

electricity
north west

Bringing energy to your door



Electricity North West interactive Stakeholder workshop with Chamber Low Carbon feedback

13 November 2018

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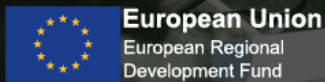


CHAMBER LOW CARBON

HELPING BUSINESSES GO GREEN

Darren Thomas

Chamber Low Carbon Supply Chain Manager



WWW.CHAMBERLOWCARBON.CO.UK

Housekeeping

Look out for the following signs in the event of a fire:



Please turn off or put your mobile phone on silent:



What is it?



- A £2m European part funded, Lancashire wide, partnership programme providing a suite of FREE services aimed to help businesses improve energy and environmental efficiencies, introduce on site renewable energy generation and save money.
- To reduce the environmental and carbon footprint of Lancashire businesses
- To help businesses developing new low carbon technology to get it to the market and see it trialled and manufactured locally.
- To increase the competitiveness of Lancashire businesses

Who is Involved?



What is on Offer?

One to One Business Support

- On site Energy and or Environmental Reviews
- Base Line Carbon Assessments
- Identification of Energy Efficiency and Environmental/Resource Efficiency Improvements
- Implementation Support
- On site Generation Funding Support
- Support to Access Funding to Install New Low Carbon Technologies

What is on Offer?



Best Practice Events

- Energy efficiency
- Water efficiency
- Resource efficiency/waste reduction
- Calculating pay back periods
- Which low carbon energy generation technology to choose
- Funding for energy efficiency/on site low carbon energy generation

What is on Offer?



Advanced Business Support

- Behaviour change/on site coaching
- Basics of Management Systems ISO 14001/ISO 50001
- Introductory training to on site energy auditing
- Introduction to environmental auditing
- On site generation technologies – meet the suppliers

What is on Offer?



Low Carbon Technology Business Support

- Product readiness consultation
- Meet local manufactures and solution providers
- Demonstrator development
- Manufacturing engineering options
- Showcase events
- Access to low carbon hub workspace and exhibition space



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Who can Access It?



- New businesses
- Existing smes
- Large businesses
- Public sector

If you have any questions or wish to know more about the programme, please ask myself or a member of the team

Thank you

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European Union

European Regional
Development Fund

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Lancashire Strategic Stakeholder Advisory Panel

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What we'd like to cover today



				
Welcome & Introduction to ENWL 9.10am – 9.40am	Serving Lancashire and discussion 9.40 – 10.40am	Break 10.40 – 11.00am	Shaping how we deliver future priorities 11.00 – 11.50am	Q&A 11:50 – 12:00pm
Lunch/networking 12.00 – 1.00pm				
Community and Local Energy	Connections	Customer	Local managers	



We'll present some thoughts and ideas



We'll use voting buttons so you can immediately get involved

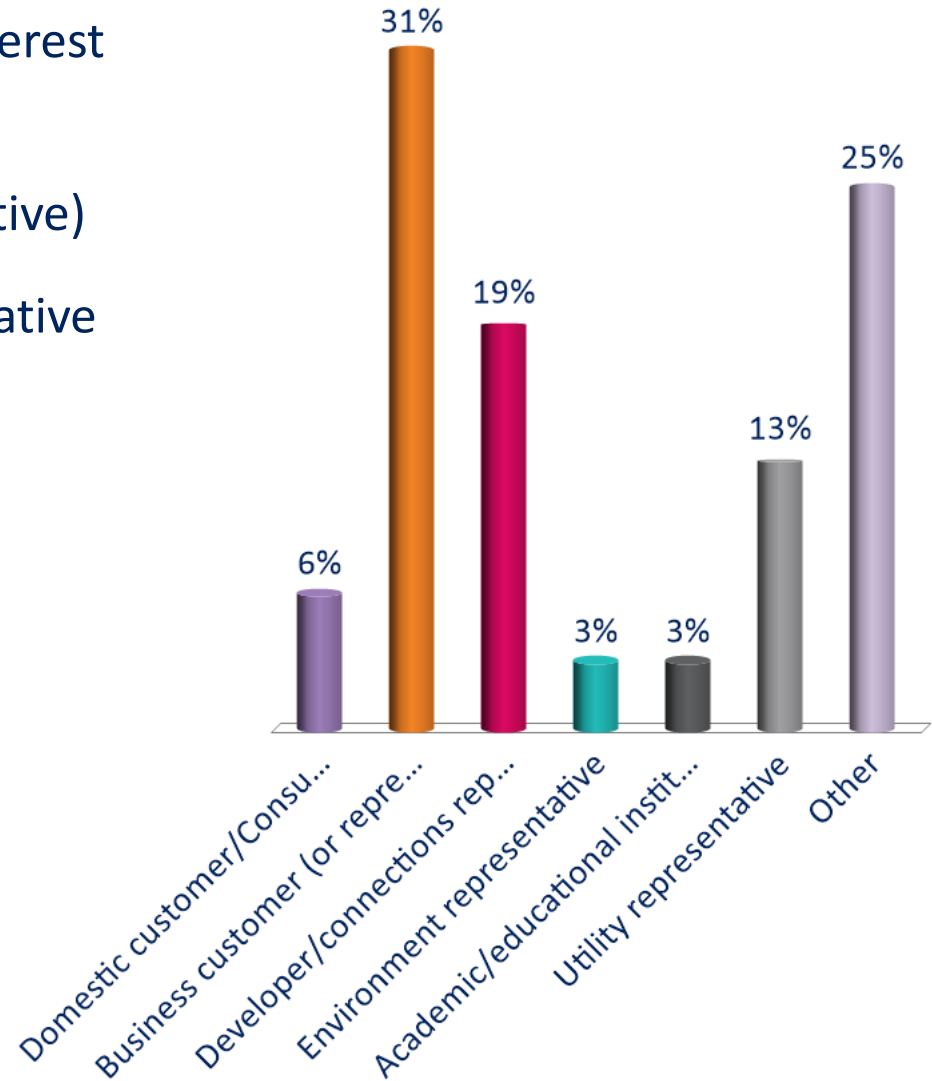


We'll have table discussions to capture your input

What type of stakeholder are you?



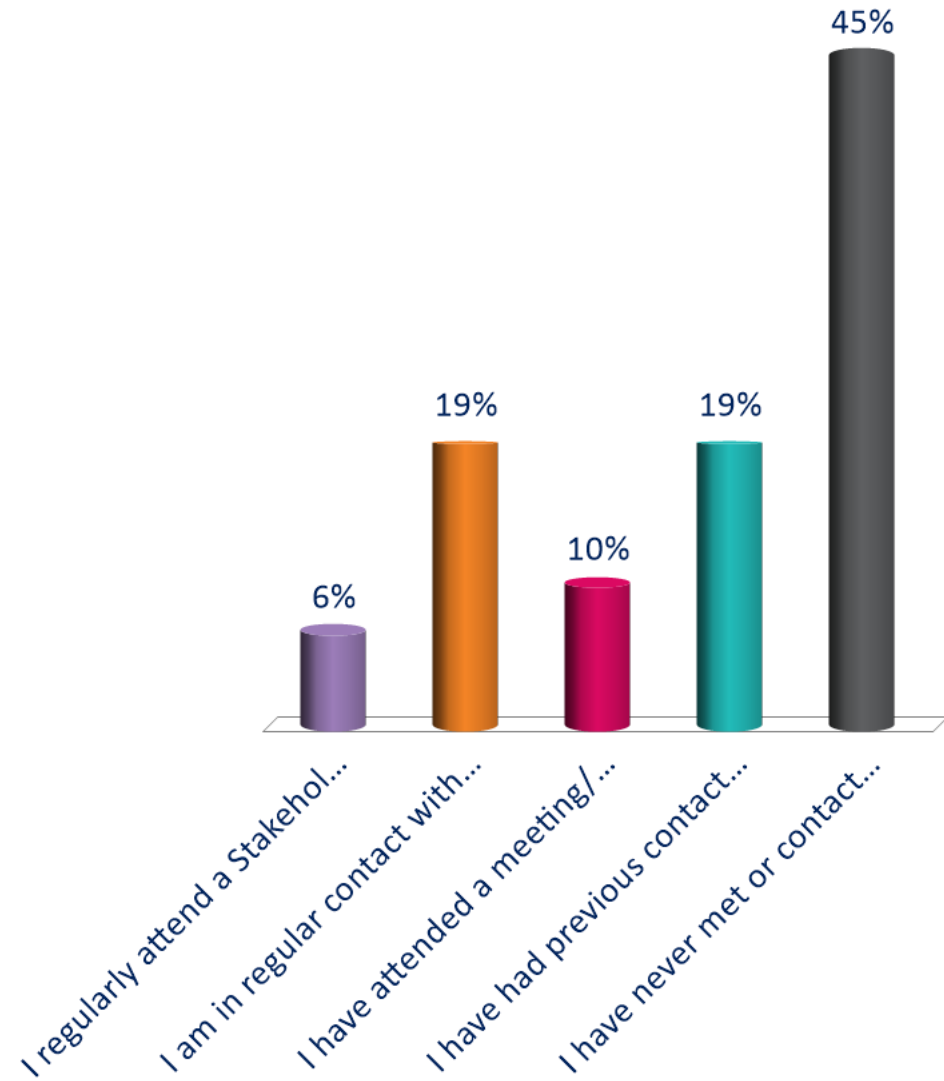
1. Domestic customer/Consumer interest group
2. Business customer (or representative)
3. Developer/connections representative
4. Environment representative
5. Academic/educational institute
6. Utility representative
7. Other



How often do we work with you?



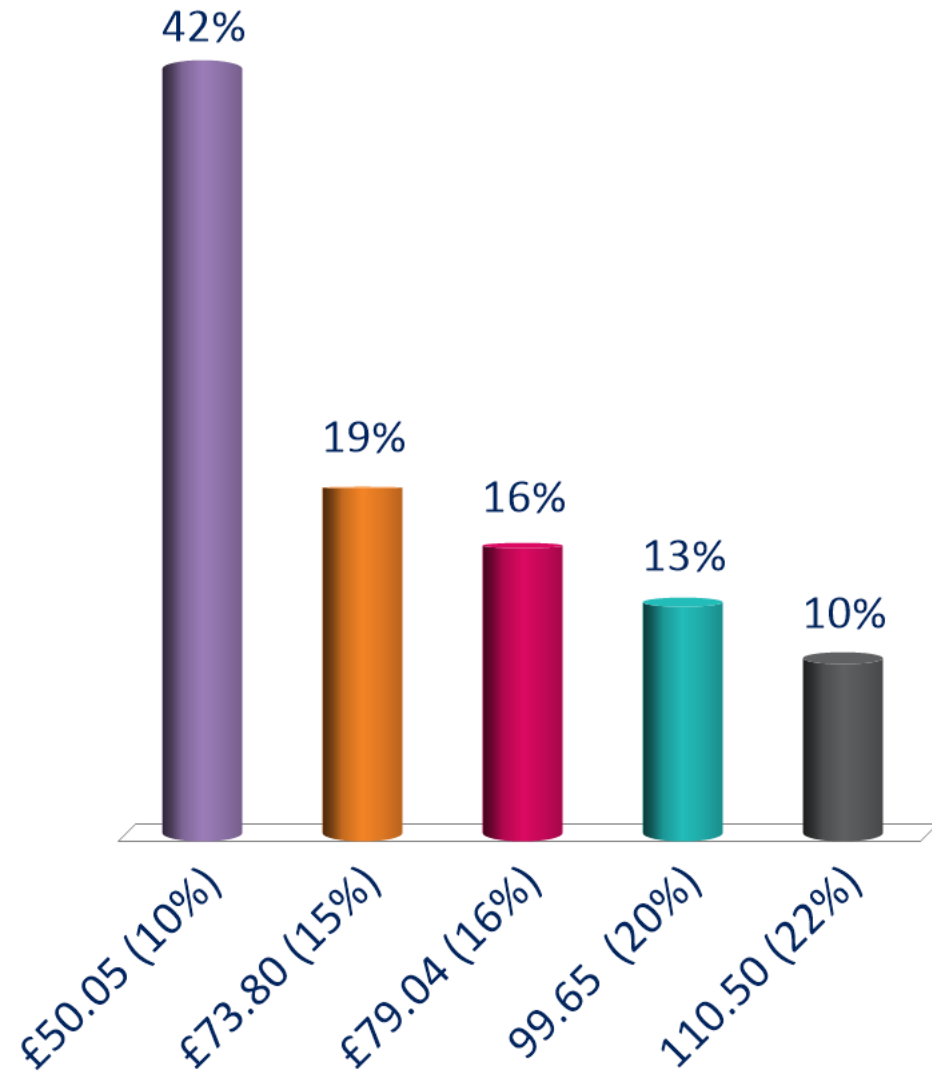
1. I regularly attend a Stakeholder Advisory Panel
2. I am in regular contact with ENWL
3. I have attended a meeting/workshop with ENWL before
4. I have had previous contact with ENWL
5. I have never met or contacted ENWL before



From the average domestic electricity bill how much will come to Electricity North West?



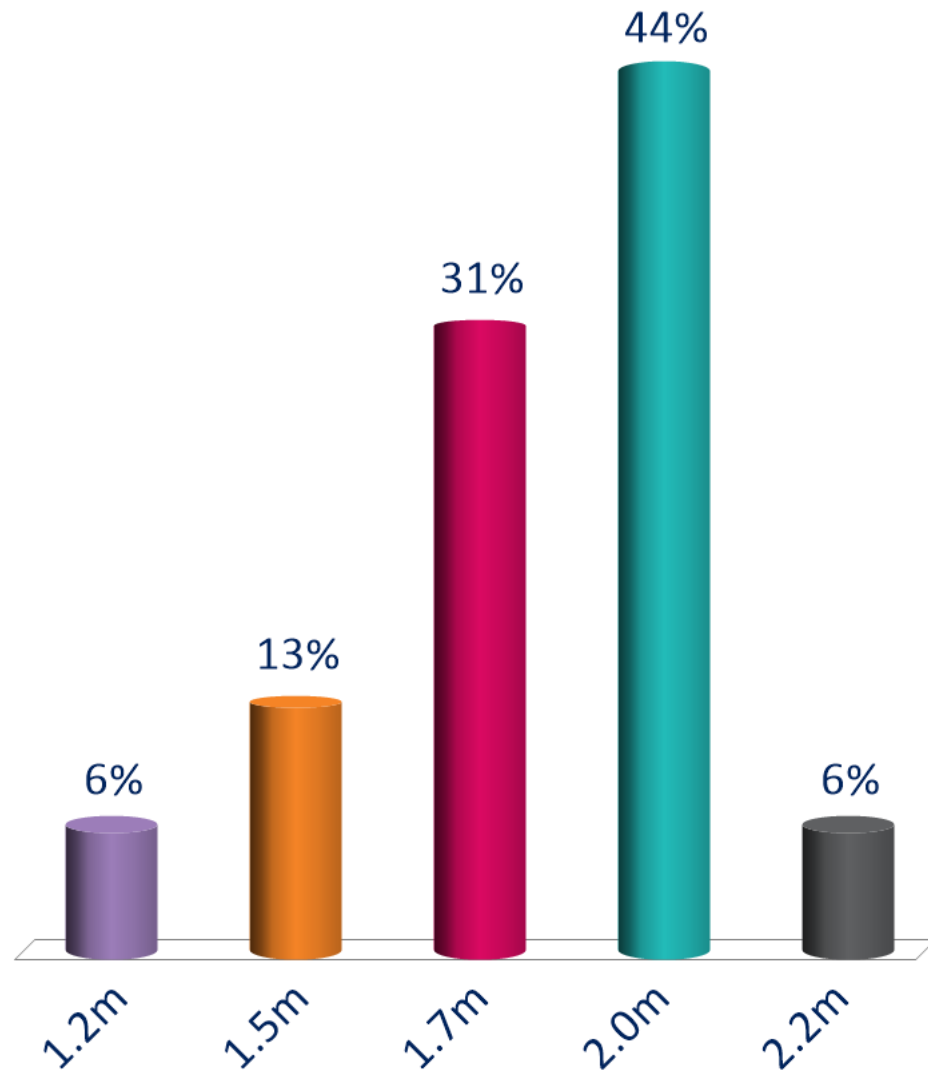
1. £50.05 (10%)
2. £73.80 (15%)
3. £79.04 (16%)
4. £99.65 (20%)
5. £110.50 (22%)



What is the population of Lancashire?




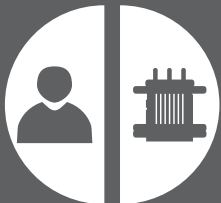



1. 1.2m
2. 1.5m
3. 1.7m
4. 2.0m
5. 2.2m



A bit about us - our story 1948 - 2010



	NORWEB				
1948	1990	1995	2000	2007	2010
Nationalisation	Privatisation	Takeover	Sale	Takeover	Acquisition
		North West Water takeover of Norweb	Norweb supply business sold	United Utilities Electricity sold to private investors	United Utilities Electricity Services acquired
North West Electricity Board	Norweb	United Utilities	United Utilities	United Utilities Electricity Services	Electricity North West

Who we serve



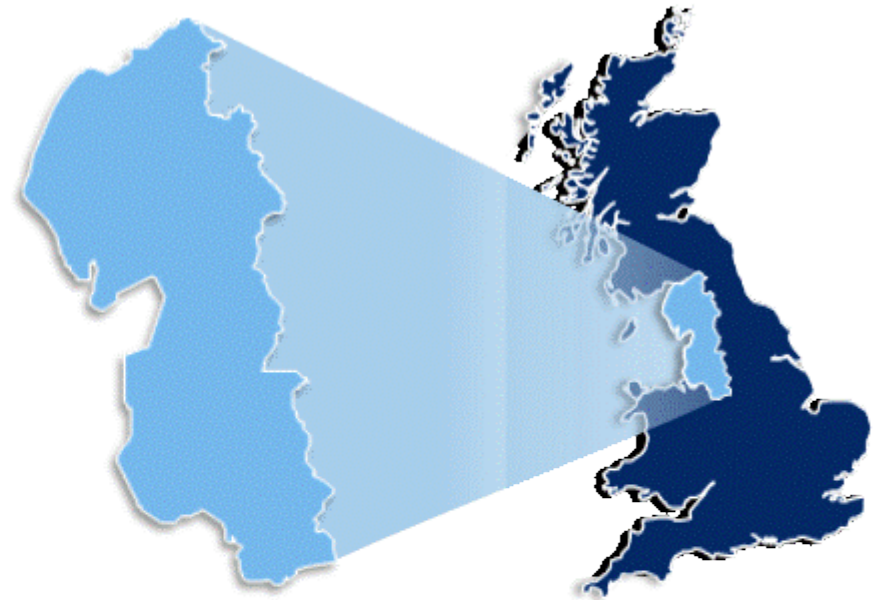
4.9 million



2.4 million



25 terawatt
hours



£12 billion of network assets

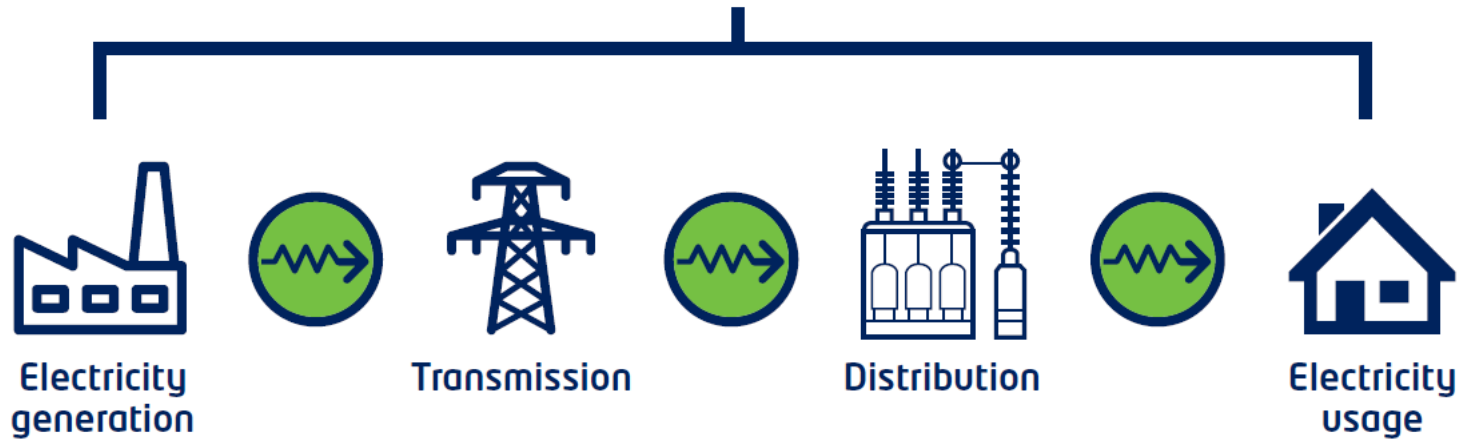
56 000 km of network ● 96 bulk supply substations
363 primary substations ● 33 000 transformers

Our role is changing ...



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**We kept the
lights on for our
customers.**

Our role is changing ...



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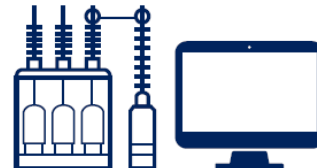
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Electricity generation



Transmission



Distribution & network management



Electricity usage



Consumer renewables



Distributed generation



Electricity storage



Demand side response



EVs & heat pumps

Our customers need cleaner, greener energy to enable a low carbon future in the North West.

Why 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



How we've responded to stakeholder feedback



Strategic Stakeholder Advisory Panel

- Engaged on our business plan commitments
- Six business plan commitments have been changed and a new one introduced

Distribution System Operator Conference

- Produced our strategy document 'Powering the North West'
- Participated in Open Networks – ensuring your voices are heard in national policy debate
- Developed capacity services offering

Community and Local Energy Consultation

- Consulted with wide range of community and local energy groups
- Used input to shape our strategy
- Strategy commits us to look for locations where community and local energy can deliver network benefits

Vulnerable Customer Strategy

- Created three partnerships to provide support to fuel poor customers
- Identified over £350k of benefits for customers
- Working with GMCA LEAP, Citizens Advice and the Energy Saving Trust



We've identified the need for more localised stakeholder engagement

We recognise that the issues and concerns of our stakeholders vary significantly across the areas that we serve.

This is the first of a series of more locally focused events.

We'd be really keen to get your feedback on how this session goes.

An example – how engagement has changed our Business Plan Commitments



- We made 40 promises to our customers when we agreed our plan for RIIO-ED1 (these were created through consultation with stakeholders on 2013).
- We added one new promise in 2017/18, bringing the total to 41.
- These are called our Business Plan Commitments and they are based on 6 areas that stakeholders told us were important:

Reliability & availability



Environment



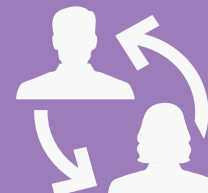
Connections



Customer satisfaction



Social



Safety



The areas you prioritised are performing well



Our stakeholders tell us that Network Resilience, Pricing and Low Carbon Future are the most important areas

Network reliability

Reliability has improved by 29% from 2012, exceeding the target of a 20% reduction by 2019



Pricing

Reduction in standard domestic tariff of 19% from average of previous price control (2010-2015)



Low Carbon Future

15% reduction in carbon footprint from 2015 emissions level. New commitments added in this important area



Significant areas of improvement this year

Customer Satisfaction

Complaints resolution

Guaranteed Standards of Performance (GSoP)

Responsible organisation



Areas of challenge

Oil loss from cables

Priority Service Register contacts

Pinch point remediation

Single domestic connection time

Customer Service



Stakeholder Engagement is informing the approach to Business Plan Commitments



- At our July strategic stakeholder advisory panel we continued our discussion about our Business Plan Commitments.
- Using electronic voting we collected feedback on our performance and our plans to enhance existing commitments and add new targets around public safety and driving the low carbon economy
- 91% endorsed our approach to making changes to commitments
- 89% understood our reasoning to add four new commitments and enhance two existing commitments where reliability targets had been met early.

New commitments				Enhanced
Safer Rising Lateral Mains	Transition to being Distribution System Operator	Facilitating growth in electric vehicles	Supporting community and local energy	Improving overall reliability

- We now delivering against these commitments and will report our performance this time next year

How we see our role in this changing environment



OUR PURPOSE

Together we have the energy to transform our communities

OUR PRINCIPLES

We are **SWITCHED-ON**

MIND SET

We are **SWITCHED ON** to our colleagues, customers and the world around us

We are **ADAPTABLE**

SKILL SET

We are **ADAPTABLE**, always looking for better ways to get things done

We take **PRIDE**

HEART SET

We take **PRIDE** in all we do because it matters to people's lives

To reflect this, today we'd like to discuss



How we serve
Lancashire

Preparing for the
future – our
priorities and
how we engage

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Providing business connections in Lancashire

Michelle Snowden

Customer Engagement Manager

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New business connections

Who do we serve?



- Our Connections Team forms part of Electricity North West's Energy Solutions Directorate
- We work alongside Lancashire businesses who need **a new energy connection** to provide cost effective solutions that meet their business requirements
- We provide new energy solutions to a wide range of industry partners across Lancashire and the North West, including:
 - Industrial
 - Housing
 - Commercial
 - Retail
 - Leisure
 - Small scale generation
 - Local Community Projects
 - Transport
 - Sporting venues
 - Renewable energy
- We help local businesses support Lancashire communities

No job is too big...



From this...

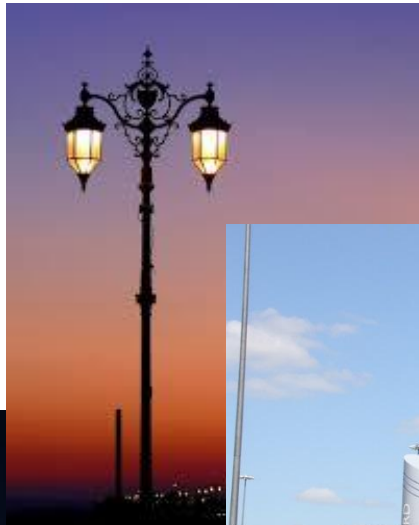


Source:
www.peelenergy.co.uk

Or too small...



To this...





Every year we commit to improving the service we offer to our business customers...

- Annual engagement plans for business stakeholders:
 - ✓ Group workshops
 - ✓ One to one surgery sessions
 - ✓ Webinars
 - ✓ Expert panels
 - ✓ News updates
 - ✓ Case studies
 - ✓ Digital engagement
- Our business customers have an active say in how we deliver services

What our customers say...



“Transparency, clear commitment to engaging with customers and understanding our needs”

“Good overview of updates and upcoming changes”



“Thanks for organising, much appreciated. Amazing amount Of ENWL talent”

“It’s my first time at this kind of event. I found it very informative”



“Interactive and Informative”

“Lots of helpful people and a good insight into upcoming events”

“Transparency, plenty of staff to discuss issues with. Good number of attendees. Not too many”



Already working with us...then
get involved:

E: michelle.snowden@enwl.co.uk

T: 07775 552 121





How we serve Lancashire

Jonathan Booth, Head of Asset Management

Phil Briggs, Lancashire Operations Manager

Mick Dawes, Lancashire Operations Manager

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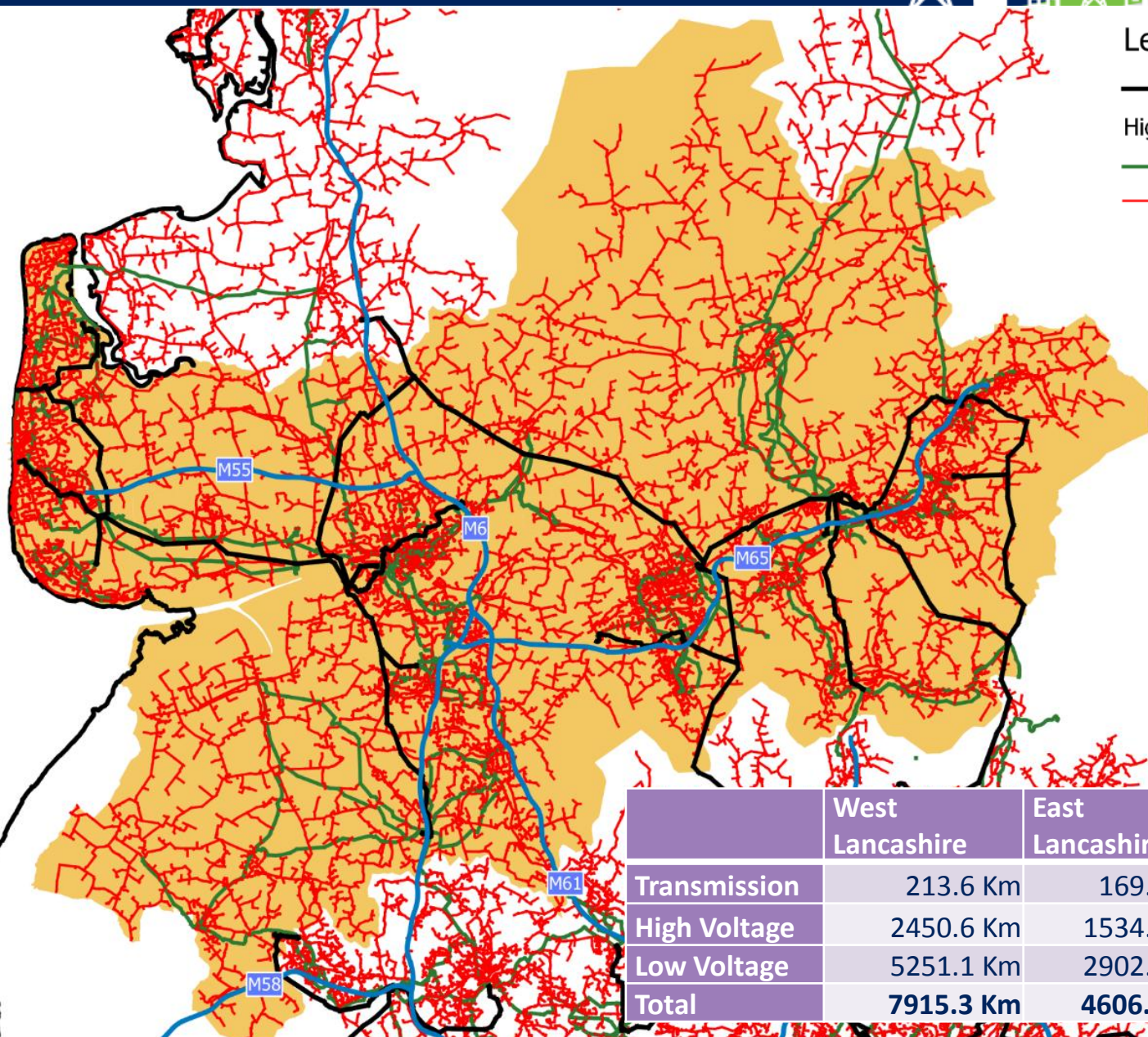
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This is what the Lancashire network looks like...



Legend

- Transmission (132kV) Cables
- High Voltage Cables
- 33kV/25kV Cables
- 11kV/6.6kV Cables



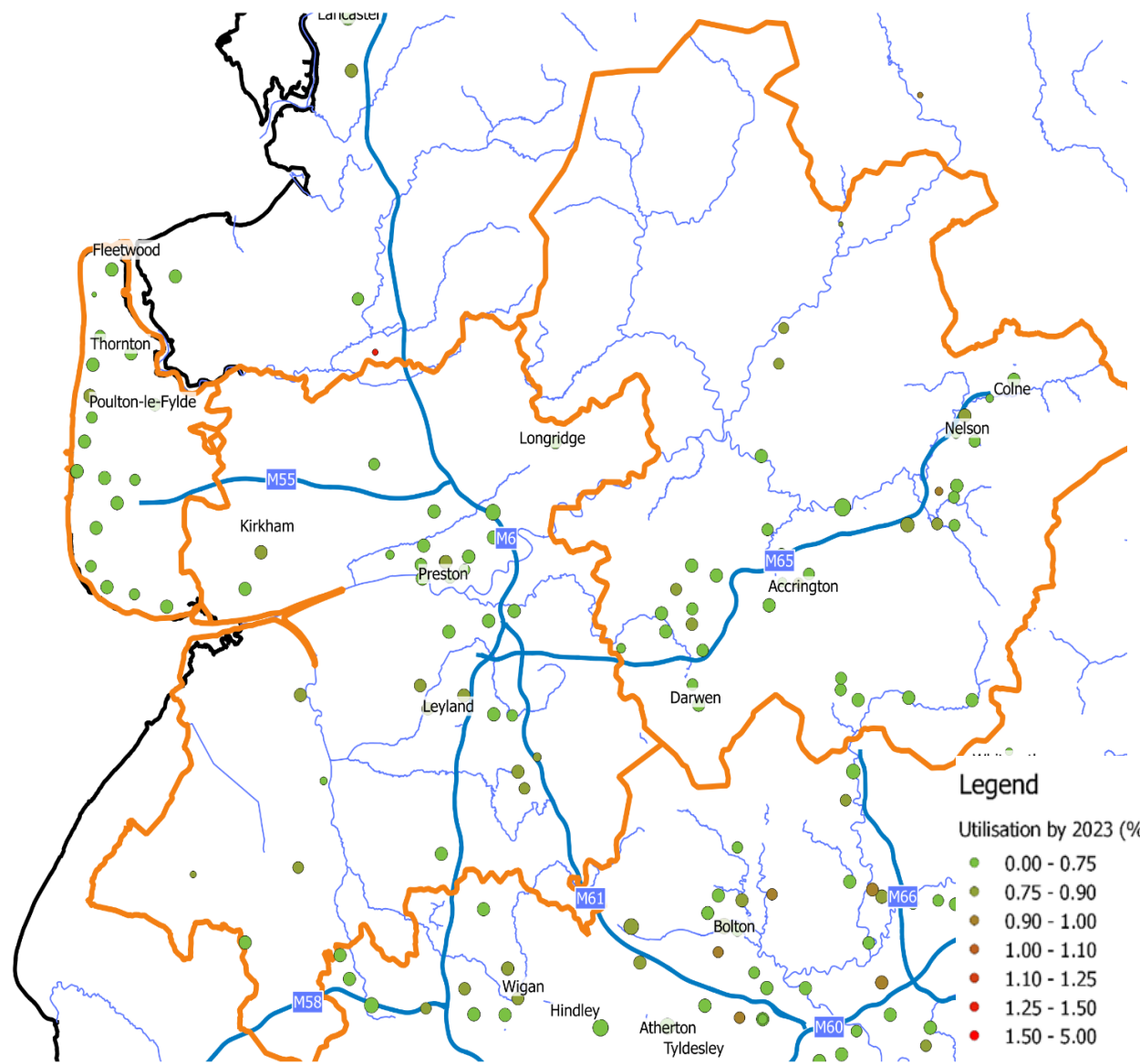
The orange area highlights our operational boundaries for Lancashire

	West Lancashire	East Lancashire	Lancashire Operational Area
Transmission	213.6 Km	169.2 Km	382.8 Km
High Voltage	2450.6 Km	1534.8 Km	3985.4 Km
Low Voltage	5251.1 Km	2902.5 Km	8153.5 Km
Total	7915.3 Km	4606.4 Km	12,521.7 Km

What makes up the network?



- Cables (Underground and Overground)
- Substations
 - Grid Supply Points
 - Bulk Supply Points
 - Primary Sub-Stations
 - Secondary Sub-Stations
- Towers
- Telecommunications Network
- Control Room
- Other Infrastructure

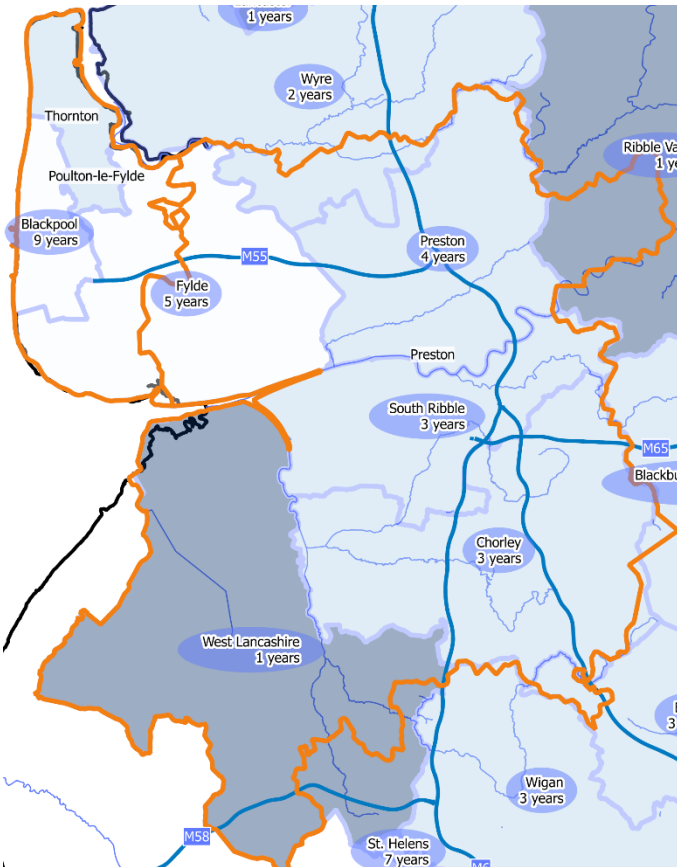


Network Performance – Reliability (Average Time Between Faults)



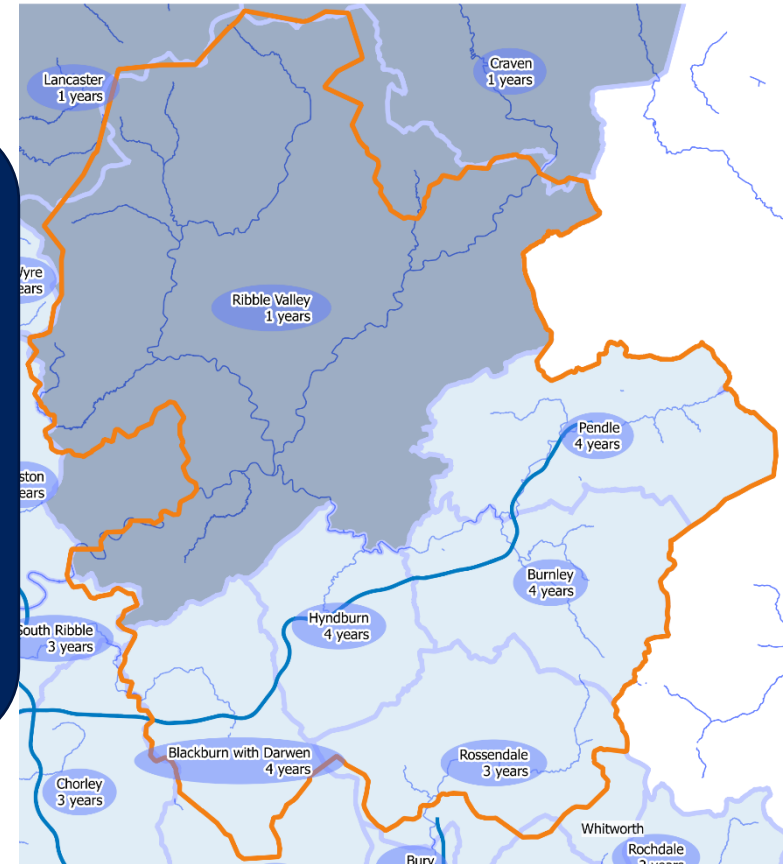
- One measure of reliability is the average duration between power cuts which indicates the frequency of faults in each area.

West Lancashire



In Lancashire as a whole, the average time you can expect to go between experiencing a power cut is 3.3 years.

East Lancashire



Local performance – Reliability (Average Supply Interruption Duration)



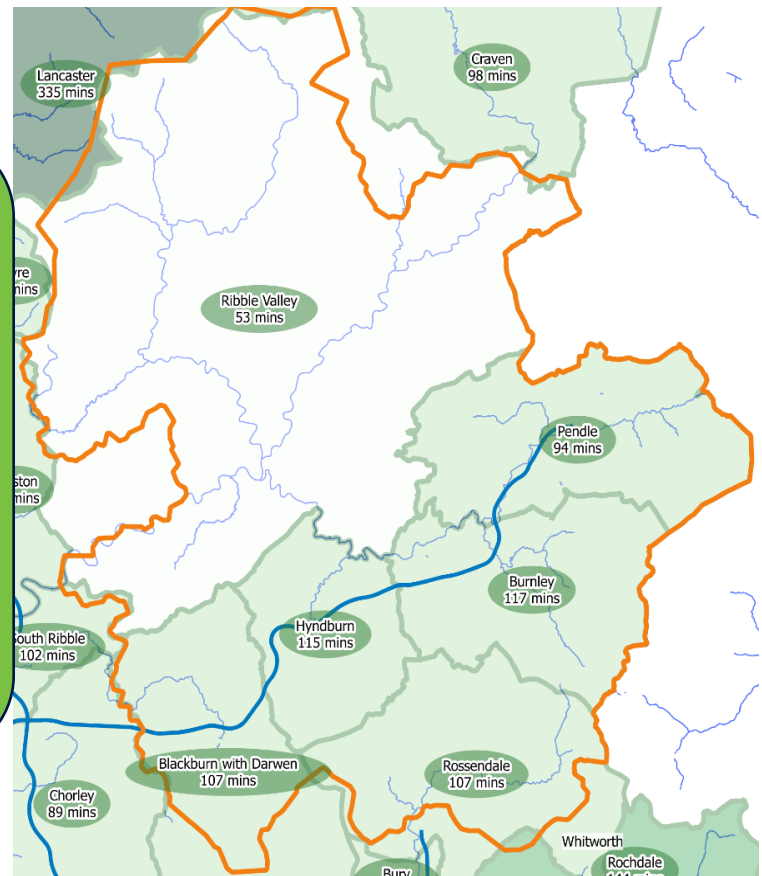
- Alternatively, we can measure reliability by the length of time you can expect to be off supply when a fault does occur – also known as Average Supply Interruption Duration (ASID)

West Lancashire



In Lancashire as a whole, the average supply interruption duration (ASID) is 101 minutes (1hr 41 mins)

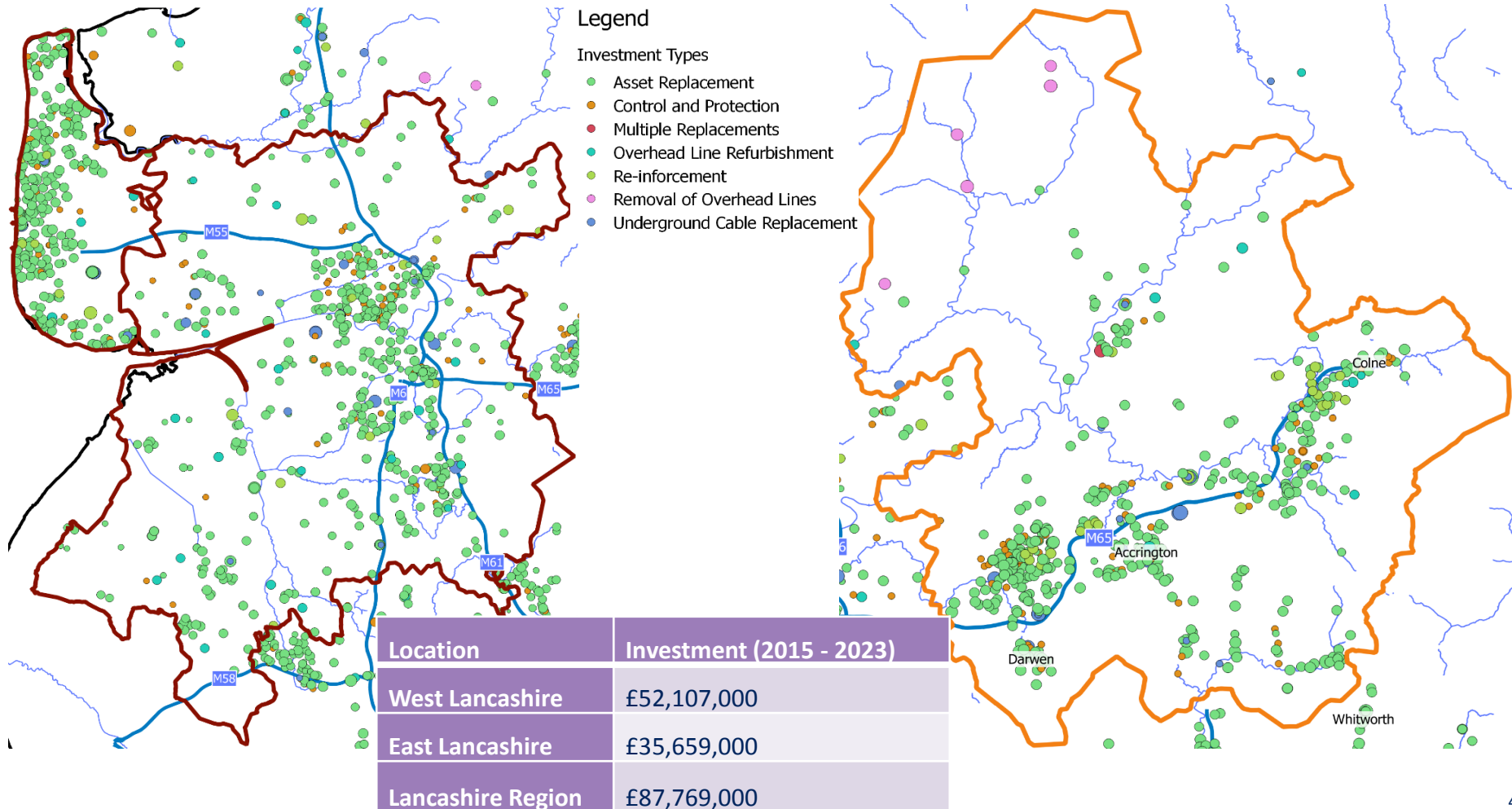
East Lancashire



Local performance - Investment



- As shown in the maps below, investment broadly correlates with experienced or expected increases in population density, to cope with the additional strain on the network.



Notable Projects in Lancashire



Scheme	Reason	Cost	Timescale
Padiham 132kV switchgear replacement	The Padiham switchgear was commissioned in 1960 and is approaching the end of its economic life. The Grid Supply Point supports supplies to approximately 140,082 customers.	£9,330,969	Project currently in design. Planned for completion March 2023.
Protection Refurbishment Programme	Due to the aging of protective and associated control devices, many are either performing poorly, are obsolete or at the end of their useful working life and hence need refurbishing.	£2,473,634	Project planned for completion by end of March 2023.
Avenham Primary Substation Replacement works	The Avenham primary substation supports supplies to over 3,400 customers in the Preston City Centre area. It is equipped with 2 switchboards, manufactured in 1963 which require intervention and is also at risk for surface water flooding necessitating the replacement of all the plant and installation of flood mitigation measures on site.	£1,709,000	Planned for completion March 2023.
Hanging Bridge Primary Substation Replacement	The Hanging Bridge primary substation switchboard is in poor condition and poses safety problems to operators. Our analysis of the transformer has shown elevated levels of acetylene gas indicating abnormal internal electrical activity that can lead to a fault and in service failure.	£1,414,618	Expected completion by March 2020.
Lytham Grid Transformer Replacement	The transformers at the Lytham site were manufactured in the 1960's and are in need of replacement due to safety concerns.	£1,248,747	Expected completion by end of March 2022
Burnley Centre Substation Replacement works	Burnley Centre Primary substation supports supplies to 5,130 customers. One of the transformers has shown accelerated degradation of the insulation inside the unit and the switchboard has well documented failures of the mechanisms which pose a safety risk for our staff and increase risk of loss of supplies to our customers.	£1,017,029	Expected completion by end of October 2019
33kV Overhead Lines Refurbishment and Replacement	As part of the inspections on the HL HA HC 33kV circuits it was found that 50 towers were showing corrosion to the steel pylons which require 26 towers replacing and 24 refurbishing. The inspection of the conductor has also shown that that approximately 2.5km of conductor is required to be replaced.	£1,915,065	Expected completion by end of October 2020
Wrightington - Woodfield Road Fluid Filled Cable Replacement	Oil insulated cable has been replaced in these circuits due to their poor performance and potential risk to the environment. Cables of this type are now obsolete and are being replaced with a solid, non-oil insulated cables which are environmentally safer and will provide power to local communities for years to come.	£4,014,445	Completed June 2015



- Our contact centre is located in Warrington and deals with all ENWL related queries.
- Customer Satisfaction (CSAT) in Lancashire for the last month was 86.9%.
- We maintain a Priority Service Register (PSR) for vulnerable customers.
- Vulnerabilities are classified as high, medium and low with different service levels dependent on the customer's needs
- Over 200,000 customers in the Lancashire region are on the PSR, which equates to roughly 40% of all customers in the region

**Over 200,000
Priority Service
Register Customers**

Lancashire Customer
Satisfaction Score:

86.9%



- Our major depot locations in Lancashire are at Preston and Blackburn
- We directly employ over 600 people in the Lancashire area and many more as contractors
- Operational staff's day-to-day functions include:
 - Inspections
 - Maintenance
 - Tree-cutting
 - Replacement works
 - Contractor & council engagements
- Make new connections and accommodate changing load requirements
- Respond to unplanned incidents (faults)
- Prepare for and respond to major events (e.g. Storms)



Storm Preparation



- Throughout the year, we must keep a vigilant eye on the weather forecasts to keep abreast of any approaching storms
- Teams throughout the business undertake storm preparation training so that they know exactly what to do when one approaches
- This has been put to the test as recently as September with storms Ali and Bronagh...



We have a number of triggers to inform our storm response...



Overall risk of disruption

Escalate and Action
 Escalate and Prepare
 Monitor
 BAU

Red
Amber
Yellow
Green

Wind Gusts (mph) - 1st November - 31st March

Direction N/NE/E		All other directions	
>=60 mph	Red	>=70 mph	Red
>=50 mph	Amber	>=60 mph	Amber
>=40 mph	Yellow	>=50 mph	Yellow
<40 mph	Green	<50 mph	Green

Line icing

other 12hr > Nil
 other 12hr = Nil

12 hr (days 1 and 2)	24 hr (days 3 to 5)
Severe	Severe
Moderate	Moderate
Moderate	Slight
Slight	Nil
Nil	

Wind Gusts (mph) - 1st April - 31st October

Direction N/NE/E		All other directions	
>=50 mph	Red	>=60 mph	Red
>=40 mph	Amber	>=50 mph	Amber
>=30 mph	Yellow	>=40 mph	Yellow
<30 mph	Green	<40 mph	Green

Rainfall (mm)

12 hr (days 1 and 2)	24 hr (days 3 to 5)
>100	>100
>50	>60
<=50	>50
	<=50



- When preparing for a storm we have predetermined plans to cover different severities of incident. These plans will detail such measures as:
 - Increasing staffing numbers
 - Operational planning
 - Specific responsibilities for our leaders
 - Co-ordination of our communications channels through social media, local press, internal communications and more
 - Decisions over whether we open Local Incident Centres (LICs)
- The LICs for Lancashire are based in Blackburn and Kendal and they serve as a hub from which the storm response can be co-ordinated



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Planned Supply Interruptions

How we communicate with customers

Stay connected...



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Why do we have planned supply interruptions?



- We have planned power cuts so our engineers can safely work on the cables that provide power to your property. Temporarily interrupting your supply is the safest way for our engineers to work.
- Below are some of the reasons why we have planned powercuts...



Maintaining and investing in the network

To meet the needs of our customers both now and in the future, we replace, repair and invest in the network. Our investment work will support changing technologies and customers expanding energy needs.



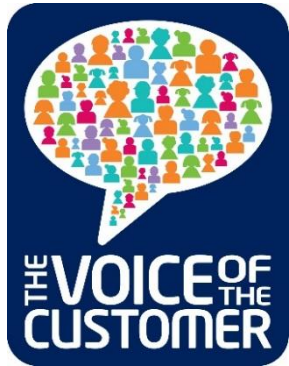
New connections to the network

We connect 6,000 new customers every year and sometimes need to turn off your power to safely add new connections to the network.



Tree cutting

Our team of dedicated tree cutters and planners work hard to ensure we provide you with a safe and reliable electricity supply. Our skilled tree cutters carry out the essential works to reduce the risk of branches touching power lines, which may cause you to have an unplanned power cut



We undertake a lot of research to understand what service our customers expect to receive from us, this includes:

- Feedback from Ofgem surveys
 - Our own independent research for us, which delves in to much more detail to truly understand what customers want from us
-
- All the feedback we have received has been used to develop our Planned Supply Interruptions 10/10 Process. This has been rolled out across our business
 - Performance data is shared at monthly Planned Service Interruption Steering Groups with representatives from across the business and performance in relation to the process is discussed
 - We use the data to hold a weekly Friday call where the business owner discusses their project in relation to what customers have told us and we understand what lessons can be learnt

Understanding what our customers tell us and the level of service they expect from us ensures we are delivering a 10/10 service and meeting customers expectations



PSI What makes 10 out of 10?

Our customers told us the important factors that deliver a great service for them:



We will give our customers 10 days notice



We don't turn off their electricity before 9.00am



We will get electricity back on in time for tea by 5.00pm



We won't cancel planned works



We plan our times with accuracy to restore their electricity within the hour



Contact us



Updates are available on the day through our website, twitter, facebook and by ringing us on 0800 195 4141

- We understand from our customers that different types of customers have different needs.
- Vulnerable customers receive the 6 and 1 day reminder via a phone call
- For small, medium enterprises (SME's) they have told us to deliver 10/10 means:
 - 30 days advance notice
 - If a large complex visit each organisation

SME Register available soon to ensure we can provide this service



PSI Winter working 2018-19 guidance

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Winter banding from 1 December to 28 February



The hours of darkness will be avoided



A standard PSI to be no more than 6.5hrs long between 9am - 3.30pm



No PSIs permitted on ANY Friday in December



No customer to be impacted by more than one PSI during Winter



No customer shutdowns between 22 December - 2 January

Developed to support our vulnerable customers

Following this guidance will help us to deliver great CSAT performance

Stay connected...      www.enwl.co.uk 0800 195 41 41

**POWER CUT?
CALL 105**

How we communicate with customers



10 Days notice
via Card

6 & 1 Day
Reminder Text

On the Day
Updates



Just a quick reminder from Electricity North West that we are carrying out planned work in PRESTON.

Your electricity supply will be off between 04/02/2018 09:00:00 and 04/02/2018 11:00:00. For helpful advice on what to do while your electricity supply is off, visit our website at www.enwl.co.uk.

We will send customers update on the day to let them know:

- The time their power will be back on has changed
- That their power has been restored
- Ask customers for feedback on their overall experience



What surprised you?



What have you learnt?



What are your experiences of Electricity North West?



Are we missing anything important you want to know about?

Roundtable discussion – 15 mins



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Break

Supporting
Community
and Local
Energy

Supporting
vulnerable
customers

Supporting
connections

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Shaping how we deliver in the future

Paul Auckland



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What is a price control?



Monopoly

It would be expensive and inefficient to have multiple sets of wires going to everyone's house



No choice

Customers cannot choose their network company so can't change if they don't like a company's price or level of service



A contract

A price control, set by Ofgem, sets out how much money we charge and what we should do for our customers and stakeholders. It's a contract between regulator and network company

Introducing RIIO-ED2 – The next Price Control



Revenue = Incentives + Innovation + Outputs



For Electricity North West, this will run from 1 April 2023 and will be called RIIO-ED2

ofgem

Ofgem is currently scoping the process for developing and reviewing our next business plan

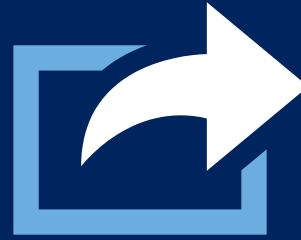


We've shared how we deliver now during the morning session and background on potential changes

We are starting to think about RIIO-ED2 so we'd like your input right from the start



2023 seems like a long time off but we want to start our thinking now so there is time for everyone to be involved that wants to be



When we look ahead we see the potential for significant changes in what our stakeholders might need from us – such as electrification of transport.



We want your views:
What are your priorities and key issues we should focus on?

We envisage three cycles developed in collaboration with our stakeholders



SHAPING ...

...identifying overall structure & key themes

Where we are now

2018 / 19

CREATING ...

... the content and emerging priority areas (making choices and trade-offs between pricing, investment and cost)

2019 / 20

CONSULTING ...

... on the detail and presentation of the emerging plan

2020 / 21

Submit to Ofgem

ofgem

How we're shaping our plan



**On
going**

Engaging with and listening to our stakeholders and customers to understand your needs

July

We asked stakeholders at our GM Strategic Stakeholder Panel what the **key priorities** are that should underpin our plan

Today

We want to understand the views of more of our stakeholders in Lancashire

Planned

Cumbria event



Your opportunity to input to key priorities



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

Rank in order of priority 1 - 15

Individual Exercise
5 minutes



Group Table Discussion
20 Minutes





Your input to priorities will help us shape our plan so it delivers for the customers and communities we serve.



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QUESTIONS ANSWERS

& WRAP UP

Stay connected...

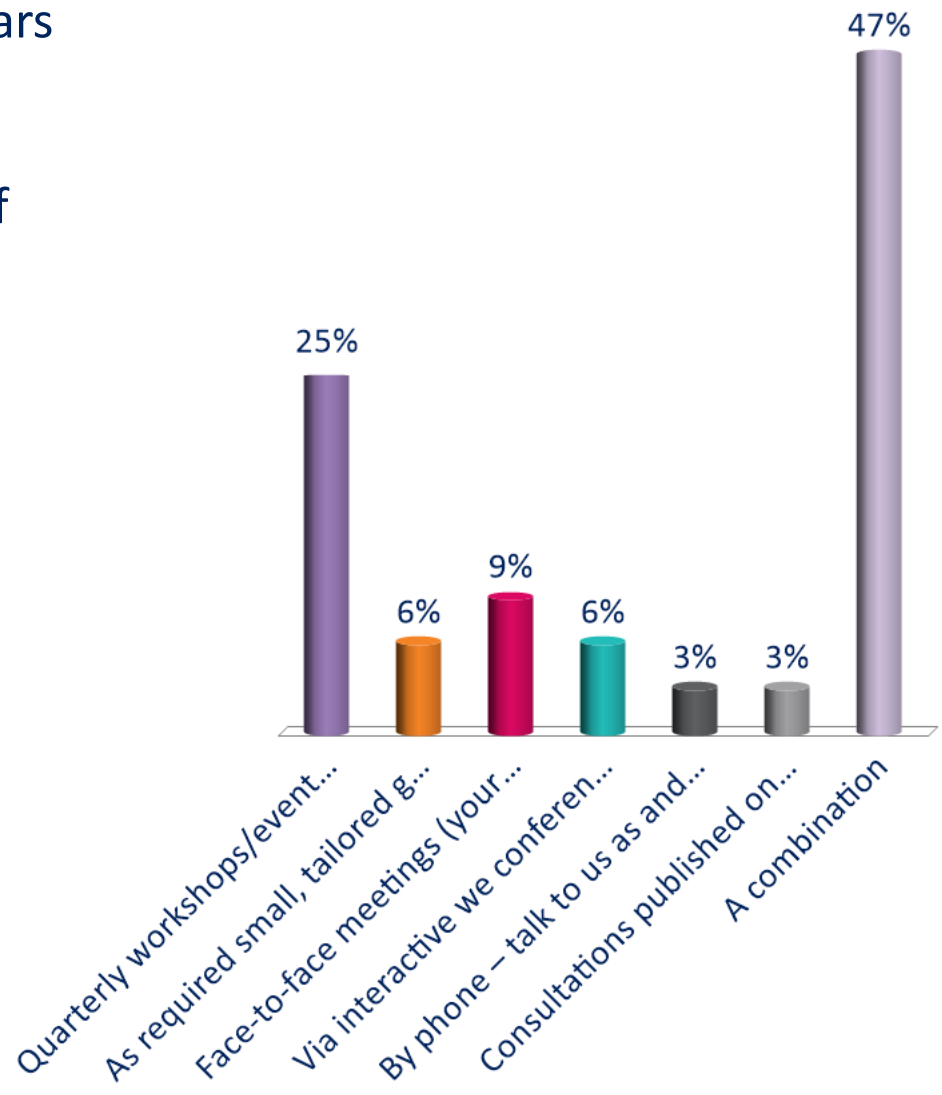


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How do you prefer to engage?



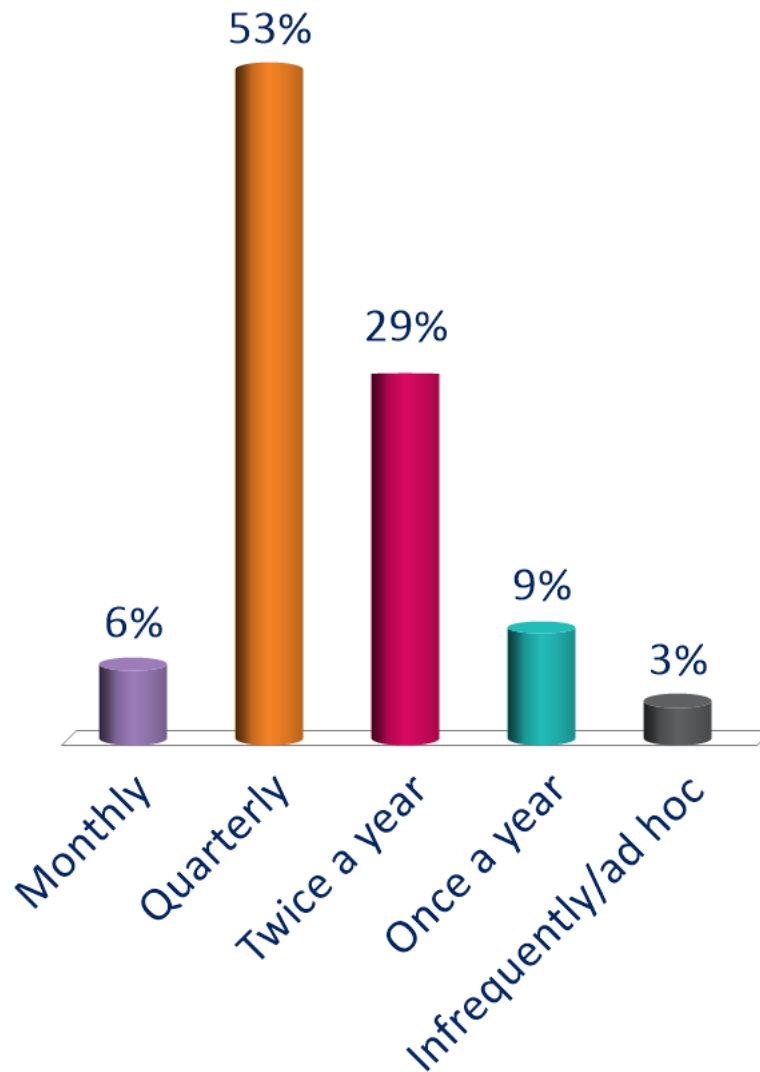
1. Quarterly workshops/events/seminars like today
2. As required small, tailored groups of invited stakeholders
3. Face-to-face meetings (your organisation and us)
4. Via interactive we conferences
5. By phone – talk to us as and when
6. Consultations published on our website for you to respond to
7. A combination



How often are you willing and able to engage?



1. Monthly
2. Quarterly
3. Twice a year
4. Once a year
5. Infrequently/ad hoc





We've discussed..



Who we are and how stakeholder engagement informs our decisions



The role we play in supporting Lancashire



Your priorities and how these should help shape our plans in the future

What happens next



We will collate feedback and produce a feedback document by 31 December on our website



You are welcome to pick up the phone or contact us at any point on the topics we've talked about today



Please continue the conversation over lunch and visit our stands

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Thank you

Supporting
Community
and Local
Energy

Supporting
vulnerable
customers

Supporting
connections

Chamber
Low Carbon

Stay connected...



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