

Distributed Generation (Low Voltage)

Incentive on Connections Engagement
Looking Forward and Looking Back report
May 2019



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Welcome

This is our Incentive on Connections Engagement report for Distributed Generation (Low Voltage).

Based on stakeholder feedback, we have split our report into three sections:

- **Engagement Strategy**
- **Looking Back**
- **Looking Forward**

The Engagement Strategy section describes how we have applied our company-wide customer engagement strategy for our Distributed Generation Low Voltage connections stakeholders and customers.

The Looking Back section reports our performance throughout 2018-19 and Looking Forward report sets out our commitments for the year ahead, 2019-20.





Foreword

I am delighted to introduce our Distributed Generation Low Voltage (DG LV) Incentive on Connections Engagement report for 2019.

Since moving from the Operations side of our business to Energy Solutions in July 2018, I am proud to be supporting local growth and to be taking a leading role in the transition to a low carbon future by enabling generation on our network. This report demonstrates the importance we place on engaging with our DG LV stakeholders, and our commitment to improve how we support our local communities in connecting generation to our network.

The distributed generation environment continues to change and as a business we must adapt to meet the evolving needs of our customers. In order to keep pace with change and ensure we deliver for our customers, we have to keep our finger on the pulse and we do this through our customer engagement. Last year, we decided to separate our engagement for our DG LV customers from our High Voltage and Extra High Voltage Distributed generation customers, to ensure we provide the level of focus and attention required for each customer type.

We continue to enhance our offering to our DG LV customers with an increasing range of engagement events specifically aimed at community energy groups through the activities of our Community Energy Manager. This role also provides a single point of contact for communities looking to connect their distributed generation projects and to provide support and guidance when engaging with Electricity North West. In addition, we have initiated a Power our Communities fund, receiving a wide variety of applications across the region, culminating in the allocation of £71,000 to community groups. These awards were made to groups

aiming to provide low carbon energy for the benefit of local communities, addressing fuel poverty and enhancing awareness of energy efficiency. In recognition of the impact on the service being provided to community energy groups, particularly in relation to the Powering our Communities fund, we are proud to have been shortlisted at the national Network Awards 2019 under the Stakeholder Engagement Initiative of the Year category.

In addition to this, we have continued to embed our company purpose and principles to guarantee that in the ever changing environment, we continue to deliver the very best service for our customers and communities. We have added a section describing how we are embedding our purpose and principles for the benefit of connections customers in the report.

I hope you find this report useful in demonstrating the improvements we have delivered and the plans we have for the year ahead. As always we are keen to hear your feedback so we can continue to improve our service to you. Please contact me via the ICE team at ICE@enwl.co.uk

Mark Williamson
Director of Energy Solutions





1 Engagement Strategy and Approach

1.1 Background

Our Incentive on Connections Engagement (ICE) reports focus on specific connections markets in line with Ofgem’s ‘competition tests’ held between 2011 and 2013.

Distribution Network Operators (DNOs) are required to develop ICE workplans for market segments that did not pass the competition tests. We are delighted that we 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.

In May 2018 we published three workplans relating to different market segments. The Distributed Generation Low Voltage (DG LV) and Unmetered Other workplans 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 workplans because it applies to services for all market segments, including those we passed.

This report is focussed on the DG LV connections market segment, falling under the Incentive on Connections Engagement and focussing on our customers working in this sector.

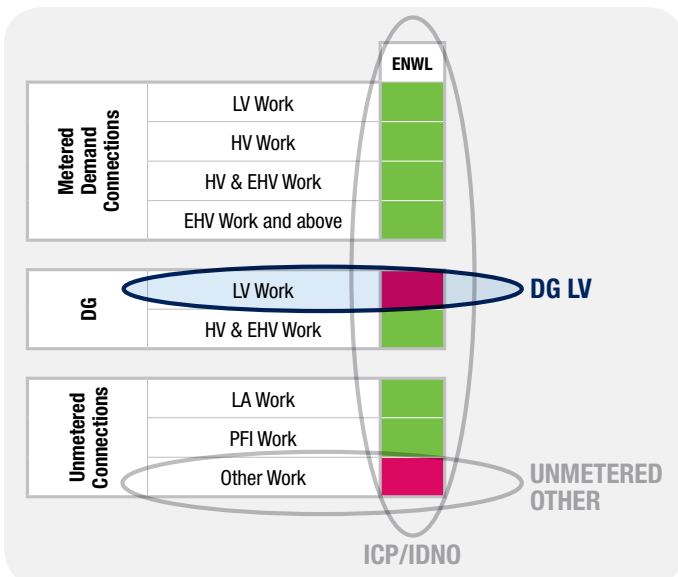
The DG LV market segment covers distributed generation connections where all the work needed for the connection is at low voltage. Where any work is required at high voltage in order to connect it would be included in the EHV/HV market segment even if the connection is made at low voltage.

1.2 The DG LV market

Since 2015-16, we have seen a significant reduction in the number of generation applications we receive and connections we make at LV as shown in the table below. Although these numbers have increased marginally in the last year, the overall number of customers remains low. The majority of the connection offers (88%) and acceptances (91%) are zero cost, requiring no site works, thus limiting the opportunity to engage with our customers. Zero cost quotes are typically where customers are installing at premises that already have a connection.

Quotations Issued/Year	2015-16	2016-17	2017-18	2018-19
Nil cost	915	209	168	225
Up to £5k	145	31	17	26
Over £5k	97	30	13	6
Total	1157	270	198	257

Acceptances	2015-16	2016-17	2017-18	2018-19
Nil cost	348	99	76	135
Up to £5k	51	17	9	12
Over £5k	15	4	6	2
Total	414	120	91	149





1.3 Putting stakeholders at the heart of what we do

In 2017-18 we reassessed our values as a business to help us serve our customers better in all that we do. Our new purpose; **‘Together we have the energy to transform our communities’** clearly reflects our commitment to engage with stakeholders to help us continue changing for the better.

Our principles provide stakeholders with a clear statement of what they can expect from us as we engage with them.

Whilst these were designed to cover the activities of the whole business, our purpose and principles reflect the essence of ICE and have been adapted to show all that we do for our connections customers. We are very proud to live by the results, and continue to place stakeholders at the heart of what we do by embedding these principles in our connections engagement activities.

Louise Marix Evans,
Director Quantum
Strategy & Technology,
Director Community
Energy North



ENWL has shown a genuine interest in community energy organisations, and provided very practical support based on feedback.



We're SWITCHED ON

Our stakeholder engagement ensures we stay switched on to our stakeholders needs

Stakeholder engagement informs our business decision-making

We engage with connections stakeholders to capture the views of the customers and communities we serve



We're ADAPTABLE

We understand our stakeholders' preferences and engage with them in line with their preferred communication channel

We continually grow our understanding and adapt our business as a result of listening to the experiences of our stakeholders

Our workplans drive improvement as we take feedback and adapt our processes to better serve our stakeholders



We take PRIDE

We take pride in knowing our stakeholders benefit from improvements arising from feedback received through our engagement activities.

Our feedback to stakeholders is transparent on the issues they've raised and they hold us to account

We act on stakeholder feedback

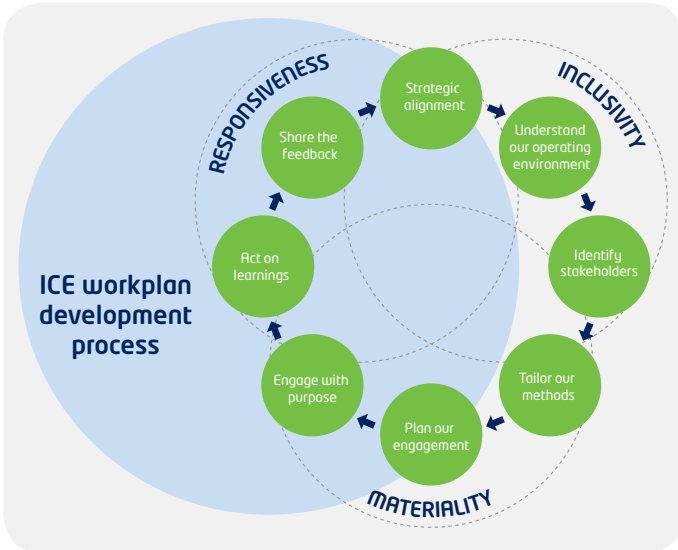


1.4 Implementing our strategy for connections

Our strategic approach is fully aligned with our wider stakeholder engagement strategy and ensures that we engage with purpose with our stakeholders.



Our engagement methods are tailored to our stakeholders to meet their needs and expectations and to deliver meaningful outputs. This is demonstrated in the development of our workplans, collaborating with our stakeholders, sharing and incorporating feedback throughout the process.



We work hard to understand how industry-wide changes affect our stakeholders and how we can better tailor our services to adapt to changing needs. We have seen significant changes in the market over the past year and recognise the value in regularly identifying stakeholders within the connections market. We have listened and understand that when invited to multiple DNO stakeholder events, customers' time is precious and we need to ensure that they have opportunities to engage at their convenience. That is why in 2018-19 we tailored our approach based on this feedback, providing specific DG LV events to focus on the needs of this group, as well as offering greater choice by offering webinars in addition to face-to-face events. For the coming year, we are also planning to introduce video conferencing as an option for engagement to improve our services, to support our 'Leading the North West to Zero Carbon' commitment by reducing the need for travel.

We recognise that engagement needs to be continuous and tailored according to short-term, medium and long term stakeholder needs.

That's why we set clear objectives for improving engagement at all levels:





1.5 Engagement Governance

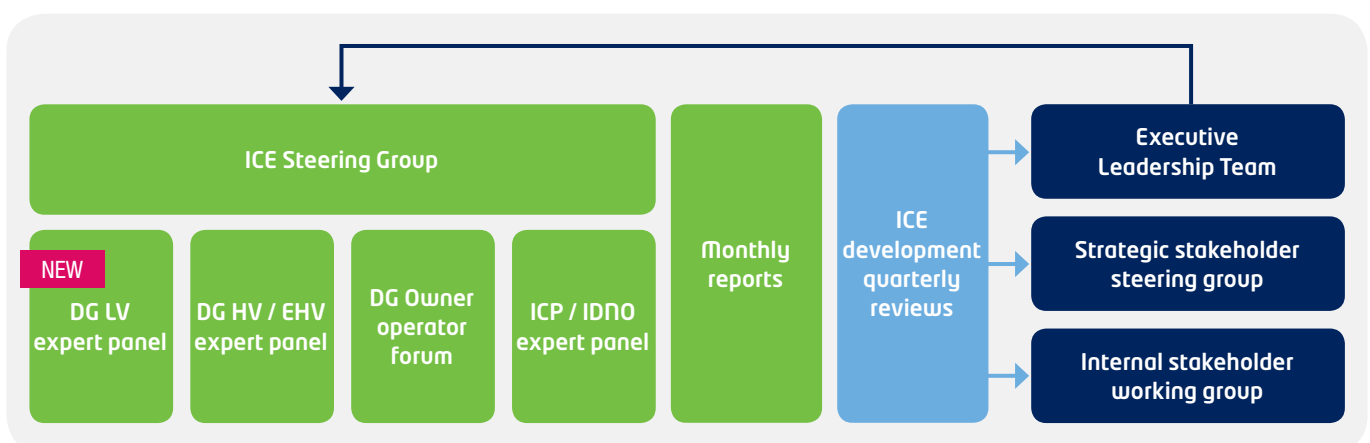
We understand that to be truly effective, engagement needs to be fully aligned with and visible to the whole of our organisation. A robust framework to coordinate stakeholder engagement activity is key to ensuring that our stakeholder engagement is holistic, consistent, and provides high-quality outcomes for our business and our stakeholders. To further enhance the governance around our engagement activities, we have strengthened our cross-directorate coordination to ensure we maximise the benefit from our engagement activities.

Feedback is evaluated and reviewed by a series of internal and external panels and is overseen by steering groups that ensure strategic direction and alignment with our business plan.

Strategic	Consultative	Informing	Operational	Responsive
Expert input to the development of our strategy	Focussed consultation to inform business decision-making	Broadcast stakeholder and customer engagement and surveys	Day-to-day operational engagement	Supporting events and consultations organised by our stakeholders

We value the needs and concerns of the breadth of stakeholders that we engage with and document these as we develop future workplans, and via feedback loops arising from engagement activities. As part of our wider company engagement governance, we include all our ICE activities within our centralised stakeholder engagement tracker, registering our engagement with stakeholders. Engagement risks are updated and reviewed bi-annually by the strategic stakeholder steering group where the group can discuss strategic mitigation techniques for implementation at a tactical level, amongst the working groups and operational teams.

Progress against plans and operational feedback is captured as part of business-as-usual monthly reporting to the Senior Leadership Team and the Executive Leadership Team and is therefore visible at all levels throughout the business. Strategic feedback related to ICE workplan development collected as part of our connections engagement is collated and presented quarterly to our external strategic stakeholder advisory panel, strategic stakeholder steering group and reviewed by the Executive Leadership Team.





1.6 Independently assured

In 2017 we commissioned AccountAbility to conduct an independent audit of our stakeholder engagement with connections customers. AccountAbility is a consultancy that works with businesses to measure and improve their practices including stakeholder engagement. AccountAbility's independent assessment of our activities positioned us in the 'advanced' stage of the Accountability Stakeholder Engagement maturity ladder.

MATURITY LADDER

- Beginner stage
- Early stage development
- Advanced stage**
- Mature stage

“ 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.

Following our external evaluation we have acted on their recommendations, specifically:

- Implemented a standard process for planning engagement and documentation to capture all planning and briefing materials
- Implemented a standard risk log for engagement
- Applied & tracked Key Performance Indicators for our events to measure success

This year (2018-19), we held biannual Internal Working Group meetings dedicated to ICE. These provided full visibility of all of the feedback we received from stakeholders across both business-as-usual and planned engagement to senior leaders in our business.



1.7 Stakeholder identification and positioning

The independent audit by AccountAbility concluded that our stakeholder profiling and mapping processes are robust, on the basis of stakeholders' influence and interest. Furthermore our approach fully aligns with that of the overarching company stakeholder mapping methodology.

We continually review and re-assess our stakeholder profiles and mapping to ensure that our stakeholder engagement continues to be planned appropriately for our target customer groups.

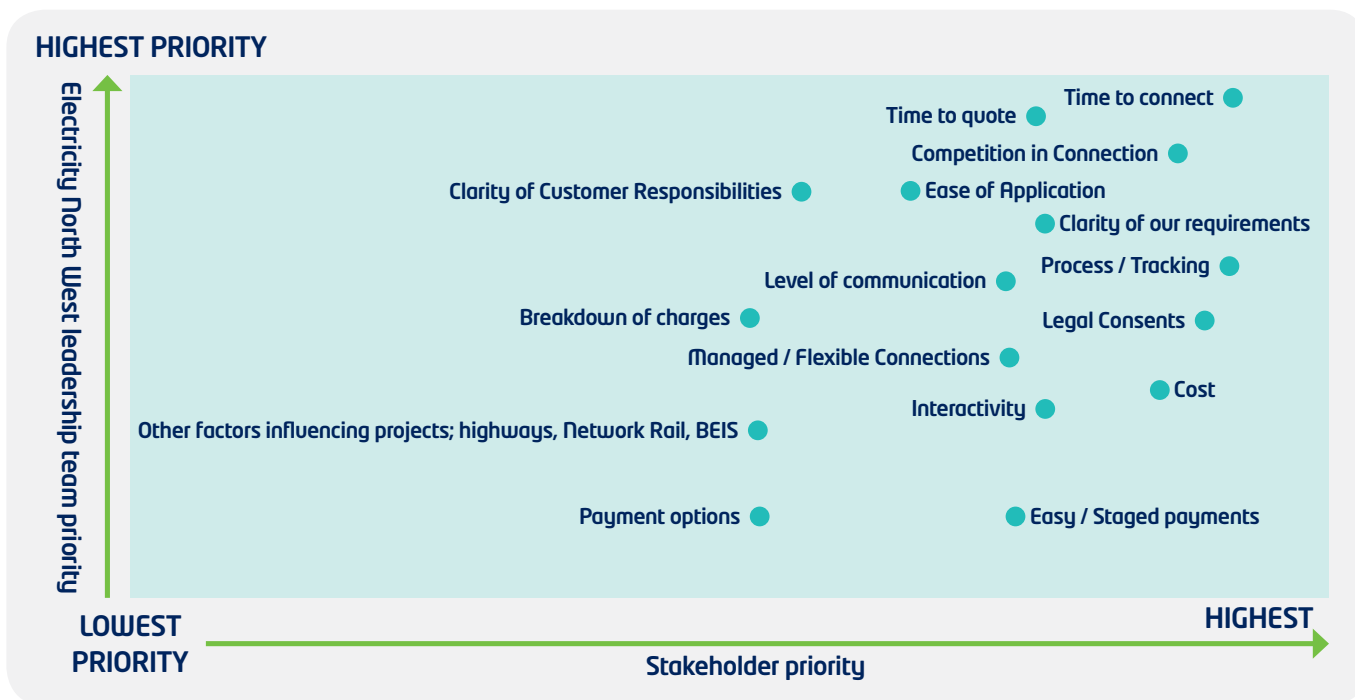
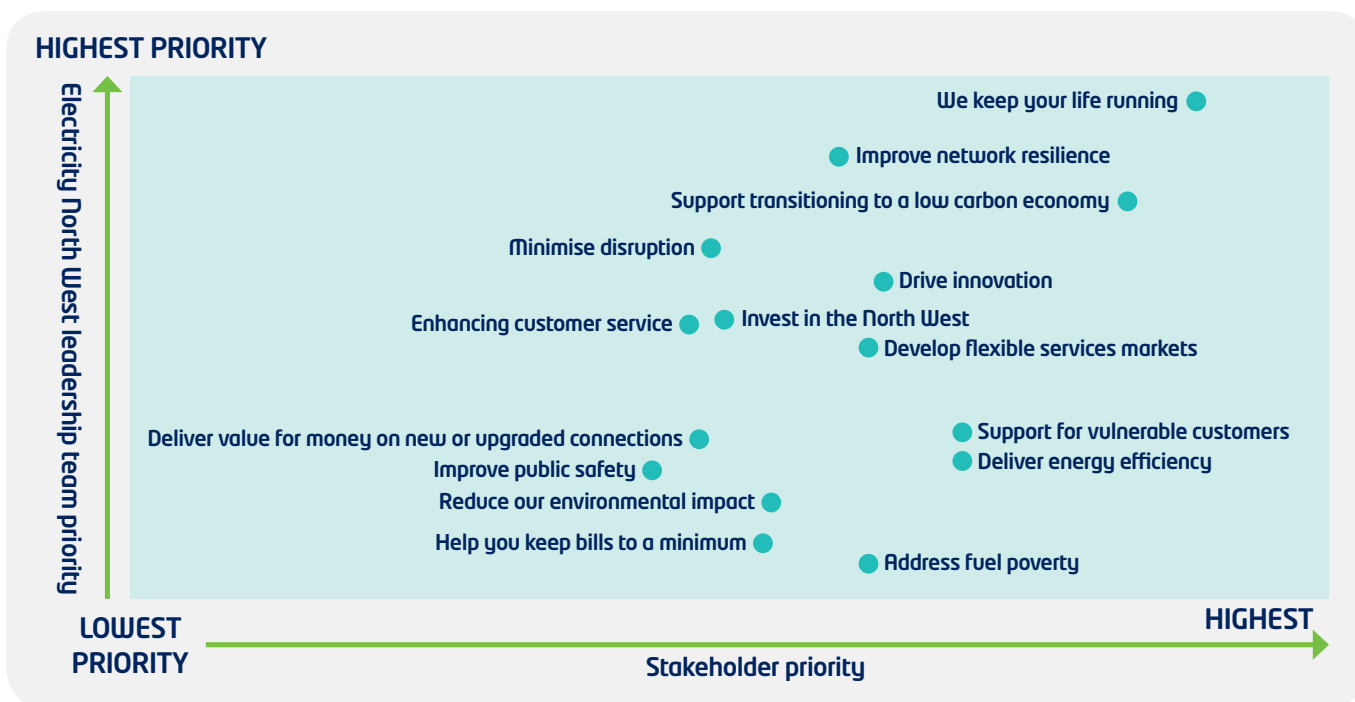
We also identify and position our stakeholders, using our corporate Venn diagram as shown below. Stakeholders are positioned according to whether or not we have an obligation to them, whether they are affected by our operations and whether they are likely to influence our performance as an organisation. This, in conjunction with the interest and influence matrix, helps inform our engagement approach.





1.8 Stakeholder Materiality

Below is an extract from Electricity North West's wider company engagement strategy showing the results of the stakeholder mapping exercise.



Above is the stakeholder map for this market segment which is based on the same principle.



2 Looking Back report

We work hard to engage with as many stakeholders across our area as possible, making sure that our improvement plans are not only grounded in stakeholder feedback, but are tested and shaped by them too. We made commitments to provide more formal engagement opportunities with stakeholders, recognising that historically, return customers tended to find it easier to contact us than new customers. We acted on stakeholder feedback and now provide multiple opportunities for stakeholders to contact us to discuss specific or general queries, in a format they feel comfortable with.

2.1 Reviewing our 2018-19 Engagement highlights

Workshops

“ A very useful workshop this morning. Thank you. ”

Simon Hill (Lake District National Park Authority)

Surgery sessions

“ ENWL actively support connection requests and look to support the customer through the connection process. ”

Steve Slavin (United Utilities)

Surveys

“ Keep up with your friendly and helpful attitude. ”

Trevor Latala (Bet365)

“ Everything was great and Dave Barlow was very efficient and helpful. ”

DG LV Customer





DG Stakeholder engagement 2018-19			
What	When	Invited	Attendance
Workshops	July 2018	202	6
	September 2018	19	11
	October 2018	192	7
	February 2019	19	8
Surgery sessions	October 2018	192	4
	January 2019	331	4
	March 2019	332	0

We have continued to invite all customers registered on our DG distribution list to any of our DG LV events. The two events in September and February were specifically focused on community energy and so invites were targeted to a specific group. We will continue to seek new ways to reach out to customers through the introduction of video conferencing as an option for engagement, and further reviewing the location and timing of our events. To assist those registered on our events, and to help address non-attendance, we have also introduced calendar invites and have seen a corresponding increase in the attendance rates. We will continue to explore ways to make our events easy to attend and engaging.



Louise Marix Evans,
 Director Quantum
 Strategy & Technology,
 Director Community
 Energy North

“
 In recent years ENWL has changed from an organisation which was relatively challenging to engage with, to a key supportive, friendly, approachable and focused partner in delivering the low carbon and eventual zero carbon flexible energy system.
 ”



2.2 Supporting community energy groups

Community energy groups focus on projects that bring engagement and benefits to their local area and communities. These include community-led projects or initiatives to generate energy, forming an important part of the DG LV sector and thus a significant group within our DG LV stakeholders.

Our Community and Local Energy Strategy sets out our vision for supporting the growth of community energy, a key strand of our 'Leading the North West to Zero Carbon' plan, building a smarter and more flexible power network for the future.

We have a number of roles to play in the development of community and local energy projects including new connections, accommodating new generation and innovating for the changes that are taking place.

We recognise that many communities looking to install local renewable schemes often do not have the engineering skills and expertise to navigate the connections application and construction process. We understand that many rely on volunteers to progress their applications and that time and funding can be a particular barrier. We are committed to enabling more communities to connect generation to our network. We work hard to engage with communities early in the application process to identify the best sites and any potential issues before investment is secured. Our Community Energy Manager, Helen Seagrave, facilitates this early engagement and acts as a single point of contact for communities looking to connect.

Helen Seagrave,
Community Energy
Manager



“We want to work closely with community and local energy groups to support the development of their project, we understand that their projects can be more complex and we would like to engage early to support them with the process of connecting to the network and developing other ways of working together.”



We take the feedback we receive from our stakeholders to inform and shape our actions. Our consultations on Community and Local Energy have shaped the role we're playing as we develop our Distribution System Operator capacities.

To further support and engage our local communities, we launched the Powering Our Communities fund in October 2018. The aim of the fund is to support projects that put community and local energy at the heart of their communities and in particular can demonstrate how they can contribute to the delivery of one of the following priorities:

- Engaging communities in energy issues, particularly energy efficiency
- Supporting vulnerable customers and / or reducing fuel poverty in our communities
- Investigating or delivering new ways of working, fit for a smart, flexible low carbon grid

“The Powering our Communities funding has shown that ENWL has listened and acted to stakeholders from the community. This not only fills a funding gap, but helps to deliver projects that benefit communities, lower carbon emissions and enables innovation.”

Louise Marix Evans, Director Quantum Strategy & Technology, Director Community Energy North

We're pleased to be able to commit a total of £71,000 across six local projects, which will all provide benefit to those communities.

Three of these projects were related to or help to bring to life local generation in our area:

Energy Local Alston Moor, Alston Moor Community Energy, Cumbria

This project will investigate how to bring a hydro scheme into community ownership and use the Energy Local model for the first time in our region to develop the business case. It will also transfer skills from the Energy Local team to community energy groups in Cumbria.

Community owned energy supply, Burneside Community Energy, Cumbria

Developing the business case for a community owned energy assets project to supply a new housing development in Burneside Cumbria for the benefit of the whole village.

Provisions of electronic displays for solar generation, Oldham Community Power, Greater Manchester

Electronic displays for four schools with community owned solar panels to show the children how they work and engage them on energy issues.

Full details can be found on our website [here](#).



2.3 Summary Performance of DG LV actions 2018-19

Action	Commitment	Target/Output/KPI	Target	Delivered	Status
Improve connection charging approach to make charging fair for our customers	Conduct an impact assessment and plan implementation of assessment and design fees	Engage with stakeholders regarding our proposals	Q4	Q3	✓
We will share our vision for the transition of Distribution Network Operators (DNO) to Distribution System Operators (DSO)	Engage with stakeholders on our transition to DSO strategy	Hold an engagement session with our stakeholders	Q4	Q3	✓
Target improved customer satisfaction	Our aim is to target high levels of overall satisfaction	Customers surveyed rate their overall satisfaction at 85% (subject to statistically significant sample sizes)	Q4	-	-
Target improved Time to Quote for DG LV quotations	We aim to outperform the regulatory standard by providing quotes on average in 28 working days (compared to the guaranteed standard of 45 working days)	We will continue to work towards a 28 day average Time to Quote	Q4	Q4 (20 days)	✓
We will engage with community energy stakeholders on our network information	We will engage with community energy stakeholders on our network information	Hold an engagement session with community energy stakeholders 80% of stakeholders surveyed rate the event as “useful” or “very useful”	Q4	Q3 100%	✓
We will continue to offer opportunities for stakeholders to engage with us	We will facilitate a workshop specifically for our DG LV customers	Hold a workshop centred around DG LV topics 80% of attendees surveyed rate the event as “useful” or “very useful”	Q4	Q3 100%	✓
We will continue to offer pre-application surgery sessions and webinars	Host connection surgeries for DG LV customers	Offer a minimum of 3 surgery sessions / webinars 80% of attendees surveyed rate the event as “useful” or “very useful”	Q4	Q4 100%	✓
Continue to provide quarterly updates on progress of actions	We will publish quarterly updates on our actions and outputs	Quarterly Newsletters distributed to registered stakeholders and published online	Q4	Q4	✓



2.4 Detailed performance

In this section we set out the detail of how we delivered on the commitments we made this year and where stakeholders can find the outputs from our actions.

Improve connection charging approach to make charging fair for our customers

From 6 April 2018, the Department for Business, Energy & Industrial Strategy (BEIS) introduced new regulations that allow Distribution Network Operator's to charge customers for their connection offer whether it is accepted or not. This would allow a fairer approach to recovering costs incurred in providing customers with connections offers. We developed our initial approach to what are generally known as 'Assessment and Design fees' (A&D fees), and engaged with stakeholders through workshops and webinars. Our initial approach was only to introduce charges for extra high voltage applications with the introduction of charges for connection offers for Distributed Generation at high voltage in January. In our October workshop for DG LV customers we explained our approach and rationale and sought their feedback. They explained that they would prefer no charges for connection offers and that anything other than charges of approximately £100 would have a detrimental impact, particularly on community energy projects. We used this feedback as part of our impact assessment and have not introduced any charges for connection offers for DG LV.

We will share our vision for the transition of Distribution Network Operators to Distribution System Operators

The electricity distribution industry is undergoing a significant change in how the electricity network works and interacts with our customers. This is reflected in the transition from Distribution Network Operator (DNO) to Distribution System Operator (DSO). Distributors will need to play a more sophisticated role, securely operating and developing an active electricity distribution system, accommodating demand, generation and other flexible distributed energy resources. As a neutral facilitator of an open and accessible market, a DSO will enable competitive access to markets and the optimal use of resources to deliver security, sustainability and affordability. A DSO enables customers to be both producers and consumers, enabling customer access to networks and markets, customer choice and great customer service. We committed to explain this complex change, and how we, as the DNO in the north west of England, will undertake this transition. For our DG LV stakeholders, we presented our strategy at our workshop held in October 2018.

Target improved customer satisfaction

Our aim is to target high levels of satisfaction in all areas. To help us identify where we can improve, we seek feedback from our customers on overall satisfaction, and any specific feedback. This is done through monthly surveys issued to our customers in the previous month. Disappointingly, we have only received 12 responses, and three were from the same company.

This response rate is extremely low and represents less than 3% of the potential population. This sample size is therefore not statistically significant and has not met our criteria for assessment. We have therefore categorised this commitment as neither met, nor failed.

For the 12 that did respond the results were positive with 100% indicating that they were satisfied or very satisfied with how we delivered their connection and gave us an overall satisfaction score of 81% against a target of 85%. We are encouraged with this high level of satisfaction and we will continue to focus on improvements for next year.

Target improved time to quote for DG LV quotations

We committed to achieving a target of 28 working days on average to provide our customers with quotes against the guaranteed standard of 45 days. We are delighted to have achieved an average time to quote of 20 days. This is the result of continued hard work and dedication from our teams. We have continued to focus our attention on our resourcing and management processes, allowing our teams to further improve our performance and service for quoting DGLV applications. In addition, we have engaged with our customers to increase awareness of the information required in order to provide a quotation. This increased awareness helped reduce the number of queries in the design process, thus streamlining the process.

Time to Quote	Target	Actual	Status
DG LV	28	20	✓



We will engage with community energy stakeholders on our network information

We understand that many of our stakeholders within the community energy sector may be new to the industry. To support this group, we committed to engage with our community energy stakeholders to raise awareness of our network information. We delivered a workshop in June 2018, explaining the network to community energy stakeholders. This was held in Manchester, and provided an overview of how the electricity grid works, our role in distributing and managing the network, how we interact with our stakeholders, the services we provide and a detailed explanation of the network and capacity information we have available. This was well received, with 11 people attending the event, and an overall satisfaction score of 100% against a target of 80%.

We have continued to provide opportunities for our community and local energy stakeholders to engage with us, hosting a further three events in Kendal, Preston and again in Manchester.

These three events responded to feedback on what would provide valuable information for this group of stakeholders. These events concentrated on community energy project management, a 'whole place approach to low carbon communities', and a 'spotlight on regulation and local supply models' to provide ongoing support and guidance.

Quote from
DGLV
Customer

The Community Connects series of events has helped share good practice and boost the sector and has enabled us to understand ENWL's priorities, constraints and has opened up new communications channels with grid connection engineers. This saves valuable time for us, and avoids us pursuing projects that are not affordable or viable.

We will continue to actively engage with this passionate group, led by our Community Energy manager, Helen Seagrave.

We will continue to offer opportunities for stakeholders to engage with us

This year we made a commitment to hold an engagement event, specifically for our DG LV stakeholders, in addition to those inclusive of HV and EHV stakeholders. Over the course of this year we have planned and offered five relevant stakeholder engagement opportunities. These events included one tailored workshop specifically for DG LV customers, and four for our community energy stakeholders. All of our events have been carefully planned to ensure we discuss topics our customers tell us are important to them, and each is an opportunity to check our events continue to be useful and relevant to them.

100%



OF STAKEHOLDERS STATED THAT THEY FOUND OUR **DG EVENTS** EITHER '**USEFUL**' OR '**VERY USEFUL**' AGAINST A TARGET OF 80%.

We will continue to offer pre-application surgery sessions and webinars

Our activities this year have improved customers' choice in how they can engage with us and provide feedback on our services. In addition to the workshops described above, we have offered three surgery sessions with design engineers across the region, from Salford to Carlisle. As well as face to face surgery sessions we have offered teleconference and webinar options to provide customers with a choice of methods to reach our engineers. These surgery sessions can be booked via our website and are particularly useful for new customers in our area. These are in addition to bespoke meetings that we offer to regular customers. These two approaches align with the good practice identified by the ENA's Open Network's project, details of which can be found [here](#).

100%



OF STAKEHOLDERS STATED THAT THEY FOUND OUR **DG SURGERY EVENTS** AS EITHER '**USEFUL**' OR '**VERY USEFUL**' AGAINST A TARGET OF 80%.

Provide quarterly updates on progress of actions

We have continued to provide quarterly updates on our commitments and progress updates on individual actions. All our updates are published on our website. In addition, we provide quarterly updates on wider topics and upcoming events via our ICE newsletters. Our newsletters are issued directly to our distribution list (where stakeholders have registered) and then uploaded to the Incentive on Connections Engagement webpage, to allow those who have not registered a chance to access our updates.

100%



OF RECIPIENTS RATED OUR **NEWSLETTERS** AS '**USEFUL**' OR '**VERY USEFUL**'



3 Looking Forward report

3.1 Introduction

In this Looking Forward report for 2019 report we set out our commitments and activities for the coming year, to continue the journey in improving our services for our DG LV connections customers.

Our commitments are based on feedback from a broad yet targeted range of connections stakeholders, directly affected and interested in our connections services. Our engagement continues on a rolling basis; we encourage stakeholders to engage with us throughout the year to help us continually update and adapt our workplans and direction as needed. We consider engagement activities as business-as-usual, but have retained these in our workplan following feedback from our stakeholders. In our 2019-20 workplan, we have shown general engagement activities separately, to demonstrate our continued commitment to these actions. We will continue to offer organised engagement sessions however we also encourage an ‘open door policy’ whereby we make sure our customers know that they are welcome to meet and engage with us outside of the more formal events.

3.2 Our engagement strategy 2019-20

This year we will continue to examine our engagement strategy and approach as outlined in the earlier section of this report to ensure our deployment continues to be reviewed and improved for our connections stakeholders.

We will now look to find ways to make it easier for our stakeholders to attend our DG events, continually reviewing our locations, timing and methods of engagement, including the introduction of video conferencing as an option. We will expand our engagement with related groups to ensure that we continue to be relevant as the market shifts and the interests of our stakeholders change. Hosting specific DG LV events will guarantee that the stakeholders and customers of this market segment receive the necessary focus.

This year, we are also creating a new expert panel specifically for our DG LV stakeholders. We are proud to be able to offer a highly targeted panel to better enable all views within the sector to be heard and considered. This will allow us to build strong, mutually beneficial relationships with key members of this group of stakeholders, in a forum specifically catering for their needs. We believe that we are the first network operator to offer this level of attention for our stakeholders in the DG LV market.

3.3 Developing our plans

We know it’s crucial to involve our stakeholders in everything we do, not just in developing our plans, but throughout the year. Our workplan development is a gradual and continual process aligned with our engagement. In each workshop we identify material issues and topics to engage on to ensure that both our events, and our workplans are addressing the main issues our stakeholders care about.

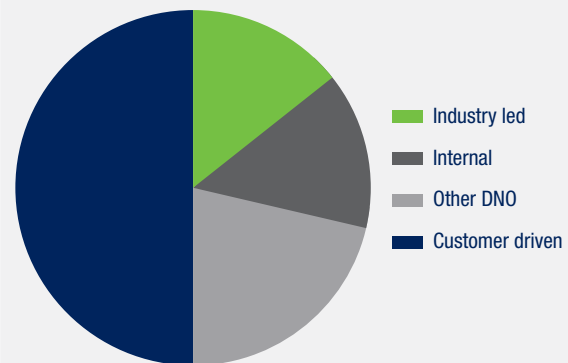
As with previous years, we collected feedback, verified it at subsequent events and with our expert stakeholder panel and then developed ideas, before going back to the wider stakeholder group to review and refine before submission.

3.3.1 Tracing the roots of our actions

AccountAbility Assurance Report 2017

“Electricity North West has demonstrated a laudable performance in developing and driving a stakeholder centric-culture within the organisation. Built on a strong and authentic governance structure consisting of a series of dedicated Advisory Panels linking the Executive level of the organisation with the operational level, Electricity North West has established a robust foundation for continual improvement and strong sustainable performance in stakeholder engagement activities.”

Origin of ICE actions





3.4 Looking forward workplan

Commitment	Action	KPI/Target	Delivery date
Target improved customer satisfaction	Our aim is to target high levels of overall satisfaction	Customers surveyed rate their overall satisfaction on average at least 85% (subject to statistically significant sample size)	Q4
Target improved customer engagement	We will seek to establish a DG LV Expert Panel to improve engagement, and obtain customer insights to drive overall satisfaction	Establish a DG LV Expert Panel Host at least 2 calls / sessions	Q4
We will communicate with our stakeholders on Engineering Recommendation G98 and G99 requirements for the connection of Generation Equipment	We will communicate new requirements to our stakeholders. We will clarify the process on how stakeholders can raise issues and / or queries related to G98 and G99	Hold 3 webinars / workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very useful"	Q4
We will share our vision for the transition of Distribution Network Operator (DNO) to Distribution System Operator (DSO)	We will provide updates, through stakeholder engagement sessions and meetings, on the transition to DSO and to gain stakeholder input	Present at 2 workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very useful"	Q4
We will continuously improve how we provide information and publish requirements for flexible services, such as Community Demand Side Response.	We will continue the work we have started in 2018 to publish our requirements for flexible services on our website and undertake accessible, fair, transparent processes to enable stakeholders to tender for the provision of flexible services We will consult with our stakeholders to inform our continuous improvement actions	Issue a consultation on our approach to flexible services Incorporate any changes from the feedback Present flexible services opportunities at 2 workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very Useful"	Q4
We will brief stakeholders on the development of changes to charges being made by Ofgem	We will provide briefings for stakeholders on the proposed changes to charges through Ofgem's significant code review	Present at 2 workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very Useful"	Q4
We will continue to monitor and review our connection charging approach to make charging fair for all of our customers.	We will engage with stakeholders and communicate any changes in our approach to A&D Fees	We will lead the national engagement with stakeholders on more consistent DNO approaches We will give stakeholders a least one month notice of any changes to our approaches	Q4
Target improved Time to Quote timescales for DG LV	We aim to outperform the regulatory standard by providing quotes on average in 28 working days (compared to the guaranteed standard of 45 working days)	We will continue to work to a 28 day average Time to Quote.	Q4
We will clarify the process followed after acceptance of a quote	We will engage with stakeholders to review and improve the post acceptance process	Publish revised process as agreed with stakeholders	Q4



Commitment	Action	KPI/Target	Delivery date
We will improve access to Geographical Information Systems (GIS)	We will improve 3rd party access to Network Information on GIS	We will deliver improvements to 3rd party access to Network Information on GIS	Q4
We will engage with our stakeholders on the impact of our Network Management System	We will review the new process for pre-construction drawings (pre-builts) and communicate changes	Present at 2 workshops 85% of stakeholders surveyed rate the events as “Useful” or “Very useful”	Q4

Business as usual commitments

Following stakeholder feedback, we have continued to include commitments we consider as business as usual engagement activities. This provides reassurance that these activities will continue to be at the forefront of our engagement strategy.

Commitment	Action	KPI/Target	Delivery date
We will continue to offer opportunities for stakeholders to engage with us	Offer surgery sessions, webinars and workshops covering a range of topics	Hold 5 engagement sessions 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4
We will continue to offer opportunities for community and local energy sector stakeholders to engage with us	We will continue to engage the community and local energy sector to understand their requirements through an engagement programme	Hold 4 workshops / webinars 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4
We will continue to communicate with our stakeholders	Issue regular updates on ICE Commitments, Health and Safety and Community Energy via newsletters to registered stakeholders	Issue and publish quarterly newsletters	Q4





3.5 Commitment origin

It is important that we can show how our thinking has developed and where our actions have come from. We review engagement feedback from the previous year to identify key issues and topics and plan our engagement appropriately. Therefore development of our actions begins well ahead of our engagement. Each of our actions can be traced back to stakeholder feedback and each has been checked and endorsed in subsequent events.



<p>Your feedback</p> <p>“ Need to have a clear link between charges for connection offers and customer service. ”</p>	<p>Who? DG stakeholders</p>	<p>Our commitment/action 2019-20</p> <p>We will continue to monitor and review our connection charging approach to make charging fair for all of our customers</p>
<p>Your feedback</p> <p>“ Quick quote option to give an idea of potential projects becoming success at formal quote stage ”</p>	<p>Who? DG stakeholders</p>	<p>Our commitment/action 2019-20</p> <p>Offer surgery sessions, webinars and workshops covering a range of topics</p>
<p>Your feedback</p> <p>“ Continued consistency between design and construction throughout the region when interfacing with ENWLs subcontract staff. ”</p>	<p>Who? DG stakeholders</p>	<p>Our commitment/action 2019-20</p> <p>We will engage with stakeholders to review and improve the post acceptance process.</p>
<p>Your feedback</p> <p>“ Be ready to provide support for Generation owners grappling with the requirements of G98 & G99. ”</p>	<p>Who? DG stakeholders</p>	<p>Our commitment/action 2019-20</p> <p>We will communicate new requirements to our stakeholders. We will clarify the process on how stakeholders can raise issues and / or queries related to G98 and G99</p>



3.6 Other feedback

As part of our workplan development, we initially included commitments resulting from all comments and feedback, then sought to prioritise these commitments based on feedback from our stakeholders. The following commitments have not been included in the final plan and justifications are provided below.

1. More needs to be done to connect LCTs and the CO₂ reductions. The UK has very challenging targets. DNOs are a major part of that and innovation is not making its way into BAU in any way shape or form in order to help meet them.

Our plan, 'Leading the North West to zero carbon', sets out how we are investing £63.5 million over the next four years, to drive down our own carbon emissions and help business, our customers and our colleagues to do the same.

The DG connections market will form an integral part of this plan, we have therefore not included any specific commitments in our ICE 2019-20 workplan.

2. Online portal. Development of an on line portal similar to that provided by other DNO's (WPD for example).

We have a commitment in our plan to engage with stakeholders regarding the post acceptance process and will seek feedback from stakeholders on the benefits of a portal.





4 Closing statement

We take pride in being transparent in our engagement with connections stakeholders. This report demonstrates how we are switched on to the needs of our DG LV stakeholders, detailing the actions we have taken in order to achieve the commitments we made for 2018-19. Our workplan for 2019-20 is based on feedback and follows a robust review process, showing how we are adaptable before finalising the commitments, actions and outputs.

We are confident our workplan addresses the concerns and provides the greatest benefit to the DG LV sector in the north west. The growth in distributed generation is set to continue in the UK. We are proud to be leading the way to a zero carbon future, by supporting the connection of generation and other low carbon technology to our network, and ensuring the way we engage with our stakeholders is targeted to the needs of individual groups, particularly within the diverse and passionate LV sector.

Louise Marix Evans,
Director Quantum
Strategy & Technology,
Director Community
Energy North



We look forward to working with ENWL on future innovative projects on community owned energy generation.



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