

Distributed Generation (Low Voltage)



Incentive on Connections Engagement
Looking Forward and Looking Back Report

May 2021

Welcome

Welcome to our Incentive on Connections (ICE) Report for Distributed Generation Low Voltage (DG LV).

I am delighted to introduce our DG LV ICE report for 2021. The last year has been a challenge for the whole nation and I am extremely proud how we have responded and adapted to keep the focus on getting customers connected to support essential services and the economy of the North West. The pandemic has changed everyone's lives and we had to adjust quickly including homeworking for some of our employees and COVID-secure ways of working for others. These presented some logistical and technological challenges that we had to overcome.

In the first half of the year we limited our engagement as we were conscious that stakeholders' priorities were focused on other matters. This gave us time to revise our engagement methods to move to exclusively virtual events and surgery sessions in response to the restrictions in place. We have utilised online tools such as surveys and breakout rooms to get close to the richness of the engagement experience we would previously have had face to face. We really appreciate the time and effort so many stakeholders have put into making all these events so effective.



In terms of this report we have also made some changes. We have changed the format to be more suitable for reading on a screen, with a landscape layout and hyperlinks to help navigation in the document. We have also responded to feedback received to create a shorter report summary at the start of the document. This provides an overview of what we have delivered against each of our commitments with links to more detail later in the document if required, as well as a summary of our commitments for this year.

Now more than ever, we are delighted to be supporting the growth and sustainability ambitions of the communities in our region. We are pleased that Ofgem has recently approved our 'Green Recovery' projects that will result in 11 'shovel ready' projects that will invest over £20m to help the region meet its net zero targets. Our Community and Local Energy engagement activity continues to grow and we were pleased to commit £75,740 to eight more projects in this year's 'Powering our Communities' annual fund.

Hopefully the year ahead will mean we can get back to holding some events in person, but we will respond to your feedback on the timing and mix of our future engagement.

I hope you enjoy reading this report, as always if you have any comments or feedback I'd love to hear them. Please contact me via the ICE team at ICE@enwl.co.uk.

Mark Williamson,
Director of Energy Solutions

Our region

Electricity North West provides an essential service to all our customers including DG LV. As one of 14 Distribution Network Operators in Great Britain, we cover the north west region of England.

We cover a diverse range of communities and landscape, from dense urban populations in cities such as Manchester to remote rural locations across Cumbria.



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1 Report summary

This section summarises the detail contained within the following sections. This gives access to the key points in a single succinct format, whilst providing links to more detail if required.

To provide a more in-depth description of our activities, the report also contains three further sections:

- **Engagement strategy** - describes how we engage with our stakeholders in a considered and appropriate way.
- **Looking Back** - provides a detailed report on our activities in 2020-21.
- **Looking Forward** - sets out our commitments for 2021-22.

1.1 Engagement strategy summary

In this unprecedented year of change, we have listened to our stakeholders and adapted our engagement methods to ensure our stakeholders continue to have a variety of options available to engage with us. We have adapted our workshops to make these accessible and fit with our stakeholders' needs, creating more frequent, but shorter and more focused webinars which work better for remote interactions.

The recordings of these events, available on our website, have proved popular for people to watch at their leisure and recommend to colleagues. In addition, we have utilised various methods of interactivity in our events, including online polling and breakout rooms.

We have pushed forward in promoting our surgery sessions and bilateral conversations to encourage two-way dialogue. This has been well received by all attendees, creating stronger and more effective working relationships with our customers. We will continue to evolve our engagement methods as we come out of the COVID-19 restrictions and will be guided by our stakeholders' feedback to ensure we create the best environment for each type of engagement.

This years' highlights include:









- Overall increase in our interactions with DG LV customers, despite a challenging year
 - 41% increase in volume of quotes
 - 37% increase in acceptances
- Hosted 13 events for DG LV (including Community and Local Energy), on top of our Business as usual engagement.
- Approximately 350 attendees joined events for DG LV
- Over 450 views on our YouTube DG LV webinar videos





Overview of engagement strategy:









- We put stakeholders at the heart of what we do, with a well-established stakeholder strategy across Electricity North West.
- We have moved all our engagement online to allow our engagement to keep stakeholders and colleagues safe.
- We actively encourage dialogue with our DG LV stakeholders.
- We work hard to understand the challenges faced by DG LV stakeholders in our area, both through stakeholder identification and mapping, as well as actively listening to our stakeholder's feedback to inform our actions.
- We have a well-established robust governance process for our stakeholder engagement to ensure transparent and fair treatment for all our stakeholders.

1.2 Looking Back summary

 Click for detail







Commitment	Target/Output/KPI	Target	Achieved	Status	Outcome
We will target our LV Time to Quote 	We aim to outperform the regulatory standard by providing quotes on average in 22 working days (compared to the guaranteed standard of 35 working days).	22	21.1		<ul style="list-style-type: none"> Adapted working practices to home working Performance target met despite 41% increase in volumes
We will provide guidance on the application process 	We will actively engage with stakeholders to identify and improve pre-application guidance on our website.	Q3	Dec		<ul style="list-style-type: none"> Proactively engaged with stakeholders to identify and implement changes on website Tailored training session held in November and recording published on website Language on website reviewed with plain English standards and updated Glossary published here
	We will publish a glossary and review pre-application guidance against plain English standards.	Q4	Mar		
We will communicate with our stakeholders on Engineering Recommendation G98 & G99 requirements for the connection of generation equipment 	We shall share best practice and information on the latest national developments to support customers through a dedicated G98/G99 workshop and communicate updates throughout the year.	Q4	Jan		<ul style="list-style-type: none"> Webinar 1 - November 2020 (presentation in DG LV Workshop) <ul style="list-style-type: none"> 100% scored 'useful' or 'very useful' Webinar 2 – January 2021 <ul style="list-style-type: none"> 100% scored 'useful' or 'very useful' Webinars available on our website 140 Views on YouTube
We will continue to target improved customer satisfaction 	We will continue to target high customer satisfaction whilst focusing on qualitative measures.	Q4	Mar		<ul style="list-style-type: none"> High satisfaction levels of 89% 23 respondents (~18% response)

Commitment	Target/Output/KPI	Target	Achieved	Status	Outcome
We will strive to improve our Time to Connect 	We will strive to improve our Time to Connect for DG LV connections where on-site works are required.	Q4	N/A	N/A	<ul style="list-style-type: none"> • No projects with site works connected in year
We will provide updates on activity to support the transition to green energy and the wider green economy 	<p>We will provide regular updates, via presentations at workshops and/or newsletters on our Leading the North West to Zero Carbon Plan.</p> <p>We will share learning from our case studies, eg our zero carbon buildings.</p>	Q4	Mar	✓	<ul style="list-style-type: none"> • Presentations at DG LV workshops <ul style="list-style-type: none"> ◦ November 2020 ◦ March 2021 • Updates in quarterly newsletters • Improved website, including creation of Go Net Zero portal, a one-stop shop for useful information for stakeholders
We will provide stakeholders with the opportunity to receive detailed briefings on industry level changes 	<p>We will continue to host a minimum of 2 webinars on changes relevant to our stakeholders for regulatory or policy changes.</p> <p>This will include a webinar on Ofgem SCR and EREC G5/5.</p>	Q4	Mar	✓	<ul style="list-style-type: none"> • SCR delayed by Ofgem until June 2021, deferred to 2021-22 • EREC G5/5 <ul style="list-style-type: none"> ◦ Webinar 1 - August 2020 ◦ Webinar 2 - DG LV workshop November 2020 ◦ 100% scored 'useful' or 'very useful' ◦ Webinar available on website
We will improve access to Network Information 	We will produce and publish training material for use of our new GIS functionality.	Q3	July	✓	<ul style="list-style-type: none"> • Published training guide May 2020 • Two webinars delivered June 2020 • Published webinar and presentation June 2020

Commitment	Target/Output/KPI	Target	Achieved	Status	Outcome
We will improve information available on battery storage 	We will review and improve the information available on our website. We will highlight and signpost improvements via newsletters and / or direct communications for relevant stakeholders.	Q2	Sept		<ul style="list-style-type: none"> Website review with improved signposting for battery storage information Promotion signposting information issued to stakeholders Newsletter issued to 376 stakeholders informing them of the changes
We will clarify the process followed when connecting LV generation 	We will seek feedback on new DG Post Acceptance pack to identify if any further improvements required.	Q2	Sept		<ul style="list-style-type: none"> 23 surveys completed 100% rated the pack as 'useful' No further improvements identified
We will keep stakeholders informed on the transition of Distribution Network Operators (DNO) to carrying out enhanced Distribution System Operation (DSO) functionality 	We will provide a minimum of 2 progress updates on our transition to DSO.	Q4	Mar		<ul style="list-style-type: none"> DSO Webinar August 2020 Two overview and updates provided at DG LV Workshops: <ul style="list-style-type: none"> November 2020 March 2021 Updates issued in quarterly newsletters
We will endeavour to offer alternative flexible connections solutions to customers where it is appropriate to do so 	We will improve visibility of options available.	Q4	Mar		<ul style="list-style-type: none"> New webpages found here Internal awareness training to ensure options offered and discussed during design process Flexible connection options presented at DG LV workshop and promoted via newsletter

Business as usual commitments

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

Commitment	Target/Output/KPI	Target	Achieved	Status	Outcome
We will continue to offer opportunities for stakeholders to engage with us 	Offer surgery sessions, webinars and two workshops covering a range of topics.	Q4	Mar		<ul style="list-style-type: none"> • 2 workshops delivered through 2020-21 covering a range of topics relevant to the DG LV market • 100% of attendees rated the sessions as ‘useful’ or ‘very useful’ • 11 webinars hosted for our DG LV stakeholders • 15 individual DG LV surgery sessions delivered through our “Ask the expert” request option
We will engage with community & local energy stakeholders 	We will host 3 workshops for our community and local energy stakeholders, along with quarterly newsletters.	Q4	Mar		<ul style="list-style-type: none"> • 4 webinars hosted • 4 newsletters issued • Community energy ‘State of the Sector’ report published June 2020 • Refreshed community and local energy strategy published September 2020 • Seven projects awarded funding through this year’s ‘Powering Our Communities’ fund
We will continue to communicate with our stakeholders 	Issue regular updates on ICE commitments and Health & Safety via newsletters to registered stakeholders.	Q4	Q4		<ul style="list-style-type: none"> • Quarterly newsletters issued to registered stakeholders and published on our website here • Issued to 376 stakeholders

1.3 Looking Forward summary

Each year we review our engagement and our workplans, and work with our stakeholders to develop a clear set of commitments for the coming year. These commitments are driven by the feedback we receive from our stakeholders and are endorsed by them in an iterative process. This section provides a summary of our commitments for 2021-22. You can find more details on how our workplan was developed and our stakeholder engagement strategy for 2021-22 using the link on the right.

Commitment	Output / Key Performance Indicator	Delivery Date
We will continue to target high customer satisfaction	We will continue to target high customer satisfaction (85% overall satisfaction), using quantitative and qualitative measures (subject to statistically significant sample sizes).	Q4
Target Time to Quote timescales for DG LV quotations	We aim to outperform the regulatory standard by providing quotes on average in 22 working days (compared to the guaranteed standard of 35 working days).	Q4
We will provide updates on activity to support the transition to green energy and the wider green economy	Provide regular updates on our Leading the North West to Zero Carbon Plan. We will share learning from our case studies, eg our zero carbon buildings.	Q4
We will provide support to our customers to help with the G98/G99 application process .	We will publish example application forms for common scenario G98/G99 applications as a reference guide to help customers complete application forms.	Q4
We will keep stakeholders informed on the transition of Distribution Network Operators (DNO) to carrying out enhanced Distribution System Operation (DSO) functionality	We will keep stakeholders informed on our transition to incorporate enhanced Distribution System Operation functionality (DSO) .	Q4
We will provide stakeholders with the opportunity to receive detailed briefings on industry level changes	We will provide briefings for stakeholders following announcements on the proposed changes to charges through Ofgem's Significant Code Review .	Q4

Commitment	Output / Key Performance Indicator	Delivery Date
Business as usual		
We will engage with community & local energy stakeholders	We will host a minimum of 3 engagement opportunities and we will issue quarterly Newsletters for our Community & Local Energy Stakeholders.	Q4
We will continue to offer opportunities for stakeholders to engage with us	Offer a minimum of 3 engagement opportunities across webinars and workshops. We will also provide surgery sessions to meet our stakeholders needs, targeting all are held within 10 working days.	Q4
We will continue to communicate with our stakeholders	We will issue regular updates on ICE Commitments to registered stakeholders.	Q4

2 Our engagement strategy

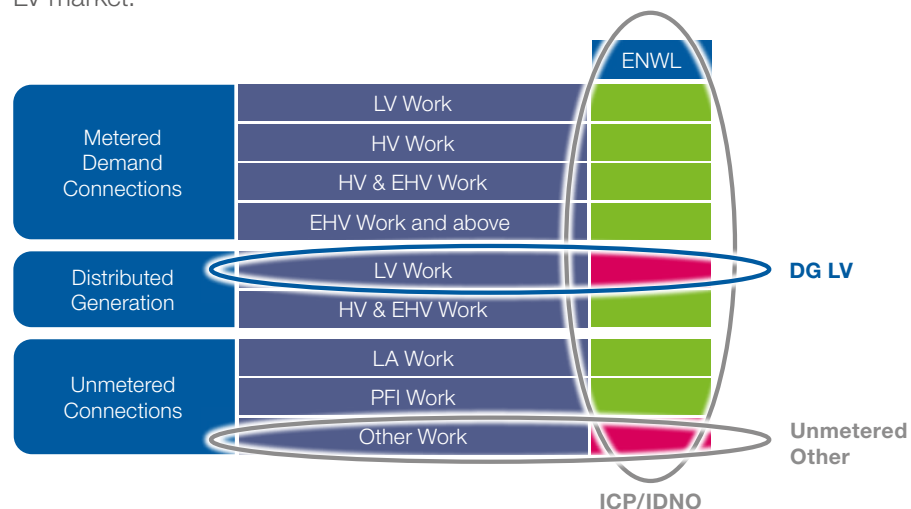
2.1 Background

Our Incentive on Connections Engagement (ICE) reports focus on specific connections market segments, in line with Ofgem's 'competition tests' held between 2011 and 2013.

We were delighted to pass all but two of these competition tests, demonstrating our commitment to promoting competition in the North West and increasing choice for our customers. All Distribution Network Operators (DNOs) are required to develop and report on ICE workplans for all market segments that did not pass the competition tests. In addition, we need to consider non-contestable activities for all the market segments and forms the scope of this report.

In 2020, we published workplans for both the two market segments where the competition test was not passed, for Distributed Generation at Low Voltages (DG LV) and Unmetered Other (UMO). We also published a workplan, considering improvements to our processes and assistance for third parties offering contestable work.

This document is the Incentive on Connections Engagement report for the DG LV market.



2.2 Distributed Generation Low Voltage market

Electricity North West operates in a dynamic, rapidly changing environment, which means we need to ensure we keep pace and meet the important challenges faced within the industry. This year has seen several national policy changes that impact the uptake of generation, such as the government's 10-point plan, particularly affecting low voltage connections. There is a growing awareness and impetus to invest in new, greener technology, as consumers and business's look to reduce carbon and support the drive to address climate change. To accommodate the evolution in network functionality as our customers embrace new technology, we are adapting to a more sophisticated role as we move towards enhanced Distribution System Operation (DSO).

The challenges faced by all in 2020-21 have highlighted how adaptability is critical in a rapidly changing environment. We are proud to have worked side by side with our stakeholders to ensure we continued to sensitively support customers wishing to connect, whilst ensuring the safety of customers and colleagues, and adapting to the changing needs of our stakeholders.

This report covers DG LV activities which are defined as new or modified connection of generation and storage equipment involving only low voltage (<1kV) work.

Despite the pandemic in 2020-21 we have seen an increase in the number of quotes we offer, increasing by 41% compared to 2020-21 and increasing the pace of growth over the last 3 years. The majority of quotes both offered (91% this year) and accepted (93% this year) are zero cost, requiring no site works from Electricity North West. This inevitably limits the opportunities to engage with our customers, with engagement primarily occurring in the pre-application and application stages. The tables show the level of applications and accepted jobs in the DG LV market in the north west of England.

Quotes Issued	2018-19	2019-20	2020-21
Zero cost	225	265	364
Up to £5k	26	11	30
Over £5k	6	7	5
Total	257	283	399

Quotes Accepted	2018-19	2019-20	2020-21
Zero cost	135	157	193
Up to £5k	12	5	14
Over £5k	2	1	1
Total	149	163	208

The Community and Local Energy stakeholder group is closely aligned with the DG LV market segment. For us, community energy relates to community-led projects or initiatives to reduce, manage, generate or purchase energy. Community energy projects focus on engagement and benefits to the local area and communities. Local energy includes community energy projects, as well as activities by a wider set of local partners including local authorities, housing associations, intermediary or advisory organisations and local businesses. Although local energy projects may have a commercial element to their delivery, they will benefit their local area and community. In many cases the projects that both these groups will be considering result in connections that fall into the DG LV market segment and we coordinate our engagement efforts with our Community Energy Manager.

2.3 Engagement strategy and approach

2.3.1 Putting stakeholders at the heart of what we do

Established in 2016, our corporate stakeholder engagement strategy supports our workforce by informing decisions and improvement plans. It is embedded within the organisation and receives support from executive level management, but also continuously evolves in line with external benchmarks and stakeholder priorities.

We serve a diverse population of stakeholders who are affected by our activities and have varying engagement interests and desire to influence our services. Our ambition is to cast the net further to involve the widest possible range of stakeholders.

There is no doubt that 2020-21 has been a challenging year and affected the way we engage with our stakeholders; more than ever, stakeholder engagement has been vital to how we run our business.

2.3.2 Stakeholder identification and positioning

Our stakeholder profiling and mapping processes help us to understand the basis of stakeholder's level of interest and influence across key topics. Our approach follows the company stakeholder mapping methodology and we will be implementing some of the learning in our connections stakeholder profiling in 2021-22. This will allow us to understand the context of our connections stakeholders against the wider community.

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 review previous stakeholder feedback and engage with our Expert Panels to identify key priorities and issues (materiality items) before mapping these in terms of importance to our connections stakeholders.

We also identify and position our stakeholders by using our corporate Venn diagram, as shown above. Stakeholders are positioned according to where we have an obligation to them, whether they are affected by our operations and their likelihood to influence our performance.

2.3.3 Implementing our strategy for connections

Our connections engagement strategy follows our corporate stakeholder engagement strategy and aims to deliver the outcomes our stakeholders prioritise and value.

The graphic describes the five-step approach we take in implementing our strategy for connections, from identifying and understanding the needs of our stakeholders, to the development, testing and refining of our annual improvement plans for connections stakeholders.

In a year of considerable change, the scale of our existing engagement programme has increased to be responsive to stakeholders' preferences to engage online and more frequently. We were already embracing remote methods of engagement, offering online webinars for specific topics in 2019-20 and had planned to expand this offering in 2020-21. COVID-19 forced us to adapt further, bringing all these webinars online only.



Our programme is topic led, driven by both our annual review and the feedback arising out of our engagement activity. We will continue to offer workshops tailored specifically for DG LV. We are pleased to have seen an increase in the uptake of our ‘surgery sessions’ where stakeholders are able to access our experts to discuss specific jobs.

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. Our ambition is to engage with the widest possible range of stakeholders, however, we recognise that not all our stakeholder’s needs are equal, and we use stakeholder materiality and profiling methodology to inform and prioritise our engagement and activity.

For the coming year, we will continue to explore further methods of engagement to ensure we adapt to the changing needs and preferences of our stakeholders. As well as continuing our planned events and the availability of surgery sessions, we have an Expert Panel that provide a mutually beneficial forum where we openly discuss topics, building trust and honesty with this focused group of highly engaged stakeholders.

We recognise that engagement needs to be continuous and tailored according to short-term, medium and long-term stakeholder needs. That is why we set clear objectives for improving our engagement at all levels.

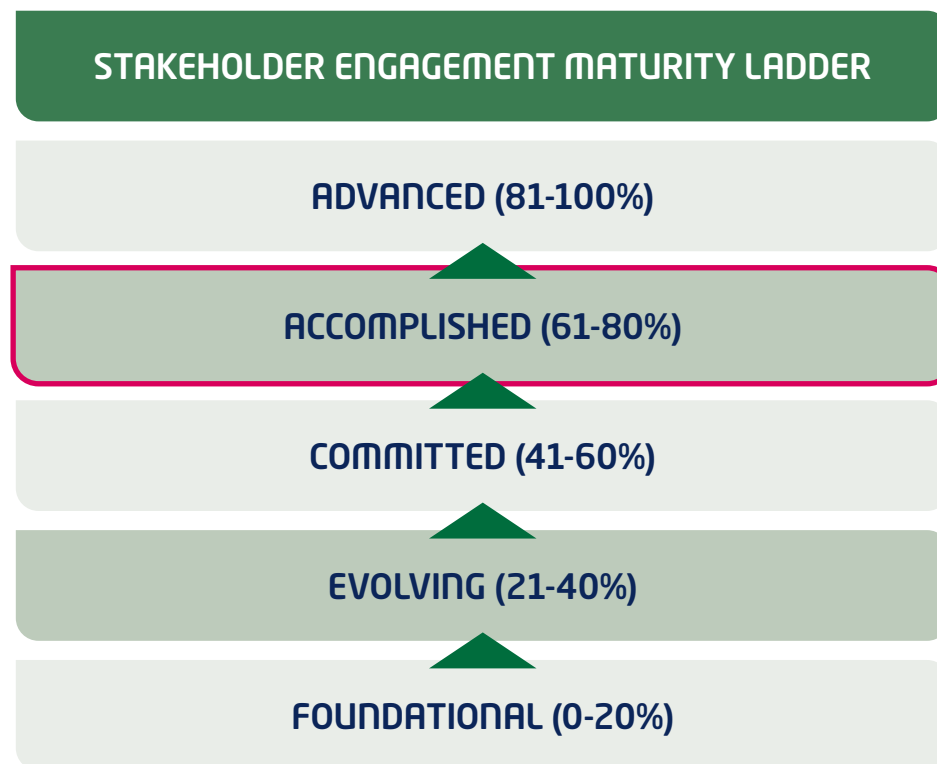


2.3.4 Independently assured

We make sure our strategy and approach aligns with the AA1000 Stakeholder Engagement Standard (AA1000 SES, 2015), a best practice framework for stakeholder engagement, and the AA1000 AccountAbility Principles (AA1000AP, 2018) of Inclusivity, Materiality, Responsiveness and Impact.

AccountAbility have provided independent assessment of our stakeholder engagement activity across Electricity North West for the fifth year in succession through a full audit of our strategy and processes.

This year we are proud to report a Stakeholder Engagement Healthcheck rating of ‘Accomplished’ in the Stakeholder Engagement Maturity Ladder.



2.4 Engagement governance

At Electricity North West, we engage with a diverse range of stakeholders, which is governed within a structure of external Engagement Groups and Advisory Panels, which our internal governance structure feeds into for independent advice and oversight. This structure allows for sharing of expert insight and best practice and the engagement structure for connections activities is shown below.

Engagement activity and feedback received is collated centrally, being reviewed and evaluated by a series of internal and external panels that is overseen by steering groups that ensure strategic direction aligns with our business plan.

Our internal Stakeholder Engagement Challenge Group provides senior leadership ownership and involvement in the delivery of our stakeholder engagement and consumer vulnerability activity. It is co-chaired by two Executive Team members and includes senior leaders from every discipline within our business. Updates are shared with our Executive Leadership Team (ELT) and Board in monthly meetings.

To support our Stakeholder Engagement Challenge Group, an internal Stakeholder Engagement Working Group ensures a coordinated, optimal and consistent approach to stakeholder engagement. Whilst our engagement activity is not limited to this group of people, it includes colleagues from across the business who hold key facilitation and enabling roles.

Our central Stakeholder Engagement Team also supports colleagues at all levels with the knowledge and confidence they need to develop their core capability for delivering stakeholder engagement effectively.

We understand that to be truly effective, our engagement needs to be fully aligned and visible across the business. In Electricity North West, the ELT recognise the importance of and prioritise Stakeholder Engagement. Each of our Advisory Panels, Regional Workshops and other engagement events are attended by members of the ELT, and there is now a dedicated monthly ELT review on stakeholder engagement.

Our engagement and progress against workplans, feedback and risks are also captured within business-as-usual monthly reporting to the Senior Leadership Team, the ELT and our Board. This allows visibility at all levels of the business.



3 Looking Back report



3.1 Reviewing our 2021-22 engagement highlights

We have offered various opportunities for our stakeholders to engage with us in 2020-21. COVID-19 has ensured all our events were only offered online, to ensure the safety of both our stakeholders and colleagues. Although we were already increasing the number of webinars we hosted online, we needed to adapt to integrate some of the more interactive elements of our engagement in an online setting. This included trialling and adopting new technologies and methods of engagement, including replacing our full day workshops with shorter, more frequent webinars focused on specific topics.

Feedback suggests stakeholders prefer online for informative presentations, as well as for small focussed discussion groups, providing both time and travel reductions, thus providing a better fit within their working day. However, some of our stakeholders would like to see face to face events reintroduced for the more collaborative and interactive engagement, and to allow greater networking opportunities. However, one size does not fit all, so we will continue to check in with our Distributed Generation Low Voltage (DG LV) stakeholders to ensure we provide engagement opportunities that suit the needs of stakeholders.

Our surgery sessions are highly valued by our stakeholders and we will continue to offer this way of reaching the right people within our organisation for the needs of our stakeholders.

All our webinars are recorded and published on our website and YouTube, providing a valuable resource for stakeholders to refer back to our presentations, and enabling those unable to attend on the day to 'catch up' later. We are exploring ways to integrate feedback and interactive elements in these videos to ensure we capture the views of all our stakeholders.

We are pleased with the results of our online engagement events and will continue to develop our online offering and explore re-introducing face to face events when safe to do so. We will be highly attuned to listening and responding to the feedback we receive from our stakeholders in how this balance progresses.



DG LV Stakeholder Engagement 2020-21

Events	When	Number of registered attendees
Introducing our Network Asset Viewer 1	June 2020	25
Introducing our Network Asset Viewer 2	June 2020	13
Licenses vs Leases: what's the best options for community energy?	July 2020	24
Policy Webinar (EREC G5/5)	August 2020	37
DSO Strategy Webinar	August 2020	19
Powering our communities launch event	September 2020	22
Joint ENA community energy engagement event	October 2020	15
Workshop 1 (selection of topics inc ICE update and future business plans)	November 2020	29
G99 Webinar	January 2021	47
Developing our 2021-22 ICE Workplan	January 2021	5
Green Recovery Webinar	February 2021	23
Workshop 2 (selection of topics inc ICE update and future business plans)	March 2021	12
Zero Carbon Communities; in partnership with the NW Local Energy Hub	March 2021	100

3.2 Community Energy

Our community and local energy stakeholders, when connecting to our network, will often require a low voltage distributed generation connection. Therefore, these important stakeholder groups are a subset of our wider DG LV connection stakeholder group.

Our Community Energy Manager, Helen Seagrave, facilitates our engagement with the community and local energy sector and acts as a single point of contact for projects looking to connect. In 2020-21 we improved the visibility and quality of information available for this group, as well as further strengthening communication links to gain greater insights into the needs of our community and local energy stakeholders.



Our [Community and Local Energy Strategy](#) demonstrates a clear commitment our stakeholders in this exciting and rapidly changing area. Developed in consultation with our stakeholders, we have this year refreshed the strategy to ensure we continue to address the issues faced by the sector.

The themes of ‘improving access to us’, ‘finance’ and ‘regulation’ remain our stakeholders’ main priorities in this area. Further priorities and our approach to these are described within the strategy, including an action plan with 25 commitments to the sector and 15 new actions.

To further support and engage the sector we continue to run our annual seed fund called “Powering our Communities.” Now in its third year, granting funds to community and local energy groups across the North West for projects that support the aim of putting community and local energy at the heart of our communities.

In 2020-21 we were delighted to be able to commit a total of £75,740 across seven local projects, which will all provide benefit to their communities. Four of these projects are specifically related to the DG LV market, with one relating to a hydro plant in Cumbria, extending an existing community owned renewable energy scheme, a ‘solar panel club’ where members pool resources to purchase and advise in the installation of solar panels in Whaley Bridge and one to install solar-powered lighting for community shelters and car park entrances in north Cumbria. Further details can be found on our website [here](#).

3.3 DG LV detailed performance

Target our LV Time to Quote

Target/Output/KPI	Target	Achieved	Status	Outcome
We aim to outperform the regulatory standard by providing quotes on average in 22 working days (compared to the guaranteed standard of 35 working days).	22	21.3	✓	<ul style="list-style-type: none"> Adapted working practices to home working Performance target met despite 41% increase in volumes

We are delighted to have achieved our target with an average time to quote of 21.3 days. This is in the context of increased numbers of quotes being offered, with a 41% increase compared to 2019-20 and a doubling of volumes received in the last quarter of the year. Our teams have shown great dedication and continued hard work adapting to remote working and the challenges of COVID-19 in order to achieve this excellent level of service for our customers when quoting DG LV applications.

In addition, we have continued to engage with our customers to increase awareness and understanding of the information required so we can provide a quote. This increased awareness continues to help reduce the number of queries in the design process, thus streamlining the process.



We will provide guidance on the application process

Target/Output/KPI	Target	Achieved	Status	Outcome
1. We will actively engage with stakeholders to identify and improve pre-application guidance on our website.	Q3	Dec	✓	<ul style="list-style-type: none"> Proactively engaged with stakeholders to identify and implement changes on website Tailored training session held in November and recording published on website Language on website reviewed with plain English standards and updated Glossary published here
2. We will publish a glossary and review pre-application guidance against plain English standards.	Q4	Mar		

1. To understand where our pre-application guidance would benefit from improvements, we actively engaged with our stakeholders to understand their knowledge and experience of this part of the connection process. Our stakeholders told us they would benefit from a walk-through of the application process, indicating where additional support and guidance is available.

In November 2020, we delivered a webinar for our DG LV stakeholders, where one of our engineers provided an in-depth step by step guide to the pre-application and application process for DG LV works, including EREC G98 and G99 guidance. The session was well attended and provided opportunities for stakeholders to engage with our business experts and ask any questions. All attendees said they found the webinar to be useful or very useful. The [recording of the webinar](#) is published on our website as an ongoing reference resource for our stakeholders.

This year we have also improved the [contact details](#) published on our website for generation stakeholders for general or new connection queries, especially at the pre-application stage. Contacts include general enquiry mailboxes to provide support and also named contacts within our Connections team for escalation.



2. We also committed to reviewing the guidance on our website. We undertook a review of relevant key webpages, assessing the language used against plain English standards. We believe these pages are now easier to read and understand. As part of this exercise, we collated relevant terminology in a single glossary which has been published on our [website](#). This commitment will assist stakeholders along the connections journey by eliminating any confusion caused by technical jargon. We will build on this glossary throughout the next 12 months to ensure that it is kept up to date. Furthermore, we will look to seek feedback from our stakeholders to ensure that the glossary is beneficial and fit for purpose.

Communicate with our stakeholders on Engineering Recommendation G98 & G99 requirements for the connection of generation equipment

Target/Output/KPI	Target	Achieved	Status	Outcome
We shall share best practice and information on the latest national developments to support customers through a dedicated G98/G99 workshop and communicate updates throughout the year.	Q4	Jan	✓	<ul style="list-style-type: none"> • Webinar 1 - November 2020 (presentation in DG LV Workshop) <ul style="list-style-type: none"> ◦ 100% scored 'useful' or 'very useful' • Webinar 2 – January 2021 <ul style="list-style-type: none"> ◦ 100% scored 'useful' or 'very useful' • Webinars available on our website • 140 Views on YouTube

The introduction of Engineering Recommendation (EREC) G98 and G99 planning and design standards has been a significant change for our generation customers. This is a national change and affects all our generation customers including DG LV stakeholders. As a Distribution Network Operator, we are involved in the national discussions for both EREC G98 and G99. We are therefore able to provide guidance to our stakeholders, explaining the new process and forms required.

As part of our commitment this year, we delivered two workshops via webinars for our DG LV stakeholders where we provided a step by step guide to G98 and G99 applications. The first session in November 2020 was delivered to ensure that stakeholders who are undertaking these applications are supported and the guidance provided should help to ensure compliance. During the webinar, which had a high attendance rate, stakeholders had direct access to our business experts where numerous opportunities were provided to answer any technical questions. The session was structured detailing the pre-application process through to application and subsequent delivery.

Our second webinar in January 2021 provided an overview for our stakeholders on the industry level changes. Again, the session was well attended, and it provided an opportunity for us to update our stakeholders in one session of all the updates that had been made to G98 and G99 throughout the year.

Both webinars were [recorded](#) and uploaded onto our website for future reference. We now trust that our stakeholders are well informed on the G98 and G99 process through applications and industry changes. We will continue to support stakeholders should there be any further updates to share.



We will continue to target improved customer satisfaction

Target/Output/KPI	Target	Achieved	Status	Outcome
We will continue to target high customer satisfaction, whilst focusing on qualitative measures.	Q4	Mar	✓	<ul style="list-style-type: none"> • High satisfaction levels of 89% • 23 respondents (~18% response)

We aim to deliver the best service we can, targeting high levels of satisfaction in all areas. We actively engage with and seek feedback from our DG LV stakeholders, offering various routes and methods for engagement.

To help us identify where we can improve our service, we seek feedback from all our DG LV customers on overall satisfaction with our services and request any specific feedback to improve satisfaction and shape our workplans. This is done through electronic surveys as well as telephone contact where appropriate. We will continue to explore different communication channels to refine how we gain the valuable feedback needed to inform our improvement actions.

Our DG LV stakeholders are by nature often a ‘hard to reach’ group in terms of achieving regular and constructive feedback on their needs and experience for the reasons set out in the engagement strategy section of this report.

This year, we have increased the response rate, with a total of 23 customers responding to our surveys, though this is less than 18% of the number of quotes issued. However, we are delighted to have received very positive comments and achieved an overall satisfaction score of 89%.

“Fast and efficient service, very helpful”
Positive Energy Solutions

“Good overall experience”
Rhys

We will strive to improve our Time to Connect

Target/Output/KPI	Target	Achieved	Status	Outcome
We will strive to improve our Time to Connect for DG LV connections where on-site works are required.	Q4	N/A	N/A	• No projects with site works connected in year

This year, we committed to improving our Time to Connect for our DG LV stakeholders where onsite works were required by Electricity North West. In total there were 57 projects that were accepted by customers and commissioned in the period April 20 to March 21.

However, this year, there were no projects requiring on site works to be carried out by us beyond witness testing and commission. As a result, we have been unable to provide any measurable Time to Connect data for DG LV projects.

It is important to note that of the 57 projects that were commissioned, each of our customers were invited to complete our customer satisfaction survey, which asked them to rate their overall experience of dealing with us and invited to make any comments about any part of our processes.

We are pleased to report that responses were generally positive with over 80% satisfaction in all areas, and an overall satisfaction of 89%. Comments received were complimentary, with no negative comments regarding the facilitation of timely DG LV connections. There were also no customer complaints recorded in this area this year. These two factors strongly imply that ENW are performing well in this area.



We will provide updates on activity to support the transition to green energy and the wider green economy

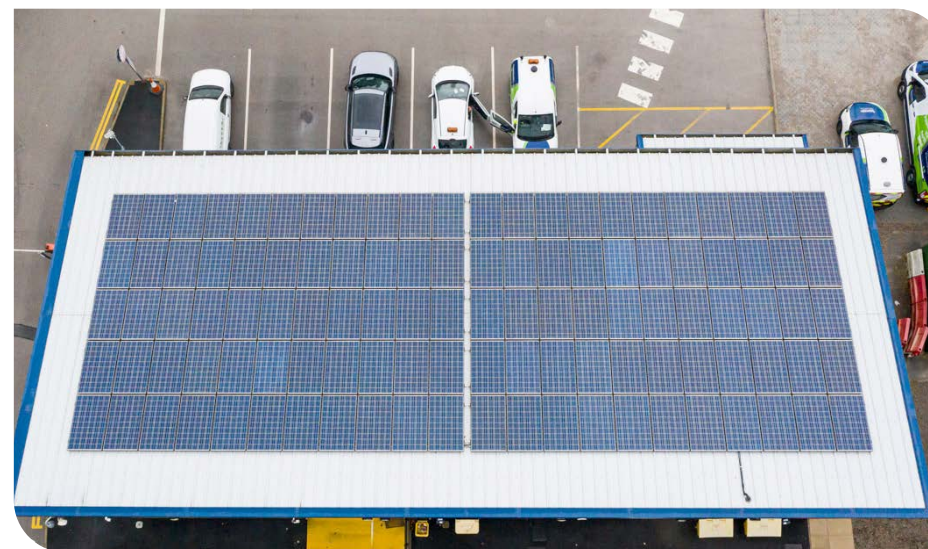
Target/Output/KPI	Target	Achieved	Status	Outcome
<p>We will provide regular updates, via presentations at workshops and/or newsletters on our Leading the North West to Zero Carbon Plan.</p> <p>We will share learning from our case studies, eg our zero carbon buildings.</p>	Q4	Mar	✓	<ul style="list-style-type: none"> • Presentations at DG LV workshops <ul style="list-style-type: none"> o November 2020 o March 2021 • Updates in quarterly newsletters • Improved website, including creation of Go Net Zero portal, a one-stop shop for useful information for stakeholders

As a network operator we have a dual role to play in the drive to reach net zero. As well as reducing our own carbon footprint, we have a responsibility to lead and support our customers to do the same.

In November 2020, we delivered our first update webinar titled 'The road to net zero' where we provided an outline of our strategy and what we had achieved so far in terms of stimulating low carbon technology. We also provided updates on our [decarbonisation pathways](#), developed in collaboration with Cadent Gas (our main regional gas network operator), our decarbonisation pathways provide energy blueprints for Greater Manchester, Lancashire and Cumbria). Stakeholders that attended the live session vocalised positive feedback about the presentation and that they would be interested in receiving future updates.

Following on from our November webinar, we delivered a second update on our road to net zero in March 2021. During this session, we covered the benefits and barriers of business' adopting electric vehicles and installing solar panels. We have worked hard to create a valuable source of information on our website to help our customers find impartial information on energy efficiency and how to take the next steps to decarbonise their heat and transport. The aim of our '[Go net zero](#)' portal is to encourage our customers to embrace energy efficiency and help them understand how to adopt low carbon technologies such as electric vehicles and heat pumps. It also includes a series of guides on low carbon technologies, how to connect them to the electricity network and useful links to sources of detailed information on government grants and trusted suppliers.

A series of [case studies](#) demonstrate how we and other businesses are making changes such as installing solar panels and electric vehicle charge points. We presented and showcased our '[Go net zero](#)' portal at our March webinar for DG LV stakeholders.



Provide stakeholders with the opportunity to receive detailed briefings on industry level changes

Target/Output/KPI	Target	Achieved	Status	Outcome
<p>We will continue to host a minimum of 2 webinars on changes relevant to our stakeholders for regulatory or policy changes.</p> <p>This will include a webinar on Ofgem SCR and EREC G5/5.</p>	Q4	Mar	✓	<ul style="list-style-type: none"> • SCR delayed by Ofgem until June 2021, deferred to 2021-22 • EREC G5/5 <ul style="list-style-type: none"> ◦ Webinar 1 - August 2020 ◦ Webinar 2 - DG LV workshop November 2020 ◦ 100% scored 'useful' or 'very useful' ◦ Webinar available on website

This year we committed to delivering a minimum of two webinars for our stakeholders on policy related topics, updating them on any further changes to these policies. Sharing updates on Ofgem’s Significant Code Review (SCR) and Engineering Recommendation (EREC) G5-5 were policies referred to specifically in our ICE workplan for DG LV stakeholders.

Our plan to include Ofgem’s SCR was based on its planned timetable for a decision on the connections charging boundary during Autumn 2020. Ofgem has delayed its decision to June 2021 and therefore our planned webinar has been carried forward into our 2021-22 ICE plan.

Our policy webinar, presented in August of 2020, covered the latest iteration of EREC G5-5. The session which was delivered by our Policy Manager and covered harmonic voltage distortion and the connection of harmonic sources and resonant plant to transmission systems in the United Kingdom. During the session, we clarified the summary of changes and the new process to assist our stakeholders with adopting the revised changes. The session was well attended and invited a good range questions that were discussed in the wider group.



Improve access to Network Information

Target/Output/KPI	Target	Achieved	Status	Outcome
We will produce and publish training material for use of our new GIS functionality.	Q3	July	✓	<ul style="list-style-type: none"> Published training guide May 2020 Webinar delivered June 2020 Published webinar and presentation June 2020

In May 2020, we launched our new Network Asset Viewer (NAV). The system was developed for users to access our network information and search for assets. Using the interactive map, users can search an area of interest and view attributes of a specific asset. We committed to helping our stakeholders make the most of this new tool by providing training and guidance material.

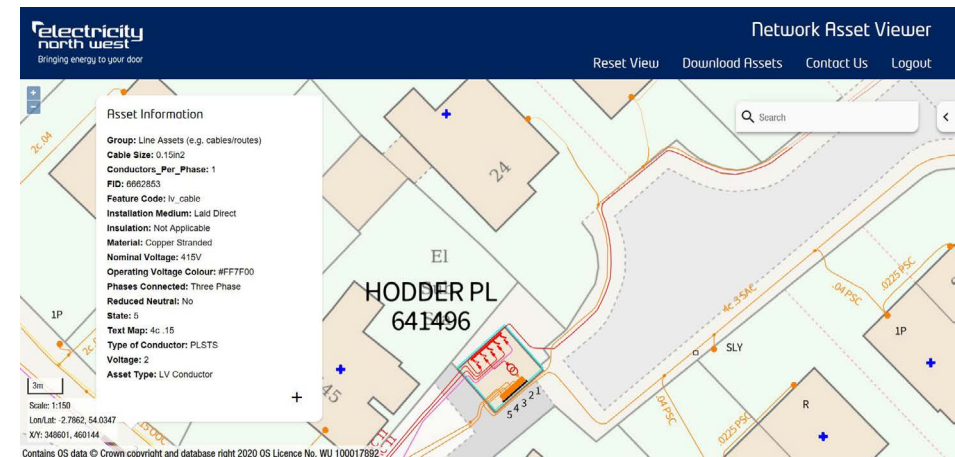
Following the launch of NAV, we delivered a training webinar to our stakeholders with a step by step walk-through in how to access and navigate the new functionality. In addition to this, we published training material in the form of a user guide on our website along with the offer of tailored support if required.

In May 2020, we released enhancements adding user management controls to allow us to keep registered users updated and to ensure high performance levels are maintained. Users are now able to self-manage their access details.

Further enhancements enabled users to download our assets directly from NAV. This allowed users to include our assets into their own mapping systems, providing easy access to our latest information at any time.

Feedback received from those stakeholders that have used our NAV system has been extremely positive with some stakeholders suggesting it is one of the best they have used in our industry.

“The tool is currently working well for us so that’s great.”
Renewable Connections



Improve information available on battery storage

Target/Output/KPI	Target	Achieved	Status	Outcome
We will review and improve the information available on our website. We will highlight and signpost improvements via newsletters and / or direct communications for relevant stakeholders.	Q2	Sept	✓	<ul style="list-style-type: none"> Website review with improved signposting for battery storage information Promotion signposting information issued to stakeholders Information made available in Q2 Newsletter Newsletter issued to 376 stakeholders informing them of the changes

During our 2019-20 engagement workshops, stakeholder feedback suggested that the information we provide on battery storage on our website required some minor improvement.

Following a review of the information on our website, we found the information to be appropriate but fragmented in different areas of the website and therefore not easily obtainable when using the search functionality. These have now been linked to make information readily available, more comprehensive and user friendly to support our stakeholders.

We highlighted these improvements in our quarterly newsletter, issued to 376 registered stakeholders.



Clarify the process followed when connecting LV generation

Target/Output/KPI	Target	Achieved	Status	Outcome
We will seek feedback on new DG Post Acceptance pack to identify if any further improvements required.	Q2	Sept	✓	<ul style="list-style-type: none"> • 23 surveys completed • 100% rated the pack as 'useful' • No further improvements identified

In March 2020 we introduced a revamped 'Post Acceptance Pack' explaining the next steps for this type of work. In line with our overall approach to improving our service, we recognised the need for feedback to ensure we had got it right for our customers. For this reason, we included the commitment to seek and obtain feedback on how useful the new Post Acceptance Pack was for our customers and if there were any further improvements we could incorporate.

We are delighted with the feedback we received, with 100% of respondents that had accepted a quote saying the pack was useful, with no further improvements identified. We are pleased this has proved a valuable source of information for customers and will continue to provide this pack.

“Very clear and concise”
SQ4S

“This pulls all the information together in one place logically and is easy to understand”
SQ4S

“A really useful document”
Eco Solar

Keep stakeholders informed on the transition of Distribution Network Operators (DNO) to carrying out enhanced Distribution System Operation (DSO) functionality

Target/Output/KPI	Target	Achieved	Status	Outcome
We will provide a minimum of 2 progress updates on our transition to DSO.	Q4	Mar	✓	<ul style="list-style-type: none"> • DSO Webinar August 2020 • Two overview and updates provided at DG LV Workshops: <ul style="list-style-type: none"> o November 2020 o March 2021 • Updates issued in quarterly newsletters

The transition to Distribution Network Operation is a significant change for the industry, and we recognise the importance in keeping our stakeholders updated. This year we have presented updates to our stakeholders on our progress in our transition to DSO and the related business change elements we are undertaking at both our November 2020 and March 2021 DG LV events. These webinars have also been recorded and published on our [website](#) to allow stakeholders to review the materials at a convenient opportunity for them.

In July 2020 we published three consultation strategy documents which defined our [DSO Strategy](#), [Analysis of DSO Functions](#), and [Grid digitisation & Data Strategy](#). Linked to the consultation we also hosted a mix of public and focused webinar sessions. Following on from the feedback we received based upon the 2020 consultation we have updated these three strategy documents and these are now available on our [website](#).



Endeavour to offer alternative flexible connections solutions to customers

Target/Output/KPI	Target	Achieved	Status	Outcome
We will improve visibility of options available.	Q4	Mar	✓	<ul style="list-style-type: none"> • New webpages found here • Internal awareness training to ensure options offered and discussed during design process • Flexible connection options presented at DG LV workshop and promoted via newsletter

Throughout the course of this year, we have presented updates to our stakeholders via our ICE workshop webinar events on our flexible connections options which we currently offer as well as outlining future options we are working to develop. These webinars have also been recorded and published on our [website](#) to allow stakeholders to review the materials at a convenient opportunity for them. We have also updated the flexible connections information on our website to better outline the range of options currently available.

Customers are encouraged to sign up to flexible connections offers where these offer the optimal solution to meet their individual project needs. We have also been working through the year to develop trial locations for flexible connections solutions so we can develop the end to end process for offering these.



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

Target/Output/KPI	Target	Achieved	Status	Outcome
Offer surgery sessions, webinars and workshops covering a range of topics.	Q4	Mar	✓	<ul style="list-style-type: none"> • 2 workshops delivered through 2020-21 covering a range of topics relevant to the DG LV market • 100% of attendees rated the sessions as ‘useful’ or ‘very useful’ • 11 webinars hosted for our DG LV stakeholders • 15 individual DG LV surgery sessions delivered through our “Ask the expert” request option

We understand the DG LV stakeholders have specific needs and for that reason we take a targeted approach, tailoring engagement specifically for this group. This provides a great opportunity for us to engage in a manner and on topics relevant for our DG LV stakeholders, as well as giving them a voice and direct access to both experts and leaders within Electricity North West.

With the impact of COVID-19 we adapted our approach, moving all our events online. To suit the needs of our stakeholders, our engagement has evolved into shorter, more focused events, which our stakeholders tell us fit better within their other commitments. We have thus seen an increase in the numbers registering for our online events, however the drop off rate has also increased. We recognise that the additional flexibility of an online event, as well as the option to view the recorded webinar provides more choice for our stakeholders. The option to watch later is a great benefit for our stakeholders, allowing them to prioritise their time accordingly but does reduce the opportunities to hear our stakeholder’s thoughts, comments and experience directly. We are exploring ways to enhance the recorded offering to ensure those choosing this method are still easily able to provide feedback ensuring they continue to have a voice.

All 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.

This year, we committed to delivering a minimum of two events for our DG LV stakeholders. In our November workshop, we covered several topics, including a step by step walkthrough of our connection process and various updates. Our March workshop focused on developing our future ICE workplans for 2021-22 through to the start of the next regulatory period and various briefings.

In addition to the workshops, we hosted several webinars for our stakeholders, where we are able to provide more in-depth presentations on particular topics. The webinars offered included Engineering Recommendation G98 / G99, Engineering Recommendation G5/5, DSO Strategy, and Introducing our Network Asset Viewer, all of which are available on our website.

We also hosted a webinar to discuss our future business plans, including the 2021-22 ICE Workplan and our ED2 Major Connections strategy with our DG LV stakeholders.

In addition to our events, we encourage our stakeholders to take advantage of our surgery appointments, enabling stakeholders to discuss specific topics with our experts. Access to our expertise at our events or at our surgery appointments is highly regarded and valued by our stakeholders as indicated in feedback received. We have continued to increase the availability of our surgery sessions by enabling stakeholders to request a surgery appointment at any time, making this further accessible for people. This is available via an online request form, or via a direct email to the ICE mailbox.

Engage with community & local energy stakeholders

Target/Output/KPI	Target	Achieved	Status	Outcome
We will host 3 workshops for our community and local energy stakeholders, along with quarterly newsletters.	Q4	Mar	✓	<ul style="list-style-type: none"> • 4 webinars hosted • 4 newsletters issued • Community energy 'State of the Sector' report published June 2020 • Refreshed community and local energy strategy published September 2020 • Seven projects awarded funding through this year's 'Powering Our Communities' fund

A significant portion of the DG LV market is formed by community and local energy groups and we have continued to support the growth of community and local energy.

This group has grown throughout the year, with 161 stakeholders attending our community energy workshops, with 100% recording the events as “useful” or “very useful”.

We committed to hosting three workshops or webinars for our community and local energy stakeholders, however we are delighted to have delivered four workshops in total throughout the year. These covered topics from advice on Licenses or Leases for community energy projects, a joint ENA engagement event, to discussing Zero Carbon Community projects, in partnership with the NW Local Energy Hub.

In addition to the four workshops delivered, we invited this group to take part in a connections forum jointly hosted by the ICE team and our Community & Local Energy Manager, Helen Seagrave, and various connections leaders in our business. The purpose of the session was to provide us with an opportunity to understand stakeholder’s experiences with our connections teams when they don’t regularly engage with them. The agenda was based on each stage of the connections process, from pre-application and how you would initially engage with us, to application and obtaining a quote and finally delivery and their experience of our delivery process. The feedback received was extremely positive and one of the main points taken away from the session was that the group had always received a great service from Electricity North West. All of the stakeholders that took part in the session had well developed relationships with our teams and often approached various members of staff for guidance where required. Furthermore, the feedback received on the guidance available on our website proved to be extremely positive with all stakeholders finding it easy to navigate and obtain information on each aspect of the connections process.

We consider the community and local energy sector an important stakeholder group and will continue, led by our Community Energy Manager to actively engage with this evolving group.

Continue to communicate with our stakeholders

Target/Output/KPI	Target	Achieved	Status	Outcome
Issue regular updates on ICE Commitments and Health and Safety via newsletters to registered stakeholders.	Q4	Q4	✓	<ul style="list-style-type: none"> Quarterly newsletters issued to registered stakeholders and published on our website here Issued to 376 stakeholders

We continue to produce and issue quarterly ICE newsletters for all stakeholders who have registered to receive these communications, as well as publishing them on our [website](#). These newsletters recap our events, share information and communicate important updates with our stakeholders. They also provide links to relevant and useful information published on our website. This allows our stakeholders to catch up on any news they might have missed in the period and provides a direct route should they want to find out more on any of the topics covered.

We also provide a quarterly newsletter specifically for our community and local energy stakeholders, which are also published on our [website](#).



4 Looking Forward report



4.1 Introduction

In this section of the report, we set out our commitments and activities for the coming year, 2021-22. We describe how we will continue our journey of improving our services for Distributed Generation at Low Voltage (DG LV) connection stakeholders.

Our commitments are based on feedback from a broad range of stakeholders 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.



4.2 Our engagement strategy in 2021-22

We know how important it is to engage with our stakeholders to clarify and explain our processes, and to keep listening to feedback to help us improve our service. This year has been challenging and we are proud to have adapted to circumstances and continue providing valuable and useful events to our stakeholders. In 2021-22, we will continue to deliver online opportunities for engagement, as we know from feedback that these are more suitable and provide a better fit for our stakeholders work schedule. The reduction in travel time and cost, as well as reducing carbon emissions has also been beneficial for participants.

In the past, our stakeholders have told us nothing beats face to face events, where access to our experts and networking opportunities are extremely valuable. We will explore the appetite for these types of events to return when safe to do so, and how our stakeholders preferred methods of engagement might have changed.

As can be seen in our workplans, we commit to continuing to provide regular engagement opportunities tailored to DG LV stakeholders. We also welcome the increase in surgery sessions and believe this is particularly valuable in the pre-application stage for our DG LV customers.

Our DG LV Expert Panel has been highly impacted by COVID-19 in 2020-21. We believe this forum is vital in providing greater insight into the needs of our stakeholders, helps us build strong relationships with our stakeholders, and leads to greater mutual understanding and trust. We will continue to offer and host these panels, whilst actively seeking to grow the number of panel members in 2021-22 to ensure we can gain from the insight of a wide and varied group of DG LV stakeholders.

4.3 Developing our plans

Stakeholders drive our business forward in helping us understand what we do well and where we can improve the service we provide. This feedback is vital in developing our annual action plans, steering us in the right direction and in creating specific actions we can commit to delivering. Our workplan development is therefore an iterative process aligned with our engagement. In each workshop we identify topics and any material issues to discuss, ensuring both our events and workplans are addressing the main issues affecting our stakeholders.

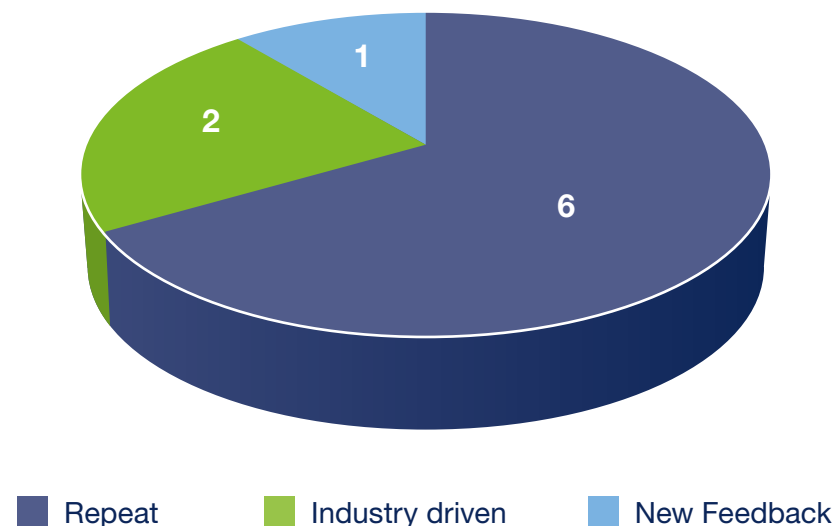
Our ICE workplan development is a well embedded iterative process and provides multiple opportunities for stakeholders to influence. Feedback and industry knowledge is collated to produce our initial draft workplan, which is then discussed with our stakeholders. These are then updated, taking on board initial feedback, which is again shared with our stakeholders. Further refinement results in our final draft which is issued to stakeholders for final comments and agreement before publishing.

4.4 Commitment origin

This year, our commitments to DG LV stakeholders comprise of commitments we carried over from 2020-21 and new commitments addressing specific feedback received as shown in the chart below.

Each year we discuss with our stakeholders those we are proposing to continue. These will include both our Key Performance Indicators (KPI) and business as usual engagement or training commitments. These originated in previous years but are endorsed as remaining valid so are included and categorised as 'Repeat'. Our new commitments are driven directly from feedback received by stakeholders.

DG LV Origin of Commitments



4.5 Looking forward workplan

It is important that we can show how our thinking has evolved and where our commitments have come from. We review feedback received throughout the year to identify any key issues and topics and plan our engagement appropriately. Therefore, development of our commitments begins well ahead of our engagement specifically on the workplan. Each of our commitments can be traced back to stakeholder feedback and has been subsequently endorsed by our stakeholders.

For our commitments this year:

Commitment	Output / Key Performance Indicator	Source	Feedback
We will continue to target high customer satisfaction	We will continue to target high customer satisfaction (85% overall satisfaction), using quantitative and qualitative measures.	Repeat	Endorsed by stakeholders to continue including in our workplan "Very happy with your service"
Target Time to Quote timescales for DG LV quotations	We aim to outperform the regulatory standard by providing quotes on average in 22 working days (compared to the guaranteed standard of 35 working days).	Repeat	Endorsed by stakeholders to continue including in our workplan "fast and efficient service, very helpful"
We will provide updates on activity to support the transition to green energy and the wider green economy	Provide regular updates on our Leading the North West to Zero Carbon Plan . We will share learning from our case studies, eg our zero carbon buildings.	Repeat	Endorsed by stakeholders to continue including in our workplan
We will provide support to our customers to help with the G98/G99 application process .	We will publish example application forms for common scenario G98/G99 applications as a reference guide to help customers complete application forms.	Feedback	Suggested by a stakeholder at one of our generation events

Commitment	Output / Key Performance Indicator	Source	Feedback
We will keep stakeholders informed on the transition of Distribution Network Operators (DNO) to carrying out enhanced Distribution System Operation (DSO) functionality	We will keep stakeholders informed on our transition to incorporate enhanced Distribution System Operation functionality (DSO) .	Industry driven	Industry wide change that will impact this stakeholder group. Endorsed by stakeholders to continue including in our workplan
We will provide stakeholders with the opportunity to receive detailed briefings on industry level changes	We will provide briefings for stakeholders following announcements on the proposed changes to charges through Ofgem's Significant Code Review .	Industry driven	Industry wide change that will impact this stakeholder group. Endorsed by stakeholders to continue including in our workplan
We will engage with community & local energy stakeholders	We will host a minimum of 3 engagement opportunities and we will issue quarterly Newsletters for our Community & Local Energy Stakeholders.	Repeat	Endorsed by stakeholders to continue including in our workplan "This is brilliant, clear and helpful explanation, diamond stuff! Thanks for organising"
We will continue to offer opportunities for stakeholders to engage with us	Offer a minimum of 3 engagement opportunities across webinars and workshops. We will also provide surgery sessions to meet our stakeholders needs, targeting all are held within 10 working days.	Repeat	Endorsed by stakeholders to continue including in our workplan "very informative with a range of presenters and a good chance for everyone to ask questions"
We will continue to communicate with our stakeholders	We will issue regular updates on ICE Commitments to registered stakeholders.	Repeat	Endorsed by stakeholders to continue including in our workplan

4.6 Other feedback

We pride ourselves on following up on all feedback received. It is important that we continue to listen to our stakeholder's thoughts on the connections services we provide and act accordingly. This year we are pleased to have included all suggestions received by our stakeholders within our ICE workplan.

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