



electricity
north west

Bringing energy to your door



Distribution Generation

Stakeholder engagement and action plan

May 2015



1. Introduction

This year is incredibly important for our customers, stakeholders and our business as we have entered our new price control, RII0-ED1, which started in April 2015. We are committed to improving the service we provide and make it easier for DG (Distributed Generators) to operate in our region. So we have worked hard with our customers and stakeholders to make sure that we understand what they need and prioritise what we're doing to continually improve our service.

We recognised that there was an opportunity for us to get closer to our customers, and stakeholders. With that in mind we restructured the company, aligning it to the different types of customer we have, creating the ability to tailor the service we provide to the needs of the different customers and customer groups. Dedicated managers are appointed who are responsible for all connections activities relating to their customer group. This new structure is allowing us to strengthen key stakeholder relationships, be more responsive to our customer needs and deliver efficient and tailored services.

To improve the ongoing engagement with our stakeholders, we will improve our processes so that they are more efficient and easier to understand and follow, using technology to help us adapt and improve in line with stakeholders' needs. Of course this is a cycle of continuous improvement and we have robust plans in place to continue engaging with stakeholders and delivering on our commitments.

Ofgem introduced a new requirement for Distribution Network Operators (DNOs) that took effect from 1 April 2015 known as Incentive on Connections Engagement (ICE). It is a requirement of this incentive regime to publish a strategy for engaging with its stakeholders and facilitating joint discussions where appropriate. This requirement is complementary to our overarching philosophy of providing cost effective solutions to our customers' needs by engaging with our customers and finding out what their needs are and what they are trying to achieve - we have found understanding the drivers of our customers very beneficial already.

Whilst we are only required to submit an ICE Plan for the DG Low Voltage market segment, we have continued the approach from last year and include actions that cover the whole of the DG market.

The actions contained in this plan incorporate the activities that we plan to undertake during 2015-16 in response to engagement with our distributed generation stakeholders and understanding of their needs. The activities that relate specifically to the DG Low Voltage market segment are identified separately.

2. Our strategy for Stakeholder Engagement

In support of the action plan contained within this document, a supporting detailed work plan has been developed that enables us to understand:

- who our customers are,
- what their needs are
- how best, and when to satisfy these needs.

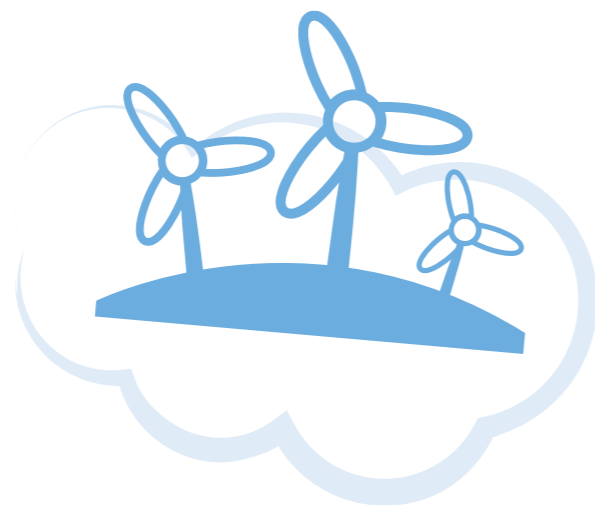
We have engaged with our stakeholders and customers, including conducting in depth surveys with key stakeholders, providing the opportunity for valuable feedback on the service we provide and for us understand which aspects of our connections process could be improved. Feedback told us that whilst over 32% of stakeholders thought our service was better than other DNOs and 61% thought it was similar, there were still improvements to be made – particularly in the area of communication, breakdown of costs and speed of delivering the service.



Throughout the process of formulating, developing and finalising our action plan for 2015-16, expertise from across the business and inputs from fora with the wider industry have been used. Details of the other engagement with stakeholders that was used to inform the plan is detailed in Table 1 below:

Table 1: Stakeholder Engagement 2014-15:

WHAT	WHEN	WHO	HOW
Customer Satisfaction Survey	Monthly	All DG customers	Telephone survey of a sample of DG Customers by external survey company
Identification of improvements for the ICE action plan	March 2015	146 DG customers (92 HV and 54 LV customers)	Directed telephone questioning by an external survey company
DG-DNO Steering Group	2 monthly throughout the year	ENWL Head of Market Regulation (Chair); other DNOs; DG Trade Associations	Face to face meetings
DG Fora London, Cardiff, Glasgow	Annual – last meeting September 2014	CEO and senior managers; other DNOs; DG stakeholders	Face to face meetings
External Stakeholder Panel	6 monthly	CEO, key stakeholder reps covering major business, DG developer, fuel poverty charity	Face to face meetings



3. Endorsement of our action plan

Our plan was developed throughout the year seeking endorsement from our stakeholders of our proposed improvements contained within our plan. We published a draft plan on our website inviting feedback from our stakeholders in April via a 'Survey Monkey' survey on our website, supported by links on Twitter and Facebook.

Whilst the number of responses were limited all were supportive of our plans with an average score of 7.4 out of 10.



4. Development of our action plan

The attached action plan builds on the progress we have already made in making improvements for our customers and stakeholders. We believe that it sets out a comprehensive series of actions with associated timescales that will meet the needs of customers and stakeholders in the north west.

A detailed work plan with action owners, clear outputs and timescales, has been developed to support the successful delivery of the attached action plan.



5. Our action plan for 2015-16

OUR COMMITMENT	ACTION	TARGET DATE	HIGH VOLTAGE	LOW VOLTAGE
Publicise our customer satisfaction scores	Monthly results of our customer surveys will be published to benchmark against our target to achieve a minimum of 85% customer satisfaction	March 2016	✓	✓
Improve on our customer engagement process	We will hold quarterly customer engagement workshops tailored to the customers needs. We will also support our customers at Industry events	March 2016	✓	✓
Community Energy	We will provide four customer engagement workshops each year, and support community energy events in the North West	March 2016	✓	✓
Engage on transmission issues	We will continue to engage with National Grid on transmission issues that impact on customers connecting to our network	March 2016	✓	
Introduction of Generation Application Form for <50kW Generation	We will simplify the application process for <50kW Generation with a streamlined application form and guidance pack. This will outline timescales, and set out ENWL and customer responsibilities	June 2015		✓
Consult on Letters of Authority	We will consult stakeholders on the impact of introducing letters of authority for DG connection applications	June 2015	✓	✓
Improve communication with DGLV customers	We will improve communication with DGLV customers during the Quotation stage of connection process and target a 20% improvement	March 2016		✓
Provide Post Acceptance Information Pack	In addition to the phone call we make to every customer on acceptance, we will produce a pack to set out the next steps. This will detail the work required, potential timescales and explain clearly any customer responsibilities	June 2015	✓	✓
Provide customers with a clearer connection cost breakdown	We will review our quotations and how they are presented, contestable cost elements will be listed for clarity. Greater explanation of the build up of the cost to the customer will be provided. The Project Specification will be improved to provide a clearer breakdown. The quotation letter will include a summary of work required and explain any elements that are not included in the quote	September 2015	✓	✓
Improve interactivity processes	As we are seeing increasing levels of interactivity, we will review the approaches of the other DNOs and consult stakeholders on best practice	September 2015	✓	✓
Release capacity not being used	We will strengthen the milestones in our connection offers and review any slow moving projects. Where these are impacting on other customers we will seek to terminate those contracts	June 2015	✓	✓
Provide on line access to our records	We will develop an on line facility for accessing our geographical information system records	December 2015	✓	✓
Information on Land rights	We will develop and make available better information on our land rights processes	September 2015	✓	✓



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