

Distributed Generation Low Voltage (DG LV)

Incentive on Connections Engagement
Looking Forward and Looking Back Report

May 2023

Welcome

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

With the close out of regulatory period ED1 and transition into ED2 (2023 – 2028) the current method of reporting on engagement ceases, however, we remain committed more than ever to ensuring that stakeholder engagement is at the heart of everything we do. As the director responsible for all connections activities in Electricity North West, the service we provide for our customers continues to be our primary purpose and at the forefront of my leadership culture. This report provides you with an update on the commitments we made to you in our DGLV workplan in April 2022. We have included a summary report which provides an overview of what we have delivered against each of our commitments, with links to more detail later in the document.

This year we have undertaken a significant restructure within our Connections teams ensuring we are still best placed to deliver great customer service for our DGLV customers. We have realigned our Quote and Delivery teams and created a new Pre-Application and Customer Engagement Team whose dedicated support and guidance will ensure those new and less experienced customers requiring our services have a great experience and find it easy to do business with us. The creation of this new team demonstrates our dedication to stakeholder engagement and creates the opportunity to refresh our ways of engaging with our stakeholders.

This change in our approach to pre-application services is particularly important to our DGLV stakeholders and we are proud to have built on our early support service this year to help installers explore how to access the Fastrack process and reduce lead times for their customers. This year

has seen a significant increase in DGLV applications with an increase of over 400% in applications. We have expanded our stakeholder engagement in our Community and Local Energy activities in recognition of the challenges our local communities face on the road to net-zero.

I am proud of the changes we have made this year for our DGLV customers and would like to thank the stakeholders who have shared their time and contributed to our engagement events not just this year but throughout ED1. We are excited to work together in ED2 and we will continue to build on our experiences from the year as we move into our new regulatory period. 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 two 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 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 also introduced one-to-one engagement sessions with some of our ICP/IDNO stakeholders, these have been well received and we are excited to expand these as we move into next year.

We have continued promoting our surgery sessions and bilateral conversations to encourage two-way dialogue and have seen a significant increase in surgery requests following the introduction of our Pre-Application and Engagement (PACE) team. They have been well received by all attendees, creating stronger and more effective working relationships with our customers.

This years' highlights include:

100%
of surgery requests
within 10 days and
within an average
of 3 days

100%
of attendees rated
our workshops
'useful' or 'very
useful'

10
Community
Connects events
which were
attended by 603
people in total

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 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 continued our engagement online which has been preferred by our stakeholders.

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 (greater than 85% overall satisfaction), using quantitative and qualitative measures.	85%	85%	—	<ul style="list-style-type: none"> Customers surveyed rate their overall satisfaction at 85% (but was not a statistically significant sample)
Target Time to Quote timescales for DG LV quotations 	We aim to outperform the regulatory standard by providing quotes on average in 34 working days (compared to the guaranteed standard of 45 working days).	34 days	32.02 days	✓	<ul style="list-style-type: none"> Delighted to have achieved target despite significant challenges due to volume increase
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.	Mar	Mar	✓	<ul style="list-style-type: none"> 3 workshops held online with over 100 registered attendees 100% rated our workshops ‘useful’ or ‘very useful’ More than 200 surgery sessions held, 100% within 10 working days, an overall average of 3 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 published to registered stakeholders and online Updates in all of our online events throughout the year

Commitment	Output / Key Performance Indicator	Target	Achieved	Status	Outcome
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"> • 10 Community Connects events which were attended by 603 people in total • 10 newsletters and 4 regulatory and policy updates to registered stakeholders
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	Mar		<ul style="list-style-type: none"> • 2 online events held in April and December with more than 60 registered attendees • Collaborated in Industry event 'Growing DSO Flexibility Markets to Reach Net Zero' in June • 2 local events in Quarter 3 aimed at the specific needs of the local communities
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 .	Mar	Mar		<ul style="list-style-type: none"> • Dedicated online workshop delivered in March to 50 attendees • Delivered 'mini briefings' in regular online workshops throughout the year • Changes published online and by email to registered stakeholders • Led national stakeholder briefings on behalf on Energy Networks Association

Commitment	Output / Key Performance Indicator	Target	Achieved	Status	Outcome
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 .	Mar	Mar		<ul style="list-style-type: none"> • Internal training held in January • Improvements to our online information • Training workshops offered to installers
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.	Mar	Mar		<ul style="list-style-type: none"> • Promoted in workshops throughout the year • Fast track workshop held in February with 16 attendees • Promoted in newsletters throughout the year
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.	Mar	Mar		<ul style="list-style-type: none"> • Surveyed internal colleagues to understand their awareness of our online services • Three training sessions run internally for all colleagues, 100% rated very useful

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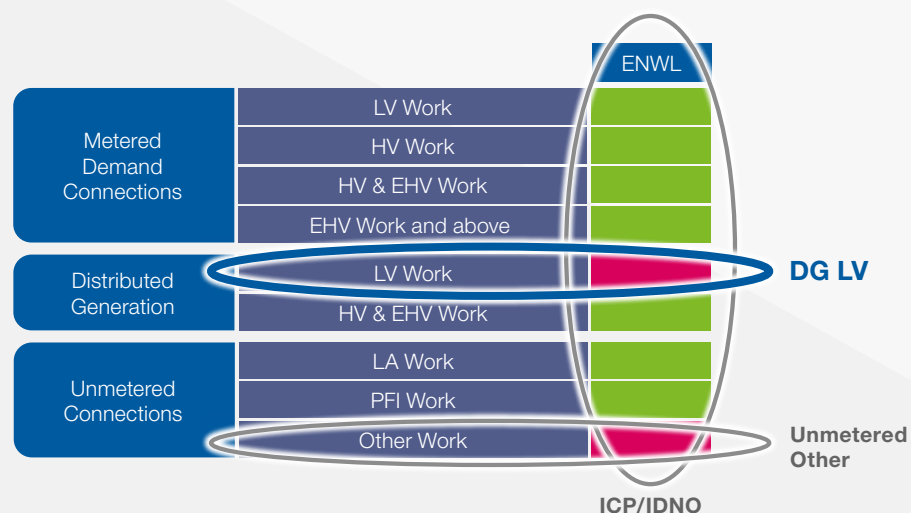
Our engagement strategy

This section describes how we engage with purpose to 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 must ensure we keep pace and meet the important challenges faced within the industry. This year we have seen a significant increase in DGLV applications; more than 400% based on last year's volume. The need for us to ensure we meet the challenges presented by this growing area is more important than ever. We have had to consider how we best support our DGLV customer group which includes installers and independent companies supporting customers with their installations. We are proud of the work we done this year to support these customers and we are committed to delivering the best possible early engagement to support the most effective application and quickest service at every opportunity.

Adjusting to life after the pandemic, amongst an ever-increasing cost of living crisis and the broader green agenda, have continued to challenge us to find the most effective working practices. Stakeholder engagement continues to be critical to understanding how we can further improve the services we provide. The ongoing challenges have highlighted how adaptability and making it easy to do business with us is absolutely critical to our DGLV 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.

This year we have seen an unprecedented increase in volume associated with DGLV works, last year we reported a 96% increase in quote demand a rate of growth in line with the previous three years. This year however we have seen an incredible increase of 400% for quote requests. Most quotes continue to be zero cost to the customer and require no site works from Electricity North West. This inevitably limits the opportunity to engage with our customers, with the most opportunity at pre-application and application stages. The tables below outline the volumes over the last three years in the North West of England.

Quotes Issued	2019-2020	2020-2021	2021-2022	2022-2023
Zero cost	265	364	712	2953
Up to £5k	11	30	52	149
Over £5k	7	5	19	56
Total	283	399	783	3158

Acceptances	2019-2020	2020-2021	2021-2022	2022-2023
Zero cost	157	193	333	1521
Up to £5k	5	14	36	71
Over £5k	1	1	6	4
Total	163	208	375	1596

We have recognised the importance of pre-application in our restructure this year with the introduction of our Pre-Application and Engagement Team (PACE). This team is dedicated to supporting customers in submitting the most appropriate application for their needs and reducing quote timescales. Our PACE team have supported our DGLV customers this year by proactively reviewing applications which were waiting in our queue and by helping to knowledge share with installers to avoid some of the challenges associated with submitting complex applications.

Our Community and Local Energy stakeholder group continue to closely support this stakeholder group by providing another avenue for early engagement over projects and developments which ultimately result in DGLV applications. Early engagement led by our Community and Local Energy Manager who works closely with our Connections teams to provide a service which benefits the local community and a wider set of local partners including housing associations and local businesses.

2.3 Engagement strategy and approach

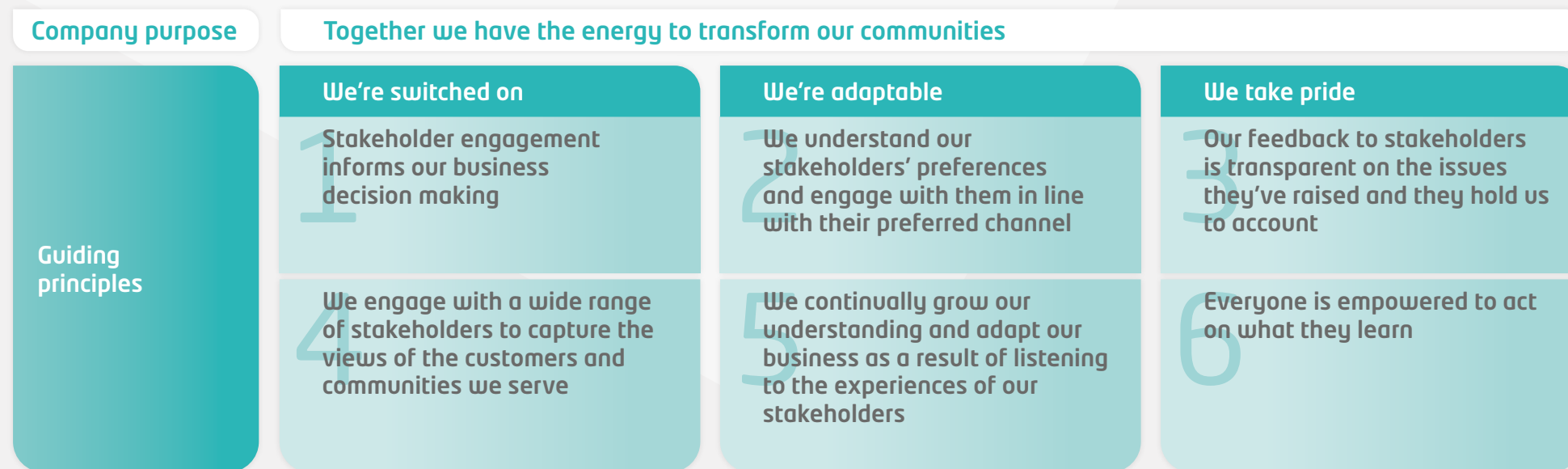
2.3.1 Putting stakeholders at the heart of what we do

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.

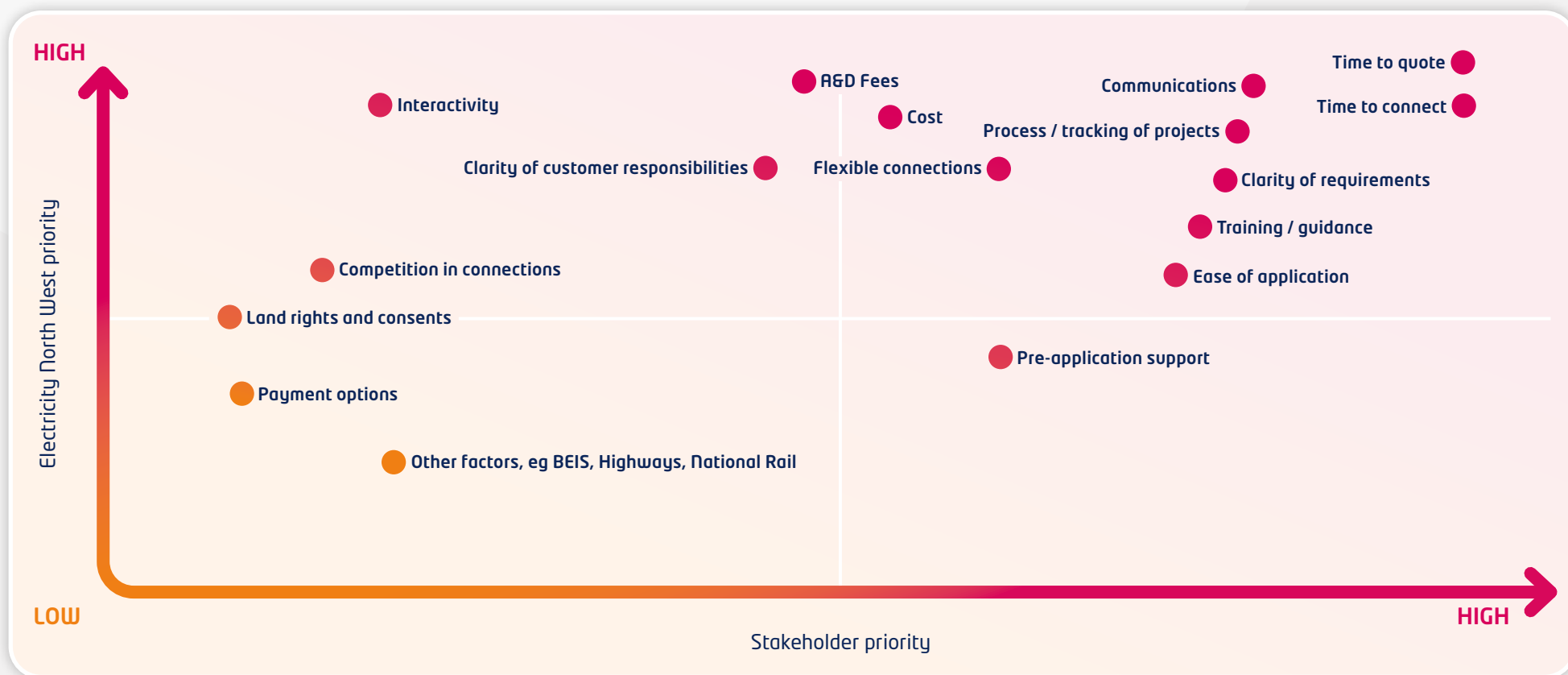
Our engagement strategy is embedded within the organisation and driven by executive level management. We continuously review our strategy in line with external benchmarks and evolving stakeholder priorities. We serve a diverse population of stakeholders who are affected by our activities and have varying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

Stakeholder engagement is pivotal in how we run our business, informing our strategic and tactical decisions. We are as committed as ever to ensuring that stakeholder views are at the heart of all of our 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.

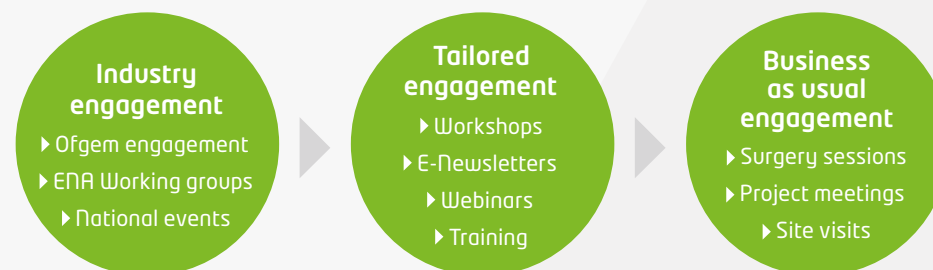
As the world continues to experience considerable turbulence, our engagement programme has remained responsive to stakeholders' preferences to engage online. We have further enhanced our remote methods of engagement to make these more interactive within our workshops, whilst also offering online webinars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

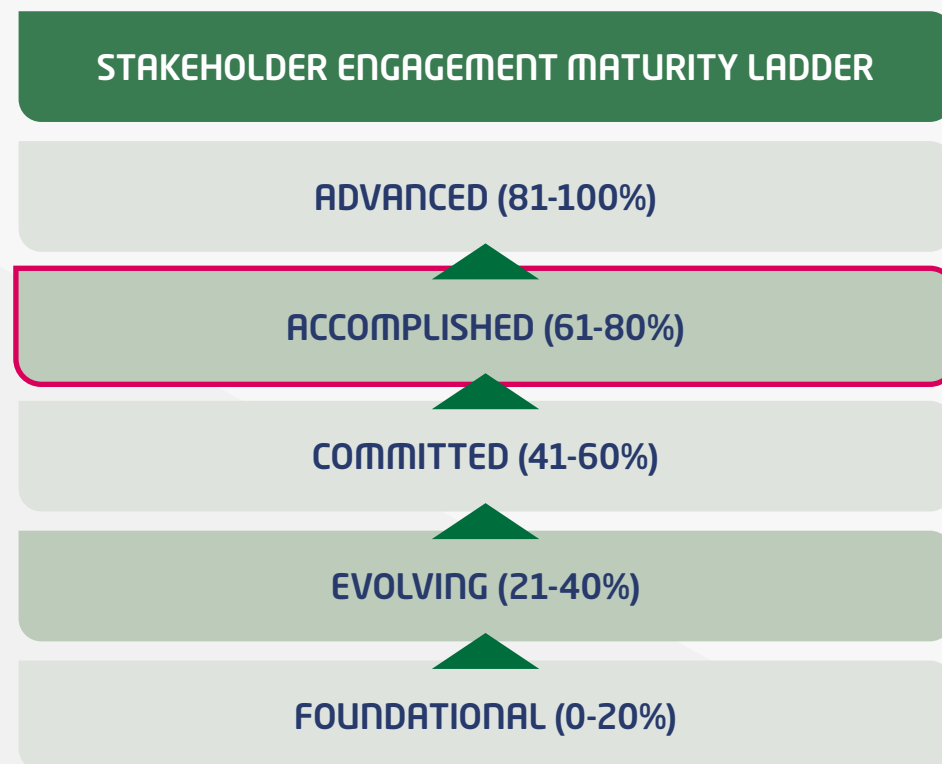


2.3.4 Independently assured

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 further improvement across the pillars of AccountAbility's AA1000SES (2015). With a total score of 74% the organisation lies within the Accomplished stage of the AccountAbility Stakeholder Engagement Maturity Ladder. We have increased 6% since last year and remain committed to achieving the highest possible standard.



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 2022-23 engagement highlights

During this year, we have continued to offer various opportunities for our stakeholders to engage with us. We have continued to offer regular online events for our stakeholders meaning that our events are easily accessible. Online events reduce the need for travel time and can be recorded and reviewed later for stakeholders who are unable to take part. We understand that online events are now an expectation of our stakeholders however, feedback shared with us also identified that stakeholders miss the networking element of face-to-face events where relationship building and the opportunity to engage one-to-one with our colleagues is valuable to them. To address this requirement, we have begun to offer one-to-one opportunities based on individual stakeholder need, these sessions have enabled us to really understand our stakeholders' requirements when developing improvements and enabled us to be reactive to the challenges our customers face.



We have created an introduction plan for installers which we have trialled in both workshops and one-to-one sessions, aimed at sharing process insights, and helping the people who will submit the applications and manage the installation to understand the technical detail. We are delighted to share that the DGLV stakeholders who have taken part in these sessions tell us that they have increased use of the track process, reduced lost time due when completing the applications and increased confidence in their staff members. We look forward to sharing this opportunity with more stakeholders in the coming year.

With the introduction of our PACE (Pre-application and engagement) team this year our surgery sessions are more accessible than ever for our stakeholders, surgery sessions can be booked online by email or over the phone, we are proud to have delivered our surgery sessions within an average of 3 days of request and 100% within 10 days.

“Keep doing what you’re doing, excellent customer support.”

DGLV stakeholder

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 (greater than 85% overall satisfaction), using quantitative and qualitative measures.	85%	85%	–	<ul style="list-style-type: none"> Customers surveyed rate their overall satisfaction at 85% (but was not a statistically significant sample)

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. In the first half of this year, we sought feedback via an electronic survey issued to all our customers applying for or completing a DG LV connection. The response rate to these surveys was very low with only 17 responses, therefore becoming statistically insignificant for measuring from a quantitative perspective. We would urge our customers to participate where possible in survey's to aid us in continually improving our service and processes.

In the second half of the year, we asked an independent third-party specialising in market research to survey our DGLV stakeholders, while we saw an increase in uptake the survey volume was still low. We are pleased however, that customers who did take part in this survey scored us 85% satisfaction overall, we were also able to gain meaningful insights for this important stakeholder group.

“ I would say that across the board the service I have had from ENWL is better than other DNO's. ”

DGLV stakeholder

“ I would rank ENWL 2nd due to no connection fees majority of time, decent turn-around times, and lovely staff. ”

DGLV stakeholder

Throughout the year we have had concentrated periods of emphasis with our teams to improve our service aimed specifically at the areas our stakeholders told us we needed to focus on. Time to quote has been a key area of focus. In Quarter 3 and 4 we proactively contacted customers who were waiting in our queue who had not utilised the fast-track process available to them. We were able to offer advice and guidance on the fast-track options available; this resulted in customers amending their applications to limits within the fast-track scheme and enabled us to respond to applications which required a more in-detail study in a shorter time frame.

Our customer feedback shows us that we have maintained focus throughout this year despite challenges presented due to continued increase in the volume of applications. We do still have work to do and we remain dedicated to delivering for our stakeholders and look forward to further improving in the coming year.

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 34 working days (compared to the guaranteed standard of 45 working days).	34 days	32.02 days	✓	<ul style="list-style-type: none"> Delighted to have achieved target despite significant challenges due to volume increase

We are delighted to have achieved our time to quote target for our DGLV stakeholders, this is despite the volume of DGLV applications increasing by more than 400% this year. We are proud of the dedication and commitment our teams have shown to deliver in this important area for our stakeholders. This is a great achievement outperforming the guaranteed standards of 45 working days by 11 working days alongside significant growth.

We continue to engage with our customers to understand their needs and understand how we can best support them while focusing on speed of service, we will continue to promote the fast-track scheme as well as helping our stakeholders in this growth area to understand the information required to provide a quote making it as easy as possible to do business with us. The increased awareness and experience of our regular customers helps us to reduce the number of queries in the design process and enables us to streamline our service.



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

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will offer a minimum of 3 engagement opportunities across webinars and workshops. We will also provide surgey sessions to meet our stakeholders needs, targeting all are held within 10 working days.	Mar	Mar	✓	<ul style="list-style-type: none"> • 3 workshops held online with over 100 registered attendees • 100% rated our workshops 'useful' or 'very useful' • More than 200 surgery sessions held, 100% within 10 working days, an overall average of 3 days

This year we held three online workshops specifically for our DGLV stakeholders, we are pleased that more stakeholders than ever before have attended increasing our number of attendees by 100%. To be successful it is imperative that when stakeholders commit their time to our sessions that they value the outputs. Therefore receive feedback that all attendees rated the workshops 'useful' or 'very useful' ensure we are delivering to their needs'. We understand that the DGLV market is a growing area with specific needs and as such we have engaged with DGLV stakeholders prior to each event to build an agenda which meets the needs of this important group. We have brought together business experts from across ENWL to deliver insights on topics such as Access SCR changes, ENWL policy changes and technical awareness.

Whilst online workshops are now an expectation for our customers, we understand that our stakeholders also miss the opportunity for networking and one-to-one engagement in face-to-face events. We have bridged this gap by offering one-to-one workshops to our DGLV stakeholders with our business experts in this area. We are pleased that the stakeholders who have taken part in these workshops advise that their staff have increased confidence in the technical aspects of submitting applications and have built relationships with ENWL colleagues who are able to offer support and guidance at all stages of the application. We look forward to offering more of these one-to-one workshops in the coming year.

With the introduction of our PACE (Pre-Application and Engagement) Team we have more than doubled the number of surgeries we have held this year; we are committed to delivering all requests within 10 days and are pleased to share our average for this year is just three days from the date of request. All customers who take part in a surgery are offered the opportunity to rate their experience and 91% of customers rate their experience as 'extremely useful'.

“We were provided with clarity on the current status of our application, and what the implications may be for the project under several scenarios which were explored clearly. ”

DGLV Stakeholder

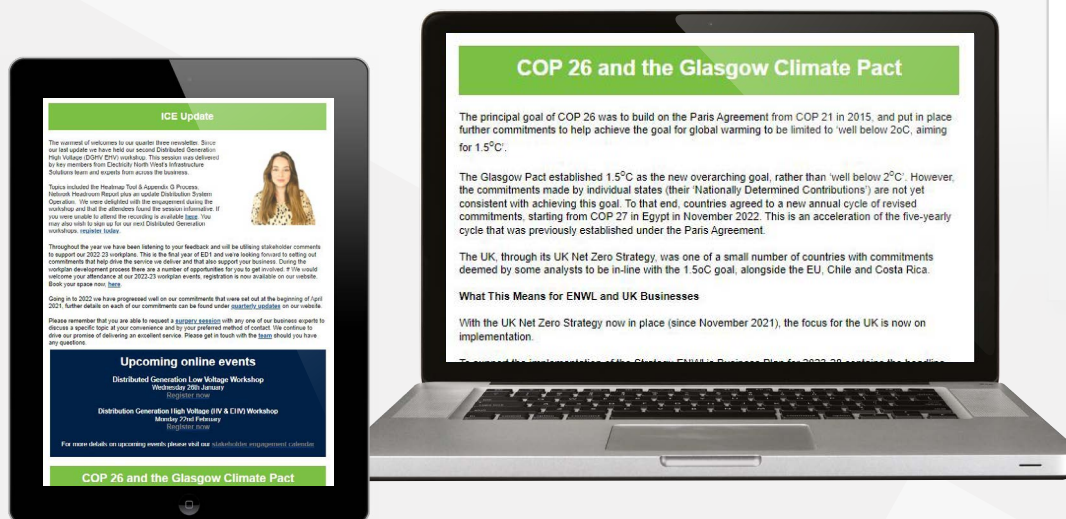
“Excellent customer service and explained my concerns and answered all my questions in professional and courteous manner, a real pleasure. Thank you. ”

DGLV Stakeholder

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	✓	<ul style="list-style-type: none"> Quarterly newsletters published to registered stakeholders and online Updates in all of our online events throughout the year

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.



Welcome to our Incentive on Connections Engagement (ICE) Q3 newsletter for Distributed Generation (DG).

Introducing Stephanie Trubshaw

Hello, I would like to introduce myself. I have been the Customer Director for Electricity North West for the last four years. I am excited to announce that from the 1st December all of connections now sits within my remit in the Customer Directorate. Which also includes the management of our Customer Contact Centre, the Network Control Centre and Domestic Connections.



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"> • 10 Community Connects events which were attended by 603 people in total • 10 newsletters and 4 regulatory and policy updates to registered stakeholders

Led by Helen Seagrave our Community Energy Manager who is responsible for developing and delivering our Community and Local Energy Strategy, we are proud to have engaged with more customers this year than ever before. We have supported more people and projects than previous years with an increase of 65% and 6% respectively, we have engaged across a range of methods including webinars and round table discussions.

Our engagement events have enabled us to understand the most important and immediate needs of our local community stakeholders this year. Accessing early information relating to connections services is amongst the most important factor so we have supported this need by providing Network Studies to enable local groups to see what capacity is available. We have also provided advice and guidance on energy sector regulation and how it relates to local supply.

In addition to our own events, presenting and taking part in industry events is a key part of our community engagement strategy and this year we are delighted to have reached a further 923 attendees at such events. Highlights include taking part in the CEE Summer conference in June and presenting at an Innovation summit in September.

We have issued 10 newsletters throughout the year, the number of customers signed up has continued to increase month on month and by the end of this year can confirm our community newsletters are reaching 381 people registered on our distribution lists.



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	Mar	✓	<ul style="list-style-type: none"> • 2 online events held in April and December with more than 60 registered attendees • Collaborated in Industry event 'Growing DSO Flexibility Markets to Reach Net Zero' in June • 2 local events in Quarter 3 aimed at the specific needs of the local communities

We have been actively engaging with our stakeholders through a series of events keeping them well-informed on our activities pertaining to Distribution System Operation (DSO) functionality. We aimed to educate and inspire customers on their own journey towards net zero while highlighting the services and support available through Electricity North West.

In April we hosted an online workshop, highlighting to stakeholders the core topics related to DSO functionality. The event was attended by 37 stakeholders, and the recording which was later published online has been watched over 200 times. A second event in December focused on Data and Flexible Services, The event provided an overview of forecasting, planning, and operational data and how the data we share enables a smart and flexible system that can adapt to customers' behaviour and provide network capacity at the most efficient price. The event was attended by 34 individuals, and [the recording](#) has been watched 162 times.

We are proud to have collaborated in a cross-industry event hosted at the Science and Industry Museum in Manchester in June, the day included presentations from numerous DNO's followed by panel Q&A's and open discussion. We later published our slides from the day online and these can be accessed [here](#).

During November and December, we ran two local events which were open to all local residents and businesses and covered a range of topics including flexible services, community and local energy, net zero for business, future capacity, and low-carbon technologies. The events were well received by attendees and we look forward to continue this type of engagement in the coming year.

We will brief stakeholders on the changes to connection charges being made by Ofgem

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will brief stakeholders on Ofgem’s decision on changes to connection charges from Ofgem’s significant code review .	Mar	Mar	✓	<ul style="list-style-type: none"> • Dedicated online workshop delivered in March to 50 attendees • Delivered ‘mini briefings’ in regular online workshops throughout the year • Changes published online and by email to registered stakeholders • Led national stakeholder briefings on behalf on Energy Networks Association

We committed to keeping our stakeholders updated on Ofgem’s decision on changes to connections charges from the significant code review (SCR), we have worked hard to ensure updates on this important change were regular and available via multiple sources.

In February we wrote to more than 5,000 stakeholders advising of the upcoming changes and offered the opportunity to join a briefing in March, a recording of which would be published online for review at stakeholders convenience. We had more than 50 attendees to the workshop in March where 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 and Access Rights and opened the floor for questions to ensure our stakeholders had the chance to raise any concerns.

Feedback from the session was exceptional with 100% of customers rating the workshop and detail provided as ‘very useful’. We are proud to have received feedback which told us “ENWL have gone further and into more detail than any other DNO”.

We have included a ‘highlights’ version of the SCR presentation in our events throughout the year, copies of our events and the presentation are available online.



We will carry out a review of our communications during the customer journey

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will continually improve the communications our customers and stakeholders received across the connections processes ensuring we follow plain English principles .	Mar	Mar	✓	<ul style="list-style-type: none"> • Internal training held in January • Improvements to our online information • Training workshops offered to installers

We engaged with several of our repeat DGLV stakeholders to understand how we could best improve our processes, ensuring we communicate in plain English principles. Our stakeholders told us that the most important thing we can do to support them is to take the time to help their teams understand the technical details surrounding the application process. Informally this level of engagement and training was being offered by our engineers, DGLV stakeholders told us that this help was invaluable and asked if we could consider making this available as a support tool.

Once we understood the areas of the process which were challenging for DGLV stakeholders and, the support and repeat queries our engineers were answering daily we were able to translate this information into a workshop. We created a simple, plain English training document and tested this on some willing volunteers from the DGLV group.

The support pack received fantastic feedback with installers telling us they were able to reduce wasted effort when submitting applications and they were better placed to understand the correct application type to submit. We shared examples of line diagrams and how we use that information to inform our designs and approvals and helpful information around type testing to save wasted effort from the installers.

The training document is available online and the workshop is available to be booked via our PACE team for any installers who would value the additional support when applying to us.

Application requirements – Getting it right first time

- If your site may be hard to locate, such as in an industrial estate, **provide a location plan**.
- If the installation is at an existing property, ensure that the current **MPAN number** is provided.
- If the application is for the addition of equipment to an existing system, provide the details of the existing installations & confirmation that they are **G99/G98 compliant**.
- Check the **certification status** of all inverters on the **ENA database** before the application is submitted.
- A clear **single line diagram**, detailing each device, it's attributes and reference to your G100 installation.

Example single line diagram

- Devices clearly labelled
- Capacity of each device provided
- G100 scheme referenced

What next?

- Once you have received approval from ENWL, contact your Supplier to request a **Smart Export Guarantee (SEG) tariff**.
- Provide your supplier with your ENWL **approval letter** and any other documentation they request such as your **MCS certificate**.
- Your supplier will set up your **SEG** and issue you with a new **export MPAN number**.
- Post installation, complete a **confirmation of commissioning G99 Form A3-2**.
- Within **28 days** of installation, email the **confirmation of commissioning** to the ENWL Design Engineer who completed your assessment.

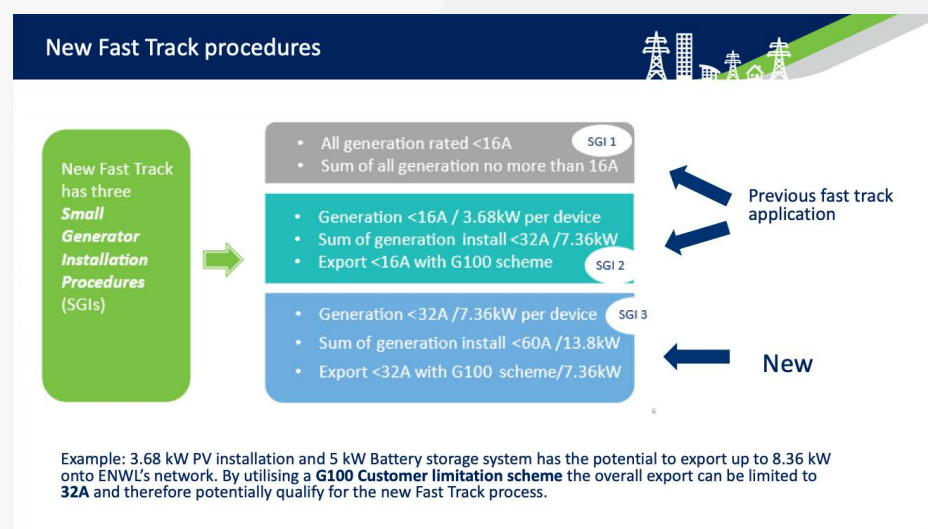
We will promote the fast track process for small scale micro-generation and storage schemes

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will further promote our 'fast-track' process for small scale micro-generation and storage schemes to stakeholders.	Mar	Mar	✓	<ul style="list-style-type: none"> • Promoted in workshops throughout the year • Fast track workshop held in February with 16 attendees • Promoted in newsletters throughout the year

We held a workshop in our February DGLV event where we focused on the fast-track process and the benefits of utilising the updated process which has expanded to include three small generator installation procedures. The event was attended by 16 installers who all rated the event 'very useful', the recording of the workshop has been published online for easy access for all DGLV stakeholders who would benefit from the workshop.

Stakeholder feedback told us that, as the installer is unclear of what will be approved they often submit applications for the maximum they could possibly connect and wait for a full study; once our engineer has completed the study the installer will then ask what load they could connect to reduce the amount of work required; often the final installation would meet the criteria for one of the fast-track options.

Our business expert spent time in the workshop to explore how installers can utilise our newly formed PACE team to explore load with an engineer prior to applying. We are pleased that 100% of attendees confirmed they would utilise our PACE team to explore load before applying and consider utilising the fast-track scheme in place of a full application.



We will support our stakeholders with better guidance when seeking information located on our website

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will run internal awareness training to allow our staff to better guide customers and stakeholders to locations on our website.	Mar	Mar	✓	<ul style="list-style-type: none"> • Surveyed internal colleagues to understand their awareness of our online services • Three training sessions run internally for all colleagues, 100% rated very useful

Stakeholders provided feedback that our colleagues were not always aware of the information available on our website, this meant that on occasion customers would ask to be signposted to online resources, but our teams weren't always best placed to do this quickly and easily. We ran an internal survey to understand our own team's awareness of our services published online.


We were able to identify key areas of challenge; our colleagues were not always confident advising customers in some critical areas, they were unsure how to book a surgery request and therefore could not refer a customer to do this online. Some colleagues did not know where to access Unmetered information and some colleagues would like to be better prepared to help customers access information for generation.

Using this information, we created a tailored training package for our colleagues which was delivered across three sessions in Quarter three. More than 90% of our colleagues have accessed this training. 100% of attendees confirmed they are confident understanding our customer needs and more importantly directing them to relevant areas of the website.

We are committed to ensuring our colleagues remain confident in supporting our stakeholders therefore we will continue to review and update this training bi-annually with our next round of training planned for Quarter two in the coming year.

Policy pages

- The G81 policy webpage can be found under 'Competition in Connections of the Get Connected pages.
- Customers can download the policy library, view approved equipment and material and access the secure policy site (login details required)
- The policy library enables customers to view ENWL policies under each area.



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north west

Bringing energy to your door

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