



Mark Williamson, Energy Solutions Director  
Welcome to the latest Incentive on Connections Engagement (ICE) Quarterly Newsletter. As the new Energy Solutions Director here at Electricity North West, I'm delighted to introduce our **Quarter 2 update** and share with you some of the work currently underway to improve the work we do not only with our ICE stakeholders, but our entire customer base.

Since becoming Energy Solutions Director on the 1 July, I have dedicated much of my time to getting out there and meeting members of my new team and the customers we support so that I can get a personal understanding of the challenges you face and the ways in which we are working in partnership to offer long-term, sustainable solutions to those challenges. Right across my Energy Solutions team I'm seeing examples of outstanding partnership working with our stakeholders and I'm also receiving feedback on how we can improve different areas of our business for our customers.

The ICE mission epitomises exactly what I have set out to achieve for my Energy Solutions team and you have a key role to play in helping us achieve our vision by working with us and sharing your feedback around the services we provide. We want to hear the good, the bad and the ugly – it all counts!

I hope you enjoy our newsletter and I hope the updates we have shared are helpful and useful to you and your organisation in terms of how we do business together. 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.

## 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 2 ICE update for Distributed Generation..**

## Events

### [CP333 Policy Webinar: Find out more about our approach](#)

As part of our ongoing commitment to keep you abreast of changes to our policies, on **Wednesday 7<sup>th</sup> November**, following the publication of our draft CP333 Earthing Policy, we invite you to attend a policy briefing webinar to find out more about the approach we have taken to revising this important policy. Join our Planning Policy Manager and other Electricity North West colleagues to find out more and share any feedback you may have. Please [click here](#) if you would like to attend this webinar.

### **Electricity North West sponsors 'Electricity: Spark of Life' exhibition at MOSI**

We are proud to be the Manchester Museum of Science and Industry's event partner for its special exhibition – Electricity: The Spark of Life' which is running from 18/10/18- 28/04/19.



The exhibition examines how scientists experimented with electricity to understand and control it and how mass generation and distribution changed our lives. Entrance to the exhibition is free and it's suitable for all ages.

Visitors get the chance to see a brand new “electric” art installation, commissioned by Electricity North West and designed by award-winning studio Tekja, that captures the sheer scale of electricity used in the North West. To find out more please visit the MOSI website at: <https://www.scienceandindustrymuseum.org.uk/whats-on/electricity>

**Browse our upcoming events and register your place [here](#)**

## Sign up to our distribution lists

Following the introduction of new **GDPR regulations** on the 25th May, we want to make sure you are still registered to receive updates and invitations for topics that are of interest to you. You can find our selection of distribution lists, along with a link to [sign up here](#). You can also read our updated privacy policy [here](#).

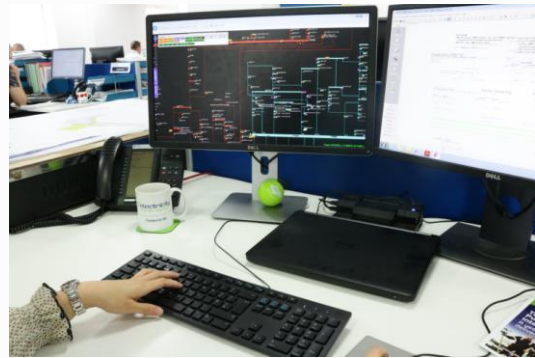
## Health & Safety Newsletter

If you would like to receive our Health & Safety bulletins please [sign up](#) to our **new Health & Safety** distribution list. This is a secure page and can only be accessed via this link.



## GIS Access

If you haven't already signed up to receive our GIS data, [register today](#) to receive your copy. Once you are registered to receive these updates we will send you a link to download our data. We recommend those using this data to load into GIS, a free, open source online tool where you can configure your own mapping background to accompany our data.



***Please note that it may take up to one month to receive your first update.***

## And the winner is.....

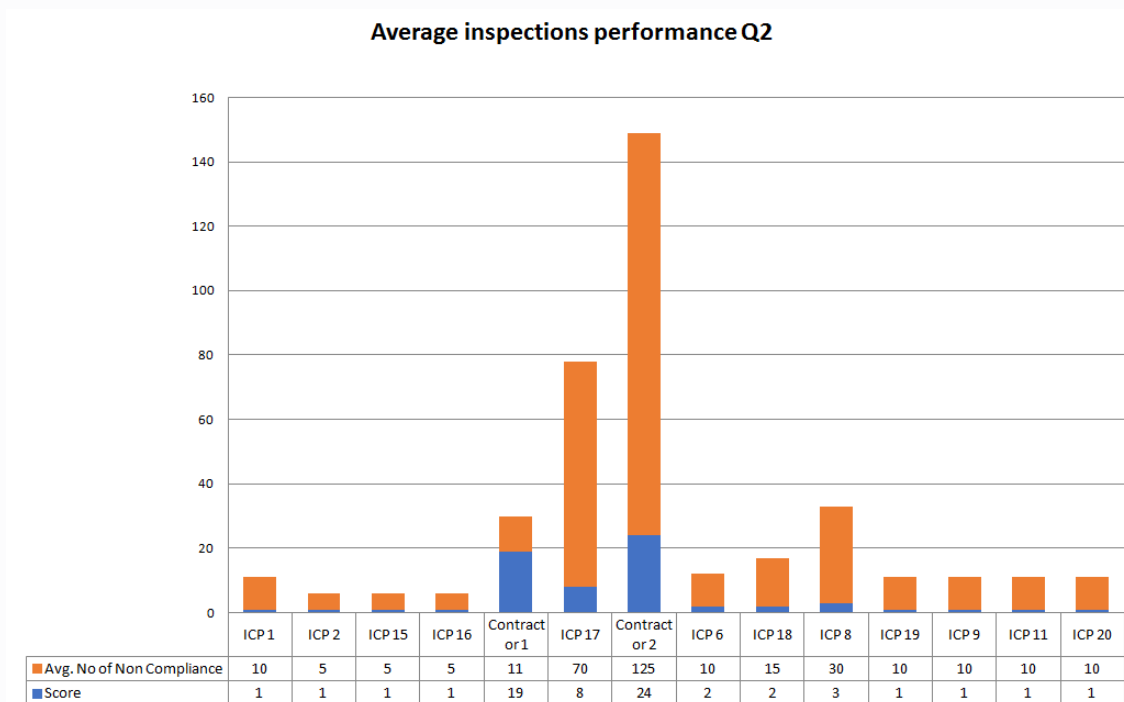
Thank you to everyone who has completed our surveys this year- your opinions are really important to us and help to shape our plans moving forward. We will be holding a prize draw each quarter to win a £50 Amazon gift card. To be in with a chance to win all you have to do is complete one of our short DG, Unmetered or event surveys that we issue throughout the year.



**Congratulations Aidan Morris from Barratt Energy A £50 Amazon voucher is on its way to you! Thank you for your feedback.**

## Audit Performance Statistics

We've committed to being open about our audit inspection performance scoring across our contractors and ICPs. Below shows our year to date scores for 2018-19 where the average number of non-conformities identified in inspections, is represented alongside number of audits. We have decided to continue this action from last year, having listened to your feedback that said you found this information useful.



**Q2 inspection data** shows very low non compliance reports being submitted compared to the number of Audits completed, showing that we are all working hard to make sure we get it right first time. If you would like further information on our audit performance statistics or want to provide feedback on this topic, please email us at [ICE@enwl.co.uk](mailto:ICE@enwl.co.uk).



## 1 Get in touch

For all customer and stakeholder enquires and feedback please contact the ICE team at [ICE@enwl.co.uk](mailto:ICE@enwl.co.uk)