

**electricity
north west**

Bringing energy to your door



Regional Stakeholder Advisory Workshops

Combined capture report
2020

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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 Greater Manchester, Lancashire and Cumbria regional stakeholder engagement workshops in September 2020. We are grateful to all those who attended the workshop and value the discussions that took place.

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

This year, given the ongoing pandemic, our workshops were held online. Despite the current issues in the world, we still need the views of stakeholders so we utilised online polling and chat to gather views.

We are at a critical point of planning for our next investment and price control period (2023-28) and the workshop was an opportunity to provide an update on our current activities in the region and for stakeholders to influence those future plans. The region faces an

uncertain future with the impact of the pandemic affecting our customers and businesses and the acceleration of decarbonisation - all of which impact our future plans and our element of the electricity bill.

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.

The report reflects what we told stakeholders, and what they told us. The information we received via voting and online chat is used to support the insights we will be basing our ED2 plan on. If you would like to see individual reports and analysis from each of the 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

Feedback on the event

92%

Rated the overall event as **excellent** or **very good**.

100%

Rated the organisation of the event as **excellent** or **very good**.

92%

Said the **length of the event was about right**.

92%

Said they would prefer these workshops to **remain online in future**.

Suggestions for improvements next time:

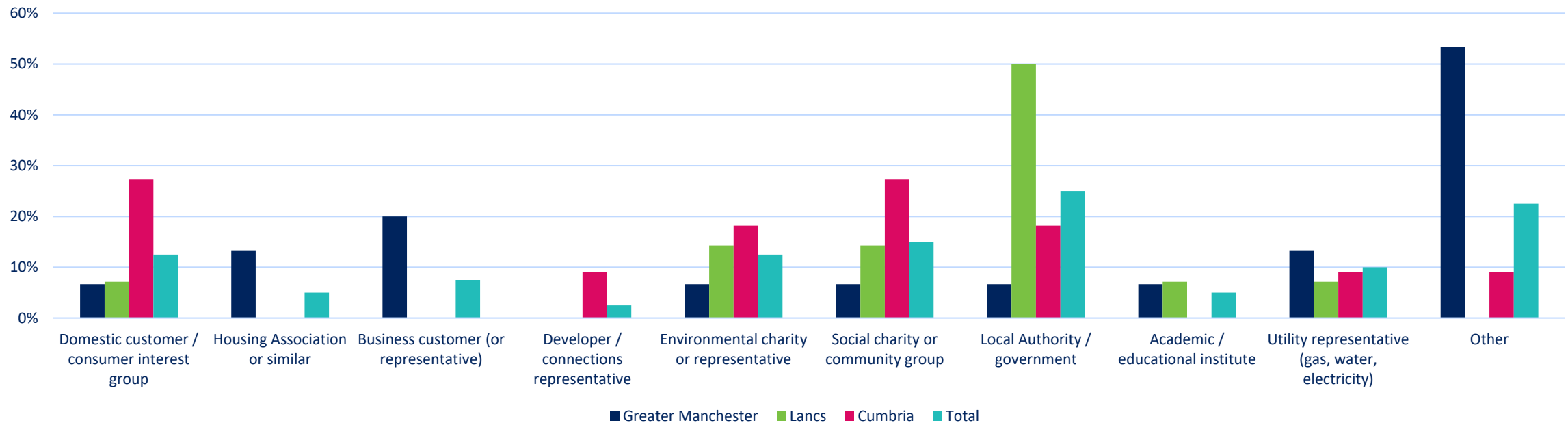
- More information before hand surrounding the topics to be discussed
- Clearer details on how to use the online chat and poll functions
- Publication of a delegate list

Understanding our stakeholders



In total we welcomed 56 external stakeholders from across our region. Understanding our stakeholders demographics enables us to appreciate their needs and how and where to engage with them.

What type of stakeholder are you?



Across all three events we achieved a good overall balance of stakeholder representing different groups and organisations, however, this spread could be improved for specific workshops.

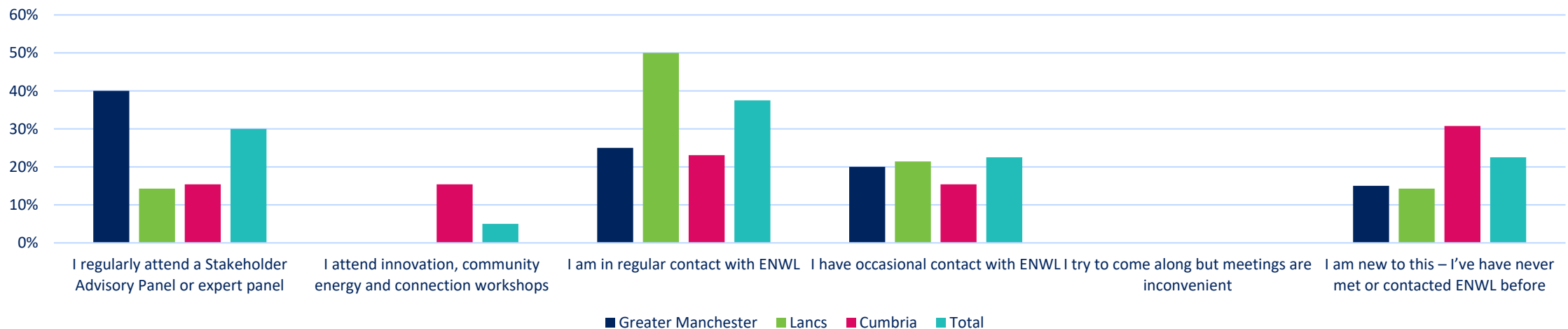
- Specific areas to focus on for next year are general business and customer representatives, housing associations and developers and greater involvement from local authority and charity representatives in Greater Manchester.

Understanding our stakeholders



We promoted the event using a variety of targeted marketing (email campaigns to previous attendees / stakeholders) and general marketing (social media and press). Our distribution meant that our event had the potential reach of over 175,000 people (171,000 through social media and press coverage) and resulted in 940 specific event page views, 125 tickets registered for and 88 attendees at the events (56 of which were external attendees).

How often do we engage with you?

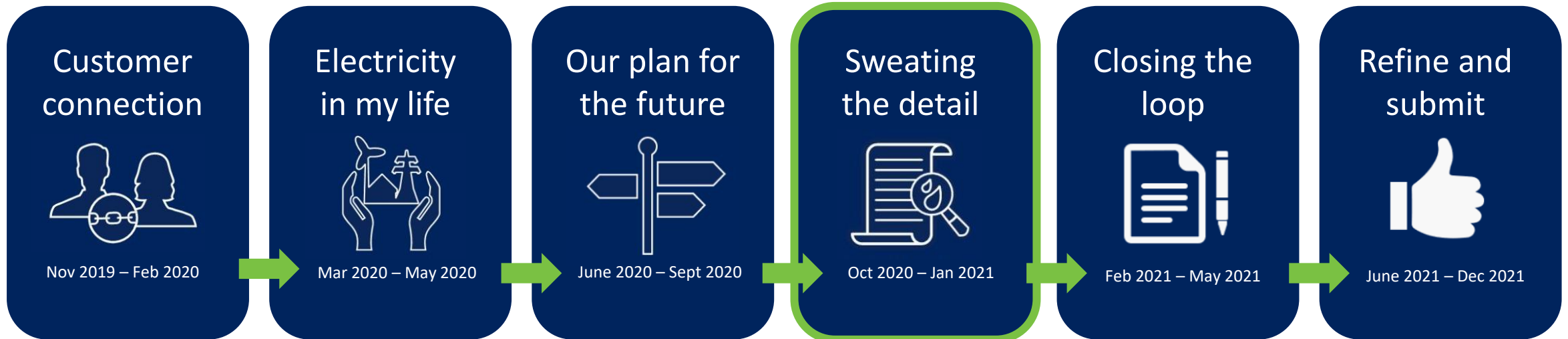


Stakeholder engagement is important to us and we have a number of existing opportunities for stakeholders to get involved.

- We achieved a good balance of new stakeholders and previous stakeholders at all events.
- Over 20% of attendees had never had engagement with us before, indicating that our approach continues to reach and identify new contacts.



At the last workshop we asked stakeholders what was important to them. Compiling this data with other engagement, we have devised a list of insights that we will base our ED2 future business plan around (2023-28). We used this set of workshops to check our stakeholder priorities against these insights, to gain evidence that we are prioritising the right things.



We are now moving into the ‘sweating the detail’ phase of our engagement where we will engage in further refinement of our plan and detailed exploration around specific issues and checking customer acceptability of the plan. All information that was provided at the workshops is fed into our overall triangulation.

For more information about the overall insights please visit our [website](#).

Our network



We provided an update to stakeholders on our progress against our current business commitments (ED1), business performance in the area and our key priorities as we look towards the next price control period (ED2).

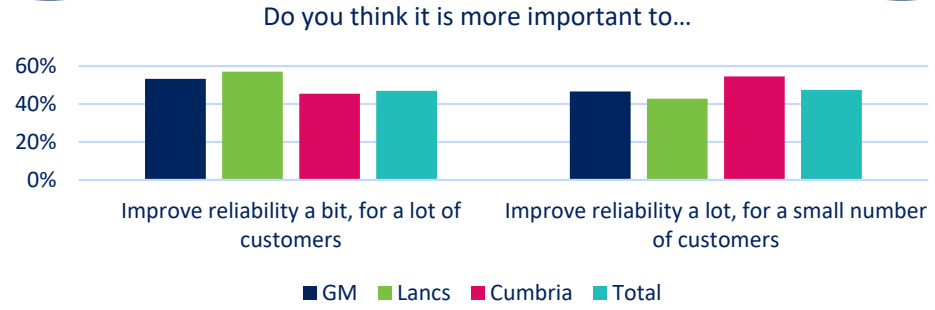
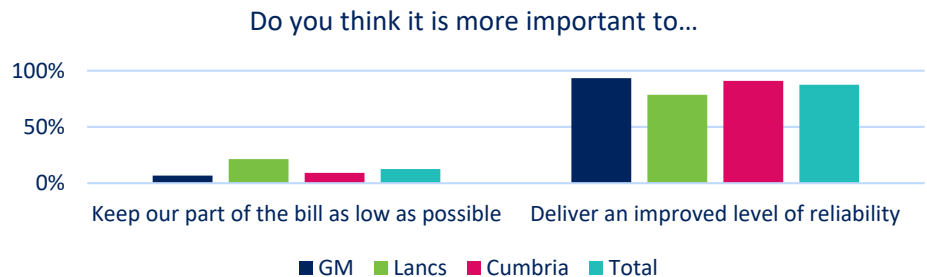
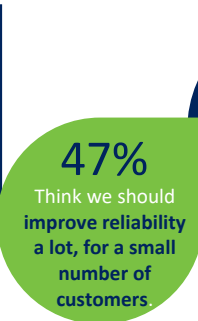
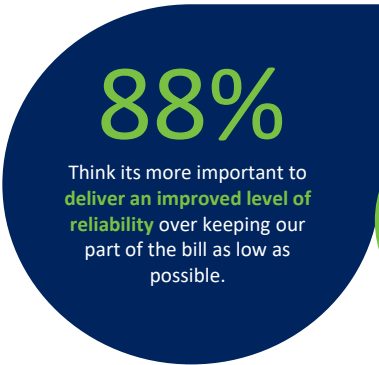
Using polls we then tested our current insights with our present stakeholders. Here is what you told us.

The data provided by the groups supports the following insights that we are basing our future business plan around:

Customers and stakeholders believe that it is important to improve reliability a bit, for a lot of customers *and* a lot, for a small number of priority customer groups

Customers and stakeholders value a new business plan commitment for a minimum standard of reliability across the region

Customers and stakeholders say prevention is better than cure and want to see action taken to reduce risk further and improve resilience in ED2





We provided an update on how we were performing in customer satisfaction (CSAT), our approach to customers in vulnerable circumstances and how the pandemic has shaped support for customers and our partners.

We polled attendees to gain evidence to back up our current insights. Here is what they told us

The data provided by the groups supports the following insight that we are basing our future business plan around:

We can exceed expectations by looking beyond the obvious and expanding our societal role on alleviating fuel poverty and poverty more generally in ED2

96%

Think **we should have fuel poverty as a key focus of our strategy.**

96%

Think we should **do what we believe is fair and just to support fuel poor customers,** regardless of cost.

80%

Think we should **deliver an improved level of customer support** over keeping our part of the bill as low as possible.

27%

Think the largest factor to changing vulnerability should be **fuel poverty.**

36%

Think the largest factor to changing vulnerability should be **poverty.**

38%

Think the largest factor to changing vulnerability should be **fuel poverty and poverty.**

Our environment and decarbonisation



We provided an update on our progress against our 'Leading the North West to zero carbon plan' which was launched in 2019 and gave an overview of our decarbonisation pathways which looked at current and future energy consumption in the region. Here is what you told us.

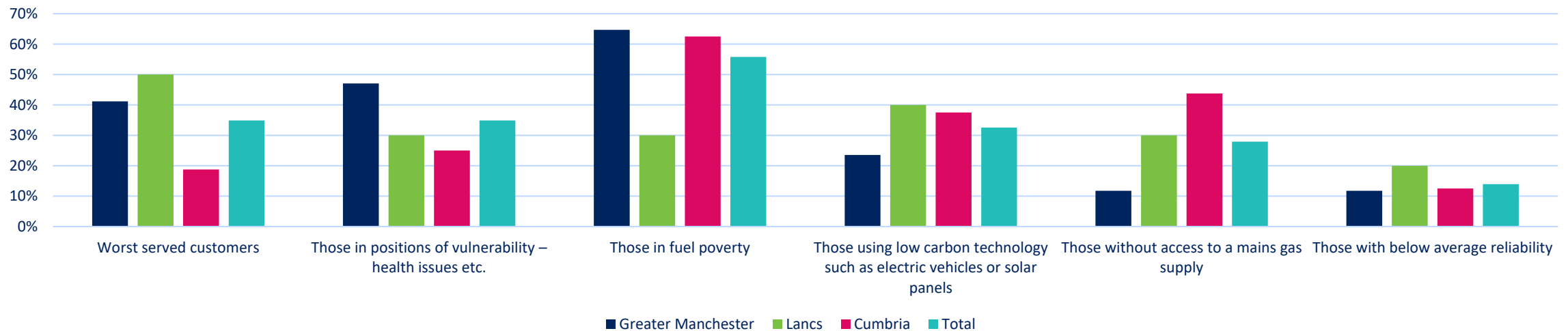
The data provided by the groups supports the following insight that we are basing our future business plan around:

Customers and stakeholders support us bringing forward future investment to increase network capacity and enable faster pathways to net zero

100%

Think we should bring forward future investment to increase network capacity and enable faster pathways to net zero (proactive).

In principle which TWO groups do you think are the MOST important we target network investment towards?



Continue the conversation



We would like to thank all our stakeholders you for their involvement – here are some of the ways you can continue the conversation with us...

- If you would like any more information, or would like to provide your views on any of our activities please contact stakeholderengagement@enwl.co.uk
- 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
- 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.
- 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 or you can email ICE@enwl.co.uk.



<http://pluggingin.co.uk>

Please get involved in ongoing engagement around our RII0ED2 business plan