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Cumbria Stakeholder Advisory Workshop

Capture report

25 September 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 Cumbria regional stakeholder engagement workshop on 25 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 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

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



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 business plan around. 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](#).

Understanding our stakeholders

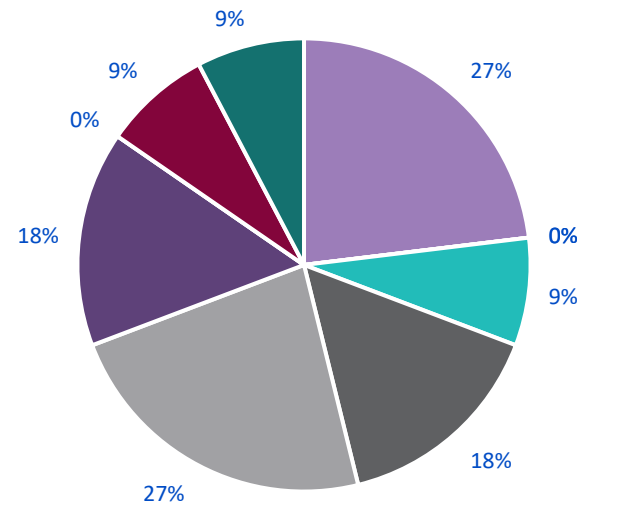


Our Cumbria stakeholder workshop was attended by **30 people, 19 of which were external stakeholders**. Understanding our stakeholders demographics enables us to appreciate their needs and how and where to engage with them. Here is what you told us.

As expected, the majority of attendees (90%) were from / representing Cumbria.

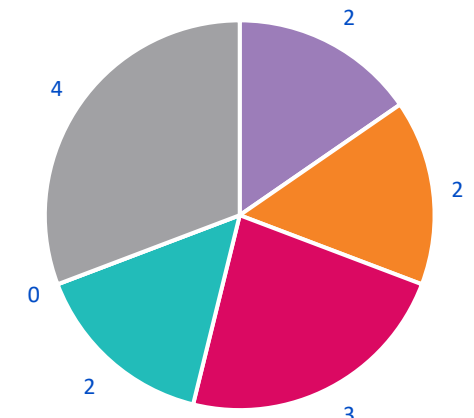
- **We are pleased to see a variation of types of organisations that were represented.**
For future events we will look to see how we can have representation from housing associations and educational institutes to increase the balance.
- **Several of the participants that joined us had never engaged with us before.**
As we continually seek the views of a variety of stakeholders we aim to continue discussions with the new stakeholders. We will continue to encourage engagement from all attendees, both regular and new.

What type of stakeholder are you?



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

How often do we engage with you?

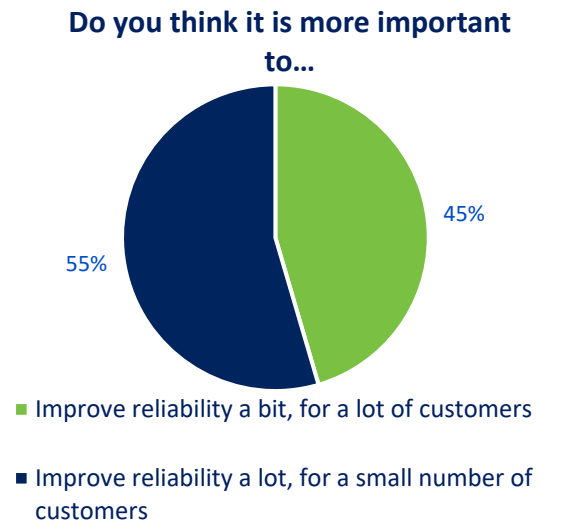
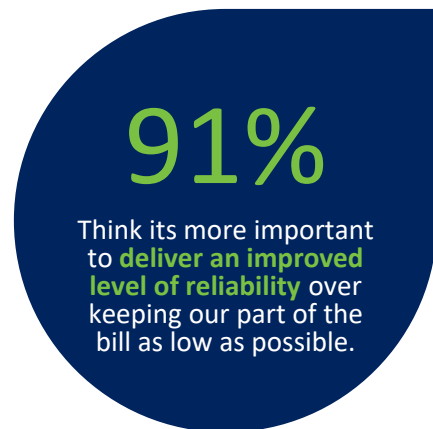


- I regularly attend a Stakeholder Advisory Panel or expert panel
- I attend innovation, community energy and connection workshops
- I am in regular contact with ENWL
- I have occasional contact with ENWL
- I try to come along but meetings are inconvenient
- I am new to this – I've never met or contacted ENWL before



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.

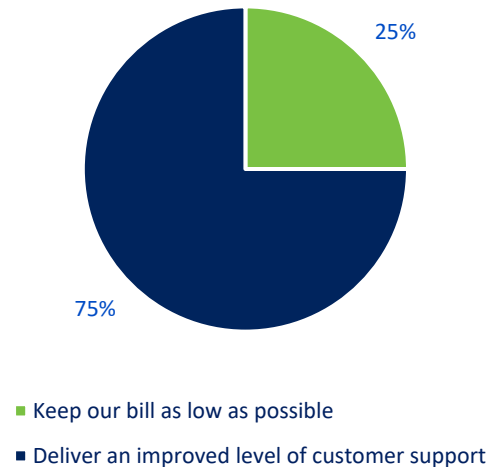
- Customers and stakeholders believe that it is important to improve reliability a bit, for a lot of customers *and* a lot, for a small number of priority customer groups
- Customers and stakeholders value a new business plan commitment for a minimum standard of reliability across the region
- Customers 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 you told us.

Do you think it is more important to...



If yes, do you think the strategy should be fuel poverty or poverty as this is the largest factor to changing vulnerability or should we have both?



100%

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

100%

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

The data provided by the groups supports the following insights 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



Post Covid-19, we anticipate an increase in the proportion of customers experiencing financial difficulties.

We asked participants - **What should our role, if any, be in supporting those customers in fuel poverty?** Here is what you told us.

- Work to identify customers in transient vulnerable circumstances and provide them with the correct support.
- Consider how staff working from home affects customer service levels.
- Consider what happens to those in fuel poverty who have no access to CAB. Where are they referred instead?
- Consider offering some kind of rebate (e.g. working like Warm Home Discount) for buffering low income customers from the full cost of network upgrades?
- Quickly share vulnerable customers details with partners when required and also have reliable mechanisms in place to capture and share spontaneous vulnerable customers when incidents occur.



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 insights 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).

We think we have a key role to play in facilitating an affordable and socially inclusive low-carbon transition that brings benefits to all

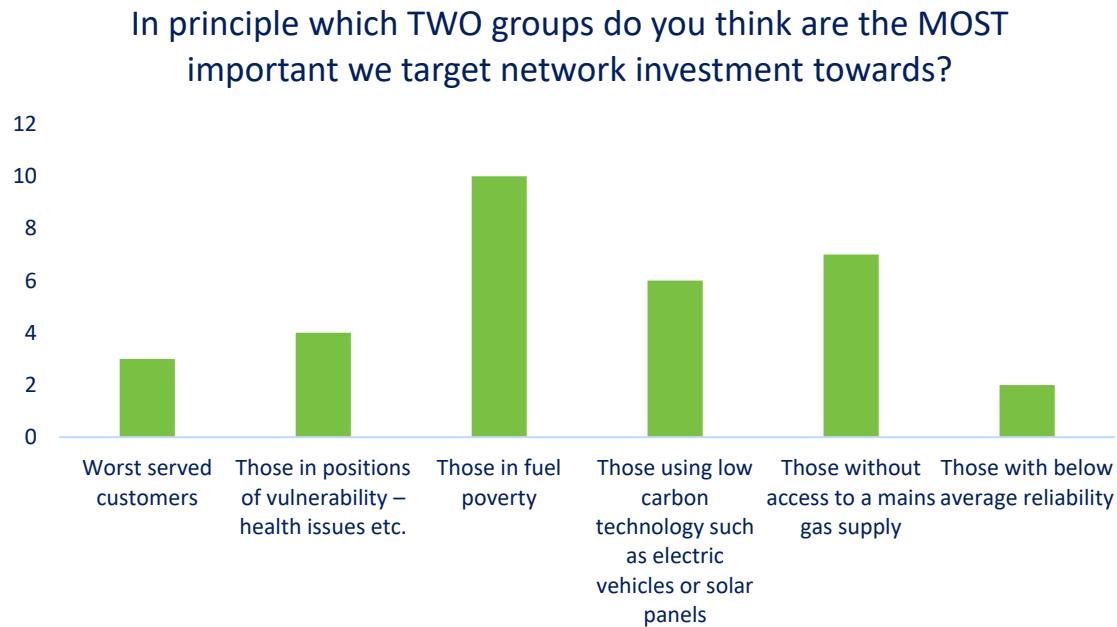
We asked participants **How can we most effectively do this in Cumbria?**

How can we best engage customers in the transition to ensure we don’t leave anyone behind?

- Working with partners including Zero Carbon Cumbria Partnership, Cumbria LRF, educational institutions
- Be involved in events advocating the benefits of low carbon
- Provide carbon footprint tools and accessible advice
- It should be a Government responsibility to offer subsidies and incentives
- Help businesses overcome the barriers to adoption
- Address skills gap in retrofitting traditional houses with low carbon alternatives.
- Provide knowledge for end user households on retrofit options



In the final section of our workshop we posed a few questions on key challenges to the attendees to gain their feedback. Here is what you told us.



Ofgem our regulator is proposing an incentive structure to reward network companies for going above baseline standards.

- Approaches to DSO
- Providing services to vulnerable customers
- Providing services to large connection customers
- Exceeding environmental action plans
- Whole system approaches
- Those with below average reliability

85%
Think these are the right areas to ask networks to focus on.

What other areas could Ofgem ask DNOs to focus on?

- Additional incentive on efficiencies

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

- Customers and stakeholders support Ofgem continuing the use of incentives in ED2 to increase company performance



We aim to be a force for good in delivering positive impacts in the North West. What contributions could we make that would have the biggest positive impact in Cumbria?

- Continue with planned reliability improvements and green energy supply.
- Prioritising the migration towards net zero carbon, as climate change will affect us all, but the most vulnerable and the poorest will be affected worst (as always).
- Help with emergency responses for disaster recovery, not just power supply but during other events such as flood and storm relief
- Strategic investment in new grid capacity to enable new generation opportunities to create new jobs and growth
- Combine resilience to maximise output (e.g. flood resilience and low carbon resilience)
- Also be good if ENWL would consider chairing a Local Resilience Forum (LRF) energy subgroup or similar going forward. ENWL participation is good to have at Cumbria LRF groups and much appreciated.

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