

electricity
north west

Bringing energy to your door



Greater Manchester 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 Greater Manchester regional stakeholder engagement workshop on 17 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 Andrew McIntosh, Director, Place & Mark Atherton, Director of Environment at Greater Manchester Combined Authority, about GMCA's plans for investing in the region's long-term economic development.

We also heard how Electricity North West is investing in Greater Manchester 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 GMCA.

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

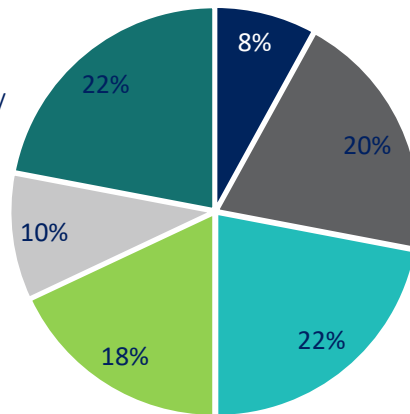
Understanding our stakeholders



Our Greater Manchester stakeholder workshop was attended by 32 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?

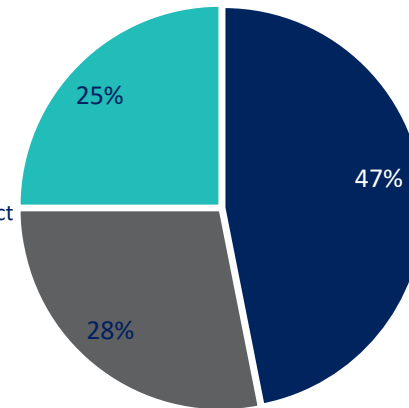
- I am a member of a Stakeholder Advisory Panel or expert panel
- I attend ENWL net zero / LCT events / webinars
- Local Area / Strategic Planning
- Connections enquiries (LCT)
- Connections enquiries (Non-LCT)
- Other



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.

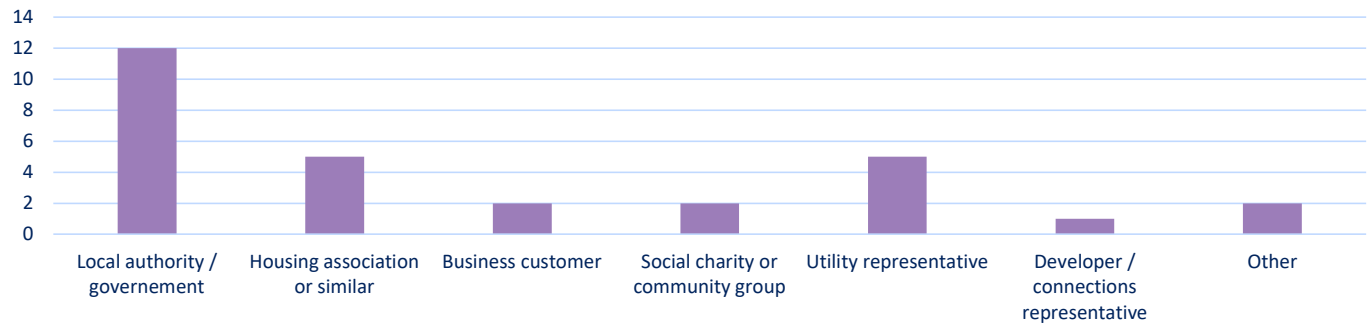
How do often do you engage with us?

- 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.

What type of stakeholder are you?



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.

ENWL investment in Greater Manchester



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, £32m of which is at strategic sites across Greater Manchester.
- Region-wide investment benefiting Greater Manchester 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

£32m

Investment

In Greater Manchester

Reinforce the network at key locations including new cabling & substations

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 Greater Manchester

- £32m project for Greater Manchester creating capacity equivalent to 150,000 homes and businesses.
- Includes seven sites covering Salford, Cheetham Hill, West Didsbury, and the city centre.
- The work will reinforce the network at various points including new cabling and substations, enabling more renewable energy generation and the take up of electric vehicles and heating.
- Hartshead substation, Stalybridge – replacement of 3 x 60MVA transformers at a cost of £4.2m, supporting 60,000 customers.

Regional view – Greater Manchester Combined Authority



Andrew McIntosh, Director, Place & Mark Atherton, Director of Environment at Greater Manchester Combined Authority, shared details of the council's strategic vision and plans for growth and net zero. They highlighted the benefits of working collaboratively with ENWL and the importance of Local Area Energy Planning to facilitate development and decarbonisation in Greater Manchester.

How and where? GM Local area energy plans

Mark Atherton highlighted the key areas covered by GMCA's LAEPs and how each local authority is impacted. The LAEPs are:

- Retrofit analysis
- Energy networks
- Solar PV & EV density by 2038
- Priority areas
- Heat pump priority zones & opportunity areas
- District heat priority areas & opportunity zones
- Hydrogen for heat opportunity areas

Overview & insights

£65bn investment required to meet 2038. The GM report sets out the near-term activity, along with the key longer-term decisions the region will need to consider. To achieve our 2038 target, the region will need to deliver the following over the next 5 years; 140,000 homes with fabric retrofit, nearly 2 GW of rooftop PV on homes, 190,000 EVs, 8,000 homes newly connected to heat networks, 116,000 heat pumps in homes. These figures will need to rise dramatically over the coming 15 years, with around up to a million heat pumps in homes (in the GM led scenario) and a circa 1 million EVs by 2038. The plan includes the need to adapt the electricity network, considering options for flexibility and confirming the role of the gas network in the medium term.

Growth & Investment Plans

Andrew McIntosh provided an overview of GM growth & investment.

- 2.87m residents in 2021 (+7% since 2011)
- 1.3m employed 2022 (+11% since 2012)
- 126,000 businesses in 2022 (+35% since 2012)
- +116,000 enrolments in GM HE 2020/21
- GM Economy = £78.7bn – bigger than Wales, North East, Northern Ireland.

Working with ENWL - Mayfield development example

Identification of four significant developments around Piccadilly in Manchester; Manchester North UMIST Campus Development, Ancoats & New Islington Eastern Manchester regeneration (23,000 homes) & Mayfield Regeneration.

Secured funding, local and national backing provided the high certainty required to be included in ENWL's Distribution Futures Energy Scenarios; Local Authority driven as part of GMSF agreement for regeneration of Manchester (GM Strat 7 - North East Growth Corridor) & planned Univ. of Manchester re-development programme.

Existing capacity shortfalls were already predicted in the area due to high levels of existing development. **Analysis of the impact on the DFES of including the Mayfield planned developments has identified the need for additional capacity with the asset solution being a new 23MVA primary.**

How can ENWL support GM?

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

Six Growth Corridor Locations

- Wigan-Bolton
- North East
- Central
- Eastern
- GM Western
- Airport City & Southern

Informed by the proposed development (both existing land supply and new allocations) from Places for Everyone.

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 & innovative solutions

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

LAEP engagement in Greater Manchester

- 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.
- GM = Best industry practice with bespoke engineering engagement. Quarterly bilaterals with every council and meetings with GMCA every 6 months

50%

Increase in peak demand by 2038

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.

Manchester network development plan

Including new primary substations at Mayfield and Southern Gateway releasing HV capacity (11kV), reinforcing existing primary substations at Eastlands, Queens Park & Blackfriars releasing HV capacity.

Key takeaway: Early LAEP engagement - release network capacity where and when needed. Coordinated network development - reducing customer energy bills and avoiding expensive piecemeal network expansion. GM development plan drafted, available prior to FY24/25

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 subs 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 Greater Manchester



5 Locations

92 MW

24 requirements

£2,866,680

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), Andrew McIntosh, Director, Place & Mark Atherton, Director of Environment (Greater Manchester Combined Authority), 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:

Does GMCA have any plans for developing a digital twin?

Answer:

GMCA has digital strategy and has recently refreshed its digital blueprint. It has identified 5 digital priorities in collaboration with stakeholders from across the digital sector and has acknowledged the development of a digital twin.

Does the panel have any advice on working with Ofgem?

Our experience with Ofgem is that early and frequent engagement is always appreciated, as is transparency and openness.

What is ENWL's approach to sharing network data?

Our [open data portal](#) hosts a wealth of data sets relating to the network, connections, forecasting and operational data designed to support our customers and stakeholder in making informed decisions when interacting with our network. We always welcome feedback on the data portal so please let us know if you have any comments

Can you talk more about the benefits of collaborative working between ENWL and the local authorities?

Collaborative working between ENWL and GMCA has brought huge benefits to both organisations. It's vital that we have input from GMCA as a key stakeholder, and working closely with them to understand their strategic plans and allows us to develop our network to help facilitate those plans.

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 & 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 & panel Q&A



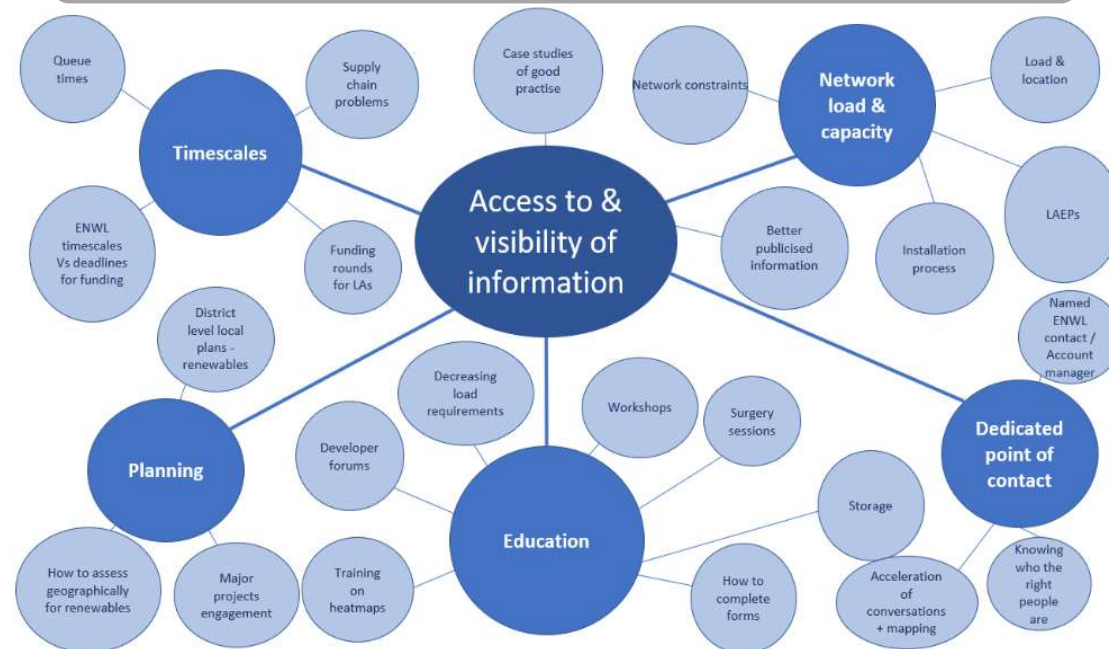
What we discussed:

- 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:

- Net Zero often feels too far away and cost prohibitive plus loss of income ahead.
- ENWL can support by providing more education in the form of workshops, forums, surgeries, training, better publicising of information and where to find it and an increase in comms.
- Some customers & stakeholders 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.

ASHP power rating can't be confirmed until property retrofit options are confirmed. ASPH power rating is an input to define LV network reinforcement needs. Hence, it's the chicken and egg situation. Further complicated by residents who don't allow access to conduct retrofit survey. Developed a timeline and RAG access to properties. The potential required ASHP rating ranges from 3 – 9kW which depends on the property insulation upgrade level. The LV network should be more flexible in accommodating the LCT rollout. PACE team to discuss how they can support further.

A joined-up approach from ENWL Connections and DSO teams to ensure that any projects fed into ENWL's planning process are also fed into ENWL's connections process. ENWL Network Engineer in contact.

Access to a network capacity heatmap to show availability to install EVCPs in car parks that indicates likelihood of connecting demand to an operational site, classified by a RED, AMBER, GREEN rating. Link to ENWL's Heatmap tool issued along with an offer to support planning and pre-connection from ENWL Network Engineer.

Size of heat pumps: LA/HA approach to large-scale projects is to bid for funding & apply to ENWL for heat pump connections, undertake detailed property surveys, confirm energy efficiency measures and heat pump size for each property – the heat pump size may be higher/lower than in the connections application subject to the survey findings. The PACE team are supporting on this and have supported the installation of ASHPs on 1000 homes, with 2599 planned on future retrofits.

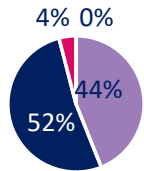
Flexibility need from ENWL in terms of timescales: timescales are changeable for social housing projects, for a number of reasons, so need to have some flexibility on delivery dates. PACE team to support. Restricted by GB-wide Ofgem process.

Feedback – polling results



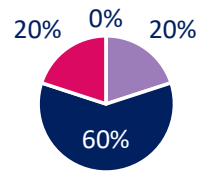
Stakeholder feedback on our events is extremely helpful, so we can make it better for you next year. Thank you!

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



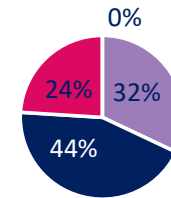
■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

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?

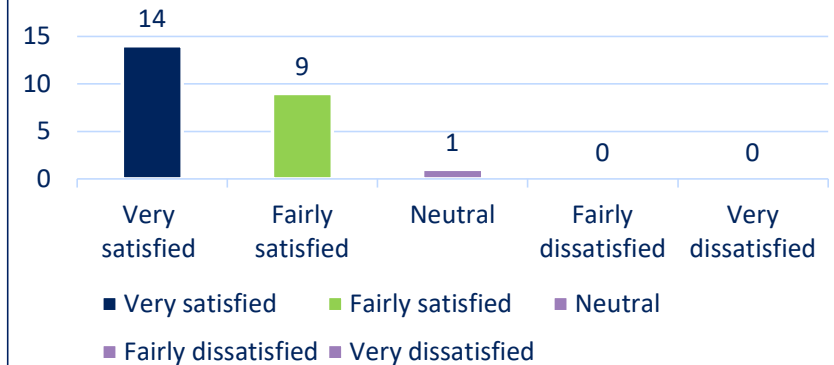


■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

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

- 96% of attendees felt the workshop had increased their understanding of how we incorporate local plans into our network development planning
- 80% of attendees felt the workshop had increased their understanding of how ENWL can help with their own development plans
- 78% of attendees felt the workshop had increased their understanding of how the connections application process works.

Greater Manchester: 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
- Climate change resilience
- 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](#)
- [Climate adoption](#)



Low Carbon

- Decarbonisation of the grid
- Decarbonisation of the network
- Industrial decarbonisation
- Net zero and local plan links
- The impact carbon neutral infrastructure will have on outages
- Decarbonising domestic heat
- Heat networks



Low Carbon related support & information resources

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



Infrastructure

- More detail on connections process
- Unlooping process
- Local area energy planning
- CLASS impact on G99



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
- How funding required works takes place and timescales of requirements
- Sharing datasets
- Heatmap tool



Understanding related support & information resources

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



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 Greater Manchester regional investment booklet [here](#).