

Independent Connection Providers & Independent Distribution Network Operators

Incentive on Connections Engagement
Looking Forward and Looking Back Report

May 2021

Welcome

Welcome to our Incentive on Connections (ICE) Report for Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

I am delighted to introduce our ICP and IDNO 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 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 also extended the promotion of our virtual surgery sessions to ICPs and IDNOs and the feedback on these has been positive. 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, together with a summary of our commitments for the year ahead.

Now more than ever, we are delighted to be supporting the growth and sustainability ambitions of the communities in our region. By working with ICPs and IDNOs, we can enable competitive connections, providing customers with a choice in who they use and how they connect to our network. Stakeholder engagement is embedded in our continuous improvements, informing how we run our connections business and is vital in ensuring we can provide the best service possible. We are committed to building and maintaining strong relationships with our stakeholders. 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.

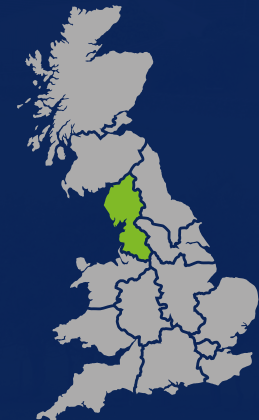
I hope you enjoy reading this report, as always if you have any comments or feedback I'd love to hear them. Please contact me via the ICE team at ICE@enwl.co.uk.

Mark Williamson,
Director of Energy Solutions

Our region

Electricity North West provides an essential service to all our customers including ICPs and IDNOs. 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:











- Despite a challenging year, an overall increase in our interactions with ICPs and IDNOs
 - 8% increase in volume of quotes
 - 14% increase in design submissions
 - 7% increase in acceptances
- 20 events for ICPs and IDNOs, on top of our business as usual engagement.
- Approximately 500 attendees joined events for ICPs and IDNOs
- Over 650 views on our YouTube ICP/IDNO 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 competition in connections and have done for over a decade.
- We work hard to understand the challenges faced by ICPs and IDNOs 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 Time to Quote for LV Demand 	We aim to outperform the regulatory standard by providing quotes within an average of 11 working days (compared to the guaranteed standard of 15 working days for LV demand).	11	8.8		<ul style="list-style-type: none"> Adapted working practices to home working Performance target met despite 15% increase in volumes
We will target our Time to Quote for HV Demand 	We aim to outperform the regulatory standard by providing quotes within an average of 15 working days (compared to the guaranteed standard of 20 working days for HV demand).	15	14.0		<ul style="list-style-type: none"> Adapted working practices to home working Performance target met
We will target our LV/HV design approval responses 	We aim to outperform the regulatory standard by providing LV/HV design approval responses within an average of 8 working days (compared to the guaranteed standard of 10 working days).	8	8.0		<ul style="list-style-type: none"> Adapted working practices to home working Performance target met despite 15% increase in volumes
We will target our Time to Connect for LV Demand 	We aim to outperform the regulatory standard to provide an average time to connect of 7 working days (compared to the guaranteed standard of 10 working days for LV demand)	7	3.8		<ul style="list-style-type: none"> Adapted to COVID safe on site working practices Performance target met
We will target our Time to Connect for HV Demand 	We aim to outperform the regulatory standard to provide an average time to connect of 15 working days (compared to the guaranteed standard of 20 working days for HV demand).	15	12.1		<ul style="list-style-type: none"> Adapted to COVID safe on site working practices Performance target met

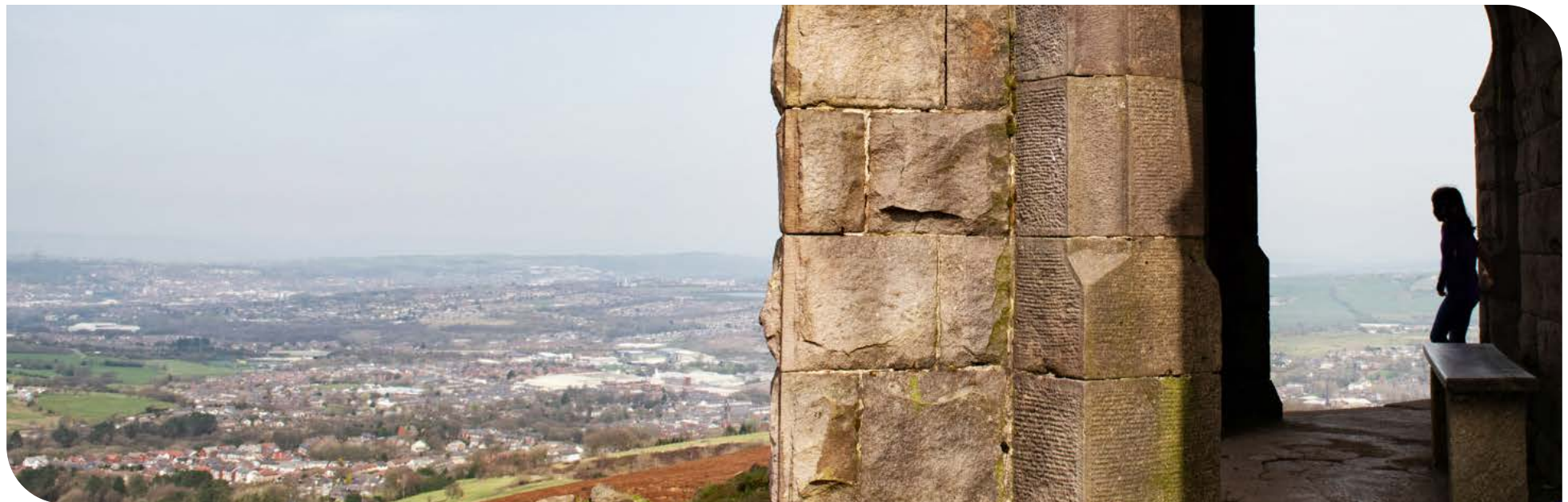
Commitment	Target/Output/KPI	Target	Achieved	Status	Outcome
We will improve visibility of network information / capacity for HV 	We will further improve the Heatmap tool by including information on the size of the largest feasible connection based on existing switchgear and a single circuit connection. This will supplement the values of total available capacity for further demand and generation, already listed for each substation.	Q4	Jan		<ul style="list-style-type: none"> Improvements to Heatmap tool completed January 2021 Promoted during webinar delivered to ICPs /IDNOs in March 2021 100% of attendees rated the presentation as useful
We will provide a greater level of information and support surrounding the uptake of Electric Vehicles (EV) within the ENWL network 	<p>We will publish contact details for EV related connection queries for ICPs.</p> <p>We will provide regular updates to publications reflecting the latest national approach.</p>	Q3 Q4	Dec Mar		<ul style="list-style-type: none"> Contact details for EV related queries published on our website and promoted at our ICP/IDNO events Delivered two EV focused webinars in September 2020 Delivered an update on our EV strategy in March 2021 EV consultation paper shared with stakeholders for review
We will continue to monitor and review our connection charging approach to make charging fair for all our customers 	Any changes to our approach to A&D Fees will be communicated to stakeholders.	Q4	N/A		<ul style="list-style-type: none"> No change in 2020-21
We will improve access to Network Information 	<p>We will produce and publish training material for use of our new GIS functionality.</p> <p>We will deliver a training session for new users in the ICP community.</p>	Q3	June		<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 support the Self Determination of POCs 	We will run 2 training sessions to support the Self Determination of Point of Connection for ICPs.	Q4	Nov		<ul style="list-style-type: none"> • 2 training sessions delivered <ul style="list-style-type: none"> ◦ July 2020 ◦ November 2020 • Positive feedback and will be continued in next year
We will provide more clarity on land consents process and progress 	We will continue to promote the bespoke tracking services introduced in 2019. We will continue to offer access to specialist experts via attendance at workshops and via surgery sessions on request.	Q4	Oct		<ul style="list-style-type: none"> • Bespoke tracking services promoted during webinars October 2020 and March 2021 and distribution list • Tailored virtual meetings with ICPs offered in addition to the surgery sessions available
We will review and engage with our stakeholders, our communications processes with ICPs / IDNOs 	We will review the Bilateral Connections Agreement process and keep our stakeholders informed of any changes.	Q3	Oct		<ul style="list-style-type: none"> • Streamlined process, introducing self-service template forms and service levels introduced for the process • Contact details updated on website • Common processes and increased standardisation of approach across teams
	We will improve visibility of contact information on our website.	Q3	Nov		
	We will implement internal refresher training to ensure consistency across all areas of the business.	Q4	Mar		
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, including EREC G5/5.	Q4	Mar		<ul style="list-style-type: none"> • Webinars held on <ul style="list-style-type: none"> ◦ EREC G5/5 ◦ Changes to earthing requirements ◦ Website updates • Changes to website to improve updating of policy changes
	We will review & improve our policy website pages.		Dec		

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 	We will host 2 workshops and various webinars covering a range of topics. We will offer surgery sessions as required.	Q4	Mar		<ul style="list-style-type: none"> • 20 online events held • 100% found events useful
We will continue to communicate with our stakeholders 	We will issue regular updates on ICE and Health & Safety via newsletters to registered stakeholders.	Q4	Q4		<ul style="list-style-type: none"> • Quarterly newsletters issued • Issued to over 200 stakeholders



1.3 Looking Forward summary

Each year we review 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 communicate on how we are supporting EV charging	We will communicate our EV strategy with ICP / IDNO's.	Q4
We will support the onboarding of new ICPs	We will develop & publish guidance documentation as a simple resource for new ICPs to signpost information, guidance and support relevant for ICPs working in our area.	Q4
We will support the Self Determination of POCs	We will run 2 training sessions for ICPs.	Q4
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 our stakeholders.	Q4
Business as usual / Performance metrics		
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 target the Time to Quote timescales for LV Demand	We aim to outperform the regulatory standard by providing quotes with an average of 11 working days (compared to the guaranteed standard 15 working days)	Q4
We will target the Time to Quote timescales for HV Demand	We aim to outperform the regulatory standard by providing quotes with an average of 15 working days (compared to the guaranteed standard 20 working days)	Q4

Commitment	Output / Key Performance Indicator	Delivery Date
Business as usual / Performance metrics		
We will target the timescales for returning 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)	Q4
We will target the timescales for the LV/HV BCA process	We will aim to issue all LV/HV BCAs within an average of 10 working days of Design Approval	Q4
We will target the Time to Connect timescales for LV Demand	We aim to outperform the regulatory standard to provide an average time to connect of 7 working days (compared to the guaranteed standard 10 working days)	Q4
We will target the Time to Connect timescales for HV Demand	We aim to outperform the regulatory standard to provide an average time to connect of 15 working days (compared to the guaranteed standard 20 working days)	Q4



2 Our engagement strategy

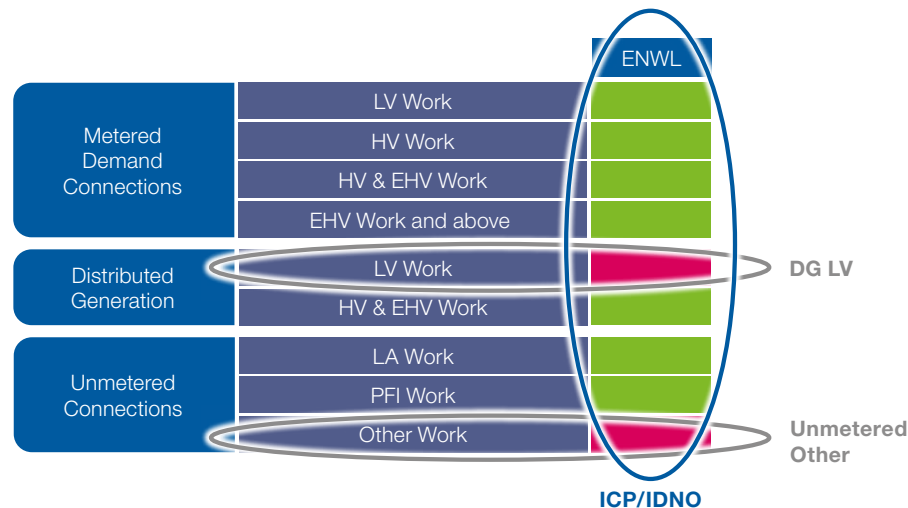


2.1 Background

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 this 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 our workplan for ICPs and IDNOs that covers improvements to our processes and assistance for third parties offering contestable work and this document is our ICE report for those activities. We also 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).



2.2 The ICP and IDNO market

The challenges faced by us 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. Our key priority has been ensuring the safety of customers and colleagues, and adapting to the changing needs of our stakeholders.

Most new connections work is open to competition, meaning customers have choices when it comes to deciding who will deliver their new connection. We can provide a quote for the work but there are alternative providers who may also be suitable for our customers’ needs. We document and demonstrate compliance to our obligations in supporting competition annually in the Competition in Connections Code of Practice compliance report. However, as with all our customers, stakeholder engagement is critical in understanding if and how we can further improve the services we provide.

Despite the pandemic in 2020-21 as the year progressed, and the industry adapted we have seen an overall increase in activity levels in our interactions with ICPs. There was an 8% increase in the number of quotes we have provided to ICPs since 2019-20. The number of Design Approvals has also increased by 15%, with acceptances of our quotes increasing by 7%. This shows the level of activity across the region is growing, and that we are supporting greater choice for our customers.

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 ICPs and IDNOs. 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 a well-established 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.

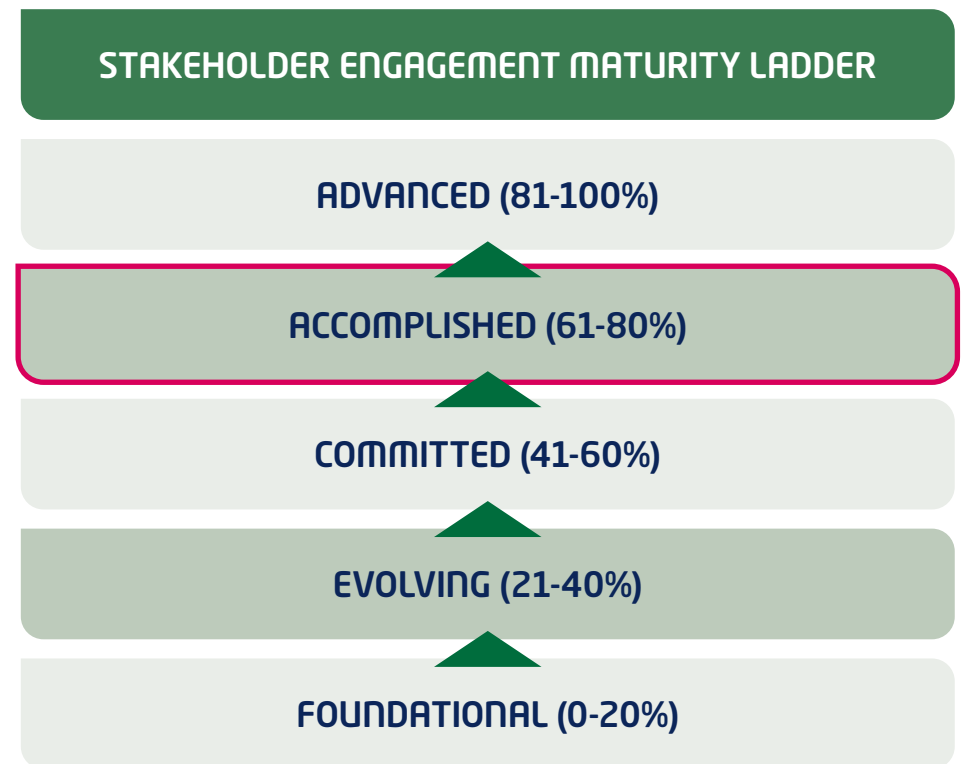


2.3.4 Independently assured

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.

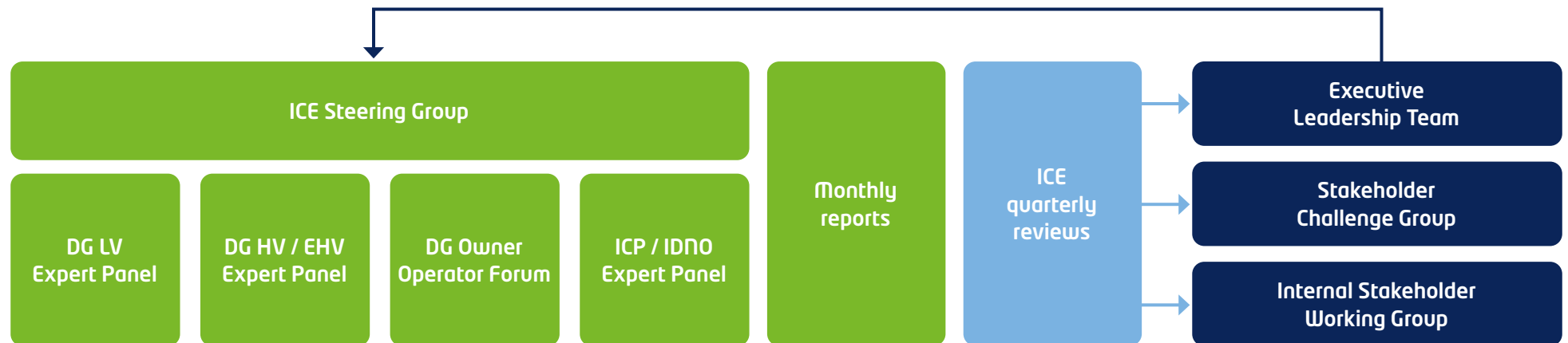
Our internal Stakeholder Engagement Challenge Group provides senior leadership ownership and involvement in the delivery of our stakeholder engagement and consumer vulnerability activity. It is co-chaired by two Executive Team members and includes senior leaders from every discipline within our business. 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, our stakeholders would like to see face to face events reintroduced for the more collaborative and interactive engagement, and to allow greater networking opportunities. Our surgery sessions have proved highly valuable to our stakeholders and we will continue to offer this way of reaching the right people within our organisation for the needs of our stakeholders.

“...in these unprecedented times of social distancing, the willingness to engage through alternative mediums is a real life-line

ICP Surgery feedback”

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.

“Really great session, thanks everybody”
EV Webinar feedback



ICP/IDNO 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
Self-determination of PoC Training session 1	July 2020	19
Policy Webinar 1	August 2020	37
DSO Strategy Webinar	August 2020	19
EV Webinar 1	September 2020	11
EV Webinar 2	September 2020	6
ICE Update Webinar 1	September 2020	9
ICE Update Webinar 2	September 2020	8
Inspection and Monitoring Process Webinar	September 2020	15
Self-determination of PoC Training session 2	November 2020	35
Policy Webinar 2	December 2020	36
Interactivity Webinar	December 2020	33
Earthing Training 1	January 2021	57
G99 Webinar	January 2021	47
Developing our 2021-22 ICE Workplan	January 2021	7
Earthing Training 2	February 2021	29
Green Recovery Webinar	February 2021	23
Workshop (selection of topics inc ICE update and future business plans)	March 2021	23
Earthing Training 3	March 2021	26

3.2 ICP/IDNO detailed performance

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

Commitment	Guaranteed Standard	Target	Achieved	Status	Outcome
Time to Quote for LV Demand	15	11	8.8	✓	<ul style="list-style-type: none"> Adapted working practices to home working Performance target met despite 15% increase in volumes
Time to Quote for HV Demand	20	15	14.0	✓	<ul style="list-style-type: none"> Adapted working practices to home working Performance target met
LV/HV design approval responses	10	8	8.0	✓	<ul style="list-style-type: none"> Adapted working practices to home working Performance target met despite 15% increase in volumes
Time to Connect for LV Demand	10	7	3.8	✓	<ul style="list-style-type: none"> Adapted to COVID safe working practices Performance target met
Time to Connect for HV Demand	20	15	12.1	✓	<ul style="list-style-type: none"> Adapted to COVID safe working practices Performance target met

We will target our Time to Quote for LV & HV

We know how important it is to provide offers as soon as possible, whilst maintaining the high quality of quotes our customers expect. We have worked hard to minimise the impact of COVID-19 on our customers. Despite significant changes for our workforce in adapting to home working, we are delighted to outperform our target whilst serving an 8% increase in the number of quotes issued compared to the previous year.

We will target our LV/HV design approval responses

We committed to maintaining focus on providing our customers with timely responses to design submissions for both LV and HV applications.

We are delighted to have achieved our target of 8 working days on average. We have seen an overall increase in design submissions of 15% compared to 2019-20. Achieving our target demonstrates the continued focus by our teams in providing great customer service.

We will target our Time to Connect for LV & HV

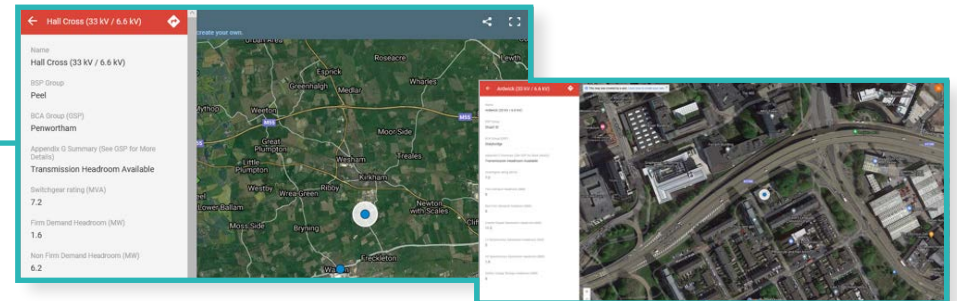
This year has been particularly challenging but we have worked closely with our customers to ensure we coordinate site works. We understand our customers want to be able to energise as early as site works permit. We are pleased to achieve our targets for average time to connect, from 'site ready' to the connection being energised for our LV and HV works.

We will improve visibility of network information / capacity for HV

Target/Output/KPI	Target	Achieved	Status	Outcome
We will further improve the Heatmap tool by including information on the size of the largest feasible connection based on existing switchgear and a single circuit connection. This will supplement the values of total available capacity for further demand and generation, already listed for each substation.	Q4	Jan	✓	<ul style="list-style-type: none"> Improvements to Heatmap tool completed January 2021 Promoted during webinar delivered to ICPs /IDNOs in March 2021 100% of attendees rated the presentation as useful

The Heatmap tool is published on our website and is updated every month. It provides a high-level overview of both the demand and generation capacity which is available on our network. Users can view this information using the:

- Interactive map: where users can explore an area and identify the nearest available substation, with access to capacity information directly from the map.
- Heatmap tool: allows users to enter grid co-ordinates and the preferred size of connection into the Excel based tool and the nearest ten sites are listed indicating available capacity and applying an easy to understand colour-coded capacity status.
- Downloadable data tables: we offer the option to download information for use within their own mapping systems.



This year we have enhanced the functionality of the HV part of the Heatmap tool by including further detail on switchgear capacity installed at the primary substation. The switchgear capacity could be causing a further limitation on the capacity available and its inclusion in the assessment gives improved visibility to customers to assess potential sites before proceeding for a full application and quote.

To update our stakeholders of these changes, we demonstrated the new functionality in our March webinar. In addition to this, we promoted the enhancements made to the Heatmap tool in our quarter 4 newsletter.

11 kV & 6.6 kV Connections

The results given by this tool are based on high level approximations only. It should also be noted that the network may have changed since the last time the data was updated. As such, the outcome of a formal application may differ from the results given by this tool. For further information on how to interpret the data contained within this workbook please refer to the user guide embedded within the first tab. Please note that the value of headroom quoted by this tool is based on total capacity available for new connections, the column because it shows the maximum size of a single connection, based on the on-site primary switchgear rating, which can be much lower. To reflect this the 'Can Connect?' RAG value is derived using the lowest of these two values. It is normally not possible to accommodate a single connection of more than 7 MW at 11 kV or 6.6 kV. This is based on the typical load rating of items of plant such as circuit breakers, current transformers and cable terminations. It is possible that due to these additional factors and the point of connection requested that the maximum connection size is lower than the values shown below.

Existing	48204	Inputs		Key	
Capacity	47926	Use the controls to the left to find the nearest primary substations to your site. The results will be displayed in the table below. When the desired site capacity and connection type are entered an estimate of available headroom and connection feasibility will be displayed. The results are based on both local constraints and constraints at the associated BSP.		Limiting Factor: Switchgear rating	
Capacity (MW)	5.8			Capacity > 100% of Headroom: Suitable	
Connection Type	Demand - N-G			Capacity > 80% & < 100% of Headroom: N/A	
				Capacity < 80% of Headroom: Unavailable	

Distribution Network Capacity								Transmission Constraints (App G)				
No.	Distance (km)	Primary Substation	BSP Group	SCA Group (GSP)	Primary Substation Location	Headroom (MW)	Max Single Circuit connection (MW)	Can Connect? (RAG)	Limiting factor	Materiality	Fault Level	Transmission System Comment (see tab G for more details)
1	103.94	LANSBURY SD	NELSON	PACRAM	389077	449284	13.3	4.6	Switchgear Rating	-	-	-
2	104.11	FLATLAND	NELSON	PACRAM	382448	500995	9.9	12.0	Headroom	-	-	-
3	104.42	HELVETH BRIDGE	PACRAM	PACRAM	383025	489428	9.6	12.0	Headroom	-	-	-
4	104.54	DELTA	PACRAM	PACRAM	381548	463721	7.5	12.0	Headroom	-	-	-
5	105.14	DRUMSARE	NELSON	PACRAM	383731	419022	12.0	9.1	Switchgear Rating	-	-	-
6	106.94	CLOVER HILL	NELSON	PACRAM	386638	437864	17.1	7.2	Switchgear Rating	-	-	-
7	106.96	NELSON	NELSON	PACRAM	384020	439507	5.7	4.6	Switchgear Rating	-	-	-
8	107.88	SEYMOUR COTTAGE	NELSON	PACRAM	385446	417481	17.2	4.6	Switchgear Rating	-	-	-
9	108.96	BUDRA CV	DUNDEE	BOCHDALE	385169	434469	13.7	4.6	Switchgear Rating	-	-	-
10	109.43	BEAUFORTSDON	DUNDEE	BOCHDALE	389349	431823	14.2	4.6	Switchgear Rating	-	-	-

We will provide a greater level of information and support surrounding the uptake of Electric Vehicles (EV) within the ENWL network

Target/Output/KPI	Target	Achieved	Status	Outcome
1. We will publish contact details for EV related connection queries for ICPs.	Q3	Dec	✓	<ul style="list-style-type: none"> • Contact details for EV related queries published on our website and promoted at our ICP/IDNO events • Delivered two EV focused webinars in September 2020
2. We will provide regular updates to publications reflecting the latest national approach.	Q4	Mar		<ul style="list-style-type: none"> • Delivered an update on our EV strategy in March 2021 • EV consultation paper shared with stakeholders for review

1. To help our stakeholders know where to go with EV related connection queries, we published contact details and promoted this at our ICP/IDNO workshop in March. We will continue to review queries to identify any frequently asked questions that we could publish on our website to better serve our stakeholders.



2. As a key enabler to the roll out of EV chargers in the region, we have representatives on several industry groups, and are working closely with our regional councils in developing their [pathways to zero carbon](#).

To support our ICP and IDNO stakeholders, we committed to providing regular updates to publications reflecting the national approach. At our September workshop we ran two webinars focused on EV, providing an overview of the current status and growth projections for both national and regional uptake of EV's and the impact this will have on our network.

In February, we hosted a webinar detailing several potential projects we were considering as part of proposals for the [Green Recovery](#) plan. These included works to enable motorway services installation of fast chargers. ICPs and IDNOs were invited to provide feedback on projects they would support.

In our March workshop, we introduced our EV strategy, which was out for consultation, and indicated how our stakeholders could provide feedback as part of this consultation.

We will continue to monitor and review our connection charging approach to make charging fair for all our customers

Target/Output/KPI	Target	Achieved	Status	Outcome
Any changes to our approach to A&D Fees will be communicated to stakeholders.	Q4	N/A	✓	• No change in 2020-21

We developed our initial approach to what are generally known as ‘Assessment and Design (A&D) fees’ (now known as ‘Connection Offer Expenses’) and engaged with stakeholders through workshops and webinars in 2017-18.

We initially introduced charges for extra high voltage applications and later extended this to high voltage distributed generation applications greater than 1MW from January 2019. For all other connection offers, which covers most ICP and IDNO ones, we make no charge at the connection offer stage.

We committed to communicate any changes to our approach to A&D Fees to stakeholders but have not made any changes in 2021-22.



We will 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. We will deliver a training session for new users in the ICP community.	Q3	June	✓	<ul style="list-style-type: none"> Published training guide May 2020 Two webinars 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, such as cable size, installation date etc. 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 on 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 to all ICPs/ IDNOs, if required.

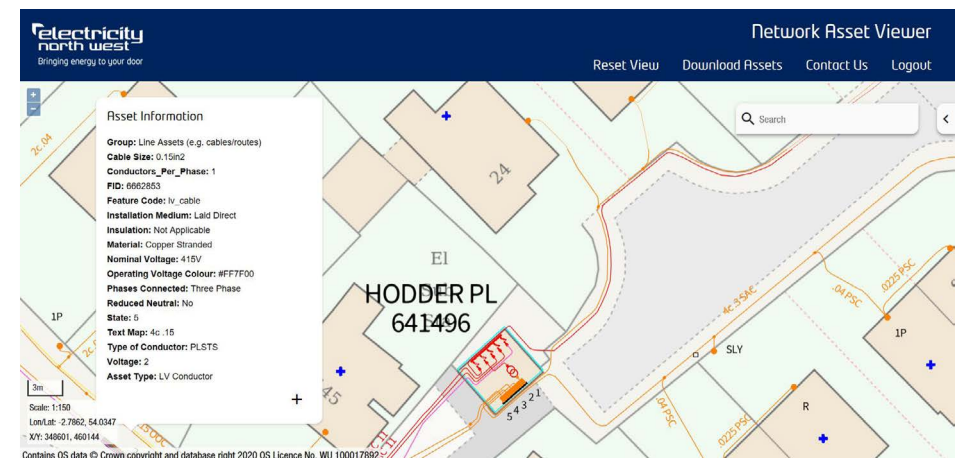
In May 2020, we released enhancements, adding user management controls to allow us to keep registered users updated and to ensure high performance levels are maintained. Users are now able to self-manage their access details.

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 ICPs and IDNOs 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.”

Charles Deacon - Renewable Connections



We will support the Self Determination of POCs

Target/Output/KPI	Target	Achieved	Status	Outcome
We will run 2 training sessions to support the Self Determination of Point of Connection for ICPs.	Q4	Nov	✓	<ul style="list-style-type: none"> • 2 training sessions delivered <ul style="list-style-type: none"> o July 2020 o November 2020 • Positive feedback and will be continued in next year

Our commitment was developed in early 2020 and included us considering changing from the face to face classroom sessions we had held previously, to delivering remotely; but this was before the impact of COVID-19 was apparent.

The training is designed to support ICPs in determining their own points of connection, thus streamlining the process of obtaining approvals. Our first session was delivered in June with the second training session delivered in November. Both webinars were well attended, and the recording was issued to all attendees; published on our website and YouTube page. Feedback from these sessions was extremely positive and confirmed that the duration and depth of the training sessions were just right.

We are delighted to maintain the high quality of our training sessions in the shift to virtual presentation and will continue to offer this option in future years.



We will provide more clarity on land consents process and progress

Target/Output/KPI	Target	Achieved	Status	Outcome
We will continue to promote the bespoke tracking services introduced in 2019. We will continue to offer access to specialist experts via attendance at workshops and via surgery sessions on request.	Q4	Oct	✓	<ul style="list-style-type: none"> Bespoke tracking services promoted during webinars October 2020 and March 2021 and distribution list Tailored virtual meetings with ICPs offered in addition to the surgery sessions available

We continue to offer support to our ICPs and IDNOs on the legal processes associated with connections by improving access to our experts and making it easier to get updates across a portfolio of projects.

This year our Land Rights and Consents team delivered two presentations in our ICP update webinars promoting the tailored surgery sessions and bespoke tracking updates they can provide to ICPs. To date, the uptake remains low for the bespoke reports we can provide ICPs with legal updates on their schemes. However, we have seen an increase in surgery requests, indicating a preference by ICPs to talk through project updates.

With the move to virtual engagement via Microsoft Teams and Skype, we have found that stakeholders found these sessions extremely beneficial as it has enabled us to create a multi-disciplined session to discuss all aspects of our customer's schemes in one call.

“We have never had any problems with the level of engagement provided by ENWL but in these unprecedented times of social distancing the willingness to engage through alternative mediums is a real-life line”

Jason Critchley - Dewhurst's

We will review and engage with our stakeholders, our communications processes with ICPs / IDNOs

Target/Output/KPI	Target	Achieved	Status	Outcome
1. We will review the Bilateral Connections Agreement process and keep our stakeholders informed of any changes.	Q3	Oct		<ul style="list-style-type: none"> Streamlined process, introducing self-service template forms and service levels introduced for the process
2. We will improve visibility of contact information on our website.	Q3	Nov	✓	<ul style="list-style-type: none"> Contact details updated on website
3. We will implement internal refresher training to ensure consistency across all areas of the business.	Q4	Mar		<ul style="list-style-type: none"> Common processes and increased standardisation of approach across teams

1. During 2020, we collected feedback from our stakeholders on how we could improve our Bilateral Connection Agreement (BCA) process, presenting back proposed changes in our September workshop. In October 2020 we introduced a new process for adoption and connection agreements. This new streamlined process introduced template forms, enabling our customers to self-serve by preparing template documents up-front and including these in their design submissions. We promoted the new process via newsletters and at our spring workshop. At the workshop, we also provided additional guidance to clarify the different aspects of connection and adoption agreements.

We also introduced service levels for the process, and now monitor performance against these service levels. This monitoring has ensured we have greater visibility of the status of all BCA and has improved our response times, improving the service for our customers.

2. We provide contact details for every scheme registered with us, however, feedback suggested some of our stakeholders were unsure how to identify the right contacts for specific queries. To help our stakeholders know how and who to contact, we have re-vamped the contact information available on our [website](#), making it easier to find and use, and providing clear routes of contact.

3. Last year we received feedback that our services could be inconsistent depending upon who our stakeholders were dealing with. To address this we standardised our internal monitoring and tracking of each step in our customers journey, improving the consistency of our communications with customers and when pre-requisite information is requested.

To ensure consistency in our approach, regular training and review sessions have been implemented with the team sharing learning and collaborating to obtain a consistent view, ensuring any decisions are fully understood and documented. To further improve consistency, challenges to our decisions by ICPs are discussed with the ICP in detail to reach an agreed and suitable conclusion. This improves mutual understanding of issues encountered, the outcomes of which can be applied to future similar schemes, ensuring a consistent and fair approach to all. This approach has been well received by the ICPs involved.

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

Target/Output/KPI	Target	Achieved	Status	Outcome
1. We will continue to host webinars on policy topics relevant to the stakeholders, including EREC G5/5. 2. We will review & improve our policy website pages.	Q4	Mar Dec	✓	<ul style="list-style-type: none"> • Webinars held on <ul style="list-style-type: none"> ◦ EREC G5/5 ◦ Changes to earthing requirements ◦ Website updates • Changes to website to improve updating of policy changes

1. We know how important it is for ICPs and IDNOs to be kept informed of changes to our policies. This is why we committed to hosting webinars to both inform and explain any new policies or changes to existing policies that impact ICPs or IDNOs. Our Policy Manager delivered these webinars to ensure we have the right level of expertise to allow both general and highly technical questions to be explored at these events. We are pleased to consistently receive high levels of satisfaction for these webinars. To help stakeholders who are unable to attend on the day, both the slides and the recordings are published on our website and promoted within our quarterly newsletters.

This year, policy changes relevant to ICPs or IDNOs included Engineering Recommendation G5/5 (EREC G5/5), which relates to harmonics, and the earthing policy were the most significant. In the summer of 2020, we hosted a step by step walk-through and guidance on EREC G5/5 for ICPs and IDNOs.

In readiness for changes to our earthing policy, due to be implemented in summer 2021, we informed our ICP and IDNO stakeholders and offered a number of training webinars to help prepare ICPs for the change and to provide ample opportunities for questions to be raised and answered. These training opportunities continue into 2021-22.

In addition, we invited ICPs and IDNOs to our webinar on EREC G98 and G99, for those working on generation projects.

2. To ensure our policies are accessible for all ICPs and IDNOs we publish all relevant policy documents on our website. This year we committed to reviewing these webpages to make it easier for users to find specific documents. We are pleased to have streamlined the number of pages and simplified the index to help our stakeholders find what they are looking for. In addition, to ensure we can directly notify users of changes to our policies quickly, we introduced user management functionality to those accessing our policies. We hosted a webinar in December 2020 to describe these changes to the website to our stakeholders, prior to implementation in January 2021. We also continue to issue policy update newsletters to our distribution list.

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

Target/Output/KPI	Target	Achieved	Status	Outcome
We will host 2 workshops and various webinars covering a range of topics. We will offer surgery sessions as required.	Q4	Mar	✓	<ul style="list-style-type: none"> • 20 online events held • 100% found events useful

This year has provided a great opportunity to review our engagement with stakeholders. We have continued to offer several topic-led webinars which have been well attended despite the pandemic. Feedback from these sessions has suggested that the online workshops / events have meant that it is more accessible for stakeholders, however we have found that the number of no-shows has increased for virtual webinars compared to out face to face events in prior years. We understand that many of these watch the event later, showing that our approach in recording and publishing our events is reaching a wider audience. We view our events as a two-way dialogue, and in 2021-22 will explore methods of capturing the feedback for those watching a recording of our events.

We are delighted to have offered 20 online events for ICPs and IDNOs this year.

All our events have been carefully planned to ensure we discuss topics our stakeholders tell us are important to them and each is an opportunity to check our events continue to be useful and relevant. This year shows an increase in the number of people interested in attending these events and the consistently high satisfaction scores. 100% of customers stated that they found our ICP / IDNO events as either 'useful' or 'very useful' against a target of 85%.

Furthermore, we have continued to record our online webinars and publish these on our website and YouTube page. Conversations with ICPs and IDNOs have suggested that they find this extremely useful and are not only able to watch these sessions back at a convenient time but share these with colleagues who were unable to attend the live session.

“Virtual sessions you are providing are great, face to face is preferable but these sessions work well”
ICP stakeholder

At all our workshops we offered surgery appointments, enabling stakeholders to discuss specific topics with our experts. Access to our expertise, in both networking at our virtual events or at our surgery appointments is highly regarded and valued by our stakeholders. 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 and improving flexibility in terms of appointment time. Although this year, we have only offered virtual surgery sessions to protect our stakeholders and staff from unnecessary travel and contact, we will explore whether our stakeholders would like us to offer face to face surgery options when safe to do so. Surgery sessions can be requested via an easily accessible online form, or via a direct email to the ICE mailbox. We are delighted to have seen a 50% increase on the number of surgery appointments compared to 2019-20.

We are extremely grateful for the engagement received this year and how our stakeholders have adapted to the new way of interacting with us. We will continue to offer virtual surgery sessions, webinars and publish recording on our YouTube page, however we look forward to resuming face to face engagement as soon as possible.

“Having the ability to discuss matters rather than emails is great. I would defiantly welcome this type of engagement between ENWL and us in the future as, this re-enforces that we are in fact working together to make the process better and achieve the same end goal”
ICP stakeholder

We will continue to communicate with our stakeholders

Target/Output/KPI	Target	Achieved	Status	Outcome
We will issue regular updates on ICE and Health & Safety via newsletters to registered stakeholders.	Q4	Q4	✓	<ul style="list-style-type: none"> • Quarterly newsletters issued • Issued to over 200 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.



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 ICP and IDNO connection stakeholders, ultimately providing choice for all our connections customers in the future.

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 ICPs and IDNOs. We are also welcoming the increase in surgery sessions and will explore a more tailored approach of engagement where appropriate. These, along with a continuation of our Expert Panel, will help build strong relationships with our stakeholders, leading to greater mutual understanding and trust.

4.3 Developing our plans

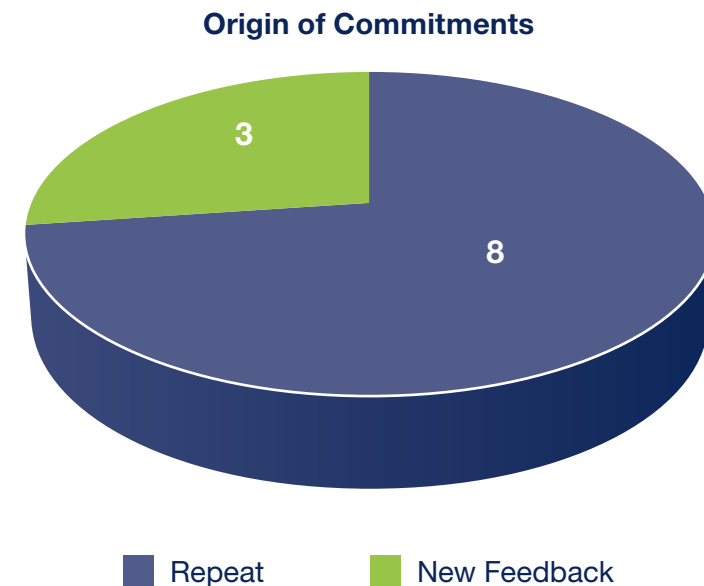
Stakeholders drive our business forward in helping us understand what we do well and where we can improve the service we provide. This feedback is vital in developing our annual action plans, steering us in the right direction and in creating specific and smart actions we can commit to delivering. Our 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 ICP and IDNOs 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.



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 communicate on how we are supporting EV charging	We will communicate our EV strategy with ICP / IDNO's.	Feedback	Our stakeholders tell us EV charging information is important to them.
We will support the onboarding of new ICPs	We will develop & publish guidance documentation as a simple resource for new ICPs to signpost information, guidance and support relevant for ICPs working in our area.	Feedback	New ICPs asked for guidance on multiple topics when familiarising with our processes. This helped us identify a gap in how we support new ICPs in our area.
We will support the Self Determination of POCs	We will run 2 training sessions for ICPs.	Repeat	"excellent session"
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 our stakeholders.	Repeat	Endorsed by stakeholders to continue including in our workplan
Business as usual / Performance metrics			
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	"The Teams session was excellent and really helps to get to the bottom of certain issues very efficiently."
We will target the Time to Quote timescales for LV Demand	We aim to outperform the regulatory standard by providing quotes with an average of 11 working days (compared to the guaranteed standard 15 working days)	Repeat	Endorsed by stakeholders to continue including in our workplan

Commitment	Output / Key Performance Indicator	Source	Feedback
Business as usual / Performance metrics			
We will target the Time to Quote timescales for HV Demand	We aim to outperform the regulatory standard by providing quotes with an average of 15 working days (compared to the guaranteed standard 20 working days)	Repeat	Endorsed by stakeholders to continue including in our workplan
We will target the timescales for returning 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 10d standard	Repeat	Endorsed by stakeholders to continue including in our workplan
We will target the timescales for the LV/HV BCA process	We will aim to issue all LV/HV BCA's within an average of 10 working days of Design Approval.	Feedback	In a survey 70% wanted us to "Issue the BCA in an appropriate timescale for signature following Design Approval"
We will target the Time to Connect timescales for LV Demand	We aim to outperform the regulatory standard to provide an average time to connect of 7 working days (compared to the guaranteed standard 10 working days)	Repeat	Endorsed by stakeholders to continue including in our workplan
We will target the Time to Connect timescales for HV Demand	We aim to outperform the regulatory standard to provide an average time to connect of 15 working days (compared to the guaranteed standard 20 working days)	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 there was only one suggested commitment we have not included in our workplan.

"Establish a design query telephone line so we don't have to wait until the designers have time to call you back which holds up our design submission."

When each scheme is registered, we provide contact details for the design engineer involved. We believe having access to the person who will be responsible for that scheme is the right approach and that a separate telephone line would not be beneficial. We do provide central points of contact and escalation points should any customer not be receiving the service we would expect.

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