

Unmetered Other (UMO)

Incentive on Connections Engagement
Looking Forward and Looking Back Report

May 2023

Welcome

I am delighted to share with you our Unmetered Other (UMO) Incentive on Connections Engagement (ICE) report for 2022-23, our last in the current regulatory period.

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 UMO 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 UMO 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.



I am proud of the changes we have made this year for our UMO 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' they have remained online.

We have continued promoting our surgery sessions and bilateral conversations to encourage two-way dialogue. These have been well received by all attendees, creating stronger and more effective working relationships with our customers.

We will continue to evolve our engagement methods and will be guided by our stakeholders' feedback to ensure we create the best environment for each type of engagement.

Overview of engagement strategy:

- We put stakeholders at the heart of what we do, with a well-established stakeholder strategy across Electricity North West.
- We have continued our engagement online which has been preferred by our stakeholders.
- We actively encourage our Unmetered Other stakeholders to engage with us.
- We work hard to understand the challenges faced by Unmetered Other connection providers in our area, both through stakeholder identification and mapping, as well as actively listening to feedback to inform our actions.
- We tailor our engagement to our stakeholder, offering Forums specifically for our Unmetered Other stakeholders.
- We have a well-established robust governance process for our stakeholder engagement to ensure transparency.

1.2 Looking Back summary

Commitment	Output / Key Performance Indicator	Target	Achieved	Status	Outcome
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 sent to registered stakeholders Online event held in July
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
We will review our unmetered application process ↗	We will review our unmetered application process to ensure that it continues to meet our customers needs, making improvements where required. We will then look to increase awareness by promoting with our stakeholders.	Mar	Mar	✓	<ul style="list-style-type: none"> Developed improvements via survey and one-to-one engagement with regular stakeholders Improved guidance on the unmetered process and editable forms for all parts of an unmetered application available here
We will target the Time to Quote timescales ↗	We aim to outperform the regulatory standard by providing quotes on average in 19 working days (compared to the guaranteed standard of 25 working days)	19 days	13.55 days	✓	<ul style="list-style-type: none"> Outperformed the target by over 5 days
We will target the Time to Connect timescales ↗	We aim to outperform the regulatory standard by completing connections on average in 22 working days (compared to the guaranteed standard of 35 working days)	22 days	23.16 days	✗	<ul style="list-style-type: none"> Performance slightly over target 1.16 days

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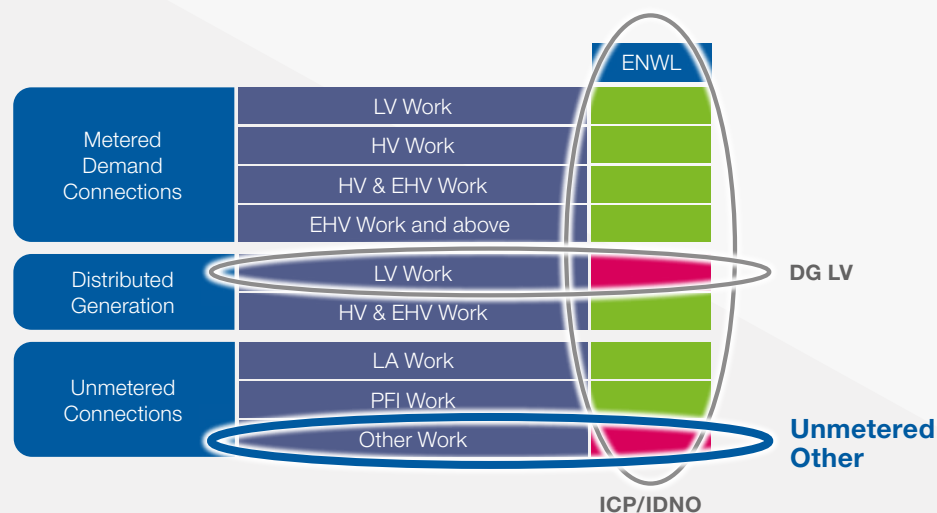
Our engagement strategy

This section describes how we engage with purpose to our UMO 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 our workplan for Unmetered Other (UMO) stakeholders committing to actions that improve the service we offer. This ICE report covers these activities. We also published workplans for both the Distributed Generation at Low Voltages (DG LV) and Independent Connection Providers / Independent Distribution Network Operators (ICP/IDNO).



2.2 The Unmetered Other market

This report covers the Unmetered Other market segment, which includes all unmetered work for customers other than local authorities or under a Private Finance Initiative. This work can be for developers on new housing sites, for advertising hoardings on our streets, and for telecommunication and internet providers.

This year has continued to highlight the importance of keeping our customers lives running, maintaining social networks, and enabling people to work smarter and more flexibly in the ‘new normal’. The pandemic, an increasing cost of living, and the broader green agenda, have created new working practices. Stakeholder engagement is critical in understanding if and how we can further improve the services we provide. These challenges have highlighted how adaptability and sensitivity is critical in this rapidly changing environment. We are proud to have worked side by side with our stakeholders to ensure we continue to support customers wishing to connect, ensuring the safety of customers and colleagues and adapting to the changing needs of our stakeholders.

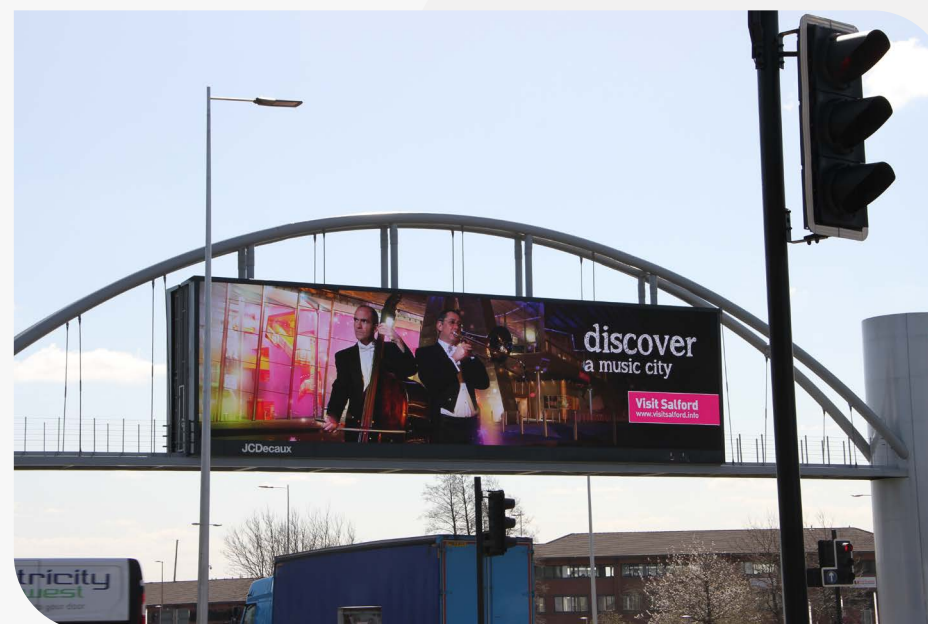
Although a relatively small market segment compared to others, it represents a vital part of our community. Internet connections enable remote and flexible working and maintaining social links, and where streetlighting is provided, helps to ensure safety on our streets.

This year we have seen an increase in the number of Unmetered Other customers. The table below shows volumes more in line with 2019-20. Although we have seen an increase in the numbers overall the majority of UMO are still one-off customers therefore our opportunities for engagement are limited. This reinforces the requirement for us to get it right first time and ensure one-off customers have all the information possible when submitting their application. This year we have continued to encourage strong working relationships with our repeat UMO customers, and we are grateful for their invaluable insights which we have used to develop our online resources and processes. Ensuring our repeat customers have access to dedicated specialist contacts to support their unmetered work with us.

	2019-20	2020-21	2021-22	2022-23
Number of customers under £2k	22	14	9	33
Number of customers over £10k	7	7	4	10
Total number of customers	53	29	24	68

“There’s nothing I could suggest improving because we’ve dealt with Vanessa for many years and she’s very helpful and efficient and we never have any problems.”

UMO stakeholder



2.3 Engagement strategy and approach

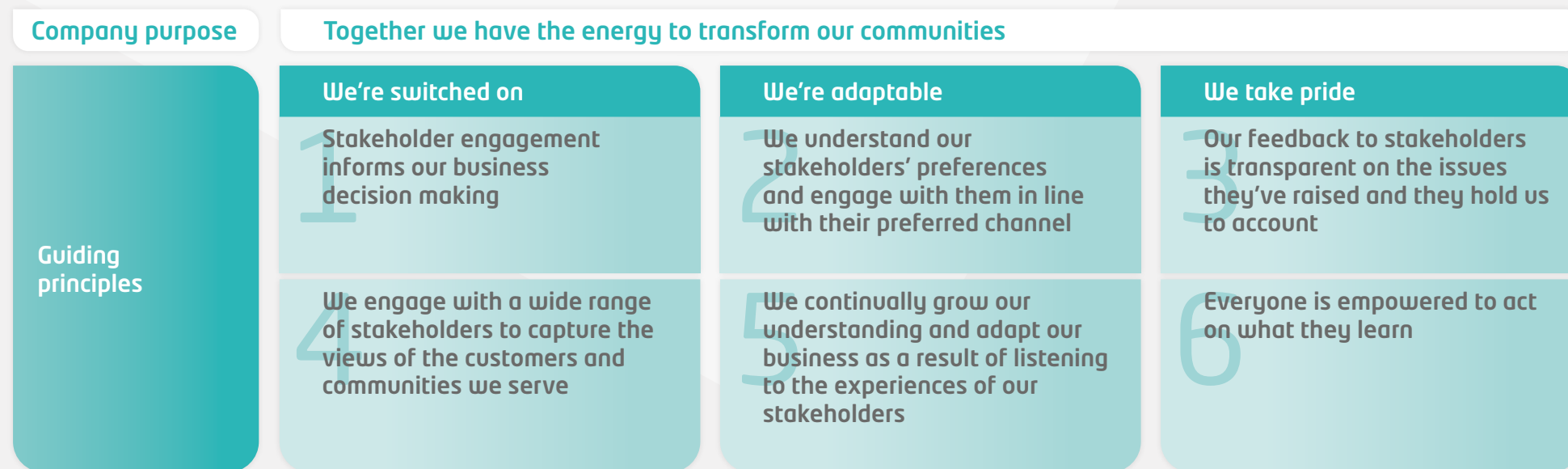
2.3.1 Putting stakeholders at the heart of what we do

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.

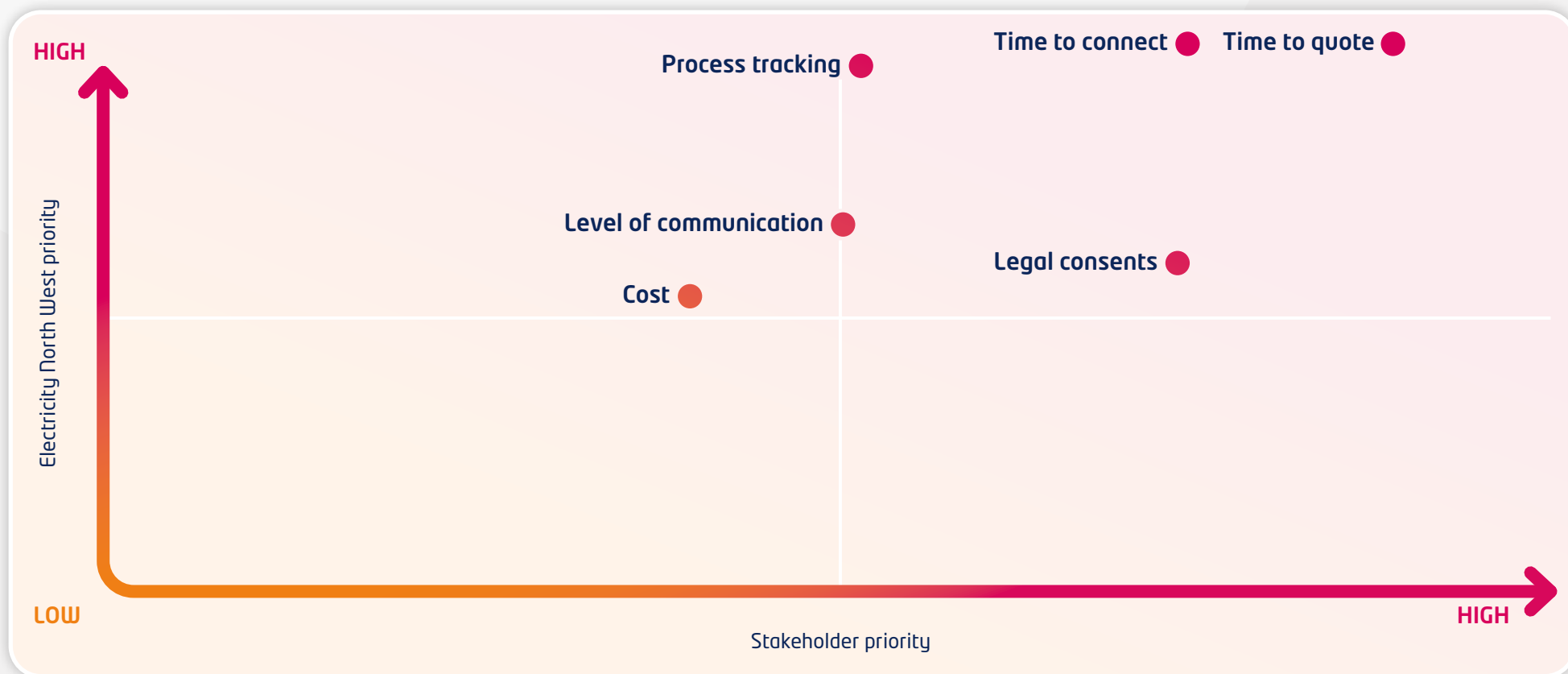
Our engagement strategy is embedded within the organisation and driven by executive level management. We continuously review our strategy in line with external benchmarks and evolving stakeholder priorities. We serve a diverse population of stakeholders who are affected by our activities and have varying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



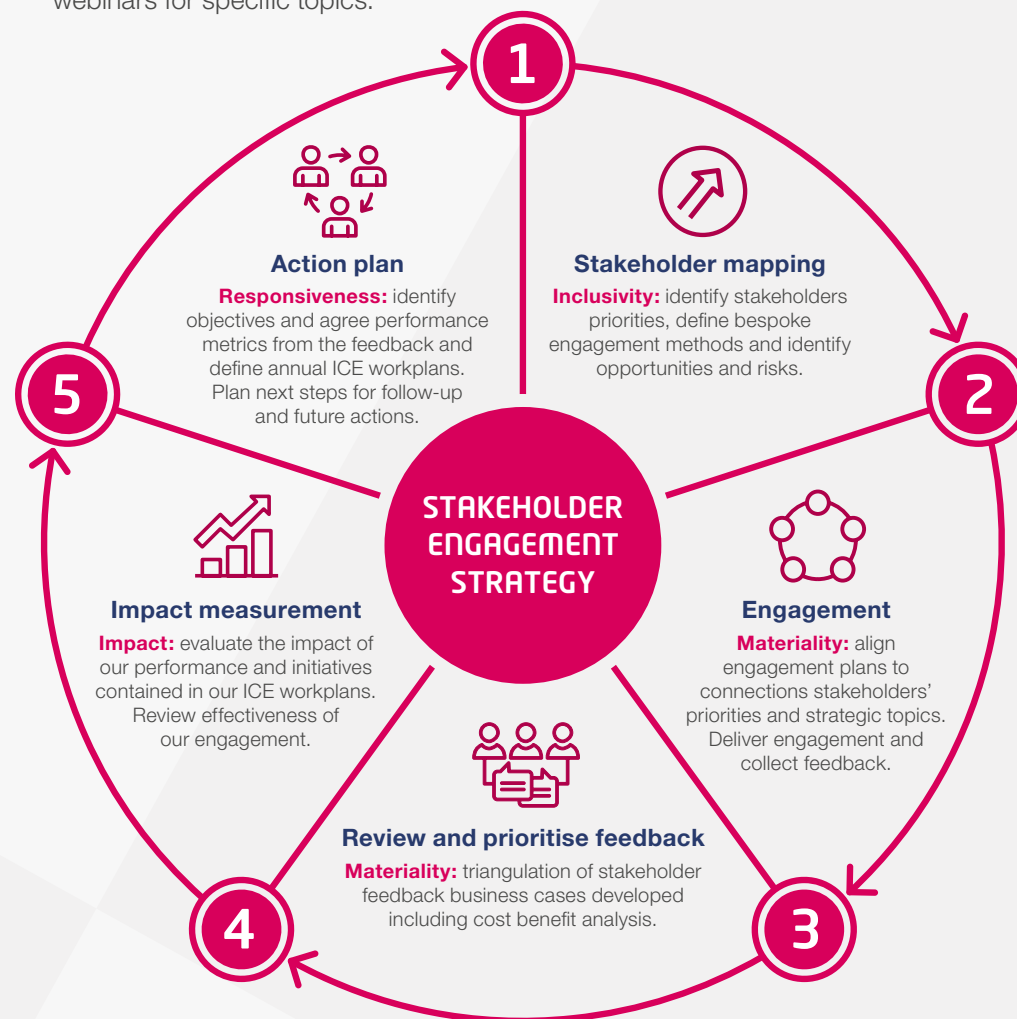
We also identify and position our stakeholders by using our corporate Venn diagram, as shown below. Stakeholders are positioned according to where we have an obligation to them, whether they are affected by our operations and their likelihood to influence our performance.



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.

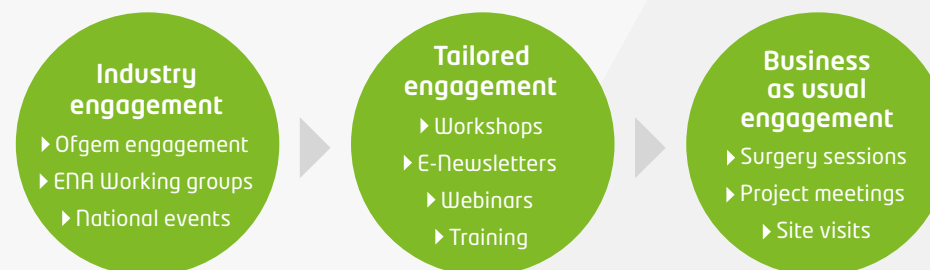
As our stakeholders need continue to change and develop at pace, our engagement programme has remained responsive to stakeholders' preferences to engage online. We have further enhanced our remote methods of engagement to make these more interactive within our forums, whilst also offering online webinars 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 engagement opportunities tailored specifically for UMO 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 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 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. Although stakeholders from other market segments have indicated support for a return to some face to face engagement events, this is not something requested by UMO stakeholders. We will therefore continue to offer online opportunities and continue to explore alternative methods for engagement that suit UMO stakeholders' specific needs.

As well as continuing our planned events and offering surgery sessions, we host forums specifically for UMO stakeholders to provide a mutually beneficial forum where we openly discuss topics, building trust and honesty with a focused group of 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.

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 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 ENWL 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.

“There 's really not much ENWL could do to improve.”

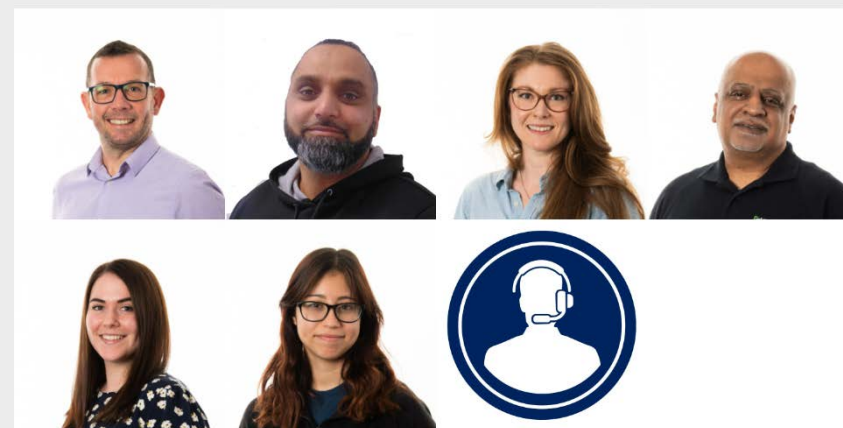
UMO stakeholder

“The person in the surgery was willing to give meaningful information and provide clear guidance of the application.”

Pre-application stakeholder

As we plan our events for the coming year we aim to expand on our success this year offering one-to-one to all Unmetered other stakeholders ensuring our plans are aligned to our stakeholder needs. Our surgery sessions are available to all connection stakeholders although take up from Unmetered other stakeholders is still low. We have improved our information online to encourage more customers to utilise our team of experts in our newly formed Pre-application and Engagement Team (PACE) whose sole role is to support customers with their application and throughout their journey with us.

Contact our Pre-Application Customer Engagement (PACE) team



3.2 Unmetered Other detailed performance

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

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 sent to registered stakeholders Online event held in July

We understand the importance of keeping in touch with our stakeholders and 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. They also provide links to relevant and useful information published on our website. This enables 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.

In addition to our newsletters, we held an online event for Unmetered Other stakeholders in July where we provided updates on important topics such as process changes or industry changes. We briefed our Unmetered Other customers on our restructure and this session provided an opportunity to agree further engagement throughout the year which helped us to understand what improvements we would focus on. We are grateful to all our stakeholders who take part in our events.



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

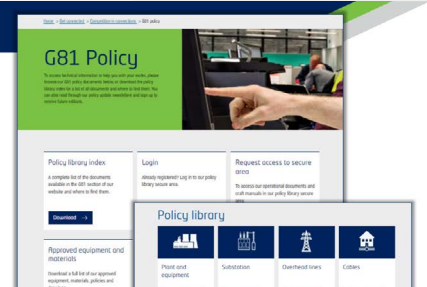
Stakeholders provided feedback that our colleagues were not always aware of the information available on our website, this meant that on occasion customers would ask to be signposted to online resources, but our teams weren't always best placed to do this quickly and easily. We ran an internal survey 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 EN policies under each ar

Helpful links

- [Apply for a new connection](#)
- [Generation & Storage](#)
- [Electric Vehicles](#)
- [Heat Pumps](#)
- [A Guide to Low Carbon Technologies](#)
- [Competition in Connections](#)
- [G81 Policy](#)
- [Policy Library](#)
- [Data Portal](#)
- [Network Asset Viewer \(NAV\)](#)
- [Network Development Plan](#)
- [Long Term Development Statement](#)
- [Unmetered Connections](#)
- [Flexible Connections](#)
- [Surgery Request \(Talk to the Expert\)](#)

We will review our unmetered application process

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We will review our unmetered application process to ensure that it continues to meet our customers needs, making improvements where required. We will then look to increase awareness by promoting with our stakeholders.	Mar	Mar	✓	<ul style="list-style-type: none"> Developed improvements via survey and one-to-one engagement with regular stakeholders Improved guidance on the unmetered process and editable forms for all parts of an unmetered application available here

Following feedback from our stakeholders, we recognised that our unmetered application process could be simplified and made more accessible. To understand this in more detail we engaged with some of our regular Unmetered other stakeholders; we gained some ideas of how we could ensure our application process meets the needs of our customers. We used these insights to create a survey and asked 87 unmetered other customers who had recently applied to tell us where we could improve.

The feedback was clear, we needed to make all the forms required for an unmetered application available online and we needed to explain in detail the process steps and information which is required throughout the application.

We are delighted to have expanded our suite of editable online forms, this includes the application, energy liability and the acceptance form, meaning the end-to-end process can be completed online for the first time. In addition to the editable forms, we have created six simple steps which outlines the key requirements at each stage of the unmetered application process and advises where support can be sought if required for our customers.

Early feedback from stakeholders tells us that the forms have greatly improved the ease of application and the extra information available has reduced errors or returned information.

We will continue to build on this great progress in the coming year by exploring an online portal which would allow customers to attach documents and track the progress of their application.

The process for an unmetered connection

- Step 1: Apply online
- Step 2: Quote offer
- Step 3: Quote acceptance
- Step 4: MPAN review
- Step 5: Start work
- Step 6: Power on

Energy liability acceptance form

ACCEPTANCE OF ENERGY CHARGES FROM THE DATE OF CONNECTION. The items of equipment listed in Section 4 will be included on my inventory in my Connection and Use of System Agreement. Please provide the details of the Lighting Authority or other organisation accepted they wish to nominate. Please complete the form, following the below steps, which should take about 5 minutes.

Step 1: About your project

Quotation reference 95

Name of lighting authority

Address of lighting authority

Unmetered connections

An unmetered connection includes electrical equipment such as street lights, traffic lights, telecommunications cabinets, advertising units, CCTV, feeding pillars etc. They require an electricity supply that doesn't include a meter recording their energy consumption. Find out more and the process to apply on this page.

Need support before you apply? [Contact us](#)

What is an unmetered connection?

An unmetered connection is a supply of electricity to electrical equipment without a meter such as street lights, traffic lights, road signs, telecommunications cabinets, advertising units, CCTV, feeding pillar etc. This is because a metered supply is unsuitable either because a metered connection is impractical, or the load is predictable and significantly lower than normal usage.

What is meant by a metered connection being impractical?

The type of electrical equipment being fed might be technically, financially or for legal reasons impractical to be fed by a meter such as a Health and Safety law. A metered supply can only be installed into suitable housing which keeps the supply safe and secure. The housing must comply with our policies to provide adequate size, height, location and protection against the weather. If it's not possible to meet these conditions, then a metered connection may be considered impractical.

We will target our Time to Quote & Time to Connect

Output / Key Performance Indicator	Target	Achieved	Status	Outcome
We aim to outperform the regulatory standard by providing quotes on average in 19 working days (compared to the guaranteed standard of 25 working days)	19 days	13.55 days	✓	• Outperformed the target by over 5 days
We aim to outperform the regulatory standard by completing connections on average in 22 working days (compared to the guaranteed standard of 35 working days)	22 days	23.16 days	✗	• Performance slightly over target 1.16 days

We understand that the time taken to provide a quote is of the upmost importance to our Unmetered Other customers. This year we committed to continue to focus on our Time to Quote and outperforming the guaranteed standard.

We are delighted to have achieved an average time to quote of 13.55 days. Our teams have shown great dedication and continued hard work in order to achieve this excellent level of service for our customers when quoting Unmetered Other applications.

In 2022-23, we continued to focus on speedy delivery of our customers projects, by targeting an average Time to Connect of 22 working days for our Unmetered Other customers. We set ourselves a stretching target for delivery timescales and whilst we are just short of the target we set we are proud to have delivered an average year to date which is well under guaranteed standard.



The logo for Electricity North West, featuring the company name in a white, sans-serif font with a stylized 'e'.

Bringing energy to your door

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