

Independent Connection Providers & Independent Distribution Network Operators

electricity
north west

Bringing energy to your door

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 Independent Connection Providers (ICP's) and Independent Distribution Network Operators (IDNO's).

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

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

The Engagement Strategy section describes how we have applied our company-wide customer engagement strategy for our Independent Connection Providers connections stakeholders and customers.

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





Foreword

I am delighted to introduce our Independent Connection Providers and Independent Distribution Network Operators 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 and encouraging connections to our network.

The North West is undergoing a significant level of construction, with unprecedented building occurring in our area, particularly in central Manchester. In addition, many local communities are committed to reducing their carbon footprint through the use of low carbon technology and changing the way energy is used and produced.

As the North West's electricity network operator, we are thrilled to be a part of this transformative and exciting time. In the connections business, we recognise the critical part we play and the impact we have on local businesses and communities.

We understand that supporting customer choice, through encouraging competition in connections, provides customers with the highest standards of service at competitive prices. This report demonstrates the importance we place in engaging with and meeting the needs of our stakeholders within this market segment to ensure there is a competitive market to give customers real choice when connecting to our network. Our engagement sessions are always well attended and we actively listen to our customers and do our very best to act on their feedback. We pride ourselves on the hard work we have put into our relationships with ICPs and IDNOs and we are committed to continuing our dedicated approach to our customers and stakeholders.

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, communities and stakeholders. We have added a section to how we are embedding our Purpose and Principles for the benefit of connections customers later in this 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

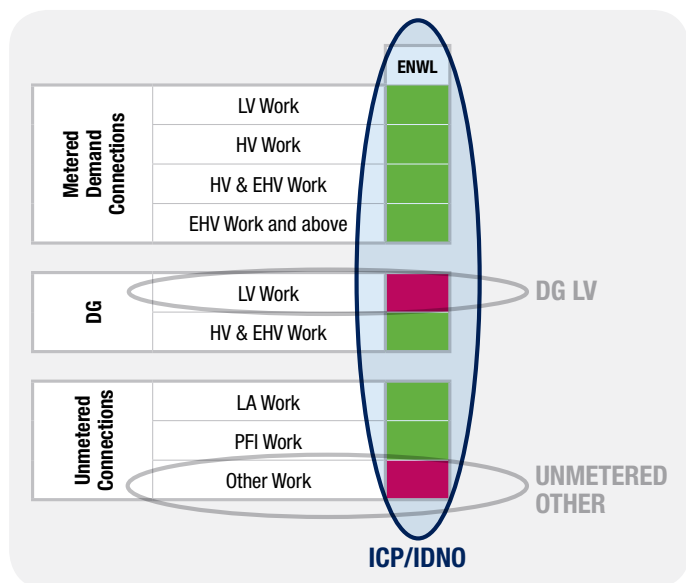
Our Incentive on Connections Engagement (ICE) reports focus on specific connections markets in line with Ofgem’s ‘competition tests’ held between 2011 and 2013.

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 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.

In 2019 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 ICP and IDNO connections market segment, applicable under the Incentive on Connections Engagement and our stakeholders working in this sector.

In order to continually improve and develop competition in connections, we have continued to focus on the working relationship with ICPs and IDNOs by including them in our ICE workplans. The feedback obtained from our first ICE submission asked that we continued ‘ensuring consideration was given to the particular needs of ICPs’ and that is exactly what we continue to do. We want to use the feedback from this important stakeholder and customer group to drive our business to be better. Our workplan is designed to push us to constantly provide quicker and more efficient services that support ICPs and IDNOs in delivering competitively priced connections that ultimately provide a better service for the end user.





1.2 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 they engage with us.

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.



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

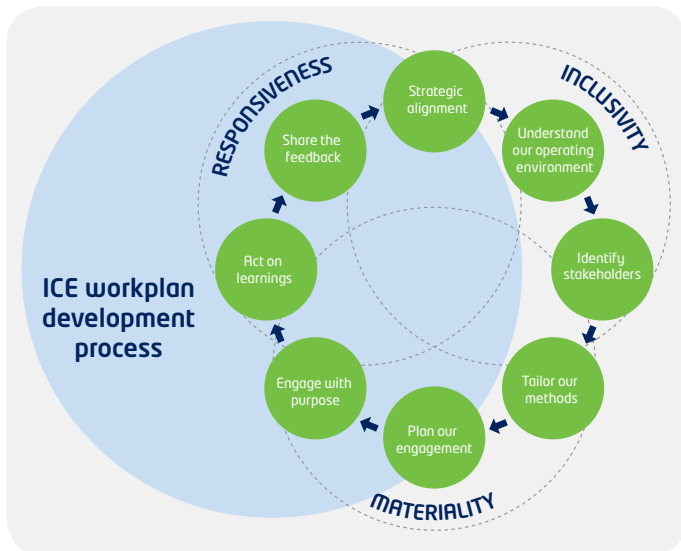


1.3 Implementing our strategy for connections

Our strategic approach is fully aligned with our wider engagement strategy and ensure 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, offering greater choice with events offered as face to face or via a webinar. Where appropriate, we have recorded these webinars and published these on our website for future reference. We will continue to offer various methods for people to engage with us, and are planning to introduce video conferencing as a further option for engagement to improve our services, and 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:





1.4 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 and to ensure we maximise the benefit from our engagement activities.

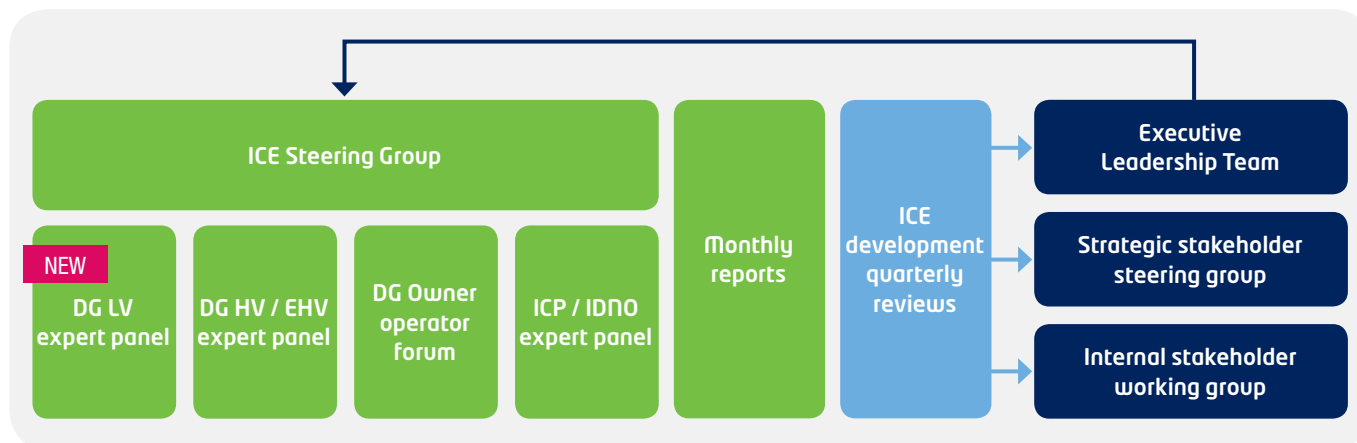
Feedback is evaluated and reviewed by a series of internal and external panels and is overseen by steering groups that ensure strategic direction and alignment with our business plan.

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 by the working groups and operational teams.

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.

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.





1.5 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 the feedback we received from stakeholders across both business-as-usual and planned engagement to senior leaders in our business.



1.6 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.

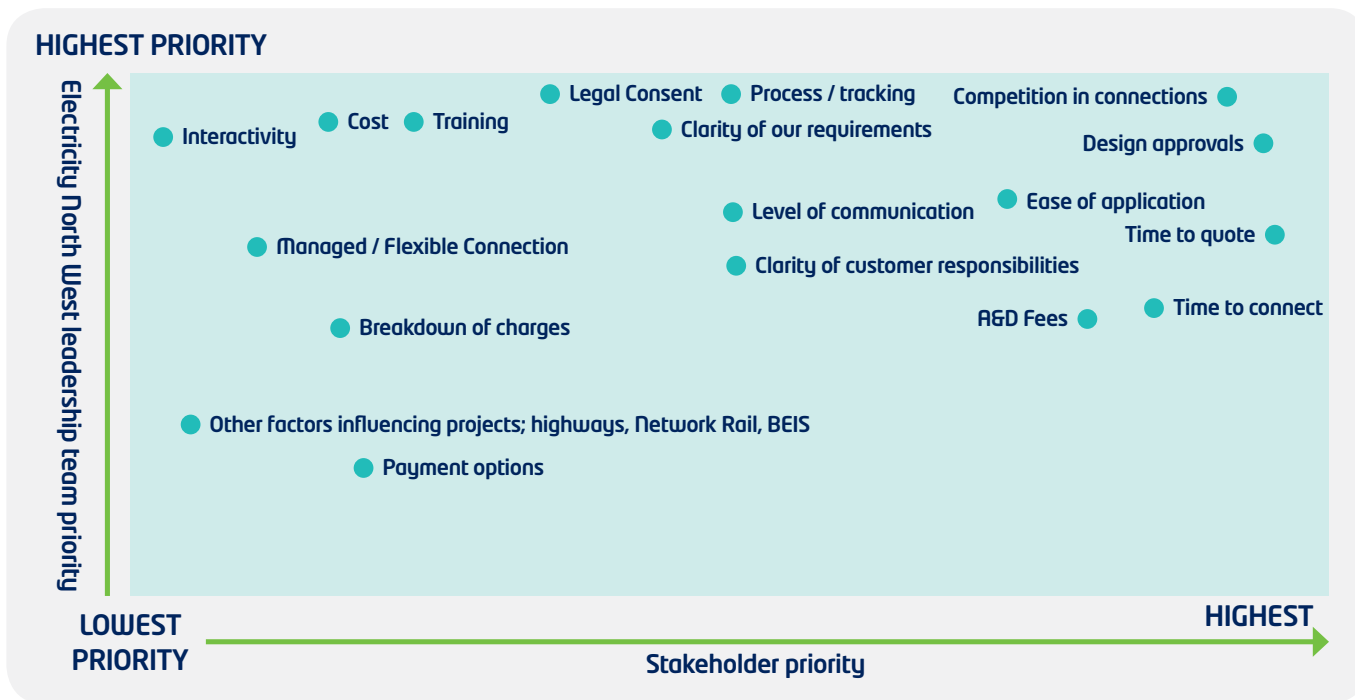
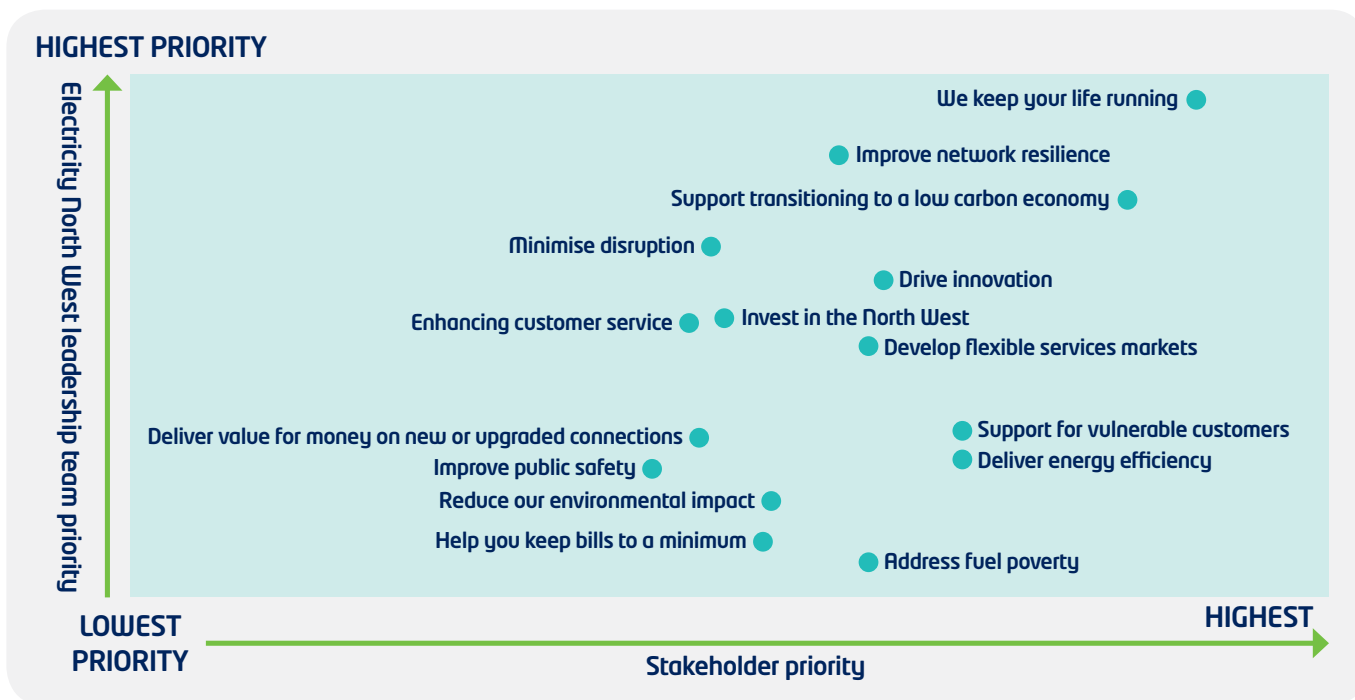
We also identify and position our stakeholders, using our corporate Venn diagram as shown below. Stakeholders are positioned according to whether or not we have an obligation to them, whether they are affected by our operations and whether they are likely to influence our performance as an organisation.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





1.7 Stakeholder Materiality

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



Above is the stakeholder map for this market segment which is based on the same principle to ensure consistency with the wider business.



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 engagement opportunities with stakeholders, covering a number of specific topics, either as part of our ICP / IDNO workshops or in standalone sessions. We have adapted our approach where we identified methods that would better serve the needs of our stakeholders, and will continue to seek improvements in our approach. We maintain an open door policy, providing multiple opportunities for stakeholders to contact us to discuss specific or general queries.

2.1 Reviewing our 2018-19 Engagement highlights

“ **Great length of presentations and breaks.**

ICP Customer

”

“ **Good overview of updates and ongoing / upcoming changes.**

ICP Customer

”

“ **Enjoyed the interactivity.**

ICP Customer

”

“ **Innovative feedback gathering techniques.**

ICP Customer

”

“ **Very good event.**

ICP Customer

”

“ **Group ICE feedback useful.**

ICP Customer

”

“ **It helped to see that other ICPs have similar views and issues.**

ICP Customer

”





ICP/IDNO Stakeholder engagement 2018-19			
What	When	Invited	How many
Workshops	October 2018	192	30
	January 2019	191	15
Training sessions (Self-determination of PoC)	June 2018	175	5
	March 2019	194	10
Webinars - A&D Fees	June 2018 x2	139	25
		139	26
Webinars - Earthing Policy	November 2018	446	14
	December 2018	446	16

We have offered various opportunities for our stakeholders to engage with us in a variety of formats. We have hosted four ICP / IDNO expert panels, where we were able to consult with members on a number of topics.

This year, we have utilised webinars for a number of events. This has been a highly effective way of focusing on a single topic and generating discussion. These have been well attended, as they provide greater time efficiency for our stakeholders, some of whom would otherwise be required to travel a significant distance.

We have also introduced the use of calendar invites for all our events to assist registered attendees in planning for our events, and as a route for sharing relevant information, for example agenda's, location maps, and presentations.

We will continue to explore ways to offer innovative and customer friendly engagement opportunities.

This year we have held four ICP/IDNO expert stakeholder sessions with our panel members:

- Aptus Utilities
- GTC
- PN Daly
- UK Power Solutions
- Jones Lighting
- UCML
- Edward Dewhurst





2.2 Competition in Connections

We are proud of the work we have done to actively facilitate competition in connections and believe we have established effective arrangements to enable competition across the North West. We recognise the importance in continually benchmarking our approach through regular engagement with ICPs in our area and will continue to host workshops and sessions specific to competition in connections topics throughout the year.

As part of our commitment we have invited ICPs to attend Self-determination of Point of Connection training sessions with our own LV and HV engineers, to run through design scenarios that ICP's may wish to self-determine using our publicly available information.

Our stakeholders have told us that these sessions are invaluable in providing a real choice in approach. Following the implementation of Assessment and Design fees across the industry, the availability of self determination provides ICP's with an alternative option. Although a few ICP's have taken up the opportunity to self-determine PoC's, the anticipated increase did not materialise to the level expected. This demonstrates how our approach to Assessment and Design fees has been sensitive to the needs of our customers, and maintained real choice for ICP's in balancing risk and cost.

Based on positive stakeholder feedback we will continue to offer these training sessions with our design engineers to support more ICP's take up our contestable processes. We have also held a number of one to one sessions upon the request of customers. We encourage an open door policy and are happy to engage with customers outside of the advertised event dates.

We work hard to ensure that we are open and transparent in our engagement with stakeholders, which is why we've published feedback from all of our events on our website.





2.3 ICP/IDNO Summary Performance of ICP/IDNO actions 2018-19

Commitment	Action	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 our stakeholders regarding our proposals.	Q4	Q3	✓
We will continue to target improvements in LV Time To Connect.	We aim to outperform the regulatory standard by completing connections on average in 7 working days (compared to the guaranteed standard of 10 working days).	We will continue to work towards a 7 day average Time To Connect.	Q4	Q4 (6 days)	✓
We will continue to target improvements in HV Time To Connect.	We aim to outperform the regulatory standard by completing connections on average in 15 working days (compared to the guaranteed standard of 20 working days).	We will continue to work towards a 15 day average Time To Connect.	Q4	Q4 (15 days)	✓
We will continue to target improvements in LV Time To Quote.	We aim to outperform the regulatory standard by providing quotes on average in 11 working days (compared to the guaranteed standard of 15 working days).	We will continue to work towards a 11 day average Time To Quote.	Q4	Q4 (8 days)	✓
We will continue to target improvements in HV time To Quote.	We aim to outperform the regulatory standard by providing quotes on average in 15 working days (compared to the guaranteed standard of 20 working days).	We will continue to work towards a 15 day average Time To Quote.	Q4	Q4 (12 days)	✓
We will continue to target faster LV/HV design approval responses.	Our aim is to outperform the regulatory standard by providing design approval responses within an average of 8 working days (compared to the guaranteed standard of 10 days).	We will continue working towards LV/HV design approval responses within an average of 8 working days.	Q4	Q4 (8 days)	✓
We will improve efficiency in issuing Bilateral Connections Agreement (BCA) documentation.	Where multiple parties are involved we will notify ICPs of when a BCA is sent and to whom it was sent to.	Introduce revised process.	Q2	Q2	✓
We will provide more clarity and transparency on the energisation process for non-contestable works.	We will provide a guidance document outlining the prerequisites to agreeing a power on date to ensure an efficient process.	Publish guidance document.	Q3	Q4	✓ (Late)
We will continue to offer opportunities for stakeholders to engage with us.	We will host 2 workshops on topics requested by stakeholders.	Host 2 workshops 80% of attendees surveyed rate the event as “useful” or “very useful	Q4	Q4 (100%)	✓



Commitment	Action	Target/Output/KPI	Target	Delivered	Status
We will provide more clarity on land consents process and progress.	We will host a consents – focussed session to help and assist our stakeholders with this element of the process.	Host a ‘Wayleaves’ workshop and 2 surgery sessions 80% of attendees surveyed rate the event as “useful” or “very useful”	Q4	Q4	✓
We will provide stakeholders with the opportunity to comment on proposed policy changes before we make them.	We will publish on our G81 webpage in draft form, all proposed changes to relevant policy and invite comments from stakeholders ahead of formal change.	Publish draft policy documents online and inform registered stakeholders.	Q1	Q1	✓
We will provide stakeholders with the opportunity to receive detailed briefings on policy changes.	We will host a minimum of 2 webinars on policy changes relevant to the stakeholders.	Host 2 webinars 80% of attendees surveyed rate the event as “useful” or “very useful”	Q3	Q3 (100%)	✓
We will improve our communication of safety to ICPs working in our area.	We will issue safety bulletins to ICPs.	Email safety bulletins to registered stakeholders.	Q1	Q3	✓ (Late)
Continue to provide visibility of inspection performance.	We will publish quarterly updates on anonymous performance of our inspections of ICPs and our own contractors.	Quarterly newsletters distributed to registered stakeholders and published online.	Q4	Q4	✓
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 ICP/IDNO 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 connection offers. We developed our initial approach to what are generally known as “Assessment and Design” (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 voltages in January. In our October workshop for ICP / IDNO customers we explained our approach and rationale and sought their

feedback. The ICP’s and IDNO’s indicated that their preference was for no charges for connection offers. We used this feedback as part of our impact assessment and have not further extended the scope of our ‘Assessment and Design fees’. We updated our ICP / IDNO customers at our January Workshop and provided further insight into the discussions at a national level across the industry.

We will continue to target improvements in Time to Connect (LV & HV)

We committed to achieving a target of 15 working days on average to connect our customers for HV projects, and 7 working days on average for LV projects. This is compared to the guaranteed standards of 20 days for HV and 10 days for LV. We are pleased to have achieved our targets, with an average time to connect of 15 days for HV, and 6 days for LV. This is as a result of continued focus on delivery and closer working relationships with both our customers and our delivery partners.

Time to Connect	Target	Actual	Status
HV	15	15	✓
LV	7	6	✓



We will continue to target improvements in Time to Quote (LV & HV)

For high voltage connection quotes, we committed to achieving a target of 15 working days on average to provide our customers with quotes against the guaranteed standard of 20 days. We are delighted to have achieved this target, with an average time to quote of 12 working days.

We committed to a target of an average of 11 working days for low voltage quotes against a guaranteed standard of 15 days. We are delighted to have achieved an average time to quote of only 8 working 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 performance and service for quoting competition in connections applications. In addition, we have engaged with our customers to increase awareness of the information required in order to provide a quote. This increased awareness helped reduce the number of queries in the design process, thus streamlining the process.

Time to Connect	Target	Actual	Status
HV	15	12	✓
LV	11	8	✓

We will continue to target faster LV/HV design approval responses

We committed to reducing the time taken to provide responses to design approvals for low voltage and high voltage applications for our customers. We targeted an average of 8 working days to provide a response, against the guaranteed standard of 10 working days. We are delighted to have achieved an average of 8 days. This is as a result of concentrated effort by our teams, a review of our internal processes, particularly where further information is required, and improving our resource planning.

Time to Respond	Target	Actual	Status
Design Approvals	8	7.5	✓

We will improve efficiency in issuing Bilateral Connections Agreement documentation

To improve the efficiency in issuing Bilateral Connections Agreement (BCA) documentation, we implemented a new process to notify ICP's by copying them in when the BCA was sent to an IDNO by email. This allows the ICP to liaise directly with the IDNO to ensure the documents are completed in advance of the energisation.

We will provide more clarity and transparency on the energisation process for non-contestable works

We understand that the ability to complete works is of paramount importance to our ICP / IDNO customers. Providing clarity of the processes undertaken to complete the non-contestable elements of their work will help our ICP's in ensuring they deliver for their customers. To improve clarity and visibility of our requirements for non-contestable work undertaken by ourselves, we have published a clear and concise energisation checklist which details all the steps and activities that must be completed prior to energisation, with links to further information on our website for each step.


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

This year we have hosted two workshops for ICPs and IDNOs in our area on a range of topics which were suggested by stakeholders in previous (2017-18) events. We also hosted two Self-determination of Point of Connection training sessions available as a face to face session and a recorded webinar, to provide more opportunities for ICPs and IDNO's to participate at their convenience. We have also hosted four teleconference calls for our ICP / IDNO Expert Panel.

We have worked hard to encourage an 'open door' policy and have arranged for one to one sessions with customers outside of the advertised event dates.

100%

OF EVENT ATTENDEES AGREED THAT OUR EVENTS WERE 'USEFUL' OR 'VERY USEFUL', A HUGE SUCCESS.





We will provide more clarity on land consents process and progress

In order to provide greater clarity on the land consents process, we presented at our ICP / IDNO workshop in October 2018. We offered a surgery session in June 2018 and February 2019, however, both were cancelled due to lack of registrations.

This lack of interest in formal engagement, we believe, is due to improvements in the working relationships with ICP's / IDNO's and our Estates and Wayleaves team. All Land Rights and Consents enquiries raised by ICPs/IDNOs are now dealt with by the team direct, whereas previously all such enquiries were routed via Design Approval Engineers.

We have introduced a single point of contact to approve IDNO legal drawings as part of the Incorporated Rights Process to assist IDNO's in concluding their substation acquisitions.

We have also introduced the provision of monthly legal updates for an ICP that has a number of Land Consents enquiries ongoing. This has been well received as it ensures the ICP is kept informed of progress.

These direct methods of communication provide ICP's / IDNO's with a more timely and efficient process in dealing with specific queries and provides a better alternative to the formal scheduled surgery sessions, resulting in the lack of uptake for the formal surgery sessions offered.

We will provide stakeholders with the opportunity to comment on proposed policy changes before we make them

We recognise the importance of ensuring our customers have access to all our policies, and are able to comment on proposed policies before these are finalised and implemented. To satisfy this need, we have published proposed policies on our website which ICP's can review and submit comments directly to our Policy team prior to implementation.

In 2018-19, we received four responses to published proposed changes.

We will provide stakeholders with the opportunity to receive detailed briefings on policy changes

We keep our stakeholders informed of policy changes by publishing a Policy newsletter every two months. This summarises all policy changes within the period, with further details on each available on our website.

This year we have hosted two webinars focused on changes to policy related to earthing on site, which would impact our ICP customers. These were well attended, with highly interactive question and answer sessions. We have also presented updates at both our workshops, which were well received with many citing this presentation as the most useful.

We will continue to host webinars for specific policy changes that are useful and relevant to our stakeholders.

We are pleased to have received 100% satisfaction scores from our Policy briefings.



We will improve our communication of safety to ICPs working in our area

We committed to share safety information by issuing any relevant safety bulletins to ICP's registered on our safety bulletin distribution list. Although we committed to do this in quarter one, the first bulletins considered relevant were issued in November 2018. We have since improved the process by publishing bulletins on our website alongside our published policies, removing the need for ICP's to register interest and improving visibility for all. A notice was issued to all ICP's registered to receive these bulletins to explain the change, as well as providing details of the latest safety bulletins published. Information on new safety bulletins were incorporated into the quarter four newsletter, and will continue throughout 2019-20.

Continue to provide visibility of inspection performance

As part of our quarterly newsletter we issue regular updates on the audit performance of both our contractors and ICPs, in relation to the number of inspections completed. This year we have reviewed and improved the performance information provided to take account of the number of audits performed for each party. All parties are anonymised in the data presented in the newsletter, but provide visibility of overall performance across all parties.

Continue to 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 2019-20

3.1 Introduction

In this Looking Forward report for 2019-20 we set out our commitments and activities for the coming year, to continue the journey in improving our services for our ICP/IDNO connections customers and ultimately, all connections customers in the North West.

Our commitments are based on feedback from a broad 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 adapt to the needs of our customers.

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 to ensure it continues to be beneficial for our connections stakeholders. We will continue to review feedback on content, format and location, varying our approach where appropriate. We will ensure consistency with the wider business in how we engage with our stakeholders as described in the Engagement Strategy and Approach section of this report.

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.

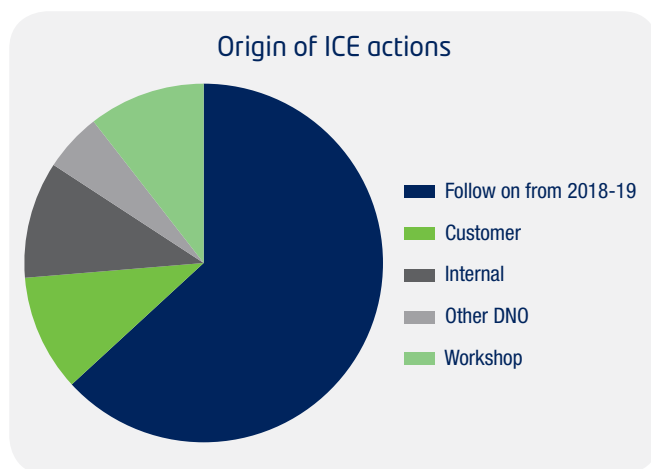
3.3 Developing our plans

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 work plans are addressing the main issues our stakeholders care about.

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

3.4 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 workplan engagement. Each of our actions can be traced back to stakeholder feedback and each has been checked and endorsed in subsequent events.





Your feedback
More information on EV Charging Design and requirements

Who?
ICP Customer

Our commitment/action 2019-20
We will provide a greater level of information and support surrounding the uptake of Electric Vehicles within the ENWL network

Your feedback
More information on SDPoC / Self Design

Who?
ICP Customer

Our commitment/action 2019-20
We will continue to provide Self Determination of Points of Connections training for ICPs





3.5 Looking forward workplan

Commitment	Action	KPI/Target	Delivery date
We will clarify our range of flexible connections	We will clearly communicate where flexible connection options are available	We will publish the range of flexible connection options ENWL offer	Q4
		Present our range of flexible connections options at a minimum of 2 workshops	
		85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	
We will provide a greater level of information and support surrounding the uptake of Electric Vehicles (EV) within the ENWL network	We will improve the level of information available on our website and within stakeholder meetings	We will publish EV information including FAQ	Q4
		Present at 2 workshops	
		85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	
We will continuously improve how we provide information and publish requirements for flexible services, such as Demand Side Response	We will continue the work we have started within 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	We will Issue a consultation on our approach to flexible services	Q4
		Incorporate any changes from the feedback	
		Present flexible services opportunities at 2 workshops	
Target Time to Quote timescales for LV Quotations	We aim to outperform the regulatory standard by providing quotes on average within 11 days (compared to the guaranteed standard of 15 working days)	85% of stakeholders surveyed rate the event as “Useful” or “Very Useful”	Q4
		We will continue to work to an 11 day average Time to Quote	
Target Time to Quote timescales for HV Quotations	We aim to outperform the regulatory standard by providing quotes on average within 15 days (compared to the guaranteed standard of 20 working days)	We will continue to work to a 15 day average Time to Quote	Q4
		We will Issue LV / HV Design Approval responses within an average of 8 working days	
Target LV/HV Design approval responses	We aim to outperform the regulatory standard by providing LV/HV design approval responses within 8 working days on average (compared to the guaranteed standard of 10 working days)	We will continue to work to a 7 day average Time to Connect	Q4
		We will continue to work to a 15 day average Time to Connect	
Target Time to Connect timescales for LV schemes	We aim to outperform the regulatory standard by providing an average 7 day time to connect (compared to the guaranteed standard of 10 working days)	We will continue to work to a 15 day average Time to Connect	Q4
		We will continue to work to a 15 day average Time to Connect	
Target Time to Connect timescales for HV schemes	We aim to outperform the regulatory standard by providing an average 15 day time to connect (compared to the guaranteed standard of 20 working days)	We will continue to work to a 15 day average Time to Connect	Q4
		We will continue to work to a 15 day average Time to Connect	



Commitment	Action	KPI/Target	Delivery date
We will improve visibility of network capacity	We will improve access and presentation of information on available thermal capacity and fault level on our network	We will improve access and presentation of information on available thermal capacity and fault level on our network	Q4
We will improve access to Geographical Information Systems	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
We will support the Self Determination of POCs	We will continue to provide Self Determination of Points of Connections training to ICPs	We will host 2 sessions. 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
We will review and engage with our stakeholders, our communications processes with ICPs / IDNOs	We will engage with stakeholder and look to see if we can streamline the interfaces	We will review communications processes with stakeholders to identify areas for improvements	Q2
We will provide stakeholders with the opportunity to receive detailed briefings on policy changes	We will continue to host webinars on policy topics relevant to the stakeholders	Hold 3 webinars 85% of stakeholders surveyed rate the event as "Useful" or "Very useful"	Q4
We will provide more clarity on land consents process and progress	We will offer engagement opportunities for stakeholders in relation to consents to assist with this element of the process	We will establish and publicise direct communication routes for land rights and consents enquiries Extend offering to provide regular legal updates to customers	Q2



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 various engagement events covering a range of topics.	Offer 2 opportunities for stakeholders to engage with us. 85% of attendees surveyed rate the events as “useful” or “very useful”.	Q4
We will continue to communicate with our stakeholders	Issue regular updates on ICE Commitments, Policy updates and Health and Safety via newsletters to registered stakeholders.	We will Issue and publish quarterly newsletters.	Q4

3.6 Are we on the right track?

Before our workplans are confirmed, we seek feedback on our proposed actions at every opportunity. During our recent ICP/IDNO workshop we asked for comments and guidance from our valued stakeholders on our proposed workplans. Attendees participated in a prioritisation exercise to rank the level of importance each potential action was to them, and to prioritise the list of potential actions. This was used to inform our final workplan.

We also surveyed all our ICP/IDNO stakeholders signed up to our email distribution list to seek feedback on our workplans.

3.7 Other feedback

In our engagement with stakeholders we received feedback on areas where customers thought we could improve. We are pleased to have been able to incorporate all suggested areas into our 2019-20 workplans.

We will continue to seek the views of our stakeholders to inform and shape the services we provide.





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 ICP and IDNO 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 sector. The growth in the North West is set to continue and we are proud to be leading the way in ensuring customers continue to benefit from greater competition and choice.



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north west**

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