



DG Workshop feedback

February 2017



electricity
north west

Bringing energy to your door



Engagement approach

Flexible sessions – break out groups

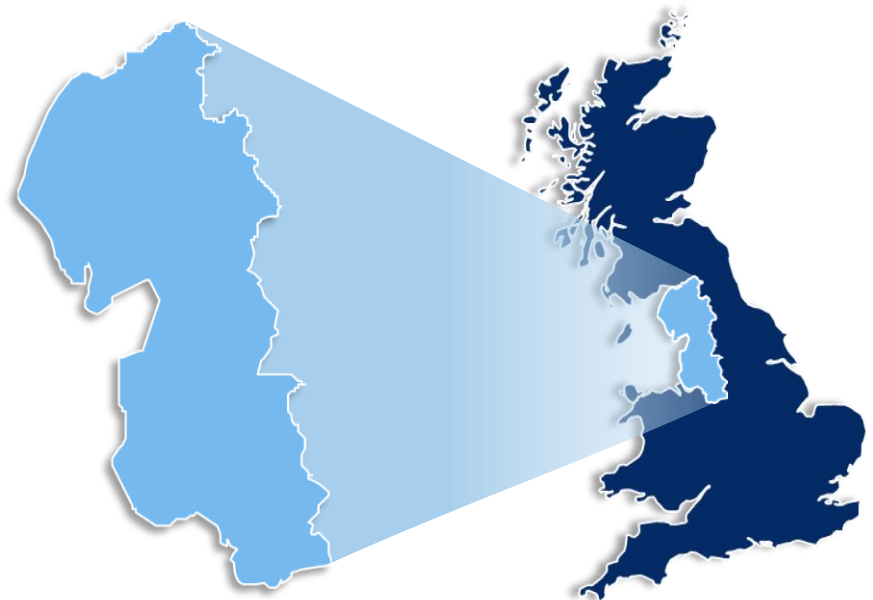
Cross-section of views

LV, HV and EHV

Developers, contractors, ICPs

Recorded feedback via:

- Break-out sessions
- Self-complete forms



Engagement objectives



Discuss our services and collate feedback on where we can improve

Notify stakeholders of EU changes and impact

Provide open opportunities for engagement on topics: storage, managed connections and pre-application

Attendance and promotion



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POWER CUT? CALL 105

Home Power cuts About us Our services Safety and incident reporting News and press

Our services

- Connection Services
 - New connection
 - Service alteration
 - Diversion
 - Disconnection
 - Unmetered
 - Generation
- Competition in connections
- Help & FAQs
- Incentive on connections engagement
- Stakeholder events
- Past stakeholder events
- Stakeholder expert panel
- Work Plans

Upcoming events

DG Surgeries
These sessions are open to all DG customers as an opportunity to ask us any question you may have, whether specific to a particular project or a general enquiry. Registration closes one week prior to the surgery and slots will be allocated on a first-come first-basis - to avoid disappointment please register in advance.

To register your interest in these sessions please complete our [registration form](#) providing this information we can tailor the session for you, to make sure you get the most out of your time with us.

ICP/IDNO Training session
Based on feedback from our workshops, we will be holding training sessions to explain the step-by-step process for an ICP or IDNO who carries out self-determination of PoC or self-approval. The sessions will be held at our offices in Preston, on the following dates:

- Wednesday 30 November 10 - 12:30pm
- Wednesday 30 November 1:30 - 4pm
- Monday 29 January 10 - 12:30pm
- Monday 29 January 1:30 - 4pm

To register your interest in attending please contact Rebecca.lees@enwl.co.uk

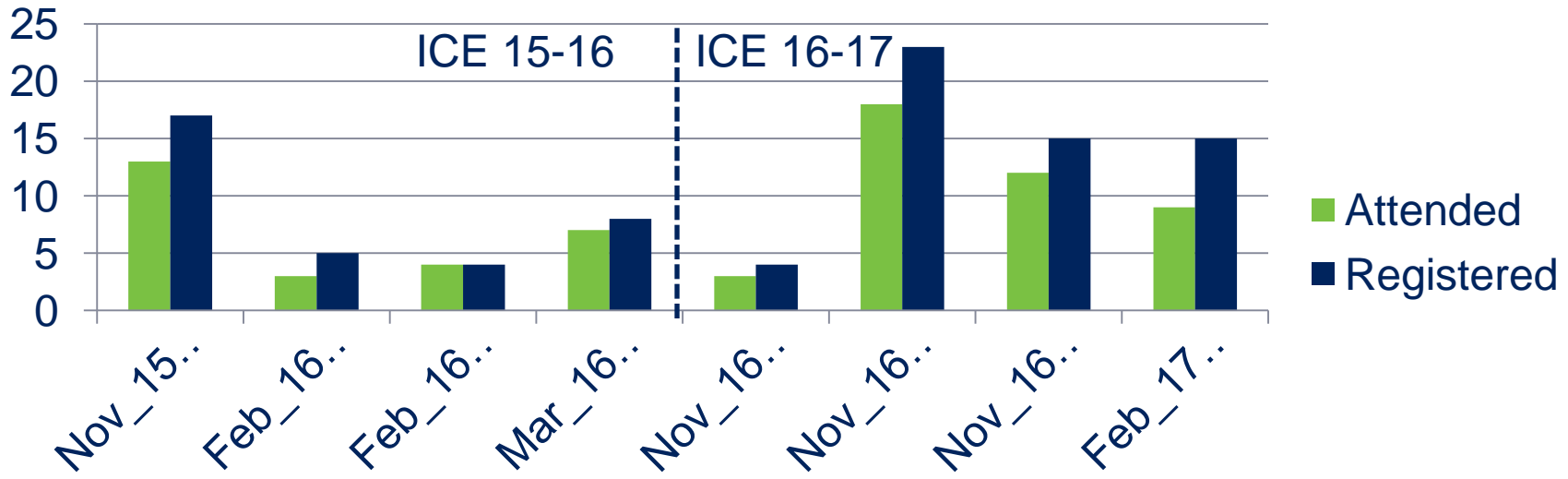
Workshops

Rebecca Lees
Incentive on Connections Engagement Manager at Electricity North West 29d

In just a few weeks we'll be testing our new DG improvement plans for 2017-18. We believe in giving you early sight as we develop our ideas, asking for feedback and giving you the power to adapt our plans to what's important to you. To get... show more

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Energy Solutions
Electricity North West
Frederick Road
Salford
M6 6GH
0800 048 1820 (Choose Option 2 and then Option 1)
(Opening Hours: 08:00 - 17:00)
[Email us](#)



Stakeholder feedback



Majority agreed with our key topics for focus (through ICE)

Few aware of surgeries and of guidance information

Interest in our solution for releasing capacity and the priority order we choose

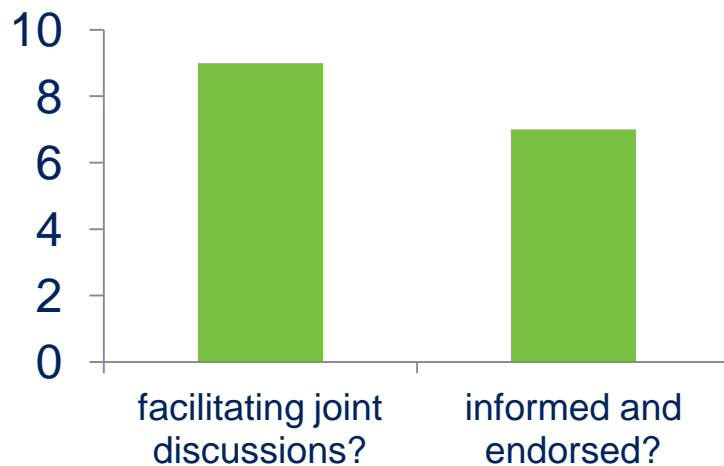
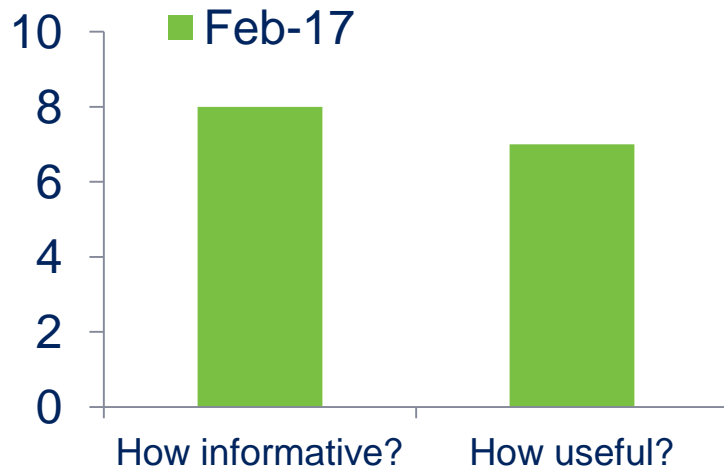
Need for sessions to promote better awareness of impact of managed connections

Call for VPN to support community energy groups

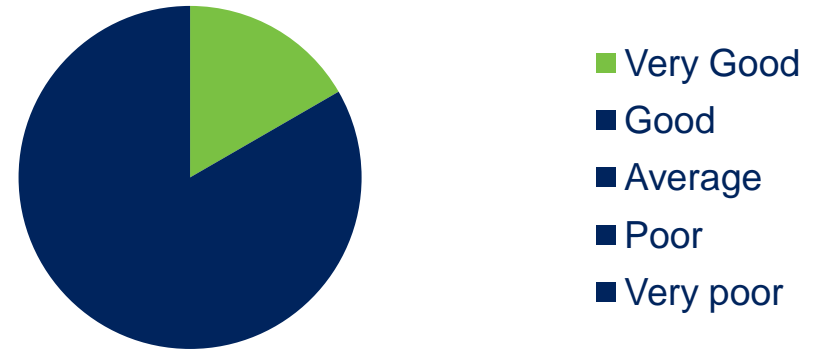
Misunderstanding about 'abnormal network conditions' and impact

Better interaction with future network innovations team to discuss long term implications/needs of storage and DG

Stakeholder feedback on event



How would you rate our ICE actions overall?



Does our work plan address curtailment levels for flexible connections?

Partly...

Does our plan include appropriate engagement to communicate when new capacity becomes available?

Partly...

Stakeholder feedback



Informative storage session. Thank you

Would attend again but not every session,
perhaps annually

Thank you for being so open about your
business and for searching for better, more
effective ways to help and engage

Great to meet you today, I found the workshop
very useful!

ENWL are the first to tell us anything about the
potential impact of the new EU codes, the
heads up is really important and I'm surprised it
hasn't been mentioned in other DNO's events