

Distributed Generation Low Voltage (DG LV)

Incentive on Connections Engagement Looking Forward and Looking Back Report

May 2022

Welcome

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

I am delighted to share with you our Distributed Generation Low Voltage (DG LV) Incentive on Connections Engagement report for 2021-22.

As the Director responsible for all new connections in Electricity North West, the service we provide for our customers and stakeholders is always at the forefront of my leadership culture.

Stakeholder engagement is embedded in our continuous improvements, informing how we run our connections business and is vital in ensuring we can provide an excellent service. This is an exciting time for our industry and I am delighted to play a part in moving our connections business forward as we approach our next regulatory period (ED2) from 2023 to 2028.

Last year continued to be challenging for the whole nation whilst we all adapted to the latest government guidelines that were issued. This change in the way we operate provided an opportunity for us to refresh our ways of engaging and working. I am proud of what we have achieved and the commitment and resilience we have

shown in what has been a challenging time for our industry and customers. We will continue to support growth and the sustainability ambitions of the communities in our region. This year we have seen significant increases in the number of people seeking to connect generation equipment to our low voltage network. By engaging with our stakeholders, we are able to respond to this growth and evolve, ensuring we provide tailored support. Our Community and Local Energy engagement activity continues to grow and we were pleased to commit £75,740 to six more projects in this year's 'Powering our Communities' annual fund.



This report provides you with an update on the delivery of the commitments we set out in our DG LV workplan in April 2021. We work incredibly hard to achieve our workplan but have narrowly missed two of the stretch targets this year; our time to quote at 23 days compared to the 22 day target and high overall customer satisfaction at 83%, slightly under our 85% target. Our summary report provides an overview of what we have delivered for each of our commitments with links to more detail later in the document. A summary of our commitments for the year ahead finishes off the report.

We will continue to build on experiences from the year and look to further enhance our digital engagement events, as well as exploring the re-introduction of face to face engagement for those that have shown interest. 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.

Stephanie Trubshaw

Stephanie Trubshaw,
Customer Director

Our region

Electricity North West provides an essential service to all our customers. 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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Report summary

This section summarises the key points contained in each section of the report, 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 2021-22.
- **Looking Forward** - sets out our commitments for 2022-23.

1.1 Engagement strategy summary

This year we have continued to adapt our engagement methods to ensure our stakeholders have a variety of options available to engage with us. To allow our events to be accessible and fit with our stakeholders' needs they have remained online.

We record all our presentations, making these available on our website and YouTube channel, for our stakeholders 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 continued promoting our surgery sessions and bilateral conversations to encourage two-way dialogue and have seen an 70% increase in surgery requests coming through the ICE team. They have been well received by all attendees, creating stronger and more effective working relationships with our customers.





This years' highlights include:






- We have continued to see an overall increase in our interactions with DG LV stakeholders
 - 96% increase in volume of quotes
- 6 events tailored for DG LV stakeholders
- 70% increase on our surgery sessions

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 continued all our engagement events online which has been preferred by our stakeholders.
- 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 their 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

Commitment	Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will continue to target high customer satisfaction 	We will continue to target high customer satisfaction (85% overall satisfaction), using quantitative and qualitative measures.	85%	83%	X	<ul style="list-style-type: none"> Slightly short of target Pleased with the achievement having seen a 96% increase in volumes of quotes
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 45 working days).	22 days	23 days	X	<ul style="list-style-type: none"> Performance slightly above target Pleased with the achievement having seen a 96% increase in volumes of quotes
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.	Mar	Mar	✓	<ul style="list-style-type: none"> Presentations provided at DG LV workshops in July 2021 and March 2022 Updates included in quarterly newsletters
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.	Mar	Mar	✓	<ul style="list-style-type: none"> Stakeholder engagement to develop guidance in July 2021 & November 2021 workshops Launched in March webinar and promoted in our Q4 newsletter Guidance published and now available on our website here

Commitment	Output / Key Performance Indicator	Target	Achieved	Status	Outcome
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).	Mar	Nov	✓	<ul style="list-style-type: none"> • DSO event November 2021 • Overview and updates provided at September DG LV workshop • Updates issued in quarterly newsletter
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.	Mar	Feb	✓	<ul style="list-style-type: none"> • Webinars delivered in August 2021 & February 2022 • 100% rated 'useful' or 'very useful' • Webinars available on website
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.	Mar	Mar	✓	<ul style="list-style-type: none"> • 4 webinars hosted • 4 newsletters issued • Six projects awarded funding through this year's 'Powering Our Communities' fund
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.	Mar	Mar	✓	<ul style="list-style-type: none"> • 4 workshops held with 43 registered attendees • 100% rated our events as useful or very useful • 52 individual surgery sessions held, 100% within 10 working days, and an overall average of 2 working days
We will continue to communicate with our stakeholders 	We will issue regular updates on ICE Commitments to registered stakeholders.	Mar	Mar	✓	<ul style="list-style-type: none"> • Quarterly newsletters issued to 420 registered stakeholders and published on our website here

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 2022-23. You can find more details on how our workplan was developed and our stakeholder engagement strategy for 2022-23 using the link on the right.

Commitment	Output / Key Performance Indicator	Delivery Date
We will carry out a review of our communications during the customer journey .	We will continually improve the communications our customers and stakeholders received across the connections processes ensuring we follow plain English principles .	March 2023
We will promote the fast track process for small scale micro-generation and storage schemes.	We will further promote our 'fast track' process for small scale micro-generation and storage schemes to stakeholders.	March 2023
We will support our stakeholders with better guidance when seeking information located on our website.	We will run internal awareness training to allow our staff to better guide customers and stakeholders to locations on our website.	March 2023
We will brief stakeholders on the changes to connection charges being made by Ofgem	We will brief stakeholders on Ofgem's decision on changes to connection charges from Ofgem's significant code review .	September 2022
We will continue to target high customer satisfaction	We will continue to target high customer satisfaction (greater than 85% overall satisfaction), using quantitative and qualitative measures.	March 2023

Commitment	Output / Key Performance Indicator	Delivery Date
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.	March 2023
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 45 working days).	March 2023
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) .	March 2023
We will continue to offer opportunities for stakeholders to engage with us	We will 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 .	March 2023
We will continue to communicate with our stakeholders	We will issue regular updates on ICE Commitments to registered stakeholders.	March 2023

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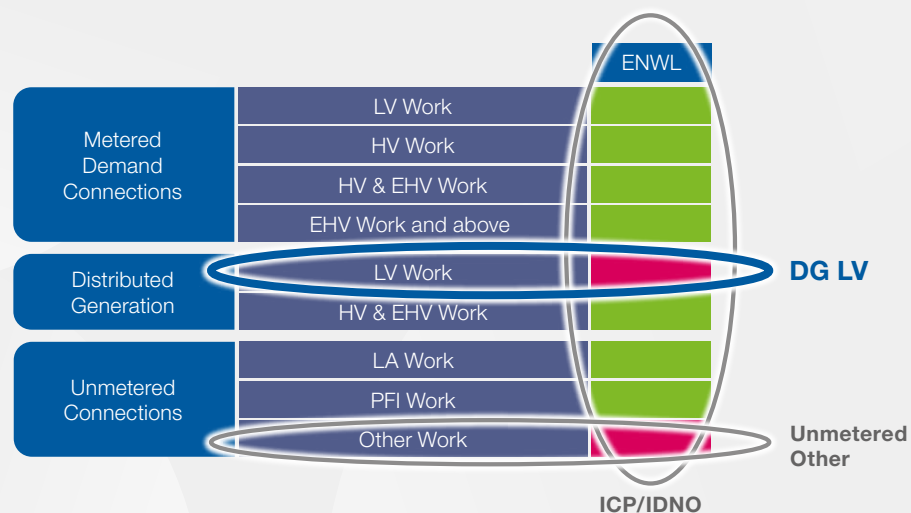
Our engagement strategy

This section describes how we engage with purpose with our DG LV stakeholders.

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.

In 2021, 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 The 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, the international climate change COP26 event was hosted in the UK, intensifying calls for reductions in carbon through decarbonising the power network and the electrification of heat and transport. This has generated further policies and incentives to encourage the uptake of generation, including 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 this 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 pandemic, an increasing cost of living and the broader green agenda, have created new working practices. Stakeholder engagement is critical in understanding if and how we can further improve the services we provide. These challenges have highlighted how adaptability and sensitivity is critical in this rapidly changing environment. We are proud to have worked side by side with our stakeholders to ensure we continue to support customers wishing to connect, 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.

In 2021-22 we have continued to see an increase in the number of quotes we offer, going up by 96% compared to 2020-21 and maintaining the pace of growth over the last 3 years. The majority of quotes both offered (91% this year) and accepted (89% 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	2019-2020	2020-2021	2021-2022
Zero cost	265	364	712
Up to £5k	11	30	52
Over £5k	7	5	19
Total	283	399	783

Acceptances	2019-2020	2020-2021	2021-2022
Zero cost	157	193	333
Up to £5k	5	14	36
Over £5k	1	1	6
Total	163	208	375

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

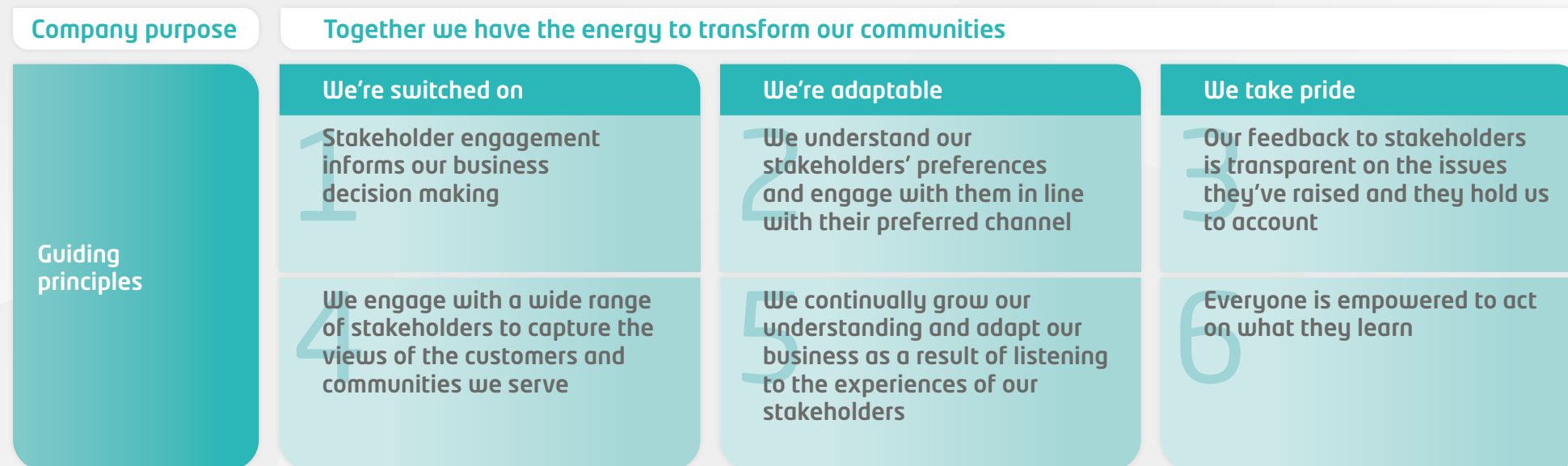
2.3.1 Putting stakeholders at the heart of what we do

Our comprehensive corporate [stakeholder engagement strategy](#) aims to deliver the outcomes our stakeholders prioritise and value. It enables us to better serve stakeholders by understanding their current and future needs and expectations. It helps us to identify opportunities to improve our services and business performance, manage uncertainty and risk and deliver greater value to our customers.

Our six engagement principles ensure engagement activity is consistent with the organisation's overall purpose. They are derived from and reinforce our company purpose and provide a clear statement of what stakeholders can expect from us.

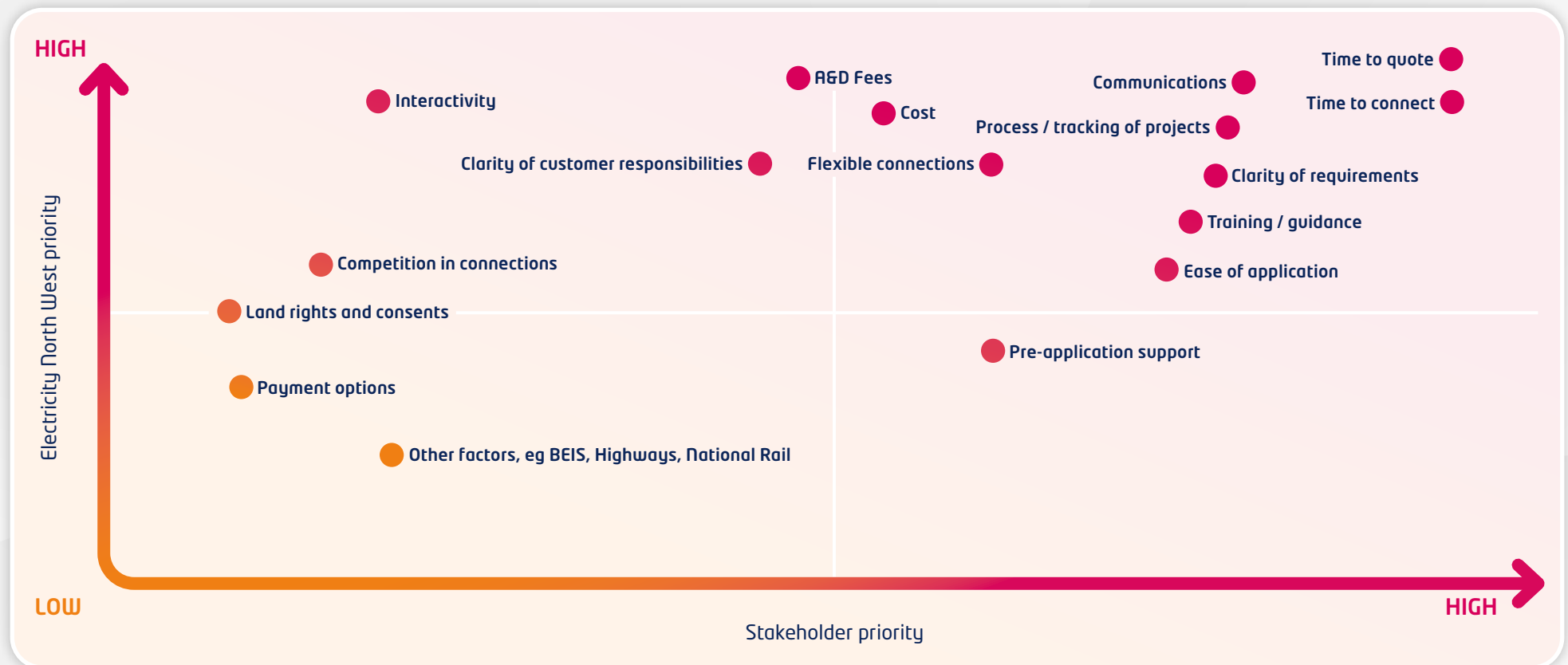
Our engagement strategy is embedded within the organisation and driven by executive level management. We continuously review our strategy in line with external benchmarks and evolving stakeholder priorities. We serve a diverse population of stakeholders who are affected by our activities and have varying engagement interests and desire to influence our services. Our ambition is to involve the widest possible range of stakeholders to ensure every voice is heard.

There is no doubt that 2021-22 has been a challenging year and has continued to affect the way we engage with our stakeholders. Stakeholder engagement is pivotal in how we run our business, informing our strategic and tactical decisions.



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 allows us to understand the context of our connections stakeholders against the wider community. We continually review and re-assess our stakeholder's needs to ensure that our stakeholder engagement continues to be planned appropriately for our target customer groups.



We also identify and position our stakeholders by using our corporate Venn diagram, as shown below. 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 understand and 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.

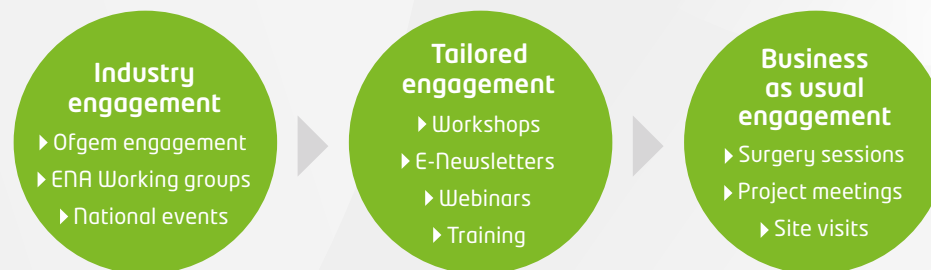
As the world continues to experience considerable turbulence, our engagement programme has remained responsive to stakeholders' preferences to engage online. We have further enhanced our remote methods of engagement to make these more interactive within our workshops, whilst also offering online webinars for specific topics.



Our programme is topic led, driven by our annual review and feedback arising out of our engagement activity. We know our stakeholders appreciate bespoke engagement, so will continue to offer workshops tailored specifically for DG LV stakeholders. We have continued to promote our ‘surgery sessions’ where stakeholders are able to access our experts to discuss specific jobs, providing early and individual support. 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. We will continue to explore further methods of engagement to ensure we adapt to the changing needs and preferences of our stakeholders. Feedback received shows that our online events suit our stakeholders needs in terms of time efficiency and reducing the need for travel. Some stakeholders did also support a return to some face to face engagement events enabling greater interaction and networking with both our internal experts and other stakeholders, something our stakeholders have always appreciated. We will therefore explore options to re-introducing face to face events in 2022-23.

As well as continuing our planned events and the availability of surgery sessions, we host an Expert Panel providing a mutually beneficial forum where we can openly discuss topics, build trust and honesty with a 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.

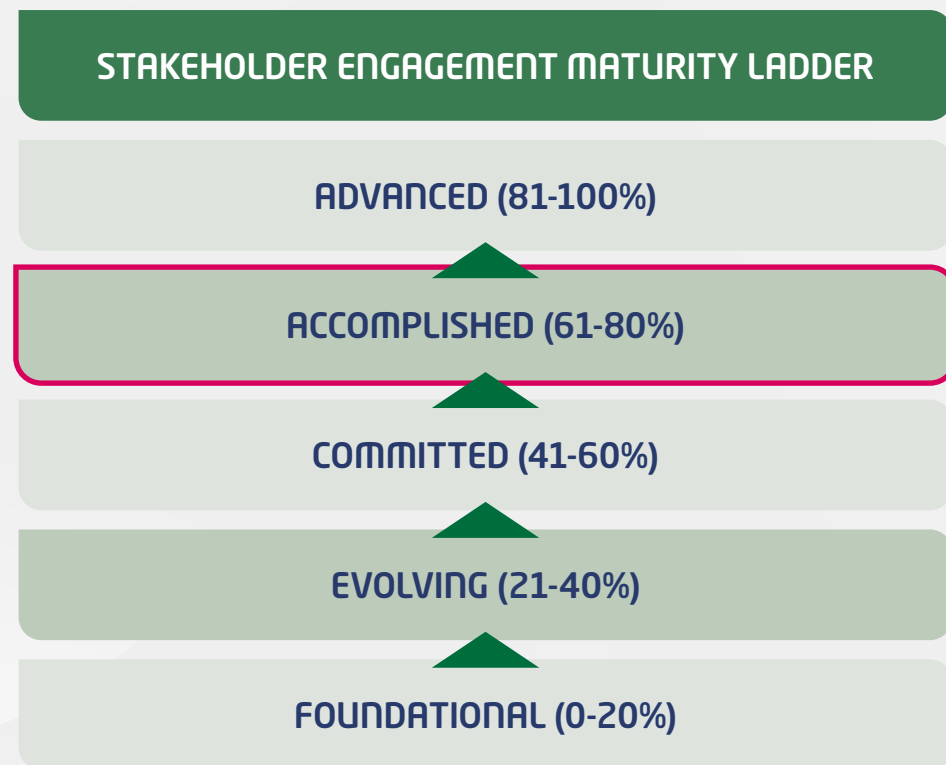


2.3.4 Independently assured

We continue to align our strategy and approach with the [AA1000 Stakeholder Engagement Standard \(2015\)](#) a best practice framework developed by AccountAbility, and the AA1000 AccountAbility Principles (AA1000AP, 2018) of Inclusivity, Materiality, Responsiveness and Impact.

AccountAbility has provided an independent assessment of our stakeholder engagement activity, strategy, and processes for the sixth year in succession. As part of the assessment, ten in-depth interviews were held with a range of internal and external stakeholders and provided evidence that our approach is increasingly embedded across the business.

This year we are proud to report a Stakeholder Engagement Healthcheck rating of 'Accomplished' in the Stakeholder Engagement Maturity Ladder with an improved score.



“This year, Electricity North West has demonstrated an enhanced stakeholder engagement ‘culture’ within the organisation and greater involvement from senior and executive management, with the noteworthy addition of a stakeholder engagement performance metric into its business scorecard.”

Daniel Metzger,
AccountAbility Associate Director

Extract from Accountability Stakeholder Engagement Healthcheck, 2021/22

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. This year we have introduced a suite of centralised tools to support colleagues continually expand our engagement. We held four cross functional focus groups to understand colleagues' support needs, shared best practice with Northern Gas and leveraged engagement with the Chartered Institute of Public Relations to refresh and re-launch a bespoke toolkit.

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, as well as engagement now featuring as a KPI on our corporate scorecard. 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

During the year, we have offered various opportunities for our stakeholders to engage with us. Our events have continued to be delivered online which has been supported by our stakeholders and allowed for the events to be more accessible. This is not unique to our DG LV stakeholders and has become an expectation from multiple engagement groups. Feedback received shows that our online events suit our stakeholders needs in terms of time efficiency and reducing the need for travel. A small number of our DG LVs suggested they would appreciate the return of our face to face engagement events. We agree that such events offer greater interaction with business experts whilst enabling networking opportunities. We will therefore explore the re-introduction of face to face events in 2022-23. As we plan our events for the coming year we will ensure that we are aligned with our stakeholders needs.

“Good experience, happy with the process and a lot more straight forward than a lot of DNO’s.”

DG LV Stakeholder

Our surgery sessions have continued to be a popular route for our stakeholders to gain access to Electricity North West’s experts. These sessions are available on request to support our stakeholders throughout their project. We know timing can be critical, so this year we introduced a target to hold surgery sessions within 10 working days and are delighted to have delivered 100% within the target, with an overall average of 2 working days.



DG LV Stakeholder Engagement 2021-22

We pride ourselves on hosting regular engagement events tailored to the interests and needs of our stakeholders. In 2021-22, we hosted the following events specifically for our DG LV stakeholders.

Events	When	Number of registered attendees	Number of attendees
Distributed Generation Low Voltage Workshop	July 2021	8	4
Significant Code Review Webinar	August 2021	21	13
Distributed Generation Low Voltage Workshop	September 2021	15	11
Distributed Generation Low Voltage Workshop	January 2022	9	4
Significant Code Review Webinar	February 2022	46	31
Distributed Generation Low Voltage Webinar	March 2022	11	7

3.2 DG LV detailed performance

We will continue to target high customer satisfaction

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will continue to target high customer satisfaction (85% overall satisfaction), using quantitative and qualitative measures.	85%	83%	X	<ul style="list-style-type: none"> Slightly short of target Pleased with the achievement having seen a 96% increase in volumes of quotes

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 continually improve the service we provide, we seek feedback on overall satisfaction and request any specific comments on our service to shape our workplans. This is done through electronic surveys as well as telephone contact where appropriate, to ensure we are able to gain the most from the feedback we receive.

“Great service, fast efficient and very helpful.”

Louise Metcalfe,
Positive Energy Solutions

“I deal with a lot of DNO's and ENWL are the very best time after time.”

William Dyer,
WM Dyer

Although slightly short of our target of 85%, we are pleased that 83% of respondents were satisfied during 2021-22, demonstrating that we have maintained focus on delivering for our customers, even with the number of applications received almost doubling.

We will continue to explore different communication channels to make it easy for our customers to provide feedback on their experience and use this to drive improvements for our DG LV customers and stakeholders in 2022-23.

Target Time to Quote timescales for DG LV quotations

Output / Key Performance Indicator	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 45 working days).	22 days	23 days	X	<ul style="list-style-type: none"> • Performance slightly above target • Pleased with the achievement having seen a 96% increase in volumes of quotes

Whilst we have just fallen short of achieving our intended target of 22 working days for Time to Quote, we are proud to have delivered our DG LV quotes within 23 working days despite these doubling in volume compared to the previous year. Our teams have shown a tremendous level of dedication and commitment to our customers to provide this level of service. This is a great achievement when considering this performance against the guaranteed standards of 45 working days.

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

“Forms seem a lot easier and more helpful than they used to be. Engineers contacted are very helpful and talk on a level more manageable.”

DG LV Stakeholder

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

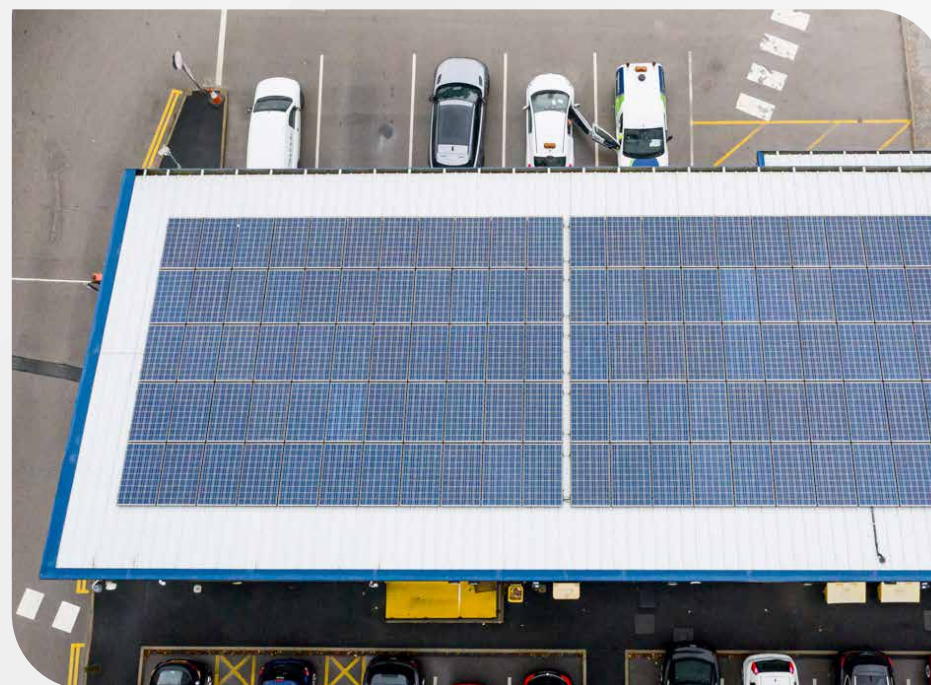
Output / Key Performance Indicator	Target	Achieved	Status	Outcome
Provide regular updates on our Leading the North West to Zero Carbon Plan. We will share learning from our case studies, eg our zero carbon buildings.	Mar	Mar	✓	<ul style="list-style-type: none"> • Presentations provided at DG LV workshops in July 2021 and March 2022 • Updates included in quarterly newsletters

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 July, we presented to our DG LV stakeholders an update on “Leading the North West to Net Zero”. In the presentation we covered how we have trained our leadership teams on carbon literacy with plans to roll out to all employees to ensure that everyone who works for Electricity North West is knowledgeable about the climate crisis and the importance of achieving net zero. We have also delivered the training to members of our community energy stakeholder groups and business partners.

During both our July and March presentations, we explained our strategy to achieve regional net zero carbon, how we are driving down our carbon emissions and how are customers can as well. A key area has been investing to convert two existing depots to be net zero carbon depots. Our Training Academy and our Oldham site are now saving a combined total of 82 tonnes of CO2 equivalent (per annum).

We have shared with stakeholders our approach to building infrastructure and the energy hierarchy we follow and will continue to use as we convert further depots. The events were well received and are available to watch on our website [here](#).



We will provide support to our customers to help with the G98/G99 application process

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will publish example application forms for common scenario G98/G99 applications as a reference guide to help customers complete application forms.	Mar	Mar	✓	<ul style="list-style-type: none"> Stakeholder engagement to develop guidance in July 2021 & November 2021 workshops Launched in March webinar and promoted in our Q4 newsletter Guidance published and now available on our website here

To support this commitment, we hosted a workshop in July to provide a background on the application process and looked to further understand stakeholder challenges to ensure the reference guide met their needs. During our November workshop, we presented our approach for delivering and a detailed demonstration of how to complete the application forms highlighting common errors and how to shorten application process. This was well received, with 100% endorsement from those who attended.

Whilst working with our stakeholders on the reference guide, we established that only one example form was required to provide enough guidance and support to complete their own applications. For this reason, multiple forms for common scenarios were not required as detailed in our original output. We have been able to provide a clear and concise document that details where information needs to be populated and additional support resources available.

We hosted a webinar in March to promote the reference guidance is now available on our website along with the presentations and the event recordings [here](#).

“Very informative, we supply G98/G99 product so very useful to understand what steps customers need to go through.

I thought the set-up of the presentation was really good with a broad scope of topics.”

Nick Dunn,
Ziv Automation Ltd

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

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will keep stakeholders informed on our transition to incorporate enhanced Distribution System Operation functionality (DSO).	Mar	Nov	✓	<ul style="list-style-type: none"> • DSO event November 2021 • Overview and updates provided at September DG LV workshop • Updates issued in quarterly newsletter

Throughout the course of this year, we have presented updates to our stakeholders via our ICE workshop webinar events on our DSO transition and the related business change elements. 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 April 2021 we published our updated DSO strategy documents. These documents set out our ambition to facilitate the transition to Distribution System Operation, which ultimately will help with the transition to net zero. These documents were refreshed following responses to our consultations which were published in 2020. The documents are now available on our website. [DSO strategy](#), [Analysis of DSO functions](#), [Grid digitisation & data](#).

Some of the comments we received provided more general feedback on how we can improve our messaging going forwards and will be taking on this feedback over the next few years to provide a better user experience.

December 2021 saw us publish our ED2 business plans which included the [DSO transition plan](#). This document gives an increased level of granularity on our plans for Distribution System Operation over the period April 2023-March 2028. These documents will be reviewed by Ofgem before it issues a final determination with regards to how we are funded for this period and the content of our plans.

In December 2021, we hosted a 'Net Zero and Flexibility in the North West' webinar showcasing our transition to Distribution System Operation, Decarbonisation and Flexible services. The event gave us the opportunity to do a deep dive into the current flexible services tender requirements, what the ENA Open Networks project has been doing in 2021 and the forward workplan for future developments. The addition of presentations relating to DSO transition and Decarbonisation gave the audience a holistic view of how these three topics relate together, and critically the importance of flexible services to promote decarbonisation. There were 79 attendees of the live webinar and a further 34 views post event via the [recording of the webinar](#).

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

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will provide briefings for stakeholders following announcements on the proposed changes to charges through Ofgem's significant code review.	Mar	Feb	✓	<ul style="list-style-type: none"> • Webinars delivered in August 2021 & February 2022 • 100% rated 'useful' or 'very useful' • Webinar available on website

This year we have provided two briefings specifically focusing on keeping our stakeholders informed on Ofgem's significant code review (SCR). In August, we provided an overview of the SCR and how the changes to charges may impact our stakeholders. As part of the briefing, we covered Connections Boundary, Access Rights & Transmission Network Use of System (TNUoS) charging for small distributed generation.

In February, we explained and highlighted the changes made to Ofgem's 'Access and Forward-Looking Charges Significant Code Review – Updates to our Minded-to Positions' Consultation. This enabled our stakeholders to take part in the consultation and share their feedback.

Both events were well attended with positive feedback and a satisfaction score of 100% finding the briefings 'useful' or 'very useful'. We will continue to keep our stakeholders well informed on this topic.

Ofgem published its final decision at the beginning of May 2022 and we have included further stakeholder briefings in our commitments for 2022-23.



We will engage with community & local energy stakeholders

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will host a minimum of 3 engagement opportunities and we will issue quarterly Newsletters for our Community & Local Energy Stakeholders.	Mar	Mar	✓	<ul style="list-style-type: none"> • 4 webinars hosted • 4 newsletters issued • Six 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 this area.

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. This year we have engaged with a larger number of people and supported more projects than previous years, up 40% and 22% respectively.

We committed to hosting three workshops or webinars for our community and local energy stakeholders and we delivered four events by March 2022. These covered topics from advice on how to finance, Powering our Communities Fund decarbonisation and COP 26 impact on community energy. Our events have been carried out in partnership with the NW Local Energy Hub. We have also continually engaged with our stakeholders through our quarterly newsletters.

To further support and engage with the sector we continue to run our annual seed fund called "Powering our Communities". This fund is now in its fourth 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 the latest round of funding we have been able to commit to almost £80,000 across seven local projects, which will all provide benefit to their communities. Five of these projects are specifically related to the DG LV market, the details of each project can be found on our website [here](#).

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

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
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.	Mar	Mar	✓	<ul style="list-style-type: none"> • 4 workshops held with 43 registered attendees • 100% rated our events as useful or very useful • 52 individual surgery sessions held, 100% within 10 working days, and an overall average of 2 working days

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. This year we have hosted four workshops specifically for our DG LV stakeholders, as well as our topic specific webinars.

As the pandemic and restrictions continued during 2021-22, our events remained online, this had remained the preferred environment for the majority of our stakeholders. Virtual events have now become normalised and are a standard expectation from stakeholders. We will continue to deliver online events and look to introduce face to face events in the future. We believe providing a mixture of event environments will ensure we are meeting our stakeholders needs and will increase engagement opportunities. This year we have seen an increase of over 20% of registered attendees joining our online events, compared to 2020-21. Online events do allow for flexibility but have a higher volume of no shows compared to previous face to face event. Research for online events established that the attendance across most sectors is at 65%, we are reassured that the engagement for our online events are in line with this percentage with 60% of those who register for our online events attending.

All our events have been carefully planned to ensure we cover topics that our stakeholders have told us are important to them and each event is an opportunity to check our events continue to be useful and market relevant.

In addition to our organised events, we offer 'surgery sessions' to stakeholders wishing to discuss specific or project-related queries with our engineers. We know these discussions can be time-sensitive, so we committed to hold surgery's within 10 working days. We are delighted to have been able to deliver on our commitment with 100% held within 10 days, and an overall average of 2 working days.

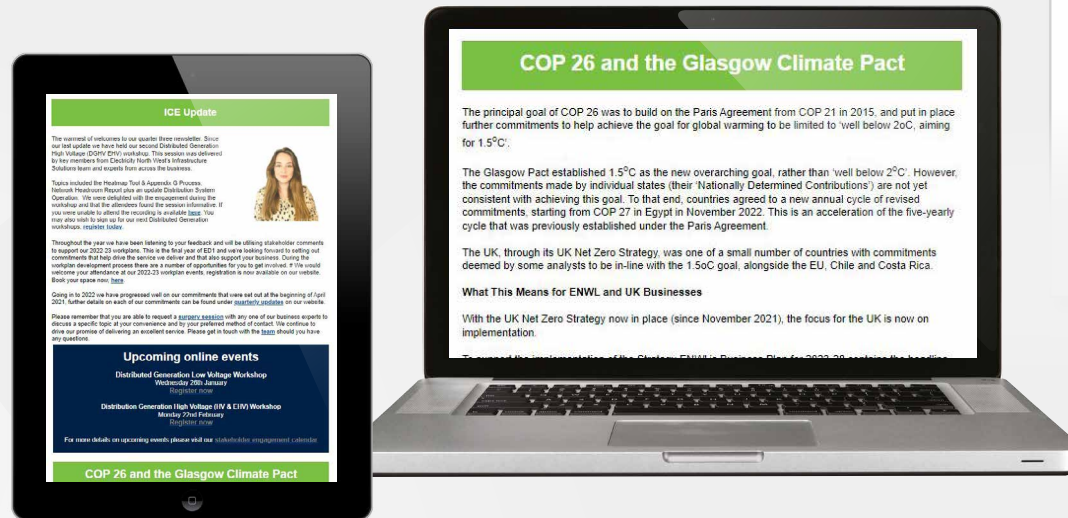
“Really helpful, the workshop was really useful.”

Andrew Nightingale,
Perfect Sense Energy

We will continue to communicate with our stakeholders

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will issue regular updates on ICE Commitments to registered stakeholders.	Mar	Mar	✓	• Quarterly newsletters issued to 420 registered stakeholders and published on our website here

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, 2022-23. We describe how we will continue our journey of improving our services for DGLV 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 2022-23

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. In 2022-23, we will continue to deliver online opportunities for engagement. We know from feedback that there is an expectation for online events to remain available in the future, as they often provide a better fit for our stakeholders work schedule. Allowing for a reduction in travel time and cost, as well as reducing carbon emissions has also been beneficial for participants. We will continue to improve the way we engage online, utilising break-out rooms, polls, quizzes and ensuring we're up to date with the latest features available to Electricity North West.

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. In 2021-22 we have heard that the appetite for face to face events has remained for some stakeholders. For this reason, we will explore the re-introduction of in person as well as online events to meet our stakeholders preferred methods of engagement.

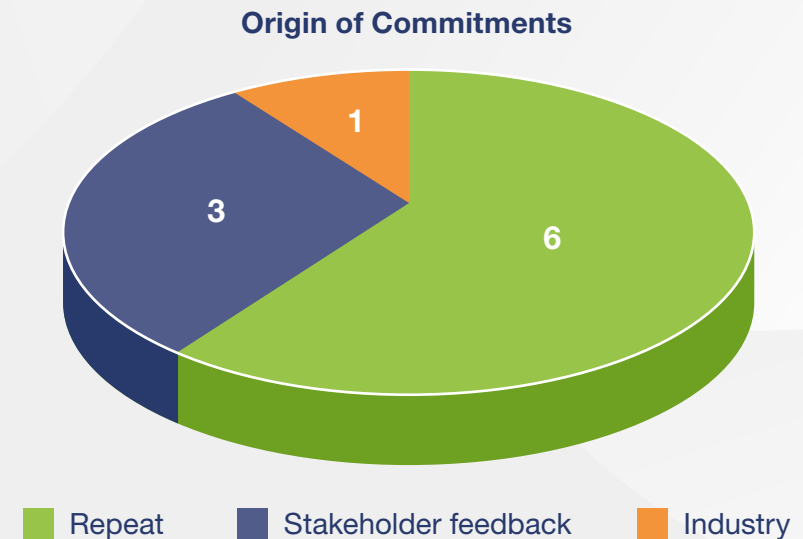
As can be seen in our workplans, we commit to continuing to provide regular engagement opportunities tailored to DG LV Stakeholders. We are also welcoming an increase in surgery sessions and will explore a more tailored approach of engagement where appropriate. These, along with a continuation of our 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 DG LV stakeholders comprise of commitments we carried over from 2021-22 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 carry out a review of our communications during the customer journey .	We will continually improve the communications our customers and stakeholders received across the connections processes ensuring we follow plain English principles .	Stakeholder feedback	Our stakeholders tell us that our communications could be improved.
We will promote the fast track process for small scale micro-generation and storage schemes.	We will further promote our 'fast track' process for small scale micro-generation and storage schemes to stakeholders.	Stakeholder feedback	Our stakeholders have shared that they are not aware that we offer a fast track application process.
We will support our stakeholders with better guidance when seeking information located on our website.	We will run internal awareness training to allow our staff to better guide customers and stakeholders to locations on our website.	Stakeholder feedback	Our stakeholders highlighted gaps in our employees knowledge of our website.
We will brief stakeholders on the changes to connection charges being made by Ofgem	We will brief stakeholders on Ofgem's decision on changes to connection charges from Ofgem's significant code review .	Industry	Our stakeholders have shown a keen interest in the Ofgem's significant code review and prized our briefings.
We will continue to target high customer satisfaction	We will continue to target high customer satisfaction (greater than 85% overall satisfaction), using quantitative and qualitative measures.	Repeat	Endorsed by stakeholders to continue including in our workplan.

Commitment	Output / Key Performance Indicator	Source	Feedback
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.
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 45 working days).	Repeat	Endorsed by stakeholders to continue including in our workplan.
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) .	Repeat	Endorsed by stakeholders to continue including in our workplan.
We will continue to offer opportunities for stakeholders to engage with us	We will 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.
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.

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