

# Introduction



Welcome to the 2024 Regional stakeholder event capture report. This report reflects what we told stakeholders at the events, and what they told us. The insights we received will continue to feed into our current and future business planning.

We are a stakeholder-led organisation and are committed to continuous improvement in our engagement across all levels, ensuring we understand stakeholder expectations. We recognise the importance of proving our license to operate and showing the results we deliver for customers.

This year our open invitation, face-to-face regional stakeholder events took place in November 2024 and were held in Lancaster, with a focus on our Cumbria and Lancashire power network, and Manchester city centre, focussing on our Greater Manchester network.

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's key themes were:

- **Investment and delivery** – our investment plan for 2023-2028, our delivery strategy and what we have delivered so far.

- **Environment & biodiversity** – including our Environment Action Plan and our biodiversity commitment

- **Innovation** – including our innovation plan and the progress made with our Net Zero terrace project
- **Consumers in vulnerable circumstances** – including our Take Charge campaign to support customers with debt advice and the low carbon energy transition.

We heard from our independent advisory panel chairs, who hold us to account to ensure that stakeholder and customer engagement continues to inform our RIIO-ED2 Business Plan delivery, informing decisions that we make along the way and ensuring that we deliver against the commitments we made to stakeholders.

We heard from attendees during Q&A sessions and round table discussions to get stakeholders' views on what they considered to be the key areas where we can support them.

The purpose of this report is to capture and respond to the feedback and discussions that took place. We are grateful to all those who attended one of the workshops and value the discussions that took place.

The slides from our Greater Manchester event can be accessed [HERE](#) & our Cumbria and Lancashire event [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

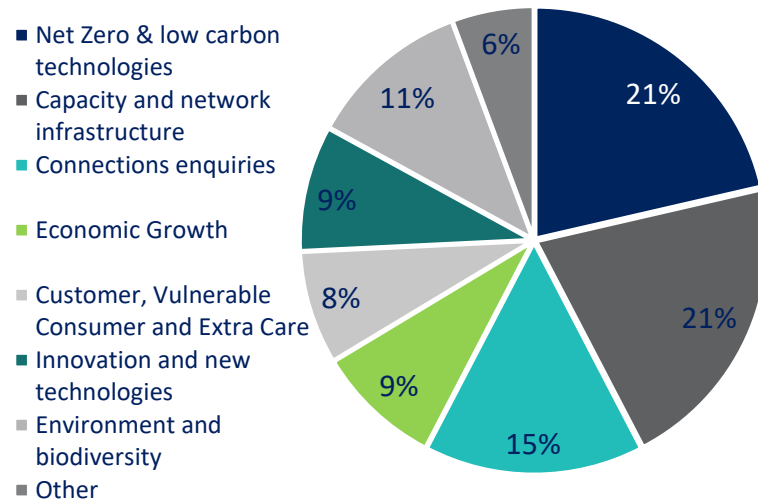
# Understanding our stakeholders



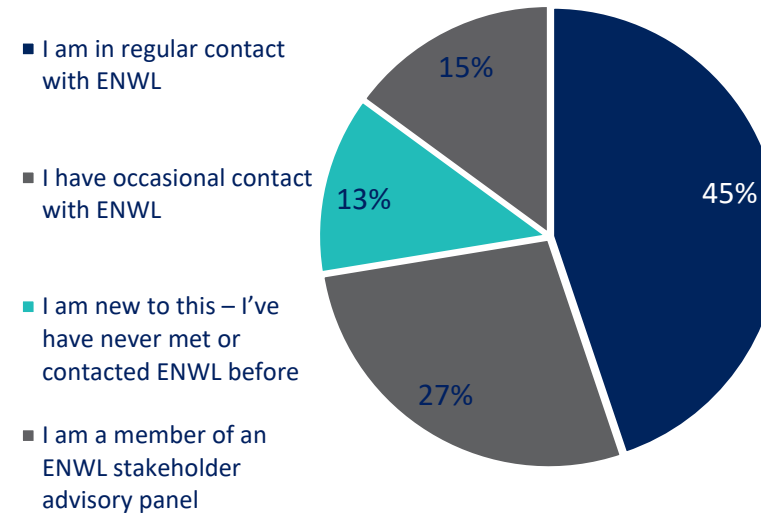
**Our 2024 stakeholder workshops were attended by a total of 130 stakeholder up from 84 in 2023, with 221 registrations up from 136 in 2023. Understanding our stakeholders' demographics enables us to appreciate their needs and how and where to engage with them.**

**What topics do we engage with you on?**

We were pleased to see a spread across several different topics that we engage with attendees on, such as Net Zero & LCT, capacity & network infrastructure, connections, innovation and environment & biodiversity



**How do often do you engage with us?**

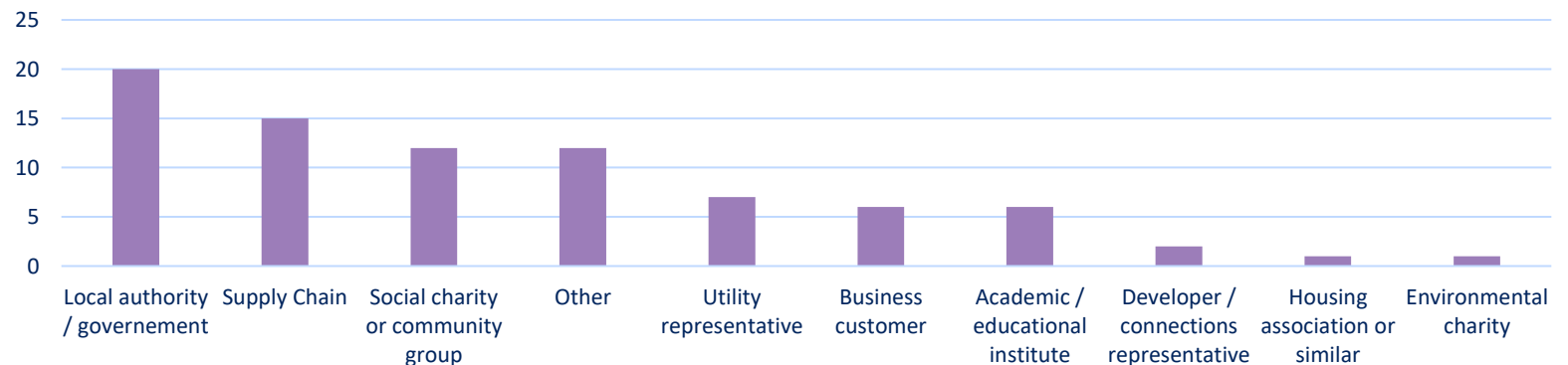


As we continually seek the views of a variety of stakeholders, we aim to increase the involvement of new stakeholders. We were delighted to see a good spread of attendees that have regular, occasional or had never had contact with ENWL before. We will continue to encourage engagement from all attendees,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

**We were pleased to see a diverse range of organisations and industries represented at the events.**

This event was particularly aimed at some of the large organisations in our region (whilst all stakeholders were of course welcome).

**What type of stakeholder are you?**



# Investment & Delivery

What's the plan and how are we going to deliver it?



Jonathan Booth, ENWL's Head of Asset Management and Vincent Cranny, Head of Capital Delivery, provided an update on our investment in the network and the delivery of our [RIIO-ED2 Business Plan for 2023-2028](#) and our three key goals supported by a range of clearly identified commitments centred around Net Zero, Network and Customer.

£2bn

Over 5 years

Investment in the network

£1bn

Over 5 years

Specifically invested in Capital delivery projects

52km

Of oil-filled cable replaced to date

5

Transformer replacements

5

Substations upgrade or replaced

## Key investment in our regions

- Seven load-related (reinforcement) projects in the central Manchester area, creating 91MVA of additional BSP capacity and 98MVA of Primary capacity. This boosts the available network capacity in the Manchester region and addresses shortfalls at existing sites
- The Cumbria Ring project - Phase 1 confirmed (ED2) - £36m to re-conductor 145km of 132kV of overhead line to create over 230MW of new capacity across Cumbria for the uptake of low carbon technologies. Total programme value estimated £80m to 2033.
- Upgrading National Grid Connections - £50m upgrade to allow access to capacity created by National Grid upgrading at the Harker substation, Carlisle. Complete 2029. New £18m substation connection to National Grid at Heysham
- Motorway service areas - £24m to expand capacity at Tebay, Southwaite & Lancaster
- Blackpool - £8m to complete the upgrade of Peel substation and £6m providing additional capacity to support Blackpool Airport Enterprise Zone
- New generation connections - £20m to facilitate new renewable generation at Lancaster University and Croppers Paper Mill (Kendal)

# Investment & delivery



For each of the key topics discussed, we asked stakeholders to explore:

- What is of most interest/importance to you in terms of what we are delivering in this area?
- How can we communicate with you and enable you to get involved?
- How can you support us in this area?

## Key themes

- Alignment of plans
- Grid requirement – Sellafield area
- Heating system replacement
- EV charging capacity
- Transition to retail electric wagons
- Future demand and importance of stakeholders sharing information
- Stakeholder capacity needs

## Opportunities/challenges

- Dedicated supplier events where upcoming pipeline of work discussed would be incredibly helpful in fostering alignment and collaboration
- Demand for tourism EV chargers is currently greater than supply. More information about the visitor economy, rather than about those living there.
- More information/communication needed around Flex tenders – demand side response/management

## Questions

- Cumbria Tourism highlighted an example in Hawkshead where there is not currently enough capacity for the EV chargers required. How can they give the total capacity needed for the central car park?
- How can stakeholders inform ENWL of future plans?
- What is meant by a local Growth Plan?
- What is the current connection queue for both supply and demand look like at the moment? And is National Grid a barrier?
- Which scenario are we currently closest to in the Distribution Future Energy Scenarios?

The feedback you gave us will be incorporated into our investment plans....



Ben Scott, ENWL's Environment Manager and Richard Mosson, Biodiversity Manager, provided an update on our Environment Action Plan Goals and our commitments and our [Annual Environment report](#). How we are enhancing biodiversity and natural capital across 100 sites during RIIO-ED2 including our flagship tree planting scheme, planting 100,000 trees per year.

## Key themes

- Sustainable procurement
- ENWL strategic plans – alignment with other organisations' plans eg LAs
- Social housing
- Biodiversity data
- Urban green factors extreme weather – reduction of risk
- Sustainable urban drainage
- Flood resilience
- Land use around substations
- Urban run-off – making land more permeable to water
- Habitat connectivity
- Emissions reduction

## Opportunities/challenges

- Opportunity to align plans with Manchester City Council plans and link to Local Nature Recovery Strategy
- Opportunity to work with Blackpool Council on biodiversity and green spaces strategy
- Sharing best practice with partners
- Small spaces retrofit for biodiversity is a challenge in both urban and rural areas
- More two-way sharing of information in advisory panels
- Suggestion to develop a portal to share information eg on Local Nature Recovery Strategy
- Potential to maximise benefits of spatial planning and GIS platforms to identify areas and potential projects, data sharing and species identification
- Some stakeholders weren't aware that ENWL have an environmental action and biodiversity action plan – need to shout more about what we're doing

## Questions

- How sustainable are ENWL plans?
- How will water resources be embedded in RESP?
- Do we have a programme to look at what other chemicals are used on the network that are not currently banned but are equally as dangerous to the atmosphere?
- Can we identify linear corridors to scope out improvements working with partners and adjacent land-owners. LAs have already identified potential corridors and are open to sharing this information this us.
- When are we looking at sustainable construction to support scope 3? ENWLs trial of net zero concrete and the research into embodied carbon was mentioned but more work required in this area
- What are our procurement processes for supporting local suppliers?
- How many renewable generators have been connected to the NW network? Do you expect significant impacts on the network from the renewables and EV charging ?



Neil McClymont, ENWL's Head of Innovation and Helen Seagrave, Community Energy Manager provided an overview of our current innovation plan including our innovation strategy and delivery plan. We then took a deep-dive into Net Zero Terrace, providing affordable, low carbon energy, healthy warm homes at no upfront cost to consumers. This innovation has gone on to win the UtilityWeek 2024 Innovation Energy Award.

## Key themes

- Smart Street
  - targeting fuel poor
  - How to improve joined up thinking to support more SMEs
  - Rural - Salford Uni testing offer
- Impact of change on SMEs and importance of communication
- Carbon in the supply chain
- Collaboration between universities and DNOs
- Impact of removing SF6 from the network and how innovation can support
- Asbestos – how is it being removed from our sites
- Energy storage – how to use for resilience
- Implementation of green technology
- Maintaining assets versus replacing technology
- Ensuring security of balanced supply with affordability
- EV charging infrastructure – commercial charge points and local resident use

## Opportunities/challenges

- Opportunity flagged for more collaboration, discussion and communication around innovation between for example contractors and SMEs – suggestion of a forum
- Suggestion for GMCA and ENWL to work together on sharing data on vulnerable and fuel poor customers and uptake of flexibility
- NHS – capture information on medically vulnerable customers
- Collaboration around health testing of assets eg pylons and overhead lines
- Offer from Lancaster Uni around power quality issues and renewable energy
- Suggestion to get champions for customer-led innovation projects
- Not clear where to go to get the right help/support/collaboration
- Concern around contractor communications (all DNOs, not just ENWL)
- Targets to remove all waste need to be more realistic

## Questions

- How are ENWL managing seasonal changes impacting the network particularly in winter with extra demand from heating and how are we supporting vulnerable customers?
- How can we improve connections to ensure projects stay in the UK?
- Are ENWL looking outside of the electricity industry to innovate?
- Can we identify carbon savings for businesses and position as additional benefit via CSR angle?
- How does network data compare with smart meters?
- Do we do any innovation with arts organisations?
- What are our innovation priorities?
- What are the opportunities for vehicle to grid?
- What is the waste/recycle plan for SMART tech and batteries?
- How realistic that ENW could accommodate net zero terrace streets across all terrace streets in their patch?

The feedback you gave us will be incorporated into future Innovation plans and projects.....

# Customers in Vulnerable Circumstances



Sam Loukes, ENWL's Head of Customer Inclusion and Jill Hendry, Customer Inclusion Innovation Manager, provided an update on how we are supporting customers to deliver extra care. We have launched the Take Charge campaign. Our expert advisors can check your eligibility for certain benefits and advise on other things you can do to help manage your energy costs or can provide low carbon advice.

## Key themes

- Convening power of ENWL
- Long term customer relationships
- Customers highest priority needs – heat and food
- Partnerships – importance and how we strengthen
- Disabilities and impact on added energy costs
- Capturing customer needs and adapting to them

## Opportunities/challenges

- Opportunities for more holistic and partnership working
- Challenge of managing information overload
- Making every contact count
- Neurodiversity – issues with trust

## Questions

- How can we go faster?
- How can we earn customer trust?

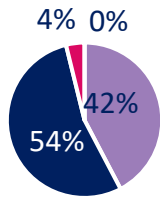
The feedback you gave us will be incorporated into future Innovation plans and projects.....

# Feedback – polling results



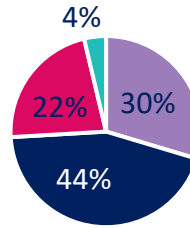
Stakeholder feedback on our events helps us to tailor our future content and supports our business decision making.

Has this event increased your understanding of how we are delivering on investment in the region?



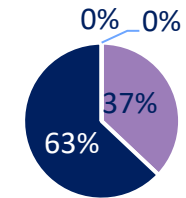
■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

Has this event increased your understanding of political change and energy policies in the region?



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

Has this event increased your understanding of how we are implementing environment & biodiversity in the region?

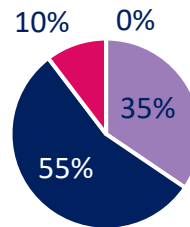


■ Yes, a lot ■ Yes, somewhat ■ Neutral ■ No

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

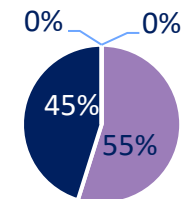
- 96% of attendees felt the workshop had increased their understanding of how we are delivering on investment in the region
- 100% of attendees felt the workshop had increased their understanding of how we are supporting environment, biodiversity and consumers in vulnerable circumstances
- 90% of attendees felt the workshop had increased their understanding of ENWL innovation including Net Zero Terrace

Has this event increased your understanding of innovation including Net Zero Terrace?



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

Has this event increased your understanding of how we are supporting consumers in vulnerable circumstances in the region?



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



# Feedback – polling results



## What was most useful?

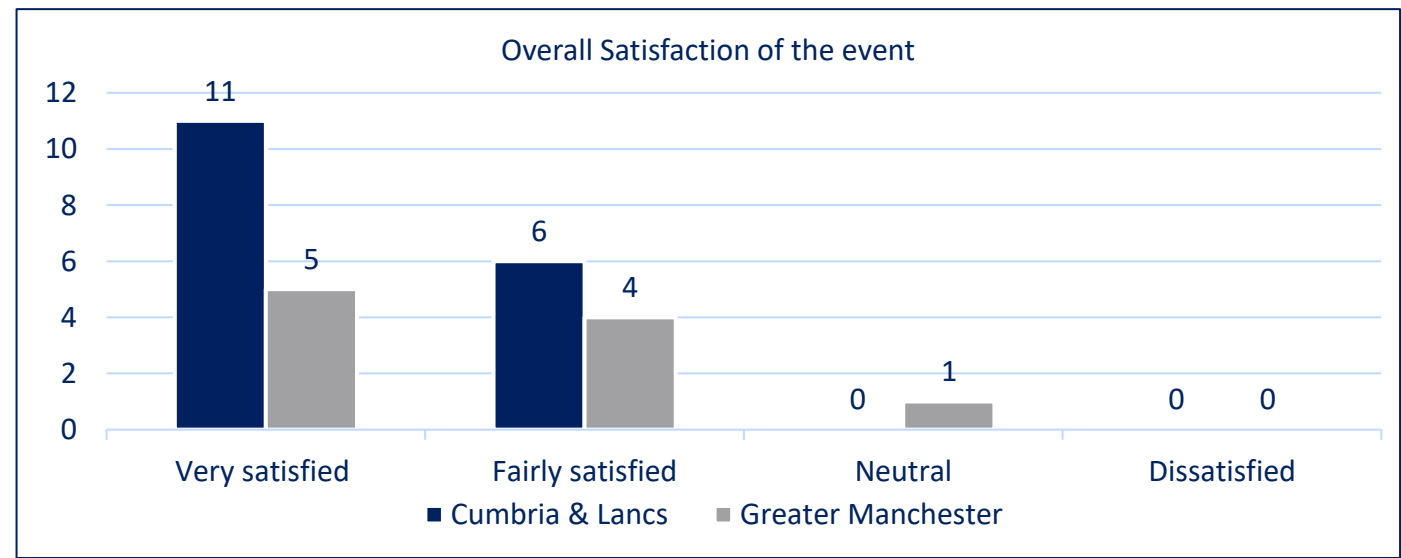
- Professional and well attended event with very good representation from ENWL colleagues
- Roundtables
- Networking
- Polling & Q&A
- Understanding of how ENWL is delivering on investment

## Ideas for future events

- Supplier days to discuss opportunities and pipeline
- Achieving Net Zero commitments
- Bigger capacity room
- 3-phase electricity in residential development
- Cross-vector whole energy system projects
- Update on today's themes and progress against targets
- Training for local residents to keep investment in the North West
- Micro nuclear base line
- Workshop elements on further developing customers & ENWL engagement
- How to increase engagement with developers and how ENWL will support and facilitate delivery of the government's housing targets
- Strategy for sustainable chemicals and materials - how are you going to avoid having to go round in the future and remove chemicals/ materials used now like you are now doing with PCBs.

## What would you like to see more of?

- More detail on investment and timescales of activity particularly reasons and solutions to the lack of capacity in the central Manchester/Salford area.
- More roundtable discussion
- Shorter answers to questions to leave time for more questions
- Less broadcasting, more two-way conversation
- Supply chain SkillsGrid
- Local Area Energy Planning
- Capacity release





The feedback you gave us will be incorporated into our plans and review the way we let people know about the information available.

## Network resilience

Q- Does ENWL's storm resilience plan include adaptation to flooding and extreme heat?

A - Our climate resilience strategy considers all of the potential threats to our network from a changing climate that we may have to adapt to. This is informed by the work undertaken previously on climate adaptation reporting to Defra and can be found [here](#). This includes flooding and extreme heat, alongside enhancing resilience to more frequent and intense storms.

## Connections

Q - What is the current connection queue for both supply and demand and is National Grid a barrier?

A – We're the first DNO to create a new tool to provide our customers with greater transparency when considering a new connection to our network. It provides information on the existing connected capacity and the available capacity at a substation level, as well as an overview of the existing pipeline of schemes contacted to connect there. You can find more information and access to the tool [here](#).

## Environment Action Plan

Q - By what amount have ENW's emissions reduced so far?

A - Since 2015 our emissions have reduced by 42% overall. This financial year has seen us move to a validated science-based target which has meant that our emissions have increased to account for scope 3 emissions and puts us on a trajectory for a 63% reduction in our emissions by 2035. We are on track for delivery against our target for this year's forecasting to meet a stretch target of 18,150 tCO<sub>2</sub>e. You can find out more about our plans to reduce our emissions and progress towards our 2038 net zero target [here](#).

## Innovation

Q - Is Net Zero Terrace working with people who own their homes or is it working with landlords? Does home ownership complicate the process?

A - Net Zero Terrace is being designed for streets with mixed tenure so it can be offered to all types of households equally. The governance model is taking into account homes of any ownership type.

## Business Plan

Q - What is the other £1bn spent on, if £1bn of £2bn is spent on network?

A - Approximately £300m inspecting, maintaining and fixing the network when it faults; £200m on the equipment we need to carry out our activities (IT, accommodation, vehicles, tools etc.); £300m supporting the investment programme (planning, project management, design, training, consenting, data management etc.) and £200m on overhead costs (HR, finance, insurance, payroll costs, IT licences etc.). Our business plan for 2023 – 2028 can be found [here](#).

## Innovation

Q - Arc Flash kills around 12 engineers per month and seriously injures many more. What is ENWL policy on retrofit prevention technology?

A - Switchgear used in ENWL is designed for operator safety and we have an increased use of automation for switching at LV & HV which reduces the risk in terms of Arc flash, along with our switching hierarchy which again decreases risk. All colleagues working on our network wear arc resistant personal protective equipment and there have been no Arc flash engineer fatalities in ENWL.



The feedback you gave us will be incorporated into our plans and review the way we let people know about the information available.

## Economic Growth

Q - What specifically is meant by a Local Growth Plan? Does this relate to LAEPs? Or Local plans or something different?

A - A local growth plan is different to an LAEP. These plans are created by local leaders and will show how their area will contribute to the UK's economic growth. The government believes these will help kickstart economic growth across the country. The plan will be over 10 years and are a long-term vision. They will be part of a wider reform process that Government is seeking to deliver to support places to grow. A Local Area Energy Plan (LAEP) is a collaborative, data-driven plan that identifies the changes needed to a local area's energy system to achieve net zero carbon emissions.

LAEPs are developed by local authorities in collaboration with stakeholders and are intended to reduce risk for investors, provide a decarbonised infrastructure, deliver value for communities, build consensus and confidence, unlock public & private investment, engage citizens and develop solutions that deliver better places & residents.

## Investment Programme

Q - You mentioned community engagement in relation to investments; it sounds more like community communication from ENWL or is it two-way engagement?

A - It will primarily be community communication i.e. providing identified and relevant stakeholders with information about our planned works. The level of detail and method of communication will be determined by who ENW has identified as stakeholders who we feel would welcome communication and the level of impact the proposed works will have on them.

## Storm Arwen

Q – What is the Storm Arwen re-opener £35m going to deliver?

A - The programme has three main areas of focus; Resolving two specific vulnerabilities on our 33kV network (Coniston & Alston) £7m; reducing the number of faults on the HV network through a targeted programme of rebuilding and undergrounding together with new interconnections to neighbouring networks £15m; and installing additional automatic reclosing devices at LV to reduce the prevalence of 'nested' LV faults £5.5m.

## Biodiversity

Q - Do you focus on habitat connectivity at all? With sites across the region, you could play a valuable role.

A – Yes, all of the 100+ biodiversity uplift sites are recorded on our biodiversity baseline and natural capital mapping tool, and this tool also shows graphically across the ENWL region, opportunities to connect our fragmented habitats through additional map layers such as pollination corridors (B-lines), nearby priority habitats and statutory designated areas such as SSSI's and Special Areas of Conservation etc at a landscape scale. Our management efforts are thus tailored and focussed towards benefitting these important and protected areas in the vicinity of our sites where possible.

## DSO

Q - Do you expect significant impacts on the network from the renewables and EV charging?

A - We have 523MW of installed photovoltaic generation and 1053MW of wind generation. It will impact fault levels & EV chargers increases thermal and voltage drop issues across multiple voltage levels.

# 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...**

- The slides from our Greater Manchester event can be accessed [HERE](#) & our Cumbria and Lancashire event [HERE](#).
- 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 regional investment booklets [here](#).**



**Read our 2023/24 stakeholder engagement report [here](#).**