



Quarter 3



Welcome to the latest Incentive on Connections Engagement (ICE) Quarterly Newsletter.

Since issuing the Quarter 2 update I have continued to work to understand your challenges, ensuring our plans best reflect the needs of our customers. In order to outline our commitment to meeting such needs and to

continue building relationships with customers, we recently carried out an independent survey of your current level of satisfaction at the design, quotation and construction stage of your jobs. In addition, the ICE team ran a series of workshops, surgery sessions and webinars to get your views on our progress and update you on our proposals. We greatly appreciate the chance to hear your perspective on the challenges you face and would like to thank everyone who has submitted feedback. I understand that the most important issues for you are meeting the power on date that you have been promised and delivering a high quality solution to your energy needs.

I also had some fantastic opportunities to meet with key stakeholders during site visits. Together with members from my senior leadership team I visited the University of Central Lancashire (UCLan) in Preston, where we diverted cables and carried out joint utility trenching to enable the development of the new state of the art Adelphi Building. We also visited Manchester Airport where we diverted two 33kV underground cables to enable the construction of a new 7,500 space multi story car park. It was great to meet some of our customers to get feedback on work in progress and I look forward to more opportunities out

on site. Take a look at our [case studies](#) to find out more about these projects.

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 by getting in touch touch at ICE@enwl.co.uk

Mark Williamson,
Energy Solutions Director

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 3 ICE update for ICPs and IDNOs.**

Events

ICP/ IDNO workshop, 22 January 2019





We had a great turnout for our ICP/ IDNO workshop at our depot in Preston on 22 January despite the unexpected snow! Covering a jam packed agenda, we updated our stakeholders on our current ICE work plans, and discussed Earthing Policy, NMS systems, Planned Supply Interruptions and Assessment and Design fees.

Upcoming events

Wednesday 20 February: Distributed Generation HV / EHV **surgery sessions**
Salford depot

Friday 22 February: Estates & Wayleaves **surgery sessions**
Salford and Preston depots

Wednesday 27 February: Distributed Generation LV **surgery sessions**
Carlisle depot

Tuesday 5 March: Distributed Generation HV/ EHV **surgery sessions**
Preston depot

Tuesday 5 March: Distributed Generation HV / EHV **workshop**
Preston depot

Wednesday 20 March: Distributed Generation LV **surgery sessions**
Salford depot

Tuesday 26 March: Self Determination Point of Connection **workshop**
Salford depot

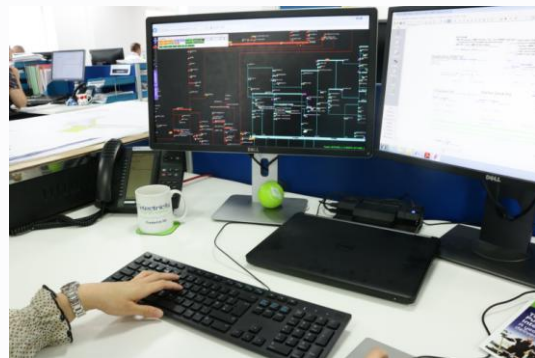
[Register now](#)

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](#)

GIS access update

Unfortunately we are experiencing technical issues which are currently preventing us from distributing regular GIS update files. In order to resolve these issues, we have purchased and implemented new software, and are working hard to progress through the coding changes required. We will continue to provide you with updates on our



progress. In addition, we have initiated a project to develop a long term, web-based solution, which will improve access to our network information. If you require any information, or have any questions, please get in touch on ICE@enwl.co.uk

G81 Policies

To access Electricity North West's Codes of Practice and technical policy documents to help you with your works, please browse our [G81 policy documents](#) on our website. You can also read through our current and archived policy update newsletters.

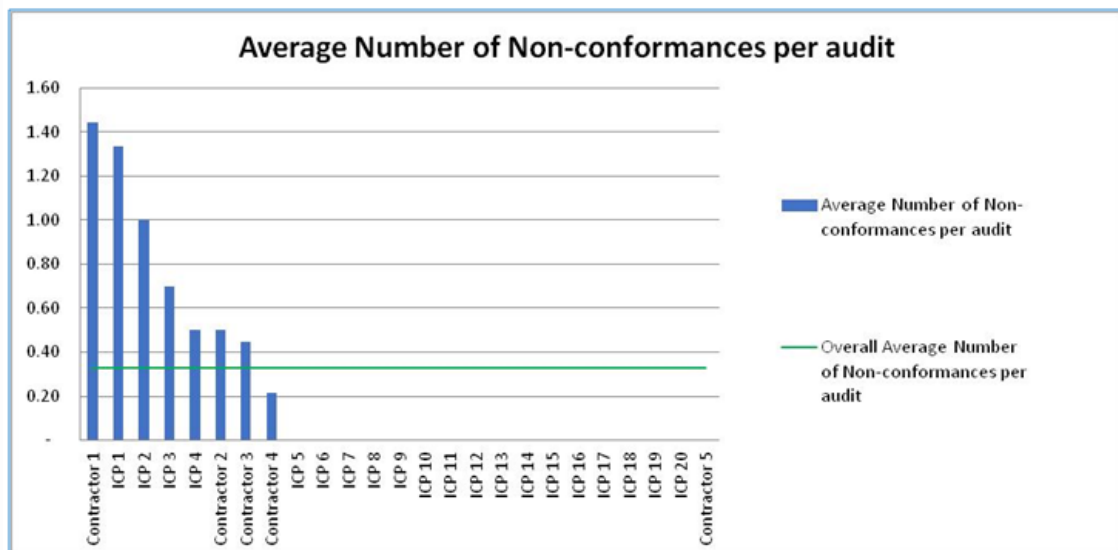
Flexible Services



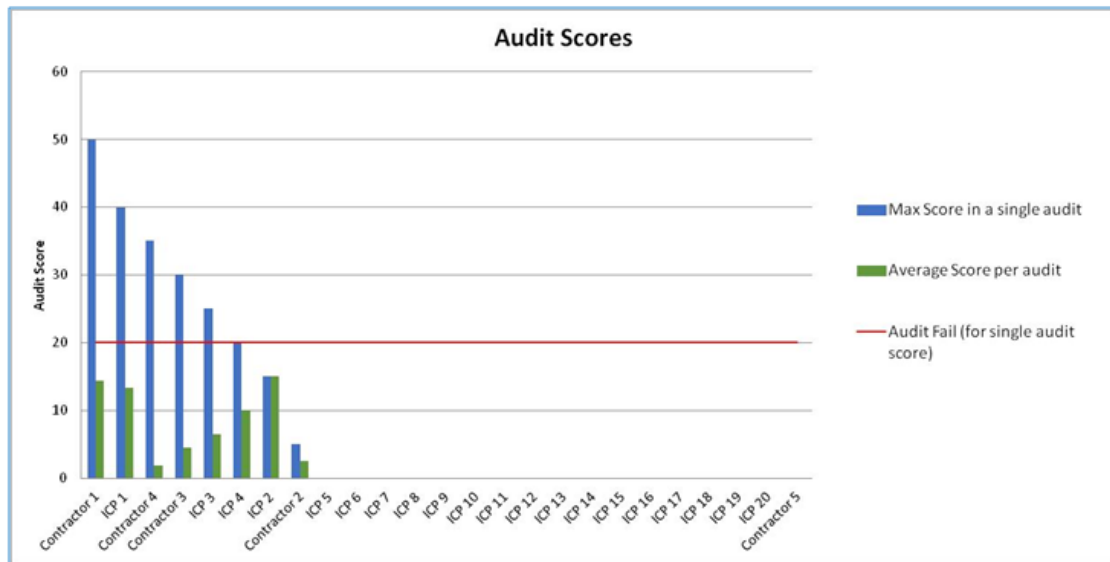
We're currently seeking Flexible Services in East Manchester! Distributed Energy Resources (DERs) who can adjust how much electricity they consume or generate can support our distribution network and receive payment in return. To learn more about this opportunity, and to find out how to get involved visit our [website](#). Want to keep up to date with our latest Flexible Services requirements? Sign up to the distribution list [here](#).

Audit Performance Statistics

for ICP and ENWL Energy Solutions contractor sites. These comprised of 50 audits for ICP sites and 168 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 6 ICP / Contractors failed at least one audit - there were a total of 15 audit failures in the period. Average scores across all audits, however, were well within the pass rate.



ICPs / Contractors), with the average number of non-conformances increasing from 0.31 to 0.33 and the average score increasing from 2.67 to 3.21.

Heat Maps



Take a look at our new **Heat Map tool** that enables developers to assess the level of capacity that might be available for new connections to our network. [Read more](#)



1 **Get in touch**

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

