

# Incentive on Connections Engagement Newsletter

Stay connected...     

**Electricity  
north west**  
Bringing energy to your door

## ICE Q4 Newsletter - Distributed Generation

**Welcome** to our Incentive on Connections Engagement (ICE) Q4 newsletter for Distributed Generation (DG).

Hello, I am delighted to be introducing the final newsletter of 2021-22. During the last quarter of the year, I have been working on developing a new customer engagement and pre-application support team to deliver support for our obligations made in our ED2 strategy.

The team has been developed to provide support to all connections stakeholders prior to making an application by simple, accurate, user-friendly and comprehensive means. There will also be an upfront triage support team to provide a single point of contact for our stakeholders who require assistance in making applications or require some pre-application advice.

I would like to take this opportunity to thank everyone who has taken part in our latest customer feedback survey. I appreciate the time you've given, and the feedback you have shared to help build our future plans and to contribute to improving our services.

We are always keen to hear how we can best serve our stakeholders and I would encourage you to share your thoughts and opinions 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](mailto:ICE@enwl.co.uk).

I hope you enjoy today's newsletter.

Stephanie Trubshaw  
Customer Director



## ICE Update

Welcome back to Ami after returning from maternity leave.

I am delighted to have returned back to the ICE team after 8 months on maternity. Lottie has done a great job keeping my seat warm whilst I have been away and I am very much looking forward to the year ahead delivering our new commitments for 2022-23.

Both myself and Lottie are available via the ICE mailbox should you require any support. In the meantime, we will look forward to sharing some updates with you all very soon.

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 15th June

[Register now](#)

### Distribution Generation High Voltage (HV & EHV) Workshop

Wednesday 27th July

[Register now](#)

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

## 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.

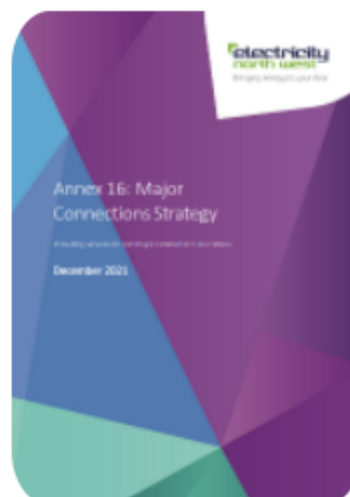


## Major Connections Strategy

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

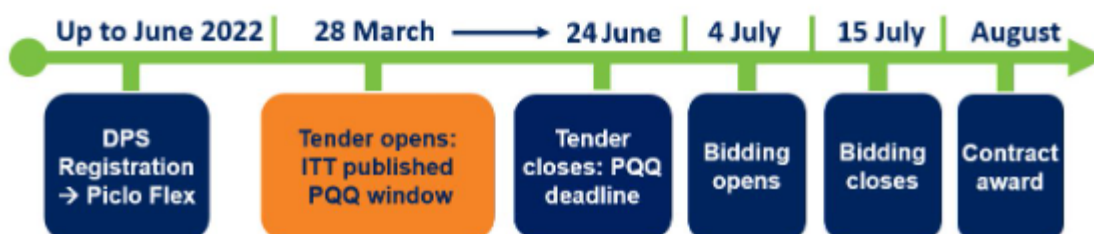
**Our Spring 2022 Flexibility tender is now live!**

This tender asks flexibility providers for **748MW of flexibility in 57 locations** across our region and is now open for submissions via the [PicloFlex](#) platform until **Friday 24 June 2022**. Full details for each site can be viewed within the documentation below, [on our website](#) and on Piclo. In order to take part and provide flexibility, you will need to:

1. Register on the Dynamic Purchasing System via Piclo
2. Register and upload your assets via Piclo
3. Complete our online [Pre-Qualification Questionnaire \(PQQ\)](#) *\*PQQs are only valid for the current tender round. New PQQs must be submitted for each tender.*
4. Confirm participation or withdraw from competition on Piclo.

These pre-qualification steps must be completed by **Friday 24 June 2022** to ensure participation in the bidding window.

Use our [postcode checker](#) to find out if we're seeking flexible services in your area.



**You can also:**

#### 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](mailto:flexible.contracts@enwl.co.uk).

#### **2021- The Year in Review**

Have a look at some of the ways we committed to the Energy Networks Association's (ENA) 'Six Steps for Delivering Flexibility Services' in 2021. This commitment intends to ensure that Electricity Distribution Network Operators (DNOs) become a level playing field for all customers with connected resources by increasing the accessibility and transparency of flexibility services, ensuring they remain open for all to participate in, and by helping customers understand the methodologies and criteria that are used to procure and dispatch Flexibility Services from their Distributed Energy Resource (DER). Read our [Year in Review](#) here.

## **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](mailto:ICE@enwl.co.uk).

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



*Copyright © 2019 Electricity North West Limited. All rights reserved.*  
You are receiving this email because you opted in to receive our ICE quarterly newsletters and event invites.

**Our mailing address is:**  
Electricity North West Limited  
Borron St,  
Stockport,  
Cheshire SK1 2JD  
[Add us to your address book](#)

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).