

Incentive on Connections Engagement Newsletter

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Bringing energy to your door

ICE Q3 Newsletter - Distributed Generation

Welcome to our Incentive on Connections Engagement (ICE) Q3 newsletter for Distributed Generation (DG).

Introducing Stephanie Trubshaw

Hello, I would like to introduce myself, I have been the Customer Director for Electricity North West for the last four years. I am excited to announce that from the 1st December all of connections now sits within my remit in the Customer Directorate. Which also includes the management of our Customer Contact Centre, the Network Control Centre and Domestic Connections.

Throughout my career I have had the opportunity to work across many different areas focusing on how to enhance the service provided to both internal and external customers. Over the last five years understanding both what our customer and colleagues need to deliver a great service has centred around engagement and the use of customer insights.

Looking forward to the future with the Net Zero focus across the region, we will be working to enable Low Carbon Technology on the network through simplification of our processes and continuing to improve our service to all our customers.

I hope you enjoy today's newsletter and I would encourage you to share your thoughts and opinions regarding the content with the ICE Team. It will help shape the content of our newsletters and webinars in the future so that they are even more useful to you and your colleagues. Please get in touch with us ICE@enwl.co.uk.

Finally, I would like to wish you all a Happy New Year and all the best for 2022.

Stephanie Trubshaw
Customer Director



ICE Update

The warmest of welcomes to our quarter three newsletter. Since our last update we have held our second Distributed Generation High Voltage (DGHV EHV) workshop. This session was delivered by key members from Electricity North West's Infrastructure Solutions team and experts from across the business.

Topics included the Heatmap Tool & Appendix G Process, Network Headroom Report plus an update Distribution System Operation. We were delighted with the engagement during the workshop and that the attendees found the session informative. If you were unable to attend the recording is available [here](#). You may also wish to sign up for our next Distributed Generation workshops, [register today](#).



Throughout the year we have been listening to your feedback and will be utilising stakeholder comments to support our 2022-23 workplans. This is the final year of ED1 and we're looking forward to setting out commitments that help drive the service we deliver and that also support your business. During the workplan development process there are a number of opportunities for you to get involved. # We would welcome your attendance at our 2022-23 workplan events, registration is now available on our website. Book your space now, [here](#).

Going in to 2022 we have progressed well on our commitments that were set out at the beginning of April 2021, further details on each of our commitments can be found under [quarterly updates](#) on our website.

Please remember that you are able to request a [surgery session](#) with any one of our business experts to discuss a specific topic at your convenience and by your preferred method of contact. We continue to drive our promise of delivering an excellent service. Please get in touch with the [team](#) should you have any questions.

Upcoming online events

Distributed Generation Low Voltage Workshop

Wednesday 26th January

[Register now](#)

Distribution Generation High Voltage (HV & EHV) Workshop

Monday 22nd February

[Register now](#)

For more details on upcoming events please visit our [stakeholder engagement calendar](#)

COP 26 and the Glasgow Climate Pact

The principal goal of COP 26 was to build on the Paris Agreement from COP 21 in 2015, and put in place further commitments to help achieve the goal for global warming to be limited to 'well below 2°C, aiming for 1.5°C'.

The Glasgow Pact established 1.5°C as the new overarching goal, rather than 'well below 2°C'. However, the commitments made by individual states (their 'Nationally Determined Contributions') are not yet consistent with achieving this goal. To that end, countries agreed to a new annual cycle of revised commitments, starting from COP 27 in Egypt in November 2022. This is an acceleration of the five-yearly cycle that was previously established under the Paris Agreement.

The UK, through its UK Net Zero Strategy, was one of a small number of countries with commitments deemed by some analysts to be in-line with the 1.5°C goal, alongside the EU, Chile and Costa Rica.

What This Means for ENWL and UK Businesses

With the UK Net Zero Strategy now in place (since November 2021), the focus for the UK is now on implementation.

To support the implementation of the Strategy ENWL's Business Plan for 2023-28 contains the headline commitment to 'lead the NW to Net Zero', with three key areas of activity:

1. Leading by example: becoming an exemplar Net Zero organisation – we've been making progress since 2019 to make our depots Net Zero and shift to EVs
2. Enabling our customers by ensuring the network has the capacity it needs for the connection of electric vehicles, heat pumps, and other low carbon technologies – we've started doing this through the 'DSO Transition'
3. Helping our customers to take action on Net Zero – we're developing advice and guidance to provide the support our customers have told us they need

Further information is available from <https://www.enwl.co.uk/go-net-zero/>

Final submission of our 2023-2028 business plan

After years of planning, we have now finalised and submitted our final business plan to Lead the North West to Net Zero. This is the third published version of our plan following our early draft in April and our full draft in July.

We would like to say thank you for all your support and patience over the past few years as we engaged with you on a number of occasions and topics. Without your views and feedback, we would not have been able to develop a plan that we are incredibly proud of and know will make a huge impact in Leading the North West to Net Zero and ensuring no one is left behind.

Our plan sets out our unwavering commitment to Net Zero, innovation, our customers, and efficiency. We engaged with over 18,000 stakeholders and customers to ensure we understood regional priorities, building on each version of the plan with the feedback and views you shared.

The plan sets out more than £1.8bn investment in the region's network by 2028, and we'll reduce our part of bills by an average of up to £12.49 a year compared to the current price control period, keeping costs as low as possible for customers. This investment will allow us to cut the number and duration of power cuts by 20% plus we'll continue to increase the capacity of the network so we can accommodate the predicted rise in demand from lower-carbon technologies like electric vehicles and heating to enable a Net Zero future. Please see a note from our Chief Executive, Peter Emery, and our final business plan [here](#).

Ofgem has also opened a [call for input](#) from stakeholders into DNOs' plans for response up to 7th February. Further information will be shared in the new year, however, please feed in any comments and your support for our plans.



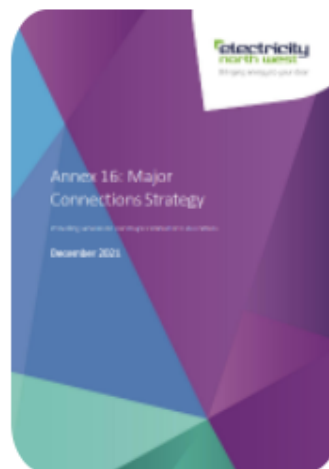
Major Connections Strategy

We have now published the final version of our Major Connections Strategy on our website following various consultations with our stakeholders over the past few months. Thank you to those that have contributed either in workshops, via survey responses or during in depth interviews carried out by an independent research team.

The document sets out what we already do for our connections customers and the feedback we have had on how we currently perform against Ofgem's Baseline Expectations.

The document details how we are proposing to measure our performance going forward and continue to measure the needs of our stakeholders. It is a light read despite lots of information included, therefore please get in touch with us and let us know your comments. We would be very interested to hearing your thoughts after reading the document.

[annex-16-major-connections-strategy.pdf \(enwl.co.uk\)](#)



Flexible Services update

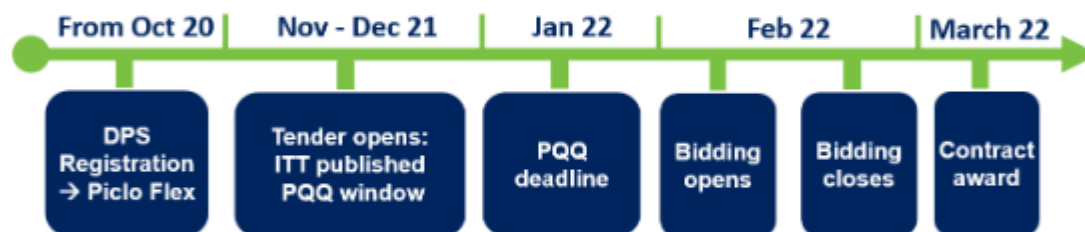
There's still time to register for our Autumn 2021 requirement!

Our Autumn 2021 Flexibility Services tender asks Providers for up to **259MW of flexibility in 37 locations** across our region, with **over £2m available** for the provision of these services across 2022-2024. Those wanting to participate will need to **prequalify by 21st January 2022**, prior to the bidding window opening in February 2022. Full details for each site including terms and conditions, technical specifications, half hourly requirements and a post code checker are available [on our website](#) to provide you with all of the information you need in order to submit a bid.

Flexibility is a fast-growing market that enables distributed energy resources, such as batteries and demand side response, to provide additional capacity to help manage the network at peak times. If you have an asset in one of our requirement areas, are capable of adjusting how much electricity you consume or generate, including through energy efficiency measures, then you could provide flexibility to the network and receive payment from Electricity North West in return.

In order to participate in this tender, Flexibility providers will need to firstly:

1. Register onto our Dynamic Purchasing System via [Piclo](#)
2. Register and upload your assets via [Piclo](#)
3. Complete our online [Pre-Qualification Questionnaire \(PQQ\)](#)
4. Confirm your intention to bid via [Piclo](#)



We held a **webinar on 3rd December** talking about 'Net Zero and Flexibility in the North West', in which we walked through these requirements in detail and explained our approach to flexibility within the wider DSO and Net Zero context. This webinar is available to view again [here](#), and as ever we appreciate your feedback on these events to ensure they are as helpful and accessible as possible.

You can also:

- [Register your asset](#) on our website to be notified when we have a requirement in your area.
- [Book a one-to-one surgery appointment](#) with a member of our Flexible Services team to discuss any queries you may have regarding the process of providing flexibility to the network.
- [Sign up to our distribution list](#) to receive our quarterly newsletters to keep up to date with our requirements and upcoming events.
- Review our [Distribution Flexibility Procurement Statement](#), which details our approach to procuring flexibility services, including evaluations, dispatch & settlement and engagement.
- Have a look at some of the ways in which we honoured our commitment to the ENA's Six Steps to Delivering Flexibility in 2020 in our [Year in Review](#).

We are always looking at how we can improve our flexible service processes, if you have any feedback on how we can do this, then please fill in our [feedback form](#), or contact us directly at flexible.contracts@enwl.co.uk.

Webinar recordings

To facilitate our move towards online events, we have created a 'Webinar recordings' page on our website, where you can catch up on all of our previously held ICE events. If you missed any of our events this year, head over to our [website](#) and have a watch.



You can also view presentation slides from these events [here](#)

Useful links

[ICE updates, reports, workplans.](#)

[Connections case studies](#)

[Common Connection Charging Methodology](#)

[Previous event presentations, webinar recordings and feedback.](#)

[Electricity North West Stakeholder Engagement Newsletters](#)

[Book an over-the-phone surgery appointment](#) at a time that suits you to speak with one of our connections experts about current or future projects, complex schemes or a list of possible sites.

Get in touch

For all stakeholder enquiries please get in touch with our Incentive on Connections Engagement team at ICE@enwl.co.uk.

If you would like to sign up to receive our e- newsletters and event invites please [register your details here](#).



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