



ENWL DSO Stakeholder Panel

Meeting notes – 4 June 2025

Present:	Andrew McIntosh (AMc), Matt Fawcett (MF), James Johnson (JJ), Debbie King (DK), Meriel Lakin (ML), Keith Owen (KO), James Shaw-Stewart (JSS)
In attendance:	Paul Auckland (PA), Helen Daly (HD), Stuart Dearden (SD), Paul George (PG), Ben Grunfeld (BG) Steffan Jones (SJ), Charlotte Pirie (CP)
Apologies:	Greg Dodd (GD), Jonathan Edwards (JE), Kate Gilmartin (KG), Craig Morley (CM),

Welcome, safety moment and conflicts declaration

AMc welcomed all attendees, apologies were noted, and no conflicts of interest were declared.

BG shared details of ENWL's monthly safety theme of summer safety and gave a short update on Iberdrola's purchase of ENWL.

Review of actions

The action log was reviewed, and updates given on the outstanding actions.

Relevant industry issues raised by Panel members

The panel noted recent industry activity in terms of information/data requests for the RESP. ENWL confirmed that were in the process of collating the data requested and supporting the development of the process to ensure that it was as efficient and effective as possible. The panel asked to be kept updated as the process develops.

The panel also raised REMA as a topic to add to the forward plan once the policy development phase had concluded.

Standing items – update from the IOG

HD gave an overview of the changes that ENWL had recently made to its stakeholder advisory panel structure. It was noted that the IOG had been replaced by a new Independent Stakeholder group (ISG) but that the existing stakeholder advisory panel chairs would continue to meet with the ISG on a bi-annual basis to discuss ENWL ED2 performance.

Alongside this change it was noted that the panel's term of reference was due for review. HD confirmed that ENWL was conducting an internal review and would also be seeking the panel's views on the future direction of travel. It was agreed that an interim panel session would be convened to discuss the recommendations following this review. **Action: ENWL**

Standing items – DSO strategy and delivery update

PA presented a short recap of the 24/25 highlights set out in ENWL's annual DSO performance report and the outcomes of the stakeholder satisfaction survey which had closed on 31 May.

In advance of the session the panel had been asked to review ENWL's performance report and one other DSO's. Panel members discussed their feedback with ENWL. PA thanked the panel for their input, noting that this was useful feedback ahead of ENWL's attendance at the Ofgem performance panel in July and would also be incorporated into the development of the 25/26 performance report.

PA then gave an overview of ENWL's key initiatives for 25/26, noting that this was a high-level plan and subject to stakeholder feedback. The panel expressed its support for the programme. In the context of "date and information provision" the panel encouraged ENWL to consider the potential for alignment across DNOs, GDNs and the NESO in terms of data that is requested from local authorities, particularly as the RESP process develops.

Standing items – stakeholder engagement

CP shared ENWL's key stakeholder messages for the coming year. The messages were designed to reflect stakeholder feedback and the ambition within ENWL's social DSO strategy with a continued focus on transparency and inclusion. The panel was supportive of the clarity and relevance of the messaging.

Session theme 1 – Flexibility strategy update

PG presented an overview of the result from ENWL's autumn 2024 and recent bespoke flexibility tenders, noting the significant increase in the number of bids received. He noted however that a high proportion of bids had been rejected, mainly because they were deemed uneconomical. The panel discussed the process for responding to uneconomical bids and requested more detail at a later session around the value of the uneconomical bids and the process for responding to them.

The panel also questioned PG around the opportunities for revenue stacking. PG confirmed that this was possible and that ENWL would shortly be launching a tool to facilitate it. The panel was supportive and observed that there was potential for this to be used to promote awareness and understanding for non-traditional FSPs.

PG then outlined the team's key activities for the current year which the panel supported. The panel also encouraged ENWL to continue to seek opportunities for tenders that might fall outside of the biannual process, noting the success of the recent bespoke tender.

Session theme 2 – DSO benefits measurement and KPIs

SD gave a summary of ENWL's approach to identifying and quantifying the benefits to customers, stakeholder and wider society by ENWL's DSO activities. The panel was also asked to review and comment on the KPIs that ENWL was proposing to report on.

The panel was supportive of the proposed KPIs but also requested a deeper dive into the calculation of wider societal benefits, including an understanding of how ENWL was mitigating the risk of double-counting. SD confirmed that ENWL was in the process of updating its DSO CBA tool to consider a greater range of benefits and that he would be seeking the panel's feedback as this work progressed.

Session theme 3 – Connections reform

SJ updated the panel on developments in the connections reform process that had occurred since he last met with the panel in December 2024. He summarised the Decision published by Ofgem on 15 April and outlined the anticipated next steps in the process and the associated impact on

ENWL's connections queue. Panel members were invited to contact SJ to discuss any specific questions that they might have.

Session theme 4 – Regulation update

PA provided an update on the ED3 Framework Decision that was published on 30 April. The next stages in the process are the Sector Specific Methodology Consultation and the Draft Business Plan Guidance, both due during 2025. The panel asked to be kept informed as the process develops.

Standing items – Panel forward plan

The forward plan in the meeting pack was noted.

AOB and close

HD confirmed that the next session was scheduled for 3 September 2025, with an additional short session to be arranged before then to discuss ENWL's proposals following the terms of reference review. **Action: ENWL**

AM thanked panel members and ENWL for their time and contribution to the meeting.