

electricity
north west

Bringing energy to your door



Greater Manchester Stakeholder engagement event

Capture report

14 October 2021

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Welcome to the Electricity North West capture report. The purpose of this report is to capture and play back the discussions that took place at our Greater Manchester regional stakeholder engagement workshop on 14 October 2021. We are grateful to all those who attended the workshop and value the discussions that took place.

Stakeholders play a key role in helping us prioritise and set objectives for our business plan and future activity and we want our stakeholders to have a say on how we move forward and help us transform the communities we all work in.

This year we adopted a new format live streaming the event from Greater Manchester making the session more engaging. Overall feedback to this format was positive.

We are at a critical point of our RIIO-ED2 business plan (2023-28) which will be submitted to our regulator Ofgem on 1st December 2021 so the workshop was an opportunity for stakeholders to have a final say and provide feedback to the plan.

At the event alongside updates on business performance, recovery from the Covid pandemic and our approach to decarbonisation we asked stakeholders to give us feedback to influence our business plan. We asked for views partnerships and funding of initiatives and if Electricity North West were the best organisation to deliver various aspects outlined in the plan. The results of the polling are included in this report.

The report reflects what we told stakeholders, and what they told us. The insights we received will continue to feed into our current and future business planning. If you would like to see the full consolidated report and analysis from all three regional workshops, [click here](#)

We hope you find this report useful and welcome your feedback about the report or the event – please send any comments you have to StakeholderEngagement@enwl.co.uk

Why your engagement is important to us:

Provides us with a fuller understanding of our operating environment

Helps us identify and address emerging and changing needs

Gives our stakeholders and customers the opportunity to hold us to account

Gives us a chance to share our learning and best practice

Ensures our activity is always relevant to and valued by our stakeholders

We commit to respond to all of the issues you raise

Introduction



Our annual regional stakeholder events provide Electricity North West with an opportunity to directly engage with a wide range of people and organisations, including those we may not have previously.

The events help us to understand differing regional priorities to inform our decision making and business planning.

- Over the last two years we have been undertaking extensive engagement about our future business plan RIIO-ED2 (2023-28). Previous events have directly contributed to the priorities now in our plans. *Thank you*
- This years event provided an opportunity to give an update on ENWL current performance and plans over the next two years, particularly recognising the recovery from the Covid pandemic and net zero ambition.
- To ensure that regional priorities were incorporated Greater Manchester Combined Authority also shared their plans.

RIIO-ED2 (2023-28) Business Plan:

- Engaged with stakeholders across the region and key national stakeholders for more than 2 years
- Numerous consultations, events etc
- Online and new formats
- We've had more than 22,000 interactions with more than 18,000 people

Advisory panels
Customer Research
Customer Voice
Communications
Events and webinars

ADDED
Deliberative panels
Additional advisory panels
Stakeholder Research
Online community
Willingness to Pay
Powering Up series
Youth Focus

Understanding our stakeholders



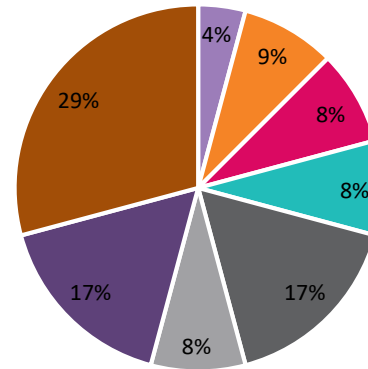
Our Greater Manchester stakeholder workshop was attended by 35 stakeholders.

Understanding our stakeholders demographics enables us to appreciate their needs and how and where to engage with them. Here is what you told us. Here is what you told us.

As expected, the majority of attendees (63%) were from / representing Greater Manchester.

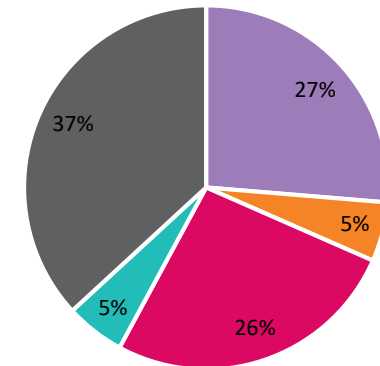
- **We are pleased to see a variation of types of organisations that were represented.** For future events we will look to see how we can improve representation from domestic customer representatives, housing associations and environmental charities and representatives.
- **Several of the participants that joined us had never engaged with us before.** As we continually seek the views of a variety of stakeholders we aim to continue discussions with the new stakeholders. We will continue to encourage engagement from all attendees, both regular and new.

What type of stakeholder are you?



- Domestic customer/consumer interest group
- Housing association or similar
- Business customer or representative
- Social charity or community group
- Local authority/government
- Academic/education institute
- Utility representative (gas, water)
- Other

How do we engage with you?



- Regularly/attend a stakeholder advisory panel or expert panel
- Invitation I attend innovation, community energy connection workshops
- I am in regular contact with ENWL
- I have occasional contact with ENWL
- I am new to this I have never met or contacted ENWL

Our performance



Electricity North West provided an update to stakeholders on our performance against current business plan commitments (ED1), business performance including reliability, customer satisfaction and net zero. We also provided our key priorities for the coming year.

**Exceeds
Ofgem
expectations**

Performance against a wide range of metrics **meets or exceeds Ofgem's expectations**

48

ED1 commitments

Majority of ED1 commitments complete, track or performing better than target. Three are behind but forecast to complete by 2023

16%

lower

Supply interruptions are 16% lower than at the start of ED1 (2015)

£11.8m

flood programme

36 sites completed investing £11.8m, in our flood programme, securing supplies to 1.15m customers

90.8%

customer satisfaction

Customer satisfaction (CSAT) improved achieving an **overall score of 90.8%**

100

Partnerships supporting **vulnerable customers**

What we heard from stakeholders

- How will ENWL deal with the extra demand with the introduction of air source heat pumps to all new domestic properties?

What we will do

- This is a central part of the business plan. We look at the data about the take up of these technologies, drivers at local and national level and from that data forecast the regional transition pathway for heat pumps. This is then mapped against our network and informs our investment decisions. We are committed to ensuring that the network is ready for this transition. More information can be found in our [DFES](#)

Covid response and green recovery



As key workers it was important for Electricity North West to keep colleagues safe throughout the pandemic as well as our customers and communities. 50% of colleagues started home working immediately.

Covid response

- Regular colleague updates and mental health and wellbeing support available
- Policies and procedures for operational staff working in the field/at customer properties - approach agreed with the Trades Unions
- Strategic partnerships strengthened as a result of pandemic
- 624,911 priority service customers proactively contacted
- Colleague volunteering – 500 hours to help deliver food bundles
- Lead the way with emergency top up vouchers for customers

624,911

Priority customers
proactively
contacted

96%

of workforce
available to keep
power flowing

67,000

Supported through
information sharing,
food parcels and hot
meals

Electricity North West are bringing forward more than £20 million investment to provide immediate support for projects as part of Ofgem's [Green Recovery](#) scheme.

Key projects for Greater Manchester include:

- Strategic reinforcement of the network in the Heywood/Birch services area
- Pre-Sense low-voltage network monitoring programme
- Enablement works to support electric heating in Greater Manchester
- Network reinforcements for EV charging hubs and on-street parking across the north west
- Service unlooping to support low carbon technologies across the north west
- Monitoring of high density low-carbon technologies in the Godley Green Garden Village area, Greater Manchester
- Strategic reinforcements around the Mayfield regeneration project in central Manchester



Greater Manchester Combined Authority outlined their plans to achieve carbon neutral and improving the overall environment and advised that more can be done to support fuel poor customers .

2038

ambition to reach net zero by 2038

How can ENWL support GMCA

Strategic partner that shares our ambitions and will work cohesively to deliver it

Decarbonisation a partner who recognises the uncertainty surrounding the pathway and is able to flex its business model to accommodate whilst being reactive to the pace of change required.

Without the support or data from ENWL experts we would struggle to understand what demand and supply is likely to be to help bring forward local energy plans

Mark Atherton,
Greater Manchester Combined Authority

What we heard from stakeholders

- It is difficult for new and start-up businesses to get finance to fund low carbon technologies.
- People in fuel poor neighbourhoods will never be able to afford the technology needed for the low carbon transition

What GMCA and ENWL will do

- There are opportunities available for businesses - many different organisations who are active in the energy supply chain who will provide funding and advice. ENWL work with organisations that small businesses trust, like GMCA, to provide impartial advice. ENWL [Go Net Zero](#) GMCA [Bee Net Zero](#)
- GMCA work with the [Retrofitting taskforce](#) and social housing landlords to bring low carbon change to fuel poor neighbourhoods

Net Zero – low carbon technologies



The National commitment is to reach net zero by 2050, Electricity North West have a more ambitious commitment to reach Net Zero by 2038. We recognise the social, environmental and economic benefit, job creation, improved health and wellbeing.

42%

reduction in business carbon emissions since 2015

£63.5m

commitment in ED1
Leading the North West to Net Zero by 2038

28%

increase in solar PVs over the last 10 years

£75k

annual fund to support community and local energy projects

Go Net Zero portal

support for businesses, LA's etc - case studies and decarbonisation pathways

Trialling technology

including exemplar depots, equipment including mini diggers

5 practical steps businesses can take

- **Carbon literacy** – is a good place to start can be done for whole organisation or specific areas of the business
- **LED lighting** – an easy route for energy efficiency and a low risk investment as easy to fit and has attractive pay backs.
- **Solar PVs** - cost has come down. Big programmes like social housing are not far from single figure payback.
- **Electric vehicles** – sales have doubled this year and feedback states they are cheaper to run and maintain
- **Flexible services** – look at reducing your energy at certain times of the day.

What we heard

- Do solar PV panels need to be supported by batteries to cover low power times?

What we said

- It depends on energy demand, the type of organisation or if it's domestic usage. If you cannot afford a battery, don't be put off getting PV panels.

Powering our communities fund to help deliver community energy projects is now open for applications
Deadline Friday 3 December 2021

<https://www.enwl.co.uk/go-net-zero/community-and-local-energy/supporting-community-energy/funding>



Electricity North West provided an update on stakeholder engagement and proposed commitments in the business plan. We are proposing a £2billion investment to deliver our commitments in RIIO-ED2 (2023-28)

22,000

Interactions with customers and stakeholders to inform the plan

Headline commitments

Net Zero – invest to support regional requirements and make own operations net zero by 2038

Reliability and safety – reduce power cuts and time people are without power by 20%

Customer and vulnerability – deliver 9/10 customer service and remove barriers to ensure no one is left behind in net zero transition

£1.35bn

Direct network investment improving reliability and safety

What we heard

- Greater Manchester is a diverse region – how will ENWL ensure that customers in most deprived areas don't get left behind as we move to low carbon.
- How will ENWL help community PV generation?

What we will do

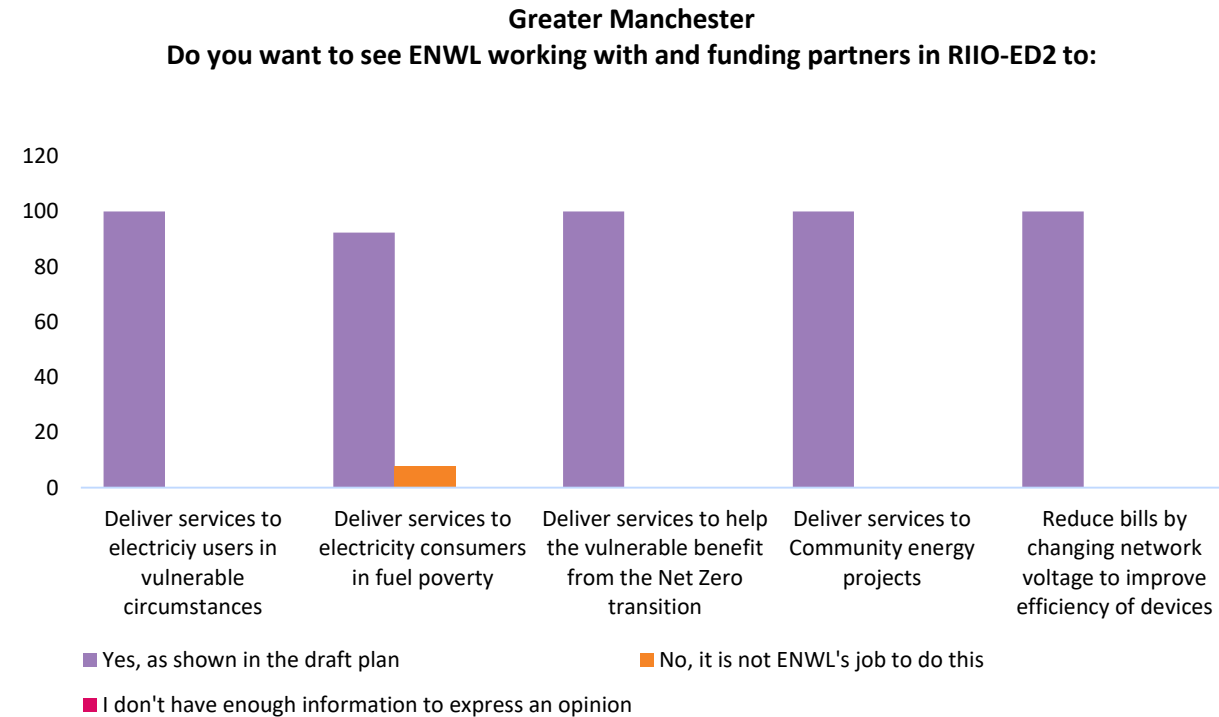
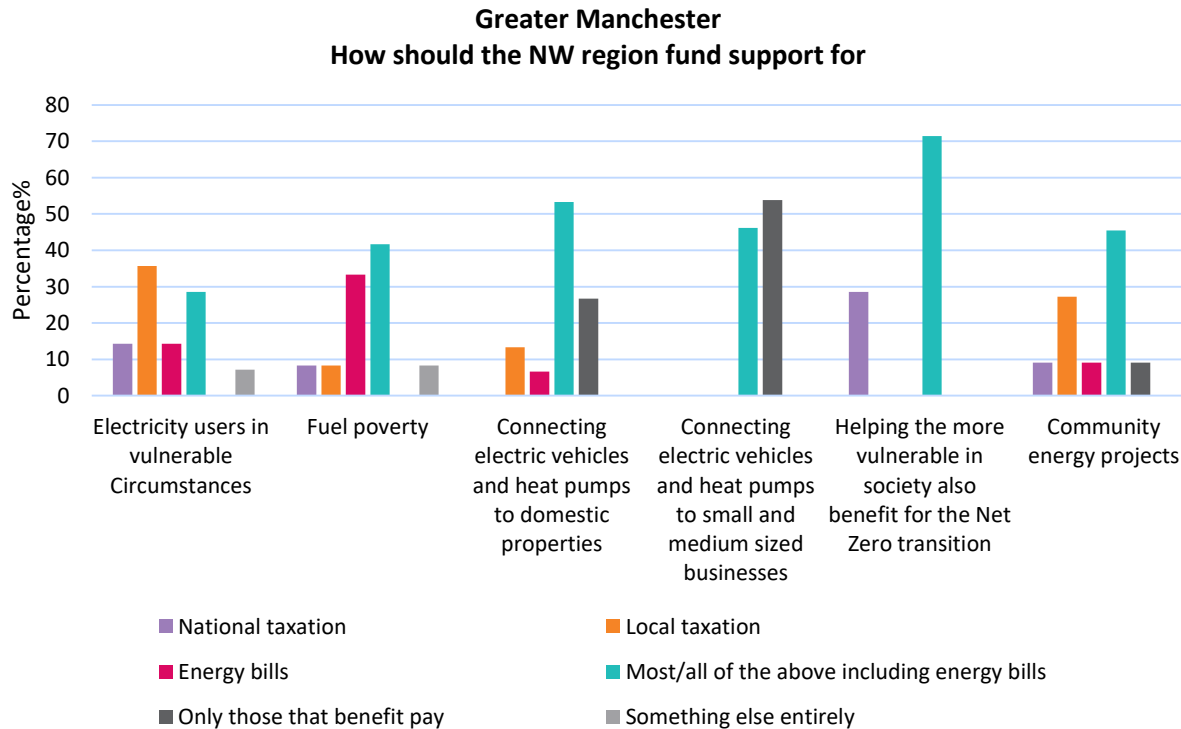
- Our business plan aims to balance the investment needed in the network whilst keeping the ENWL part of the customers bill as low as possible. We work with a range of partners to offer specific fuel efficiency advice and support.
- ENWL currently support [Community and local energy](#) with specialist support and the Powering our Communities Fund, we plan to expand this support in ED2.

Key challenges – polling results



In the final section of our workshop we asked whether Electricity North West is the best organisation to deliver some of the options included in the business plan.

Feedback will be combined with other regional responses and fed into our business planning process



Continue the conversation



We would like to thank all our stakeholders you for their involvement – here are some of the ways you can continue the conversation with us...

- If you would like any more information, or would like to provide your views on any of our activities please contact stakeholderengagement@enwl.co.uk
- We hold regular stakeholder advisory panels which help us to shape our activity – if you are interested in becoming a member of our Consumer Vulnerability or Sustainability Advisory Panel. Please contact stakeholderengagement@enwl.co.uk
- If you would like to receive regular updates on our activity (newsletters etc) please click [here](#).
- Click [here](#) to find out more about all of our upcoming stakeholder events, including updates on our advisory panels.
- We also run a variety of stakeholder events in relation to our connections work, ranging from webinars, workshops , surgery sessions and more. If you would like to get involved with (or just learn more about) our work on connections engagement, please visit: www.enwl.co.uk/ice or you can email ICE@enwl.co.uk.

