

Incentive on Connections Engagement 2017-18



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Looking Back

Purpose

This document is our Incentive on Connections Engagement 2017 submission, combining our Looking Back 2016/17 and Looking Forward 2017/18 reports. It looks at our progress over the last year and sets out our plans and commitments for the year ahead.

We seek to continuously improve our services. In doing so, we actively listen to your feedback and set actions to achieve better customer experience. Our 2017/18 actions are the outputs of our engagement with you across the year.

In this year's report we set out more detail on our engagement, the outputs from our 2016/17 work plan as well as greater visibility of where our 2017/18 work plan actions originate from.

In our Looking Back section we provide:

- Our approach to engagement last year
- A summary of our engagement activities
- Our 2016/17 commitments to you
- How our commitments addressed your feedback
- Our 'end of year' report in delivering these commitments

In our Looking Forward section we provide:

- Our approach to engagement this year
- A summary of our engagement activities
- Our 2017/18 commitments to you
- How we developed our plans

Introduction

We work hard to make sure that we are accessible and build meaningful relationships with our connections customers. This year we have delivered more face to face, telephone interviews and project meetings to give you more opportunities to share your feedback.



Foreword

This year we have continued on our journey to pursue excellence for our broad and diverse unmetered other connection customers. To achieve this we must continue to focus on where we can improve. Continuous improvement happens all year round and our annual work plans provide a robust vehicle for our stakeholders to see that we are committed to this and driving excellence in the services we provide.

This market is unique and in some ways is more varied than other segments of the connections market. Therefore we understand that one style does not suit all, when it comes to engagement. Each stakeholder is different and has different needs. Reflecting on the last year I can see we have taken an individual approach to engage and understand your needs throughout the year.

Chairing our internal connections improvement panel I can see stakeholder feedback directly shaping our work plans and helping us direct our efforts to improve the services we provide. We will continue with this momentum over the next year, changing direction if needed, in line with our stakeholders' changing needs.



Lee Maxwell
Energy Solutions Director.



Background

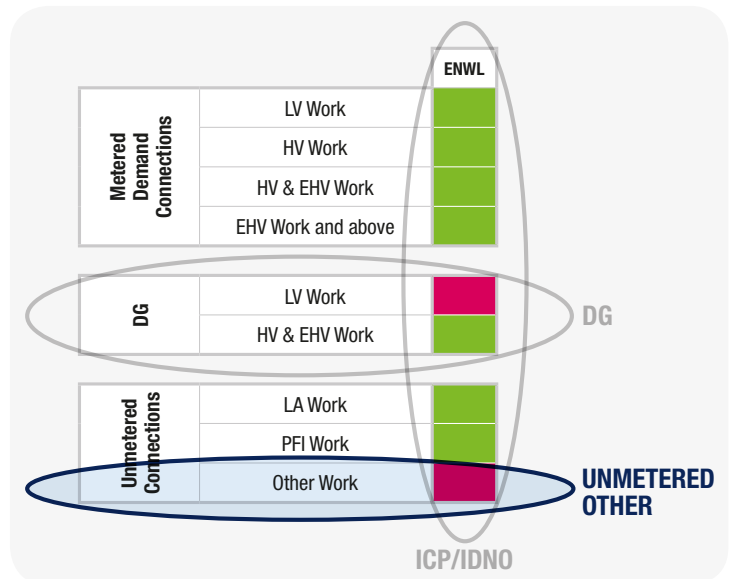
Incentive on Connections Engagement (or 'ICE') actively promotes specific stakeholder engagement relating to connections. We believe that listening to customers and feeding their suggestions into our business decision-making is critical to continue delivering excellent customer service.

Who does it apply to and why?

Our ICE Work Plans are designed to formalise engagement in connections. Their roots are in the regulatory 'competition tests' which Ofgem held up to December 2013.

All Distribution Network Operators (DNOs) are required to provide ICE Work Plans for market segments that did not pass the competition tests. We are delighted to have passed all but two of our competition tests. This shows our commitment to promoting competition in the North West and increasing choice for our customers.

We publish three work plans relating to different market segments. The Distributed Generation (DG) Low Voltage (LV) and Unmetered Other Work Plans consider the market segments where the competition test was not passed. The third considers improvements to our Business-as-Usual processes and assistance for third parties offering contestable work. It is different to the other two Work Plans because it applies to all market segments.



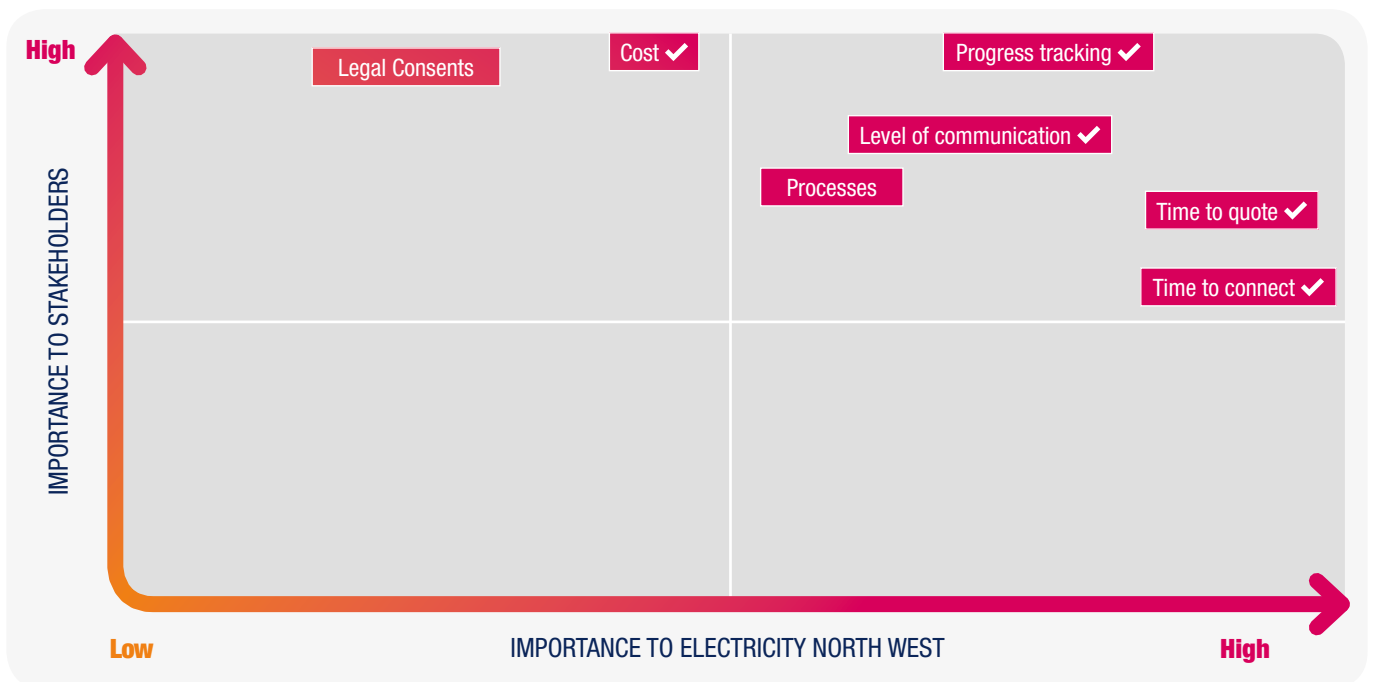
Even though we passed the DG High Voltage (HV) competition test, we also voluntarily cover the HV market in our DG Work Plan. We want to make improvements for customers in all market segments, not just those we are required to. We clearly indicate in our Work Plans which actions apply to the DG LV market segment (and are therefore part of our formal ICE submission) and which relate to DG HV market segments (and are therefore part of our voluntary engagement and improvement planning).

Other DNO plans will correspond to their results in the competition test and feedback they receive from their stakeholders.

Stakeholder engagement strategy

This year we delivered the engagement strategy set out in our 2016/17 ICE Looking Forward report. Our strategy supported all engagement events across the year and the development of our 2017/18 looking forward work plans.

Following this strategy, we identified and positioned stakeholders again using our corporate Venn diagram before assessing and mapping them in terms of expertise, willingness to engage and influence. Prior to planning our events, we reviewed previous stakeholder feedback and engaged with our expert stakeholder panel to identify key priorities and issues, before mapping these in terms of importance to our connections' stakeholders. Based on our materiality analysis, we included these topics in our interviews.



✓ = topics that were covered in our engagement

Spotlight on strategy

Working through our strategy above, we assessed the unmetered other working environment and active stakeholders.

The unmetered other market (excluding local authority and Private Finance Initiative work) is small and low in value in comparison with the other relevant market segments listed above.



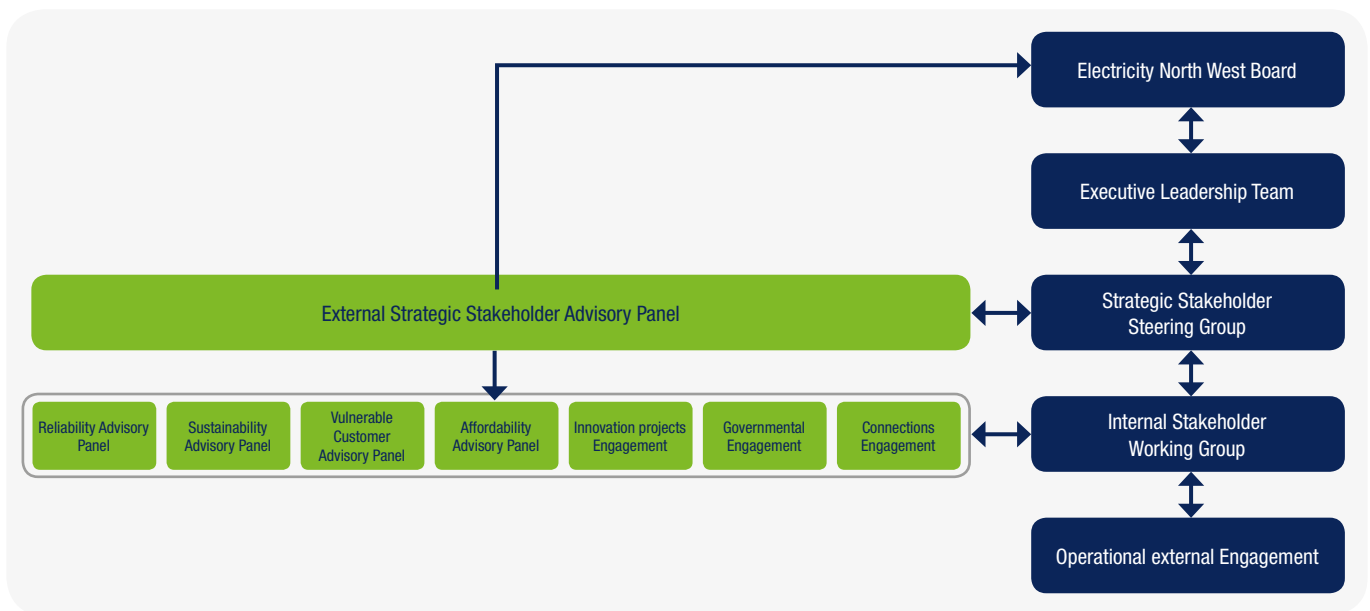
As part of our stakeholder identification activities and our conversations with you, we found the mix of stakeholders to be diverse in nature of work, interest and priorities, but also transient; our list of engaged stakeholders in this area changes year on year.

We believe that our engagement should be as easy and convenient for those that wish to participate as possible. However, for the majority of these stakeholders the relatively small value of the work means that engagement is not a priority. Recognising also the diverse nature of their work and interests, stakeholders suggested that group engagement (eg through workshops) would not provide the same benefits as in other markets. Instead we undertook individual phone or face to face interviews in 2016/17. This meant that we could better explore and understand your diverse priorities and challenges in more detail but at your convenience.

Our governance

To strengthen and enhance the governance framework set out in our 2016/17 report, we created a separate connections-focused internal working group within our wider Electricity North West engagement governance structure. The new governance structure ensures that your feedback is critically evaluated, discussed, and acted on by senior leaders across our business. The group is chaired by our Energy Solutions Director, Lee Maxwell.

This working group sits alongside all other stakeholder engagement channels and working groups, ensuring consistency across all stakeholder engagement in Electricity North West. In essence our governance cycle is as follows:



Our operational teams prepared for specific engagement events and collected feedback across the year. Our Internal Stakeholder Working Group (ISWG) reviewed your feedback, including recommendations for improvements, as well as feedback from other stakeholders across the business. Our internal Strategic Stakeholder Steering Group (SSSG) then reviewed this closely in line with our company strategy. Feedback from all our stakeholders, including connections' stakeholders, is therefore considered and incorporated into our plans before they are submitted to our Executive Leadership Team (ELT). Our ELT reviewed our plans and monitored progress against our commitments throughout the year against company strategy. Finally our board considered the strategic direction of our work plans and objectives, taking into account all stakeholder requirements and approved them for wider dissemination.

Each year we develop our annual business plans incorporating feedback from connections and other stakeholders across the company. Our plans are escalated through several groups in our governance process for review and sign off, including our ISWG, SSSG, ELT, and finally our company board. Last year, following sign off of our work plans, we implemented our strategy, delegating as appropriate through all levels of our improved governance structure. We follow the same cycle each year, making sure that our plans (supporting both commercial connections and the wider business) continue to be in tune to our stakeholders' requirements.

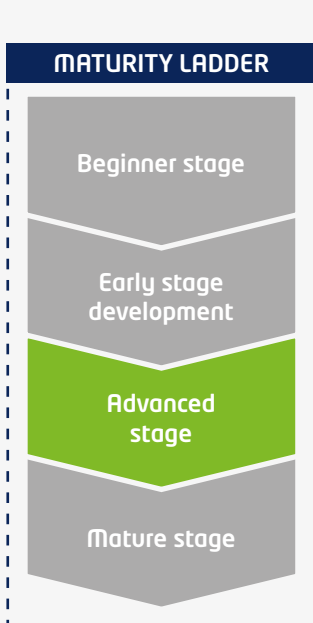
Independent assurance

In line with the AA1000SES (2015) Standard that we work towards with all of our stakeholder engagement activities, we put processes in place to ensure continuous learning and development. Once we collect, respond to stakeholder feedback and develop our looking forward

work plans, the next steps are to communicate the outputs. Our ICE engagement shares the outputs of our actions and provides further opportunities for feedback.

Overview of our performance

We have demonstrated a solid overall performance across the various elements of AccountAbility AA1000SES, 2015. Our corporate activities lie within the **Advanced Stage of the Accountability Stakeholder Engagement maturity ladder.**



“ Representing good practise, ENWL consistently and systematically involves stakeholders' input in the full lifecycle of engagement. A further area where ENWL performs strongly concerns the diligent and systematic documentation of engagements, with engagement outputs and summary documents made available and easily accessible both to participating and non-participating stakeholders through the company's website and other communication channels.

Stakeholders are formally invited to comment and feedback in the planning, development and design of the stakeholder engagement sessions. Their input is further solicited and validated in the development of ensuing company ICE action plans. ENWL has demonstrated well-structured and formal internal systems and processes to plan, prepare, implement and monitor its Connections engagements.

To further support ENWL's ambition and performance it is recommended to:

- ▶ Further develop and implement simple and practical checklists and guidance documents to ensure a consistent planning and preparation of all forms of Connections stakeholder engagement.
- ▶ Extend the current output, activity and satisfaction-based metrics to outcome and impact-based metrics that align closely with the overall stakeholder engagement purpose and strategy of the organisation.

“ There are a number of potential changes on the horizon that could greatly impact on connections. Therefore it’s important that we engage with stakeholders to help inform our decision-making. ”

Brian Hoy, Head of Market Regulation

Our approach in 2016/17

Looking back on our 2016/17 report we provided quotes from our engagement and provided direct links to the corresponding actions in our 2016/17 work plan, therefore tracing our 2016/17 actions back to individual comments.

Developing our Plan

To ensure that our ICE Work Plan reflects your needs, we took a ‘grass-roots’ approach to developing our plan.

The spiral diagram below shows the practical application of our strategy for continuous improvement. Starting from the inside reading outwards, the inner spiral represents the first round of stakeholder engagement to develop our actions, the middle spiral shows the second round of engagement to test our draft actions, and the third spiral shows the third round of engagement to finalise and refine our actions.

Round 1: Develop our actions

- Identify stakeholders
- Engage
- Identify issues and priorities
- Respond
- Develop actions

Round 2: Test our draft actions

- Test actions meet identified issues & priorities
- Test refined actions meet identified issues & priorities
- Review refined actions internally
- Review refined actions internally
- Workshops with internal stakeholders

Round 3: Finalise actions

- Finalise actions
- Translate feedback

Timeline:

- Stakeholder shaping actions (January – February 2016)
- Developing endorsed plan (January – February 2016)
- Stakeholder refining plan (March 2016)
- Publish and submit plan (April 2016)
- Brainstorming Ideas (November 2015)
- Translating feedback (December 2015)

Our ICE actions were developed with your input and endorsement from initial drafts through to the final Work Plan.

Key priorities you highlighted in our interviews in November 2015² and February 2016 included:

“We had a site a few weeks ago, when we had to do individual requests for each of those – so efficiencies in applications. That would be something that really benefits us, and improving timescales for energisation.”

(Solutions SK, February interviews)

“My biggest challenge is managing my clients – knowing when the program dates are.”

(JCDcaux, November interview)

“The biggest thing for me is the reinstatement [information] – the roads still need to be inspected by the local authority to be adopted.”

(Taylor Wimpey, November interview)

“Matt Key – he’s brilliant, he’s always on the phone whenever I need him. Always gives me the information I need, when I need it, you need to clone him. We have a number of issues with estates and wayleaves but not sure that can be improved. We know the risks, it’s third party and outside everybody’s control.”

(Carillion Telent, February interview)

“Accepting a quote – I get so many pieces of paper for each site. It would be great to cut this down to save me printing, signing and emailing back – with 50 sites it becomes a massive deal”

(Transport for Greater Manchester, November interview)

“I’ve been working with the team in Frederick Road. Once I worked out the process, it was better. I went in and had a chat with Vanessa, and we talked through all of the sites in one go – it’s been more personal and easier. It was great, really helpful”

(Transport for Greater Manchester, November interview)

We listened, took this feedback on board and embedded it into our Work Plan. We have added actions that focus specifically on improving how we communicate target completion dates and how we can improve your experience making batch applications. We are also continuing to provide engagement opportunities to explain the process and discuss individual projects with you.

We then asked you to rate these ideas in a second round of interviews in February 2016. The final Work Plan was published and shared with you for final consolidation in March 2016, prior to submission to Ofgem.

Looking Back engagement

It is important that we continue to assess the environment you’re working in to help us better understand your needs and priorities, all year round. We asked you to share your key priorities and challenges in our interviews, not only to check our materiality assessments continued to be relevant, but also to guide future engagement planning. In collecting your feedback, the interviews also informed and shaped our wider decision-making as illustrated in our corporate stakeholder [engagement strategy](#).

This year we undertook a programme of in-depth phone and face to face interviews with unmetered other stakeholders. Prior to delivering our engagement, we reviewed the market and identified stakeholders to contact, assessed and mapped them according to our corporate process and invited them to participate. Understanding that many of our stakeholders are time-poor, we agreed and shared our objectives for engaging upfront to make sure participants were well informed prior to our sessions.



Looking Back - end of year review

Commitment	Action	Target	Q1	Q2	Q3	Q4	Status
Improve information regarding project timescales	Continue to target improvements in communicating planned energisation dates within five days of acceptance KPI: Continue to provide planned energisation dates within five days of acceptance	Mar-17				• (Mar)	✓
Improve project timescales	Enhance internal tracking on project completion	Jan-17		• (Sept)	• (Dec)	• (Jan)	✓
Review process for multiple applications to identify efficiencies	Review and target efficiencies in application (e.g. For multiple applications)	Mar-17		• (Sept)		• (Feb)	✓
Outperform Time to Connect	Outperform Time to Connect from receipt of pre-requisite information for energisation in adopted highways KPI: Target average of 23 working days (WD) time to connect	Mar-17	Average 28 WD				✗
Improve information provided for reinstatements	Information covering standards for reinstatements Output: Publish new information on website	Sept-16		• (Sept)			✓
Continue with 'Open-door' policy	Provide opportunities for face-to-face or phone interviews to monitor satisfaction with service	Mar-17		• (Sept)		• (Feb)	✓



End of year review - detail

Interested to read the detail behind our summary? Here we explain what we did and where you can find the outputs from our actions this year.

Continue to target improvements in communicating planned energisation dates within five days of acceptance

We have worked progressively through the year to improve our communication of energisation via our contractors. Customers now receive email confirmation of their pre-site date and planned energisation date, on condition of the site being ready. We have gone one step further this year and extended this new process to include an automated notification email once work is complete, providing customers with the energisation date.

Enhance internal tracking on project completion

In the second quarter we initiated monthly performance monitoring meetings and initiated tighter reporting requirements with our contractors. Over December we reviewed our internal monitoring tools and set up new systems to capture information provided by our contractors. In January we cleansed our database and initiated weekly project meetings. Our contractors are now providing weekly updates and attending regular meetings with our Connections Delivery Managers and Business Connections Manager. These new performance measuring processes are improving our tracking of projects allowing us to serve our customers better.

Review and target efficiencies in application (e.g. for multiple applications)

Our external website supplier completed their planning for our online application, which includes unmetered applications. Customers specifically mentioned that being able to duplicate site and contact details for multiple applications would make the process much easier for them. We discussed customer preferences in applying online as part of our interviews in September/October and again in February/March. Our new online application system will allow customers to populate consultant/customer details and address details easier, thereby making applications much more efficient and a better experience for our customers.

Outperform Time to Connect from receipt of pre-requisite information for energisation in adopted highways

Our target was to connect customers within 23 working days on average. Unfortunately we have not met our target this year, with time to connect averaging at 28 working days against our target of 23. We understand that we have not managed to meet the commitment we made and that this is not good enough. As a result we have increased our efforts and focus for the year ahead. We will be creating a new position in the team to co-ordinate site work and facilitate closer management of our contractors. Despite not meeting last year's target our new target for the year ahead is even more stretching and we will be striving hard to improve our performance to meet these timescales.

Information covering standards for reinstatements

We developed a new webpage covering all the relevant information regarding reinstatements, including links to relevant policy and legal documents where appropriate. Since publishing 41 unique unmetered other visitors have viewed the page, spending on average three minutes reading the page.

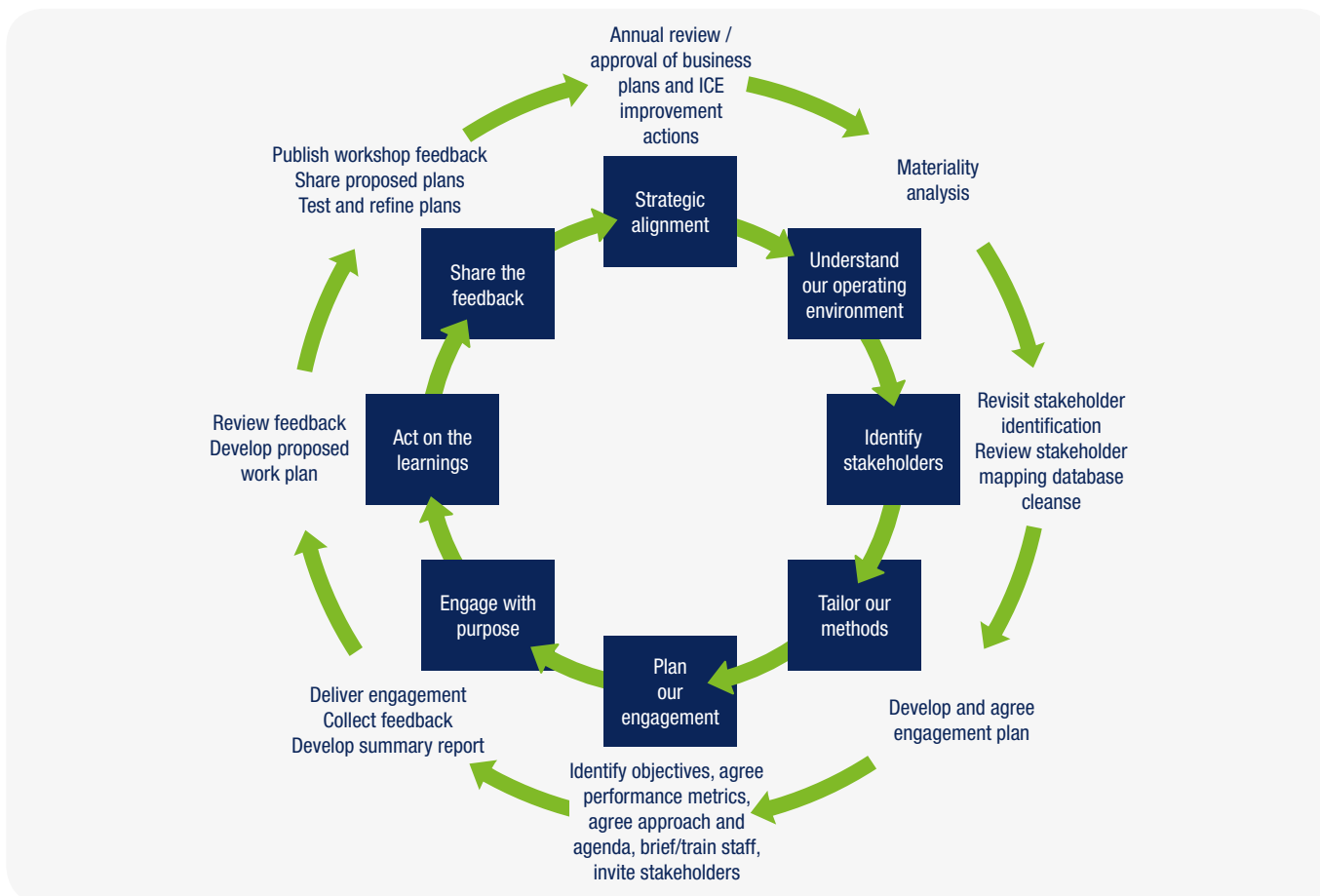
Provide opportunities for face-to-face or phone interviews to monitor satisfaction with service

We undertook phone as well as face to face interviews with unmetered other stakeholders in September/October 2016 and February/March 2017. We invited 82 unmetered other stakeholders to participate in interviews and completed 10 in total. Invites were sent by email and then followed up by a phone call.

Looking Forward

Looking Forward strategy

In 2017/18 we will continue to work using our updated corporate engagement strategy. This structure will help us identify and then implement a culture of continuous improvement.



Our Looking Forward stakeholder engagement strategy takes a considered and detailed approach to engagement with all of our stakeholders. Our step by step process guides us through understanding key issues for engagement, identifying who to engage with, tailoring how we engage across different groups, planning and executing, reviewing and learning from that engagement. It improves on our previous approach from 2016/17 by formalising all of our activities in the process that were previously grouped into a simplified four-step process.

We will continue to use our corporate venn diagram and internal processes to identify and position stakeholders in each of the relevant connection market segments, according to their expertise, willingness to engage and influence. As part of our improved stakeholder engagement process, we will also continue to conduct materiality analysis and mapping to support engagement planning. Please see Appendix 1 for more details on our corporate approach.

Our robust governance framework makes sure that our engagement strategy and ICE work plans align with our business objectives. As part of our business planning each year, we review industry changes and stakeholder feedback, assessing the market and environment we engage in.

We record, monitor and manage engagement risks using a central risk register. All risks logged are assessed according to impact categories (score one to five) and a likelihood assessment (same scores). We manage risks through a network of risk co-ordinators across the wider business. Our own risk co-ordinator for Energy Solutions manages risks associated with connections' engagement.

Throughout the planning stage (see above), we set clear engagement objectives, review our risk register and materiality analysis to choose topics and brief staff. We will invite all stakeholders on our distribution list directly and share our agenda to inform them in advance.

As many of our stakeholders are time poor we recognise that they can be viewed as 'hard to reach'. Therefore we will take an individual approach to our engagement, using one-to-one interviews rather than group sessions. This helps us to ensure our engagement continues to cover relevant and current topics of interest.

We will review the feedback you give us in interviews in our internal working groups, using it to inform our materiality analysis and develop new 2018/19 work plans to address it.

“ Our meetings, both the initial interview and our subsequent face to face meeting, gave me an opportunity to explain our project as a whole rather than many isolated parts. It now feels like we are working much closer together and I have a ‘one stop shop’ for advice regardless of which ENWL department is dealing with it. ”

WSP, interview March 2017

Collaboration in action

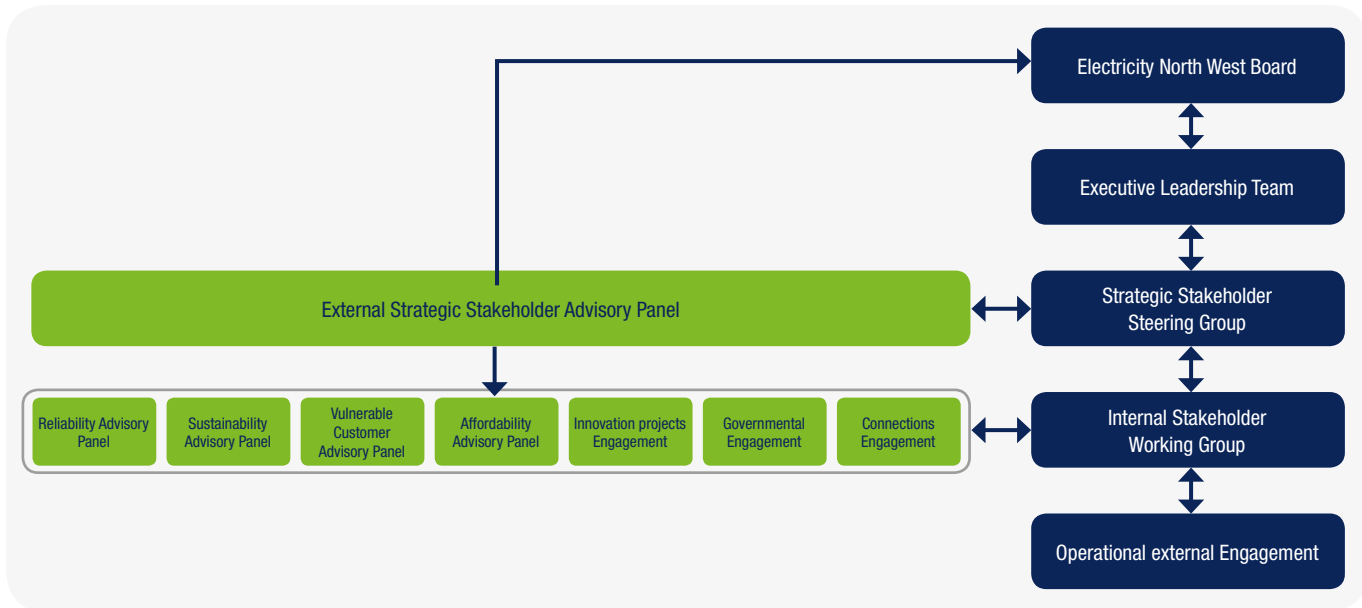
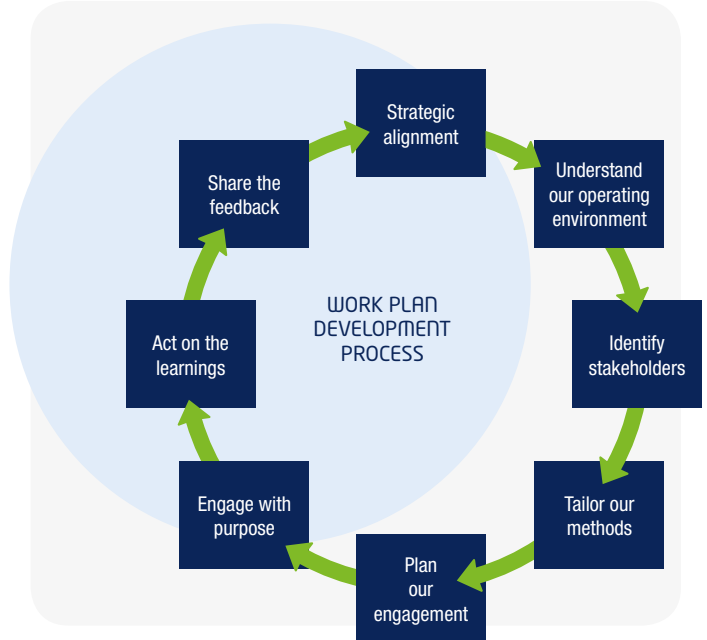
We follow our wider corporate stakeholder engagement process for all connections engagement, with four crucial steps where we collaborate with stakeholders specifically to develop our work plans. Building on our solid engagement strategy, we worked collaboratively with you this year to develop our work plans.

This is a continuous process where we learn and adapt according to your feedback.

Our governance

We understand that to be truly effective, engagement needs to be fully aligned with the business. Feedback from across the whole business is evaluated and reviewed by a series of internal and external panels and overseen by steering groups, who ensure strategic direction and alignment with our business plan. To make sure our governance and approach are appropriate we sought external verification (provided by AccountAbility).

We will continue to apply the governance framework below.



Looking Forward 2017/18 engagement

Based on the diverse nature of our unmetered other connection customers we will continue to deliver a programme of interviews and face to face meetings throughout 2017/18. This approach has been endorsed by our stakeholders who find out personal approach preferable to workshops or panel teleconferences.

Looking Forward Work Plan

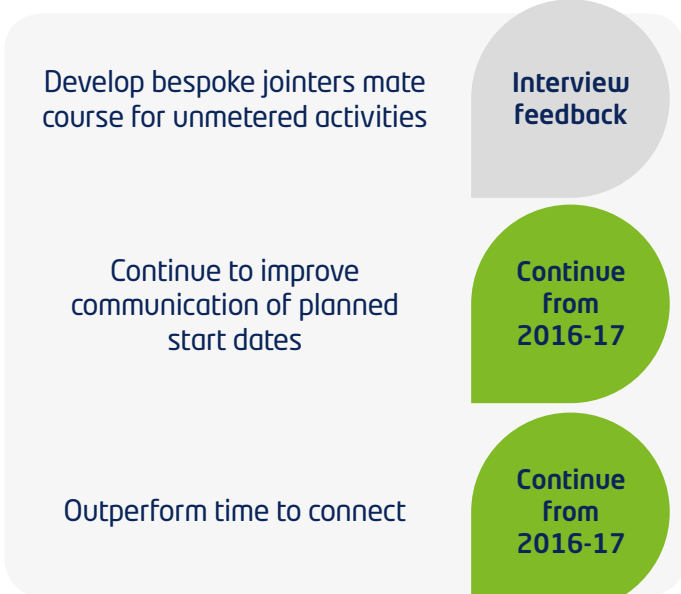
Action	Detail	Output / Key Performance Indicator (KPI)	Target date
Develop bespoke jointers mate course for unmetered activities	Following stakeholder feedback we will develop and offer a bespoke jointers mate course for unmetered activities	Output: Course held by target date and success measured through no. registering for the training compared with those completing the training	Q1 2017/18
Continue to improve communication of planned start dates	Improve process of communication for on-site start dates	KPI: 80% stakeholders saying that they are 'satisfied' or 'very satisfied' with our communication of start dates	Q4 2017/18
Outperform time to connect	Improve target time to connect from pre-requisite information for energisation in adopted highways	KPI: Target average of 22 working days time to connect	Q4 2017/18

Developing our plans

We believe it's important to continue what we start, which is why we considered next steps from our 2016/17 ICE actions and discussed them with our stakeholders to help us develop our 2017/18 work plan.

We developed our plans using qualitative feedback through our face to face and phone interviews through the regulatory year. We asked interviewees to:

- Rate and critically evaluate our proposed plans
- Suggest changes or updates to existing actions
- Propose additional actions or areas for focus



Appendix 1



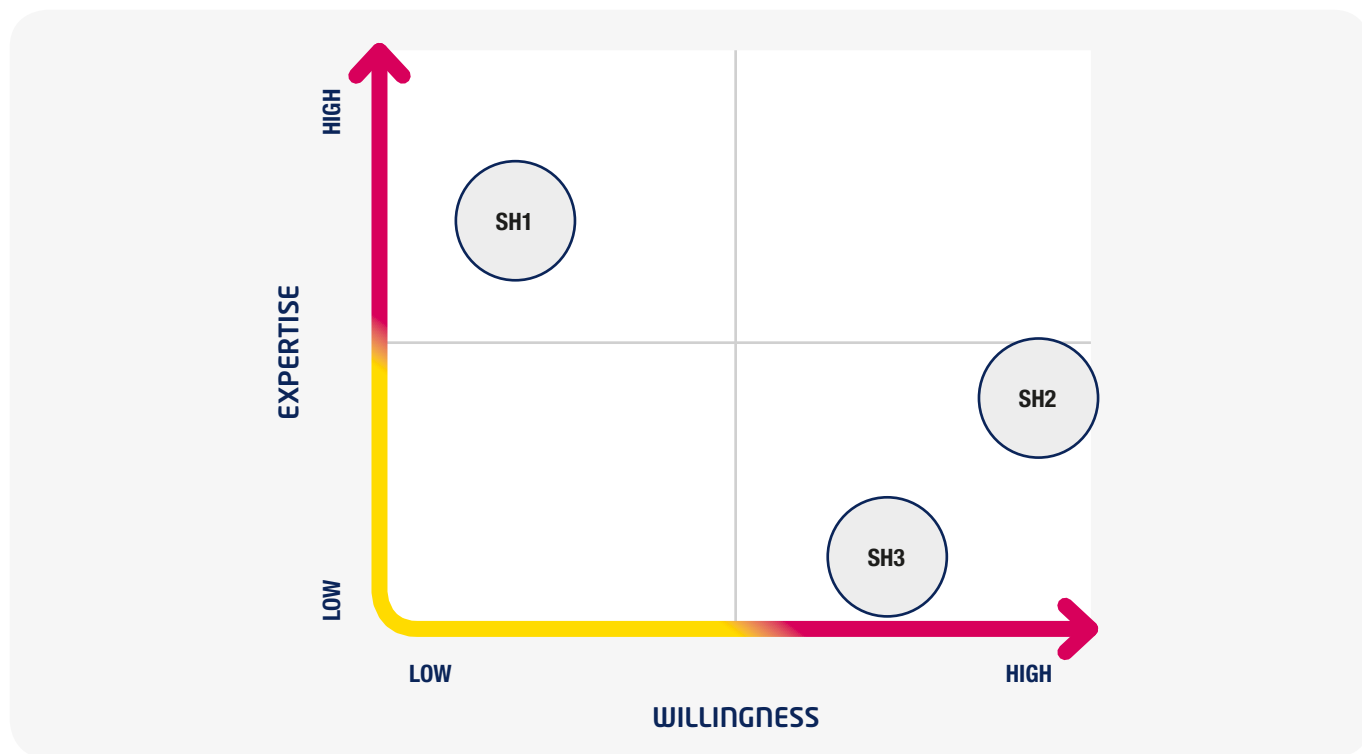
The table below provides you with definitions of each different category and examples of groups and individual representatives which fall into the category.

Stakeholder group	Stakeholder requirement
A	Our customers include anyone who pays for our services, including domestic, business and connections and distributed generation customers. We need to listen to our customers' views to improve our business and the services we provide for them.
B	From local government and schools to emergency services, MPs and national government we have a number of key relationships and a vast range of public sector stakeholders. Engagement locally is essential due to the unique nature of our business which directly affects local communities. Engagement nationally as a regulated business is also essential, ensuring that we communicate appropriately at all levels and recognise our role in the UK.
C	Our industry engagement includes that with electricity suppliers, employees and contractors and other utilities. By working together we can gain the benefits of a range of experience and viewpoints to help us serve our customers more efficiently and effectively.
D	We interact with a number of NGOs, including environmental and other lobby groups. We have a local and national perspective to our responsibilities. For example, environmentally, we must manage our own direct impact with local stakeholders, and nationally we must continue to facilitate the UK's move to a low-carbon future. Stakeholders include National Parks, National Energy Action, British Red Cross, Consumer Futures.
E	Our financial stakeholders, including our investors, banks and credit rating agencies, clearly have a big impact on our organisation.
F	We often engage with local, regional, national and trade media to not only promote our business but also to inform our customers. We also work with advisory organisations such as AccountAbility and Business in the Community to improve our stakeholder engagement practices.
G	For some of our engagement activity we may engage with specific environmental charities and education charities. Also the scope and purpose of an engagement may require engaging with Web users and Social media users.

We assess our stakeholders by applying the corporate list of criteria:

Stakeholder	Expertise		Willingness	Value	
	Contribution	Legitimacy	Willingness to engage	Influence	Necessity of Involvement
SH1	High: Knowledge in X issue	High: Directly affected by our activities	Low: Have not engaged with us before	Low: Relatively unknown group	High: Affect how services and products are developed
SH2	Medium	Medium	High	Medium	Medium
SH3	Low	Low	Medium	Low	Medium

Finally, we undertake stakeholder mapping:



Appendix 2 Glossary of Terms

Term	Definition
Accreditation	The appropriate assessment of technical skills as defined by the National Electricity Registration Scheme (NERS) to allow alternative connection providers to carry out specific works associated with the installation of electrical connections.
Adoption Agreements	Legal documents that outline the terms and conditions for which we will adopt assets which have been installed by any third party. The document outlines the responsibilities, liabilities and indemnities of parties involved.
After Diversity Maximum Demand (ADMD)	The combined maximum demand for one or multiple customers when a diversity factor has been applied.
Appendix G	The appendix in the Connection and Use of System Code (CUSC) offer that summarises the contracted generation connected to a GSP. This information forms the basis of the new SoW process whereby DNOs can work within materiality limits set by National Grid reducing the timescale for a decision on transmission impacts for DG offers.
Budget Estimate	A budget estimate is provided to aid customers with up front planning of projects and is a simple review of the network within the vicinity of the proposed development and does not include detailed modelling of the system. A budget estimate cannot be contracted.
BMCS	Broader Measures of Customer Service
CCCM	Common Connection Charging Methodology
CIC	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice.
CIC Code of Practice (CoP)	This is an industry standard which was developed jointly by DNOs, OFGEM and stakeholders. The code is aimed at making it easier for alternative connection providers to get their customers connected and better inform customer of their choices.
Collaborative/ Consortium Connections	These are connections where multiple customers are brought together to benefit from shared connection costs and shared assets to maximise the amount of generation connected in any part of our network.
Contestable	Refers to type of work that can be completed by either a Distribution Network Operator or a Lloyds accredited Independent Connection Provider of your choice.
Competition tests	A series of tests carried out between 2011 and 2014 across all Distribution Network Operators to assess the level of competition in connection market segments.
Competency Accord	A collaborative approach geared towards agreeing sector training and assessment standards. The collective aim is to reduce the large amount of duplicated training and assessments currently being experienced, without compromising the existing high standards of safety.
Customer	A customer is defined as someone who is interested in, or has applied for a connection to our network.
DG	Distributed Generation; this is the connection of generation to any point of the distribution system, from 230V up to 33,000V in Scotland or 132,000V in England & Wales.

Term	Definition
DNO	Distribution Network Operators; responsible for owning operating, and maintaining the electrical network in their licensed geographical area.
DSO	Distribution System Operator' means 'a natural or legal person responsible for operating, ensuring the maintenance of and, if necessary, developing the distribution system in a given area and, where applicable, its interconnections with other systems and for ensuring the long-term ability of the system to meet reasonable demands for the distribution of electricity.
DUoS	Distribution Use of System Charges are charges are levied by the UK's regional DNOs (Distribution Network Operators) and go towards the operation, maintenance and development of the UK's electricity distribution networks.
Easements	An easement (or Deed of Grant) is a permanent legal right granted by the landowner in favour of the DNO to install, keep installed, repair and maintain electricity equipment on, over or under private land. Solicitors usually act for the land owner in the process of agreeing and completing an easement to ENWL which will be registered at the Land Registry against the land. Easements place restrictions upon the land to ensure future development does not interfere with the equipment.
ENA	Energy Networks Association is the voice of the networks, representing the 'wires and pipes' transmission and distribution network operators for gas and electricity in the UK and Ireland.
Export Management/ Limiting Device	These are devices which seek to manage the local demand alongside any generator, essentially restricting export to our network.
Expert Stakeholder Panel	A dedicated panel made up of representative stakeholders, to give you more influence over our connection services and decisions.
Feasibility Study	A feasibility study is a chargeable service to run a number of network models and advise what capacity is available where on parts of our network. This does not facilitate a connection offer, and does not carry any contractual link to a formal connection offer.
Flexible or constrained connection	A Connection Offer that is based on certain conditions to avoid the need for network reinforcement. The conditions relate to the time of export or amount of generation exported back to the network.
Formal Connection Offer	A formal Connection offer facilitates a contract between us and the applicant to accept our offer and progress the construction works with the connection.
Full Metering Settlement Option	Enables clients to share a point of connection without a boundary meter. The point of supply is separated on the customer side of the connection providing two or more customer meters with full settlement (e.g. shared connection for community and commercial Photovoltaic (PV) site / shopping centre with multiple outlets).
G59	G59 is the industry standard for generators greater than 16 amp per phase.
G83	G83 is the industry standard for small scale embedded generators for connections up to 16 amp per phase, 3.68kW single phase connection or when multiple generators are to be connected.
Gen+	A quote option that provides costs for our customers quickly whilst maintaining queue position.
GRP Enclosures	'Glass Reinforced Plastic' enclosures. Our traditional solution for a substation which requires a battery set is a brick building, GRP solutions utilise glass reinforced plastic technologies to provide substation enclosures that can provide similar environments to brick-built substations.
GSP	A Grid Supply Point is the point at which electricity enters the distribution network, leaving the transmission network.

Term	Definition
GSOP	Guaranteed Standards of Performance are set by our regulator Ofgem and refer to the standards of customer service all Distribution Network Operators should provide. They include expected timescales for contact, quotations and completed connections as well as penalties the Distribution Network Operator must pay customers if the standards are not met.
Heat-maps	These are maps of our HV network, colour coded based on the available capacity on any given circuit.
ICE	Incentive on Connections Engagement (ICE) is a regulatory incentive for all Distribution Network Operators to engage with connections' stakeholders.
ICP	Independent Connection Provider is a third party that is accredited to carry out specific works associated with the installation of electrical connections.
IDNO	Independent Distribution Network Operators are licensed to own, operate and maintain local electricity distribution networks.
Intertrip	An intertrip will automatically disconnect a generator or demand from the network when a specific event occurs.
Jointing	Jointing is a method of connecting two sections of cable together.
KPI	Key Performance Indicator.
Link boxes	A link box provides a point of isolation at the interface of an IDNO (Independent Network Operators) and DNO network.
Materiality analysis	Analysis that determines the relevance and significance of an issue/topic to a company and its stakeholders.
Market Segment	This is the regulatory terminology which defines the connections market.
Meter Point Administration Number (MPAN)	A 21-digit reference used in Great Britain to uniquely identify electricity supply points.
Metering	This is the mechanism for recording the flow of electricity to (an Import) or from (an Export) a site or property. The data from metering is used as a key part of the balancing and settling arrangements, which are laid down in the Balancing and Settlement Code (BSC), and is administered by ELEXON.
Milestones	Defined stages expressed in our Terms and Conditions indicating progress for projects over 200kW following acceptance of a Connection Offer.
NERS	National Electricity Registration Scheme, perform technical assessment of the service providers who elect to be assessed for accreditation for contestable works associated with the installation of electrical connections.
Non-Contestable	Refers to type of work that can only be completed by a Distribution Network Operator.
NMS	Network Management System; a management system that provides improved visibility and functionality of our network. The technology installed as part of the system will enable generators to connect in constrained areas on a commercially un-firm basis.
On-Site	On-site works are typically within either the customers land boundaries or the boundary within which a principle contractor operates.

Term	Definition
PILC	A paper insulated, lead covered high voltage mains power cable
PPA	Power purchase agreement, is a contract between two parties, one which generates electricity (the seller) and one which is looking to purchase electricity (the buyer).
Pseudo MPANs	Enables clients to sub-meter behind a single point of supply making individual bills available (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets). This option requires a common meter operator and a boundary meter.
POC	Point of Connection for the electrical network
RIIO ED1	(Revenue = Incentives + Innovation + Outputs) price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023.
SoW	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a DNO's network may have an impact on the transmission network.
Substation	A part of our network where we transfer power across boundaries, either by voltage level or a customer's point of common coupling.
Surgeries	These are held for any customers who wish to discuss a project with us or have a general enquiry.
Training passports	An industry scheme developed by EU Skills where basic level awareness and training for a specific topic are recorded centrally to facilitate easier working across companies. The content for these schemes is developed by the Energy & Utility Skills Group in collaboration with industry experts.
Virtual Private Network	A Virtual Private Network refers to a solution to defer reinforcement, where customers can directly connect generation and demand via a privately owned micro grid.
Wayleaves	This is the process which secures the legal right for apparatus to be installed on any given location and secures the connection to your site for a defined period of times.
Webinar	Web conferencing
Witness test	Witness testing is where we, the distribution network operator, attend the site of your generator to witness your commissioning engineer test the protection systems associated with your generator and ensure they operate correctly.

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