electricity north west

Bringing energy to your door

Respond
Customer Engagement Plan

30 June 2015

RESPOND

CONTENTS

VERSION HISTORY

Version	Date	Author	Status	Comments
v1.0	30 June 2015	Impact Research	1st issue	First issue

GLOSSARY

AC	Alternating Current
C_2C	Capacity to Customers
BSP	Bulk Supply Point
CAWI	Computer Aided Web Interview
CB	Circuit Breaker
CCC	Customer Contact Centre
CEP	Customer Engagement Plan
CHP	Combined Heat and Power
CLASS	Customer Load Active System Services
DECC	Department of Energy and Climate Change
DG	Distributed Generators
DNO	Distribution Network Operator
DSO	Distribution System Operator
ECP	Engaged Customer Panel
ENA	Energy Networks Association
EHV	Extra High Voltage
ENWL	Electricity North West Limited
FAQ	Frequently Asked Question
FCLS	Fault Current Limiting Service

FNSG	Future Networks Steering Group
HSE	Health and Safety Executive
HV	High Voltage
I&C	Industrial and Commercial
IDNO	Independent Distribution Network Operator
LCN Fund	Low Carbon Networks Fund
LCT	Low Carbon Technology
LV	Low Voltage
MPAN	Meter Point Administration Number
NMS	Network Management System
PSG	Project Steering Group
PSR	Priority Services Register
SEDC	Smart Energy Demand Coalition
SDI	Short Duration Interruption
SDRC	Successful Delivery Requirement Criteria
SGAM	Smart Grid Architecture Model
URL	Uniform Resource Locator

EXECUTIVE SUMMARY

The Respond Project

The Respond Project is funded via Ofgem's Low Carbon Networks (LCN) Fund second tier funding mechanism. Electricity North West received formal notification of selection for funding on 24 November 2014. On 19 December 2014 Electricity North West accepted the Project Direction to initiate and deliver the Respond Project. The Project will run for 46 months, starting in January 2015 and finishing in October 2018.

As customers move to a low carbon future, demand for electricity is expected to increase significantly and this will inevitably increase fault levels on the distribution network. Respond will deliver an intelligent approach to managing fault current – the instantaneous surge of electrical energy which occurs under fault conditions. Respond is an innovative solution to that problem, which is faster and cheaper to apply than traditional reinforcement techniques, resulting in significant cost savings by maximising the use of existing assets to defer or prevent the need for reinforcement and speed up the connection of low carbon demand and generation.

The customer engagement plan (CEP) sets out how Electricity North West will engage and interact with customers during the Project. Active customer participation from industrial and commercial (I&C) and generation customers in particular is critical to the success of the Respond Project and will form an important part of the learning and development for future low carbon programmes.

Customer engagement in Respond

Respond will deliver a 'Fault Level Assessment Tool' which calculates potential fault current in near real time and then utilises one of three innovative techniques, two technical and one commercial, designed to manage fault current safely.

To demonstrate the applicability of the Respond Method, the two technical fault level mitigation techniques being trialled will be deployed at seven primary substations (HV 6.6kV and 11kV) and two bulk supply point substations (EHV 33kV). These town and city locations will demonstrate the technical solution on networks with a differing range of characteristics and load patterns that include distributed generation. Additionally, substation type; age and protection category along with fault history and fault level was considered in the site selection criteria to ensure that the Trial results are representative of the GB population.

The third Respond technique being explored will test the commercial appetite for a managed Fault Current Limiting service (FCL service) purchased from connected and potential new customers with large AC rotating electrical equipment ie generators and motors.

A key hypothesis of Respond is that the Method enables a market for the provision of a FCL service. To test this hypothesis, a robust customer survey will be conducted to establish if customers find the solution appealing and if so, at what price point. Following the customer survey and analysis, the Project team will seek up to five industrial and commercial (I&C) demand or distributed generation (DG) customers to trial the technical and commercial elements of the FCL service. The customer survey and the Trial are not restricted to pre-selected Trial sites.

The FCL service is the only Respond Method requiring customer validation, and is therefore the focus of this CEP. Three groups of customers will be engaged as part of Respond:

- Customers on Trial and non-Trial circuits who will participate in an engaged customer panel (ECP) to review, refine and test the customer engagement and survey materials which will frame the Fault Current Limiting service proposition;

- Customers on Trial and non-Trial circuits who will participate in the customer survey;
- Customers who express a willingness to subsequently take part in the Trial phase of a managed FCL service.

The operation of new fault level mitigation equipment will have no impact on the quality or reliability of supply to customers. As such and given that Respond is a technically complex Project, there will be no direct engagement with domestic customers during the Project. However, all generated materials will be published on the Respond website enabling customers or stakeholders to download information or raise questions as they wish.

In addition to a dedicated website, a range of activities such as webinars, newsletters and social media forums will also be utilised to raise customer and stakeholder awareness of Respond and its associated benefits.

Priority services register customers

Electricity North West already maintains a priority services register (PSR) of customers who have special requirements or who may be vulnerable during a power outage. The register enables the company to provide prompt assistance to these customers if required. While the Respond Project will not affect PSR customers directly, information about the Project will be made available via a number of communication channels, enabling these customers to raise questions or concerns easily, in a manner and at a time convenient for them.

Customer feedback

Customers will be able to provide feedback or raise queries with the Respond Project team through various methods including the Respond website, which will have a simple contact form for that purpose; the Electricity North West customer contact centre (tel: 0800 195 4141); a dedicated Project email address and a postal address for written correspondence. The Respond Project team will seek to respond to all queries as soon as possible and in all cases within ten working days. Frequently asked questions (FAQs) will be posted on the website and updated regularly.

Customer safety

The installation of all Respond technologies will be in accordance with standard ‘business as usual’ safe systems of work, following the relevant codes of practice, policies and procedures. It is therefore not envisaged that Respond will introduce any safety risks to customers.

Customer consents

Customers taking part in the engaged customer panel, pilot or customer survey

Customers who agree to participate in the customer engagement elements of Respond will be fully informed by the market research provider (Impact Research) about how their data will be used and shared before signing up. Responses will remain anonymous and only reported at an aggregate level. Customers will be asked to sign a consent form and by so doing, will agree to their information being used. A draft of the consent form is detailed in Appendix A.

Any feedback received from customers, stakeholders and Partners may be used to revise plans going forward in order to continually improve the customer engagement strategy. The Respond Project will share all customer communication materials and findings, and the team will consult Ofgem in advance of any significant changes from the original approach.

Customers taking part in the Trial

Where a customer agrees to provide a Fault Current Limiting service, it will be necessary to install enabling technology on customers' equipment in their premises. This retrofit may necessitate the temporary de-energisation of the whole or part of the customers' electrical installation. This will be agreed on an individual basis with the customer, in advance of any works and co-ordinated with normal down times ie maintenance schedules.

Low Carbon Networks Fund governance

The governance arrangements for the LCN Fund mandates a CEP where a project involves any interaction with a Relevant Customer defined as: *A customer with a profile class of 1,2,3 or 4 as defined in Part 2 of Schedule 16 of the Distribution Connection and Use of System Agreement.*

The Respond Project will engage with I&C customers who are excluded from the definition of a Relevant Customer; therefore this CEP and the associated approval is not mandated.

Electricity North West appreciates the value of a CEP following its previous LCN Fund projects and has decided to employ the same successful process even though it is not mandated for Respond.

As the document is not mandated, Electricity North West does not believe Ofgem is required to approve the CEP. However, either a formal or informal response to the CEP and associated data privacy statement will be satisfactory.

1 THE RESPOND PROJECT

1.1 Background and context

The Department of Industry wrote in 2005 that active fault level management will help distribution network operators (DNOs) to connect low carbon demand and generation quickly and at lowest cost to customers.

New demand and generation increases potential fault current on distribution networks. Respond will trial technical and commercial techniques to manage fault current on HV (6.6kV and 11kV) and extra high voltage (EHV - 33kV) networks by using intelligent software configured in an innovative way specifically for this Project.

Fault level is the potential maximum amount of fault current that will flow when a fault occurs on the network. Respond will develop and deploy intelligent new software, the Fault Level Assessment Tool (FLA Tool) to continuously calculate the potential maximum fault current, which fluctuates throughout the day and provide a platform from which a range of three innovative fault mitigation techniques can be automatically and adaptively enabled when potential fault current exceeds existing switchgear rating. This will manage and regulate the flow of fault current safely when a fault occurs.

This novel approach will maximise the use of existing assets and remove the need to upgrade expensive switchgear prematurely, reducing the cost and increasing the speed of connecting I&C demand and generation customers where fault level capacity could be exceeded. All distribution network customers will benefit through avoidance of premature traditional fault level reinforcement costs and the environmental benefits of accelerating uptake of low carbon generation.

Respond has four objectives:

- To trial the Fault Level Assessment Tool software;

- To trial two technical techniques and one commercial technique which, when deployed on existing network infrastructure will provide effective and efficient fault level management;

- To deliver novel and highly transferable solutions that can then be applied to the HV and EHV networks by an GB DNO; and

- To demonstrate release of network capacity allowing quick and lower cost connection for customers' demand and generation, enabling DNOs to support the UK's decarbonisation strategy.

Six hypotheses were developed for Respond. Hypothesis four, below, is directly relevant to the customer workstream. The Respond Project will test the following hypotheses (in the identified workstream):

- The Method is faster and cheaper to apply than traditional reinforcement (Technology workstream);

- The Method will deliver a buy order of fault level mitigation solutions based on a cost benefit analysis (Trials & Analysis workstream);

- The Method facilitates the active management of fault current, using a combination of retrofit technologies and commercial services (Trials & Analysis workstream);

- The Method enables a market for the provision of a FCL service (Customer and Trials & Analysis workstream);

- The Method uses existing assets with no detriment to asset health (Trials & Analysis workstream);

- The Method reduces bills to customers through reduced network reinforcement costs (Trials & Analysis workstream).

1.2 The Solution will be enabled by solving the Problem

The Respond Solution is an innovative and intelligent method which will help DNOs to quickly connect customers' low carbon demand and generation and at a lower cost than traditional reinforcement. Combining assets and innovative solutions in this way will accelerate the uptake of low carbon demand and renewable generation, avoid the need to replace expensive switchgear and cables prematurely and deliver savings to all distribution network customers.

Throughout the Respond Project a number of learning outputs will be generated. The sharing of these outputs will allow any other DNO to quickly and effectively implement the Respond Solution.

The key learning outcomes are:

- **Customer engagement** – Respond will provide new information on how to best engage with customers for this service and share with the DNO community the most effective route to market for these new commercial arrangements. This learning will help frame propositions to both new connections customers and existing customers and will inform how DNOs can best include customers in the running of the network.

- **Fault Current Limiting service price and contracts** – Respond will test the willingness of customers to engage in fault current limiting service contracts. During the customer survey the Project team will establish the appetite among new and existing customers to engage in fault current limiting contracts and will also ascertain the prices

at which customers are willing to engage. Respond will deliver new commercial templates for purchasing FCL service agreements.

- **Economic and carbon modelling** – Respond will deliver carbon and economic analysis that will allow a DNO to assess the carbon savings and customer benefits of the solutions on its own networks. The output learning from the modelling work learning will inform the development of a buy order of fault mitigation solutions from FlexDGrid and Respond.

- **Specifications and installation methodologies** – Respond will deliver ready to use specifications enabling a DNO to purchase and install the Respond technologies. The installation requirements (including any local planning considerations) and proposed substation configurations for the I_S-limiter and an updated safety case developed under the First Tier project and HSL peer review of the safety case will be shared.

- **Device settings and configurations** – Respond will share device settings, configuration parameters and operating procedures for each piece of fault level mitigation equipment and the appropriate software algorithms. For the I_S-limiter the settings are applied in the factory but the Project will produce a defined list of parameters required by the factory.

- **Real time control of devices to manage fault level** – The planning, design and operation standards for real-time fault level management will be shared, as will the identified benefits from centralising control and improving network operating costs. The developed health and safety documentation and operational training guides will also be shared.

- **Network management system and interface** – The configuration and interface specifications for the Fault Level Assessment Tool with the NMS via a standard ICCP link will be shared.

- **Analysis and validation studies** – Respond will deliver supporting reports to demonstrate the accuracy of the calculations carried out by the Fault Level Assessment Tool, and demonstrate the success of the Trial via post fault analysis and confirmation there is no asset health issues.

2 HOW THE REQUIREMENTS OF THE GOVERNANCE DOCUMENT HAVE BEEN MET

2.1 The customer engagement plan

Section 2.16 of the *Low Carbon Networks Fund Governance Document v.7* sets out certain requirements for DNOs undertaking projects funded by the LCN Fund second tier funding mechanism.

Specifically, it requires the DNO to submit to Ofgem, at least two months prior to initiating any form of customer engagement, a plan of how it, or any of its Project Partners, will engage with, or impact upon, relevant customers as part of the Project. The I&C customers that are the focus of the customer engagement in the Respond Project are excluded from the definition of a Relevant Customer and therefore this CEP and the associated approval is not mandated. Electricity North West appreciates the value of a CEP following its previous LCN Fund projects and will continue to employ the same successful process even though it is not mandated for the Respond Project.

This CEP sets out the approach that Electricity North West will take to engage with customers directly or indirectly affected by Respond. It provides a framework for all customer engagement that will be undertaken throughout the Project, and sets out the activities and

tools that Electricity North West and its Partners will draw upon to maximise customer outcomes.

This section of the CEP outlines how the requirements of the LCN Fund governance document have been met, and points the reader to the relevant sections of the document where appropriate.

2.2 Requirements for a communication strategy

The governance document requires DNOs to set out a communication strategy that includes:

Any proposed interaction with a relevant customer or premises of a relevant customer or proposed interruption to the supply of any customer for the purposes of the Project, and how the customer will be notified in advance

Section four of this plan sets out how survey participants, Trial participants and customers not participating in the Project, will be engaged in Respond. Notably, various tools will be utilised, including a range of stimulus materials, simple and easily understood survey instruments, a dedicated website, social media forums, etc. An engaged customer panel (ECP) comprised of a cross-section of customers from a range of I&C sectors who will participate in a series of interviews which will help develop and test the materials to ensure that they are understandable to the wider customer population and will achieve the required outcomes.

Section 5 of this plan sets out the Trials that will be undertaken to test the Respond approach. The Trial requires installation of equipment on customer premises and this retrofit may necessitate the whole or part of the customers' electrical installation to be de-energised.

Ongoing communications with relevant customers involved in the Project

Section 4 of this document sets out how the Respond Project team will engage with the ECP; survey participants as well as customers both on and outside Trial circuits who will not participate in the surveys, but who may be interested in the Respond Project. As already indicated, this engagement will draw on various tools, including a range of stimulus materials, simple and easily understood survey instruments, leaflets, a dedicated website, social media forums, etc. The ECP will be used to support the development and testing of these tools.

Arrangements for responding to queries or complaints relating to the Project from relevant customers

Section 7.2 of this document outlines the various media that customers can use to feedback concerns or raise queries with the Respond Project team. In particular, customers will be able to contact the Respond Project team via the Respond website, which will have a simple contact form for that purpose, the Electricity North West customer contact centre (tel: 0800 195 4141), a dedicated email address and a postal address for written correspondence. The Respond Project team will seek to respond to all queries as soon as possible and in all cases, within ten working days.

2.3 Requirements to provide information on priority services register customers

The governance document also requires DNOs to provide:

'Information on the priority services register customers who will be involved in the Project and how they will be appropriately treated'

Section 6.2 of this plan outlines how the Respond Project team will interact with priority services register (PSR) customers. Electricity North West already maintains a PSR of customers who have special requirements or who may be vulnerable during a power outage.

The register enables the company to provide prompt assistance to these customers if required. It is not envisaged that the Respond Project will directly affect this customer group.

2.4 Requirement to provide details of any safety information that may be relevant

The governance document requires DNOs to detail:

'Any safety information that may be relevant to the Project'

Respond FCL service Trial participants will be advised from the outset that it will be necessary to install or modify specified equipment at customer premises and this retrofit may necessitate the de-energisation of the whole or part of the customers' electrical installation. The installation of all Respond technologies will be in accordance with standard business as usual safe systems of work and Section 2.16 of the LCN Fund Governance Document (v7). It is therefore not envisaged that Respond will introduce any new safety risks to customers.

The Respond Project will generate incremental leaning in a number of key areas which will be of particular interest to other DNOs. Based on Trial evidence, Electricity North West will deliver a safety case for each of the fault level mitigation techniques trialled and this will inform a buy order of fault level mitigation solutions.

The safety case will be peer reviewed and the planning, design and operational standards for near real time fault level management will be shared, in addition to health and safety documentation and operational training guides.

It should also be noted that all Respond activities will be conducted in a manner so as not to disrupt the smart meter programme.

2.5 Requirement to provide details of any customer consents

The governance document requires DNOs to provide:

'Details of how any consents that may be required as part of the Project will be obtained'

Customers who take part in the engaged customer panel

Customers who agree to participate in the ECP will be fully informed by the market research provider (Impact Research) about how their data will be used and shared before signing up to take part. ECP customers will be asked to sign a consent form and by so doing, they will agree to their information being used for a pre-defined purpose. A draft of the consent form is detailed in Appendix A.

Customers who take part in the Respond Trial

The customer survey activities will establish the appetite of I&C customers from differing sectors to provide a FCL service and establish the optimal price point at which customers are willing to engage in a managed contract.

Respond FCL service Trial participants will be advised from the outset that it will be necessary to install or modify specified equipment at customer premises and this retrofit may necessitate the de-energisation of the whole or part of the customers' electrical installation. The installation of all Respond technologies will be in accordance with standard business as usual safe systems of work *and Section 2.16 of the LCN Fund Governance Document (v7)*.

Electricity North West will not enter the premises of a customer without prior consent. Customers involved in advanced discussions regarding the provision of a FCL service will receive clear and transparent information about how the equipment will be installed, how long it will be installed for and how it will be decommissioned. Managed contracts will detail all relevant terms and conditions to which customers have agreed and they will be fully

consulted about the installation or modification of any equipment at their premises, which will be subject to the customer's consent. Consent will be recorded by asking customers to sign a Managed Supply Construction & Installation Agreement. This document will form part of the contract templates for the FCL service which will be delivered during the Project and will be shared with Ofgem when available.

3 THE RESPOND TRIALS

Respond will demonstrate an intelligent Fault Level Assessment Tool, which provides a platform from which new innovative technical and commercial techniques can be adaptively controlled to manage fault current at lower cost using existing assets, helping DNOs to quickly connect customers' low carbon demand and generation and at a lower cost than traditional reinforcement.

Two novel technical solutions and a revolutionary commercial concept will be trialled. The commercial concept will benefit customers by establishing a new market in which they can participate to solve network fault level issues.

Respond will actively monitor demand and generation on the network, continually assess the fault level and automatically enable one of the innovative techniques when necessary. This is the first time that fault level will be actively managed on 6.6kV, 11kV and 33kV networks. Combining existing assets and innovative solutions in this way will accelerate the uptake of low carbon demand and renewable generation, avoid the need to replace expensive switchgear and cables prematurely and deliver savings to all distribution network customers.

3.1 Fault level mitigation techniques

The fault level mitigation techniques fall into two distinct categories: Two technical solutions which include the Adaptive Protection for distribution switchgear and I_S-limiters along with a commercial solution, the FCL service, which involves Adaptive Protection deployed at customers' premises facilitating the rapid disconnection of large alternating current (AC) electrical machines when fault level is high and a network fault occurs.

3.2 Technical solution 1 – Adaptive Protection

Adaptive Protection is the use of adjustable protection relay settings that can be changed to alter how the protection scheme operates. The settings are changed on signals from local sensors or a central control system. For Respond this means that the network management system (NMS) will, following instruction from the Fault Level Assessment Tool, instruct the relays to switch to alternative settings at times of higher potential fault current to change the sequence of the circuit breaker (CB) tripping. This will usually result in a transformer or bus section switch opening before a feeder CB. In this manner the fault current will be reduced by the first CB opening and then completely interrupted by the feeder CB. Adaptive Protection will be deployed at HV and EHV substations and may require the installation of new relays with multiple settings groups depending on the type and age of the current protection installation.

3.3 Technical solution 2 – I_S-limiter

An I_S-limiter is a device capable of detecting and interrupting part of the fault current in less than one millisecond. This fast interruption prevents the fault current reaching its peak value. The electronics in the device use the rate of rise of fault current to calculate what the peak fault current will be. If this peak fault current is larger than a predefined setting the electronics will then trigger the device to operate. I_S-limiters will be deployed as part of the Respond Project and their installation will take one of two forms. At two HV substations, the full I_S-limiter will be installed with appropriate settings so that it will operate in the event of a fault. At other substations the Project team will install only the electronic sensing equipment which will detect the fault and issue the command instruction to operate as required. This command

instruction will register in the NMS but not actually operate a device. This facilitates the trial of its functionality and increased operation and maintenance learning at much lower cost. As with the other techniques, these devices will only be enabled at times of higher fault level, meaning they will not operate for every fault but only those faults that may pose a risk to the network. The I_S-limiters will only be deployed on Trial circuits that do not require the operation of the limiter to operate safely.

3.4 Commercial solution – FCL service

Large AC electrical machines such as motors or generators can contribute significantly to fault current. The Respond Method will trial the rapid disconnection of such machines when a network fault occurs. In common with the technical solutions, the NMS will communicate with the protection system (circuit breaker) but on a customer's AC machine and set it to automatically disconnect should a fault occur. Where possible, the Adaptive Protection for electrical machines will use the existing AC machine's protection and trip the customer's motor or generator circuit breaker (CB) to enable the FCL service. The Fault Level Assessment Tool and NMS will instruct the protection to enable its setting at times of higher fault level to ensure that the contribution from the machine is disconnected only in the event of a fault occurring at those times.

New fault mitigation equipment to facilitate the technical Adaptive Protection and I_S-limiter techniques will be installed by September 2016 with live Trials due to begin in May 2016. The Trials will end in April 2018.

4 CUSTOMER ENGAGEMENT IN RESPOND

One of the key Respond hypotheses (hypothesis No.4) is that:

The Method enables a market for the provision of a FCL service

To test this hypothesis, a range of customer engagement activities will be undertaken during the life of the Project. Key amongst these will be convening an ECP to test, review and refine FCL service communications materials and the customer survey instrument. These materials will be utilised to establish the appetite among existing and potentially new customers to engage in FCL service contracts and ascertain the price at which customers are willing to engage in these response contracts. The survey will also be key in identifying customers who have expressed an interest in discussing and may subsequently agree to FCL service provision during the Trials phase, at an agreed price.

The Respond team will actively engage with internal and external stakeholders and publish general awareness materials outlining the aims and objectives of the Project, its implications, including the challenges posed by increasing electricity demand. In doing so, the Project will draw on the ECP to formulate the most effective and easily understood communication materials and will take steps to ensure that the Project's messages and outcomes adequately reach the target audience.

The Respond Project will generate outputs and learning in a number of key areas. These will be of particular interest to other DNOs, Ofgem, DECC and other stakeholders. In addition to the customer-specific activities to raise awareness of Respond and the energy/carbon challenges, various engagement activities will also be undertaken to provide and share relevant learning from Respond with stakeholders.

4.1 Customer engagement activities covered in this plan

This customer engagement plan sets out the approach and the wide-ranging activities that will be undertaken to engage customers and stakeholders throughout the Respond Project. The plan covers the following:

- Establishing which customers need to be engaged;
- Planning customer selection and approach;
- Developing and implementing engagement plans;
- Bringing customers into the Project and associated customer contracts;
- Keeping customers engaged in the Project;
- Managing customers' issues, enquiries and complaints;
- Managing customers who leave the Project;
- Managing the exit methodology for customers at the end of the Trial.

4.2 Project Partners

Electricity North West has selected six Project Partners based on their knowledge and experience in issues related to Respond. Three of these Partners, shown below, will primarily support the technical aspects of the Project. They share Electricity North West's commitment to maximising customer participation and awareness, and will ensure that this guides all installation and implementation work.

- **Schneider** – Fault Level Assessment Tool software provider;
- **ABB Ltd** – Is-limiter manufacturer;
- **Parsons Brinckerhoff** – technical consultancy support;
- **ENER-G** – CHP manufacturer, owner and operator;
- **The Association for Decentralised Energy (ADE)** – brings together interested parties to develop a sustainable environment for CHP, district heating and cooling technologies and demand side energy services;
- **Impact Research** – customer engagement specialist.

Impact Research will provide dedicated support to the Respond Project in convening an ECP; developing appropriate engagement materials; implementing the interviews and refining the survey instrument. They will also support the design, execution and analysing of data collected through the customer surveys.

Impact Research is a leading market research organisation with extensive experience in customer engagement activities in the utilities industry and more specifically on Second Tier projects. They will draw on this experience to support the Project in maximising the learning outcomes from the various customer engagement activities.

This CEP is the outcome of a robust process that has been undertaken in collaboration with Impact Research to ensure that Respond customer engagement and learning opportunities are maximised.

4.3 Continued quality assurance of customer engagement outcomes during the Project

The Respond Project has received internal support from the Electricity North West executive leadership team and the future networks steering group (FNSG). This is comprised of

members of Electricity North West's executive leadership team (ELT) and oversees the company's future grid activities.

The FNSG will continue to have ultimate oversight over Respond and will receive monthly updates on the Project's progress. A Respond Project steering group (PSG) has also been established. This is represented by all Project Partners and will guide the strategic direction of Respond. The PSG will be influential in reviewing and guiding Project activities and deliverables to ensure they are of the required quality and align with the Respond vision.

The Project will be delivered in accordance with Electricity North West's robust governance and Project management approach. This will further ensure that the deliverables are of the highest quality and that any deviation is quickly and appropriately rectified.

4.4 Feedback and review

This customer engagement plan is a starting point for communication strategy with customers throughout the Respond Project from January 2015 to October 2018. All Respond Partners will adhere to the plan and the basic principles outlined. However, there will be a need to review the plan on an on-going basis to reflect feedback and lessons

Customers

Throughout the Respond Project and in all the activities which involve engagement with customers, the Respond team will monitor feedback on customers' experiences. Customers will be able to use a range of contact methods, as appropriate, including a postal form, telephone and a web-based survey form to contact the Project team. The Project team may use the results of any feedback to amend processes as necessary.

DNOs, Project Partners and interested parties

Electricity North West will work with their Partners and key suppliers to disseminate the learning points from the Project, and seek feedback from interested parties.

Electricity North West will provide regular updates on the Respond website and interested parties will be able to register for a newsletter which will be produced on a periodic basis. Learning outcomes and experience of the Respond Trials will be shared with interested parties, including other DNOs and academic institutions throughout the Project.

Stakeholder consultation

Electricity North West has consulted all its Partners and relevant departments in Electricity North West to produce this engagement plan. Throughout the bid preparation process they worked to engage a number of groups to gauge support for and understanding of the Respond Project. These include the future networks steering group.

A number of audiences are identified as key stakeholders for learning derived from the Respond Project and the dissemination activities planned reflect the diverse needs and interests of each group. Electricity North West are committed to delivering Respond information through a number of dissemination methods to suit a range of learning focus requirements including a general description of the Project within Smart Grid Architecture Model (SGAM).

The Project team will use best practice developed from both delivering and attending LCN Fund dissemination events. The overriding principles are to keep Respond information accessible at all times and match the dissemination methods to stakeholder audience needs. The main audiences that have been identified are:

- **Distribution network operators** – including IDNOs, Ofgem, DECC and wider government will be keen to appreciate how the Respond Method can be applied.

Information for this audience will focus on how active fault level assessment and response will delay or potentially avoid the requirement for reinforcement investment, reducing costs for customers, improving quality of supply and network reliability. This will assist in decision making for future strategies and price control reviews and industry regulation including the potential move to a DSO model. In addition, groups such as the Health and Safety Executive (HSE) and UK and EU industry lobbyist groups will be interested in any potential impact on network design and operation.

- **Industry groups** – this will include various industry groups such as the ENA, the Association for Decentralised Energy (ADE), D3 stakeholder initiative, the Electricity Producers (AEP) and Smart Energy Demand Coalition (SEDC). Their primary interest will be with new network design and operating standards, system configurations and demand and generation response agreements.

- **I&C demand and generation customers** – informing these customers will form a crucial part of the dissemination agenda. These customers will be interested in understanding the effect on their current business models from the learning of the new contractual agreements that Electricity North West will explore in collaboration with the FCL service Partners. The customer survey and Trials will provide an important opportunity to start engaging with customers and providing education about DSO commercial solutions. Achieving customer buy in will be critical to the success of the Respond Project. Electricity North West will seek to address a variety of stakeholders. These will include renewable generator developers, owners and operators who will want to understand how they can connect to the network at lower cost and other I&C load customers with similar interests in low cost of connection and enhancing their return on existing investments.

- **Other energy industry participants** – such as technology and LCT vendors and equipment manufacturers who will want to identify possible opportunities for product development and ascertain any operational effects of the techniques applied.

- **Academic institutions** – such as universities and higher education establishments will have a likely interest in using data generated throughout Respond to support their own programmes in the area of fault level research. Knowledge dissemination with this stakeholder group presents a unique opportunity to invite alternative conclusions.

- **Electricity North West** – knowledge will be shared and discussed with the future networks and policy & standard teams and wider Electricity North West community. They will be interested in all aspects of Respond and working to establish how learning/ knowledge will be incorporated into future business as usual.

- **Local groups** – there will be interest from a number of other local groups including local planning authorities, local enterprise partnerships, councillors, business leaders, chambers of commerce, Greater Manchester Energy Group and various policy makers.

Project steering group

The Project steering group will review and guide the Project's activities, deliverables and objectives and set the strategic direction. The Project will be subject to the robust governance procedures, employed by Electricity North West, from Project mobilisation until Project closure.

5 RESPOND CUSTOMER GROUPS

Four customer groups have been identified as being directly or indirectly involved in Respond, and therefore must be actively engaged during the Project. These customer groups are discussed below.

5.1 Customers participating in the engaged customer panel (ECP)

An ECP will be formed in advance of a targeted survey and marketing campaign. This panel will comprise a small but representative cross-section of I&C DG or demand customers, reflective of the customer base potentially able to provide a commercial FCL service ie existing or potential new connection customers operating large AC electrical rotating demand or generation plants.

The ECP will play a key role in forming and guiding the customer engagement strategy and will be influential in developing and testing Respond customer engagement materials and survey instruments. The ECP will discuss and test the materials to maximise their effectiveness, suitability, applicability and to ensure the Respond Method is described most effectively and understandably to customers taking part in the customer survey and subsequent FCL service Trial.

The material that the ECP will support the Project team with developing will include:

- Respond video;
- Customer literature;
- Customer survey;
- Additional stimulus materials for recruiting FCL service Trial participants as required.

5.2 Customers participating in the Respond customer survey

Understanding the willingness of customers to engage in FCL service contracts is key to the Respond Project. The objective of the customer survey is to establish the market for these new commercial arrangements amongst new and existing customers and to ascertain the price point at which suitable customers are willing to engage in these response contracts.

The customer survey approach will be similar to that adopted in Electricity North West's Second Tier LCN Fund Project, Capacity to Customers (C_2C), but amended to reflect the learning outcomes of that Project. We now recognise that collaborating with trusted partner organisations who have access to third parties, helps find the right person to talk to within participant organisations.

The survey has the support of Project Partners ENER-G and ADE, and could include customers from across GB. Both organisations are keen to be involved in the development and delivery of this Project. These customer Partners will work with market research provider, Impact Research, to develop the customer survey and achieve a higher than normal survey response.

Customer data sources

Participants for the customer survey will be recruited from two different data sources:

Electricity North West customer data – Electricity North West will provide Impact Research a list of customers meeting the target criteria, derived from its distributed generation and MPAN databases. Where practicable, potential connection customers will also be included in the customer list, particularly where a fault level issue with the customer's proposed connection has been identified.

ENER-G and ADE – Project Partners, ENER-G and ADE will work in colloboration with the Respond team to introduce the Project to its respective members/customers using appropriate communication channels, designed to invite voluntary interest in becoming involved.

Pilot of customer survey materials

A pilot will be conducted to test the survey instrument and any supportive materials. This will ensure that the survey instrument is easily understood by the customer, can provide accurate and robust data for analysis purposes and can be efficiently administered by the interviewer

The final survey instrument will be refined following feedback from the pilot before launching the customer survey.

A peer review of the survey instrument will be conducted to consider its suitability, ability to provide robust quantitative research and prove the Respond hypotheses. The peer review is also intended to maintain standards of quality, improve performance, and provide credibility.

Customer survey instrument

An online survey will test the market for a the FCL service; the appeal of the service to differing I&C populations; identify those customers expressing interest in taking part in the Trial and establish the price point at which customers are willing to engage.

Market research activities will be conducted in accordance with industry Codes of Practice and protocol.

Customer engagement materials

To ensure that Respond survey participants are fully engaged, the Project team will draw on various tools. These will include, but may not be limited to:

- **Stimulus materials** – a range of stimulus materials designed to educate customers about Respond and support the recruitment of customers to take part in the survey. The materials will be guided by the ECP;

- **Engaging and easily understandable survey instruments** – to ensure that customers complete and actively participate in the surveys, the instruments will be designed to be engaging and easily understood by a diverse range of I&C customers with differing demand and generation profiles;

- **Piloting and refinement of survey instruments** – surveys will be developed and piloted with a small group of customers before they are rolled-out more widely;

- **Customer completion incentivisation** – utilising the learning from C2C and to ensure the highest possible survey completion, a range of incentives and support will be offered to customers to complete survey activities.

5.3 Customers participating in the Respond Trial

The customer survey will provide customers with the opportunity of expressing an interest in taking part in the FCL service Trial phase. Trial participants may be sourced via this route, or by contacting or being contacted directly by Electricity North West. Customers will be provided with information about Respond and how to participate in the Trials on the Respond website.

Electricity North West will conduct a screening exercise to assess the technical and commercial viability of purchasing a managed FCL service from interested customers. Preliminary discussions and further detailed negotiations will be conducted by a small and dedicated team within Electricity North West with suitable customers to secure up to five FCL service contracts, at an agreed price for an agreed period of time.

5.4 Customers, stakeholders and the wider community

The operation of new fault level mitigation equipment will have no impact on the supply or reliability of supply to customers. As such and given that Respond is a technically complex Project, there will be no direct engagement with domestic customers during the Project.

Whilst the wider community is not actively involved in Respond, Electricity North West will allow as many people as possible to understand the Project and it benefits to build on existing customer and stakeholder relationships. Project awareness information and all published materials including key documents, newsletters, advertorials and links to webinars will be published on the Respond website throughout the life of the Project.

A range of social media channels, including Twitter, Facebook and LinkedIn, will also be used to update stakeholders on Respond outputs, events and Project developments.

6 COMMUNICATIONS AND PRIORITY SERVICES CUSTOMERS

6.1 Respond Partners

Each of the Respond Partners brings existing customer engagement and management experience to the Project. For the purposes of Respond, the Project Partners will adhere to the key principles outlined below.

- Project Partners responsible for any form of customer contact must ensure that customer contact is appropriate. This must include making clear to customers that the contact relates to the Respond Project. As a minimum, any customer contact will involve:
    - Provision of clear information about the Respond customer engagement and/or Respond Trials in which they are taking part;
    - Provision of clear information about the aims and objectives of the contact;
    - Provision of information on data protection;
    - Provision of information about how to cancel their participation.
- Project Partners with access to customer data gathered for Respond will sign an agreement to ensure that this data is not used for purposes other than in relation to the Respond Project (see also Respond data privacy statement). Electricity North West's data security manager will take responsibility for all aspects of data privacy in the Project.
- Where Project Partners have existing or previous relationships with customers participating in Respond, the Partners will make it clear when contacting the customer that this communication specifically relates to Respond.
- Any customer considering taking part in Respond will receive clear information about what the Trial will involve. They will also be provided with details of who to contact with queries or complaints, and informed about who will have access to their data.
- Any customer agreeing to participate in Respond will be provided with sufficient information to enable them to understand what will be expected of them, and the purpose and scope of the survey exercise.

- When data is collected, the Project team and Project Partners will be transparent about why they are collecting it and how it will be used, stored and accessed. (A detailed approach for managing personal data is set out in the data privacy statement.)

6.2 Priority services register customers

Electricity North West appreciates that some of its customers have additional requirements due to disability, being elderly or having a chronic illness. The company has a strong history of promoting safety and security at the homes of these vulnerable customers. Amongst other things, the company maintains a priority services register (PSR) of customers who have special requirements or who may be vulnerable during a power outage. The register enables the company to provide appropriate assistance to these customers, where required.

Customers on the priority services register will not be directly affected by the Respond Project. It is not expected that vulnerable customers will be any more sensitive to the impact of Respond Trials than other customers. Throughout the Project the Project team will have regard to any potential effects on PSR customers. If feedback is received from a PSR customer in a Trial area, the Respond team will investigate what has occurred and why. Where necessary, the Trial may be halted in order to investigate. Only when the customer's concerns have been resolved will the Trial be re-started.

6.3 Customer interruptions

Three fault level mitigation techniques will be explored in Respond. The scope of Respond covers:

1. The installation and testing of the Adaptive Protection technique at seven primary substations and two bulk supply points involving around 105,000 customers;

2a. Testing the installation and operation of the ABB Is-limiter at two primary substations;

2b. Testing the ABB Is-limiter sensing equipment at three primary substations and two bulk supply points;

3. The purchase of a FCL service from up to five Electricity North West I&C demand or generation customers.

Customer interruptions will not be required for the deployment and trial of new HV and EHV fault level mitigation equipment for the technical solutions 1) and 2) above.

Respond will deploy near real time active fault level management by means of the Fault Level Assessment Tool, which will continuously assess the fault level on the network and issue a command to enable one of the three mitigation techniques when the fault level is close to or exceeds equipment rating and only in the event of a network fault.

Electricity North West's automatic restoration system (ARS) will restore healthy parts of the network and customer supplies within three minutes except those within the isolation points of the fault. This means that for generators, there will be no operating constraints and they will only experience short duration interruptions on the rare occasion that a fault occurs when the fault current is above equipment rating.

Where a customer agrees to provide a Fault Current Limiting service, it will be necessary to install enabling technology on customers' equipment in their premises. This retrofit may necessitate the temporary de-energisation of the whole or part of the customers' electrical installation. This will be agreed on an individual basis with the customer, in advance of any works and co-ordinated with normal down times ie maintenance schedules.

Operation of Respond fault level mitigation equipment will have no impact on the quality or reliability of supply to customers on Trial circuits.

7 CUSTOMER STRATEGY AND CUSTOMER RELATIONS

7.1 Overview of the Respond communications strategy

Active participation from I&C demand and generation customers in particular is critical to the success of the Respond Project and will form the main focus of the communications strategy.

Electricity North West will engage with selected existing and potential new I&C demand and DG customers to seek involvement in a customer survey to ascertain the market for a FCL service. Electricity North West understands that without the support and buy-in of these customers, the commercial element of Respond will not succeed. The Project is therefore committed to ensuring that the customer journey is a good and positive experience, which is essential for the successful delivery of the Project. To ensure that this is achieved, a range of targeted communication and engagement activities will be undertaken with the groups of customers outlined in section 5.

The underlying communications strategy can be summarised as follows:

- Development of general awareness materials to explain to customers the background, objectives and aims of the Respond Method. Feedback from the engaged customer panel will guide the development of customer material;
- Engaging with target customers to test their willingness to provide a FCL service and ensure that the customer experience remains a positive one;
- Consider the needs of those customers who have agreed to provide a FCL service by arranging the temporary disconnection of supply or isolation of specific customer equipment, as might be required to modify existing protection or install new equipment, in an agreed and coordinated manner, to mitigate customer impact;
- Monitoring the needs of any vulnerable customers affected by the Project;
- Disseminating Project learnings through a variety of channels.

7.2 Customer relations

Several communication channels will be available for customers, Partners and stakeholders who require further information about the Respond Project; wish to engage with the Respond team or ask questions related to the Project.

Respond website and social media

The Respond website will host the main source of information about the Respond Project for stakeholders and customers. Details will be available at www.enwl.co.uk/respond. All customer focused information including contact details, Trial networks, customer literature and frequently asked questions (FAQs) will be posted on the site and available to download. Queries can be raised via the website using the online enquiry service. The website will be supplemented online by social media activity such as Twitter, Facebook and LinkedIn.

Enquiries

Customers can ask questions or raise queries related to the Project using the following channels:

Telephone contact – Electricity North West operates a contact centre that is continuously staffed and can be contacted 24 hour a day on 0800 195 4141. There is a specific interactive voice response (IVR) option available for all low carbon enquiries.

Written correspondence – the Respond Project team will handle written enquiries from customers and stakeholders. Customers will be able to contact the Project team at the following address:

Respond Project Team
Electricity North West Limited
Frederick Road
Salford
M6 6QH

Alternatively, customers can send email queries or requests for further information to the Project team at futurenetworks@enwl.co.uk. Response times will be in line with Electricity North West's standard practice, ie a maximum period of ten working days.

Information for Project Partners and other interested parties – The Respond website will provide regular updates. Furthermore, interested parties will be able to register for a newsletter which will be produced on a periodic basis. Learnings from the Respond Project outcome will be shared with interested parties, including other DNOs and academic institutions, throughout the Project.

Alternative formats – All customer information about the Respond Project will be available in alternative formats such as audio, Braille or minority languages on request.

7.3 Customer enquiries and feedback

A range of tools will be used to facilitate and obtain customer feedback outside of formal surveys. These are outlined in section 7.2 and include a dedicated Project website with customer feedback facilities, a contact telephone number and an address for written communication.

The customer workstream will also implement a process to record all queries or concerns raised by customers across all the contact centres and ensure that any enquiries or complaints are resolved appropriately and where possible during the initial contact or within 24 hours. Those not initially resolved will be managed centrally by the Respond Project team in line with normal service levels, complaint management procedures and statutory obligations.

7.4 Feedback from DNOs, Project Partners and interested parties

Throughout the life of the Project the Respond team will engage with and make information available to stakeholders via tailored communications which will comprise of written, audio and visual mediums, including a six monthly newsletter, webinars, knowledge sharing events and regular updates to the Respond website. The Respond customer engagement process will result in key lessons being learned about how to effectively engage customers. As part of learning and dissemination activities, such learning and lessons will be shared with other DNOs and other energy industry participants. It is also anticipated that stakeholders such as the Health and Safety Executive (HSE) and UK and EU industry lobbyist groups will be interested in any potential impact on network design and operation.

Respond will provide new information on how to best engage with customers for the FCL service and share with the DNO community the most effective route to market for these new commercial arrangements. This learning will help frame propositions to both new connections customers and existing customers and will inform how DNOs can best include customers in the operation of the network.

All Partners and stakeholders will be responsible for disseminating the learning points around the customer engagement aspects of the Project. Electricity North West will discuss whether it encountered any difficulties during the Respond Trial in order to build on the understanding of how to undertake innovation Projects effectively. To utilise learning from the Project, the

Respond team will clearly state how these difficulties and problems informed thinking going forwards.

8 CONCLUSION AND NEXT STEPS

This customer engagement plan sets out the Respond Project's approach for communication and engagement with customers throughout the Project. All Respond Partners will adhere to the plan and the basic principles outlined. There will, however, be lessons learned as the Project progresses. The plan will therefore be subject to ongoing review to take account of any feedback and useful lessons learned. Ofgem will be consulted before any material changes are made to the plan.

Appendix B sets out the activities outlined in this plan to engage customers in Respond and their associated timings.

In line with the vision of the LCN Fund, all outputs and learning gained from customer engagement activities will be made available to other DNOs. Specifically, all communication materials developed in the Project will be publicised on the Respond website. All relevant learning will be shared at Respond learning events, through trade magazines and in other appropriate forums.

APPENDIX A – DRAFT RESEARCH PARTICIPATION CONSENT FORMS

ECP Consent Form (DRAFT)

Research Participation Consent Form:

The interview/s you take part in will be audio recorded.

The Data Protection Act requires that Electricity North West collects and uses the information you provide to it in a manner that respects and protects your confidentiality. Your personal details (name, address, phone number) will not be disclosed to anyone else without your permission other than to Impact Research and Electricity North West.

In most cases the audio recording will be heard and the transcription read **only by the transcriber and researchers from the research company**. The transcript will only be read/audio recording listened to for research purposes and only to pursue the aims of the study. Excerpts from the transcripts may be used to illustrate the research findings. This will always be done in a way to protect your identity ie comments will not be attributed to you personally.

The recordings will not be used for non-research purposes, such as promotion or direct sales activities. They will be dated and deleted, at the latest, two years after the research is completed. **In exceptional cases** the audio recording will be listened to/the transcription read by employees at Electricity North West working on this Project. In these circumstances, the Respond team will go through the recordings first to delete any references that may allow Electricity North West to identify you personally.

You may find the following questions and answers helpful in understanding what data will be collected from you and how it will be used**. Please read this information and indicate your consent at the bottom of the form.**

What is the purpose of market research?

Market research attempts to generate understanding and knowledge about customer behaviour within it, by gaining information (*data*) from specific samples of customers and extending results to the population as a whole.

Market research is scientifically-conducted research where the identity of respondents, and all personal data they give to the researchers, are kept fully confidential, and cannot be disclosed or used, for any non-research purpose.

Market research is not a commercial communication or a selling opportunity. Market research has no interest in the individual identity of respondents.

Who is Impact Research?

Impact Research is an independent market research agency whose registered address is 3 The Quintet, Churchfield Road, Walton on Thames, Surrey, KT12 2TZ.

What is personal data?

The following definitions are taken from the Data Protection Act 1998.

'Personal data' is defined as any information which is capable of being used to identify a living individual.

In addition to name, address and contact details, this could include individual preferences, transactional history, and record of activities or travel, profiles or credit scores.

'Sensitive personal data' is defined as any personal data that relates to any of the following: racial or ethnic origin, political opinions, religious or other similar beliefs, trade union membership, physical or mental health, sexual life, criminal convictions or proceedings.

What personal or sensitive personal data will be collected from you?

You will be asked to provide Impact Research with your contact details so that Electricity North West or its Partners are able to re-contact you to take part in market research. Any answers you give in the interviews will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

This means that all of the information collected will be used for research purposes only and it will not be possible to identify any particular individual or address in the results.

Who will this personal or sensitive personal data be shared with?

At the end of the Project and as part of sharing the learning and outcomes, aggregated data and the results of the Project will be shared with interested parties such as other electricity companies and academic institutions. Any data shared with interested parties or published for general readership will not contain any personal data.

No personal data will be provided to any third parties for any marketing activity.

Electricity North West will not use this Project or any information collected in connection with the Project to market any products or services to customers.

Customers may be contacted about any supply quality problems that are identified through the feedback they give, but only if they have given their consent for this.

So that this is absolutely clear, we would like you to now sign the following statement:

I am happy to have the feedback I give through participating in this market research attributed to me so that Electricity North West are aware that I have taken part in this market research.

Please circle: YES / NO

I am happy for Impact Research to get in touch with me again in the future to discuss the service I receive from Electricity North West for market research purposes.

Please circle: YES / NO

I am happy for my data to be passed to Electricity North West in order that they can discuss with me any aspect of my electricity supply in the future.

Please circle: YES / NO

I agree that after the above explanation, I was given the option not to take part in the engaged customer panel, if I had any reservations.

Your full name .....

Company name……..

Signed .....

Date.....

PILOT, CUSTOMER SURVEY AND TRIAL SURVEY Consent Form (DRAFT)

Research Participation Consent Form:

If you choose to complete this survey, the responses you give will be automatically captured.

Should you choose to have telephone support, the interview you take part in may be audio recorded.

The Data Protection Act requires that Electricity North West collects and uses the information you provide to it in a manner that respects and protects your confidentiality. Your personal details (name, address, phone number) will not be disclosed to anyone else without your permission other than to Impact Research and Electricity North West.

You may find the following questions and answers helpful in understanding what data will be collected from you and how it will be used**. Please read this information and indicate your consent at the bottom of the form.**

What is the purpose of market research?

Market research attempts to generate understanding and knowledge about customer behaviour within it, by gaining information (*data*) from specific samples of customers and extending results to the population as a whole.

Market research is scientifically-conducted research where the identity of respondents, and all personal data they give to the researchers, are kept fully confidential, and cannot be disclosed or used, for any non-research purpose.

Market research is not a commercial communication or a selling opportunity. Market research has no interest in the individual identity of respondents.

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'Sensitive personal data' is defined as any personal data that relates to any of the following: racial or ethnic origin, political opinions, religious or other similar beliefs, trade union membership, physical or mental health, sexual life, criminal convictions or proceedings.

What personal or sensitive personal data will be collected from you?

You will be asked to provide Impact Research with your contact details so that Electricity North West or its Partners are able to re-contact you to take part in market research. Any answers you give in the interviews will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

This means that all of the information collected will be used for research purposes only and it will not be possible to identify any particular individual or address in the results.

Who will this personal or sensitive personal data be shared with?

At the end of the Project and as part of sharing the learning and outcomes, aggregated data and the results of the Project will be shared with interested parties such as other electricity companies and academic institutions. Any data shared with interested parties or published for general readership will not contain any personal data.

No personal data will be provided to any third parties for any marketing activity.

Electricity North West will not use this Project or any information collected in connection with the Project to market any products or services to customers, unless you have given your express permission to do so.

Customers may be contacted about any supply quality problems that are identified through the feedback they give, but only if they have given their consent for this.

So that this is absolutely clear, we would like you to now read and complete the following statement:

I agree to take part in this research and for my feedback to be used as outlined above.

Please select one: YES / NO

I am happy to have the feedback I give through participating in this market research attributed to me so that Electricity North West are aware that I have taken part in this market research.

Please select one: YES / NO

I am happy for my data to be passed to Electricity North West in order that they can discuss any aspect of FCL service with me in the future.

Please select one: YES / NO

I am happy for Impact Research to get in touch with me again in the future to discuss the service I receive from Electricity North West for market research purposes.

Please select one: YES / NO

Your full name .....

Company name……..

Signed .....

Date.....

APPENDIX B – TIMETABLE OF CUSTOMER ENGAGEMENT SDRC

Successful Delivery Requirement Criteria (SDRC)	Target completion date
Publish newsletter	May 2015
Customer engagement plan and data privacy statement submitted to Ofgem for approval	June 2015
Publish advertorial	July 2015
Deliver live FLARE website and social media forums	July 2015
Customer marketing/campaign materials published on Respond website	July 2015
Engaged customer panel, first interviews	September 2015
Hold webinar	September 2015
Amendments made to survey materials	October 2015
Publish newsletter	November 2015
Publish advertorial	April 2016
Publish newsletter	May 2016
Knowledge sharing event	May 2016
Publish advertorial	July 2016
Hold webinar	September 2016
Publish newsletter	November 2016
Publish newsletter	May 2017
Publish customer survey report on Respond website	May 2017
Publish customer survey report and information for customer evaluation of FCL service provision on FLARE website	May 2017
Knowledge sharing event	May 2017
Publish advertorial	July 2017
Hold webinar	September 2017
Publish newsletter	November 2017
Publish newsletter	May 2018
Publish contract templates for FCL service with new and existing customers and commercial arrangements learning	May 2018
Knowledge sharing event	September 2018
Publish advertorial	October 2018
Hold webinar	October 2018
Actively participate at four annual LCN Innovation conferences from 2015 to 2018	