

Independent Connection Provider / Independent Distribution Network Operator (ICP/IDNO)

Incentive on Connections Engagement Looking Forward and Looking Back Report

May 2022

Welcome

Welcome to our Incentive on Connections Engagement (ICE) Report for Independent Connection Providers and Independent Distribution Network Operators (ICP/IDNO).

I am delighted to share with you our Independent Connection Providers and Independent Distribution Network Operators (ICP/IDNO) 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.

We are pleased to be supporting the growth and the 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. I am looking forward to the year ahead as we continue to improve our service by listening to our customers and stakeholders and acting on their feedback.

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.



This report provides you with an update on the delivery of the commitments we set out in our ICP / IDNO workplan in April 2021. We work incredibly hard to achieve our workplan but have narrowly missed one of the stretch targets this year; our timescale for LV/HV design approval responses at 9 days compared to the 8 day 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.

The recordings of these events are 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 80% increase in surgery requests via the ICE team. They have been well received by all attendees, creating stronger and more effective working relationships with our customers. Many of our ICP and IDNO stakeholders have well established relationships with Electricity North West and will often reach out directly for support or to ask a question regarding a project.






This years' highlights include:

- We have continued to see an overall increase in our interactions with ICPs and IDNOs
 - 18% increase in volume of quotes
 - 18% increase in design submissions
 - 64% increase in acceptances for LV demand
- 9 events for ICPs and IDNOs
- 80% increase on our surgery sessions
- A 69% attendance rate for our online events, which is above the industry standard of 60-65%

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 continued our engagement online which has been preferred by our stakeholders.
- We actively encourage dialogue with our ICP and IDNO stakeholders.
- 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 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 communicate on how we are supporting EV charging 	We will communicate our EV strategy with ICP / IDNO's.	Mar	Nov	✓	<ul style="list-style-type: none"> Published our EV Strategy and hosted an EV day in May 2021 Delivered updates during July's webinar, November's workshop and shared details in our quarterly newsletters
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.	Mar	Dec	✓	<ul style="list-style-type: none"> Delivered two webinars to share how we intended to deliver this commitment and adapted to feedback. The resource was trialled with new ICPs and went live in December 2021
We will support the Self Determination of POCs 	We will run 2 training sessions for ICPs.	Mar	Nov	✓	<ul style="list-style-type: none"> 2 training sessions delivered <ul style="list-style-type: none"> o July 2021 o November 2021 94% rated these training sessions as Useful or Extremely Useful
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.	Mar	Nov	✓	<ul style="list-style-type: none"> Delivered two policy presentations specifically for ICPs and IDNOs <ul style="list-style-type: none"> o October 2021 o November 2021
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"> Delivered 3 workshops with 65 registered attendees. 94% rated our events as 'useful' or 'very useful' Achieved 100% of surgery sessions held within 10 working days, with an overall average of 2 days, outperforming our target of 10 days

Commitment	Output / Key Performance Indicator	Target	Achieved	Status	Outcome
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).	11 days	9 days	✓	<ul style="list-style-type: none"> • Performance target met despite 15% increase in volumes
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).	15 days	15 days	✓	<ul style="list-style-type: none"> • Performance target met despite 34% increase in volumes
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).	8 days	9 days	X	<ul style="list-style-type: none"> • Performance slightly over target • 22% increase in design submission volumes
We will target the timescales for the LV/HV bilateral connection agreement (BCA) process 	We will aim to issue all LV/HV BCAs within an average of 10 working days of Design Approval.	10 days	5 days	✓	<ul style="list-style-type: none"> • LV/HV BCAs issued within an average of 5 working days of receipt of complete information
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).	7 days	4 days	✓	<ul style="list-style-type: none"> • Performance target met despite volumes more than doubling
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).	15 days	13 days	✓	<ul style="list-style-type: none"> • Performance target met

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
We will share contact information	We will improve visibility of our connection contact information for LV & HV with a defined escalation process that will be published on our website.	March 2023
We will actively promote our Network Asset Viewer to increase awareness amongst our ICP and IDNO stakeholders	We will promote our Network Asset Viewer during stakeholder events and newsletters to increase awareness of the functionality available.	March 2023
Review our communications following project acceptance for LV and HV customers	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 publish and share our Network Development Plan with our stakeholders	We will publish our Network Development Plan and promote with ICP/IDNO stakeholders.	September 2022
We will target the Time to Quote timescales for LV	We aim to outperform the regulatory standard by providing quotes with an average of 11 working days (compared to the guaranteed standard of 15 working days).	March 2023
We will target the Time to Quote timescales for HV	We aim to outperform the regulatory standard by providing quotes with an average of 15 working days (compared to the guaranteed standard of 20 working days).	March 2023
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).	March 2023
We will target the Time to Connect timescales for LV	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).	March 2023

Commitment	Output / Key Performance Indicator	Delivery
We will target the Time to Connect timescales for HV	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).	March 2023
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 from the receipt of the completed BCA template. Where the template is non-compliant we will respond and provide feedback within 3 working days .	March 2023
We will provide stakeholders with the opportunity to receive briefings on relevant policy changes	We will continue to host webinars on policy topics relevant to our stakeholders. Including policy changes that impact low carbon technology connections.	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 support the Self Determination of POCs	We will run 2 training sessions on Self Determination of POCs for ICPs.	March 2023

2

Our engagement strategy

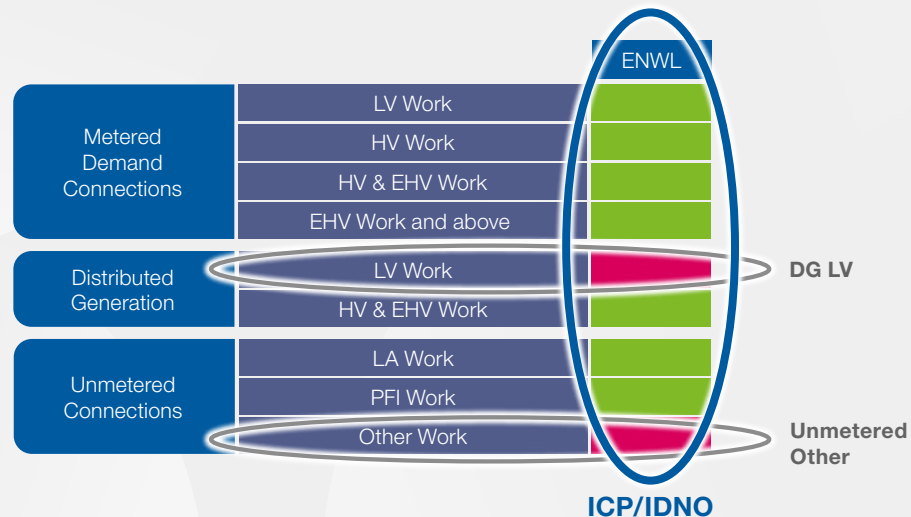
This section describes how we engage with purpose with our ICP/IDNO stakeholders.



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 which forms the scope of this report.

In 2021, we published our workplan for ICPs and IDNOs committing to improvements to our processes and assistance for third parties offering contestable work. This ICE report covers these 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

In 2021-22, challenges have continued to impact our stakeholders and Electricity North West personally and professionally. The pandemic, an increasing cost of living and the broader green agenda, have created new working practices and challenges for businesses. As these restrictions ease, the electricity connections market has responded, with an increased appetite for low carbon technology, especially in electric vehicle charging infrastructure and the electrification of heat. 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.

The majority of new electricity connections work is open to competition, meaning customers have choices when it comes to deciding who will deliver their new connection. We are happy to provide a quote for our customers but recognise 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. In 2021-22 we have continued to see increased activity levels in our interactions with ICPs. There was a 22% increase in the number of quotes we have provided to ICPs compared to 2020-21. The number of Design Approvals has also increased by 22%, with acceptances of our quotes increasing by 45% across all voltages. 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

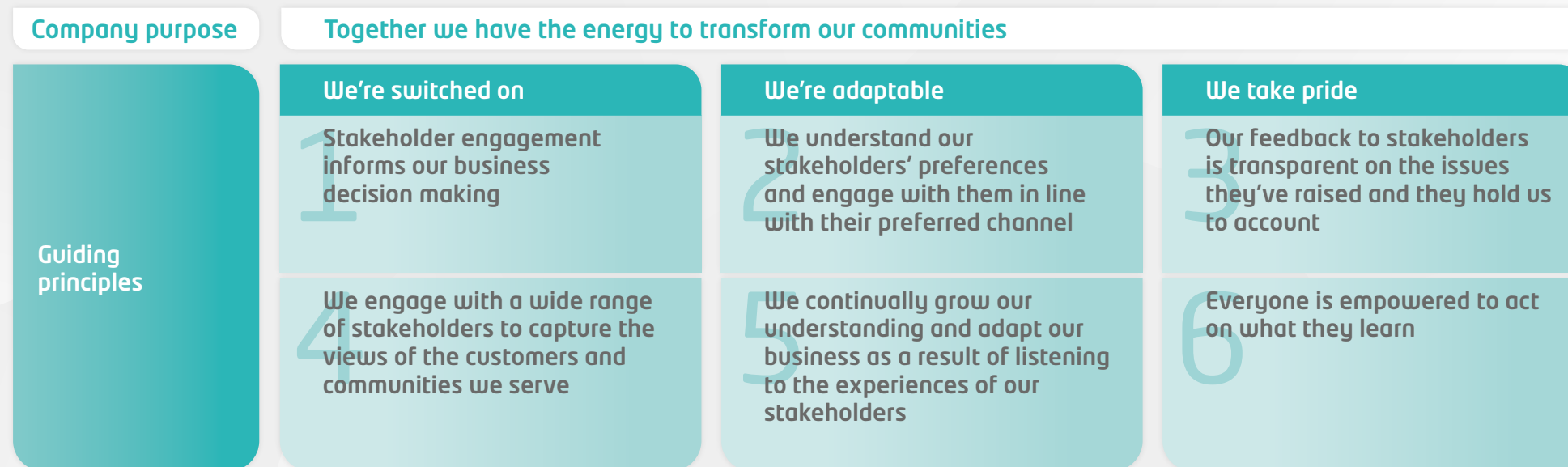
2.3.1 Putting stakeholders at the heart of what we do

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.

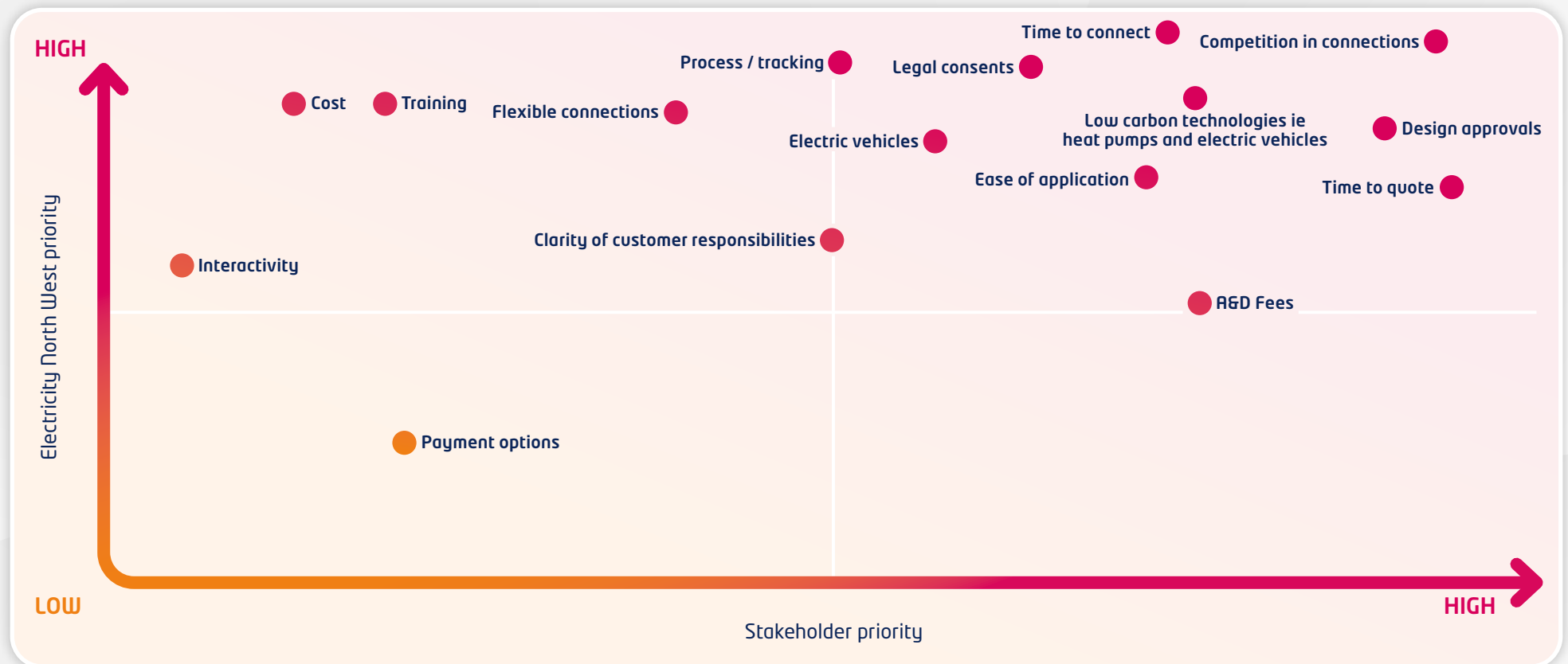
Our engagement strategy is embedded within the organisation and driven by executive level management. We continuously review our strategy in line with external benchmarks and evolving stakeholder priorities. We serve a diverse population of stakeholders who are affected by our activities and have varying 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.



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 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 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 change, 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 ICPs and IDNOs. 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 for our stakeholders. 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 review our 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.

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.



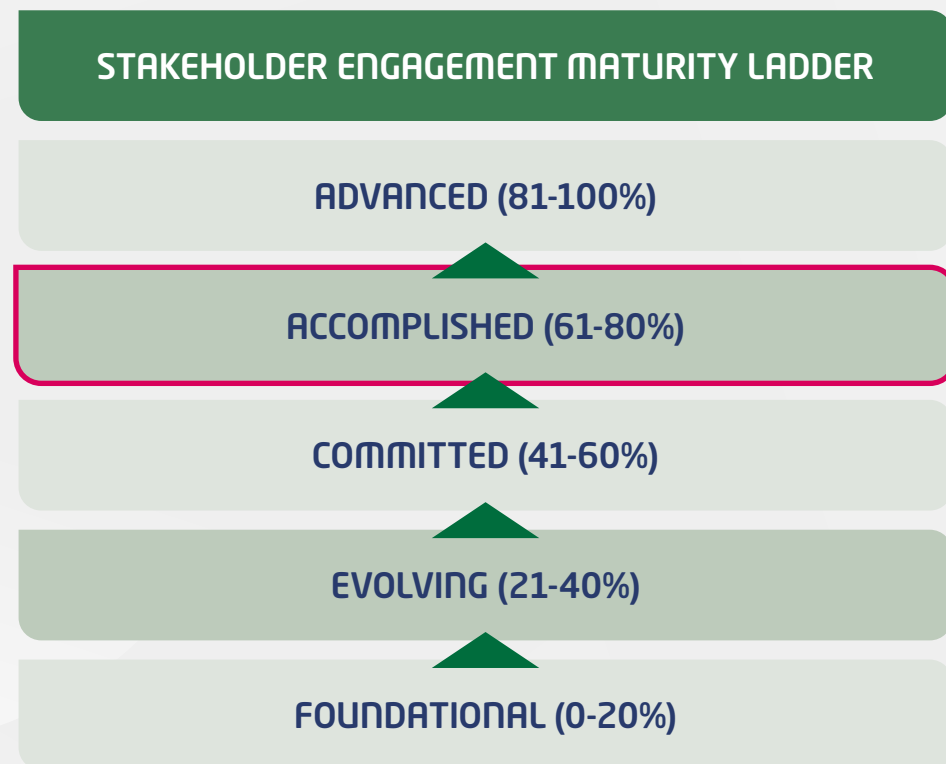
2.3.4 Independently assured

Our strategy is aligned to the [AA1000 SES Stakeholder Engagement Standard](#), a best practice framework, 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 sixth 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 and 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 mandatory colleague e-training module to raise awareness of the purpose, scope and reporting of stakeholder engagement, helping all colleagues engage effectively with stakeholders.

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, with engagement now a KPI in our corporate scorecard. This allows visibility at all levels of the business.



3

Looking Back report



3.1 Reviewing our 2021-22 engagement highlights

During this 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 ICP and IDNO 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 ICPs 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.

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.



ICP/IDNO 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 ICP and IDNO stakeholders.

Events	When	Number of registered attendees	Number of attendees
ICP Earthing training June	June 2021	8	8
ICP / IDNO workshop July	July 2021	15	10
Self Determination of POC's Training	July 2021	25	16
Significant Code Review webinar	August 2021	21	13
Policy webinar October	October 2021	6	3
Self Determination of POC's Training	November 2021	23	20
ICP / IDNO Workshop November	November 2021	22	14
Significant Code Review webinar	February 2022	46	31
ICP / IDNO Workshop February	February 2022	28	16

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 outcomes from our actions.

Commitment	Guaranteed Standard	Target	Achieved	Status	Outcome
Time to Quote for LV Demand	15 days	11 days	9 days	✓	• Performance target met despite 15% increase in volumes
Time to Quote for HV Demand	20 days	15 days	15 days	✓	• Performance target met despite 34% increase in volumes
LV/HV design approval responses	10 days	8 days	9 days	✗	• Performance slightly over target • 22% increase in design submission volumes
Time to Connect for LV Demand	10 days	7 days	4 days	✓	• Performance target met with 120% increase in volumes
Time to Connect for HV Demand	20 days	15 days	13 days	✓	• Performance target met

We will target our Time to Quote for LV & HV

We know how important it is to provide quotes as soon as possible, whilst maintaining the high quality of quotes our customers expect. We are delighted to have outperformed against our Time to Quote for LV target, this is the result of continuous hard work and dedication from our teams. We are also pleased to have met the target for HV, despite an 34% increase in volumes.

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 have seen an overall increase in design submissions of 22% compared to 2020-21, despite our continued focus on customer service we have slightly missed the target and achieved 9 working days.

We will target our Time to Connect for LV & HV

This year 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 request to the connection being energised for our LV and HV works.

We will continue to communicate on how we are supporting Electric Vehicle (EV) charging

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will communicate our EV strategy with ICP / IDNO's	Mar	Nov	✓	<ul style="list-style-type: none"> Published our EV Strategy and hosted an EV day in May 2021 Delivered updates during July's webinar, November's workshop and shared details in our quarterly newsletters

In April 2021 we launched our [Electric Vehicles Strategy](#) which sets out our ambition to facilitate the transition to EVs and make the North West a cleaner, greener place to live and work. This report was subsequently updated in December 2021 providing updated statistics.

We held an EV day in May 2021 which showcased our ambitions to support the transition towards electrified transportation. The event incorporated speakers from Electricity North West as well as guest speakers from TfGM, The Manchester Fuel Cell Innovation Centre, Stuart McBain Ltd, DRAX, Kinetic Traction, EVA England, Auto Trader, Booths and PwC. For anybody who missed it, a recording of the entire event is available to view [here](#).

Throughout the course of this year, we have presented updates to our stakeholders on our EV strategy via our ICE workshops and online events. These webinars have also been recorded and published on the website to enable stakeholders to review the materials at a convenient opportunity for them. We have used the webinars to give both a high-level overview of the core principles set out within the document, as well as providing a more in-depth presentation of how Electricity North West are decarbonising our own fleet.

We recognise that ICPs and IDNOs are not only interested in how they can connect customers to the distribution network, but also that they are a vehicle fleet owner who will need to transition to low carbon transportation in the future in order to meet the UKs decarbonisation targets.

Throughout the year we have also presented at a number of external events relating to our EV strategy including the Salford University 'Road to Electric' conference, the Lancashire Chamber of Commerce 'Low Carbon Virtual Expo 2021' which were attended by North West businesses and local authorities. These events help to support the regions businesses and policy makers' ambitions to achieve net zero. Ultimately this supports ICPs and IDNOs who are connecting and managing sites with electrified transportation requirements.

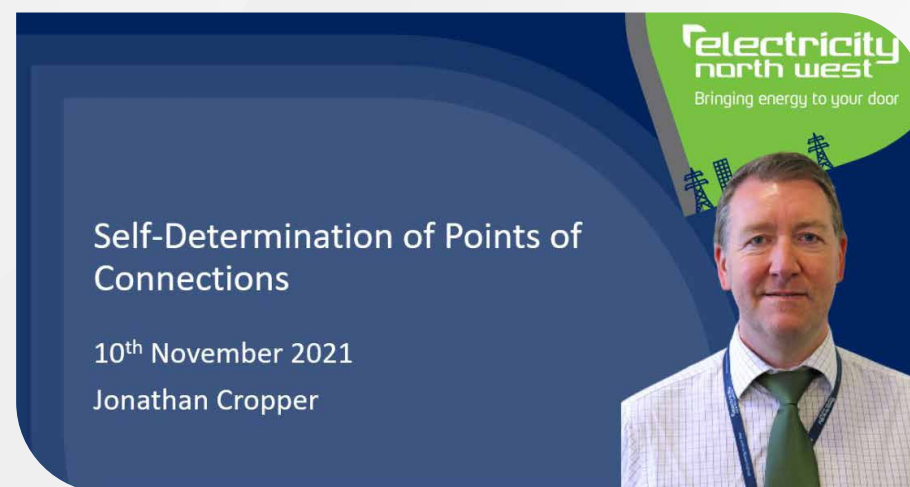


We will support the Self Determination of POCs

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will run 2 training sessions for ICPs.	Mar	Nov	✓	<ul style="list-style-type: none"> • 2 training sessions delivered <ul style="list-style-type: none"> o July 2021 o November 2021 • 94% rated these training sessions as Useful or Extremely Useful

Our Self Determination of Points of Connection training sessions this year have continued to be a popular event and are well attended by ICP/IDNO stakeholders.

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 July with the second training session delivered in December. Both webinars were recorded and issued to all attendees; published on our website and YouTube page. We're delighted that our training continues to be valued by the attendees with 94% finding the session 'useful' or 'very useful'. Feedback from these sessions was extremely positive and confirmed that the duration and depth of the training sessions were just right.



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

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will continue to host webinars on policy topics relevant to our stakeholders.	Mar	Nov	✓	<ul style="list-style-type: none"> Delivered two policy presentations specifically for ICPs and IDNOs <ul style="list-style-type: none"> o October 2021 o November 2021

We know how important it is for ICPs and IDNOs to be kept informed of changes to our policies. 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. 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.

One of the changes delivered brought a new operations manual for the Code of Practice (CP606) The new document now has additional sections for communicating safety information to improve consistency with Demand Side Reduction (DSR) and references.

Furthermore, we updated our Craft Manuals, CP606, Overhead Line & Jointing Manuals to improve the design and layout to allow for the information to be digested easier with plans to continue with the updates across the whole library. During November's presentation we covered the redesign and explained the changes. To ensure our policies are accessible for all ICPs and IDNOs we publish all relevant policy documents on our website.

Topics covered

Ref	Title
CP333	Earthing Design for 11/6.6kV Distribution Substations and Equipment
EPD279	Distribution System Design General Requirements
CP606 S39	LV Operations – Link Boxes
CP608	System Control Manual
ES281	Company Specific Appendices to ENA Engineering Recommendation G81
ES220	Pre-Commissioning Requirements for Independent Connection Providers Requiring New Assets to be Connected to the 11/6.6kV Network
CP620	Operational Instructions

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"> Delivered 3 workshops with 65 registered attendees. 94% rated our events as 'useful' or 'very useful' Achieved 100% of surgery sessions held within 10 working days, with an overall average of 2 days, outperforming our target of 10 days

We are pleased to have offered 3 workshops for ICPs and IDNOs this year. These events have covered multiple areas of interest, topic specific briefings and training sessions which enables a platform for engagement and active discussion opportunities between Electricity North West and our ICP and IDNO stakeholders. All of our events have been carefully planned to ensure we discuss topics our stakeholders have told us are important to them and each is an opportunity to check our events continue to be useful and relevant.

In 2021-22 our events have continued to be delivered online which has been welcomed by our stakeholders and allowed for events to be more accessible. We view our events as an opportunity to better understand our stakeholders needs as they evolve. Following feedback collated throughout the year, we will continue with our online events into next year and will explore the re-introduction of some face to face opportunities.

We have continued to record our online webinars and publish these on our website and YouTube page. We do this to allow our stakeholders the opportunity to watch the sessions back at a convenient time to them and to share with colleagues who were unable to attend the live session.

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.



We will target the timescales for the LV/HV bilateral connection agreement (BCA) process

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will aim to issue all LV/HV BCAs within an average of 10 working days of Design Approval.	10 days	5 days	✓	<ul style="list-style-type: none"> LV/HV BCAs issued within an average of 5 working days of receipt of complete information

During 2020-21 our stakeholders highlighted the importance of receiving the LV/HV BCAs within a timely manner. We developed this commitment to recognise that we had listened and acted upon feedback. The commitment was to focus on our turnaround time for BCAs, targeting to return these within 10 working days. Our KPI was originally set to measure the timescales assuming that the BCA was submitted with design approval submissions. In practice, our experience was that ICPs were not always able to share all details required at this stage. In line with our commitment to return the BCA within a timely manner, it was more appropriate to measure from when all details were available. We are pleased to have been able to issue BCA's back to our ICPs within an average of 5 working days from receipt of the details required.

We are delighted that this measure has improved the service we provide, and we will carry this measure forward to 2022-23. We will further enhance this commitment by targeting the time it takes Electricity North West to provide feedback to the ICP within 3 working days where the submitted BCA template is non-compliant.



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 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 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.

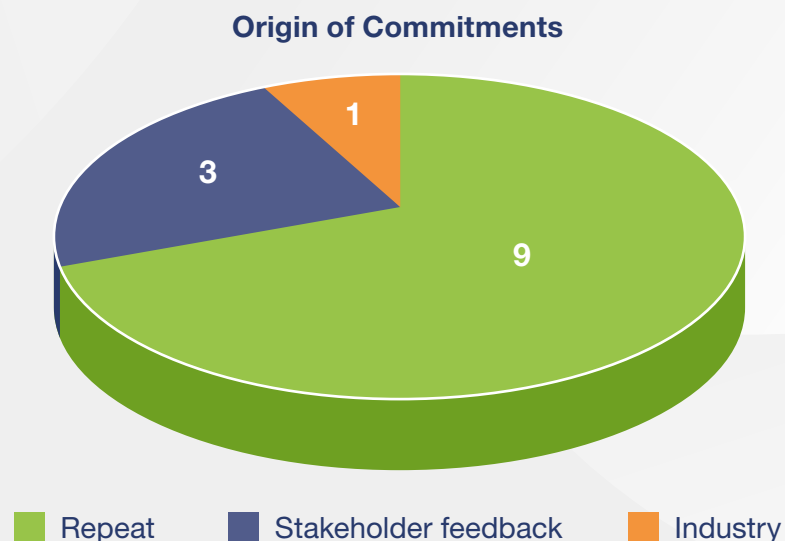
As can be seen in our workplans, we commit to continuing to provide regular engagement opportunities tailored to ICPs and IDNOs. We are also welcoming an increase in surgery sessions and will explore a more tailored approach of engagement where appropriate. These, along with a continuation of our Expert 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 ICP and IDNOs 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 share contact information	We will improve visibility of our connection contact information for LV & HV with a defined escalation process that will be published on our website.	Stakeholder feedback	Our stakeholders tell us that contact information and escalation points are important to them.
We will actively promote our Network Asset Viewer to increase awareness amongst our ICP and IDNO stakeholders	We will promote our Network Asset Viewer during stakeholder events and newsletters to increase awareness of the functionality available.	Stakeholder feedback	During 2021-22 we identified a gap with ICPs awareness of the benefits of our Network Asset Viewer .
Review our communications following project acceptance for LV and HV customers	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 the communication following project acceptance could be improved.
We will publish and share our Network Development Plan with our stakeholders	We will publish our Network Development Plan and promote with ICP/IDNO stakeholders.	Industry	Endorsed by stakeholders to including in our workplan.

Commitment	Output / Key Performance Indicator	Source	Feedback
We will target the Time to Quote timescales for LV	We aim to outperform the regulatory standard by providing quotes with an average of 11 working days (compared to the guaranteed standard of 15 working days).	Repeat	Endorsed by stakeholders to continue including in our workplan.
We will target the Time to Quote timescales for HV	We aim to outperform the regulatory standard by providing quotes with an average of 15 working days (compared to the guaranteed standard of 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 guaranteed standard of 10 working days).	Repeat	Endorsed by stakeholders to continue including in our workplan.
We will target the Time to Connect timescales for LV	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).	Repeat	Endorsed by stakeholders to continue including in our workplan.
We will target the Time to Connect timescales for HV	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).	Repeat	Endorsed by stakeholders to continue including in our workplan.

Commitment	Output / Key Performance Indicator	Source	Feedback
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 from the receipt of the completed BCA template. Where the template is non-compliant we will respond and provide feedback within 3 working days .	Repeat	Endorsed by stakeholders to continue including in our workplan.
We will provide stakeholders with the opportunity to receive briefings on relevant policy changes	We will continue to host webinars on policy topics relevant to our stakeholders. Including policy changes that impact low carbon technology connections.	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 support the Self Determination of POCs	We will run 2 training sessions on Self Determination of POCs for ICPs.	Repeat	94% of those who attended thought the training was useful or extremely useful.

4.6 Other feedback

We pride ourselves on following up on the 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 a suggestion to increase the self-service options available during the connections process and we have followed up to understand where in the connections process it would be of most benefit to our stakeholders. Within the feedback we were unable to identify a consistent theme in our stakeholders needs for us to define a tangible commitment to deliver. We will continue to listen to our stakeholders and gain further insights regarding their needs in this area during 2022-23.

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