Business Plan Commitments

Delivering on our promises to the communities we serve

To 31 March 2023

Electricity North West Limited
Registered number 02366949

electricity north west
Bringing energy to your door

Our performance against our commitments to you

A message from our CEO

I am pleased to share our annual business plan commitment report, covering the regulatory period from 1 April 2015 to 31 March 2023, referred to as RIIO-ED1.

This report covers our performance against the commitments we made to our customers for the regulatory period. I am pleased that we have been able to meet all of our key regulatory outputs and deliver against our commitments to customers, while keeping our bills as low as possible.

Of our 48 ED1 commitments, 46 were completed. The exceptions being the final stages of our investment to prevent customers from becoming worst served and our transition to DSO. Both of these commitments will be completed by the end of the year.

Network reliability (measured as the number of customer interruptions) has improved by 19% over ED1 (a 42% increase from 2012), and customer satisfaction has improved by 9.4%, from 80% to 89.4%. We have delivered this while being absolutely focussed on cost efficiency, delivering the highest total expenditure cost efficiency of any distribution network operator group, both enabling additional investment in the network and saving our customers £74m over the period.

In September 2022 I joined an engaged, agile, innovative and efficient business. In my first months with the business, safety has been reset and it will continue to remain our top priority. Our safe operation is fundamental to the business's licence to operate. We take an uncompromising approach to excellence in protecting our workforce and the public, and to serving our customers, particularly those in vulnerable circumstances.

Everyone has been affected to differing extents by rising energy costs, increased inflation and interest rates in the last year. In the context of these cost-of-living concerns, we have continued to keep our bills among the lowest in the UK with ENWL's typical domestic customer paying £123 a year, compared to the GB average of £138. For 34 pence per day per customer we manage 30,000 switchgear assets, 60,000 kilometres of overhead and underground cables, providing 99.995% reliability as well as a 24-hour fault response and continually renewing and expanding this network.

We have made material improvements to the way we work after learning some hard but important lessons in the aftermath of one of the worst storms in a generation, Storm Arwen, in November 2021. Customers in affected areas told us that they needed more help to be better prepared for similar future events. Alongside the £0.5m community resilience fund that we established in the months after the storm, we have completed significant investment in our network, including deploying more sensors to identify faults quicker and to improve our operational response. We have also put in place arrangements to rapidly mobilise the whole workforce to support our customers in vulnerable circumstances, when required by such events.

The next five years will be a period of significant change for the industry as we continue the journey to Net-Zero, with the demand for power expected to increase by a third by 2030. Our role is to facilitate this investment during a cost-of-living crisis. No one will be left behind and all will benefit through our work to enable a Net-Zero future.

Ian Smyth
Chief Executive Officer

Our ED1 Business Plan Commitments Performance

There are 48 commitments to report on for 2022/23

- We have completed the delivery of 46 of these commitments
- There are no new or amended commitments in the current year
- We report our commitments across seven key areas:

	Number of original ED1 commitments	Added / enhanced commitments	Total customer commitments	Commitments met
Customer	6	-	6	6
Reliability	12	2	14	13
Safety	3	2	5	5
Low Carbon	-	3	3	2
Social	7	1	8	8
Connections	8	-	8	8
Environment	4	-	4	4
Total commitments	**40**	**8**	**48**	**46**

In 2013, we published our plan for the 2015-2023 ED1 price control period, the plan included 40 specific commitments which were identified in consultation with our customers and stakeholders. These set out our targets and promises for improving our networks' service and delivering the very best for our customers and stakeholders in the North West.

Through the eight years of ED1, we kept a continued focus on meeting our commitments to customers, working with our stakeholders to ensure those commitments remained relevant in the fast changing environment in which we are operating. Starting the period with 40 commitments, we added 8 new, amended or enhanced targets on others and finally completed 46 of these 48 commitments. Those commitments that were not delivered will be completed by the end of the year.

Our performance on the commitments that we completed demonstrates the real progress that we have made in all of the themes identified in our plan. We are proud that our Company is the only network operator group in the country to have achieved green ratings from Ofgem in all categories for each of the last seven consecutive years. We continue to strive to improve our performance and provide the best possible service to our customers in the North West.

Our performance

Safety

Electricity North West operates in a high hazard industry and the safety of its people and customers, and the protection of the environment will always remain top priorities. Our safe operation is fundamental to the business's licence to operate. We are never complacent about safety.

Our safety performance was and continues to be at the frontier of the utility industry and our low incident rates reflect our continued focus on creating an enhanced safety culture. We have continued to invest in asset programmes focussed on public safety, in particular with respect to the risks associated with link box failures and with rising and lateral mains in multi-occupancy properties.

Network reliability and resilience

Our customers and stakeholders make it very clear that our fundamental role is to keep power flowing to customers and network users. Moving to Net-Zero will only increase our dependency on electricity in all aspects of our lives.

Over ED1 we have achieved industry leading levels of reliability. Our level of Customer Interruptions (representing the number of interruptions our customers' experience) has improved by 42% (compared to 2012 levels) from 45.9 to 26.6, and our Customer Minutes Lost (representing the length of time customers are without power in the event of an interruption) have improved by 44% (compared to 2012 levels) from 47.9 to 26.9.

These performance improvements have been driven through a combination of investment in automation and network resilience, as well as improvements in operational response when faults do occur. This year saw further development of our network management system, providing a strong digital platform and offering industry leading emergency responses whilst protecting critical customers.

Although there were no named storms that significantly impacted the North West in the year, we have continued to work hard to minimise the risk of such events impacting the network and prepare ourselves to react quickly and effectively when severe events do happen, particularly in providing support to those more vulnerable customers. We have continued our proactive investment to prevent customers from ever becoming 'worst served'.

Cost efficiency

Affordability and cost efficiency remains a key focus area, particularly against the backdrop of significant rises in energy bills, high inflation, increasing interest rates and the impact of failing energy suppliers. We continue to work hard to deliver our obligations efficiently, including a particular focus on the use of innovation to keep customer bills as low as possible, which at £123 per year for a typical domestic customer remain below the GB average of £138 and amongst the cheapest DNO's. In terms of total expenditure in ED1 we rank as the most efficient DNO across all groups.

Innovation is key to delivering the performance our customers rightly expect at an efficient cost. We will continue to develop and deliver our cutting-edge engineering innovations, CLASS, SmartStreet and LineSight that will keep the network reliable, efficient and safe.

Customer service

Our customer satisfaction performance has remained at a high level, with our performance last year improving by 0.7%, from 88.7% to 89.4%. Throughout the ED1 period our overall satisfaction has improved by 9.4%, from 80% to 89.4% (representing the second largest DNO improvement through ED1). Our Stakeholder Engagement and Consumer Vulnerability (SECV) score significantly improved in 2022/23 by 2.69, from 4.31 to 7.0, representing the most improvement by any DNO.

*The Customer Interruptions and Customer Minutes Lost values are based on the weighted averages rather than the unweighted values quoted in the Performance Summary table in the RRP.

We are committed to further improve customer satisfaction levels, with clear actions in place that are monitored regularly by the Executive Leadership Team. These actions focus around reducing customer effort, simplification, owning what we do, and engaging, listening and improving.

We continue to recognise our role in supporting customers in vulnerable circumstances. When National Grid raised the prospect of emergency power cuts, we enhanced our normal winter campaign tailoring the information we provided to help our customers in these circumstances. This included directly contacting 23,013 of our customers in the most vulnerable circumstances, medically dependent on electricity with no access to mobile or internet communications, over the course of just one week.

Sustainability

Our vision is to 'Lead the North West to Net-Zero' and this year we have made a number of important steps to support delivery of this vision. In 2022/23 we have invested over £27m in projects which will drive the green recovery, all geared to helping the region hit its Net-Zero carbon targets.

At the start of the current regulatory period, we made a commitment to our customers to reduce carbon emissions by 10% from a 2014/15 base year, by 2020. Through targeted investment in the efficiency of our buildings and other efficiency measures, we have reduced actual emissions by 43% from 2014/15 levels.

Connections

Our connections performance has been strong in ED1. We measure our performance across two metrics; time to quote and time to connect. In both of these areas our commitments continue to meet or exceed Ofgem targets and the targets we set ourselves in our customer commitments.

This year we have again continued to see dramatic increases in connections and service alterations for Low Carbon Technologies (LCT's) particularly reflecting an increased take up in electric vehicle ownership. We have responded by re-organising and recruiting to be able to handle this increased activity and projected growth to ensure that we do not slow down the transition to LCTs.

Ensuring our business commitments continue to reflect stakeholder needs

We are committed to ongoing stakeholder engagement and recognise the proven value and insight that stakeholder relationships bring to our decision making, risk management and reputation. This year we have established our new Independent Oversight Group and one of their key roles will be to monitor our performance against our Business Plan Commitments for ED2 and ensure that our commitments continue to reflect stakeholder priorities.

Looking forward to ED2

During ED2, we will continue to build on the strong foundations that have been laid in ED1, delivering further improvements in customer satisfaction, targeting a minimum customer satisfaction of 90%, and further reducing both the number of power cuts and the time customers are without power by 20% from current levels.

As well as investing in our network to enable the transition to Net-Zero, significant sums will go towards strengthening customer service and supporting those customers in vulnerable circumstances who need it the most.

Performance snapshot 2022/23

Our network

Number of customers **2.4m**

Overhead lines	Underground cables	Submarine cables
12,726km	47,273km	23km

Total network length **60,023**

TOTEX

£217m	£233m	93%
Total expenditure*	RIIO-ED1 (ED1) allowance*	of allowance (before adjustment for expenditure profile)

£64 Our part of a typical household bill*

*The price base for all values is 2012/13.

The typical household bill in current prices and using Ofgems latest consumption value of 2900kWH is £123.

How we're performing

Reliability

CI	CMI
26.6*	26.9*
Customer interruptions (Including and excluding exceptional events)	Customer minutes lost (Including and excluding exceptional events)

Connections

Time to quote	Time to connect
3 Days	24 Days

Our customer commitments

Customer satisfaction

89.4%

Social obligations

Stakeholder Engagement

Scored 7.0

Our best score in ED2 and 2nd among other networks

Incentive on connections engagement (ICE)

Penalties incurred under the ICE scheme

NONE

Operating responsibilities

Safety

Licensee safety performance and compliance with Health and Safety Executive (HSE) legislation

Lost time injuries	Lost time injury frequency rate
3	0.035*

*Number of lost time injuries per 100,000 hours worked

Carbon emissions	Undergrounding for visual amenity
13,990 tCO_2e	11.3km

Our performance in 2022/23

✓ Met target ● Delivery delayed

Safety	#1	Site Security	✓	Completed (PY)
	#2	Safe climbing	✓	P9
	#3	Asbestos management	✓	P9
	#41	Management of the risk of link box failures	✓	P10
	#42	Rising and lateral mains	✓	P10
Social	#4	Enhanced Priority Service Register service	✓	P11
	#5	Improve services for vulnerable and Priority Service Register customers – services	✓	P11
	#6	Improve services for vulnerable and Priority Service Register customers – staff training	✓	P12
	#7	Improve services for vulnerable and Priority Service Register customers – support	✓	P12
	#8	Responsible Organisation	✓	Completed (PY)
	#9	Resilient supplies to vulnerable locations	✓	Completed (PY)
	#10	Mitigate fuel poverty	✓	P13
	#48	Support electricity users in vulnerable circumstances and deliver the commitments of our pilot partnership with Citizens Advice Manchester	✓	P13
Reliability	#11	Improve overall reliability	✓	Completed (PY)
	#12	Improve overall availability	✓	Completed (PY)
	#13	Complete flood protection programme to all major sites	✓	P15
	#14	Network health – overall risk index	✓	P15
	#15	Network health – fault rate	✓	P16
	#16	Strategic site security	✓	Completed (PY)
	#17	Ensure all major substations have appropriate backup battery capacity	✓	P16
	#18	Reconfigure the network where appropriate to ensure redundancy in event of major incident	✓	Completed (PY)
	#19	Improve performance for worst-served customers (WSC)	●	P17
	#20	Ensure that the loading risk of the network is appropriately managed – overloaded substations	✓	P17
	#21	Ensure that the loading risk of the network is appropriately managed – larger transformers	✓	P18
	#22	Ensure that network constraints to the connection of Distributed Generation are removed	✓	P18
	#46	Improve overall reliability	✓	P19
	#47	Improve overall availability	✓	P19
Customer	#23	Customer survey – composite score	✓	P21
	#24	Complaints – 1 day	✓	P22
	#25	Complaints - average days to close	✓	P22
	#26	Stakeholder engagement	✓	P23
	#27	Guaranteed Standards	✓	P23
	#28	Storms	✓	P24
Connections	#29	Connection quotation – single domestic connections	✓	P25
	#30	Connection quotation – up to four domestic connections	✓	P25
	#31	Connection quotation – all other connections	✓	P26
	#32	Connection completion – single domestic connections	✓	P26
	#33	Connection completion – up to four domestic connections	✓	P27
	#34	Connection completion – all other connections below Extra High Voltage	✓	P27
	#35	Engagement – Incentive on connections engagement	✓	P28
	#36	Guaranteed Standards of performance	✓	P28
Environment	#37	Reduce carbon footprint	✓	Completed (PY)
	#38	Reduce losses	✓	Completed (PY)
	#39	Reduce oil lost from cables	✓	P29
	#40	Undergrounding overhead lines	✓	P29
Low carbon	#43	Driving transition to DSO	●	P30
	#44	Facilitating expansion of electric vehicles	✓	P30
	#45	Enabling our communities to take part in the low carbon energy transition	✓	Completed (PY)

The ten commitments that were completed in prior years have been excluded from the detailed sections that follow in this report, they are highlighted above as completed (PY).

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Our performance in 2022/23

#2. Safe climbing

We'll improve operational safety for climbing and working at height on our steel towers (pylons)

Background

Steel towers support our 132kV overhead lines and stand around 27m tall – the equivalent of six double decker buses stacked one on top of the other. Our employees work on these towers all year round in all weather conditions.

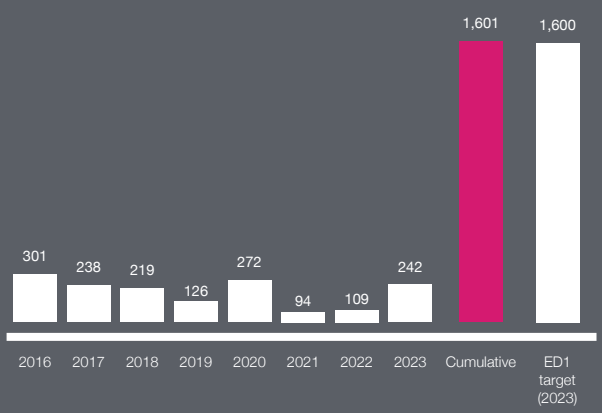
We are installing 'latchway' systems on all of our steel towers. These are permanently fixed to the structure and enable safer climbing through the provision of additional fall arrest protection.

Measurement	Target	Completion date
Number of towers with latchway installed	1,600	2023

Performance

In 2022/23 we installed 242 latchway systems, taking the total current price control period (2015-23) progress to 1,601, which meets our target.

The programme is 100% complete at the end of the eight-year ED1 period.



#3. Asbestos management

We'll make sure asbestos in our substations is safely managed

Background

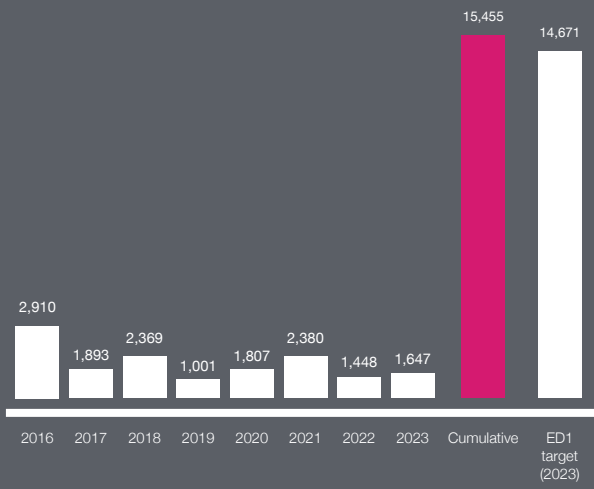
The majority or our network assets were installed in the 1950s and 1960s. At that time, the dangers of asbestos were not understood and this material was used widely in construction and insulation, including use in our substations.

Measurement	Target	Completion date
Inspect and remediate, to make safe all of our substations	14,671 inspections and sites made safe where required	2023

Performance

In 2022/23 we completed 1,647 inspections. This takes the total current price control period (2015-23) progress to 15,455 inspections. The total number of remediations is 1,741.

We achieved 105% of our target at the end of the eight-year ED1 period.



#41. Management of the risk of link box failures

We'll put in place additional measures to mitigate the potential risk of link box failures

Background

Disruptive failures of underground link boxes, which are where we connect underground cables, are rare, but their location in public areas could pose a public safety risk if not appropriately managed.

Measurement	Target	Completion date
Inspect and intervene, to make safe all our link boxes	Over 18,000 inspections and interventions where required	2023

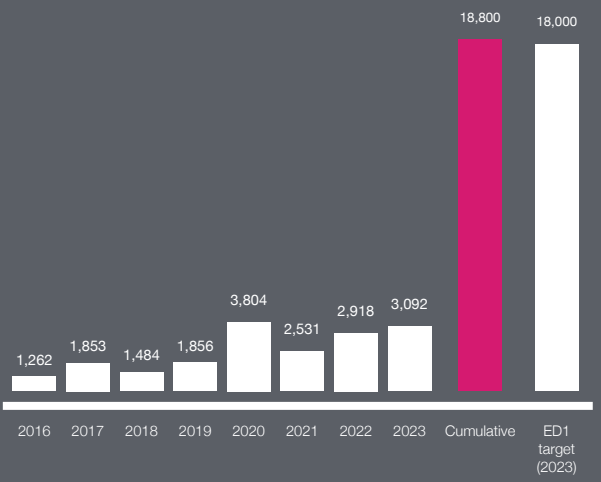
Performance

In 2022/23 we completed 3,092 inspections. This takes the total current price control period (2015-23) progress to 18,800 inspections. The total number of resulting interventions is 12,573.

Inspections assess the risk. Depending on the risk, an intervention may be required which could include blast mitigation protection, replacement or removal of the link box.

The type of intervention depends on the magnitude of the risk. From 2018/19 the blast mitigation protection changed to a new innovation of a blast bag rather than a traditional fire blanket.

The programme is 104% complete at the end of the eight-year ED1 period.



#42. Rising and lateral mains

We'll fit innovative vacuum circuit breakers (Weezaps) at our higher risk sites to reduce the safety risks

Background

Rising and lateral mains (RLM) refers to the electrical system in multi-occupancy properties which, if not properly maintained, could present a public safety risk. We have a proactive programme of replacing the highest risk RLM installations, in conjunction with the building owners; however this will take many years to complete.

To reduce the risk, we are installing newly developed electrical monitoring equipment, Weezaps, at the highest risk premises. This allows us to monitor network performance and identify abnormalities. Weezaps have the capability to detect early stage electrical faults and allow an operator to remotely shutdown the electrical supply to minimise the likelihood of fire.

Measurement	Target	Completion date
Deployment of Weezap protection	All sites deemed to have a high risk due to age, height or condition	2023

Performance

The highest risk sites are those that are more than 15 stories high, contain more than 50 Meter Point Administration Numbers (MPANs) and where the RLM are more than 20 years old.

There are 51 of these high rise blocks that are more than 15 stories high, with older cables in our area. Weezaps have now been installed in all 51 of these sites.

We have a WEEZAP programme in ED2 to install 250 High Risk and Medium Height which is from 11 – 15 stories.

#4. Enhanced Priority Services Register (PSR) service

We'll keep an up-to-date and accurate PSR

Background

We maintain a PSR to identify those customers who are most dependent on our services. We contact customers on our register to ensure the details we are holding are correct. This helps us to develop tailored support to assist customers, for example those who are medically dependent on electricity, to ensure we are offering the right level of support at the right time.

Measurement	Target	Completion date
Up-to-date and accurate information	To contact 100% of our high priority PSR customers every year and contact one third of medium/ low priority PSR customers every two years	On-going

Performance

We've directly contacted 100% (300,785) of our customers registered as highly vulnerable this year. In addition to this we provided information on our PSR to all 2.4 million homes in our region, checking that any information we already hold is still relevant and appropriate and that customers wish to remain on the register and inviting those not registered to join should they wish.

We also identified 14,701 customers on our register who are visually impaired and only had a landline telephone number as an available communication channel. We called all of these customers to remind them of the support on offer and to ensure we held the optimum contact details for them. This allowed us to improve our data by gaining additional communication channels to utilise if these customers experience a power cut.

In a year which has seen such a challenging time for our customers with the ongoing cost-of-living crisis, all communications issued have signposted customers to our help and support pages on our website. These web pages were viewed more than 340,000 times across the year.

Our industry-leading data sharing partnership with United Utilities is fully embedded and continues to reduce customer effort and increase the support given to customers through a single registration. This year alone has seen us share more than 91,000 records between our organisations, which includes both new registrations and updated details to continue our data improvement.

#5. Improve services for vulnerable and Priority Service Register customers –services provided

We'll improve our services to provide better support to PSR customers

Background

The services we can provide are only as good as the data we hold. Our data analysis allows us to determine how many PSR customers we have, what their circumstances are and where they reside. We combine this with feedback from stakeholders to ensure that what we do reflects genuine need.

Measurement	Target	Completion date
Better targeted services using data that will become available over the course of ED1	Enhancements identified by stakeholder engagement	On-going

Performance

We have continued to use our community insight tool and reporting analysis to identify and target areas where our support is needed most.

We reviewed our social data mapping to identify ten areas in our region with the highest prevalence of fuel poverty and lowest representation on our PSR. Eight of the areas were in Greater Manchester, which makes up 52% of our total customer population. We used census data to target activities in areas with a higher prevalence of our priority groups.

We engaged with customers and stakeholder vulnerability specialists to help us learn and develop our approach, with inclusivity at the core of our service implementation. Due to the cost-of-living crisis and the dramatic increase in energy bills, our plans to support vulnerable customers needed to evolve. Mindful that the impact of the cost-of-living crisis has not been felt equally across society, our challenge was to identify the groups at greatest risk and think more creatively about how we can tailor our support to ensure it was useful, accessible and inclusive.

Our partnerships reached 41,200 prioritised customers in the year, which saw our PSR membership in the top ten areas increase from 56% to 72%, which accounted for 50% of all new members acquired in the year. The largest increase in PSR membership came through contacting targeted categories, such as pensionable age, chronic illness, physical impairment and mental health, demonstrating evidence of greater inclusion.

Partner referrals enabled £31k of direct bill savings for customers while energy efficiency and safety education contributed to carbon and wellbeing benefits of £900k, representing a social value of £2.41 in excess of every £1 spent over 12 months.

This year we were successfully accredited with BS18477 Inclusive Service for Vulnerability in recognition of our customer focussed approach to designing services.

#6. Improve services for vulnerable and Priority Services Register customers – staff training

We'll improve our colleagues' capabilities to provide better support to PSR customers

Background

Our customer-facing colleagues are our primary means of contact with our priority service customers. It is important that they are fully trained to both recognise potential PSR customers and, where this is the case, provide a proactive registration and service.

Measurement	Target	Completion date
Enhanced training for all customer-facing frontline colleagues	Improved identification of and advice to vulnerable customers	On-going

Performance

Continuing our focus to embed a switched on to vulnerability culture throughout our organisation, we successfully delivered a second module of 'switched on to vulnerability' mandatory training, both company-wide and to external contractors. This enhanced module, which was delivered to over 2,300 colleagues, re-enforced our module 1 delivery and raises both awareness and the practical support available to empower colleagues to support any customer needing extra care.

As part of our continuous learnings we sought feedback from partners and customers around our PSR which resulted in a significant change to how we talk about the PSR and the creation of a new 'Extra Care' brand, maximising inclusivity and helping to break down the barriers our vulnerable customers face. All colleagues were supported throughout the transition through regular team briefings, internal communication newsletters and further 1:1 support to contact centre staff.

With the rising cost-of-living challenges impacting many households we took time to learn from our partners about the new challenges many of our customers are facing. We learnt that a new community of customers were struggling with fuel poverty and rising household bills and coached our front line colleagues on how to identify and support these customers during both planned and unplanned interruption conversations. We also learned more about 'risk taking behaviours' some households were adopting to reduce household costs and provided internal knowledge sharing and team briefings, supported by enhanced safety messages from NHS, Age UK and Lancashire Fire and Rescue throughout our Extra Care web pages.

In addition, we provided training to administrative departments to assist with outbound phone calls to highly vulnerable customers which resulted in 23,013 calls during a three week period.

#7. Improve services for vulnerable and Priority Services Register customers – support provided

We'll improve our support services during interruptions for PSR customers

Background

Some of our customers are more dependent on electricity than others and are therefore more severely affected by planned or unplanned interruptions. These customers receive enhanced support during power cuts whether planned or unplanned.

Measurement	Target	Completion date
Welfare package support and temporary power supplies	Deliver services during planned or unplanned power interruptions	On-going

Performance

We continuously measure PSR customers' overall satisfaction with our tailored services across all contact types; planned and unplanned supply interruptions and general enquiries. This year, the 1,217 customers who responded have scored us 90.5% on average.

This year, concerns spread across the country as potential winter blackouts were reported widely throughout national and local press. Electricity North West identified immediately that this could cause additional stress, confusion and anxiety across our more vulnerable customers and took immediate measures to address those concerns through a proactive communications campaign for each PSR household. In total, 884,308 communications were sent via the households preferred communications channel. This resulted in 23,013 phone calls, 101,555 letters, 612,196 emails and 147,544 text messages provided over a 3 week period.

Working with our advisory panels, expert care partners and our customers we have rebranded and enhanced our PSR offering by adopting a new Extra Care approach. This wrap around service has been adopted throughout our organisation and is helping to remove barriers around understanding of the PSR whilst delivering additional support to all PSR customers before, during and after a power cut including fuel poverty referrals and signposting support to help the customer with wider household vulnerability challenges.

Our Extra Care services also include a new 'Charis Shop' voucher initiative, empowering colleagues to provide real time, practical support during a power outage through the provision of café/supermarket or takeaway vouchers.

We have incorporated 'Just A Minute of Patience Card' (JAM Card) to support our customers with communication barriers and to make it easier and faster for colleagues to refer a customer for welfare support, we have continued to embed our bespoke PSR referral app. The app supports our field-based colleagues to improve their conversations with electricity users in vulnerable circumstances and facilitates a simple and quick registration to the PSR. In addition we have incorporated 'Ask Alexa' to the many ways households can join the PSR, recognising some customers may struggle to complete a form and have challenges around telephone anxiety.

#10. Mitigate fuel poverty

We'll reduce our prices

Background

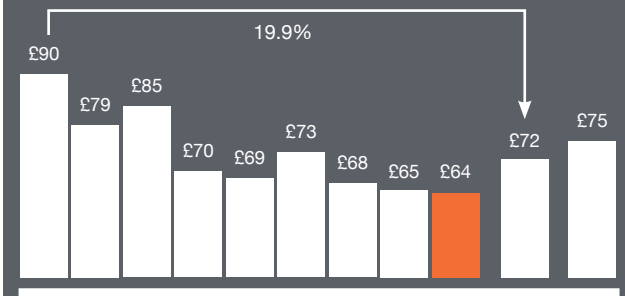
Fuel poverty is affecting an increasing percentage of the population. We aim to keep current price control period (2015-23) prices lower than those of the previous price review (2010-2015) to help work against this growing issue. The ED1 incentive mechanisms ensure our customers share the benefits of our improved performance. The cost efficiencies that we generate result in lower prices in the current price control period.

Measurement	Target	Completion date
Reduced average ED1 prices compared to DPCR5	16% reduction	2015-2023

Performance ✓

We have now published confirmed prices for the full ED1 period, up to the 2022/23 charging year. For a typical standard domestic customer, our average current price control period charges will be more than 19% lower than those of the previous price control period. This exceeds our business plan commitment to reduce our prices by 16%.

In comparing our charge between the two regulatory periods we have adjusted for inflation, and other factors outside our control such as industry costs relating to failed supplier companies.



The price base for all values is 2012/13
Average prices are calculated by assuming usage of 3,100kWH

Based on typical usage, Electricity North West received £127 from each home in 2022/23, this is around 12% of the equivalent total electricity bill. This is equivalent to the £64 above which has been adjusted for the impact of inflation and other factors, per Ofgem Business Plan Reporting Guidance. The £123 quoted earlier in the report is based on the latest Ofgem typical consumption value of 2900kWH.

#48. Support electricity users in vulnerable circumstance and deliver the commitments of our pilot partnership project with Citizens Advice Manchester

We will provide support to electricity users in vulnerable circumstances and gain a deeper understanding of their needs by working in a strategic partnership.

Background

A 24-month pilot project has been initiated with Citizens Advice Manchester (CAM) to support electricity users in vulnerable circumstances and help develop a deeper understanding of their needs to inform our work in this area in the next regulatory period. We will provide funding to recruit specialist energy advisers at CAM who will be able to provide help to an estimated 8,000 individual customers p.a. The services provided will include financial assistance, energy efficiency advice, help to switch suppliers, referrals to trusted partners, and encouragement to sign up to the PSR.

Measurement	Target	Completion date
Monthly review of contract performance against KPI's	Deliver all the key performance targets outlined in the contract	30 September 2022

Performance ✓

Working with CAM throughout FY22/23 we provided information and advice to an additional 10,408 at risk/in fuel poverty households against a target of 8,000, offering in-depth bespoke help and additional signposting where required for extra support.

Outcome/outputs included the following

- Energy Behaviour Change – 8961
- PSR Discussion – 9818
- Tariff Supplier Advice – 9135
- Debt Advice – 1996
- Supported with Health and Wellbeing – 3542

An average of 3.7 referral outcomes per individual demonstrates that each interaction has multiple benefits. In addition, 2,463 referrals to other third parties were made, such as the Benefits Enquiry Line, Foodbanks and Local Authorities. Rising energy prices created a huge demand on Citizen Advice's services with the cost-of-living crisis heavily impacting many of the poorest households.

The pilot scheme has proven to be a success providing a deeper understanding in the subject area for informing the development of the new fuel poverty contract to be delivered throughout ED2.


PETZL

#13. Complete flood protection programme to all major sites

We'll reduce the risk of our major sites to flooding

Background

Our programme aims to protect those of our major substations identified as being at risk against a once in 100-year flooding risk.

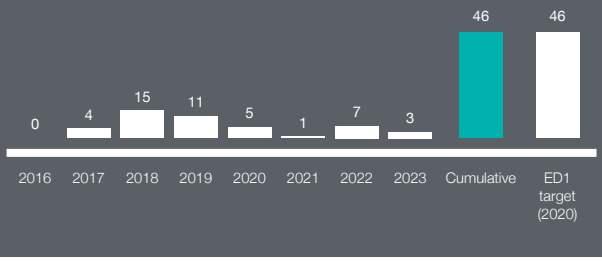
To protect our customers and our network, we are spending money on flood defences in excess of the original business plan. In some cases this will improve the level of resilience to a one in 1000-year forecast flood levels. Extensive works are being completed at Lancaster, Carlisle and Rochdale.

Measurement	Target	Completion date
Number of higher voltage substations protected against 1/100 year flooding	46 sites	2020

Performance

The programme of works was for 46 sites, reduced from the original 47 following detailed assessment of the flooding risk. Three sites (Peel BSP, Edgeley BR and Clifton Marsh) were removed from the programme whilst two sites (Hindley and Westgate) supplying more than 10,000 customers each were added following changes to industry standards requiring these to be protected to one in 1000-year flood risk instead of a once in 100-year.

In 2022/23, flood mitigation works were completed at three sites bringing the total of completed sites to 46 for the current price control period (2015-23) so the programme is now 100% complete.



#14. Network health – overall risk index

We'll deliver a reduction in the condition-related risk of our network through a targeted programme of replacement and refurbishment

Background

It is our responsibility to our customers to ensure that we both refurbish and replace our existing assets, to ensure the overall health of the network does not significantly deteriorate.

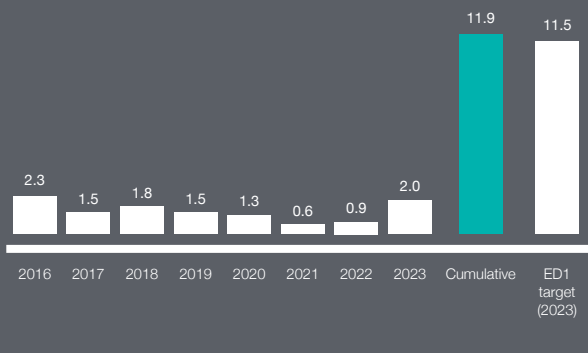
Our approach is to inspect, on an asset by asset basis, the condition of the asset to estimate the probability of it failing and to assess the consequence should that asset fail, for example, how easy it is to supply from other sites. We are then able to prioritise our investment based on the assets that are more likely to fail and those that will have the greater impact on customers.

Measurement	Target	Completion date
Risk points	11.5m	2023

Performance

In 2022/23 we have delivered 2.0 million risk points, taking the total current price control period (2015-23) progress to 11.9 million.

We have delivered 103% of the 11.5 million risk points at the end of the eight-year period.



#15. Network health – fault rate

We'll ensure the overall fault rate of the network doesn't deteriorate significantly from the 2011 – 2013 average

Background

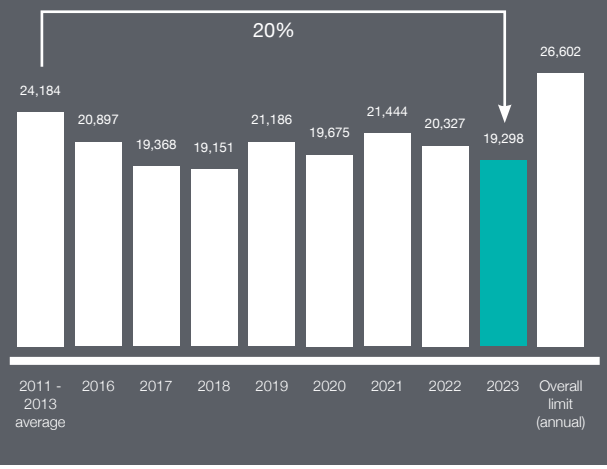
For some of our equipment, particularly buried assets such as cables, it is difficult to measure their condition accurately. For these assets, we are using the rate of faults to measure our network health. We calculate this fault rate as the number of faults we experience each year divided by the amount of equipment we have.

The fault rate method we use allocates weightings to different types of faults to allow us to create an overall picture of how we have performed.

Measurement	Target	Completion date
Fault rate	Less than 110% of 2013 average	On-going

Performance

In 2022/23, the annual fault rate was 80% of the 2011-13 average and the network continues to perform well. Performance has again improved on last year with the main driver bring reduced faults on both high voltage and low voltage underground cables.



#17. Ensure all major substations have appropriate backup battery capacity

We'll ensure our network has 72 hour resilience to restart should the electricity system fail

Background

Black Start is the procedure to restart all or part of the electricity system in the event of a complete shutdown. National Grid controls this and, if required, would sequentially restart generators and parts of the transmission and distribution networks until the whole system was live once again.

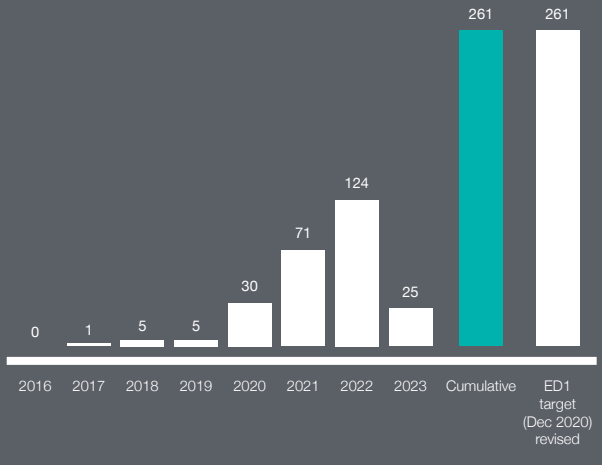
Our role in this is to ensure our network has sufficient battery backup so that the network's communications systems will work in the event of a complete mains power failure.

Measurement	Target	Completion date
Number of substations with 72 hour backup capability	287	December 2020

Performance

The solution is made up of a combination of two elements. In addition to the installation of 72-hour batteries, we are fitting additional equipment to existing batteries to increase their capacity. We originally estimated that we would need to make enhancements to 287 substations in order to achieve the commitment of ensuring that our network has 72-hour resilience. However, through further investigation work during the period we identified that we only had to make changes to 261 substations to fulfil this commitment.

This commitment is now complete.



#19. Improve performance for worst-served customers (WSC)

We'll work to ensure none of our customers are classified as 'worst-served'

Background

A WSC is defined by Ofgem as a customer who has experienced 12 or more high voltage interruptions in the last three years, with a minimum of three interruptions per year.

Analysis of WSCs has helped to shape our investment programme. The solutions considered for improving performance are varied and include application of additional remote control and implementation of network automation among other solutions.

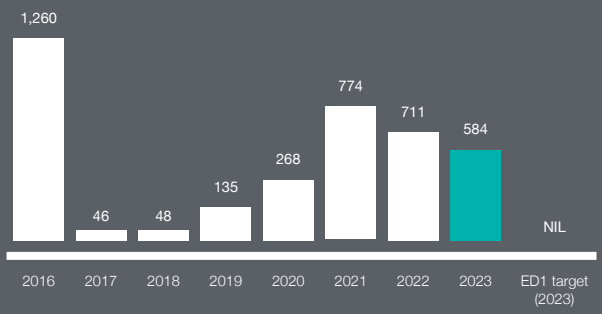
Measurement	Target	Completion date
Reduce the number of customers qualifying as worst-served	No WSC	2023

Performance

Of our 2.4 million customers the number classified as worst-served at the end of 2022/23 was 584.

We have instigated investment programmes on all of the circuits where we saw customers become categorised as worst served in the year and this work will be completed in 2023, removing them from the worst served category. The timing of when customers become classified as worst served can impact the numbers reported at a year end, however we continue to focus on our ambition to have no new customers meeting this definition.

We have achieved our objective of reducing the number of customers classified as worst-served and are confident that all of the customers identified as worst-served in the year will no longer experience that categorisation going forward once our additional works are completed this year.



#20. Ensure that the loading risk of the network is appropriately managed – overloaded substations

We'll manage the loading risk of our network

Background

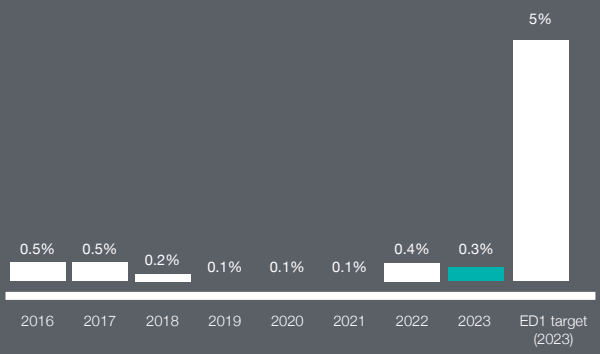
If demand exceeds capacity for an extended period of time, there is an increased safety risk and a greater vulnerability to faults or an extended loss of supply for customers supplied by such equipment.

We measure asset loading using a load index on our higher voltage substations. This compares the maximum demand on a substation to its capacity. We balance utilisation with an appropriate amount of spare capacity to accommodate short-term increases in demand.

Measurement	Target	Completion date
Proportion of customers connected via overloaded substations	<5%	On-going

Performance

At the end of 2022/23 three substations were running above their firm capacity. These three substations feed 6,902 customers out of our total customer base of 2.4 million (0.3%).



#21. Ensure that the loading risk of the network is appropriately managed – larger transformers

We'll manage the loading risk of our network

Background

Where new connections are added to the network, we may need to reinforce the network so that it can cope with the additional demand. Furthermore, we need to reinforce the network where the load from existing connections increases to the extent that assets become overloaded.

New substations, larger transformers and additional interconnection are standard traditional reinforcement interventions to address current and forecast capacity shortfalls.

Measurement	Target	Completion date
Install larger capacity transformers and/or additional interconnection at our major substations	Where required, in line with policy	2023

Performance

The following strategic reinforcement schemes are driven by the level of demand connections activity in the relevant area:

- Installation of a third grid transformer at Stuart Street BSP is complete.
- Construction work is complete for installation of additional primary transformer at existing Golborne primary substation.
- Construction work is complete for new primary substation equipped with two transformers in the South Manchester Enterprise Zone.
- Construction work is complete for a new primary substation equipped with two transformers in the Samlesbury Aerospace Enterprise Zone.
- A scheme for an additional primary transformer and a new primary substation at existing Eastlands primary substation in Manchester City centre has been deferred until RIIO-ED2.

Four connections driven schemes have been completed, resulting in the installation of seven primary transformers in the Greater Manchester area.

We have also improved 33kV interconnection for Rochdale Central BSP's so that the majority of customers can be restored in the event of loss of the grid transformers.

In addition schemes were completed to improve 33kV interconnection for Lytham Bulk Supply Points (BSP's), and interconnection between Bloom St and Frederick road BSP's.

Improved interconnection can be a cheaper alternative to installing additional transformers.

#22. Ensure that network constraints to the connection of distributed generation are removed

We'll remove network constraints that prevent the connection of distributed generation

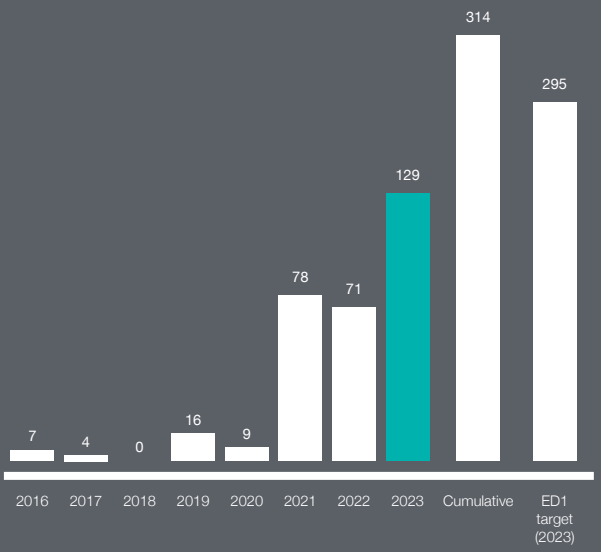
Background

The equipment that forms the electricity distribution network has to be able to cope with the large amounts of electrical energy that flow when faults occur. The amount of energy that would flow in a particular part of the network under worst case conditions is known as the fault level. We have designed our network to limit the fault energy to be as low as possible in order to maintain safety margins, but this can constrain our ability to connect new sources of electrical energy such as distributed generation, as well as the widespread adoption of low carbon technologies, in a particular area.

Measurement	Target	Completion date
Replace switchgear at locations where its current rating is likely to prevent the extensive connection of distributed generation	295	2023

Performance

In FY23 we removed network constraints on 129 sites taking our ED1 total to 314 sites, surpassing the commitment target.



#46. Improve overall reliability

We'll reduce the number of interruptions our customers experience

Background

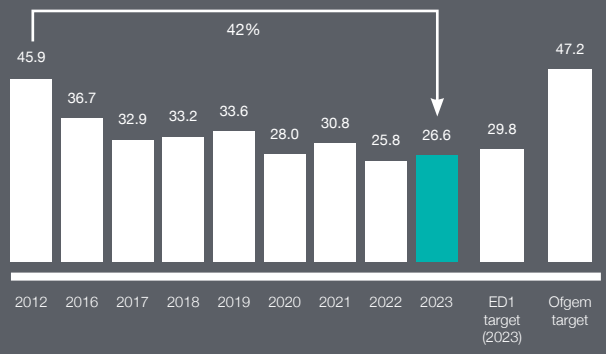
Our customers have told us that reliability is one of their top priorities and we work to reduce the amount of times our customers lose supply. We measure our performance against this using Ofgem's standard customer interruptions (CI) metric.

Measurement	Target	Completion date
Customer interruptions per 100 customers	29.8	2023

Performance

This is an enhanced commitment to improve reliability by 35% (compared to 2012 levels) by 2023. Our original commitment to improve reliability by 20% has already been met.

In 2022/23, the number of interruptions our customers experienced was 42% lower than 2012 and ahead of our 2023 target.



Our Ofgem target has been included to show the target set by the regulator for context. Customer interruptions represent the number of interruptions our customers experience, measured through interruptions per 100 customers. It is calculated by taking the total number of customer interruptions, divided by the total number of customers connected to the network, multiplied by 100. It is adjusted to exclude exceptional events.

#47. Improve overall availability

We'll reduce the time our customers are without power in the event of an interruption

Background

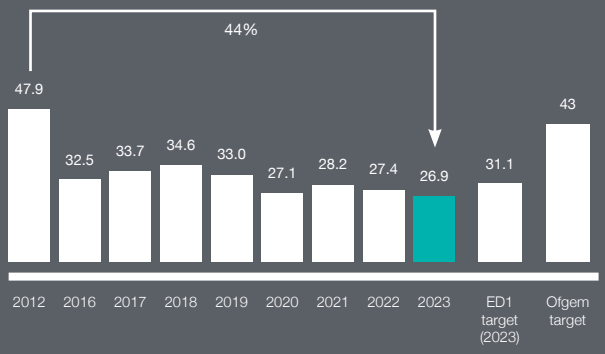
During a fault it is important that we restore power as soon as possible. To track our performance against this we use Ofgem's standard customer minutes lost (CML) metric.

Measurement	Target	Completion date
Customer minutes lost per customer	31.1	2023

Performance

This is an enhanced commitment to improve availability by 35% (compared to 2012 levels) by 2023. Our original commitment to improve availability by 20% has already been met.

In 2022/23, the length of time our customers were without power in the event of an interruption was 44% lower than 2012 and is the fourth consecutive year that it is ahead our 2023 target. This is our best ever year of CML performance.



Customer minutes lost represent the average time customers are without power per year, in the event of an interruption, measured as customer minutes lost per connected customers. It is calculated by taking the sum of the customer minutes lost for all restoration stages of all incidents, excluding exceptional events, and dividing by the number of connected customers as of 30 September each year.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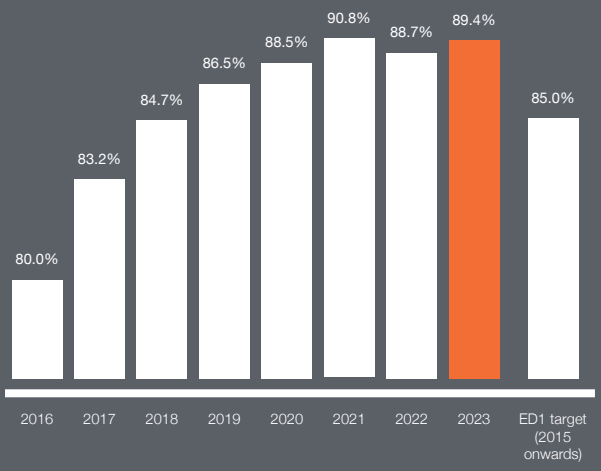
#23. Customer satisfaction – composite score

We'll improve our customer service performance

Background

Our composite score incorporates levels of customer satisfaction for interruptions, connections and general enquiries.

Measurement	Target	Completion date
Composite score	85%	2015 onwards



Performance

Customer satisfaction (CSAT) levels achieved an overall score of 89.4% in 2022/23 compared to 88.7% in 2021/22. ED1 has seen a significant increase in performance in excess of Ofgem's target of 85% through continuous improvement of processes and customer culture. We are focused on plans to achieve overall customer satisfaction back to above 90% next year.

We continue to drive improvements through clear actions focussing on simplification, compliance with our process that provides a positive customer journey when interacting with us, improvement in IT systems including our telephony platform called STORM to deliver a more tailored customer journey, and resourcing strategies.

Interruptions

This makes up 30% of our CSAT metric, covering planned and unplanned supply interruptions.

For planned supply interruptions (PSI) we provide our customers with PSI cards. These cards provide information about when the power cut will take place along with an explanation about the work that will take place. The continued focus on embedding the PSI Golden Rules (delivery factors which customers have identified as being important to them) underpins performance in this area. During winter months and where the planned outage impacts an area of high vulnerability, generators are used to ensure the electricity supply is maintained.

For unplanned interruptions, all customers who contact us about a loss of electricity either through speaking to an agent or matching to a fault in our messaging system are then updated about our work to restore their power supply. Delivery of the customer journey, accuracy of information and compliance against it is a key focus.

Connections

This makes up 50% of the CSAT metric, covering quotes that we provide to customers and, where progressed, the delivery of this work.

Focus during the year has been on embedding the structure changes, aligning quotes and delivery with clear ownership and working with our contractors to have clearly defined consistent service levels.

General enquiries

This makes up 20% of the overall CSAT metric, covering a broad range of enquiries, for example the tidiness of our substations.

The focus in this area has been on the optimisation of self service options via the website and collaborative working between contact centre and operational staff to improve processes following feedback, along with managing the growth and mitigating the risk of low carbon technology (LCT) work.

#24. Complaints – one day

We'll resolve 80% of our complaints within one day

Background

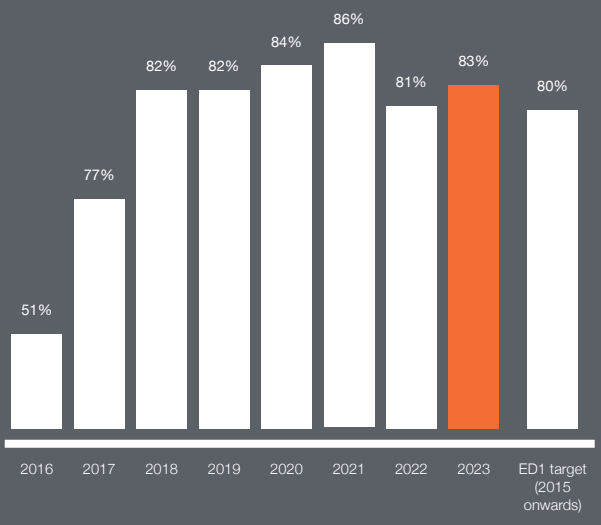
In the instance that a customer feels the need to make a complaint, we endeavour to resolve the issue as efficiently as possible. We aim to resolve the majority of complaints within 24 hours.

Measurement	Target	Completion date
Resolved within one day	80%	2018 onwards

Performance

In 2022/23 we resolved 83.4% of complaints within 24 hours, exceeding the target of 80%.

This period saw us record an additional 2,094 complaints compared to the same period in 2021/22. However, we were still able to achieve our target despite the significant increase in volume of complaints due to our focus on following our well embedded complaint procedures and prioritising a swift resolution to the majority of our complaints.



#25. Complaints – average days to close

We'll close all of our complaints, on average, within four days

Background

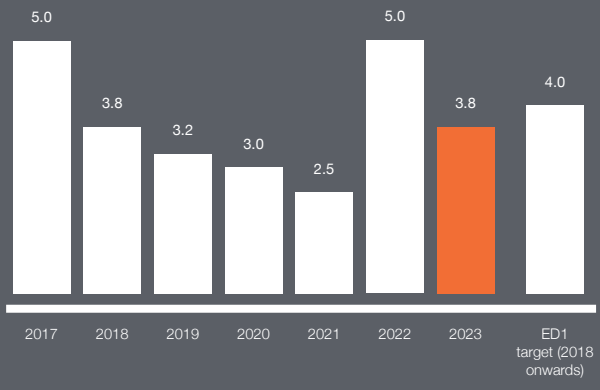
The majority of our complaints are resolved within the first 24 hours; however some complaints can be more complex than others and take longer to close.

We appreciate the importance and need for continual focus on each and every one of our complaints and we therefore aim for an average resolution time for all complaints of less than four days.

Measurement	Target	Completion date
Average days to close	Average < four days	2018 onwards

Performance

On average, complaints were closed within 3.8 days in 2022/23, which is in line with the business target of 4 days and has reduced from the prior year performance of 5 days.



#26. Stakeholder engagement

We'll continuously improve our stakeholder engagement

Background

Stakeholder engagement is a cornerstone of our business and we will continue to make sure we respond to our stakeholders' changing needs.

To measure how we are progressing, we use Ofgem's evaluation of our annual Stakeholder Engagement and Consumer Vulnerability (SECV) submission.

Measurement	Target	Completion date
Ofgem's evaluation of annual stakeholder engagement submission	Pass part one submission	2015 onwards

Performance

At the end of July we received our SECV score and were pleased to see that the significantly increased score of 7.0 (2022: 4.31) reflects our commitment to quality stakeholder engagement and the use of these insights in decision making in the business.

#27. Guaranteed standards

We'll pay out the required guaranteed standard payments

Background

Guaranteed standard payments compensate customers where our performance doesn't adhere to regulatory standards.

Measurement	Target	Completion date
Due compensation	100%	2015 onwards

Performance

In 2022/23 we met our target of paying 100% of automatic and requested Guaranteed Standard payments for 12-hour failures, paying 2,759 payments and 92 additional 12-hour failures totalling £325,810.

We will continue to proactively contact any customers who may be eligible for compensation and automatically make payments to customers who are on the PSR.

#28. Storms

We'll pay out guaranteed standards even in storm conditions, retaining discretion for extreme events to balance the impact on customer bills

Background

Following the devastating winter storms of December 2013 and February 2014 we consulted with stakeholders on the regulatory approach to making guaranteed standard payments to customers affected by power outages in exceptional weather events.

Stakeholders told us it was appropriate to make such payments even in storm conditions. This is beyond the regulatory requirements.

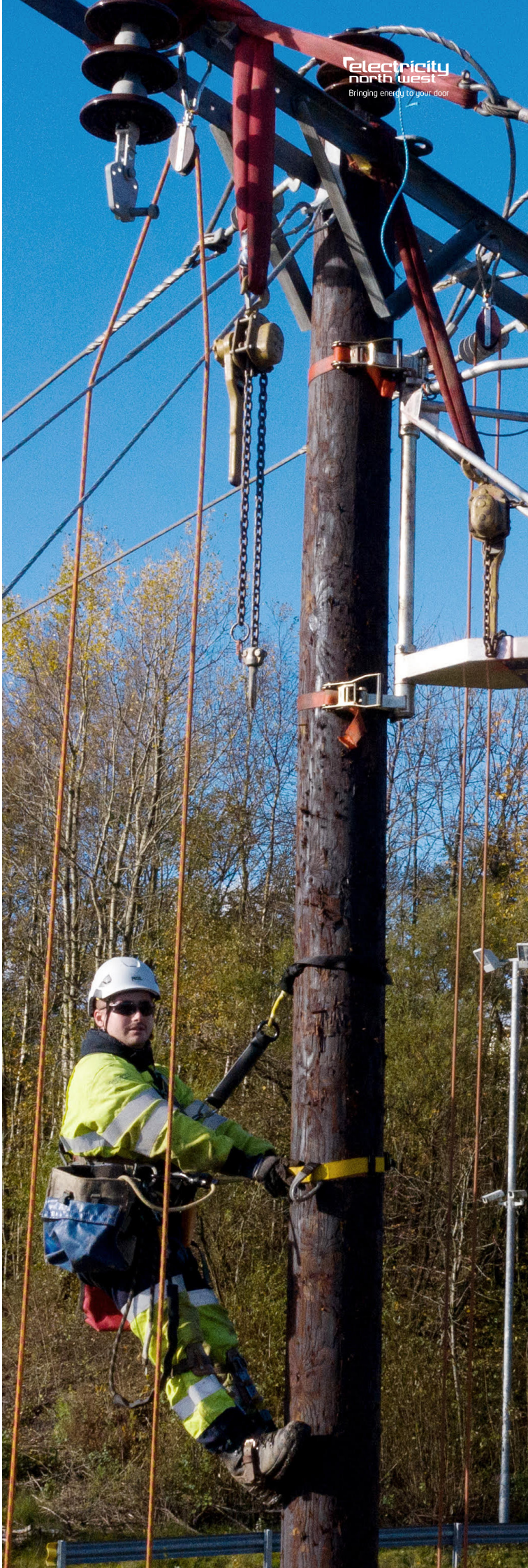
Stakeholders also recognised the need to balance guaranteed standard payments against the costs incurred by other customers to fund this commitment.

We therefore agreed that the company would retain discretion with regard to the application of this commitment to ensure that all customers are protected from the impact of significant payments in the event of an extreme event.

Measurement	Target	Completion date
Pay out guaranteed standards even in storm conditions	100%	2014-15 onwards

Performance

There were no named storms or exceptional events in 2022-23.



#29. Connection quotation – single domestic connections

We'll provide a quotation after receipt of the customer's initial application on average within six working days

Background

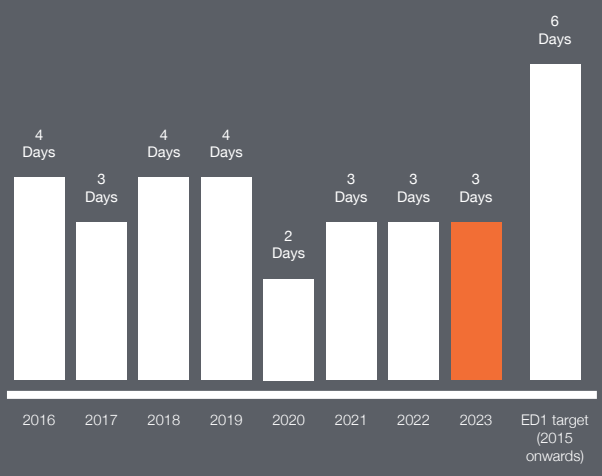
Connecting customers efficiently and economically is an important part of our business and a crucial service for our customers. It is a service that facilitates economic growth and allows us to support delivery of our stakeholder priorities.

To allow efficient connection timescales, it is important that we provide customers with quotations in a timely manner following their initial application.

Measurement	Target	Completion date
Single domestic connections	6 working days	2015 onwards

Performance

Our average performance in 2022/23 was three days. In the year we produced 2,320 quotes within this sector and we continue to recognise the importance of serving our customers quickly and are pleased to have outperformed our commitment.



#30. Connection quotation – up to four domestic connections

We'll provide a quotation after receipt of the customer's initial application on average within ten working days

Background

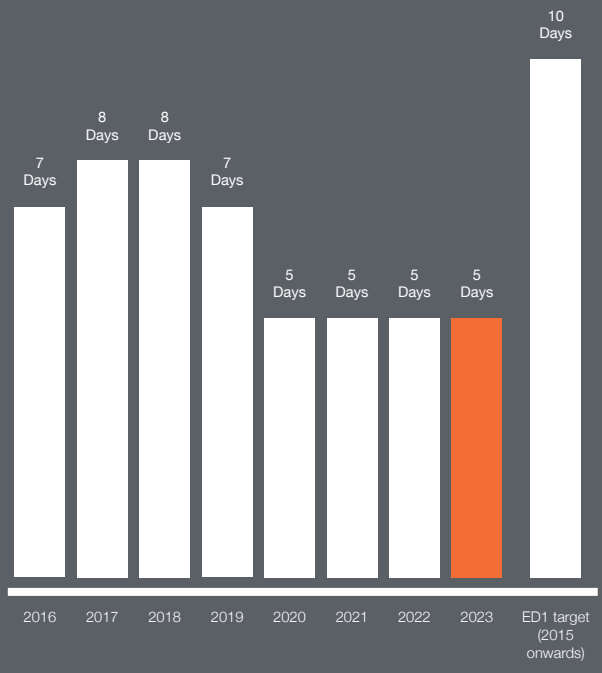
Connecting customers efficiently and economically is an important part of our business and a crucial service for our customers. It is a service that facilitates economic growth and allows us to support delivery of our stakeholder priorities.

To allow efficient connection timescales, it is important that we provide customers with quotations in a timely manner following their initial application.

Measurement	Target	Completion date
Up to four domestic connections	10 working days	2015 onwards

Performance

Our average performance in 2022/23 was five days. In the year we produced 1,950 quotes within this sector and we continue to recognise the importance of serving our customers quickly and are pleased to have outperformed our commitment.



#31. Connection quotation – all other connections

We'll provide a quotation after receipt of the customer's initial application on average within 25 working days

Background

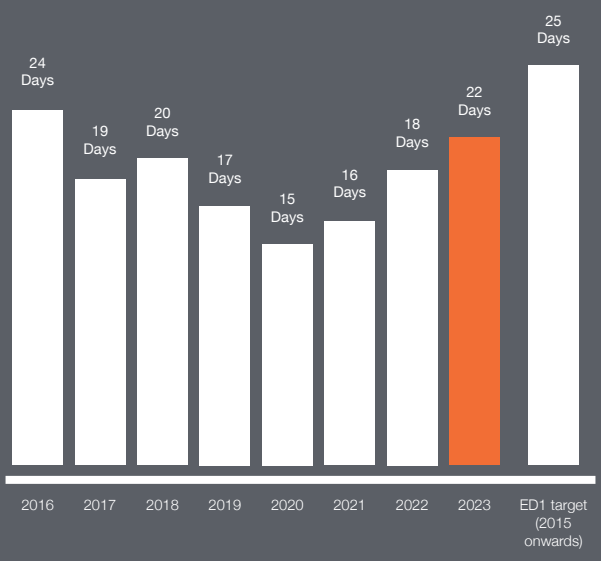
Connecting customers efficiently and economically is an important part of our business and a crucial service for our customers. It is a service that facilitates economic growth and allows us to support delivery of our stakeholder priorities.

To allow efficient connection timescales, it is important that we provide customers with quotations in a timely manner following their initial application.

Measurement	Target	Completion date
All other connections	25 working days	2015 onwards

Performance

We continue to outperform this commitment and our average performance in 2022/23 was 22 days. During the year we produced 12,712 quotes for this group of customers which was a 27.96% increase from the year before.



#32. Connection completion – single domestic connections

We'll complete the connection after agreeing terms with the customer on average within 30 working days

Background

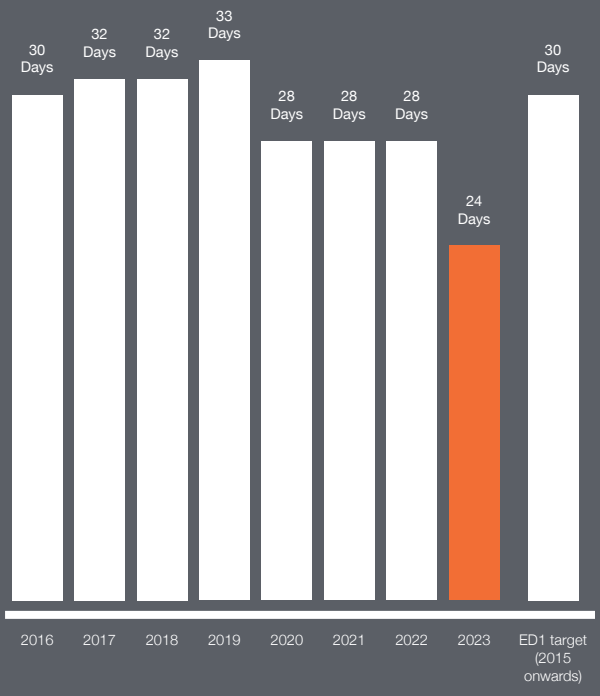
Connecting customers efficiently and economically is an important part of our business and a crucial service for our customers. It is a service that facilitates economic growth and allows us to support delivery of our stakeholder priorities.

After agreeing terms with a customer, it is important that we provide a completed connection as efficiently as possible.

Measurement	Target	Completion date
Single domestic connections	30 working days	2015 onwards

Performance

Our average performance in 2022/23 was 24 days. We connected 914 customers in this sector with an average connections time of 24 days which is a 14% reduction compared to the previous year.



#33. Connection completion – up to four domestic connections

We'll complete the connection after agreeing terms with the customer on average within 40 working days

Background

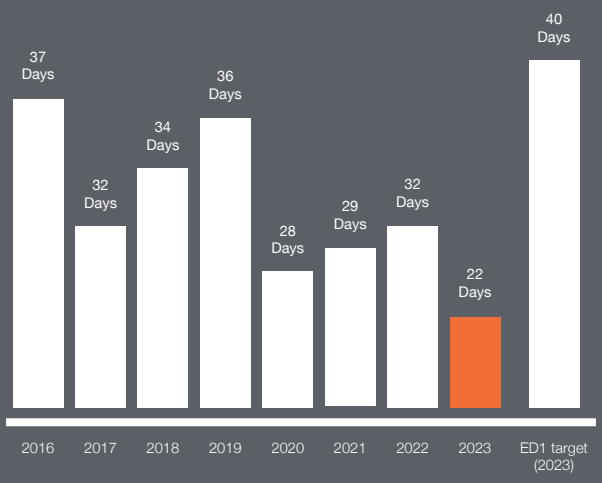
Connecting customers efficiently and economically is an important part of our business and a crucial service for our customers. It is a service that facilitates economic growth and allows us to support delivery of our stakeholder priorities.

After agreeing terms with a customer, it is important that we provide a completed connection as efficiently as possible.

Measurement	Target	Completion date
Up to four domestic connections	40 working days	2015 onwards

Performance

Our average performance in 2022/23 was 22 days. In the year 781 connections were completed within this sector. We are pleased that we are outperforming our commitment.



#34. Connection completion – all other connections below extra high voltage

We'll complete the connection after agreeing terms with the customer on average within 50 working days (from when the customer is ready)

Background

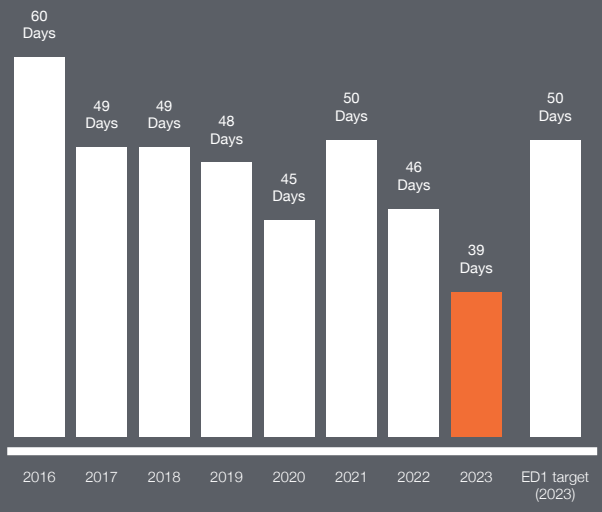
Connecting customers efficiently and economically is an important part of our business and a crucial service for our customers. It is a service that facilitates economic growth and allows us to support delivery of our stakeholder priorities.

After agreeing terms with a customer, it is important that we provide a completed connection as efficiently as possible.

Measurement	Target	Completion date
All other connections below extra high voltage	50 working days (from when the customer is ready)	2015 onwards

Performance

Our average performance in 2022/23 was 39 days. We connected 485 customers in this sector during the year. We are pleased to have met our target despite this increase in activity.



#35. Engagement – Incentive on connections engagement

We'll continuously improve our stakeholder engagement for connections customers

Background

The Incentive on Connections Engagement is a penalty-only incentive that requires us to engage with our stakeholders and make commitments to address their issues and deliver against those commitments. It is assessed annually by Ofgem.

Measurement	Target	Completion date
Incentive on Connections Engagement	No penalty	2015 onwards

Performance

Overall, we have worked hard to deliver this commitment and we are pleased to report that Ofgem's assessment during 2022/23 was again positive.

Engagement this year continued being done via virtual events. Our events are recorded and published on our website which stakeholders have found useful to view at more convenient times and to share with colleagues that could not join the event.

Workplans, reports and updates are available on our website via the link below:

www.enwl.co.uk/get-connected/incentive-on-connections-engagement/

#36. Guaranteed standards of performance

We'll meet the regulatory standards of performance

Background

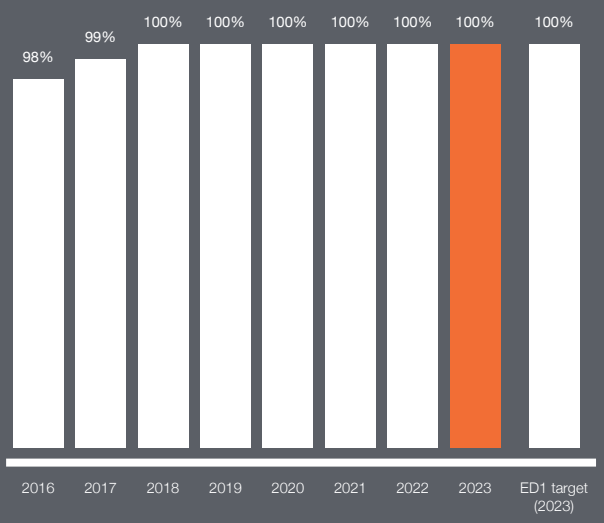
There are a number of guaranteed standards of performance that cover our provision of quotes, contacting customers, commencing and completing work on site. If we fail to meet these standards, we make a payment to the customer affected.

Measurement	Target	Completion date
Guaranteed standards of performance	100%	2015 onwards

Performance

Guaranteed standards of performance continue to be an important focus and we are pleased to report another year of good performance in this area.

We have reduced the number of failures during the current price control (2015-2023), improving on the 338 failures in 2015/16. This is the sixth year in a row that we have met our target.



#39. Reduce oil lost from cables

We'll reduce the amount of oil lost from cables

Background

Oil filled cables have been used since the 1960s where the oil acts as an electrical insulator. Leaks from oil filled cables can occur and, whilst only a small percentage develop leaks, the oil can present an environmental risk particularly if it is adjacent to a water course. The use of modern replacement oil mitigates this risk.

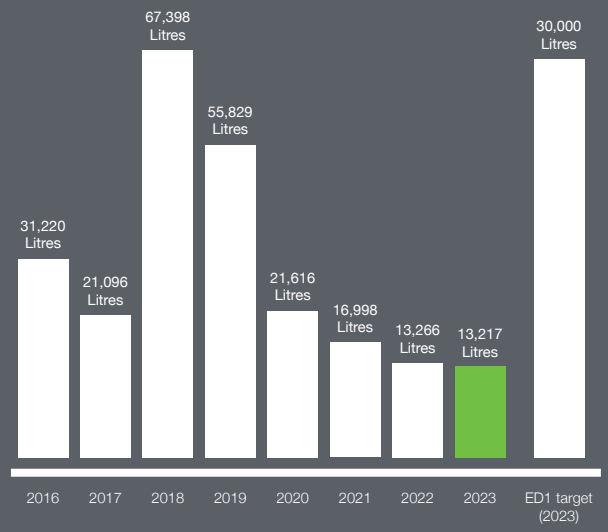
We currently have approximately 383km of legacy oil filled cable on our network. We're addressing leakage from oil filled cables by replacing them with alternative modern oil-free cabling. Where we do have leaks, we replace the oil with a biodegradable equivalent.

Measurement	Target	Completion date
Litres lost	<30,000 litres/p.a	2023

Performance ✓

In 2022/23 our cable oil leakage was 13,217 litres which is significantly better than the target leakage of below 30,000 litres per annum by 2023. It is also a slight improvement on last year which was leakage of 13,266.

Whilst we are replacing all of our oil filled cables in a long-term programme, the circuits that leak are repaired and put back into service. Conventional methods of finding leaks are time consuming and not always accurate. In 2019 we started using a new tracing technique which requires the cables to be dosed with Perfluorocarbon which enables the source of the leak to be detected more accurately and quickly.



#40. Undergrounding overhead lines

We'll remove overhead lines in National Parks and Areas of Outstanding Natural Beauty

Background

There are three National Parks and four Areas of Outstanding Natural Beauty in our region and the overhead lines that run through them can be visually intrusive.

We are working with the relevant authorities and other stakeholders who identify and prioritise potential undergrounding schemes.

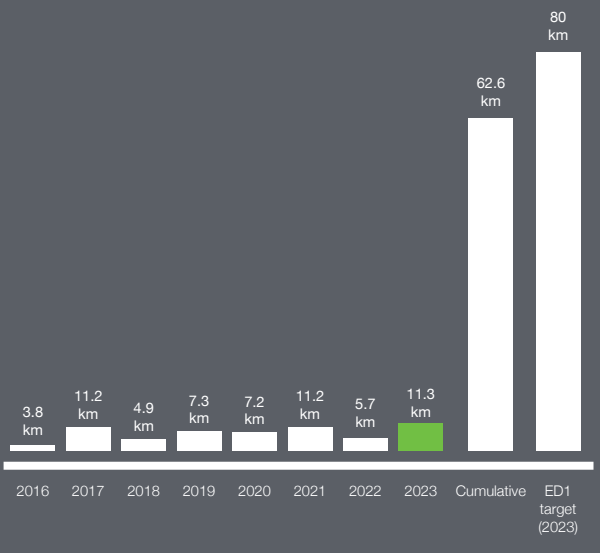
Measurement	Target	Completion date
Km removed	80km*	2023

Performance ✓

In 2022/23 we have undergrounded 11.3km of overhead line, taking the total progress to 62.6km. This equates to 78% of the original 80km target.

*The selection of sites is driven by our stakeholder partners and is ultimately driven by improvements in visual impact rather than length. As some of these priority sites are expensive to underground, we will deliver a lower total length than originally forecast for the same cost in line with our stakeholders' priorities.

We continue to identify additional schemes and prioritise investment with our partners.



#43. Driving transition to DSO

We'll deploy Active Network Management (ANM) across all of our high voltage (HV) network

Background

Traditionally, distribution networks were designed to meet worst case demand and generation scenarios in order to remain stable under any load or generation condition.

The drive towards a Net-Zero economy relies on connecting much more renewable generation and LCT to the network quickly and without the need for expensive and disruptive network reinforcement.

By placing additional load measurement sensors at strategic points in the network and deploying software algorithms in our Network Management System (NMS), in conjunction with new types of flexible connection, and services contracts, it is possible to manage flows on the network in real time by turning generation and demand up or down to balance available network capacity at any given time. This is typically known as Active Network Management (ANM).

Measurement	Target	Completion date
Deployment of ANM	Available across all of our HV network	2023

Performance

The development of our Active Network Management (ANM) system is progressing with our supplier. We have developed collaboratively the ANM software algorithms for deployment in our new control systems.

The algorithms will monitor and balance the available network capacity. The capacity balancing will be achieved through varying customer demand and generation in real time using flexible connections and flexible services contracts to prevent network limits being achieved.

The testing phase has identified a number of issues that required rectification prior to implementation so go-live is expected to be completed by the end of the year.

ANM will dynamically manage available network capacity to facilitate the connection of more renewable and low carbon technology by using all the available capacity inherent in the existing network infrastructure. By seeking flexible services contracts, we aim to reduce the need for network reinforcement and in the future we envisage that many of these contracts will be established with low carbon technology providers.

#44. Facilitating expansion of electric vehicles

We'll help domestic properties to connect low carbon technologies to the network

Background

Over the next 20 years, we expect demand for electricity to increase significantly (up to double) as we move our reliance away from fossil fuels and more people adopt electric vehicles. We will ensure that network capacity is there and it's increasingly important that we support our customers transition to a Net-Zero economy by connecting LCTs such as renewable energy, heat pumps and electric vehicles (EV) to our network.

As a key part of our responsibility to lead the North West to zero carbon we will help our customers move to electric vehicles. The government has brought forward to 2030, the date by which the sale of new pure petrol and diesel vehicles will be banned. We will facilitate the uptake in electric vehicles by providing a free connection for EV charging posts at domestic properties where these can be installed.

Measurement	Target	Completion date
Connection of low carbon technologies	Swiftly facilitate all connections	2023

Performance

We continue our programme of investment with domestic properties and where properties have "looped services" (the connection of homes together rather than separately to the network) we are intervening to ensure that all domestic customers can swiftly install low carbon technologies.

We have completed our Network Innovation Allowance project, called Reflect, looking at the effects of EV charging on our networks. We have taken the Reflect learnings and incorporated them into our forecasting methodologies used to develop our future investment plans.

Throughout 2021/22 and 2022/23 we held and attended several events explaining our new EV Strategy and detailing how we are preparing the electricity network for the rapid uptake of electric vehicles (EVs) and associated charging infrastructure. As a key element of our own decarbonisation plans we are sharing our experiences to support stakeholders on their journey to decarbonise their transport arrangements.

Alongside this, we have published information for small businesses on how they can start their decarbonisation journey and provided useful case study information based on our own carbon reduction activity.

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