's biodiversity programme in Cumbria and Lancashire



- Long-term opportunities to add and maximise existing on-site biodiversity e.g. through wetland creation
- Add extra greenspace and biodiversity value to the urban areas of the region, creating living rooves and walls on suitable electricity network buildings
- We will evaluate the carbon sequestration of our biodiversity sites and how this contributes to our decarbonisation goals long-term
- We will formalize a business strategy for Biodiversity Net Gain and how ENWL's uplift sites can contribute to this
- Maximise exposure to our biodiversity programme via communications and stakeholder engagement
- Optimise the benefit of our substation and linear infrastructure biodiversity at a landscape scale by working with partners such as Nature North as members of the 'Green Northern Connections' Group



**electricity**  
north west

Bringing energy to your door

# Innovation

Net Zero Terrace

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Community Energy Manager

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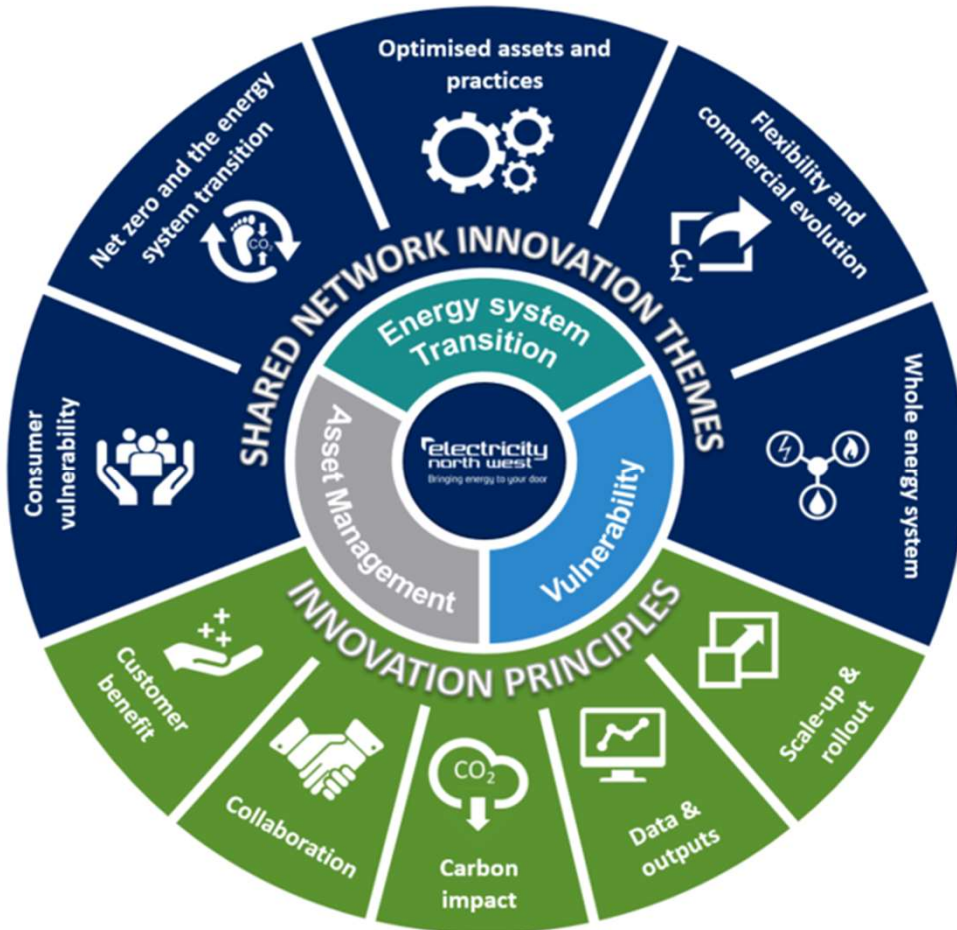


# Snapshot of our current innovation plan (2023-2028)



## Innovation Strategy

## Innovation Delivery



### Network Innovation Allowance ED1

- 31 Projects completed
- 18 Projects transitioned to BAU
- 5 Projects need further follow up

£8 Million of innovation projects to date in ED2

### Network Innovation Allowance ED2

- 5 Projects approved
- 3 Projects under review

Over 20 collaborating partners

### Strategic Innovation fund ED2

- 8 Projects awarded funding
- 7 Projects completed
- 1 Project in-flight
- 1 Project under review for funding

Direct Stakeholder Support  
**RE100 Project** - GMCA

# The Problem



10 million terraced homes in UK, ~ 6 million 2/3 bed which have little outdoor space to accommodate an ASHP

Large proportion from 19<sup>th</sup> and early 20<sup>th</sup> century with **low energy efficiency**

Fuel poverty and affordability may be an issue for many householders

Default choice for electrification is electric boilers which will result in higher bills for residents than gas

Electric boilers have to be delivered with whole house retrofit, an additional challenge

Electric boilers put **large additional loads on electricity network** triggering expensive and time consuming reinforcement – significant barrier to Net Zero



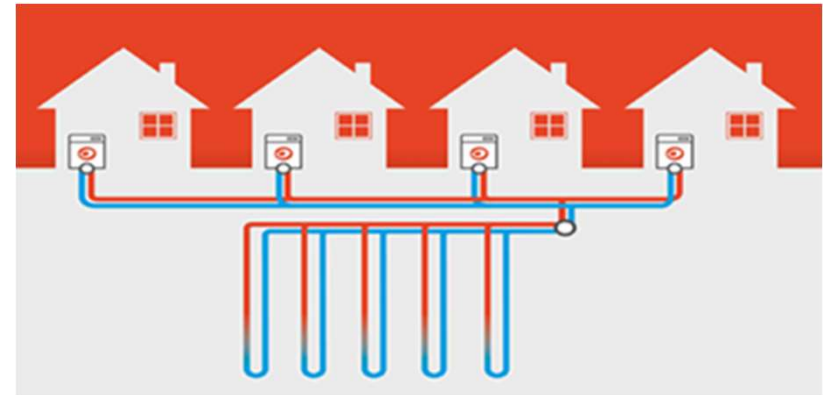
Bacup, Rossendale

# Net Zero Terrace



Affordable, low carbon energy, healthy warm homes at no upfront cost to consumers

- Shared ambient loop heat clusters provide opportunity for more efficient community heating
- In street bore holes with individual in-home shoebox heat pump
- Homes connected by a 'smart' system to aggregate savings across an energy club. (Smart, Local Energy, System – SLES)
- Infrastructure & retrofit debt financed with householders paying back over long term via standing charge





# Consumers in vulnerable circumstance

Jill Hendry  
Customer Inclusion Innovation Manager  
[jill.hendry@enwl.co.uk](mailto:jill.hendry@enwl.co.uk)



## Reacting to change ...



As a responsible business it's important we react and respond to what's happening across the region.

Our goal is to ensure that our customers feels safe and supported.

This may be during a power outage when we can deliver extra care to make a customer more comfortable.

Or it could be providing extra support in communities like we did in the pandemic or more recently as we are seeing the impact of rising energy prices.



# Changes to winter fuel payments



We heard that across the region nearly half a million North West people are missing out on unclaimed benefits totalling over £368 million every year.

Following the changes made to the Winter Fuel Allowance we adapted our marketing messages immediately to reach out to impacted households and are working closely with local organisations and charities to offer our help.

Opposite is one of our adverts raising awareness of the help we can provide.

This year, Winter Fuel Payments will only be paid to those of state pension age who are also in receipt of certain benefits.

If you are affected by this change or worried about paying your energy bills, Take Charge could help.

Our expert advisors can check your eligibility for certain benefits and advise on other things you can do to help manage your energy costs.

Call us on 0808 169 9924 or visit [www.takechargetoday.co.uk](http://www.takechargetoday.co.uk)

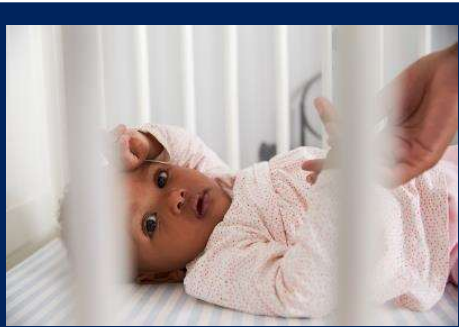


## The reality for families unable to afford to power or heat their homes ...



Take Charge can provide support to anyone who's struggling with rising energy costs, for some it can be a lifesaver! It's important to keep in mind that some customers don't believe they should or could get help and/or have no idea where to ask for it.

That's where our partners come in ... raising awareness could make all the difference ... like in our examples below.



**I have no electricity and English isn't my spoken language I can't use the kettle to sterilise my baby's bottle or make up a feed!**



**My son relies on a nebuliser and it needs to be plugged in, I've run out of credit on my meter.**



**I'm a single parent and a carer I would like to know more about grants to make my home more energy efficient.**



**I'm feeling really cold and only using blankets to keep warm because I'm afraid of running up a large bill I can't afford.**

# Can we work together?



**POWER CUT?  
CALL 105**



**Our customers are at the heart of everything we do.**

We know they rely on us to be there for them, no matter what time of day or night it is. And when things don't go according to plan, we've got their backs until everything is back on track...

**'Extra Care' is the umbrella term for all of our support services. These include...**



## Our Extra Care register

Practical support and advice for customers who may need extra support before, during or after a power cut.

## Take Charge

Empowering customers to take charge of their energy usage and access support through the rising cost of living.

## Low Carbon Advice

Explore free, impartial advice on low carbon technologies with [GoLowToday.co.uk](http://GoLowToday.co.uk)

**Drop us a line at [Partnerships@enwl.co.uk](mailto:Partnerships@enwl.co.uk)**

# Roundtable discussion





## Round table discussion

We would now like to invite you to move around the room to connect with our experts and discuss the topic that interests you most

Growth &  
investment

Environment &  
biodiversity

Innovation

Vulnerable customers



## Round table discussion

Taking into account what you have heard this morning.....

Please discuss and share your thoughts on the following, with a focus on the relevant theme of your table:

**Question1** - What is of most interest/importance to you/your organisation in terms of what we are delivering in your region and why?

**Question 2** - What challenges and opportunities can you see relating to these key pieces of work that we may not have considered?

**Question 3** - What ways can you support/partner with us in this area and how can we best communicate progress to you?



A graphic featuring a large, bright green circle with a white border. A white horizontal line passes through the center of the circle, extending to the left and right edges of the frame. The background is a dark blue gradient with silhouettes of trees and a utility pole on the left side.

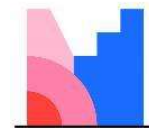
**Q&A**

## Mentimeter polling – Feedback



We really value your feedback:

- Open web browser
- Head to **[www.menti.com](http://www.menti.com)**
- Use the code **76 36 45 09** to  
access feedback polling



# Mentimeter



# Thank you for joining today

Together we can achieve more. Stay informed and collaborate with us

Scan the QR code to  
sign-up to our  
newsletter



Scan the QR code to  
visit our events  
calendar





**NETWORKING  
AND LUNCH**