

# Cumbria Stakeholder Advisory Workshop

Capture report

15<sup>th</sup> July 2019





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 Cumbria regional stakeholder engagement workshop on 15<sup>th</sup> July 2019. We are grateful to all those who attended the workshop and value the discussions that took place.

Stakeholder engagement is vital to our success within the North West, it ensures we have greater clarity of the needs and interests of our stakeholders and provides a platform for us to engage and understand our stakeholder's views better.

Stakeholders play a key role in helping us prioritise and set objectives for our business plan and future endeavours and we want our stakeholders to have a say on how we move forward and help us transform the communities we work in.

At the workshop we discussed our price review period RIIO-ED1 (current investment) and RIIO-ED2 (future investment) strategy with a focus on what is important to our stakeholders, their organisation and communities. We then looked at Electricity North

West's business performance including how we had responded to stakeholder feedback and launched our ['Leading the North West to Zero Carbon'](#) plan in March 2019. We also introduced stakeholders to our new social mapping tool that will improve our offerings to those customers who need extra support during a power cut.

The report reflects what we said, what we heard and what we plan to do with the feedback and information gathered through the feedback forms, table discussions and voting system. 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

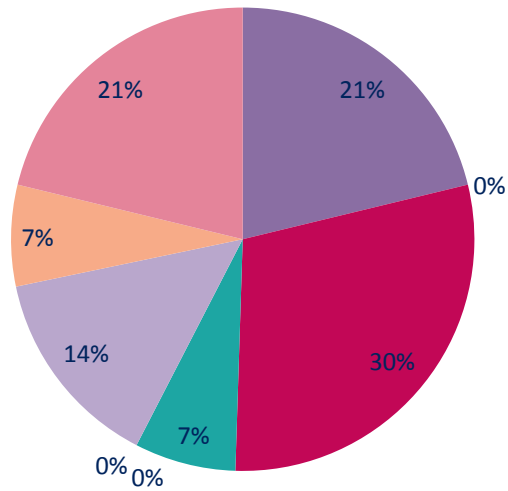
# Understanding our stakeholders



## What we discussed

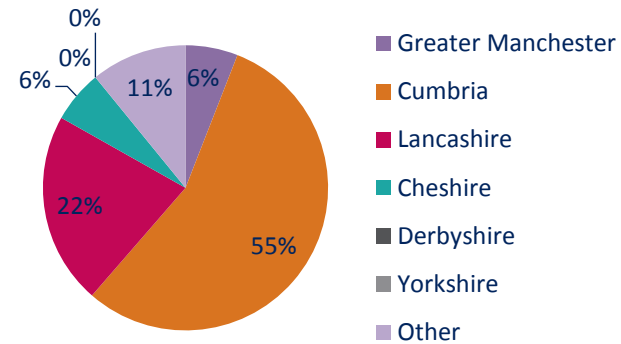
We asked our stakeholders a few questions to understand who they are, where they came from and what age bracket they fit into. Understanding our stakeholders demographics enables us to appreciate their needs and how and where to engage with them.

### What type of stakeholder are you?

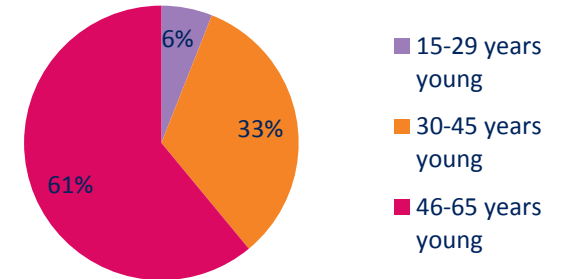


- Domestic customer/ consumer interest group
- Housing association or similar
- Business customer (or representative)
- Developer/connections representative
- Environmental charity or representative
- Social charity or community group
- Local authority/ government
- Academic/educational institute
- Utility representative (gas,water,electricity)

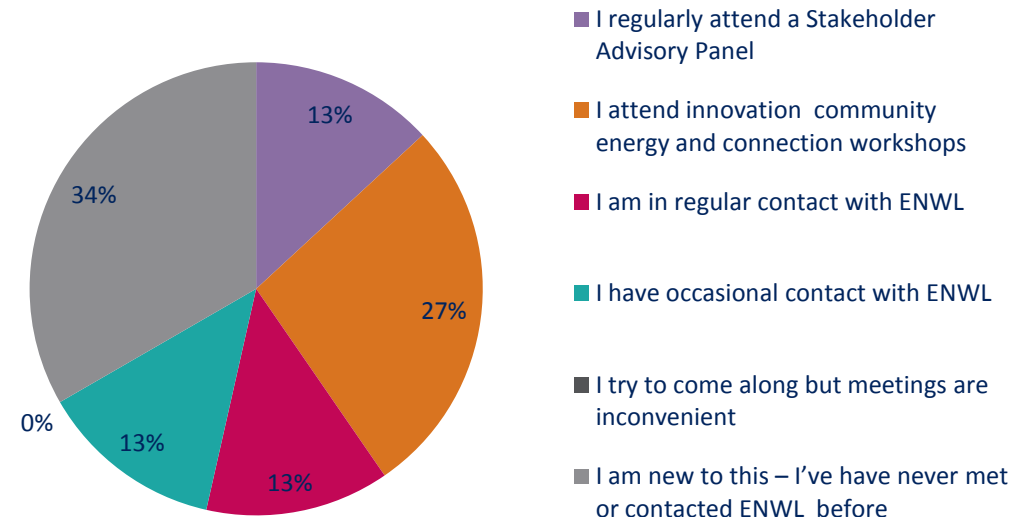
### Where did you come from today?



### How young are you?



### How often do we engage with you?



How you told us - Electronic voting



## What we heard

The workshop included a variety of organisations and individuals who have an interest or stake in our business. We achieved a good balance of attendees from across different sectors.

We had 20 stakeholders register for the workshop with 16 attending on the day. We held the previous regional event in Cumbria at the beginning of the year and believe that this is why numbers were lower in July.

As expected we had higher representation from Cumbria and Lancashire at the workshop.

We continue to broaden our engagement and invite new stakeholders to our workshop, 34% of attendees at the workshop indicated that they were new and had never worked with Electricity North West before.

## What we will do

- Increase engagement/attendance with the 15-29 age group
- Explore ways to turn engagement into attendance
- We are committed to continue to improve, build and maintain relationships and partnerships with our stakeholders
- Better understand how our stakeholders like to be engaged. (Modern or traditional forms of communications)
- Continue to ensure we have an accurate representation of Cumbria and its communities
- Explore new ways of engaging with social and environmental charities

# Shaping how we deliver the future



## What we discussed

As part of our engagement for the forthcoming price review, RIIO-ED2 we have introduced a three step cycle (shaping, creating and consulting) that will prepare us for our upcoming price review in 2023-2028. As a final part of our shaping phase we invited an external agency, Given London to run a session around creating our customer engagement strategy. The purpose was to engage with our stakeholders to understand what is important to them, their businesses and their communities and then to work out how Electricity North West fits into that. This will enable us to deliver a plan that ensures engagement, understanding and buy-in to what we are doing.

This approach shifts our perspective from 'inside out' to 'outside in', meaning that we first want to understand how our stakeholders lives work, and then understand how Electricity North West fits into it. This will help our stakeholders to influence, shape and create a plan for the future, not only for themselves but their businesses and communities within the North West.

## What we heard

- Climate change is a concern both personally and professionally
- Worries for the future and what this could mean for our stakeholders, their families and businesses
- Electricity North West should priorities energy efficiency, net zero, renewable energy and addressing fuel poverty
- Support businesses and consumers in the transition. Drive behavioural change
- How stakeholders want to be engaged was split between modern and traditional forms of communication. Text messaging was raised as an easier, less intrusive form of communication
- Face-to-face communication was favoured and provided a great way to build trust and relationships with stakeholders
- Word-of-mouth is still a trusted form of engagement through partner organisations and referrals
- Further understanding about RIIO-ED2 and what this means for Electricity North West and stakeholders.

## What we will do

- Use stakeholder data to plan for RIIO-ED2 price review
- Host interactive sessions with our customers / stakeholders to find out what is important to them
- Consider energy efficiency, net zero, renewable energy and addressing fuel poverty as key stakeholder priorities
- Keep our stakeholders up-to-date on our progress for RIIO-ED2 planning via our website and social media
- Look at incorporating text message as a form of communication
- Continue to build partnerships to increase our impact and influence word-of-mouth



How you told us – Table discussion and group written feedback



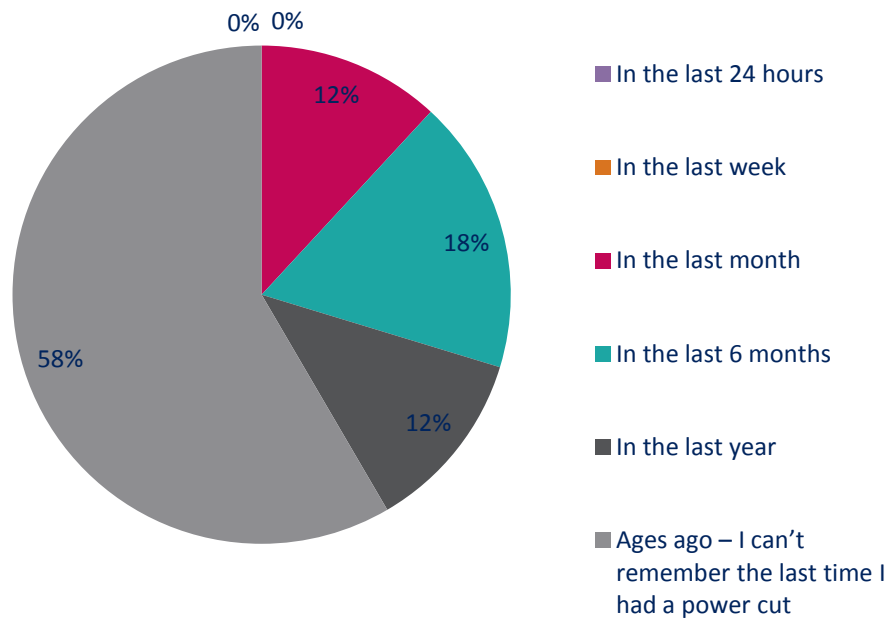
## What we discussed

We shared with our stakeholders an insight into the significant work that has been happening in and around our business to improve the service we provide. We invest £1 million across the network everyday and continue to improve our network and services to our customers.

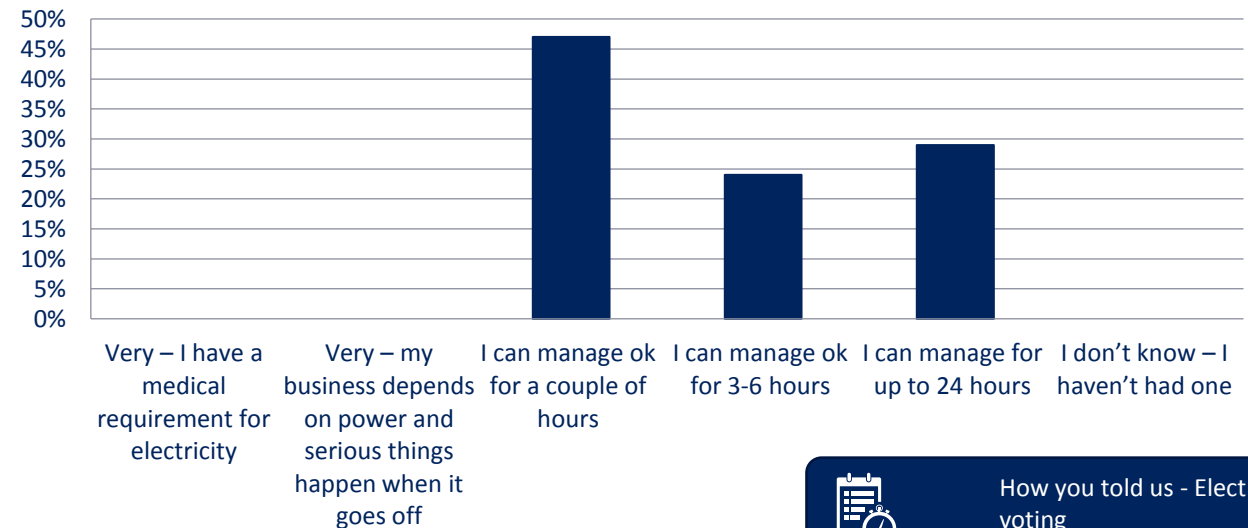
- We have made significant improvement in our **customer satisfaction with a score of 86.5% in 2018/2019** and look to continue to improve this going forward. We continue to focus on our performance and ensure we meet our business commitments.
- Our stakeholders tell us that network reliability is vital and since 2012 our **network reliability has improved by 29%**. As we shift to a low carbon future and energy becomes multi-directional it is vital that we maintain and continue to provide a safe and reliable network for years to come.

At the workshop we asked our stakeholders how often they experience a power cut and how impacted they would be if they had a power cut.

### Have you experienced a power cut?



### How impacted are you/would you be when you have a power cut?



How you told us - Electronic voting

# Business plan update

## What we heard

- 59% couldn't remember the last time they had a power cut
- 42% have had a power cut in the last year
- 47% believed that they would be able to last a couple of hours without electricity
- 29% indicated they could manage up to 24 hours without power
- Feedback indicated that stakeholders want to understand more about:
  - The balance between reliability and investment decisions
  - Reliability and resilience investment

## What we will do

- Continue to invest in the Cumbria network as the network is predominantly overhead and at higher risk of weather
- Communicate about our investment in Cumbria
- Explore ways to improve network reliability
- Drive awareness around our Priority Services Register
- Committed to work with partners to broaden our reach to ensure that our stakeholders and customers are aware of what to do in a power cut.



# Transition to low carbon

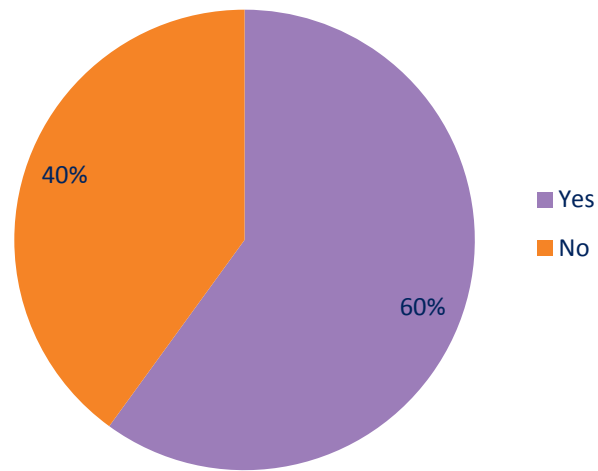


## What we discussed

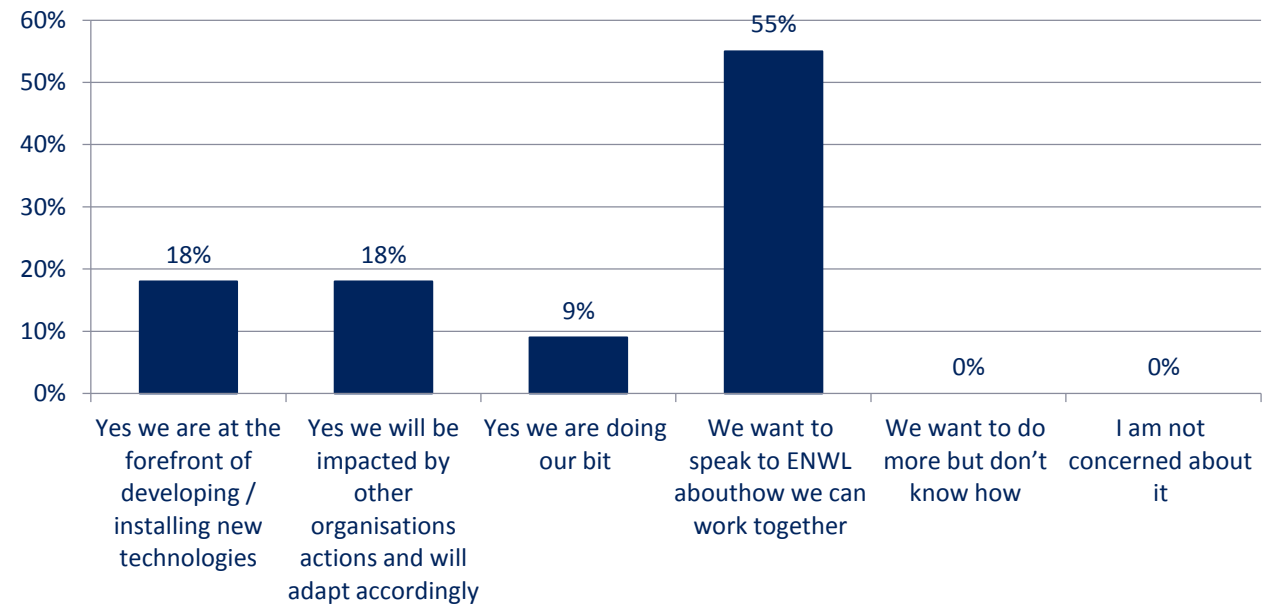
As a business we are committed to lead in the transition to a low carbon future within the UK, investing an additional £63.5 million in the next four years. Working with partners, we play a crucial part in leading and enabling decarbonisation across the North West and have launched our '[Leading the North West to Zero carbon](#)' plan which sets out our role and plan to reach net zero carbon by 2038. The plan outlines our low carbon commitments not only for us as a business but how we will support and help our customers and stakeholders to reduce their emissions now and in the future.

We asked our stakeholders if they had heard about our low carbon commitment and if their organisation would be impacted by the low carbon transition. It is important that we lead by example and in addition support our stakeholders, their businesses and our communities in the transition to a low carbon future.

Before today had you heard about our low carbon commitment?



Will your organisation be impacted by the low carbon transition?



How you told us - Electronic voting





## What we heard

- 65% had heard of our low carbon commitments
- 55% indicated they would like to speak to Electricity North West about working together in the transition to a low carbon future
- Key themes that came out of the feedback forms about what our stakeholders would like to hear more about:
  - Provide more understanding about the roll-out electric vehicles
  - Development of a electric charging point strategy
  - How is Electricity North West working with stakeholders/suppliers to lower their carbon impact?
  - More information is required around heat pumps and home heating transition
  - Future thinking of network adaptability
  - Future investment

## What we will do

- Explore delivering specific workshops and information sharing opportunities on key topics (fuel poverty, heat pumps and electric vehicles)
- Look into working with stakeholders to increase understanding of heat pumps and electric vehicles
- Commit to working with our Sustainability and Chief Executive Panel to review feedback and deliver specific outputs
- Contact specific stakeholders who want to work together on low carbon initiatives and provide support in their transition.

# Social data mapping tool

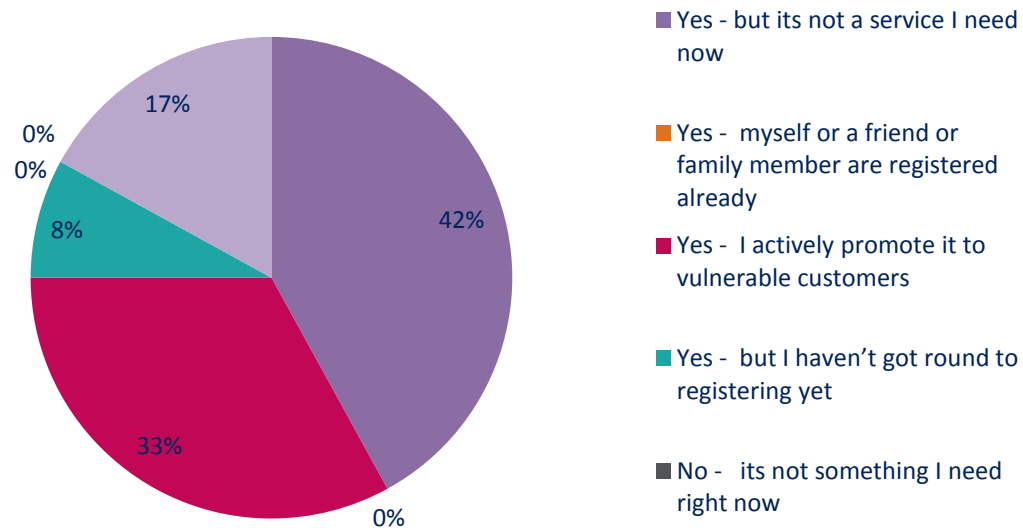


## What we discussed

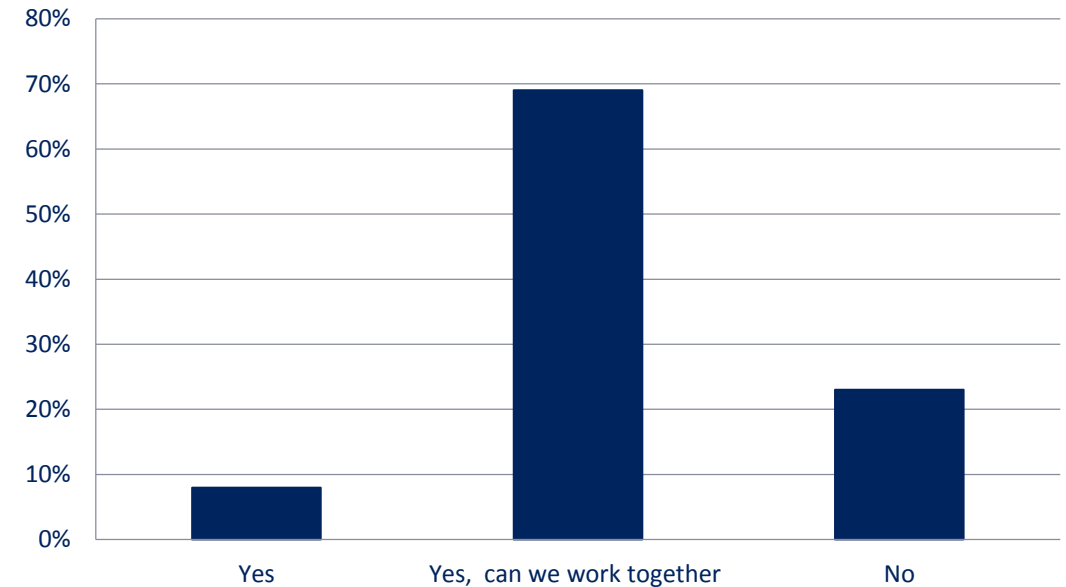
In a bid to understand our region, our customers, their needs and vulnerabilities we have invested in a tool that will provide us with a view of the North West indices of deprivation within a Lower Super Output Area (LSOA). The tool will help us understand the region, help us close the gap between vulnerability and our Priority Services Register, build partnerships with specific agencies who can help us deliver this extra support and help to inform our business plan to assist those who need additional support during a power cut. The multiple indices focus on factors affecting income, employment, education / skills, health and disability, barriers to housing and services, living environment and crime.

We done a lot of work around promoting our [Priority Service Register](#) and asked our stakeholders if they had heard about it before. We also asked stakeholders if this data would be useful to their organisation.

### Did you know about our Priority Services Register before today?



### Could this data be useful to your organisation?



How you told us - Electronic voting



## What we discussed

How could this data be used?

## What we heard

- Support councils to put together their own criteria for vulnerable customers
- Fuel poverty data would allow councils to focus advertising in the correct areas
- Promote tool with councils
- Improve partnerships to broaden reach within the communities. LEAP or CAFs.
- Work with social services to identify people in need
- Identify everyone who needs support
- Offer energy efficiency advice
- Identify those areas in need

How should Electricity North West use this data?

- Knowledge sharing/best practice
- Identifying areas of fuel poverty
- Creating new partnerships/localised approach
- Target specific areas that show high levels of deprivation and provide support
- Influence projects and investments in the North West
- Stakeholders also raised concerns over how this could be exploited in a commercial environment – areas targeted with scam schemes
- Help Electricity North West define vulnerability as a business and do customers know they fit within this terminology.

## What we will do

- Use the social data mapping to identify the areas most in need within the North West
- Work with the Vulnerable Customer Advisory Panel to identify priority vulnerabilities for us to target activity
- Explore ways of making our partnership working more apparent
- Explore new partnerships in those areas where we need additional support for our customers
- Look into what makes a person vulnerable
- Explore ways to increase Priority Service Register knowledge and increase sign-ups and share this information with stakeholders
- Look into how data can influence current and future business plans
- Use data to influence network investment and resilience.

# Future events



## What we discussed

It is important for us to share with you the information that matters to you. We asked stakeholders to tell us what they would like to know more about at the next Regional Stakeholder Advisory Workshops.

Unfortunately due to time constraints at the Cumbria workshop we weren't able to get our stakeholders responses however, below are the responses from the Lancashire and Greater Manchester workshop. If you would like to let us know what you would like to hear more about at the next workshop, please email [stakeholderengagement@enwl.co.uk](mailto:stakeholderengagement@enwl.co.uk).

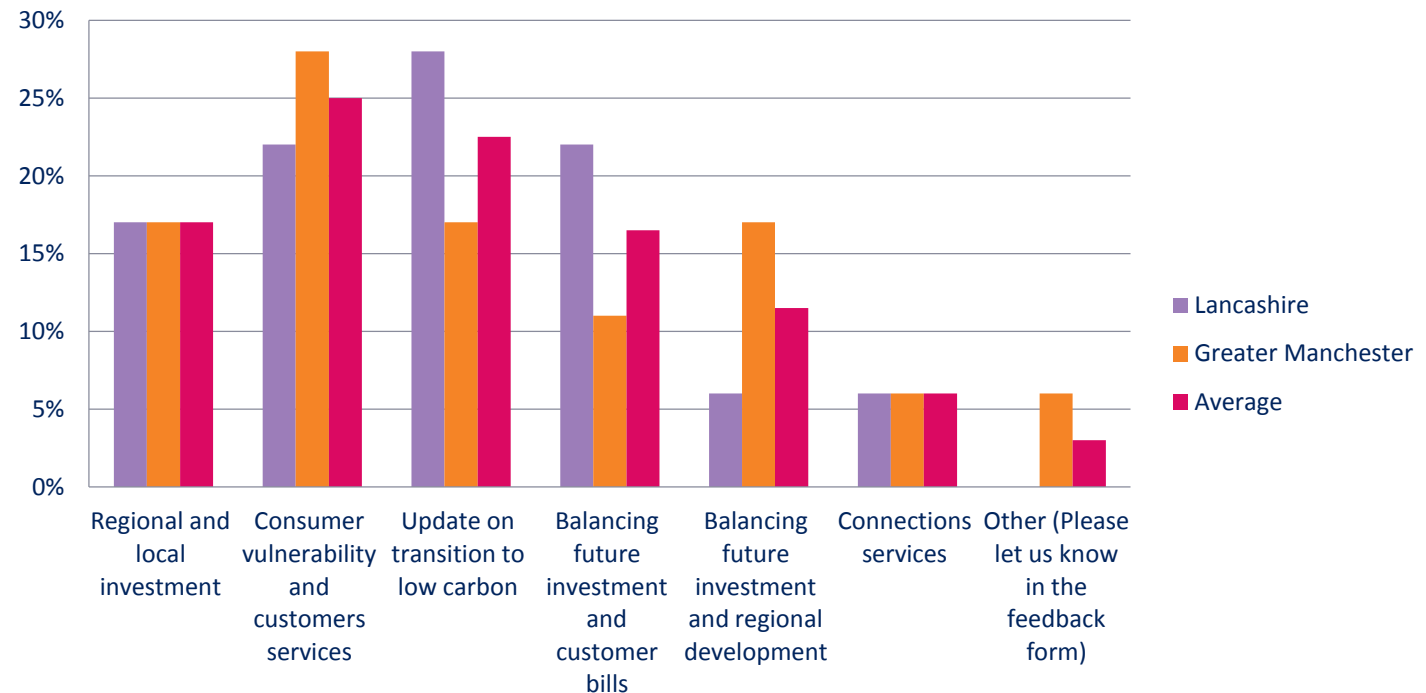
## What we heard

- 25% want to know more about consumer vulnerability and customers services
- 23% wanted an update on the transition to low carbon
- There was an equal percentage of 17% between regional and local investment and balancing future investment and customer bills

## What we will do

- Share interest with Executive leadership team, Sustainability and Chief Executive Panel
- Use information to steer upcoming advisory panels, internal meetings and the next set of regional stakeholder workshops
- Consider these topics as key priorities for us as a business

## What would you like to discuss next time?



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 Consumer Vulnerability or Sustainability Advisory Panel. Please contact [stakeholderengagement@enwl.co.uk](mailto:stakeholderengagement@enwl.co.uk)
- If you would like to receive regular updates on our activity (newsletters etc) please click [here](#).
- Click [here](#) to find out more about all of our upcoming stakeholder events, including updates on our advisory panels:
  - Consumer Vulnerability Panel – met in early September 2019
  - Sustainability Advisory Panel – 20<sup>th</sup> September 2019
  - Regional Stakeholder Workshop 2020 - date still to be confirmed
- We also run a variety of stakeholder events in relation to our connections work, ranging from webinars, 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](http://www.enwl.co.uk/ice) or you can email [ICE@enwl.co.uk](mailto:ICE@enwl.co.uk).