



Quarter 4



Mark Williamson,
Energy Solutions Director

Welcome to the **final Incentive on Connections Engagement (ICE) Quarterly Newsletter for 2018-19**. We are delighted to report that we have met all but one of our actions for this year. We believe that this is a really good result and we are making some fantastic improvements in delivering against actions we have derived from your feedback.

As I have previously stated, we always welcome your feedback in order that we are able to deliver the service that is right for you.

Of all of the actions that we have successfully delivered I am particularly pleased that we have met our commitments to provide quotations and complete connections to our stretching timescales which represent the primary reasons that you deal with us.

The only action that we slightly missed was in achieving a minimum of 85% overall customer satisfaction in regards to distributed generation quotes and connections; we achieved a score of 81%. We believe this result was in part due to a small sample size as we only a small number of survey responses and the results we have received suggest happiness with our service. We will be continuing with this action throughout the course of next year and if you have any ideas on how we can improve the uptake on completed surveys, please do get in touch with the team ICE@enwl.co.uk. I also appreciate you taking time out to complete the surveys when they arrive.

Our **2019-20 workplans** are now available on our website; the link can be found in the newsletter along with additional information on when you can expect to see our '**Looking Forward and Looking Back**' reports which will be published and submitted to Ofgem at the end of May.

Since issuing the Quarter 3 update I have continued to work to understand your needs and this has included:

- Holding workshops with our stakeholders to share our plans and importantly receive your feedback
- Publishing our network capacity information on our website to help you identify the areas in which you may want to work

As always, I would encourage you to share your thoughts and opinions about the content with us and help us to make future editions of our newsletter even more useful to you and your colleagues. Please get in touch with us ICE@enwl.co.uk.

ICE Quarterly Update

As part of our annual commitment, we have promised to share with you updates on our progress every quarter.

[Click here](#) to view our **Quarter 4 ICE updates** for ICP/ IDNOs, Distributed Generation EHV/ HV and LV, and Unmetered Other.

Events

SDPoC workshop, 26 March 2019

We had a great turnout for our Self Determination Point of Connection workshop at our depot in Salford on 26th March. Our Connections Delivery Manager Matthew Savka lead our stakeholders through an SDPOC presentation followed by a Q&A session. We hope those of you who attended found the workshop helpful, and if you were unable to attend you can still view the slides from the day [here](#).



Upcoming events

Distributed Generation HV / EHV surgery sessions

Wednesday 8th May- Preston depot

Distributed Generation LV surgery sessions

Wednesday 22nd May- Salford depot

Distributed Generation HV / EHV surgery sessions

Tuesday 11th June- Salford depot

Distributed Generation LV workshop

Thursday 4th July- Blackburn Training Academy

Distributed Generation HV / EHV surgery sessions

Tuesday 9th July- Preston depot

If you would like to attend any of our upcoming events please register below:

[Register now](#)

Visit our [events page](#) to keep up to date with all of our upcoming events and register your space. you can also view the feedback we received from our previous events [here](#)

Energisation Checklist

Last quarter we published our new [Energisation Checklist](#) to provide guidance to ICPs during the Energisation process. This checklist sets out our requirements and acts as a reminder prior to Energisation to help alleviate any issues from arising close to completion date.

Flexible Services

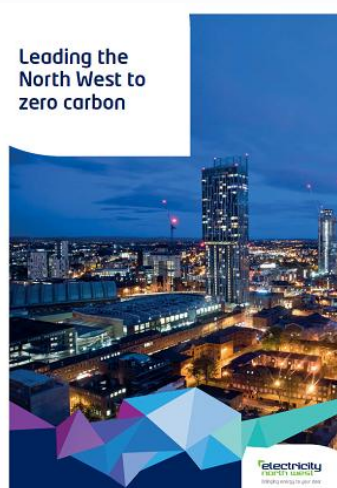


Did you know you could receive payment for being flexible with how you consume and generate electricity? We're currently running a request for proposal for flexible services at three sites in Cumbria – Alston, Coniston and Easton. To find out more visit our [website](#). To receive updates about our flexible services requirements you can sign up to the distribution list [here](#).

Engineering Recommendation G99

Engineering Recommendation (EREC) G99 covers the requirements for the connection of generation equipment in parallel with public distribution networks and is a legal requirement for certain generators connecting on or after 27 April 2019. For more information please see our [website](#). In addition, you can [view the slides](#) from our recent G99 introductory webinar.

Leading the North West to zero carbon



A key part of the UK's journey to zero carbon is the revolution of our electricity industry – the way electricity is generated, stored, transported and traded.

As the region's network operator, it's our responsibility to lead the way in this transformation. Through investment and innovation in energy infrastructure, we will help the North West to decarbonise and pave the way for the growth of renewable energy.

Our plan, [Leading the North West to zero carbon](#), sets out how we are investing £63.5 million over the next four years, to drive down our own carbon emissions and help businesses, our customers and our colleagues to do the same.

Distribution Future Electricity Scenarios

As the North West's electrical network operator it's our responsibility to plan for the future, and support its economic development and transition to a **low carbon future**. Take a look at our first Distribution Future Electricity Scenarios and Regional Insights publication, and learn more about our view of the North West's future electricity requirements [here](#).

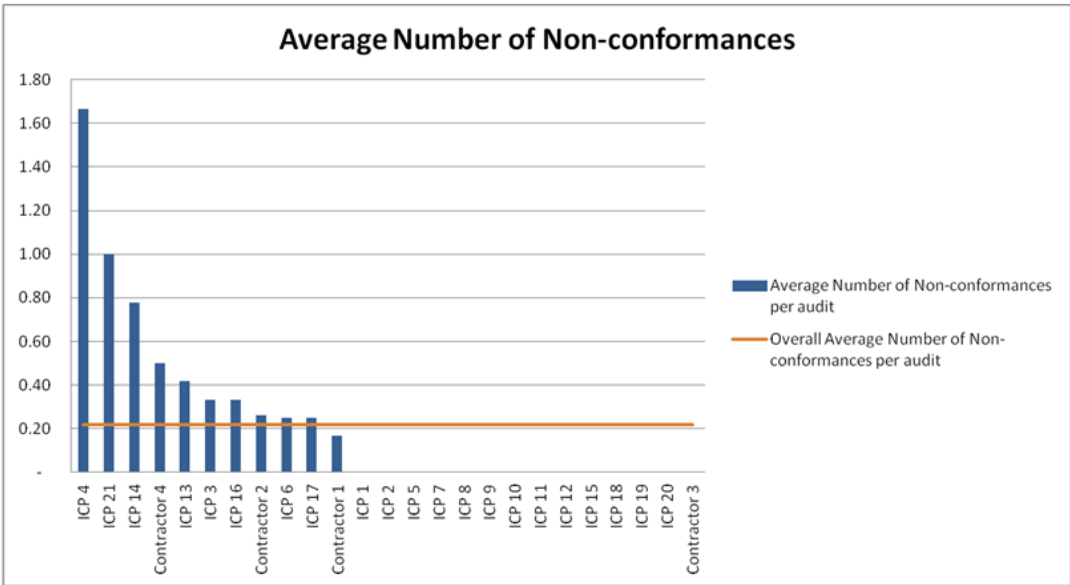
Health and safety

As part of our commitment to you and to promote safety and good working practice, last year we started issuing quarterly Safety bulletins. After reviewing this practice we have decided to take a different approach by publishing them on our website instead. We will continue to upload relevant updates to our [Safety bulletins page](#).

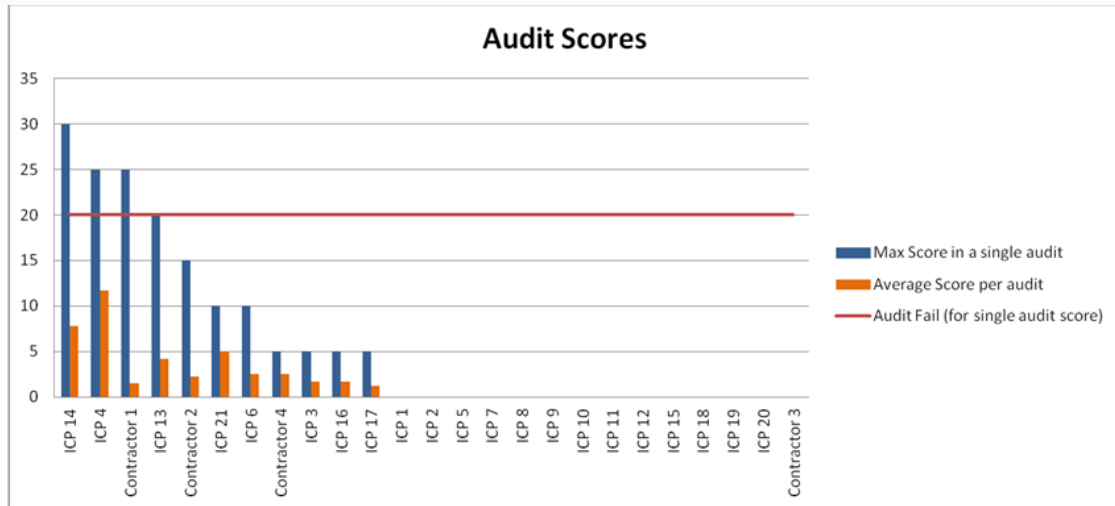


Audit Performance Statistics

for ICP and ENWL Energy Solutions contractors. These comprised of 126 audits for ICP sites and 244 for contractor sites. The average number of non-conformances identified per audit has been shown in the graph below.



any one audit classed as an audit failure. The graph below shows the maximum score for any single audit and the average score across all audits for each ICP / contractor. The maximum scores shown indicate that 4 ICP / Contractors failed at least one audit - there were a total of 10 audit failures in the period. The overall average score for each ICP / contractor, however, were well within the pass rate.



improved, with the average number of non-conformances decreasing from 0.3 to 0.2 and the average score decreasing from 3.2 to 1.8.



1 Get in touch

For all customer and stakeholder enquires and feedback please contact the ICE team at ICE@enwl.co.uk

If you would like to sign up to any of our other **distribution lists** please register [here](#).