

You Said We Did

2025



Foreword

Listening to our stakeholders is at the heart of how we operate. Your insights shape our decisions, drive improvements, and help us build a smarter, more flexible energy system. This You Said, We Did publication reflects our commitment to acting on the feedback we receive, showcasing the progress we've made over the past year.

In the 2024–2025 financial year, we engaged extensively with stakeholders through a range of channels, ensuring that their perspectives informed both our long-term strategies and practical, short-term actions. This document highlights how we've responded from strategic initiatives that support future growth to impactful quick wins that make a difference today.

Our approach is rooted in transparency, inclusivity, and continuous improvement. We aim to make it easy for our partners to engage meaningfully, providing clear and honest communication about what we can and cannot achieve. While some suggestions may be challenging or costly, we remain committed to explaining our decisions and the rationale behind them.

This publication is not just about reflecting on past achievements; it's part of our ongoing journey of improvement. We are committed to building on this progress, continually enhancing our services and infrastructure to meet the evolving needs of our stakeholders.

We hope this document keeps you informed about how your feedback drives our actions and helps us deliver better outcomes for all. Thank you for your continued support and engagement.



Ben Grunfeld
Strategy and Growth Director

“ This document highlights how we've responded from strategic initiatives that support future growth to impactful quick wins that make a difference today. ”

Contents

Foreword	2
Introduction	4
Our approach to Stakeholder Engagement and Relationships	5
Flexibility	7
Network Planning	10
Data	13
Decision Making	16



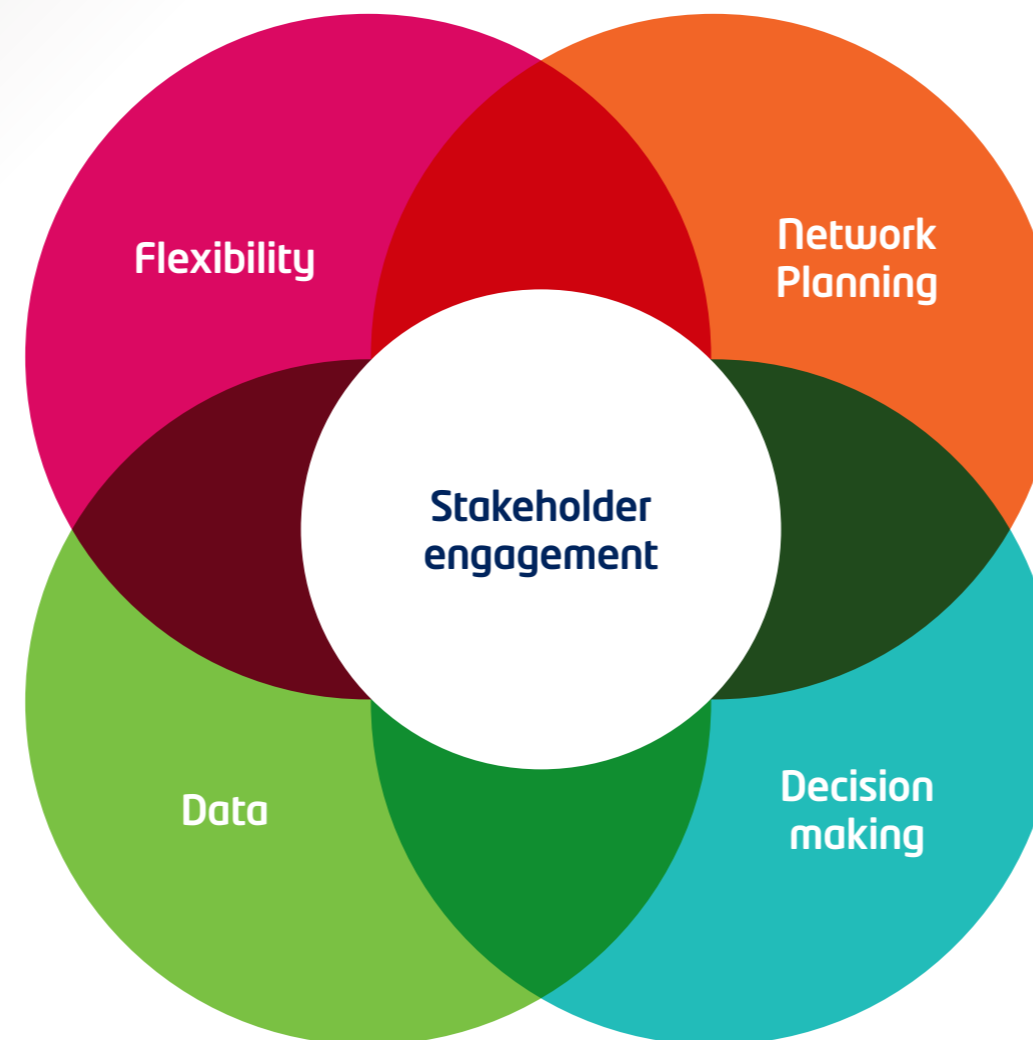
Introduction

Our DSO vision is to **enable customers to decarbonise, enable economic growth and provide affordable services and infrastructure vital for achieving Net Zero for all.**

Listening to, understanding and acting on messages from our customers and stakeholders is pivotal to achieving this goal and to making it easy for people to engage with and do business with us. This document shows how we are doing that.

For the 2024/2025 financial year, this document sets out:

- The **stakeholder engagement mechanisms** which inform us about satisfaction with our services and our transition to a DSO. These keep us alert to what we are doing well and where we can improve and underpin the messages we are acting upon. Engagement mechanisms are themselves kept under review so that we reach the full range of stakeholders in the most effective ways possible.
- The messages we have received from stakeholders (the '**you said**' asks), and how we have responded ('**we did**') in our four key DSO areas:



We have delivered a great deal of progress over the year in responding to stakeholder asks and ensuring we are continually improving our service.

Some changes are strategic and long term; others are quick wins where a small change can make a big difference to specific stakeholders. We also know that we cannot change everything asked for. For example, some suggestions would be impractical, have disbenefits for other stakeholders, clash with ethics and values, or be disproportionately costly. So, although the focus is on what we have done, we also seek to be open and honest about examples where we have not acted and the reasons why.

Finally, although this document focuses on one year, improvement is a continual process. Some actions build on progress and stakeholder inputs made previously. Others now begun will extend far into the future. But they are all underpinned by responsiveness to feedback and determination to achieve the best possible outcomes.

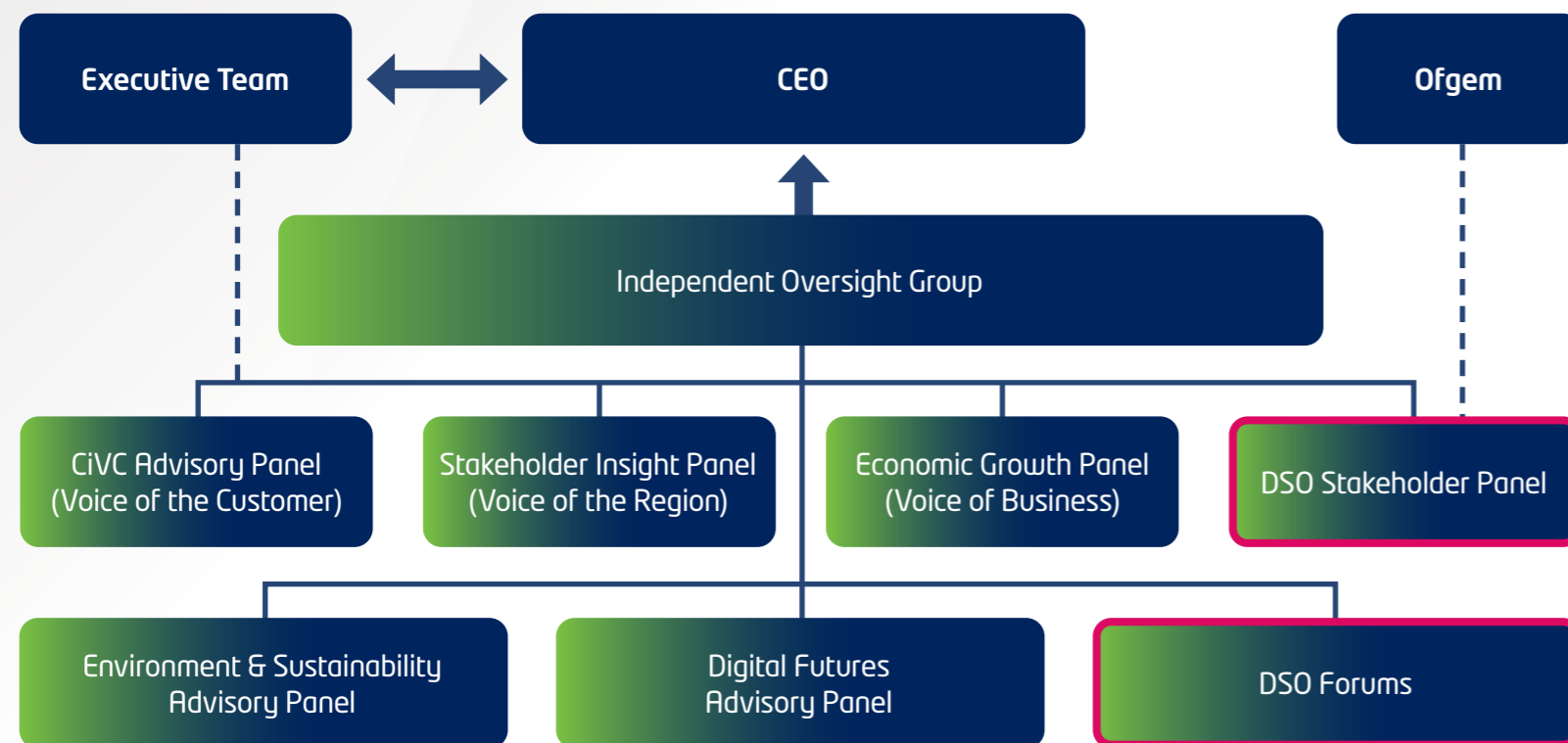
Our approach to Stakeholder Engagement and Relationships

Ongoing, extensive and open customer and stakeholder engagement and relationships provides a vital foundation for delivering change - both to a DSO way of working and to delivering net zero. It gives us the place-based, on the ground priorities and perspectives we need in order to make the right choices for the network at the right time.

Our mechanisms for achieving this are tailored to make it easy for our many partners and audiences to engage with us, and to do so in a rich and meaningful way.

Our Stakeholder Engagement Strategy sets out our approach. It is built around clear and transparent governance, feedback channels, and strong executive commitment, using a broad range of engagement mechanisms including advisory panels, regular reporting and triangulation. The graphic shows how our DSO Stakeholder Panel is integrated with overall governance.

Figure 1: Advisory panels and governance



The structure, with an independent DSO Stakeholder Panel at its heart, is designed to enable DSO stakeholders to monitor, evaluate and guide the scope and speed of our transition. The Panel meets quarterly and has diverse representation across customer and stakeholder groups.

More widely, we have identified 21 stakeholder groups as having a high interest or influence in DSO and used inclusive methods to inform, consult and involve them. As well as ongoing communication, during 2024/25, those included:



We have continued to use **eight DSO 'personas'** representing our stakeholders and their priorities to ensure our current and future plans meet their needs.

Feedback and further improvement

Whilst our engagement mechanisms have been praised by stakeholders, we are wary of complacency. We routinely ask stakeholders and customers about how well our engagement is working and how it can be further improved. The main comments received, and actions taken during 2024/25 were:

You said

Strengthening collaboration

Preference for more 1 to 1 engagement

Engagement through events and webinars

High satisfaction ratings (95%+) for our events and webinars show these are valued, but DSO stakeholders requested use of venues beyond Manchester

Accessibility and understanding

Electricity industry information is hard to understand - make it more accessible

Feedback loops

Make stakeholder feedback loops more transparent

We did

- Building on our distinctive use of bilaterals to support LAEP development, we met every local authority in our area during 2024/25. We extended our longstanding strategic relationship with the Greater Manchester Combined Authority (see below) and began new bilateral relationships with regional / Combined Authorities in Lancashire and Cumbria.

- Following consultation on favoured options, we trialled holding our Autumn DSO event in Penrith. Turnout and feedback was good and we will use alternative venues again.
- Participated at key partner events to widen ways and locations for engaging with us - e.g. at the Zero Carbon Cumbria Summit

- Our focus on one-to-one interactions with key stakeholders and customers (as above) is helping build awareness and understanding. It means we can tailor and explain information as required.
- We are working hard to avoid using technical language where possible. Our [jargon buster](#) was produced this year and well received. It is designed to help more people confidently engage in energy discussions and we have shared it with Local Authorities, climate groups and published it on our website.

- We now provide more direct feedback to customers and stakeholders on how we have responded to their asks - including through this document
- We routinely report back to our DSO Stakeholder Panel on the actions we have taken as a result of their feedback

Assisting GMCA to pioneer electric business in its 'Bee Net Zero' initiative

Following requests by GMCA, ENWL helped to deliver the Mayor's commitment to ensure that the buses brought back to into public control are electrically charged. We worked at unprecedented pace (within 12 months) to develop a managed connection at the Go North West bus depot allowing buses to charge overnight, and facilitating roll-out of 'ZEB' buses in Manchester. This both supported net zero transition and reduced pressure on network.



Flexibility

We prioritise flexibility to manage our network efficiently, helping to ease constraints, enhance security, and support the transition to net zero.

By making the most of existing capacity, flexibility enables us to balance electricity supply and demand without immediately upgrading infrastructure. When future demand is uncertain, we use flexibility as a temporary solution and only invest in the network when it is truly needed. It also helps us respond to unexpected power cuts, restoring power quickly, and to manage planned or unplanned network events to keep the system running smoothly.

The flexibility market is still developing. We have a key role to play in supporting this, including encouraging more people to participate as Flexible Service Providers (FSPs).

The overall 'you said' message on flexibility from our stakeholders is the importance of making it easy for people to work with us, firstly by understanding the barriers that exist to participation in flexibility markets and secondly, providing solutions to overcome them.

Increasing transparency, opportunities and data are central to this. Dialogue with potential FSPs is also key. Whilst stakeholders value what we already do, we have responded by further ramping this up this year, supporting FSPs in understanding their options and navigating practicalities to make flexibility more accessible.

Over 2024/25, we have listened carefully to stakeholder requirements and responded in the following ways:

You said

Understanding revenue returns for providing flexible capacity

FSPs want a defined ceiling price in a £/kWh rate not just a total aggregate ceiling price to give more certainty on revenue returns

Improve the cost calculator tool by making it easier to understand and use

We did

- From our Autumn 2024 tender onwards, we now provide utilisation payments in a £/kWh rate for our utilisation only products, namely Operational Utilisation, Scheduled Utilisation and Peak Reduction. This enables optimal bidding and greater certainty on revenue streams for FSPs.

- We have updated our cost calculator to reflect the ceiling price change and made it easier to use, backed by an updates video user guide.
- Our updated tool allows users to search more easily for the specific tender and product they are looking to participate within (eliminating human errors) and check if their bidding prices are likely to be accepted. This will improve accuracy in estimating revenues and help FSPs determine their bidding price.

You said

Understanding revenue returns for providing flexible capacity (cont.)

Use more pre-scheduled products to provide pre-agreed time windows on when flexibility will be used, aide forecasting and guarantee revenues

Be clear how payment mechanisms work for responding to dispatch instructions

Encouraging more FSPs to get involved

In line with Ofgem and DESNZ thinking, FSPs want **a defined product focused on energy efficiency savings**

Open up opportunities for Low Voltage customers

Apply greater flexibility in the standard Flexibility Services contract and on determining baselines

Be clear how each flexibility product works and their differences

We did

- Alongside our Operational Utilisation and Scheduled Availability (OUVA) product, FSPs have the option to participate in pre-scheduled Peak Reduction services. This guarantees revenue at the point of tendering, giving certainty over a longer term.
- We also offer Scheduled Utilisation as a standard product, alongside Peak Reduction, for our Low Voltage (LV) flexibility requirements.

- We have produced user guides including worked examples for each possible response scenario, explaining how payment mechanisms work, when the FSP will be eligible for payment and when penalisation factors may apply following their response to our dispatch instructions.

- We offer a Peak Reduction services product. This product can be used where energy efficiency measures are planned that would reduce an FSP's overall electricity consumption across the year but specifically during high peak periods. This service will prevent network constraints by releasing capacity in the network via long-term energy efficiency measures being adopted and embedded.

- We are expanding opportunities for FSPs to participate in flexibility services tenders by introducing our first LV flexibility requirements in our Autumn 2024 tender.
- Our Autumn 2024 tender sought to procure 22 LV requirements across 11 LV substations, covering over 5,000 customers, offered via two types of flexibility Services products: Peak Reduction and Scheduled Utilisation.
- Going forward, our requirements in LV flexibility services is expected to scale up, helping to facilitate the growth of residential flexibility and energy efficiency markets, and fulfilling our obligations as a neutral market facilitator.

- On a case by case basis, we will now consider flexibility in parts of our standard Flexibility Services contract where this removes perceived barriers to entry and widens participation in the flexibility market.
- We have further helped FSPs in carrying out baselining by allowing them to nominate their own baseline energy profile, rather than setting a standard one.

- We have developed case studies for each flexibility product on the [Flexibility Hub](#) page of our website. These include: an overview of the product parameters, the tender process, the payment mechanism, and a worked example to conceptualise what each product looks like.

You said

Encouraging more FSPs to get involved (cont.)

Provide a platform that maximises participation in the flexibility market

Make it easier and quicker to check tender participation eligibility for multiple assets

Data driving decisions

Publish flexible services dispatch data more frequently

Retain historical flexible services requirements to allow for comparisons between different flex tender rounds

Optimising flexibility

Offer Actively Managed Connections and highlight the locations where Active Network Management (ANM) has been rolled out or will be in future

Use our ANM systems to accelerate connections to the network that would have otherwise be blocked by Transmission Network Reinforcement

We did

- This year we rolled out our third party partnership with Electron as our core market platform offering an end-to-end solution for providers to participate in our tenders. This provides a seamless customer journey from registration and qualification all the way through to API dispatch and settlement. This is key to making it easier for FSPs to do business with us.

- We have enhanced the postcode checker tool on our website to allow FSPs to check multiple post codes simultaneously. This feature streamlines the procurement process and improves the user experience.

We now publish flexible services dispatch data monthly on the Open Data Portal.

We have created a new dataset that is accessible via the Open Data Portal that retains data from historical tenders.

- We have developed a cutting edge ANM system that in real time optimises the use of flexibility. It is now ready for our first actively managed connection to go live later this year.
- We will continue to remain on the cutting edge of capabilities by enhancing the product and learning from industry best practices.
- We publish our current and future ANM zones here: <https://www.enwl.co.uk/get-connected/apply-for-a-new-connection/flexible-connections/>

- We have developed our ANM system, as well as internal processes, to be able to offer "Technical Limits" connections to customers. Along with other DNOs, we are contacting customers with older schemes that have secured transmission consent but are not progressing so we can recover unneeded system capacity. This clears the way for connections that are ready to connect now. Further information can be found at: <https://www.enwl.co.uk/get-connected/releasing-capacity-and-enabling-connections/>

Network Planning

To support customers and stakeholders in their transition to net zero, we share information on future energy trends and the impact they will have on the electricity network.

We also share our Network Development Plan. It shows where on our network new connections are suitable; where flexibility services may be advantageous; and how we will create capacity over the next ten years.

We have a wealth of data available to us that can help power impactful and informed decisions. **By supporting our stakeholders and customers to understand and engage with our data, they are better placed to take positive action towards net zero. In turn, that helps us plan, make decisions and play our role in the transition - a win-win.**

Our engagement with Local Authorities (LAs) on local area energy planning is central to this. There are 35 LAs across our geography, and two Combined Authorities with a third proposed, each with unique place-based insights, needs and opportunities to drive economic growth and tackle climate change.

Over 2024/25, we have listened carefully to stakeholder requirements and responded in the following ways:

You said

Supporting places to plan for and invest in the transition to net zero

Help us identify locations for renewable energy generation by understanding capacity in the network

We did

- We've supported LAs to access information on generation and storage resources that are connected, or accepted to connect, to our distribution network. This is held in our NDP Substations Generation Capacity Headroom forecasts and Embedded Capacity Register.
- We've also helped them navigate Distribution Future Electricity Scenarios data and its projections in areas like the uptake of domestic solar PV or small-scale wind turbines.

Help us develop our LAEP and decarbonisation plans

- We are taking a bespoke approach to helping LAs develop their LAEPs. This helps them plan and helps us gain insights that inform our network planning so we deploy capacity in line with need.
- Some LAs need advice on initial work by understanding datasets, grid capacity, transmission constraints and guidance on pathways modelling.
- Others are more developed, so we are helping identify sites e.g. for renewable energy and storage or electric vehicle infrastructure and advising on considerations around construction, costs and connections.

You said

Supporting places to plan for and invest in the transition to net zero (cont.)

Support the development of DESNZ-funded Net Zero Accelerators

- We are committed to helping places unlock investment to deliver LAEP projects.
- We sit on Oldham's Green New Deal Delivery Partnership. We are contributing strategic, technical and engineering advice as they develop exciting plans for electrification of heat and transport, decarbonising key council sites and establishing community energy.
- In Manchester, our data and expertise is helping the city build an energy evidence base that will underpin its plans in areas such as EV infrastructure and heat networks.

Supporting development of low carbon infrastructure and assets

Help places looking to develop solar farms by understanding:

- Available grid capacity now and in the future
- Transmission constraints and lead times
- The point and cost of connections
- How to complete a connection application

- Bespoke sessions held with LAs to demonstrate how our Heatmap tool and Generation Capacity Headroom dataset can help site selection based on current and future capacity
- Shared the GSP Queue dataset showing the technologies and connection capacities currently in the queue to help people assess the available capacity for new connections
- Connected LAs to our connections team to get expert help on generation and quotes; and to our Pre-Application Customer Engagement team for advice and guidance on ENWL's application, design and delivery processes

How will ENWL meet the evolving capacity requirements of District Heat Networks?

- We are a key stakeholder in this new area of work. We are working with Greater Manchester's LAs as they develop their plans. We are helping build their understanding on how to connect to our network to help with peak demand.

Support LAs to select sites for EV charge points using Local Electric Vehicle Infrastructure funds

- Working with Westmorland & Furness Council, we trialled an EVCP-specific dataset to help select sites and reduce connection costs. Based on its success, we will now roll this out to all LAs.

Help LAs apply to the Public Sector Building Decarbonisation Fund

- Our budget quotations connections team is helping LAs understand the cost of reinforcements required due to any change in energy use. This means they can better plan for cost and lead times.

How is ENWL decarbonising its own operations?

- We have ambitious plans and targets set out in our Environmental Plan. This includes actions we are taking to reduce emissions from our fleet, our buildings and our supply chain.
- We are converting our depots to net zero, with work on our Blackburn site now complete and demonstrating what can be achieved. We have shared this success with Blackburn with Darwen Council who are now implementing their own building management systems as a result.

You said

Industrial and commercial customers

Support industrial and commercial customers on decarbonisation activities

We did

- Our large customers are keen to work with us on their decarbonisation plans.
- For example, we are providing data and advise to Stakehill Industrial Park in Rochdale as they design plans to use government funds to decarbonise the site.

Data

We are committed to open and transparent data sharing.

So we're delighted that DSO stakeholders have praised us for providing access to new data sets and listening to consumer feedback on what to prioritise.

We're pleased that there is high stakeholder satisfaction with the range and format of the data we provide. Nevertheless, we want to do more. **As well as enhancing the data itself and access to it via our Open Data Portal, we are determined to further help stakeholders understand the data and how to make the most of it.**

That approach underpins many of the asks and responses below. It builds on our approach of offering data in multiple formats and depths to suit those seeking to undertake in depth analysis and those seeking easy access to high level data.

Over 2024/25, we have listened carefully to stakeholder requirements and responded in the following ways:

You said

Combining powerful data and ease of use

The depth of data available is valuable (e.g. heat maps) - so retaining and extending this resource is helpful

Provide more help and guidance on how to use the data sets and portal e.g. via use cases / video guides

Data presentation and visualisation

Present data in a simpler way; with clear, concise reporting and a dashboard for visualisation (e.g. on network performance and competition participation)

We did

- We have published an extra 40+ data sets, providing richer information to support decision making

- We make this accessible by offering a variety of formats and viewing options to cater for both in-depth and less technical audiences
- Produced a new education hub this year which including videos on how to navigate our data portal, how to use our cost calculator and use cases for stakeholder types
- Our team is on hand to talk through data and offer one to one demonstrations to make sure it meets bespoke needs

- Our Open Data Platform allows users to see data as maps, tables or charts. This year we developed visualisations for more of the data to enhance accessibility. Examples include data linked to Low Voltage, Distribution Future Electricity Scenarios, the Long Term Development Statement and the Network Development Plan.
- A Smart Optimisation Output resource page has been created on the Portal ([SOO Flip – Electricity North West](#)) with a new System Visualisation. This offers access to a range of data, reports and digital network tools and provides representations of existing and future network assets, known constraints, operational and growth challenges, and opportunities for flexibility services.

You said

Timely data and updates

Provide more frequent data updates, at least quarterly and ideally monthly, and short, medium and long-term data to optimise Demand Response planning

Data and bilaterals at local authority level

Provide (more) local authority area based data

Partners want a combination of quarterly bilaterals and software tools to support Local Area Energy Plans

Responsiveness to specific data requests

Provide more data on the status of projects

Support identification of potential areas for development

Provide datasets for the electricity network (lines/cables/substation locations, etc.)

We did

- Data is updated frequently where there are new data to offer - which is monthly for GIS, the Embedded Capacity Register, Connection Capacity Heatmaps and Grid Supply Point Queue datasets
- Annual updates are best for information where the seasonal picture provides context and much of the data used for planning needs to be cleansed and so cannot be published in real time (e.g. high voltage circuit maps). Our priority is for stakeholders to have the right data rather than raw data that is hard to understand.

- We now make data available by local authority area and at county level, including DFES visualisations.
- We've created a web-based tool to assist councils and community energy organisations. This will help them to assess the viability and cost of making Solar PV connections and to plan where to put EV charging points. We've also improved local level data on generation and battery storage data.

- Our emphasis on bilateral meetings (as well as software/data tools) stands out amongst DNOs. We have extended that this year by having bilateral meetings with all local authorities in our area for the first time.

- Now publishing more data on our programme of reinforcements, whether funded or not

- Have identified what our capacity is, which will enable data users to assess this

- We will publish non-proscribed grid and primary networks data so you can build a network model. DNOs are working jointly on this to an industry-wide standard and timetable and exploring development of a common Shared Licence for this type of data

You said

Responsiveness to specific data requests (cont.)

Support data sharing and interoperability between sectors

Publish boundary polygon data for the areas served by each substation

Retain historical versions of your data

Ensure consistent naming for tender sites and distribution areas

Provide more low voltage (LV) data to support smaller developers and local authority net zero schemes

We did

- Ran a data workshop where stakeholders co presented with us to show how multiple data sets could be deployed. We will repeat this following the positive feedback received.

- Added into the Open Data Portal and Distribution Future Electricity Scenarios this year to make it more visible and accessible

- Data on previous tenders now made available on the Open Data Portal

- Not yet actioned, but we are looking into this and expect to standardise going forwards

- Expanded time series load management data to cover all voltage levels, and published load indices and reinforcement programme for the first time. Trialled providing more LV data in Westmorland & Furness this year and are now planning wider roll out.

Decision Making

Distribution System Operation is providing the systems and processes needed to transition and operate energy networks in the net zero carbon future.

That requires critical decisions on how we grow the market for flexible services as an alternative to network investment; and on how we plan when and where to develop the network.

Other sections have shown how we use data and forecasting, and detailed stakeholder engagement to support that.

This section shows how we are listening to customers and stakeholders to ensure our decision making processes are robust, transparent and fair and that we are held to account in our role to provide affordable services and infrastructure for decarbonisation.

Over 2024/25, we have listened carefully to stakeholder requirements and responded in the following ways:

You said

Distribution Network Options Assessment

Refine the next Distribution Network Options Assessment (DNOA) Report, taking into account feedback

We did

- Our updated DNOA has responded to stakeholder feedback and describes the methodologies and approaches that inform our evaluation of network upgrade options
- It prominently invites further feedback and provides links to enable this. The process for annual review is also set out, including ongoing stakeholder engagement, formal consultation and a major stakeholder event.

Clarity on Operational Decision Making and the Framework and data that support it

Stakeholders would like a clearer Operational Decision-Making Framework. They like the depth of information but seek simpler presentation

- We provide a lot of information about all aspects of our decision making to ensure transparency and to meet the needs of technical stakeholders. This year, we have retained this but updated the content and language of the Framework, so it is more easily understood by non-technical readers.
- Changes include new graphs to clearly demonstrate our processes, worked examples of how our flexibility dispatch methodology works, system updates since last year's publication, and new content added on how we manage Part 3 Connections
- Glossary added to the updated Framework to explain terminology and acronyms avoided throughout where possible
- Commitment to updating this document annually fulfilled

You said

Transparency and Fairness (in decision making and accountability on performance)

Stakeholders seek better understanding of our approach and tools for decision making to support transparency and clarity

Specific requests made on enhancing visibility on flexibility and its impact on decarbonisation, widening community representation and setting up a local authorities working group

We did

- We are publishing data this year in the annual DSO submission, backed by a supporting document on how we calculate benefits

- Our 2024/25 DSO panel submission will include content on how to quantify benefits from DSO activity, including detail on CO2 saved via procuring flexibility.
- Engagement with local authorities has been further heightened, e.g. around network planning. Engagement has also begun with (prospective) Combined Authorities in Lancashire and Cumbria that cover and involve multiple local authority areas

Glossary

Aggregators	A new type of energy service provider which can increase or moderate the electricity consumption (or generation) of a group of consumers, or prosumers, according to total electricity demand on the grid
API	Application Programming Interface - a set of functions and procedures allowing the creation of applications that access the features or data of an operating system, application, or other service
ANM	Active Network Management – an application of the Network Management System that manages network constraints in real-time by using flexible assets and varying the import and/or export of distributed energy resources
BAU	Business as usual
BSP	Bulk supply point - where a distribution network steps down from 132kV to typically to 33kV
CEM Tool	The common evaluation methodology developed in the ENA Open Networks Project in 2020 for evaluating a range of potential solution options, especially flexibility, against traditional reinforcement. An MS Excel Tool, based on the Ofgem Cost Benefit Analysis, was developed using the methodology for the assessment by DNOs in RIIO-ED1
CIM	Common Information Model – a protocol for sharing electrical network data between parties
DER	Distributed Energy Resources - small-scale power generation and storage such as solar, wind and electric vehicles that operate locally and are connected to a larger power grid at the distribution level
DESNZ	Department for Energy Security and Net-Zero - The systems and processes needed to operate energy networks in the Net Zero carbon future
DFES	Distribution future electricity scenarios – forecasting plans for a range of scenarios for how low carbon technologies will be taken up and how the network could respond. The scenarios inform our investment plans and provide visibility of flexibility opportunities
DNO	Distribution network operator - company licensed to distribute electricity in Great Britain by the Office of Gas and Electricity Markets (Ofgem)

DFS	Demand Flexibility Service - allows participants to earn rewards for shifting electricity usage outside of peak demand hours
DNOA	Distribution Network Options Assessment
DSAP	Digital Strategy and Action Plan
DSO	Distribution Systems Operation - the systems and processes needed to operate energy networks in the Net Zero carbon future
EHV	Extra High Voltage - 33kV to 132kV network
ENA	Energy Networks Association – industry body which represents electricity transmission and distribution network operators
ENWL	Electricity North West Limited
ESO	Electricity System Operator
EV	Electric Vehicle
FES	Future Energy Scenarios - represent a range of different, credible ways to decarbonise the energy system in support of the Government 2050 target
NESO	The National Energy System Operator (NESO) is the nationalised entity responsible for managing and planning the energy system in the United Kingdom. Established in October 2024, NESO oversees both electricity and gas distribution systems, ensuring that supply meets demand every second of every day. It plays a crucial role in supporting the transition to renewable energy and achieving net-zero emissions by 2030
GDN	Gas Distribution Network
GIS	Geographic Information System
GSP	Grid Supply Point - the connection between the Transmission 400kV and Distribution Systems 275kV

HV	High Voltage - 6.6kV to 11kV network
ICCP	Inter Control room Communication Protocol
IOG	Independent Oversight Group - is a panel of independent individuals, with an independent Chair together with members representing each of the six advisory panels that Electricity North West Limited has established to fulfil its license obligation and ongoing stakeholder and customer input into its decision-making processes in important work areas
LAEP	Local Area Energy Plan - a data-driven and whole energy system, evidence-based approach that sets out to identify the most effective route for the local area to contribute towards meeting the national Net Zero target, as well as meeting its local Net Zero target
LCT	Low carbon technology, such as electric vehicles, electric heat pumps, solar and wind energy
LIFO	Last-in First-out, a 'Principle of Access' that defines how assets that contribute to the same constraint get curtailed when that constraint materialises. Under LIFO, each generation asset is assigned a position within a priority stack based on application date
LTDS	Long Term Development Statement – the requirement to publish network information, including the likely network developments across years 0 to 5, as detailed in standard license condition 25 and the Form of Statement
LV	Low voltage - up to 1000 volts
MOM	Merit Order Management – Electricity North West's system that derives the merit order or curtailment stack, using the curtailment index and flexible services contracts, which is shared with the Active Network Management system for delivery
MW	Megawatt
NDP	Network Development Plan
NIA	Network Innovation Allowance - a set allowance each network licensee receives as part of its price control allowance
NMS	Network Management System – a electricity network control system

ODMF	Operational Decision Making Framework – sets out Electricity North West's approach to decision making surrounding the use of network automation systems, flexibility, and human decision making. This includes the use of Flexible Services, Flexible Assets, and Flexible Connections
Ofgem	Office of Gas and Electricity Markets – the government regulator for gas and electricity markets in Great Britain
Primary	Where a distribution network steps down from EHV to HV. They are located near the area with they serve.
ROCBA	Real Option Cost Benefit Analysis
RIIO-ED1	Electricity distribution price control period, 2015-2023
RIIO-ED2	Electricity distribution price control period, 2023- 2028
RESP	Regional Energy Strategic Plan, coordinated by NESO focusing on Whole System planning
Secondary or Distribution	Is the substation closest to the customers on the distribution network. This substation type steps down voltage from HV to LV.
SIF	Strategic Innovation Fund
SOO	Smart Optimisation Output - an initiative which aims to improve collaboration, transparency, and data use in the electricity sector

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