

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

Incentive on Connections Engagement
Looking Forward and Looking Back Report

May 2023

Welcome

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

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 ICP/IDNO 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 ICP/IDNO 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 all 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. 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 always confident of the best possible service by Electricity North West.



I am proud of the changes we have made this year for our ICP/IDNO 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.

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 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. Many of our ICP and IDNO stakeholders have well established relationships with our colleagues and will reach out directly for support, we are proud to support our ICP and IDNO stakeholders via their preferred method and their established contacts.

This years' highlights include:

100%
of ICP and IDNO stakeholders rated our events 'useful' or 'very useful'

98%
satisfaction for our surgery sessions via our PACE team

100%
of surgery sessions held within 10 day commitment

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 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	7.96 days	✓	<ul style="list-style-type: none"> Achieved average of 7.96 days
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).	11 days	10.26 days	✓	<ul style="list-style-type: none"> Achieved average of 10.26 days
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).	15 days	16.55 days	✗	<ul style="list-style-type: none"> Slightly over target at 16.55 days 1.55 days over target despite 17% increase
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).	15 days	13.08 days	✓	<ul style="list-style-type: none"> Achieved average of 13.08 days
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).	7 days	5.43 days	✓	<ul style="list-style-type: none"> Achieved average of 5.43 days

Commitment	Output / Key Performance Indicator	Target	Achieved	Status	Outcome
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.	Q4	Q4		<ul style="list-style-type: none"> Proactively contacted non-registered ICPs and IDNOs to promote Trained our own colleagues to promote and share the benefits
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 .	Q4	Q4		<ul style="list-style-type: none"> End to end process review completed New delivery milestones created with engagement with ICPs and IDNOs throughout the year ICP delivery pack created with feedback from stakeholders
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.	Q4	Q4		<ul style="list-style-type: none"> Policy updates in key webinars this year Introduced monthly policy newsletters for key stakeholders Introduced 'case studies' for learnings identified while working together
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.	Q4	Q4		<ul style="list-style-type: none"> Published online in March Escalation process published in 3rd ICP webinar Issued directly to over 3000 ICP contacts

Commitment	Output / Key Performance Indicator	Target	Achieved	Status	Outcome
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.	Q2	Q2		<ul style="list-style-type: none"> • Two webinars held in April and December • Targeted updates across our social media channels • Online content published
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 .	10 days 3 days 0 failures	2.7 days 1.2 days 11 failures	  	<ul style="list-style-type: none"> • 2.7 days average achieved – 97% within 10 days • 1.2 days average achieved – 93% within 3 days • Only 11 instances where 10 / 3 days was not met
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 .	Q4	Q4		<ul style="list-style-type: none"> • 3 webinars held throughout the year with 100% of attendees finding the content useful or very useful • Dedicated Access SCR webinar delivered in February 2023 • 100% of surgery sessions held throughout the year within 10 working days
We will support the Self Determination of POCs 	We will run 2 training sessions on Self Determination of POCs for ICPs.	Q4	Q4		<ul style="list-style-type: none"> • Training sessions held in April and October

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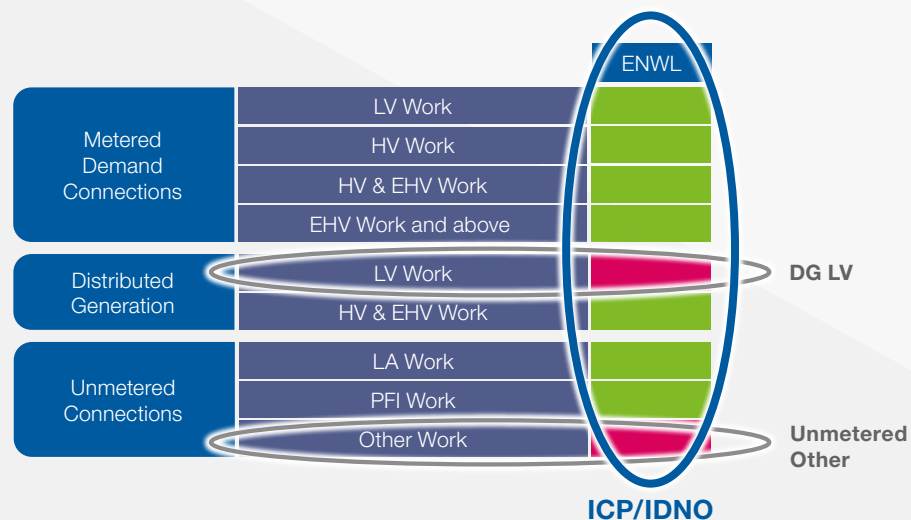
Our engagement strategy

This section describes how we engage with purpose to 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

This year we have seen an increase in ICP and IDNO applicants applying for work related to low carbon technology. We have also seen an increased need for speedier responses to technical queries and support to deliver projects in response to the needs of the ICP and IDNO customers. We are proud to have worked side by side with our stakeholders to ensure we continue to be reactive to the ever evolving needs of the North West as speed of development and appetite for low carbon technology continues to increase. The challenges continue to highlight how adaptability and sensitivity are critical to delivering on our customers needs. We are committed to making it easy to do business with us.

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. We remain committed to ensuring access to competitive quotes is as easy as possible and have made improvements to our website this year ensuring clear direction is available for any customers who wish to explore a competitive quote. We are proud to have worked closely with our ICP and IDNO stakeholders this year on topics which are important to them and we have maintained focus on our onboarding process for new ICP’s after the busiest year for new ICP’s we have ever had in our region.

2.3 Engagement strategy and approach

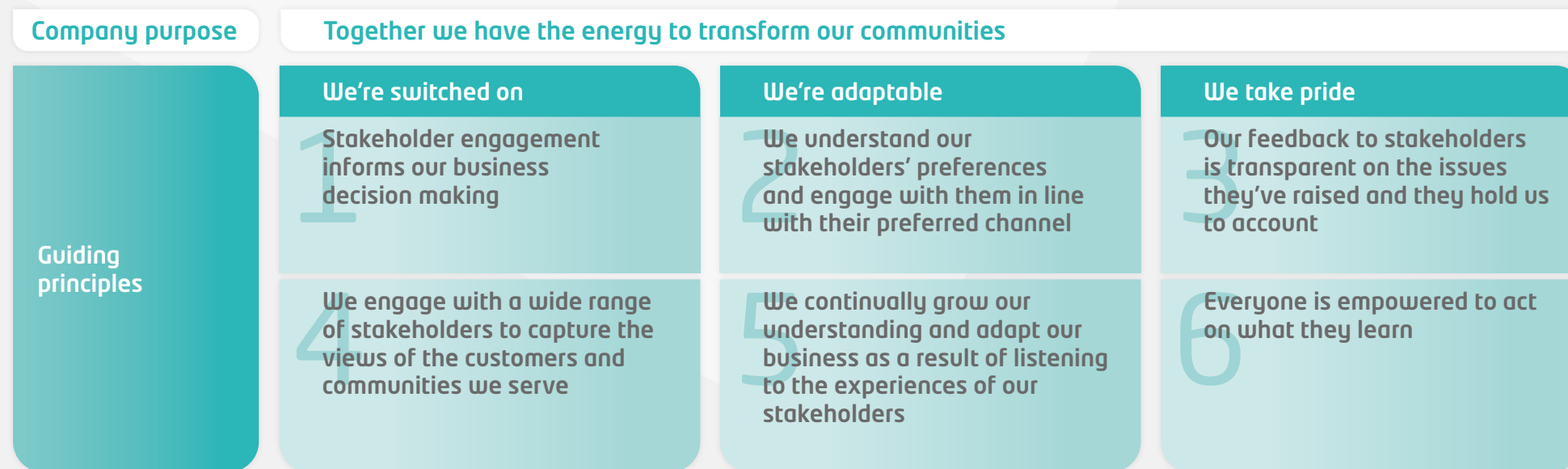
2.3.1 Putting stakeholders at the heart of what we do

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.

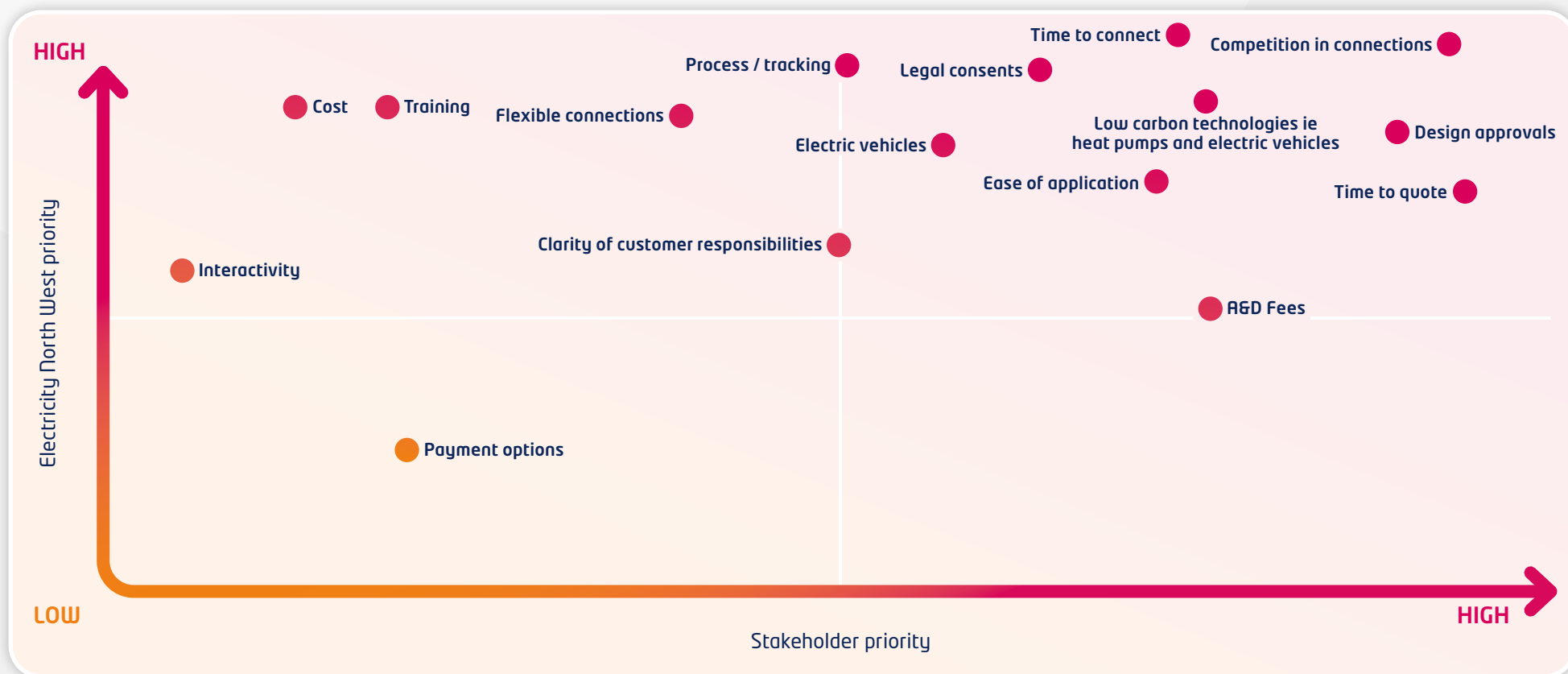
Our engagement strategy is embedded within the organisation and driven by executive level management. We continuously review our strategy in line with external benchmarks and evolving stakeholder priorities. We serve a diverse population of stakeholders who are affected by our activities and have varying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

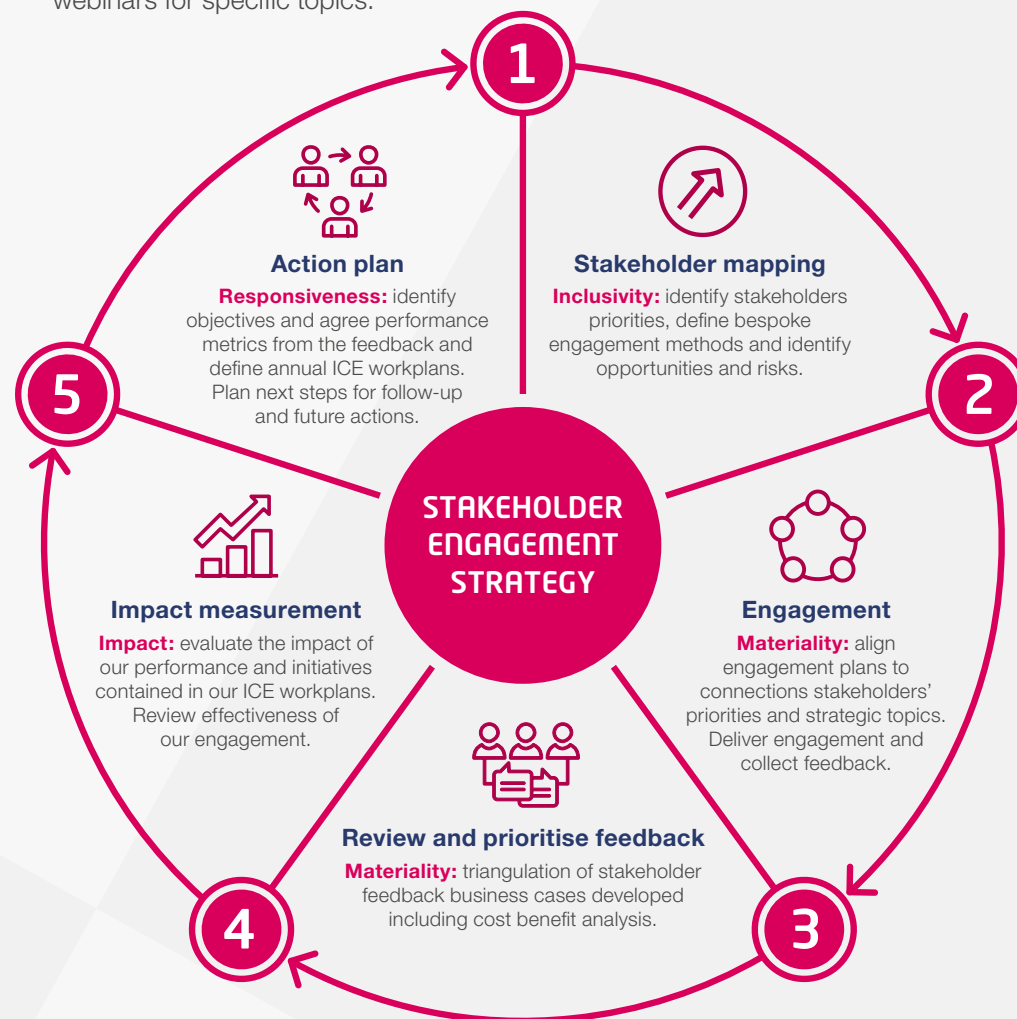
We also identify and position our stakeholders by using our corporate Venn diagram, as shown below. Stakeholders are positioned according to where we have an obligation to them, whether they are affected by our operations and their likelihood to influence our performance.



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.

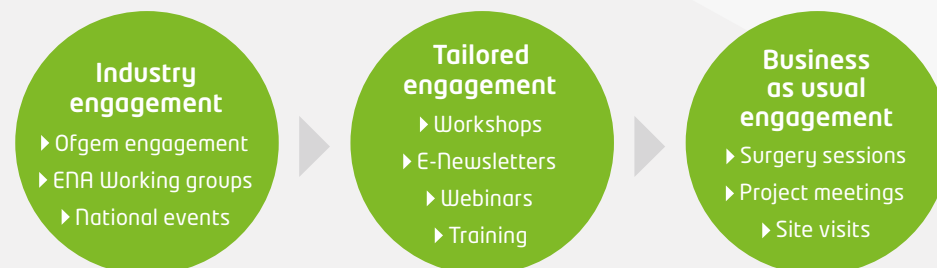
As our stakeholders need continue to change and develop at pace, our engagement programme has remained responsive to stakeholders' preferences to engage online. We have further enhanced our remote methods of engagement to make these more interactive within our workshops, whilst also offering online webinars 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 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.

STAKEHOLDER ENGAGEMENT MATURITY LADDER

ADVANCED (81-100%)

ACCOMPLISHED (61-80%)

COMMITTED (41-60%)

EVOLVING (21-40%)

FOUNDATIONAL (0-20%)



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 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, we are pleased that several ICPs and IDNO have welcomed these sessions and we look forward to building on this as we move into next year. Our one-to-one 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.

With the introduction of our PACE (Pre-application and engagement) team this year our surgery sessions are more accessible than ever before 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. We have had a higher number of new ICPs join the North West this year than ever before and we are proud to support them with our onboarding process and improved guidance for delivery of projects when working with us.



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

Pre-application stakeholder

3.2 ICP/IDNO detailed performance

Commitment	Guaranteed Standard	Target	Achieved	Status	Outcome
LV/HV design approval responses	10 days	8 days	7.96 days	✓	• Achieved average of 7.96 days
Time to Quote for LV Demand	15 days	11 days	10.26 days	✓	• Achieved average of 10.26 days
Time to Quote for HV Demand	20 days	15 days	16.55 days	✗	• Slightly over target at 16.55 days • 1.55 days over target despite 17% increase
Time to Connect for HV Demand	20 days	15 days	13.08 days	✓	• Achieved average of 13.08 days
Time to Connect for LV Demand	10 days	7 days	5.43 days	✓	• Achieved average of 5.43 days

Time to Quote

We understand the how important speed of service is when providing quotes to our customers, we recognise that speed cannot come at the expense of quality of our quotations therefore our teams work hard to deliver quality designs as quickly as possible. We are delighted to have outperformed our LV target. We are disappointed to have just missed out on our HV target but are proud of our performance considering the increase in volume. We commit to focusing on speed in the coming year.

Time to Connect

We have worked closely with our customers to reduce delays on site by coordinating site works and we have reduced process delays wherever possible to help improve our delivery post acceptance. We are pleased to have achieved our targets for delivery of LV and outperformed for the delivery of HV works.

Design Approval

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

We have seen a modest increase compared to last year so we are very pleased our continued focus in this area has resulted in meeting our target; overall year to date we have achieved 7.96 days average as promised to our customers.

We will actively promote our Network Asset Viewer to increase awareness amongst our ICP and IDNO stakeholders

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will promote our Network Asset Viewer during stakeholder events and newsletters to increase awareness of the functionality available.	Q4	Q4	✓	<ul style="list-style-type: none"> Proactively contacted non-registered ICPs and IDNOs to promote Trained our own colleagues to promote and share the benefits

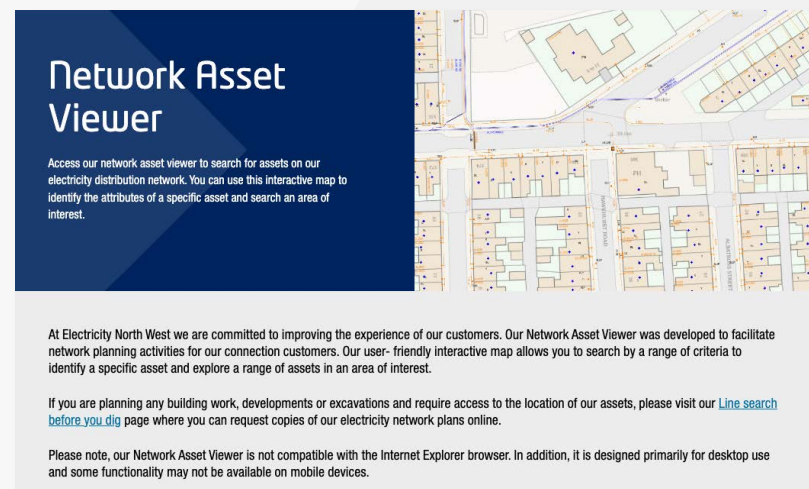
Our Network Asset Viewer (NAV) was developed to facilitate network planning activities for our customers. Launched in 2020 the user-friendly interactive map allows users to search areas of interest and view attributes of specific assets, such as cable size. Following the launch of the application a webinar was held training customers on how to access and navigate the functionality and supporting literature was shared online.

As the functionality was refined, further enhancements included enabling users to download our assets directly from NAV so they can include our assets in their own mapping systems, stakeholder feedback from those signed up was positive, and NAV has been well received.

As the system is well received by existing users our focus this year has been on promoting the functionality available to stakeholders who were not signed up to access this tool, providing ICP and IDNO's stakeholders with better access to our network information.

This year we have proactively contacted ICP and IDNO's who were not signed up to our NAV system in both October 2022 and February 2023 to share the benefits, how to log in and access the information offering individual training sessions for any interested stakeholders.

To further support the awareness of the NAV system we ran internal training sessions in Quarter four of this year raising awareness amongst our own Design and Support teams, so they are best placed to both recommend and advise ICPs and IDNOs where to access network information.



Network Asset Viewer

Access our network asset viewer to search for assets on our electricity distribution network. You can use this interactive map to identify the attributes of a specific asset and search an area of interest.

At Electricity North West we are committed to improving the experience of our customers. Our Network Asset Viewer was developed to facilitate network planning activities for our connection customers. Our user-friendly interactive map allows you to search by a range of criteria to identify a specific asset and explore a range of assets in an area of interest.

If you are planning any building work, developments or excavations and require access to the location of our assets, please visit our [Line search before you dig](#) page where you can request copies of our electricity network plans online.

Please note, our Network Asset Viewer is not compatible with the Internet Explorer browser. In addition, it is designed primarily for desktop use and some functionality may not be available on mobile devices.

Review our communications following project acceptance for LV and HV customers

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 .	Q4	Q4	✓	<ul style="list-style-type: none"> • End to end process review completed • New delivery milestones created with engagement with ICPs and IDNOs throughout the year • ICP delivery pack created with feedback from stakeholders

We recognise the challenges presented to our ICP and IDNO stakeholders from the evolving energy market and are committed to ensuring our areas of focus are aligned to delivering on our core principles. Our stakeholders told us we need to facilitate delivery of timely and economical connections, they need us to communicate our requirements clearly, use less jargon and support delivery of their connections with a clear consistent approach across our teams.

To deliver on these important customer needs our first action was to realign our Connections teams so that our design and support staff were best placed to meet the needs of our stakeholders. We completed our restructure in Quarter one of this year. We then spent the early part of this year engaging with our customers to share this news and seek greater understanding of how we could best deliver on our commitment of plain English principles.

Our engagement with ICP and IDNO stakeholders made clear that if we were to deliver on this important commitment our end-to-end delivery process would need to be refined. Working in collaboration with our stakeholders we created a new delivery process built on five key process steps, each project now includes a timeline review with tailored milestones agreed for each project. The agreed milestones are documented and allow for our ICP and IDNO stakeholders to work backwards from their required energisation date.

The final process has five defined milestones for delivery:



Our new process is supported by online resources in plain English which outline the required actions at each stage. We shared our progress in both our November and February webinars and held a dedicated feedback session in March as a final opportunity to provide challenge or endorsement before going live in April 2023. All attendees to the workshops told us they are happy with proposed process and supporting documentation.

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

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will continue to host webinars on policy topics relevant to our stakeholders. Including policy changes that impact low carbon technology connections.	Q4	Q4	✓	<ul style="list-style-type: none"> • Policy updates in key webinars this year • Introduced monthly policy newsletters for key stakeholders • Introduced 'case studies' for learnings identified while working together

This year we committed to continue to host webinars on policy topics relevant to our ICP and IDNO stakeholders whilst we have had very few significant changes to policy which have impacted our ICP and IDNO customers and as our update webinars were scheduled with months in between our stakeholders advised they would welcome regular policy updates in a simple format which could be disseminated across their teams.

In recognition of our stakeholders comments we introduced a policy newsletter which includes general policy updates, our first issue went out in January and included a timely update on Pfisterer HV fuse carriers, a short but important policy update. Our policy expert has been on hand in our regular webinars this year available to discuss any queries or policy changes of interest or importance to this group.

In addition to some simple improvements to our online policy section this year, we are pleased to have introduced 'case studies' which have been issued by email to ICP and IDNO stakeholders where a key learning has been established through our other engagement channels. In December we were pleased to issue an update over the co-existence of DNO and IDNO cables in the same footpath which was well received by our customers and created clarity on how to address the design requirements when working in close proximity of our cables.

CP421-5 – Maintenance and Refurbishment of Overhead Lines – HV Mains Supported by Poles

Replacement of Pfisterer HV fuse carriers based on condition HV Fuses.

We will share contact information

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will improve visibility of our connection contact information for LV & HV with a defined escalation process that will be published on our website.	Q4	Q4	✓	<ul style="list-style-type: none"> Published online in March Escalation process published in 3rd ICP webinar Issued directly to over 3000 ICP contacts

Our stakeholders have told us that it is important for them to have access to a defined escalation procedure so that they can easily access the right person at the right time when they need assistance with a job.

Following the restructure of our teams early this year we shared our defined escalation procedures for our design and delivery teams with all our stakeholders.

Our new structure ensures that all customers can easily identify which team is responsible for their scheme/s and that each project will be handled by an experienced individual with access to local network knowledge. Providing a high standard of service that is consistent across our region and throughout their journey with us.

We have shared our updated escalation procedure across numerous channels to ensure we reach as many stakeholders as possible with the update. After briefing our ICP and IDNO stakeholders in our March webinar we shared the detail via email to more than 3000 stakeholders. We also published the detail online and promoted the new online content by email also.



We will publish and share our Network Development Plan with our stakeholders

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will publish our Network Development Plan and promote with ICP/IDNO stakeholders.	Q2	Q2	✓	<ul style="list-style-type: none"> • Two webinars held in April and December • Targeted updates across our social media channels • Online content published

In April, we hosted a DSO functions: Forecasting and Flexibility in the Northwest webinar, which included a comprehensive presentation introducing our Network Development Plan (NDP). The presentation covered the contents of the workbook, the report, and the methodology. The event provided an opportunity for attendees to share their thoughts and opinions on the documents, and we received positive feedback. The NDP was found to be useful by 100% of attendees, with a confidence rating of 95% in our long-term forecasting. The webinar was attended by 37 participants, and a recording was made available on our website for those who were unable to attend.

The Network Development Plan was published on our website on 28th April 2022, making it accessible to stakeholders and customers. To further promote the NDP, we held a second presentation on 28th September, specifically for ICE stakeholders. The presentation provided an overview of the NDP, explained how to use the workbook, and demonstrated how the information contained in the documents can be used.

In our ongoing efforts to promote stakeholder and customer understanding of the NDP, we hosted a third event on 14th December 2022. The event, titled DSO Functions: Data and Flexible Services, was attended by 34 stakeholders and provided an opportunity to discuss the NDP and explore its potential benefits. Our events are promoted on our web pages, social media, and stakeholder newsletters, ensuring that stakeholders and customers are kept informed and engaged.

1 FACILITATING STAKEHOLDER PLANS INCLUDING LOCAL AREA ENERGY PLANS (LAEP)

WELCOME

Welcome to our 2022 Manchester development plan in which we share our planned actions to release network capacity to facilitate our stakeholders' major planned developments in the Manchester area.

Manchester has seen an increase of over 40% in population since 2000, combined with its employment growth being much higher than national levels during the last decade. In October 2022 at their Green Summit, the Greater Manchester Combined Authority (GMCA) highlighted its commitment to support the acceleration of the region's decarbonisation to meet its 2038 target.

As highlighted in our 2022 [Distribution Future Electricity Scenarios \(DFES\)](#), there are significant uncertainties around how the cost of living crisis will affect our customers in the ways they use electricity for heating and other needs. However, we expect that the electrification of transport and heating will continue across our region. This is based not only on the increased attractiveness of these technologies but also on feedback from our stakeholders including GMCA and its Local Area Energy Planning (LAEP) studies. Through stakeholder engagement, we have also identified high certainty developments around a number of major planned developments in and around the Manchester council area. These developments have strong UK and local government support and secure funding so are highly likely to proceed.

Following the methodology in our [Network Development Plan \(NDP\)](#), we have used our DFES forecasts to identify capacity shortfalls at one of the eight bulk supply points (BSP) substations (typ. 132/33kV) and at five of the over 25 primary substations (typ. 33/11 or 6.6kV) around Manchester. Following our 'flexibility first' approach we share our flexibility requirements with stakeholders in tenders.

We have only proceeded with the network reinforcement interventions described in this report where we could not identify a more cost-efficient flexibility service provision. Through strategic interventions of conventional network reinforcement, we have followed a more holistic approach that considers the wider area demand growth, asset replacement based on asset condition and we have avoided expensive piecemeal network expansion.

Our Manchester development plan includes:

- Two new primary substations in the south of Manchester, i.e. in the Mayfield regeneration area and at the Southern Gateway.
- The installation of a third transformer at two primary substations in the eastern part of the region, i.e. at Eastlands and Queen's Park primary substations.
- The replacement of all transformers at Frederick Road BSP in Salford and the installation of three new transformers and new 132kV circuits, and the replacement of the 33kV switchboard panels at West Didsbury BSP.

Through the above interventions, we will release 190 MVA of network capacity across our 33, 11 and 6.6kV networks in the Manchester area. The majority of the network reinforcement work described in this report is part of our RIIO-ED2 business plan for the 2023-2028 period. The business plan was submitted in December 2021 and proposes the lowest cost impact on energy bills per customer compared to all other distribution network operators (DNOs) across GB.

We hope you find this document useful and informative. If you have any comments or feedback, please contact us at development_plans@enwl.co.uk.

Steve Cox,
Distribution System Operation (DSO) Director
December 2022

provide the network capacity required to our stakeholders and customers. As part of our commitment, we need to optimise this process in terms of its to our stakeholders and customers.

where and when needed is shown in the tenders on their decarbonisation and other plans (DFES). Forecasts for electricity demand, ES are then used in network impact assessments is the network are presented in our [NDP](#) times of electric vehicles (EVs) and heat pumps high capacity to facilitate these.

DSO load-related investment cycle

Flex service requirements (using DFES shared with local energy market, stakeholders in Flex tenders)

Network investment & Flex procurement costs (incl. RIIO-ED2 LRE plans)

Optioneering → **Load related investment plan**

Step 2: promote flexible & innovative solutions

Step 3: develop network to facilitate LREPs and other stakeholder plans

nd, we apply our 'flexibility first' approach. Flex in all cases where this is more service requirements are published in tenders to enter the local energy market.

cases where flexible services are not higher cost in our Manchester [NDP](#), we carry out strategic capacity demand growth across wider areas.

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Network Development Plan

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We will target the timescales for the LV/HV BCA process

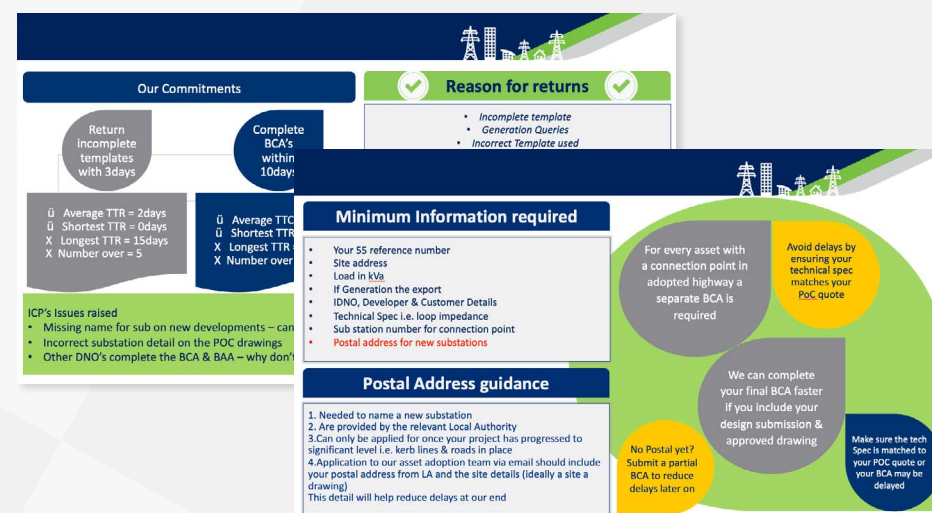
Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will aim to issue all LV/HV BCA's within an average of 10 working days from the receipt of the completed BCA template. Where the template is non-compliant we will respond and provide feedback within 3 working days .	10 days	2.7 days	✓	• 2.7 days average achieved – 97% within 10 days
	3 days	1.2 days	✓	• 1.2 days average achieved – 93% within 3 days
	0 failures	11 failures	✗	• Only 11 instances where 10 / 3 days was not met

This year we further enhanced our BCA process by going a step further with our commitment around BCA processing. We recommitted to issuing LV/HV BCA's within an average of 10 working days of Design Approval and added an extra step to ensure any BCA template we received which was non-compliant to the agreed process would be returned with feedback within an average of 3 working days. We also committed to processing all BCA's within the three day and 10 day windows.

We are delighted to have achieved an average of 2.7 days against a 10-day target for BCA processing and an average of 1.2 days against a three day target for returning non-compliant BCA submissions. The overachievement of this target demonstrates the dedication and commitment to our ICP/IDNO stakeholders.

We are slightly short of our commitment to process all BCA's within the three and 10 day period; with a total of 11 instances during the year where we processed a BCA outside of our commitment. We understand the importance of speed and accuracy for our ICP/IDNO stakeholders therefore whilst we are delighted with achieving 97% compliance we will continue to focus on this area in the coming year.

We shared the reasons for non-compliance in our regular ICE events for our ICP and IDNO stakeholders and a dedicated BCA workshop was held in September where we shared the learnings to help ICPs and IDNOs to reduce delays. All the stakeholders who joined our BCA session in September found the session useful or very useful, we are pleased to have only received 38 non-compliant BCAs this year.



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 surgery sessions to meet our stakeholders needs, targeting all are held within 10 working days .	Q4	Q4	✓	<ul style="list-style-type: none"> • 3 webinars held throughout the year with 100% of attendees finding the content useful or very useful • Dedicated Access SCR webinar delivered in February 2023 • 100% of surgery sessions held throughout the year within 10 working days

We are pleased to have offered three ICP and IDNO workshops this year and extra sessions dedicated to the Access SCR reforms due in April 2023. Our events this year have been structured around the areas of interest most important our stakeholders, we have engaged with our ICP and IDNO customers prior to each event and created agendas tailored to their needs at that time. We are pleased that 100% of attendees surveyed told us our events were 'useful' or 'very useful'.

Our events have continued online this year and we have continued to publish recordings of our events online so the detail was accessible to stakeholders who were unable to join. We also circulated the presentations and supporting literature to our distribution lists after each event. We have conducted one-to-one engagement sessions with some of our ICP and IDNO customers to complement our events and to reintroduce some face-to-face events this year.

Our Access SCR engagement events this year have included written updates and newsletters and a dedicated event where we welcomed all customers to a briefing in February. The changes were explained in detail helping our customers understand what the changes could mean for them. More than 60 stakeholders joined the event and 100% of attendees rated the session 'useful' or 'very useful' with customers telling us our briefings have gone further and into more detail than other DNO's.

We have expanded our surgery sessions this year with the introduction of our Pre-Application and Customer Engagement Team (PACE). We have made booking a surgery session more accessible online and 100% of our surgery sessions were held within ten working days, we are proud that our average time to schedule a surgery is 2 days. Average time for the surgery itself is 6 days and customers who took part in our post-surgery satisfaction survey rate us 98% satisfaction.



We will support the Self Determination of POCs

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will run 2 training sessions on Self Determination of POCs for ICPs.	Q4	Q4	✓	• Training sessions held in April and October

The self-determination of POC's (SDPoC's) is an important way we can make it easy for our ICP and IDNO stakeholders to do business with us. To support the uptake of this function we committed to running two sessions aimed at training for SDPoC.

We ran events in April and October where we outlined the required prerequisites and the process steps needed to self-determine. We shared an overview of the information we have made available via our secure ICP/IDNO area on our webpage to help customers and we shared the benefits and the risks of self-determination.

Following each event there was a mixed response to the process; some customers were happy to consider SDPoC in the future, but some customers gave feedback that they preferred the traditional process to avoid any associated risk. The session provided enough information to enable an informed decision for the right process for the customers and was marked 'useful' by all attendees.



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