

**electricity
north west**

Bringing energy to your door



Cumbria Stakeholder engagement event

Capture report
December 2023

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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 Cumbria regional stakeholder engagement workshop on 10 November 2023. 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 welcome all our stakeholders and we were particularly keen to speak with representatives associated with the region's local authorities and housing associations.

The workshop had two key themes:

- Network development and how we incorporate local plans into our network planning
- Connections and the application process

We heard from Angela Jones, Director of Thriving Places, Westmorland & Furness Council and Darren Crossley, Director of Place, Sustainable Growth & Transport, Cumberland Council, about their respective plans for investing in the region's long-term economic development.

We also heard how Electricity North West is investing in Cumbria and the strategic planning for the region in collaboration with you, our stakeholders.

We held a Q&A panel with attendees able to ask questions to both Electricity North West and Westmorland & Furness Council and Cumberland Council.

We also hosted round table discussions to get stakeholders' views on what they considered to be the key areas where we can support them in their adoption of low carbon technologies and the transition to net zero.

This 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

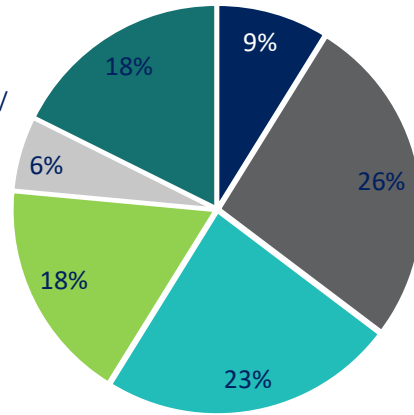
Understanding our stakeholders



Our Cumbria stakeholder workshop was attended by 26 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:

How do we engage with you?

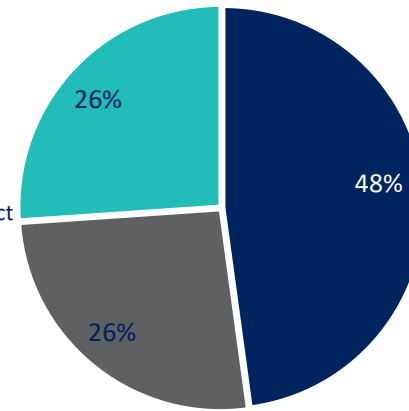
- I am a member of a Stakeholder Advisory Panel or expert panel
- I attend ENWL net zero / LCT events / webinars
- Local Area / Strategic Planning
- Connections enquiries (LCT)
- Connections enquiries (Non-LCT)
- Other



We were pleased to see a spread across several different topics that we engage with attendees on, such as advisory panels, local/strategic planning and different types of connections stakeholders.

How do often do you engage with us?

- I am in regular contact with ENWL
- I have occasional contact with ENWL
- I am new to this – I've have never met or contacted ENWL before

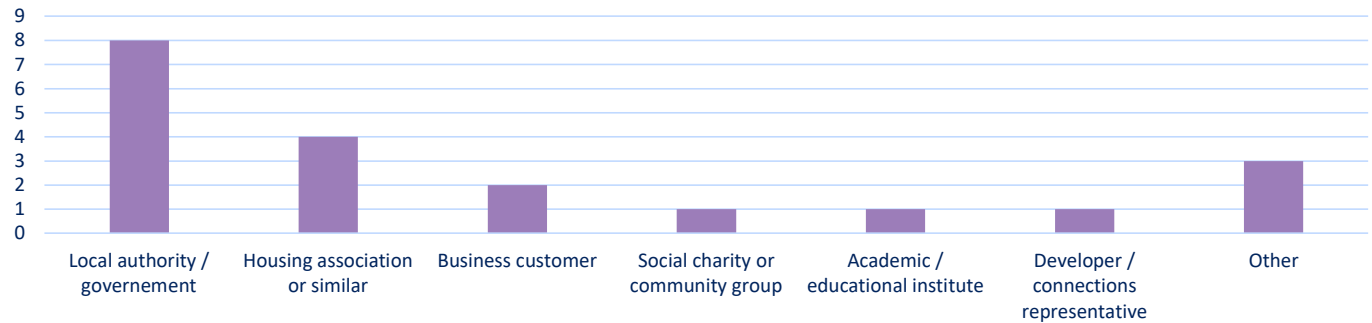


As we continually seek the views of a variety of stakeholders, we aim to increase the involvement of new stakeholders. We were delighted to see a good spread of attendees that have regular, occasional or had never had contact with ENWL before. We will continue to encourage engagement from all attendees, both regular and new.

We were pleased to see that the types of organisations we had targeted were represented at this event.

This event was particularly aimed at local authorities and housing associations (whilst all stakeholders were of course welcome). There was also representation from the utility industry.

What type of stakeholder are you?



ENWL investment in Cumbria



Paul Bircham, ENWL's Safety, Compliance & Markets Director, provided an update on

- our commitment to the North West between 2023 - 2028 ([RIIO-ED2 Business Plan for 2023-2028](#)), with over £2bn investment, £40m of which is at strategic sites across Cumbria.
- Region-wide investment benefiting Cumbria via initiatives such as 'Smart Street' (reducing bills for 250,000 customers), 'LineSIGHT' (automated detection of damaged equipment on the network), 'CLASS' (lowering voltage without customers noticing the difference to save £100m over 25 years) and 'Dig, Fix and Go' (accelerating completion of emergency street works to below 5 days).

£2bn
Investment

We'll invest over £2bn in the network from now to 2028. That's over £1m per day

£40m
Investment

In Cumbria
Our biggest ever single project in Cumbria

18,000

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

£123

Our part of the bill will remain low (around £123 per year)

93%

We aim to increase our customer service scores to over 93%

20%

We aim to keep power flowing by reducing customers' time without power by 20%

Positive news for Cumbria

- £40m project - our biggest ever single project in Cumbria
- Cumbria Ring - Replacing 154km of 132kV of overhead line to allow access to capacity created by upgrading the Harker substation. It will create over 230MW of new capacity across Cumbria for the update of low carbon technologies. Major investments include; Egremont to Belle Vue, Stainburn to Harker, Shap to Kendal and Lindal to Roosecote/Barrow.
- Egremont substation improvements.
- Borrowdale Transformers – we'll replace over 200 small rural substations with standard modern protection.

Regional view – Westmorland & Furness Council



Angela Jones, Director of Thriving Places, Westmorland & Furness Council, shared details of the council's strategic vision and plans for growth and net zero. She highlighted the benefits of working collaboratively with ENWL to facilitate development in Cumbria.

Westmorland & Furness delivery framework – 6 strategic priorities

- Climate – providing leadership in the drive to become carbon net zero
- Communities – confident empowered and resilient communities
- Customers – Customers at the heart of everything the council does
- Economy and Culture – sustainable, inclusive economic growth
- People – Supporting people in need and reducing inequality. Supporting active, healthy, happy lives for young and old
- Workforce – confident, empowered & inclusive workforce

Westmorland & Furness – Economic opportunities

- Natural Capital
- Clean Energy – Carbon Capture, Green Hydrogen
- Decarbonisation Opportunities Council and Place
- Investment Pipeline – Town Deals, Levelling Up, Borderlands Inclusive Growth Deal
- Digital Infrastructure
- Employment Growth linked to Defence Programme
- Supply Chain Opportunities
- New University of Cumbria Campus
- Strategic Infrastructure Investment

Borderlands inclusive growth deal

Borderlands Energy Investment Strategy
Investment Priorities:

- Creation of Green Jobs
- Supporting Carbon Reduction
- Green skills
- Reduce fuel poverty.
- Enhancing Energy Security & Resilience.
- Attract inward investment.

Carbon management and EV Infrastructure

- Development of a carbon management plan to reduce Council's carbon emissions
- Construction of 2MW solar farm at Sandscale Park providing enough electricity to power the councils 5 leisure centres or 730 homes
- EV charging installation on and off-street - £3.5m
- Strong network of publicly accessible EV charge points which meet future demand
- Address air quality issues that have, or will arise due to transport-related issues
- Inform and complement wider policies on climate change and transport
- Raise awareness of benefits of EVs and the charging infrastructure that is available
- To contribute to the region's commitment to become carbon net zero by 2037.

How can ENWL support Cumbria?

Economic development
– continue to invest in key projects

Decarbonisation – strengthen the network so it is not barrier to customers adopting low carbon technologies

Vulnerable customers – signpost support and provide details of what our partners can offer

Challenges & Barriers

- Working Age Population
- Enablers – infrastructure, housing, planning
- Funding & Resources
- Social, Cultural & Behavioural factors
- Synergies and interdependencies between different strategies, policy priorities, projects.

Regional view – Cumberland Council



Darren Crossley, Cumberland Council's Director of Place, Sustainable Growth & Transport, shared the Council's vision to deliver inclusive services, centred around health and wellbeing, that are shaped by its residents and communities

Central aim of improving health and wellbeing has four key areas of focus

- Local economies that work for local people
- Environmental resilience and climate emergency
- Delivering excellent public services
- Addressing inequalities

Cumberland - future developments

- Work with the Nuclear Decommissioning Authority and Sellafield to deliver their missions for decommissioning and potential future new nuclear requirements via Great British Nuclear
- Ongoing work with UK Government on the developing transport infrastructure across Cumberland / Cumbria via Network North (e.g. Energy Coastline developments)
- Continuing to develop major industrial sites at Kingmoor Park, Lillyhall
- Levelling Up stimulated developments e.g. Port of Workington and The industrial Solutions Hub Campus
- Exploration of new opportunities e.g. Work with the Grantham Research Institute (LSE) on Clean Energy investment models

Cumberland – major projects

- Significant portfolio of major place projects (over £400m)
- St Cuthbert's Garden Village – development of 10,000 new homes, employment opportunities, community facilities and a new Southern Link Road
- Borderlands Inclusive Growth Deal – includes Carlisle Station Gateway, Carlisle University Campus, place plans for Egremont, Longtown and Wigton
- Future Highstreet Fund – supporting towns to adapt to the changes being seen on our high streets
- Town Deals for Carlisle, Cleator Moor, Milom, Workington

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Levelling up fund

LUF primarily focusses on investment in local infrastructure with three schemes approved in Round 2:

- Energy Coast Resilient Routes - £17.8m
- Industrial Solutions Hub (iSH) Enterprise Campus - £20m
- Workington Gateway - £9.6m

Network development



Christos Kaloudas, ENWL's Capacity Strategy Lead (DSO), provided an overview of how we incorporate local plans into our network planning.

We currently use our [Distribution future electricity scenarios \(DFES\)](#) workbook to inform network planning across our extra high voltage networks. Moving forward we will expand DFES to cover all voltage levels

We will publish our first annual Distribution Network Options Assessment document. This will be refreshed each September

Step 1:
better understand our network

Step 2:
establish network capacity needs

Step 3:
promote flexible and innovative solutions

Step 4:
develop our network in the right place and at the right time using the optimal solutions

Peak demand forecasts

The top three factors affecting the long-term peak demand growth in our area are EVs, heat pumps and demand connection activities.

50%

Increase in peak demand by 2038

LAEP engagement in Cumbria

Local Area Energy Planning (LAEP) is a process to provide a clear action plan to achieve Net Zero through efficient and economical decarbonisation at minimum cost by maximizing the regional potential.

Key takeaway

ENWL can support Cumbria area with LAEPs with data provision and technical insights. Early engagement can facilitate them in a timely and cost-efficient manner.

Cumbria network development plan

Including Cumbria ring – phase 1 (175km) & phase 2 (137km) & Harker GSP – 132kV switchboard

Key takeaway: Early engagement - release network capacity where and when needed. Coordinated network development - reducing customer energy bills and avoiding expensive piecemeal network expansion. Cumbria development plan currently drafted and to be online available within current financial year.

Key takeaway:

Early engagement on LAEPs and other local plans can facilitate them in timely & cost-efficient manner

Network planning at lower voltages

Key takeaway: LV monitoring critical to optimise network planning, i.e. release capacity only where and when required (to cover 95% of customers at just under half secondary substations by 2028). Planning optimisation: capacity released in cost efficient way to meet only the expected demand growth. Our [Network development plan](#)

What are Flexibility Services?



Cara Blockley, Head of DSO at ENWL, provided an overview of what flexible services are and how stakeholders can generate additional income. For full details and information visit our Flexible services website - [Flexibility Hub \(enwl.co.uk\)](https://www.enwl.co.uk/flexibility-hub)

Example of opportunities in Cumbria

Cumbria



17 Locations

245 MW

87 requirements

£2,954,212

When the demand for electricity is greater than the amount that we can provide, flexible services are procured to alleviate constraints on our network during peak times



These services are provided by companies or individual customers who own assets in our region that can generate more or use less electricity when required

This allows us to balance supply and demand, ensuring a safe and reliable supply of energy for our customers



Flexibility providers will receive payment from the network for providing this extra capacity

Panel Q&A discussion



Paul Bircham - Safety, Compliance & Markets Director, Cara Blockley - DSO Manager (ENWL), Angela Jones, Director of Thriving Places (Westmorland & Furness Council) and Darren Crossley, Director of Place, Sustainable Growth & Transport (Cumberland Council), made up the panel for a question-and-answer session with attendees. Attendees were given the opportunity to ask questions in advance of the event or in-person on the day.

Question:

Why is it so expensive in some situations to get a new connection and/or update an existing connection to the network?

Our small business has repeated issues with losing power – on average 3 days per year. What is ENWL doing to improve this situation?

There is a perception that the councils and ENWL do not fully understand the financial impact on small businesses as a result of storms – is it possible to more overhead lines underground in rural areas?

What is the council's view on the use of tidal power?

Answer:

ENWL is obliged to comply with the connections charging model that is set by Ofgem. Ofgem has made some changes in recent years to socialise more of the connections costs, but we still have to follow this revised model.

Our current business plan includes an initiative to install automatic fault detection on overhead lines which will identify faults and restore supply faster. We also have a programme to improve supply for customers on specific circuits with poorer reliability.

ENWL is keen to work with business owners and can provide advice to help resilience and prepare for storms. As part of our planning, we regularly review the viability of putting overhead lines underground, but this is not always a solution that we are able to implement.

Westmorland and Furness council is supportive of the proposals for a tidal barrier in Morecombe bay and is lobbying parliament for the development of this.

Connections and the application process



Steffan Jones, ENWL's Head of Connection Quotations, outlined:

- the connections process from **Planning** with the Pre-Application team, **Contract** with the Quotations team and **Build** through the Delivery team.
- the defined processes ENWL must follow, as outlined by Ofgem. Our processes are in place to ensure we treat everyone fairly.

Key takeaway: speak to us as early as possible, ahead of your application, to ensure you get the most optimal solution

1MV

National Grid consent only required for 1MV and above

Importance of strategic relationships and early engagement

- ENWL is developing relationships with key stakeholders across several teams: DSO, Customer, Community and Connections for example
- Our Quotations Team is split into specialist teams that provide expertise across all types of connection, for example; large scale generation, commercial demand, secondary or local network connections and LCT
- Early engagement is key so we can ensure that your journey from enquiry to connection is efficient, occurs at the right time for your project and sets up the right process to deliver on your scheme needs

Managing capacity and the grid

- There are constraints on the network and the volume and scale of applications is growing both for demand and generation.
- Only generation schemes with an installed capacity of 1MW or greater require National Grid consent.
- Demand schemes currently don't require National Grid consent (at a scheme level)
- **LCT at small scale is not impacted by current Transmission / Grid constraints**
- However - it may have an impact on the local network, and we may need to undertake enabling or reinforcement works ahead of your scheme being completed

Roundtable discussions and panel Q&A



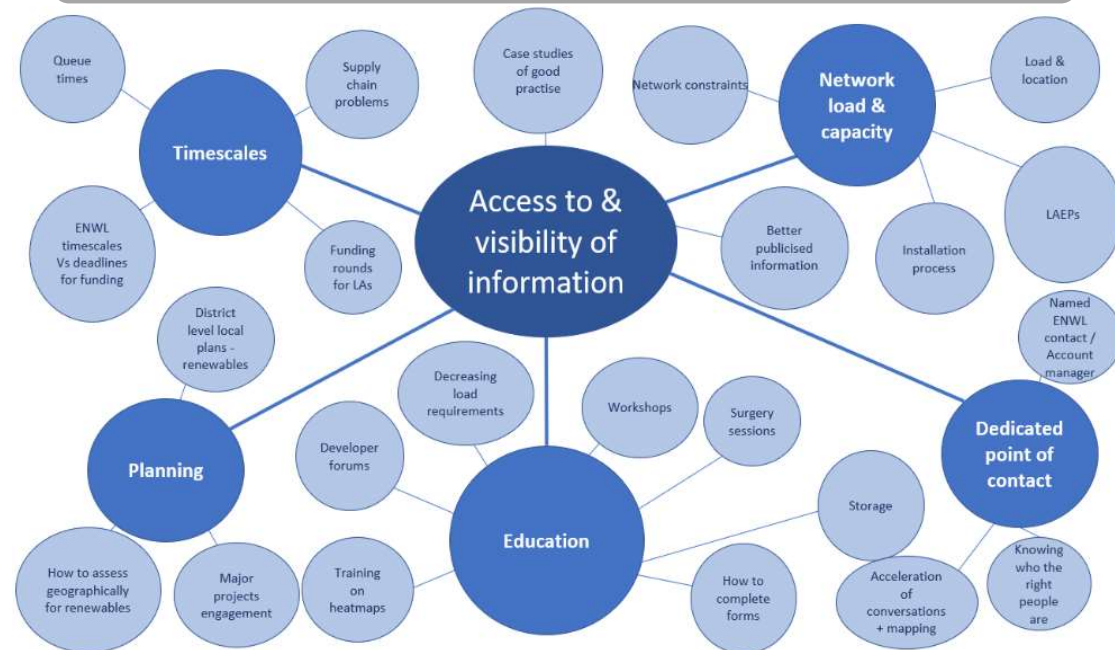
What we discussed:

- What do you consider to be the key areas where ENWL can support you in your transition to LCTs/net zero?
- Have you had any experiences with other DNOs or utility providers that you think are examples of exceptional service?

What we heard:

- Cost of connections and the frequency of power outages – more understanding by ENWL and the councils of the issues faced by small businesses because of storms and connections costs.
- ENWL can support by providing more education in the form of workshops, forums, surgeries, training, better publicising of information and where to find it.
- Some customers are unsure who to contact. A dedicated point of contact or account manager, or a contacts list to show who deals with what would be helpful.
- Other themes raised included waiting / queue times, information on timescales, timescales not matching up with customer deadlines for funding, load/network constraints capacity and support with planning

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



Follow up after the event



The feedback you gave us will be incorporated into our improvement plan for developing the journey for LCT connections. We will also review the way we let people know about the information available.

LCT installation and the issues with overhead line delivery work - The ENWL PACE team reached out at the event and followed up afterwards to review the delivery program. The PACE team has set up a meeting to discuss the concerns raised and for the ENWL Lead Design Planner provide an update.

Information on automatic fault detection / monitoring equipment for overhead lines which will help with detecting faults and getting people back on faster. Plans to improve areas of the network that we know are particularly vulnerable

Challenges of SMEs to decarbonise and install LCT equipment – The ENWL PACE team reached out at the event and on email. PACE team are supporting with updates on inflight schemes and pre-application surgery sessions.

Difficulty managing a project that crosses multiple ENWL departments due to the lack of continuity/consistency and difficulty contacting the relevant team. PACE team attending meeting to discuss delivery.

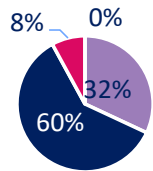
Follow-up meetings organised to discuss LAEPs

Feedback – polling results



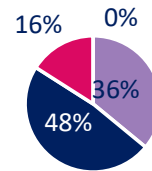
Stakeholder feedback on our events is extremely helpful, so we can make it better for you next year. Thank you!

Has this event increased your understanding of how we incorporate local plans into our network development planning?



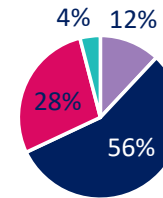
■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

Has this event increased your understanding of how we can help with your own development plans?



■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

Has this event increased your understanding of how the connections application process works?

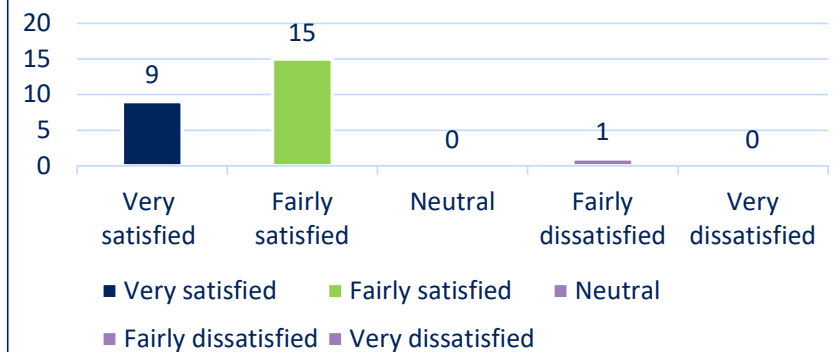


■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

The feedback illustrated that the workshop had achieved its objective of increasing knowledge in key areas amongst attendees

- 92% of attendees felt the workshop had increased their understanding of how we incorporate local plans into our network development planning
- 84% of attendees felt the workshop had increased their understanding of how ENWL can help with their own development plans
- 84% of attendees felt the workshop had increased their understanding of how the connections application process works.

Cumbria: Overall Satisfaction of the event



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



We'll tailor future content around the topics you would like to hear more about. In the meantime, here are some useful links around the themes you highlighted.

Community

- Community Energy
- Customer support initiatives
- Vulnerable customers
- Rural support
- Energy planning
- Engagement with the fuel poor
- Support for small businesses



Community related support & information resources

- [Community & Local Energy](#)
- [Extra Care](#)
- [Take Charge](#)
- [Local area energy planning](#)



Low Carbon

- Decarbonisation of the grid
- Decarbonisation of the network
- Net zero and local plan links
- Examples of low carbon technology at household/ consumer level and how this fits in with the network
- Viability of low carbon roll out in areas of deprivation
- Interactive digital mapping workshop.



Low Carbon related support & information resources

- [Future Energy](#)
- [Facilitating net zero](#)
- [Flexible services](#)
- [Innovation](#)
- [UK Business Climate Hub](#)
- [Bee Net Zero](#)



Infrastructure

- Local area energy planning
- CLASS impact on G99
- Deployable renewables in a storm event
- Borrowdale transformers to 3-phase



Infrastructure related support & information resources

- [Get connected](#)
- [Network development plan](#)
- [The PACE team](#)
- [Engineering Recommendation \(EREC\) G99](#)
- [Local area energy planning](#)
- [Know before you dig](#)



Understanding & information

- Examples of good practices
- Examples from local authorities
- National policy changes
- Connections packages
- Information on central Govt
- Employment strategy in region
- National Grid reforms and constraints
- Funding / subsidies
- Energy grid explainer
- Design process



Understanding related support & information resources

- [Engaging with our stakeholders](#)
- [Stakeholder events calendar](#)
- [Our 2023-2028 business plan](#)
- [Releasing capacity and enabling connections](#)
- [Connections](#)

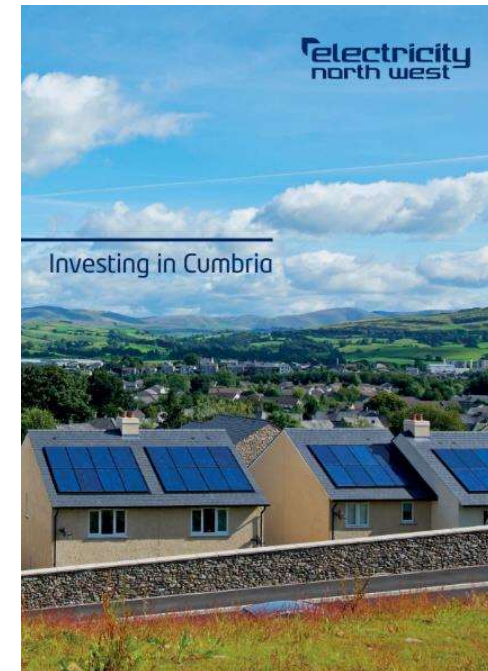


Continue the conversation



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 getting involved, please review our advisory panels [here](#).
- If you would like to receive regular updates on our activity (newsletters etc) please click [here](#).
- Click [here](#) to find out more about all our upcoming stakeholder events, including updates on our advisory panels.
- If you would like to find out more about getting connected, and how we can help you, please visit our connections webpages [here](#).



Read our Cumbria regional investment booklet [here](#).