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**north west**

Bringing energy to your door



# Regional Stakeholder Advisory Workshops

Combined capture report

October 2022

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# Introduction



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 three regional stakeholder events during September and October 2022. We are grateful to all those who attended the workshops 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 were delighted to be back networking face-to-face whilst also offering a live streaming format for those that could not attend in person.

Each workshop had two key themes:

- customer support and financial vulnerability and our response to the cost of living crisis
- customer adoption of low carbon technologies, what this means for our network, and how we can help break down barriers to connection

We heard from guest speakers at each session, who shared their vision and the actions they are taking to support customers in their areas. We hosted a number of round table discussions to get stakeholder views on key questions.

We also heard the latest on our RIIO-ED2 Business Plan and Ofgem's Draft Determination, including which areas of our plan Ofgem is not proposing to allow funding for, the positive news for each region and how stakeholders can make a difference to the final outcome.

This combined report reflects what we told stakeholders, and what they told us across all three events. The insights we received will continue to feed into our current and future business planning. If you would like to see the individual reports 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](mailto:StakeholderEngagement@enwl.co.uk)**

98%

Rated their satisfaction of the event as **very satisfied** or **fairly satisfied**.

46%

Felt the most interesting topic discussed was **Cost of living**

## Comments:

- Cost of living crisis and LCTs were the topics stakeholders found most interesting
- Key message for how to improve these events was to provide more opportunities for networking, including meet and greets, introductions and attendee lists.

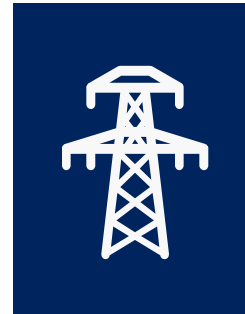
# Introduction



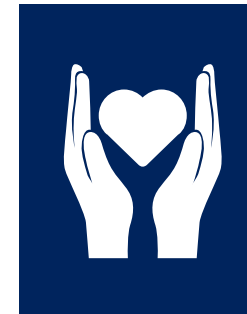
Our annual regional stakeholder events provide Electricity North West with an opportunity to directly engage with a wide range of people and organisations, including those we may not have met previously.

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

- Over recent 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 year's events provided an opportunity to give an update on Ofgem's Draft Determination for RIIO-ED2 before focussing on the cost of living crisis and the impact it has had on net zero ambition and the adoption of low carbon technologies (LCTS).
- To ensure that regional priorities were incorporated, regional guest speakers also shared their plans.



RIIO-ED2  
update



Cost of living



Low Carbon  
Technologies  
& Net Zero

Our commitment for  
2023-2028

Regional trends & insights

Support for customers in  
vulnerable circumstances

Supporting customers  
with LCT connections

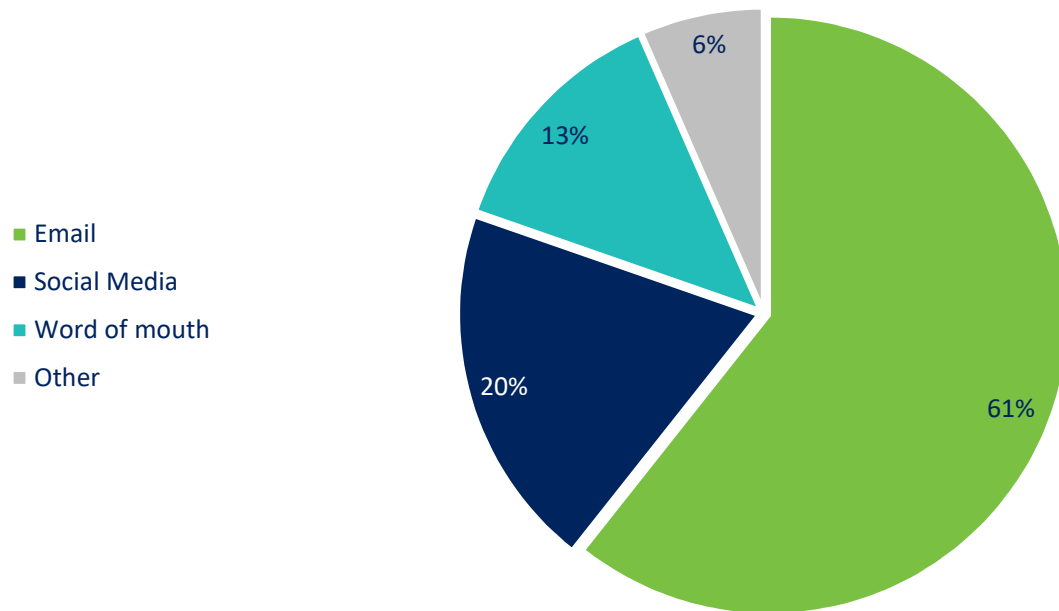
# Where did you hear about our event?



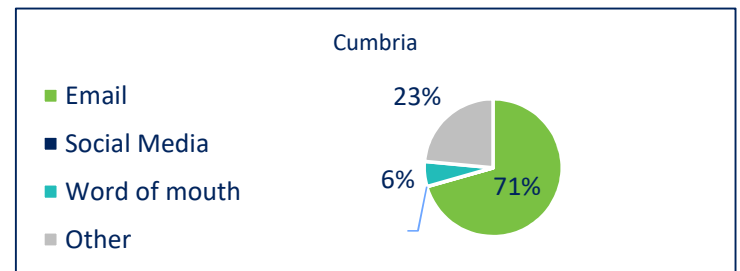
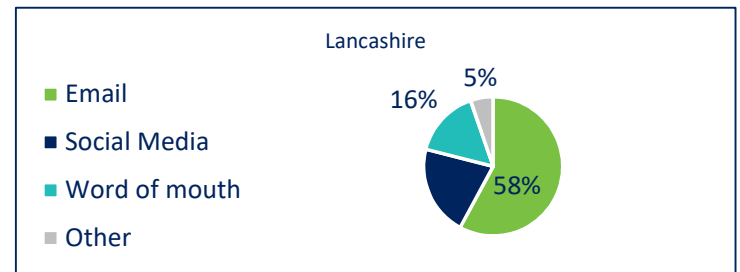
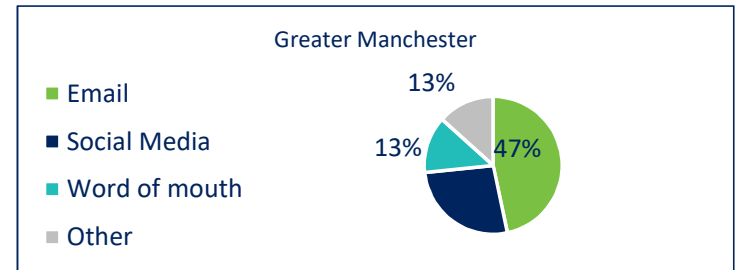
This year in total we welcomed over 71 external stakeholders from across our region.

We promoted the event using a variety of targeted marketing (email campaigns to previous attendees and stakeholders) and general marketing (social media and press). Our distribution resulted in 1,602 specific event page views and 170 tickets registered.

## Where did you hear about our event?



- Email
- Social Media
- Word of mouth
- Other

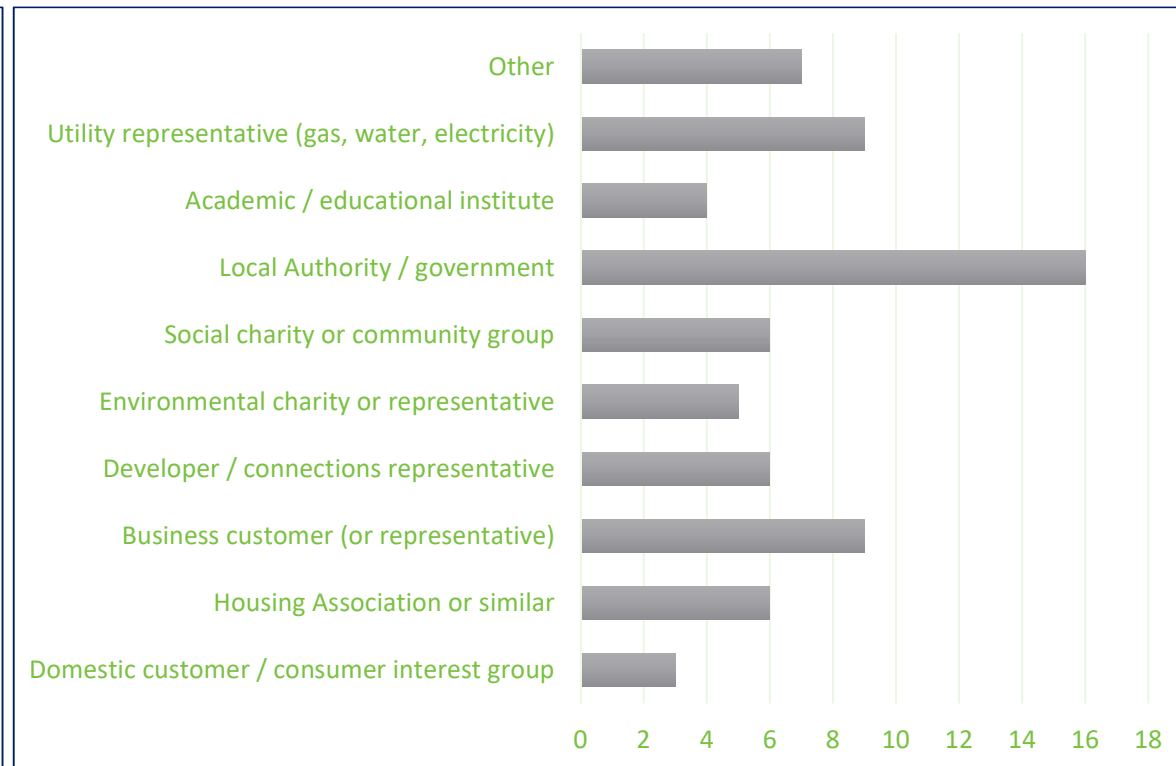
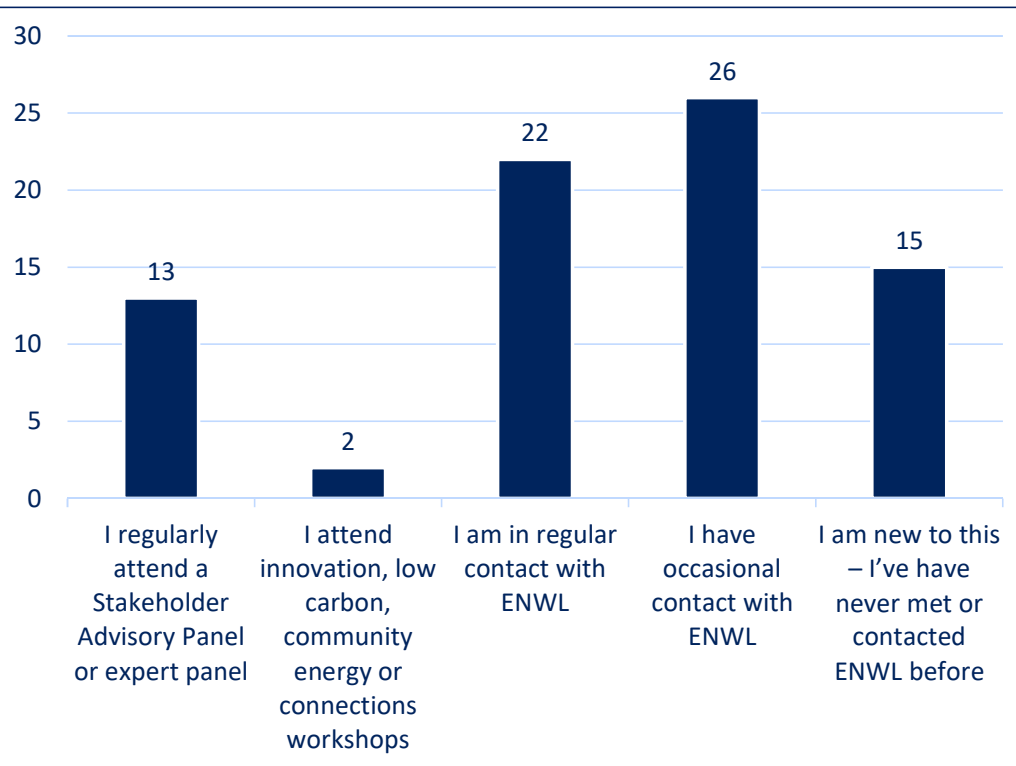


# Understanding our stakeholders



**Stakeholder engagement is important to us and we have a number of existing opportunities for stakeholders to get involved.**

- We achieved a good balance of new stakeholders and existing contacts. This year saw significant engagement with local authorities. We will continue to focus on attendance from academic and customer representatives.
- 20% of attendees had never had engagement with us before, indicating that our approach continues to reach and identify new contacts.



# Our RIIO-ED2 business plan update



Paul Bircham, ENWL's Engagement and Strategy Director, provided an update on our [RIIO-ED2 Business Plan for 2023-2028](#) and Ofgem's Draft Determination, including which areas of our plan that Ofgem is not proposing to allow funding for, the positive news for the region, and how stakeholders can make a difference to the final outcome.

18,000

Customers and stakeholders engaged to develop our plans for 2023-2028

£1.8bn

Investment

Including £200m extra, to deliver net zero

5.5%

lower

Reducing our part of the bill by at least this amount

84%

Domestic and business customers found the plan acceptable

£200m

Funding cut by Ofgem and a number of key projects that will significantly impact the region

## Positive news for our regions

- £78m for us to roll out our money-saving Smart Street technology to quarter of a million properties to help reduce customers energy costs
- Our proposal for a unique new incentive called 'Dig, Fix and Go' to reduce the average time for emergency street works from 5 days
- Our strategy to support customers in vulnerable circumstances, although Ofgem have currently excluded some specific elements
- Our programme to replace dangerous 'Borrowdale' transformers across Cumbria
- Flexible uncertainty mechanism to respond to any nuclear power station development in Cumbria

# Customer support & financial vulnerability - Response to the cost of living crisis



Sam Loukes, ENWL's Vulnerability and Inclusion Manager, provided an overview of customer support, financial vulnerability and our [response to the cost of living crisis](#).

We shared insights on what we are hearing from customers nationally and within our region. Cost of living is overwhelmingly seen as the most important issue facing the country at present (81%).

## What are we doing to help?

- Emergency credit vouchers to prevent self disconnection
- Energy efficiency guidance. **“Save energy save money”**
- Educating and engaging younger people on energy efficiency
- Food vouchers when customers are off supply
- Supported access to grant funding
- Working with food banks to link food poverty with fuel poverty

22,223

Fuel poor customers reached through ENWL and our partners since 2017

81%

of fuel poor customers surveyed post-intervention reported improved mental wellbeing

45%

of fuel poor customers surveyed post-intervention felt their physical health had improved as a result

65% of north west bill payers are struggling to pay bills. The cost of living crisis is affecting everyone, but it's not affecting us all equally with the effects being disproportionately felt by people on low incomes, people with long-term health conditions, people with disabilities and pensioners.

## Future plans

- Increase fuel poverty support to reach our highest number of customers – target of 15,000
- Expand youth support from learnings and trials completed in FY21/22
- Increase collaboration between stakeholders to share information and grow referrals i.e. Age Concern and Lancashire Fire and Rescue, Citizens Advice and The Bread and Butter Thing
- Expand promotion of advice through all communication channels; use of radio, online seminars, Facebook live and social media platforms to broaden our customer reach.
- Build ED2 contracts to achieve the continued growth of fuel poverty and referral programmes to support customers

# Regional views on the cost of living crisis



We received an update from three of our regional delivery partners about what they are seeing and what they are doing to support their customers during the cost of living crisis

## Cumbria

Karen Mitchell, Chief Executive, outlined **Cumbria Action for Sustainability's** ambition to have a zero carbon Cumbria which is socially, economically and environmentally beneficial for Cumbrians by sharing knowledge, skills, networks and practical experience to help people, communities and businesses live and work more sustainably. She shared details about CAFS's Cold to Cosy Homes initiative.



## How Cold to Cosy Homes supports Cumbria

- Free advice
- Energy-efficient equipment such as free LED light bulbs
- Professionally installed draughtproofing
- Help with energy bills and advice on switching energy tariff
- Referral to support agencies or for other grants

## Lancashire

Stuart Winterbottom, Director of **Rhea Projects Ltd**, outlined their ambition to help fuel poor and vulnerable residents in Lancashire improve energy efficiency, installing measures using external funding and offering advice on energy usage with their Cosy Homes in Lancashire (CHiL) initiative.



## How CHiL supports Lancashire

- HUG and LAD Funding
- ECO Funding
- Solid wall insulation
- Loft and underfloor insulation
- Renewable heating (air source heat pumps and Solar PV)
- Replacement doors and windows
- Smart heating controls

## Greater Manchester

Phil Treaton, Head of Neighbourhoods outlined **Groundwork GM's** ambition to create a greener, more resilient city region with stronger, healthier Communities & Enhanced Prospects for all Local People with their Energyworks initiative.



## Reasons people ask for Energyworks help

- Struggling to pay energy bills
- Finding it hard to manage fuel debt
- Worrying about keeping warm or choosing between eating and heating
- Looking to increase the energy efficiency of their home
- Feeling that their home is cold, damp or draughty
- Respiratory problems e.g. asthma or a persistent cough



# Cost of living and net zero - what you told us



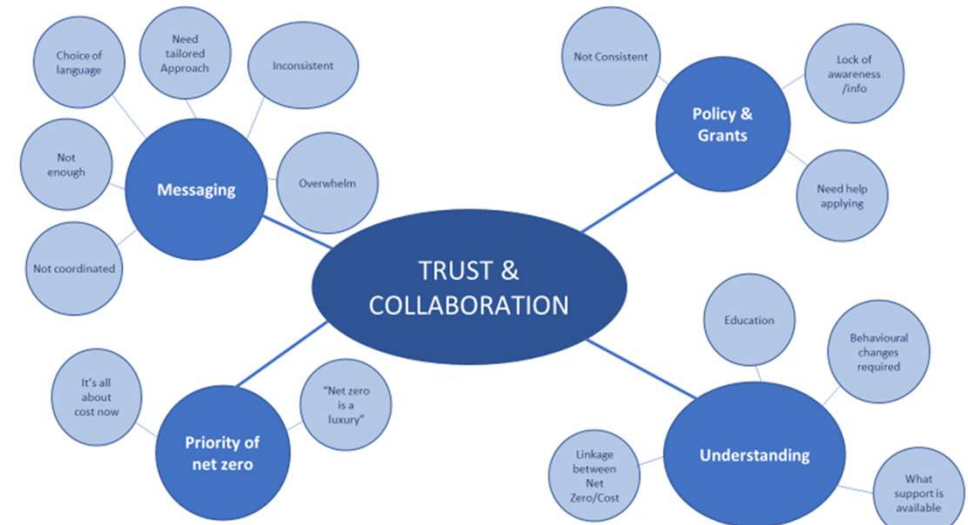
## What we discussed:

- How do you think that the current situation has influenced customer opinion on net zero?
- How do you think this could be leveraged to encourage an acceleration towards net zero goals?
- What fuel poverty support is already available that we should be making customers aware of?

## What we heard:

- There were mixed views on how the cost of living crisis has affected view on net zero, with some stakeholders observing that it could lead to opportunities while others noted that it is simply not a priority for people who are struggling with their bills
- There is an opportunity to increase awareness and behavioural change by linking saving energy with saving money
- Messaging around fuel poverty support (and the support itself) can be inconsistent, confusing and uncoordinated
- Messaging needs to be tailored to difference audiences
- Lack of trust is a barrier on many levels
- There are opportunities to collaborate – we need joined up thinking and messaging but...
- ...it needs to have a local touch as well

You told us your key themes were.....



Stakeholders at all three events consistently flagged these common themes indicating that each region is facing similar challenges in this area

## What we will do:

- We have built this learning into ENWL's "[be winter ready](#)" campaign which launched at the end of October 2022
- We will undertake collaborative campaigns with our partner organisations

# Customer adoption of Low Carbon Technologies (LCT)



Steven Glasgow, ENWL's Head of Domestic Connections, provided an overview of customer adoption of low carbon technologies, their associated concerns and how [ENWL can support with LCT connections](#). He shared insights on what we are hearing from customers nationally and within our region.

83% of consumers are concerned about climate change. 87% have heard of net zero.

## What we have seen

- As well as providing information, consumers want us to futureproof by removing network barriers
- Applications for low voltage generation have increased exponentially in the last 2 years
- Increase in applications for large scale solar generation (30-50MW) and batteries (70-200MW)
- Connection volumes have grown significantly, with a strong bias towards EV charge points

630,000

Electric vehicles  
expected on  
region's roads by  
2028

50%

of ENWL customers  
are looking to install  
at least one form of  
LCT in next 5 years  
BUT....

Only 7%

Said they had EVER  
received  
information about  
LCTs

- 51% of consumers feel ENWL is best positioned to provide impartial information on LCTs, leading the way ahead of their energy supplier, the Government, Local Authorities, manufacturers and local community groups
- Key barriers to adopting EVs were cost to buy (52%), knowledge (47%), infrastructure (33%), cost to run (27%), living in rentals or apartments (22%)

## What we are working towards in ED2

- Building customer awareness
- Evolving the customer journey based on feedback and learnings from the challenges experienced
- Manage growth to ensure we are operating at the correct resource levels
- Digitisation and automation of the application process to make it simpler, to resolve data integrity and to manage response times given expected growth
- Development of engineering solutions and increased use of technology to minimise customer disruption
- Tender a contract to have a dedicated delivery partner reflecting specialism of works and expected growth

# Barriers to the connection of LCTs – what you told us



## What we discussed:

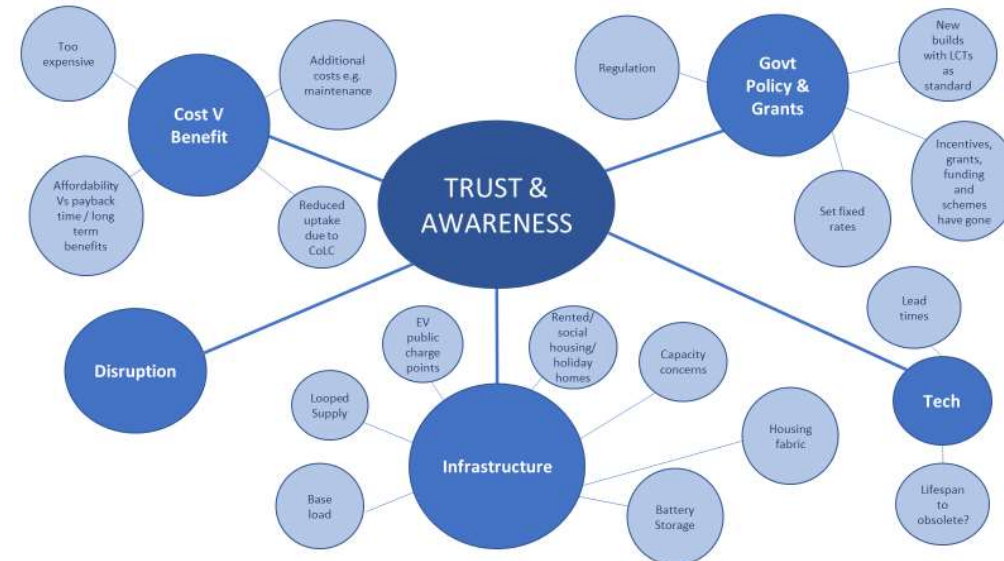
Even though we are seeing a massive uptake, we know people are still not engaged and are at risk of being left behind; so we would like to know what your views are...

- If you've had an installation...
  - How hard or easy was it? What would make a difference to the service to be easy?
- If you haven't...
  - What is stopping you? What are your concerns and questions? How can we work together to ensure awareness?

## What we heard:

- Lack of knowledge and not knowing who to trust were the major barriers to people considering purchasing low carbon technologies such as solar panels, heat pumps and electric vehicles
- Stakeholders expressed a need for independent and impartial advice, and noted that messaging is often unclear and inconsistent. There is a need to keep things simple, and to break down myths
- Other barriers included high costs, disruption, lack of government grants and incentives and issues with type of housing and tenancy arrangements
- Examples given included rented or social housing, suitability of properties for heat pump installations, lack of driveway for electric vehicle charging

You told us your key themes were.....



Stakeholders at all three events consistently flagged these common themes indicating that each region is facing similar challenges in this area

## What we will do:

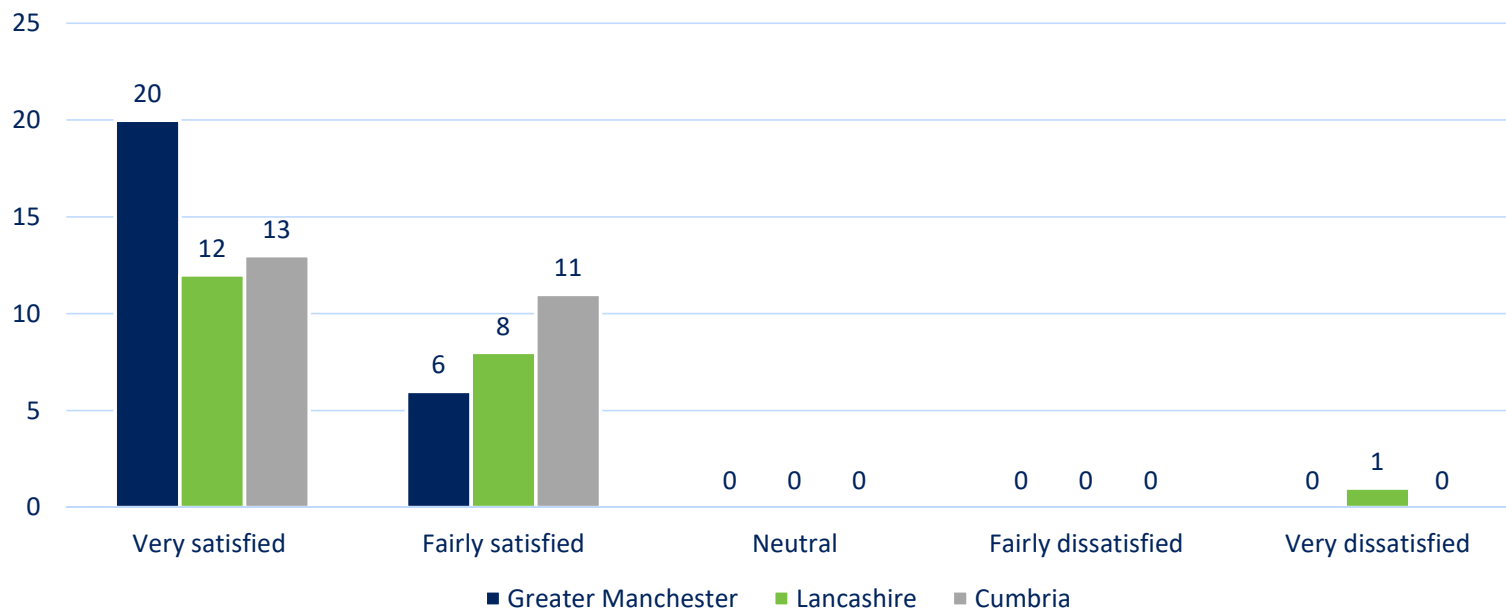
- The feedback you gave us will be incorporated into our improvement plan for developing the customer journey for LCT connections

# Satisfaction levels

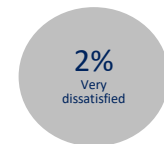


In the final section of our workshop asked for your views on the events so we can continue to improve.

### Overall Satisfaction



**Total**  
Very satisfied: 45  
Fairly satisfied: 25  
Very dissatisfied: 1

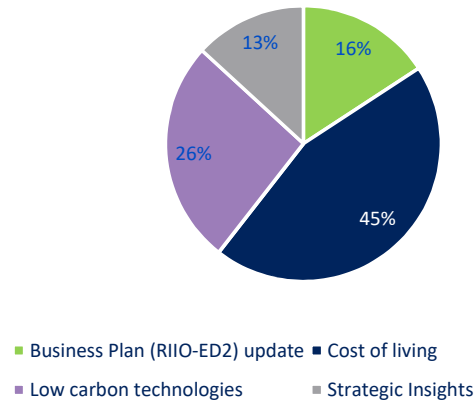


Notes:  
71 registered votes

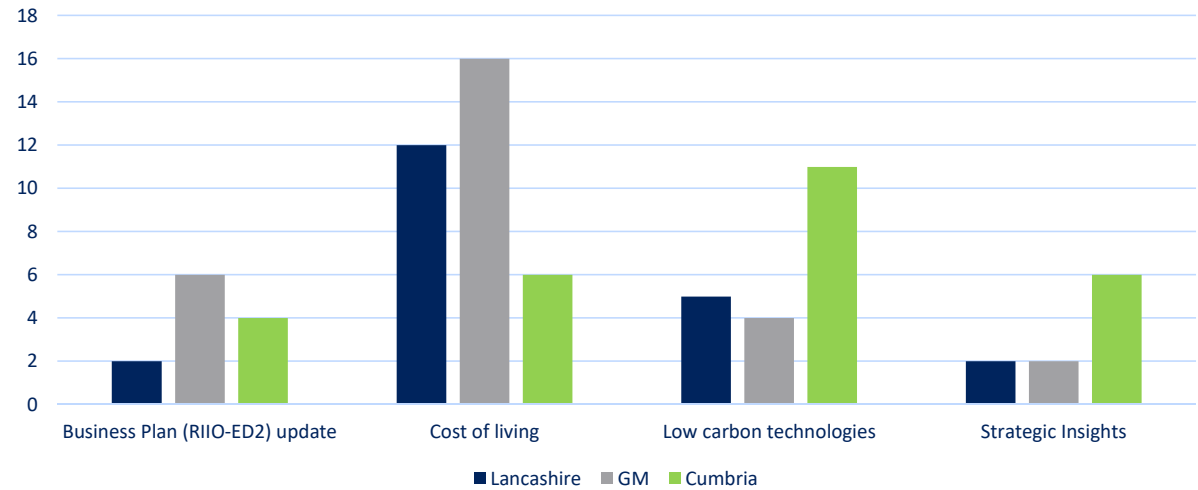
# Which topics did stakeholders find most interesting?



Combined levels of interest by topic



Levels of interest by topic



We asked stakeholders at each workshop which of the topics they found the most interesting. Overall, cost of living was considered to be the most interesting with 45% of stakeholders ranking it first. There were some regional differences however, with a greater proportion of stakeholders in Cumbria telling us that they found the LCT connections discussion most interesting.

# Future topics – what you would like to hear more about



## Customers

- Cost of living, energy technologies
- More information on the available grants and support provided to communities and vulnerable people
- Additional plans to support those vulnerable customers living in fuel poverty
- Engaging with communities and vulnerable people making information more accessible
- Keep updating on cost of living and how things are continuing
- Continue to provide information on cost of living and future developments



## Low Carbon

- Net zero progress in the North West
- Funds and grants that cover low carbon technologies
- Future investments in ENWL network and what the move from DNO to DSO means
- Decarbonisation of the grid
- Demystify low carbon technologies
- How to make the application process (G98/G99) easier for both parties
- Low carbon technologies - case studies/actual projects
- How renewable electricity is bought/generated and how are you investing in this
- Collaborative working in LCT adoption



## Infrastructure

- How the network is going to support the move to electric
- Connections updates, state of the network, future upgrades, timelines
- Local Area Energy Planning and how it can help reduce costs of living not just decarbonisation
- Low carbon progress
- Network resilience
- Network announcements, key activities in region, sustainable activities, generation and ecology



## Understanding

- Where to find specific information
- Long-term strategy / plan beyond the traditional 5yr cycles. i.e. what's the plans after ED2 and how does ED2 contribute to this journey
- Awareness on further projects
- Community engagement and ENWL awareness raising
- Supply chain and procurement
- Future technologies and funding
- Creating social value
- Opportunities for young people within the industry



# Quotes



“Very informative and great opportunity to contribute ideas and gain information”

“Everything was good”

“It was well organised”

“I thought it all went well thank you”

“More awareness of the event to engage more people”

“No changes, event good as is”

“Found everything satisfactory”

“Very good event format and number of enwl staff worked well”

“Great event - same format please :)”



# 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](mailto: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](mailto: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.
- If you would like to find out more about our plans to go net zero, and how we can help you, please visit our webpages [here](#).

