

Lancashire Stakeholder Advisory Panel 2018

Capture report of the event held on 13
November 2018 in Blackburn, Lancashire





Welcome to our stakeholder advisory panel feedback report. The purpose of this report is to capture and play back the discussions that took place at our event, which was held on 13 November 2018 at the Dunkenhall Hotel in Blackburn. We are grateful to all those who attended the event and value the discussions which took place, which will help shape our future plans.

Stakeholder engagement is really important to us and we are committed to responding to all of the issues raised and this report is part of the process.

At the event we discussed how we serve Lancashire through the activities we undertake and talked about preparing for the future by understanding our stakeholders' priorities and their engagement preferences.

The event was split into two sections. The first provided an interactive overview of our business activities in Lancashire, followed by a group discussion.

After a break we outlined the challenges going forward into the next price control (RIIO-ED2) and invited attendees to take part in a priority exercise to help shape our strategy going forward.

To increase engagement at the event and to gain immediate insight from our stakeholders, we used voting buttons and group table exercises. This allowed us to learn more about our delegates and their preferences for future events, as well as improving interaction at the event itself.

This reports structure reflects the order in which we discussed issues at the event. In every section we've captured what we said, what we heard and what we plan to do in response. We've also indicated how the discussion took place.

You can find the slides presented at the event on the stakeholder engagement section [of our website](#).

We hope you find this report useful and we welcome any feedback you may have – please send any comments you have to stakeholderengagement@enwl.co.uk

The event:

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

Summary of discussion and actions



What we discussed

We talked about Electricity North West and how you engage with us, our changing role in distributing electricity and our business plan performance and commitments.

We shared information about how we serve Lancashire with presentations on how we manage new business connections, our performance and investment in Lancashire, our approach to storm preparation and planned supply interruptions.

We talked about shaping how we deliver in the future and asked about your priorities and how you would like to engage with us.

Summary of what we heard

- We identified that the majority of attendees (45%) have had no previous engagement with Electricity North West.

- We heard that you were reassured about the amount of effort that we put into customer satisfaction and minimising disruption to customers and the time taken to get customers back on supply.
- You were surprised at the wide ranging nature of our role.
- You said that connections were too expensive and that connections for future technologies such as solar panels could take a long time and were too complicated for the average user. You want more coordinated help.
- You want to hear more about our involvement in low carbon technologies and our transition to [Distribution System Operator \(DSO\)](#).
- You want to hear more about how we support SME's

- We have heard that 'keeping your life running' is a key priority to our stakeholders in Lancashire, along with facilitating the transition to a low carbon economy.
- Improving public safety was not a priority for stakeholders at our Lancashire event- you expect this as a standard business function.
- You were keen to be involved in regular engagement.

Summary of what we will do

- We'll continue to reach out to and engage with a variety of stakeholders across our region. We will deliver a regional event in Cumbria in March 2019.

- We'll continue to share information at regular stakeholder events and open up new discussions.
- We'll share details of our connections workshops and events to assist in the connection process.
- We'll arrange a further event in Lancashire in 2019 and focus on low carbon technologies, transition to DSO and SME support.

- We'll use the feedback received from the priorities exercise to inform our strategic decisions going into the next price control and shape what we prioritise on behalf of our stakeholders.
- We'll hold annual strategic events in Lancashire and other regions alongside further engagement events around connections. Details for these events will be circulated to our stakeholders.

Understanding our audience



What we discussed

We asked delegates a number of questions about themselves. We were interested to learn where they had come from, what organisation they represented and how often they worked with us. *All results are based on the 30 people who attended the event*

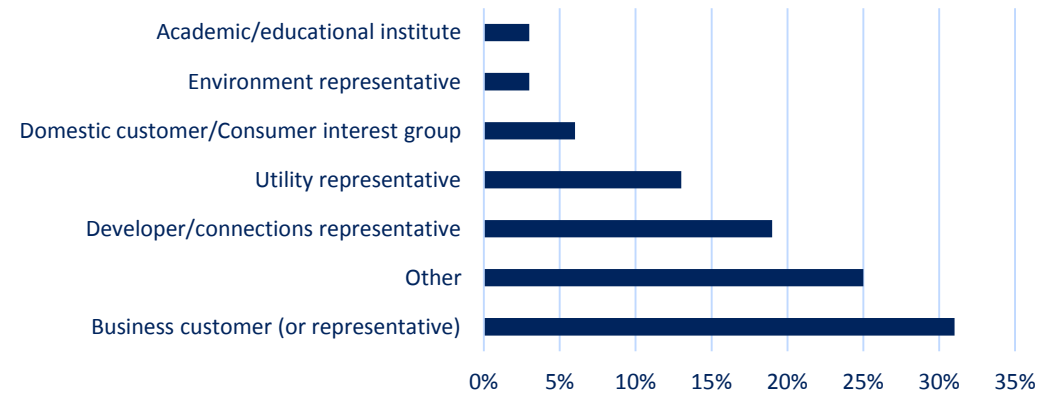
How you told us



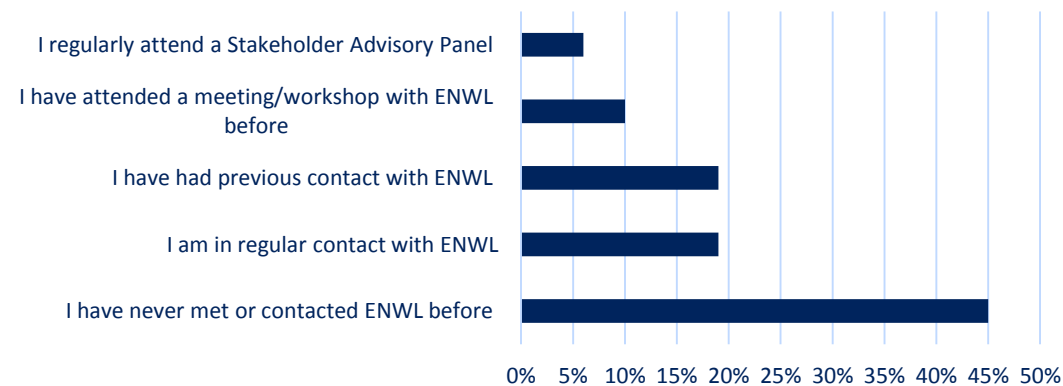
Electronic voting

How you voted

What type of stakeholder are you?



How often do we work with you?



What we will do

- The majority of the attendees were business customers (or representatives) which is reflective of our partners for the event, Chamber Low Carbon, and their reach to business stakeholders in Lancashire.
 - Amongst the next biggest category, 'Other', there was a wide variety of stakeholders including stakeholders from the public sector.
 - Compared to our previous stakeholder event in Manchester, there were fewer domestic customers and environmental stakeholders. We will aim to ensure more representatives from these groups are invited to future events.
 - We will combine information from all our stakeholder events to obtain a representative regional picture.
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- Almost half (45%) of our stakeholders at the Lancashire event had not had previous contact with Electricity North West. We'd like to strengthen our relationships with stakeholders in Lancashire by holding regular events.

How we serve Lancashire- discussion



How we serve Lancashire - what surprised you?



What we discussed

We shared information about how we serve Lancashire with presentations on how we manage new business connections, our performance and investment in Lancashire, our approach to storm preparation and planned supply interruptions. We then asked stakeholders, 'what surprised you?'

What we heard – what surprised you?

- Pleasantly surprised about the amount of work going on behind the scenes to minimise disruption to customers. Hadn't realised just how much effort goes into trying to prevent customer disruptions.
- Reassured to know just how much emphasis we put on customer satisfaction and prioritising our customers needs.
- How well prepared we are for storms .
- How few power cuts there are - it feels like there are more (for some stakeholders).
- The future capacity available on the network.
- The amount of incentives and potential fines that Ofgem place on Distribution Network Operators to ensure they deliver a good service to the customer.
- The role of asset replacement in improving energy efficiency.
- That there are 12,000 miles of network in Lancashire.
- Surprised that Electricity North West's customer satisfaction score is lower than 90% - it feels better.

What we will do

- We will continue to communicate how we go about our business to stakeholders in [Lancashire and other regions](#).
- This will help to provide greater insight into our operations and help to open up new areas of discussion with our stakeholders.

How you told us



Table discussion and group written feedback

How we serve Lancashire - what have you learnt?



What we discussed

We shared information about how we serve Lancashire with presentations on how we manage new business connections, our performance and investment in Lancashire, our approach to storm preparation and planned supply interruptions. We then asked stakeholders, 'what have you learnt?'

What we heard – what have you learnt?

- Surprised how demanding the regulatory targets are for resolving power cuts.*
- Electricity North West's role is much wider ranging than previously realised – didn't think we went to the extent of having tree cutters and mapping trees.
- That Electricity North West are responsible for road repairs following digging work. Assumed it was local authority responsibility. Also good to hear about the high standards of work and finishing that we are held to – seems Electricity North West are working on delivering road repairs to a higher standard than local authorities are.
- Interesting to learn about the tree cutting we do
- The number of people Electricity North West employ in Lancashire
- That by supporting customers to reduce energy consumption, expensive investment may be delayed or prevented
- That so much information about the connections service was on the website

* Note : Our overall targets for the unplanned loss of electricity supply are set at around 40 minutes per customer per year, when measured as an average across the region. Performance better than this attracts rewards; performance worse attracts penalties

What we will do

- We will continue to communicate how our business and the wider industry operates, to ensure our stakeholders are well informed on matters of concern to them.
- We will continue to engage and hold regional events.
- Information on our connections services will be shared [with stakeholders.](#)

How you told us



Table discussion and group written feedback

How we serve Lancashire - what are your experiences of Electricity North West?



What we discussed

We shared information about how we serve Lancashire with presentations on how we manage new business connections, our performance and investment in Lancashire, our approach to storm preparation and planned supply interruptions. We then asked stakeholders, 'what are your experiences of Electricity North West?'

What we heard- what are your experiences of Electricity North West?

- Experience of our communications are very good.
- The electricity industry's structure is too complex for the average user. There should be one central point of contact that can co-ordinate with the relevant section on behalf of the customer.
- Electricity North West holds key influence within the electricity industry and should be using this to influence and shape the direction it heads in, especially with energy suppliers.
- New connections are expensive – Electricity North West should improve the speed of the connection enquiries process and cost transparency.
- It is not always clear who to contact with queries and questions from a business perspective.
- Need to develop greater relationships with stakeholders .
- The process to feed electricity back into our network can be difficult – too many forms involved.

What we will do

- We recognise that some of our stakeholders have had negative experiences in the past. We will take this feedback on board and seek to improve, especially in areas such as new connections and customer enquiries.
- Information on our connections services will be shared [with stakeholders.](#)

How you told us



Table discussion and group
written feedback

How we serve Lancashire - what would you like to know more about?



What we discussed

After sharing information about all our services in Lancashire, we asked stakeholders, 'what would you like to hear more about in the future?'

What we heard- what would you like to know more about?

- Transition to Distribution System Operator
- Transition to low carbon and going green (plans to cope with low carbon heat network, wind turbines, electric vehicles, charging points etc)
- Connections information including network capacity information
- Tree cutting and replanting of felled trees
- Low Voltage and High Voltage connections surgeries
- Industry structure and the challenges facing it
- What is Electricity North West's 20 year plan?
- How SMEs can engage with Electricity North West
- Smart meters and their rollout
- Customer service including : what acceptable customer satisfaction scores should be, communications during power cut, Priority Services Register etc.
- More information on investment

What we will do

- We will review the topics you would like to know more about and seek to include more information on these in future stakeholder events.
- We will share details of our connections events.
- Stakeholders are invited to participate in our advisory panels to continue our discussions.

How you told us



Table discussion and group
written feedback

Shaping how we deliver in the future- discussion



Shaping how we deliver in the future- Key priorities



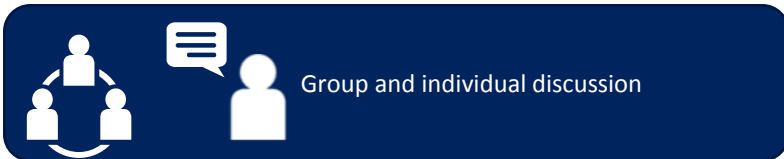
What we discussed

We asked you, individually and as a group, to order the key priorities that you believe we should be delivering from the list below. We also asked you to identify any other issues that we should add to this list.

Options included:

We keep your life running
Support for vulnerable customers
Enhancing customer service
Deliver value for money on new or upgraded connections
Help you keep bills to a minimum
Minimise disruption
Invest in the North West
Reduce our environmental impact
Develop flexible services markets
Support transitioning to a low carbon economy
Improve network resilience
Improve public safety
Deliver energy efficiency
Address fuel poverty
Drive innovation
Other

How you told us



What we heard

- There was a good level of discussion and we collected the results of the group exercise and the individual exercises and compared the averages in the table below.
- There was a high level of consensus amongst the top priorities and bottom priorities, with differences in the intervening ranks, particularly around ‘reduce our environmental impact’, ‘deliver energy efficiency’ and on the lower end around ‘improve network resilience’.

What we will do

- We will use this information, in conjunction with the results from our Manchester stakeholder event (and any future stakeholder events) to inform our strategy going forward.
- We’ll explore this further with our stakeholder workshops and advisory panels in 2019.
- Safety was viewed as low priority but will remain an essential part of the service we deliver.

Key priorities	Group rank	Individual rank
We keep your life running	1	1
Support transitioning to a low carbon economy	2	2
Support for vulnerable customers	3	3
Invest in the North West	4	9
Drive innovation	5	10
Develop flexible services markets	6	8
Improve network resilience	7	13
Address fuel poverty	8	7
Help you keep bills to a minimum	9	4
Deliver value for money on new or upgraded connections	10	11
Minimise disruption	11	12
Reduce our environmental impact	12	6
Deliver energy efficiency	13	5
Enhancing customer service	14	14
Improve public safety	15	15

Shaping how we deliver in the future- How our stakeholders differ



What we'd previously discussed

We have previously run a similar priority-ranking exercise with stakeholders in Manchester. To identify the issues of greatest importance to our stakeholders, we analysed the number of times each priority appeared in a respondents top six priorities. The results of this exercise are shown below.

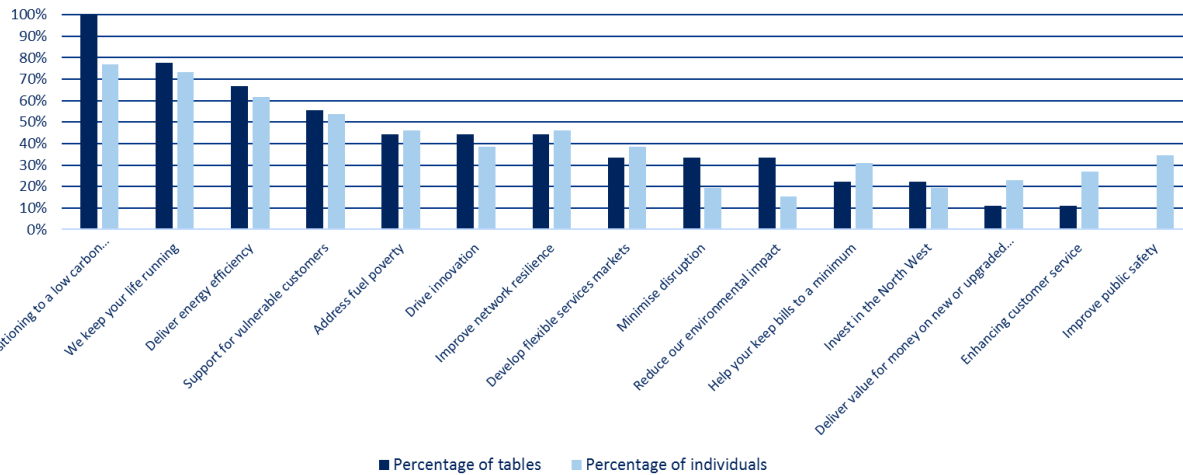
What we heard

- Participants in both Manchester and Lancashire told us that 'transitioning to a low carbon economy' and 'we keep your life running' were the two top priorities.
- Compared to our stakeholders in Manchester, stakeholders in Lancashire told us they saw 'invest in the North West' as more of a priority.
- Across both stakeholder events, 'improve public safety' was considered to be a low priority. This was seen as something we were already performing well in and an essential part of our role.

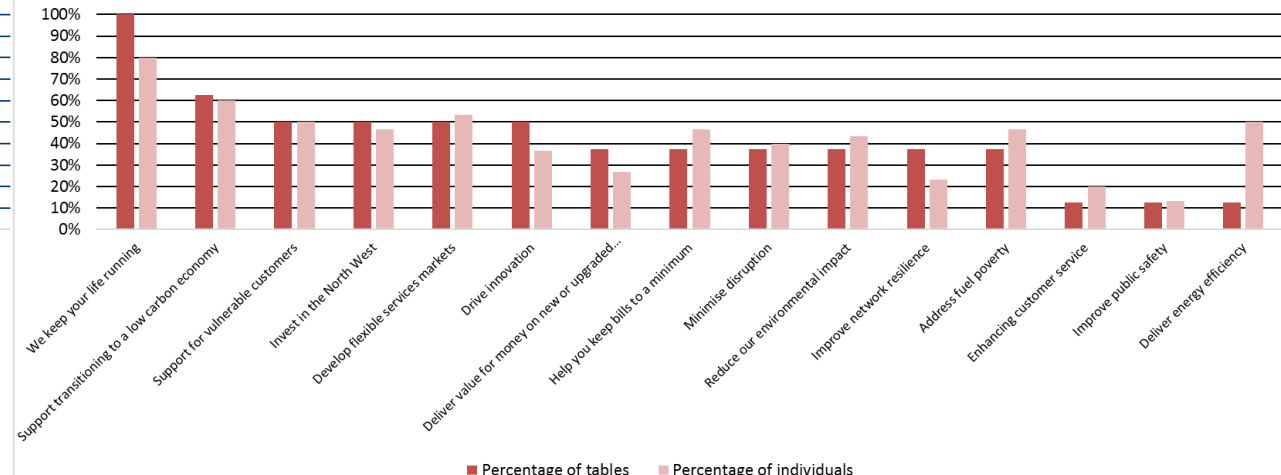
What we will do

- We will explore our role in 'supporting the transition to a low carbon economy' through our sustainability advisory panels.
- We will explore this further with our advisory panels and new CEO stakeholder panel in 2019.
- We will repeat the priorities exercise again with stakeholders in Cumbria in March 2019.
- Safety was viewed as low priority but will remain an essential part of the service we deliver.

Percentage of respondents that picked 'x' in their top 6 priorities - Manchester



Percentage of respondents that picked 'x' in their top 6 priorities - Lancashire



Engaging with our stakeholders going forward



What we discussed

We asked participants 'how do you prefer to engage?'

How you voted

How do you prefer to engage?

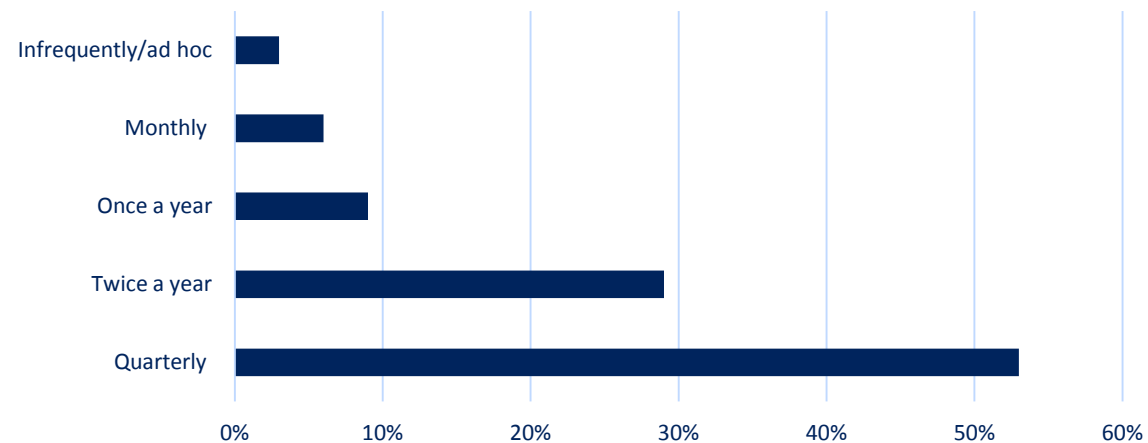


What we will do

- We will explore ways in which we can deliver engagement through a variety of mediums and in different structures to ensure we are accommodating a wider variety of stakeholders.

We asked participants 'how often are you willing and able to engage?'

How often are you willing and able to engage?



- Our Lancashire stakeholders would prefer quarterly engagements through a combination of channels. We will offer regular stakeholder opportunities and ensure discussions are progressed using a variety of channels including Webex, face-to-face and events.

- We will hold regular CEO and advisory panels (vulnerable customer and sustainability) meetings and ensure that they represent Lancashire stakeholders.

- We will hold regular connections workshops in Lancashire.

- We will hold annual stakeholder workshops in Lancashire.

How you told us



Electronic voting



- We hold regular stakeholder advisory panels which help us to shape our activity – if you are interested in becoming a member of our vulnerable customer, sustainability or CEO panel please contact Helen Norris through stakeholderengagement@enwl.co.uk
- If you would like to receive regular updates on our stakeholder activities via newsletters and other communications please click [here](#).
- Click [here](#) to find out more about all of our upcoming stakeholder events, including updates on our advisory panels:
 - Sustainability panel – 7 March 2019
 - CEO panel – 20 March 2019
 - Cumbria stakeholder advisory panel – 28 March 2019
 - Vulnerable customer panel – 22 February 2019
- We also run a variety of stakeholder events in relation to our connections work, ranging from webinars to workshops , surgery sessions and more. If you would like to get involved with (or just learn more about) our work on connections engagement, please visit: www.enwl.co.uk/ice or you can email ICE@enwl.co.uk.