

**electricity  
north west**

Bringing energy to your door



# Lancashire 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 Lancashire regional stakeholder engagement workshop on 2 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 Simon Lawrence, Director of Growth and Regeneration, about Lancashire County Council's plans for investing in the region's long-term economic development.

We also heard how Electricity North West is investing in Lancashire 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 Lancashire County 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](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

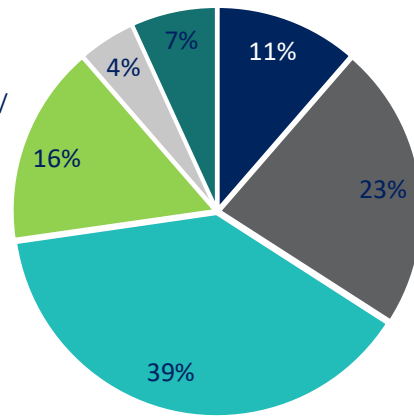
# Understanding our stakeholders



Our Lancashire stakeholder workshop was attended by 24 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?

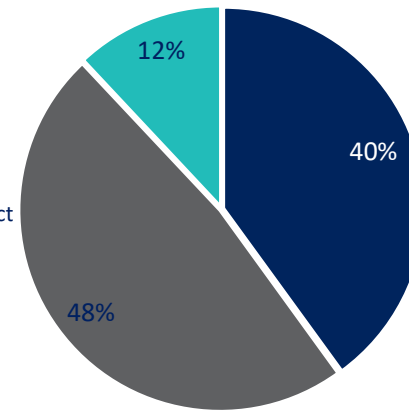
- I am a member of a Stakeholder Advisory Panel or expert panel
- I attend ENWL net zero / LCT events / webinars
- Local Area / Strategic Planning
- Connections enquiries (LCT)
- Connections enquiries (Non-LCT)
- Other



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.

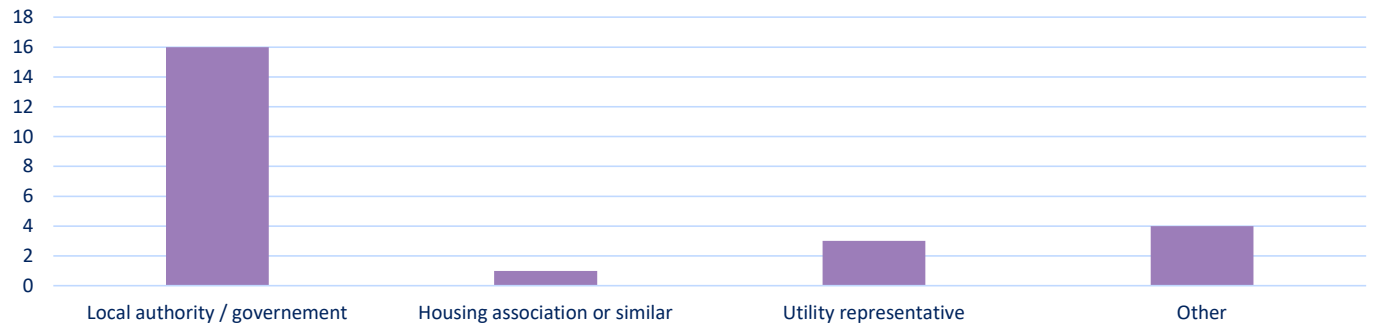
How do often do you engage with us?

- 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 Lancashire



## 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, £33m of which is at strategic sites across Lancashire.
- Region-wide investment benefiting Lancashire 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

**£33m**  
Investment

In Lancashire  
Increasing capacity at 11 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 Lancashire

- £33m investment in Lancashire, increasing capacity, replacing assets and reinforcing the network at 11 substations across Blackpool, Preston, Lytham St Annes, Rossendale, Bacup, Tarleton, Nelson, Burscough Bridge and Clitheroe
- Supporting Lancashire decarbonisation projects: electrification of bus depots, electric vehicle charging in car parks, Lytham Festival net zero plan, Samlesbury Hall decarbonisation and Carnforth Community Swimming Pool
- Regular liaison with Lancashire Growth and Regeneration teams: Samlesbury Aerospace Enterprise Zone Cuerdale Garden Village, Bailrigg Garden Village, Eden Project Morecambe, Lancashire Central and Blackpool Airport Enterprise Zone

# Regional view – Lancashire County Council



Simon Lawrence, Director of Growth and Regeneration at Lancashire County Council, outlined the strategic view for Lancashire, including integrating low carbon and sustainability into economic growth and the Lancashire 2050 framework. He highlighted the benefits of working collaboratively with ENWL to facilitate development in Lancashire.

## Lancashire economic development strategy - current

- 4 x Enterprise Zones in Samlesbury, Warton, Hillhouse and Blackpool Airport
- 4 x major employment site concentrations in Central Lancs, Heysham Gateway, East Lancs corridor and West Lancs employment sites
- 5 x major city & town centre employment concentrations in Preston, Lancaster, Blackburn, Burnley and Blackpool
- 3 x housing concentrations in Central Lancs, East Lancs and Fylde Coast

## Lancashire economic development strategy - future

- Developing enterprise corridors in North-South, East Lancs, Fylde Coast
- Growing business clusters in digital & cyber at Lancaster, port & related activity at Heysham Gateway, advanced manufacturing & cyber corridor in East Lancs, office/tech at Preston Station Quarter, logistics in Central & West Lancashire, energy, data & chemicals in the Fylde Coast
- Strategic development pipeline & associated Infrastructure with work underway to identify next phase activity

### LCC & ENWL – working together

- LCC supports ENWL through our stakeholder advisory panels and promotion of funding. We work together on several large-scale projects in the public sector which provides strong governance, strategic development and infrastructure planning.

### Challenges & opportunities

- Introducing low carbon intervention and support, overcoming long lead times, local area energy plans, viability gap for heat networks, electric bus range and EV charger demand.

### What Lancashire County Council and ENWL will do

- Align programmes to mitigate fuel poverty
- Facilitate better connections to innovation assets
- LCC to support ENWL on decarbonisation project pipeline
- EV charge-point infrastructure – identifying suitable sites and ensuring grid capacity
- Exploring apprenticeship support via Lancashire Skills & Employment Hub
- Minimising disruption on the highways and co-ordinating together.

## How can ENWL support Lancashire?

**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



# 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



## LAEP engagement in Lancashire

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

## Lancashire network development plan

**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. Lancashire development plan currently drafted and to be online available within current financial year

50%

Increase in peak demand by 2038

95%

At just under half secondary subs by 2028

## 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.

## 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](#)

# Panel Q&A discussion



Paul Bircham - Safety, Compliance & Markets Director, Cara Blockley - DSO Manager (ENWL) and Simon Lawrence, Director of Growth(Lancashire County 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:

What is the incentive to the customer of Smart Street?

## Answer:

There is no behaviour change required – ENWL do all the work behind the meter.

What happened to West Coast Connections scheme?

The Moorside project involved removing our 132kv network and replacing with 400kv transmission assets. Nuclear power at Moorside is no longer proceeding but there might still be development of small modular reactors, but we won't know what development is required until these plans become clearer.

LAs receive a lot of applications for connections of diesel generation – surely this is inefficient and not low-carbon?

We agree this is not a low-carbon solution, but ENWL cannot discriminate between types of connection and must facilitate all connections applications.

Most of the diesel generators are back-up – is there a low carbon alternative that is not prohibitively expensive, and who can we speak to about this?

Solutions like [battery storage](#), [flexibility contracts](#) and revenue stacking can be implemented to help with this. There are various publications available on the ENWL website and ENWL's [flexibility requirements](#) are also published there. Our teams can help formulate a business case.

What is ENWL's view on LAEPs? They are very expensive; do you see them as imperative?

The document itself it not necessarily imperative, but the place-based nature of the research and engagement is very valuable.

How can we help farms and other rural businesses decarbonise?

There is a market in Lancashire for small-scale generation that could be feasible and attractive for farms/rural businesses

# 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



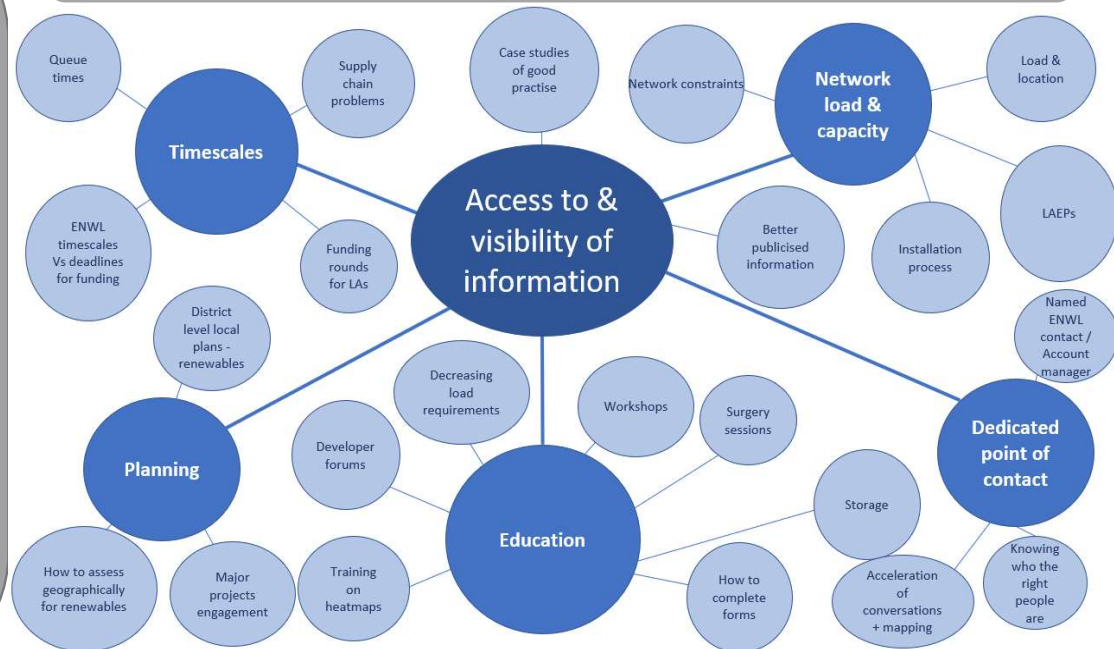
## What we discussed:

- 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:

- Not knowing where to access information and gain knowledge was the key area where ENWL can support. It was felt ENWL needed to better publicise and communicate its services and the help, support and information available. The PACE team was highly commended, but some did not know about the service they offer.
- ENWL can support by providing more education in the form of workshops, forums, surgeries, training etc.
- 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. Following the Lancashire regional event, we have...

Organised introductory meetings with local authorities focussing on their LAEPs and planned developments. We include these plans into our forecasting to release capacity when and where the plans and developments need it.

Identified gaps in membership of our Environment & Sustainability Stakeholder Advisory Panel and invited new attendees to join.

Invited attendees to ENWL Carbon Literacy Training following conversations at the event.

New points of contact established at some local authorities that ENWL didn't have previously. The contacts made have also introduced ENWL to more departments within each LA including transport, planning and housing,

ENWL will be attending and potentially speaking at an upcoming Developer Forum.

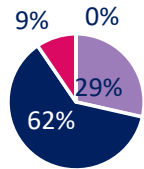
Reached out to work with an attendee on their net zero homes policy and shared our net zero terrace policy.

# Feedback – polling results



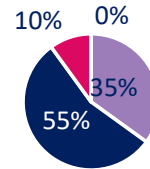
Stakeholder feedback on our events is extremely helpful, so we can make it better for you next year. Thank you!

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



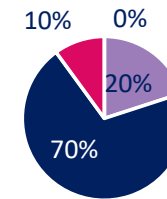
■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

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?

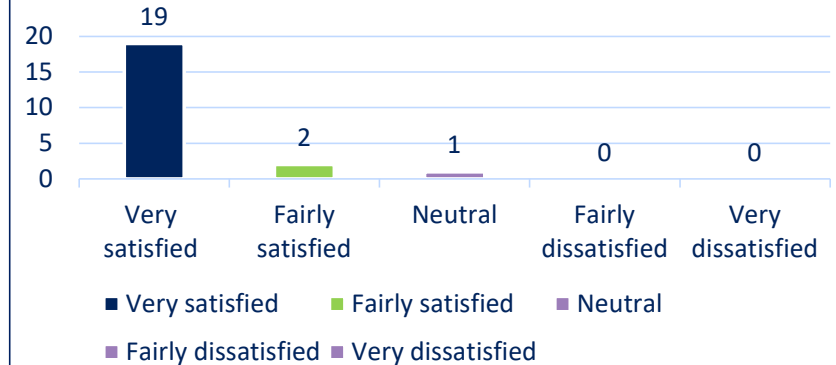


■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

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

- 91% of attendees felt the workshop had increased their understanding of how we incorporate local plans into our network development planning
- 90% of attendees felt the workshop had increased their understanding of how ENWL can help with their own development plans
- 90% of attendees felt the workshop had increased their understanding of how the connections application process works.

Lancashire: 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
- Energy planning
- Engagement with the fuel poor



## Infrastructure

- Local area energy planning
- Local special planning and infrastructure
- Integration of micro energy system - district network systems
- 3-phase



## Community related support & information resources

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



## 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](#)



## 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.



## Understanding & information

- Examples of good practices
- Examples from local authorities
- National policy changes
- National Grid reforms and constraints
- Long-term strategy – local Lancashire issues or constraints
- Energy grid explainer



## Low Carbon related support & information resources

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



## 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](mailto: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 Lancashire regional investment booklet [here](#).**