

**electricity  
north west**

Bringing energy to your door



# Lancashire Stakeholder engagement event

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 Lancashire regional stakeholder engagement workshop on 13 September 2022. 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 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 speaker Stuart Winterbottom, Director of Rhea Projects Ltd, who shared his vision and the actions Rhea Projects, through their work with Cosy Homes in Lancashire, are taking to support customers across Lancashire.

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 Lancashire and how stakeholders can make a difference to the final outcome.

We then hosted two round table discussions to get stakeholder views on the two key themes.

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](mailto: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

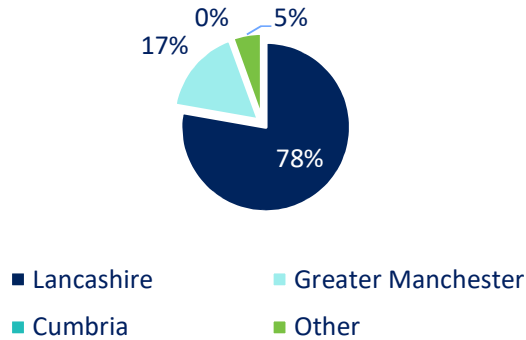
We commit to respond to all of the issues you raise

# Understanding our stakeholders



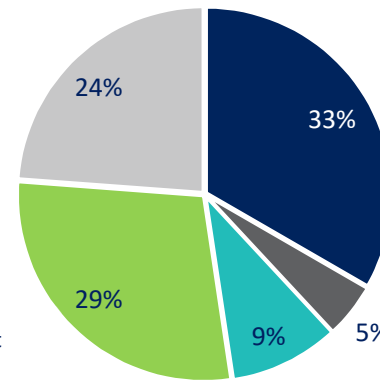
Our Lancashire stakeholder workshop was attended by 25 stakeholders. Understanding our stakeholders' demographics enables us to appreciate their needs and how and where to engage with them. Here is what you told us:

As expected the majority of stakeholders at this event (78%) were from/representing Lancashire.



## How do we engage with you?

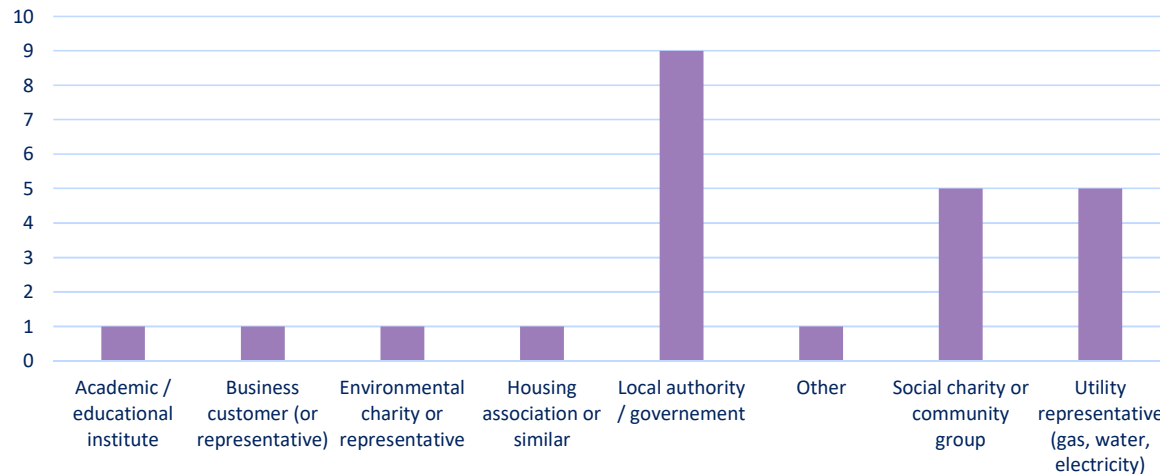
- I regularly attend a Stakeholder Advisory Panel or expert panel
- I attend innovation, low carbon, community energy or connections workshops
- I am in regular contact with ENWL
- I have occasional contact with ENWL



As we continually seek the views of a variety of stakeholders we aim to increase involvement of new stakeholders. We were delighted to see that over 50% of attendees had not met with us before, or had only had limited engagement with us previously. We will continue to encourage engagement from all attendees, both regular and new.

## We were pleased to see a variety of types of organisations represented at this event.

For future events we will look to see how we can improve representation from domestic and business customer representatives along with environmental charities, housing associations and academic institutes to increase balance.



# 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 Ofgem is not proposing to allow funding for, the positive news for Lancashire 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 Lancashire

- £78m to enable 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

# 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 view – Stuart Winterbottom Director of Rhea Projects Ltd



Stuart Winterbottom, director of Rhea Projects, the Appointed Managing Agents for [Cosy Homes in Lancashire \(CHiL\)](#), outlined their priorities for helping fuel poor and vulnerable residents in Lancashire improve energy efficiency, by installing measures using external funding and offering advice on energy usage.

**CHiL is a partnership of the 15 Local Authorities in Lancashire, offering residents in the region access to free first-time central heating, gas connections, affordable heating solutions, energy advice and support on a range of money saving energy measures to help people keep warm and save money.**

**3**

Years working  
with ENWL

### **CHiL working together with ENWL**

- Receive enquiries via ENWL website
- Make contact with residents and discuss;
  - Energy saving advice and tips
  - Benefit maximisation
  - Warm Home Discount and Winter Fuel Payment
  - Extra Care Register

### **External funding streams and measures available via CHiL**

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

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



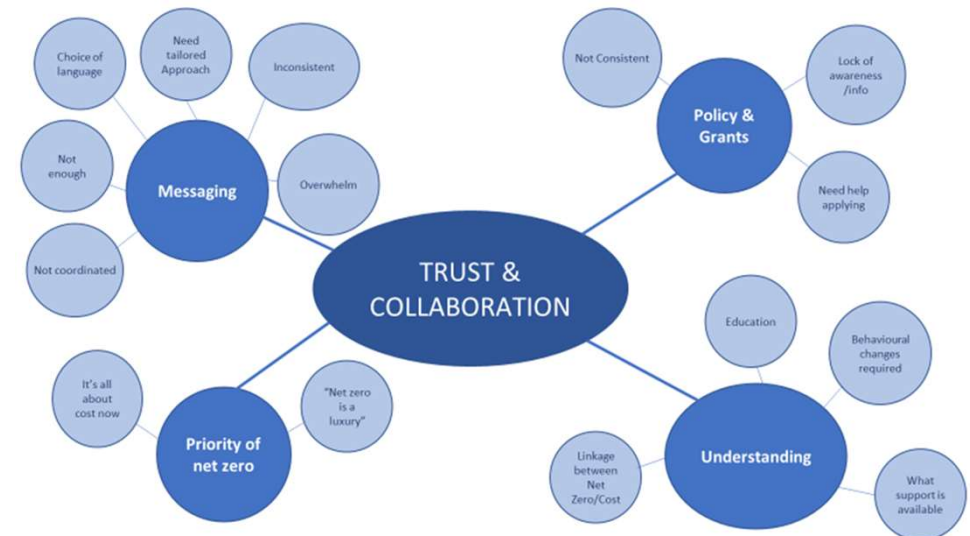
## What we discussed:

- 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.....



## 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:

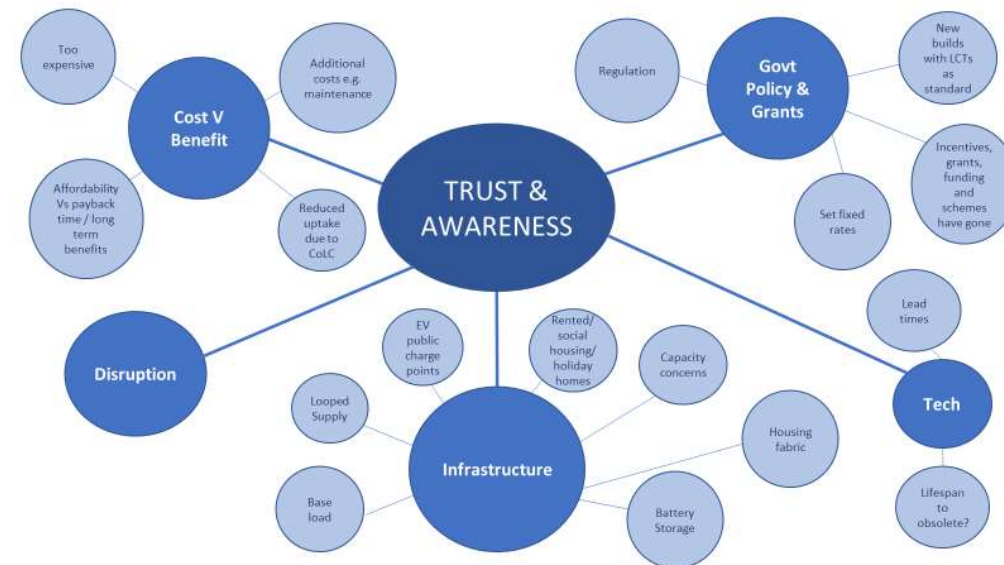
Even though we are seeing a massive uptake, we know people are still not engaged and are at risk of being left behind; so we would like to know what your views are...

- 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.....



## What we will do:

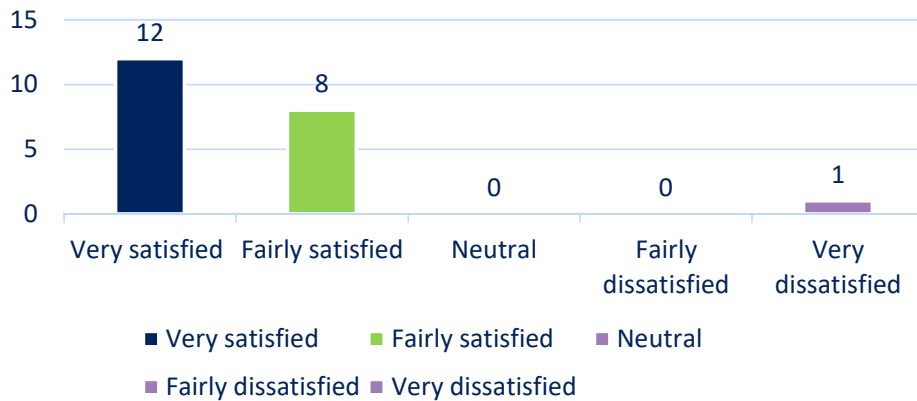
- The feedback you gave us will be incorporated into our improvement plan for developing the customer journey for LCT connections

# Feedback – polling results

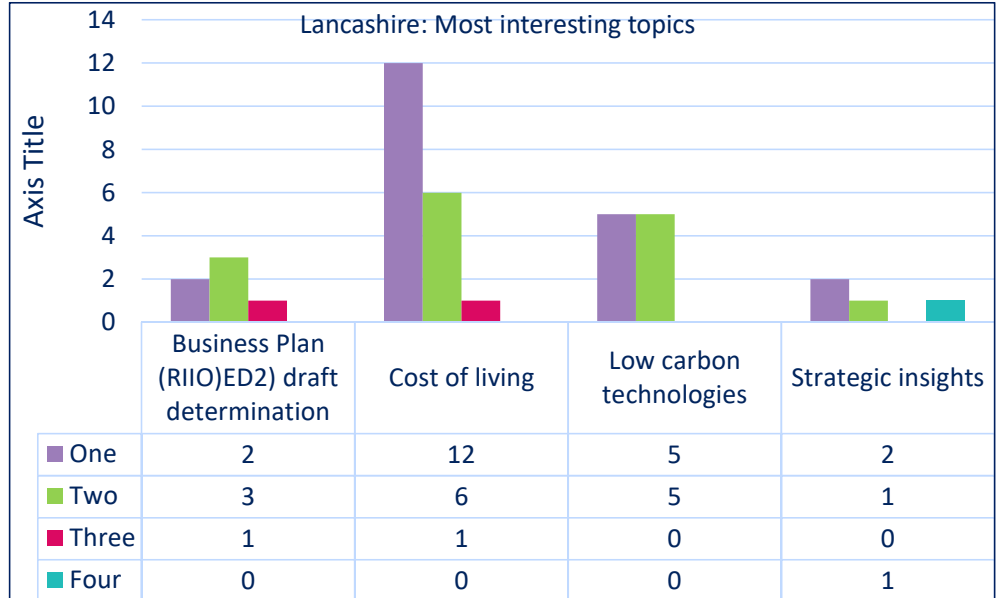


In the final section of our workshop we posed questions to hear your views on this event, so we can make it better for you next year. Feedback will be combined with other regional responses and fed into our planning process.

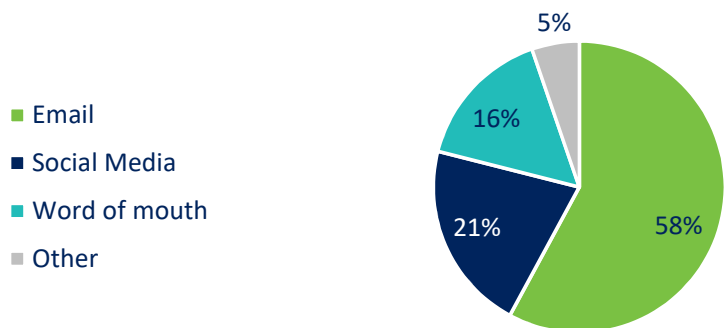
Lancashire: Overall Satisfaction of the event



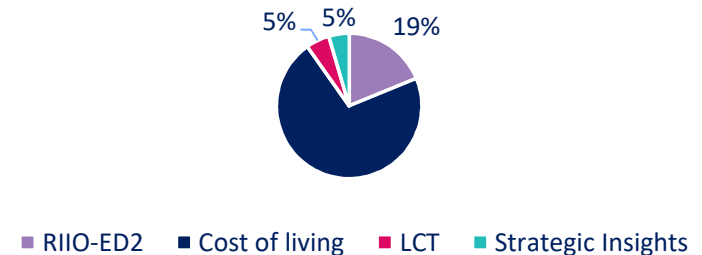
Lancashire: Most interesting topics



Lancashire: Where did you hear about this event?



Lancashire: Topic Interest total



# Topics you would like to hear more about in the future.....



## Customers

- Accessibility
- Grant funding (more information and support)
- Cost of living
- Help for businesses/SMEs
- Customer satisfaction



## Infrastructure

- Grid capacity - enable developers to know sooner about if schemes are viable. Heat map needs to be granular
- Network reliability
- Changes in reinforcement charges that are happening soon
- Future of energy prices
- Work with suppliers around smart grids, district grids etc.
- Storage and capacity for business start-ups



## Low Carbon

- Grant funding
- Decarbonisation of grid (rural)
- Low carbon technology
- EV charging
- Application process for LCT



## Understanding

- Good news stories/creating social value/community engagement
- Digital, data, and innovative technology
- Improve education and awareness across business
- Understanding terminology
- Change/smart technology
- Influencing government policy and RIIO-ED2
- Storm preparation
- Supply chain and procurement



# 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](#).

