



Incentive on Connections Engagement Q1 update

Welcome to our first 2018-19 Connections newsletter of the year, keeping you up to date on our latest news and updates from our Incentive on Connections Engagement (ICE) Work plan.

EVENTS



Upcoming events

We are holding a number of surgeries and workshops for our connections customers. To see dates/ locations of our upcoming events and to register your place, please visit our [events calendar](#).

Annual Strategic Stakeholder Advisory Panel

Thursday 12th July 2018

We would like to invite you to join us for our annual Strategic Stakeholder Advisory Panel. Stakeholder engagement is the cornerstone of our business and we want to ensure that we listen and respond to our stakeholders changing needs. To find out more and to register your place, please click [here](#).



Assessment & Design fees

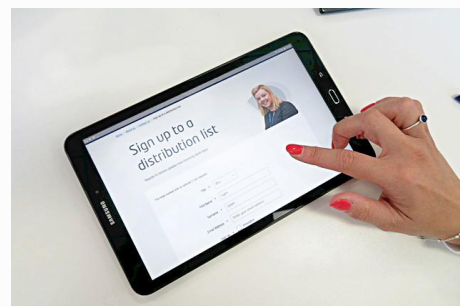
If you missed our Assessment & Design fees webinars in June you can still read up on Electricity North West's approach to the new fees [here](#), where you will find FAQs and our most recent presentation slides. We plan to host more webinars on the fees once they begin to roll out to HV and LV.

Our new ICE web pages

Our Incentive on Connections Engagement website pages had a restructure in June to make it easier and faster for you to find the information you need. You can have a look through our new layout [here](#). If you have any feedback on your experience of navigating our website, please contact us at ICE@enwl.co.uk



Sign up to our distribution lists



If you would like to receive our Health & Safety bulletins please [sign up](#) to our **new Health & Safety** distribution list

Want to keep up to date with any changes in our policies, engineering standards and specifications? [Sign up](#) now for our bi-monthly **policy newsletters**.

View our plans!

Our plans were developed from the feedback you gave us in events and surveys throughout the year. Our work plans have evolved over the year as we engaged with stakeholders to make sure that we continue to focus on topics that are important to you.

View our **2018/19** ICP/IDNO, Unmetered, Distributed Generation LV and Distributed Generation HV (voluntary) work plans [here](#)

Event Feedback

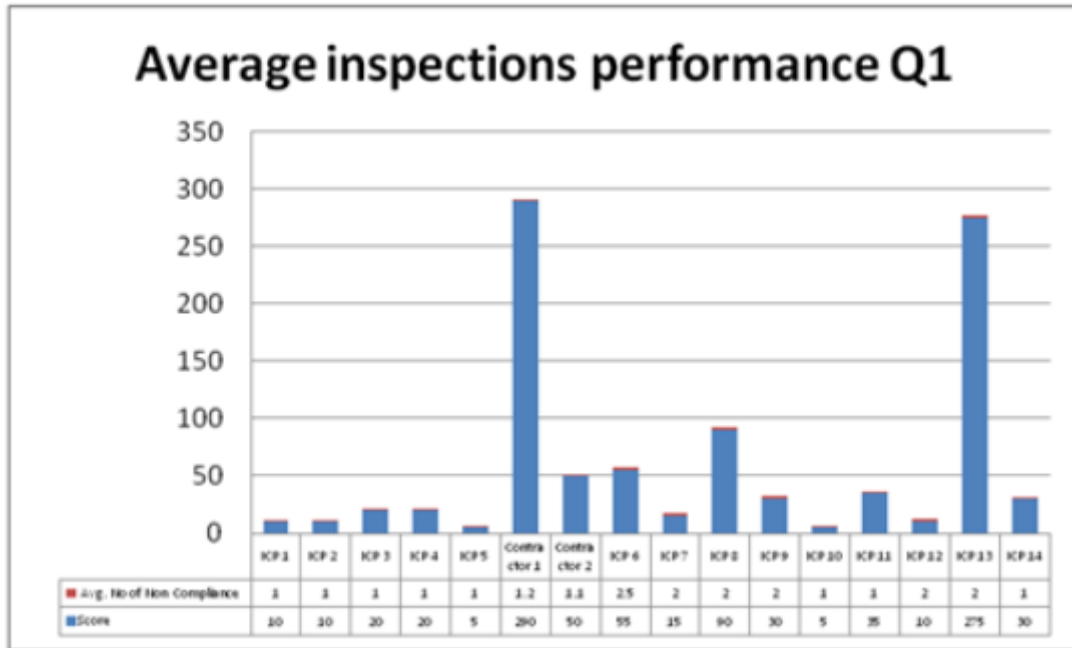
Thank you to everyone who has completed our surveys this year- your opinions are really important to us and help to shape our plans moving forward. We will be holding a prize draw each quarter to win a £50 Amazon gift card. To be in with a chance to win all you have to do is complete one of our short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



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. If you have any other feedback on this topic, please email us at ICE@enwl.co.uk.



Q1 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 please email us at ICE@enwl.co.uk.



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 QGIS, a free, open source online tool where you can configure your own mapping background to accompany our data.



Get in touch

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

