Business Plan Commitments

Delivering on our promises to the communities we serve







To 31 March 2026

SP Electricity North West

Our performance against our commitments to you

A message from our Chief Operating Officer (COO):

I am pleased to present the annual Business Plan Commitment report, for the year ended 31 March 2026.

We have completed the third year of the delivery of RIIO-ED2, our current five year price control period (April 2023 to March 2028), and I am pleased to report that the business continues to perform strongly against our business plan commitments. This was a year of ongoing transition and integration as we continue to align corporate governance, standards, policies and process with those of Scottish Power and the wider Iberdrola group. Alongside this there has been extensive focus across the business to develop our joint ED3 strategy with SP Energy Networks for investment from 2028-2023, ensuring the future network has sufficient investment and innovation to serve our customers and communities.

Our strategy "From Good to Great" continued to deliver improvements in all areas of the business. Against a backdrop of transition and change, we have accomplished a successful year and were pleased to once again be ranked as one of the top performing Distribution Network Operators (DNOs) when Ofgem published its performance assessment for the second year of RIIO-ED2.

Our legitimacy as an enterprise is derived not just from Ofgem, but directly from the employees, customers and communities we serve. As a highly regulated safety critical industry, we recognise that operational and asset safety is our "licence to operate".

Our primary obligation is to deliver a safe, reliable supply of electricity and despite significant challenges in 2025/26, including adverse weather, we still delivered our best unplanned Customer Interruptions (CI) and Customer Minutes Lost (CML) performance and upper quartile lost time injury (LTI) frequency rate of 0.033. This has been driven by substantial improvements in baseline reliability and continually monitoring and strengthening our safety performance and culture.

It continues to be a difficult time for our communities with energy costs remaining at the high level that we have seen over the last few years, which serves to only increase the importance of the service we provide to the most vulnerable and poorest members of our community. We have continued to increase support to customers in vulnerable circumstances.

Through initiatives such as Communities Prepared and Open Maps, our customer support vehicle and the provision of batteries to medically dependent customers, we are helping communities become better prepared, better informed and better supported before, during and after power cuts.

Our focus on our customers has led to further improvements in our customer satisfaction, resulting in our highest ever annual score of 93.8% which is a 0.9% improvement on last year's score. The relative ranking among the DNOs was fourth, maintaining our performance from last year. We are committed to further improving customer satisfaction levels and this is supported by a road map with clear actions in place that are monitored regularly by the Executive Leadership Team. The actions focus on inclusive customer service through reducing customer effort, simplification, owning what we do, and engaging, listening and improving.

Our capital delivery programme increased significantly in the year, building on previous expansion of our delivery capacity. Our model for investment delivery is through a maturing centralised Capital Delivery approach which is more scalable than the previous regionally-driven model. This has enabled us to commence some of the largest and most strategic projects of ED2 this year, supported by successful applications to Ofgem for additional funding through the re-opener process. Capital delivery will need to continue to increase throughout RIIO-ED2 and into ED3. We will continue to work on improvements to our processes and enhance our collaboration with strategic partners so we can secure the resources and materials needed to deliver these large programmes of work.

Innovation is essential to maintain our sector leading network performance and reliability levels, and to meet the increasing demands on electricity from the decarbonisation of energy, at an affordable cost. We continue to develop and deliver our cutting-edge engineering innovations such as CLASS, Smart Street and LineSIGHT that will keep the network reliable, efficient and safe. Further demonstrable progress has been made this year towards achieving our objectives in alignment with the Enhanced Cyber Assessment Framework.

We are in a very strong place going into the fourth year of the price control. We have performed at a high standard this year and our frontier performance in our sector has been externally recognised by multiple parties this year including the Institute of Customer Service. In March 2026, at the Customer Service Awards, I was immensely proud to receive the Customer Service Strategic Leadership Award. SP ENW were also awarded the Employee Engagement Strategy Award, recognising our innovative approach to our response to severe weather incidents. These awards affirm our dedication to building a culture where our customers are at the heart of everything we do and providing a service to support the region's continued growth.

As we to look ahead to the next price control period, we will be focussed on finalising our RIIO-ED3 submission. This will be built upon the extensive industry and stakeholder engagement undertaken to date. Throughout the past twelve months, engagement around RIIO-ED3 has taken place to understand how customer and stakeholder priorities have changed since the development of the RIIO-ED2 business plan, and the leadership team has worked with the newly created Independent Stakeholder Group (ISG) to understand any concerns or opportunities. The feedback from these activities will feed directly into the RIIO-ED3 business plan due in November 2026.



Stephanie Trubshaw
Chief Operating Officer

Ensuring our Business Plan Commitments continue to reflect stakeholders' needs

We report our Commitments across seven key areas:

- Safety
- Customer
- Reliability
- Vulnerability
- Resilience
- Environment
- Net Zero

There are 46 Commitments to report on for 2025/26

We have made good progress on the delivery of all 46 of these commitments

6 commitments are ahead of schedule, 35 are on track for delivery by the end of ED2

5 commitments are currently behind schedule, all but one are on track to be delivered by the end of ED2

3 commitments have been completed in 2025/26 (#9 #14 #21)



Our performance

Despite heavy storm activity on the operations front, and internal transition and change, due to integration into Scottish Power ENW has largely met or surpassed its commitments in 2025/26. We continue to strive to improve our performance and provide the best possible service as our customers' needs and their views always come first.

Safety

Whilst we had three Lost Time Injuries (LTIs) during the period this remains at an upper quartile rate within the industry. In the coming year, we will work on embedding an updated plan to further improve our safety record, including working closely with our contract partners and the wider Iberdrola group.

We operate in a high-hazard industry and the safety of our people and customers, and the protection of the environment, will always remain key priorities. During the period, we have strengthened the team leadership with key appointments enhancing the team's in this area. We continually monitor safety performance and safety culture through a tailored set of performance measures and regular engagement with colleagues on safety. We have continued to review and improve our safety management system which is certified to the international standard ISO 45001.

During periods of severe weather, we delivered timely safety and wellbeing communications, helping customers and communities stay safe and informed during storm events.

A key achievement was the delivery of our SAFE campaign, which was shortlisted for an industry award. We continue to strive to improve our performance and provide the best possible service as our customers' needs and their views always come first.

Network reliability and resilience

Reliability remains a key priority for our customers and becomes even more critical as we progress through the energy transition and the electrification of the network. Through investment in automation, robust inspection and maintenance programmes and our focus on operational response times we continue to provide industry leading reliability.

We are pleased to report that for 2025/26 the overall CIs rate was 23.96 per 100 customers. This represents a significant improvement in CI's and is our best performance in the RIIO regulatory period. Our CMLs were 27.70 per customer. It is important to highlight that these measures are a blend of both planned and unplanned events.

Overall, performance has been driven by a combination of investment in automation and network infrastructure, along with improved processes and focused management. Our network management system gives us a strong platform for continued performance improvements and we are making better use of both new and existing technology.

In 2025/26 we have continued to see substantial growth in Planned Supply Interruptions, alongside continued impact from adverse weather. Adverse weather conditions have increasingly affected reliability performance this year contributing 1.5 CI and 2.0 CML to overall performance. Weather-related incidents, particularly wind and rainfall throughout the year have triggered incident response in all but two months. Our incident preparation and response each time continues to be industry leading.

Despite these significant challenges we still delivered our best unplanned CI and CML performance, driven by substantial improvements in baseline reliability.

Net Zero

Our North West stakeholders continue to emphasise the urgency of transitioning to a Net Zero energy system while ensuring customer bills remain affordable and represent value for money.

We continue to support the North West with the transition to a low carbon future and invest in our network and develop new technologies to make our network more efficient and flexible. We launched our 'Helping you to Take Charge' initiative to support our customers with advice around low carbon technology and continue to support our local area energy plans.

In 2025/26, our Distribution System Operator (DSO) strategy has driven significant whole system progress. Whether it be through standardisation of data and tools making engagement easier for local authorities and other external stakeholders, maintaining a tailored and place-based approach or leading in areas such as Active Network Management (ANM) and our Social DSO approach we have driven benefits both within the electricity sector and much wider. We continue to seek out best practice from across the sector and elsewhere and learn from experience to identify what further improvements to make for the remainder of RIIO-ED2.

Cost efficiency

SP ENW costs account for around 14% of the typical domestic electricity bill charged by suppliers to North West customers, equivalent to £137 (nominal prices) per home for the year ended 31 March 2026.

The investments we have made in recent years are allowing us to deliver performance improvements for our customers, visible in improved reliability measures and also to realise cost efficiencies, which we share with our customers.

Innovation is essential to maintain our sector leading network performance and reliability levels, and to meet the increasing demands on electricity from the decarbonisation of energy, at an affordable cost.

Sustainability

We continue to take positive environmental actions, including reducing carbon emissions and enhancing biodiversity. In 2025/26 we completed the planting of a further 10,500 trees in partnership across our land holdings in the North West. This brings the number of trees planted to over 30,000 since the start of RIIO-ED2.

During the year, we continued to implement energy efficiency measures, through the refurbishment of our buildings, and the replacement of fleet vehicles and company cars with more efficient vehicles. To reduce our carbon footprint with respect to operational transport telematics data will be available in 2026/27 to help understand which of our liveried vehicles could be transitioned to an EV alternative.

We have improved our inspection methodology for asset inspections which has resulted in us missing our fugitive emissions SF_6 (Sulfur hexafluoride) losses from our network) target for the last two years, but in 2025/26 emissions were at a decreased level when compared to the previous year (60.49kg compared to 62.12kg in 2024/25).

Ensuring our business commitments continue to reflect stakeholder needs

Our stakeholder engagement programme is embedded in our business activities and adapts to meet ours and our stakeholder requirements. As part of our on-going integration with SPUK, this year we have formed a new Independent Stakeholder Group (ISG), jointly comprised of experts from the SP ENW ISG, and the SP Energy Networks Independent Net Zero Advisory Council.

Made up of specialists from across industry, consumer advocacy and wider society, the ISG acts in the interests of current and future customers and stakeholders. It tests whether we're listening to the right people, using the right evidence and making decisions that reflect stakeholder needs across our three electricity distribution licences in Scotland, England and Wales: SP Distribution, SP Manweb, and SP Electricity North West.

In addition to this we still have our six independently chaired panels (Economic Growth, Customers in Vulnerable Circumstances – partnership and strategic, Environment and Sustainability, Distribution System Operator (DSO) and Digital Futures), which are all attended by a member of our Leadership Team. The panels meet quarterly, are comprised of regional experts and representatives of significant stakeholder groups and provide a role as critical friend helping to track progress against the business plan commitments.

Our panel structure now allows the stakeholder advisory panels to focus on the delivery of our ED2 Business Plan whilst the newly combined ISG will meet the requirements of the ED3 Business Planning process and continue to ensure enduring customer and stakeholder input with the support of our panels.

In conclusion

Overall, we have continued to make good progress against our business plan commitments. Six of the 46 commitments are ahead of target and 35 are on track to meet the ED2 targets, all but one commitment are still on track to be delivered by the end of ED2 but five are currently behind schedule we are striving to bring these commitments back on track. We encourage our stakeholders to hold us to account to our challenging existing targets in a transparent manner.'

Performance snapshot 2025/26

Our network

Number of customers 2.4m

Overhead lines	Underground cables	Submarine cables
12,358 km	45,597 km	23km

Total network length 57,978 km

TOTEX

*The price base for all £ values is 2020/21

£375 m	£370 m	102%
Total expenditure*	RIIO-ED2 (ED2) allowance*	of allowance (before adjustment for expenditure profile)

£100 Our part of a typical annual household bill

*The price base for all £ values is 2020/21.

The typical household bill in current prices, and using a consumption value of 2,900kWh is, £137.

How we're performing

Reliability

CI	CML
24.0	26.1
Unplanned Customer interruptions (Including exceptional events)	Unplanned Customer minutes lost (Including exceptional events)
22.0	23.1
Unplanned Customer interruptions (Excluding exceptional events)	Unplanned Customer minutes lost (Excluding exceptional events)

Connections

Time to quote	Time to connect
2 Days	19 Days

No. of completed connections 8,423

Our customer commitments

Customer satisfaction	Customer Vulnerability score*
93.8%	94.0%
Major Connections Customer Satisfaction*	DSO Stakeholder Survey Score
88.0%	9.2/10
	Panel Assessment Score
	7.7/10

*For full reports please use link below:

www.enwl.co.uk/about-us/engaging-with-our-stakeholders/stakeholder-engagement-publications/

Operating responsibilities

Safety

Licensee safety performance and compliance with Health and Safety Executive (HSE) legislation

Lost time injuries	Lost time injury frequency rate
3	0.033*

*Number of lost time injuries per 100,000 hours worked

Community Outreach

£111k awarded to community energy projects (Current prices) https://www.enwl.co.uk/future-energy/community-and-local-energy/

Carbon emmisions	Undergrounding for visual amenity
16,805 tCO_2e	3.5km

https://www.enwl.co.uk/about-us/regulatory-information/environment-report/

https://www.enwl.co.uk/future-energy/innovation/

Our performance in 2025/26

On track | Below target | Ahead of target

Safety	#1	Make electricity safer in high rise buildings	12
	#2	Deliver safety campaigns	12
	#3	Increase safety and STEM education	13
	#4	Improve overhead line safety	13
	#5	Keep rural transformers safe	14
	#6	Enhance security at major sites	14
	#7	Improve the safety of underground cable pits	15
	#8	Safety check on cut-outs	15
	#9	Comply with legislation on PCBs	16
Customer	#10	Make it easier for customers to contact us	18
	#11	Provide additional support to businesses during power cuts	18
	#12	Improve the speed and quality of our responses to customers	19
	#13	Provide faster quotes and completion for new domestic connections	19
	#14	Reduce the time it takes to complete emergency roadworks	20
	#15	Increase community focused engagement	20
	#16	Maintain high levels of competition in the North West	21
	#17	Extend Smart Street to a further 250,000 households in our region	21
Reliability	#18	Reduce the number of power cuts	22
	#19	Reduce the duration of power cuts	22
	#20	Improve performance for worst-served customers (WSC)	23
	#21	Measure and report short power cuts	23
Vulnerability	#22	Increase collaboration with other utilities	24
	#23	Increase investment in referral work	24
	#24	Expand our priority services register	25
	#25	Create an innovation fund	25
	#26	Support customers in fuel poverty	26
	#27	Develop a new customer advisory panel	26
	#28	Conduct home welfare visits for vulnerable customers during long-duration power cuts	29
	#29	Introduce all-colleague training for vulnerable circumstances and mental wellbeing	29
Resilience	#30	Improve flood protection	30
	#31	Plant 10,000 trees every year	30
	#32	Increase cyber resilience	31
	#33	Maintain resilience in a changing climate	31
	#34	Improve network health	32
	#35	Improve telecommunications resilience	32
	#36	Invest in electricity system restoration readiness	33
Environment	#37	Reduce carbon footprint	34
	#38	Reduce oil lost from cables	34
	#39	Undergrounding overhead lines	35
	#40	Reduce losses	35
	#41	Reduce potent emissions	36
	#42	Create wildlife havens	36
Net Zero	#43	Help customers connect low carbon technologies	38
	#44	Remove constraints for renewables	38
	#45	Establish a new annual community energy fund	39
	#46	Unloop customers' power supplies	39



Our performance in 2025/26

#1. Safer electricity in high rise buildings

We will install electrical monitoring systems in 234 high rise buildings considered high-risk of an electrical fire.

Background

Often building owners do not realise that they may be responsible for the electrical network in buildings, and this lack of clarity on ownership can cause issues with maintenance.

Until responsibilities are formalised, we take responsibility and act and assess the condition of cables and fit circuit breakers and monitor communal electrical cables at high-risk properties 24/7. Formal agreements mean that we can more easily gain access to the properties to thoroughly inspect the electricity infrastructure, install monitoring devices, and renew their internal wiring where required.

Our monitoring equipment enables us to identify where faults are developing which may indicate a risk of an electrical fire.

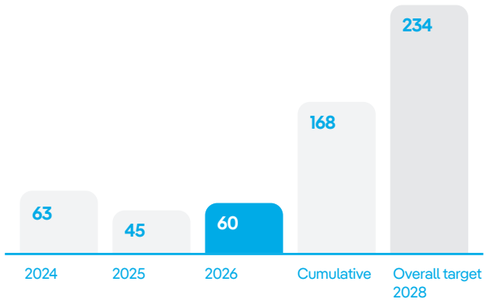
We will expand our programme to cover 234 buildings which are considered high-risk during ED2. We will also continue our programme of rewiring buildings where inspections and monitoring indicate a potential safety risk.

Measurement	Target	Completion date
Number of electrical monitoring systems installed	234 buildings	2028

Performance

In ED1 we installed 51 innovative vacuum circuit breakers (Weezaps) in the highest risk high rise blocks. In ED2 we have continued this safety programme and installed 168 more electrical monitoring systems.

The programme is 72% complete and is ahead of the run rate required to meet the 234 target at the end of the price control in 2028.



#2. Deliver safety campaigns

We'll continue to participate in industry-wide safety awareness campaigns.

Background

We already collaborate in shared awareness campaigns with the other distribution network operators, coordinated through the Energy Networks Association, our representative national body. We will enhance these national campaigns by taking the lead in developing more regionally focused campaigns, in conjunction with other utility operators (e.g. water and gas) in the North West.

Joined-up messaging will make it easier for customers to access important safety information. We will increase public awareness of the dangers of electricity and behaviour change that saves lives.

Measurement	Target	Completion date
Safety awareness campaigns delivered	Leading regionally utility safety campaigns	2028

Performance

We continued to strengthen public and workforce safety engagement across the North West through targeted communications, stakeholder partnerships and employee engagement.

Our SAFE campaign, which was shortlisted for an industry award was developed in partnership with our Trade Union representatives designed to strengthen trust, encourage positive challenge and create a more open, people-centred safety culture.

Through leadership engagement, colleague-led storytelling and targeted communications, SAFE reinforced the importance of speaking up and learning from events. The campaign contributed to increased workforce engagement, with improvements in safety observations and positive challenge reporting following its introduction.

Workforce safety remained a priority through our Switch On to Safety programme. Two company-wide safety stand downs were delivered following the summer holiday period and Christmas break, with more than 50 town hall sessions engaging over 2,000 employees in discussions on key risks, event learning and personal accountability.

In addition, we collaborated with the Energy Networks Association and the University of Hull on Project EFRIN (Exploring Fatigue Risks in Networks), contributing to industry research and guidance aimed at improving the management of fatigue risks across the energy networks sector.

Through collaboration, communication and continuous learning, we remain committed to delivering safer outcomes for our people, customers and communities.

#3. Increase safety and STEM education

We'll work with schools to expand our safety and STEM education programmes.

Background

We will work with schools to expand our safety and science technology, engineering and maths (STEM) education programmes. This will include delivering curriculum-linked educational material and awareness campaigns in person and online, to promote skills and opportunities in the electricity industry and ensure customers take precautions when working with or near electrical equipment to significantly reduce the risk of injury in our community.

Our educational work will include other key topics such as decarbonisation and sustainability, STEM skills and careers, targeting schools, college and university students and promote diversity and inclusivity.

We will continue to evolve our primary key stage two (KS2) offering and significantly scale up what we offer to secondary schools and colleges linking to our recruitment and inclusion in our people strategy.

We will review the ongoing effectiveness of the programme that will see increased engagement in safety issues and STEM among young people, changing behaviour and saving lives and increase awareness and interest amongst a diverse future workforce.

Measurement	Target	Completion date
Delivery of curriculum-linked educational material and awareness campaigns	Wider safety education and STEM focused on secondary schools	2028

Performance

Over 8,000 pupils took part in our in-school safety and STEM education programme during 2025/26.

Curriculum-centred sessions were delivered to 4,016 primary pupils and 4,370 secondary pupils by our external providers STEMFirst and Science Made Simple respectively.

Feedback from teachers and students alike continues to be exceptional. Our network of STEM ambassadors attended several schools throughout the year and we retained an active presence at STEM festivals, including the North West Sustainability Learners Conference, to share key messages around electricity, electrical safety, careers and Net Zero.

We also welcomed over 160 pupils to 'Workplace Safaris' at our Blackburn Training Academy. During their half-day visits pupils had the opportunity to learn about STEM careers at SP ENW and meet different teams from across the company, see our apprentices at work and learn all about our apprenticeship programme.

#4. Improve overhead line safety

We'll deploy our new LineSIGHT technology to install sensors on sections of overhead lines to detect any dangerous low-hanging lines.

Background

Faults on rural networks can sometimes cause overhead power lines to hang low whilst remaining live, which also creates a public safety hazard. This can be a particular issue during storm events with multiple occurrences.

Innovative technology developed by SP Electricity North West will enable the detection of damaged equipment earlier and help us to pinpoint the location of faults, enabling more efficient despatch of repair crews.

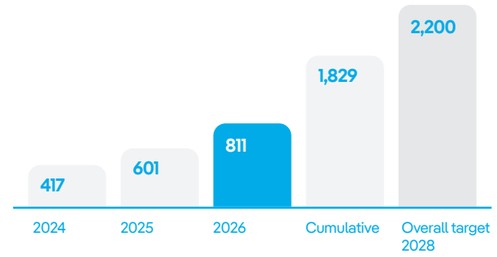
Customers will benefit from the faster removal of safety hazards caused by network faults as well as reduced likelihood of power cuts. The system will also allow us to identify issues more quickly in storm situations where we can have many faults to deal with.

Measurement	Target	Completion date
Earlier detection of damaged overhead lines and reduced likelihood of power cuts	Install 2,200 LineSIGHT units across across the overhead line network	2028

Performance

In 2025/26, 811 LineSIGHT units were installed which takes us to a total of 1,829 in ED2 to date or 83% of the full 2,200 target.

We continue to prioritise the delivery of this programme and forecast its early completion against our 2028 target.



#5. Keep rural transformers safe

We'll replace small rural substations in exposed parts of the network.

Background

We have 220 small ground mounted substations in rural settings which do not have modern standards of protection, meaning that fault restoration can be a lengthy process. Many of the substations are now reaching the end of their design life and their condition is starting to deteriorate.

We will progressively replace all of these substations with safer equipment, with 50% replaced by 2028 and the remainder by 2033.

The prioritisation of the replacement will be based on the condition of the equipment.

Measurement	Target	Completion date
Substations replaced	Replace 110 rural transformers	2028

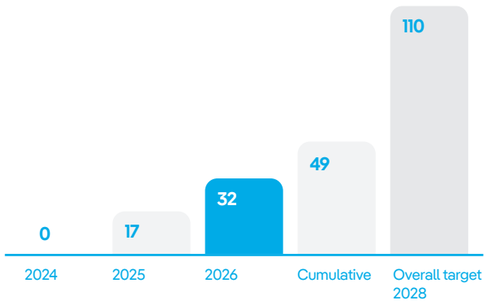
Performance

The Borrowdale transformer replacement programme, initiated in ED2, required the design and approval of a new pad-mounted solution.

Progress in the first two years was slower than anticipated due to delays in securing consents from the National Trust and private landowners, as well as time needed for type testing of the new units.

In 2025/26 we implemented a revised engagement strategy that initiates landowner discussions earlier and saw a step up in delivery as 32 small rural transformers were replaced bringing our ED2 total to 49.

Delivery is now on track to achieve the targeted replacement of 110 Borrowdale transformers by the end of ED2.



#6. Enhance security at major sites

We continue maintaining and installing enhanced security at our critical sites.

Background

We have an obligation to maintain the security of our sites and prevent trespassing which might cause major power cuts and safety risks.

We install additional measures at our most critical sites in response to their level of risk. We will continue this programme in ED2, maintaining existing preventative measures and installing new ones where the risk level changes.

We will also continue to meet requirements set out by the Centre for the Protection of National Infrastructure.

Measurement	Target	Completion date
Safe and secure sites	Maintain security programme	2028

Performance

In ED2, we have installed new or expanded security measures at four major sites. In 2025/26, we completed security enhancement works at a primary substation. We have a Security Working Group that regularly meet to assess the security situation across our substations and identify sites that require security enhancement.

#7. Improve the safety of underground cable pits

We will complete a programme to inspect all cable pits on our network and take action where required to improve safety.

Background

Link boxes are underground cabinets where low voltage cables come together and can be connected or disconnected. They can pose a risk to the public because a fault on the network can very occasionally blow their cover off.

There were a number of such cases nationally during ED1. Many of these are located in pavements causing a safety risk.

Our ED1 programme either maintained, replaced or fitted a 'blast bag' to these link boxes, depending on their location and risk. In ED2, we have a similar programme to inspect cable pits which are access points for cables, sometimes located in roadways. These pits are often in poor condition, so during ED2, we will complete our programme to fill in pits as required following inspection with a blast absorbing material to mitigate any impact if a fault does occur.

Measurement	Target	Completion date
All cable pits inspected and action taken	Intervene on entire cable pit population to improve safety	2028

Performance

1168 cable pits were inspected in 2025/26, five pits were filled and 54 have been identified for filling in 2026/27.

Any further surveys and filling will be programmed over the remainder of ED2. We therefore remain on track to successfully complete this commitment.

#8. Safety checks on cut-outs

We will carry out proactive safety checks on cut-outs.

Background

A cut-out is a piece of electrical equipment that forms the link between our electricity cable and the internal wiring in customers' properties.

In RIIO-ED2, the smart meter rollout programme is continuing at pace. As part of this, each cut-out is safety checked and replaced if there is an issue identified with it.

Although some early smart meters will be being replaced by 2028, to ensure the cut-outs remain safe, we will need to start our own periodic inspections in ED2 and ensure we act on any issues found. This will be a proactive programme driven by analysis of the smart meter installs, the associated defect data and property demographics.

Measurement	Target	Completion date
Proactive safety checks carried out	Initiate regular cut-out safety programme	2028

Performance

Due to delays in the smart meter programme roll-out, our cut-out replacement volumes continue to be prioritised based on notifications from meter operators fitting new smart meters.

Research into key failure modes highlights that reasons for replacement are typically due to overload, physical damage or water ingress rather than age.

We are working with Scottish Power Electricity Network (SPEN) colleagues to develop a joint cut-out inspections strategy for ED3 which will focus on non-smart meter installations and a combination of image-based analysis and physical inspection.

#9. Comply with legislation on PCBs

We will dispose of all PCB contaminated equipment.

Background

Polychlorinated Biphenyls (PCBs) are a group of artificially manufactured organic chemicals that have long been recognised as posing a threat to the environment due to their toxicity, persistence and tendency to be absorbed by living organisms. PCBs were used in electrical equipment such as transformers as an alternative insulating fluid where fire resistance properties were required. Although we never knowingly used PCBs, some contamination of our equipment occurred during the manufacturing process.

The use of PCBs has been banned since the 1980s and we recognise that any PCBs still remaining in existing equipment pose an environmental threat. New legislation required all PCB-contaminated equipment to be disposed of or decontaminated of PCBs by 31 December 2025.

All transformers (and some other network assets) manufactured before 1987 are assumed to be potentially PCB-contaminated (unless proven otherwise via testing) and are registered annually with the Environment Agency.

We worked to either test or statistically determine the PCB content of all this apparatus and dispose of all those items that were confirmed as PCB contaminated by 31 December 2025. All PCB-contaminated equipment was sent to authorised treatment facilities where the oil will be recovered and the metal components, principally scrap steel and copper, sent for recycling.

Measurement	Target	Completion date
PCB contaminated equipment disposals	Elimination of PCB contamination risk from out network equipment	31 December 2025

Performance

In 2025/26 the Environment Agency confirmed that all underground plant can be removed from the register endorsing the completion of our commitment to dispose of all PCB contaminated equipment and fully comply with the legislation (This includes one disposal being completed by the end of the year).



#10. Make it easier for customers to contact us

We will continue work on self-service functionality in ED2 to further improve our offering to customers.

Background

Customers can currently contact us via phone, our website, social media, email and post but they have told us that they want new ways to contact us. Due to the urgency of some contacts, and so as not to disadvantage any customers, we must focus on taking phone calls.

We will set a realistic target to improve our customer satisfaction for ease of contact to 9 out of 10. We already use multiple languages and work with external agencies to provide translation services. We will continue to work on self serve functionality in ED2 to continuously improve our offer to customers. The advantages of this approach mean that people can contact us when it suits them, rather than waiting for specific working hours of certain teams. It also frees up the phones for people who do not easily have another option.

Measurement	Target	Completion date
Improve customer satisfaction for ease of contact to 9 out of 10	Increase in self-service functionality	2028

Performance

System changes have been planned throughout the year that will continue to support ease of contact for customers across unplanned Interruptions and for enquires these include:

- LV Fault Matching (Delivered June 2026) delivers outage information as planned, enabling customers to self-serve during a power cut through hearing restoration updates, key information and sign up for SMS updates, all while retaining the option to speak to an agent if preferred.
- Outbound Dialler (delivery date to be confirmed) - this new functionality will allow calls to be loaded and pushed to agents ensuring all landline customers receive the full customer journey utilising all the contact centre resource and not just one team.
- LV Proactive Messaging - this is currently in the discovery phase to understand how we can replicate the HV proactive for LV with some adaptations (due to network configuration).
- Track My Case – We are developing a self-service function via the website for customers to keep up to date with progress on their enquiry.

#11. Provide additional support for businesses during power cuts

We'll improve our services to provide additional support to businesses during power outages.

Background

Businesses can sometimes take a financial, and even a reputational hit due to the impact of power cuts. It can also be more disruptive without the latest information to help make decisions on whether to continue or send people home for the day.

To give businesses additional support during power outages (either planned or unplanned) we will continue our innovative Business Priority Services Register – like the PSR for our domestic customers.

Businesses signing up to this free service will receive a range of support, such as 30 days' notice of any planned power cuts. We will also offer advice on how they can obtain generators, and we'll proactively contact them during unplanned power cuts to keep them up to date and help them plan.

Measurement	Target	Completion date
Businesses signing up to Business Priority Service Register	Continue to grow the Business Priority Service Register	On-going

Performance

We continue to manage and update our register for business customers (in 2025/26 this stood at 15,570 businesses).

Enhanced processes are enabling a wider reach of business customers through this free service, providing advance notice of planned power cuts, guidance on generator support, and proactive outage communications to help customers prepare, plan and minimise disruption. Tailored advice for business is now available for Commercial customers on our Website.

We also have an information leaflet that we share and is accessible on our website that provides lots of information about supporting businesses to become more resilient in a power cut.

We have plans in place this year to expand how we contact business customers in terms of proactively contacting customers through our connections business as well as reaching out to customers who we have email addresses for.

SP Electricity North West

#12. Improve the speed and quality of our responses to customers

We will increase the size of our customer team to answer enquiries more quickly.

Background

In 2020/21 we were pleased to achieve 90.6% overall customer satisfaction, and we aim to maintain this level through RIIO-ED2, despite the likely significant increase in customer contacts and rising expectations.

We receive around 400,000 telephone calls from customers each year and this continues to grow.

We will increase the size of our customer team to answer enquiries more quickly. This will also support resolving a minimum of 80% of complaints made within 24 hours. Where we receive complaints we do root-cause analysis to drive how we prevent complaints or improve the process, and we will continue this during ED2.

One of our roles is to connect new domestic or commercial properties to our electricity network, or change the location or size of existing services, so that customers get the power they need. Customers will benefit from an easier connections process which is responsive to their needs, from initial application through to works being completed. We will achieve this by being responsive to customer feedback, including the development of AI technology and an improved website to make it easier for customers to track their project.

Measurement	Target	Completion date
Customer satisfaction score	At least 90% customer satisfaction despite increasing demands and expectations	On-going

Performance

Customer Satisfaction levels have continued to improve year on year in ED2 with an overall score of 93.8% for the year ended 31 March 2026 (2024/25: 92.9%). The relative ranking among the DNOs was fourth, maintaining our performance from last year.

We are committed to further improving customer satisfaction levels and this is supported by a road map with clear actions in place that are monitored regularly by the Executive Leadership Team. The actions focus on inclusive customer service through reducing customer effort, simplification, owning what we do, and engaging, listening and improving.

#13. Provide faster quotes and completion for new domestic connections

We will beat Ofgem's standard for the time it takes us to quote and connect new Domestic connections customers.

Background

We will beat Ofgem's standard for the time it takes us to quote and connect new Domestic connections customers. We will also increase customer satisfaction to nine out of 10 through continuous improvement looking at the processes and systems we use to streamline and develop improvements.

Measurement	Target	Completion date
Time to quote Time to connect	Exceed Ofgem targets	On-going

Performance

So far in ED2 we have consistently outperformed the targets for both Time to Quote and Time to Connect measures.

This year our performance on **Time to Quote (TTQ)** was 1.53 days for LVSSA and 3.20 days for LVSSB. This compares favourably to both targets and our previous year's performance (2024/25: 1.64 days for LVSSA and 5.06 days for LVSSB).

Performance on **Time to Connect (TTC)** was 18.53 days for LVSSA and 18.71 days for LVSSB. Again, this compares favourably with targets and shows improvement on previous year's performance for LVSSA (2024/25: 19.20 days) but a slight drop for LVSSB (2024/25: 16.66 days).

We continue to deliver for customers against the challenge of tightening targets in ED2.

#14. Reduce the time it takes to complete emergency roadworks

We will work more flexibly in ED2 to reduce the average time taken to finish emergency repairs in the highway or pavement.

Background

Emergency roadworks are required if our underground cables are damaged. Roadworks can cause disruption to local communities and commuters through extended travel time, loss of trade to businesses, noise, and air pollution.

Local authorities have asked that utility companies work collaboratively to identify opportunities for delivering roadworks in a more coordinated manner, to minimise congestion. Our customers were also supportive for reducing the time to complete roadworks.

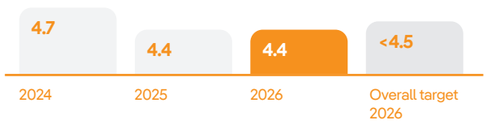
In response, we will work more flexibly in ED2 to reduce the average time taken to finish emergency repairs in the highway or pavement. This will be measured from the time of repairs commencing to the site being tidied up and restored to its previous condition.

We have agreed a new incentive mechanism with Ofgem that only pays out if we successfully achieve it (and penalise us if we do not).

Measurement	Target	Completion date
Average time taken to finish emergency repairs from commencement to site tidying on highways and pavements	4.5 days	2026

Performance

In 2025/26 we successfully outperformed our commitment to reduce the average time taken to finish emergency repairs in the highway or pavement to 4.5 days. Throughout 2024/25 and 2025/26 we maintained an average time of 4.4 days.



#15. Increase community focused engagement

We will introduce a more local community-focused approach to engagement and communications about work and services in our region.

Background

We will recruit and train a specialist team to collaborate with local communities to engage about SP Electricity North West's current and future activities in local areas.

A recent example of this is engagement with a community in Golborne, Greater Manchester, which had suffered multiple power cuts in a short period of time. Community feedback resulted in us planning, scheduling and carrying out repairs in Golborne within two weeks. We wrote to 2,000 customers to keep them informed, engaged with the local MP and arranged for an online Q&A with customers on Facebook.

Customers will gain more tailored information and support over key issues that are affecting them through this approach.

Measurement	Target	Completion date
A more local community focused approach to engagement and communications in place	Community engagement team improving access to information on network issues	2028

Performance

We continue to strengthen stakeholder and community engagement as we deliver our major network investment programmes, particularly in areas experiencing increased demand from low carbon technologies.

Significant progress has been made in improving transparency and accessibility through dedicated communications resources, enhanced digital platforms, community events, project-specific webpages, and educational video content.

For example, during 2025/26 we held our first pop up event at a mosque in Glodwick, Oldham and launched a series of videos to better promote and explain capital projects. The website continues to grow and develop and dedicated web pages for specific capital projects have been praised: www.enwl.co.uk/networkinvestment.

We have a proactive approach to keeping residents, local authorities, parish councils, MPs, and other stakeholders informed about planned works, potential disruption, and the long-term benefits of network investment.

Alongside project delivery, there is a continued emphasis on building trust, gathering local feedback, supporting vulnerable customers, and creating wider social value through collaboration with councils, contractors, and community organisations.

This engagement activity is helping to establish a more consistent and customer-focused approach to communicating infrastructure investment, while ensuring communities are better informed and involved throughout the project lifecycle.

#16. Maintain high levels of competition in connections in the Northwest

We will maintain high levels of competition in connections in ED2 as the best way of providing choice and value to customers.

Background

Connection customers tell us that the best thing we can do to deliver value to them through efficient prices and high quality service is to maintain a competitive environment for connections providers in our area.

We are the most successful network operator in demonstrating that there is active competition in our area. Ofgem conducted competition tests where new connections work was categorised into 11 market segments. Two of these were 'excluded' market segments which covered small connections (up to four premises) and where competition was expected to be less likely to develop; for these customers other mechanisms (e.g. customer satisfaction survey and time to connect incentive) are in place to ensure they receive good service.

Measurement	Target	Completion date
Value to customer	Continue to enable competition	On-going

Performance

We continue to be the leading DNO in demonstrating active competition, having successfully passed eight out of nine market segments, which accounts for about 98% of connection activities in the North West.

We also support competition by measuring customer satisfaction of the services we provide. This year, we have achieved 90.2% satisfaction.

#17. Extend Smart Street technology

We will extend Smart Street to a further 250,000 households in our region.

Background

Smart Street is our award-winning initiative to reduce customers' electricity usage and bills by managing the voltage on the local network. By using technology at our substations to subtly alter the amount of electricity flowing to homes, we can reduce consumption and save customers' money, without affecting their usage behaviour in any way.

Smart Street has been proven to reduce customers' energy consumption by up to 8% – equivalent to a £60 reduction in annual energy bills.

In ED2, we will extend Smart Street to a further 250,000 households in our region, through a £78m investment programme. We will target the deployment of this technology to areas where there are higher populations of customers in fuel poverty. This technology also increases the available capacity of the network and therefore we will also target the deployment where we expect clusters of low carbon technologies such as solar panels and heat pumps so that more costly network upgrades can be avoided.

While the technology can only be applied to underground networks the cost to serve customers on underground networks is much lower than the cost on overhead lines. We already have in our plan significant investment earmarked to improve the overhead line network such as tree management, worst-served customer programme and the rollout of our LineSIGHT technology.

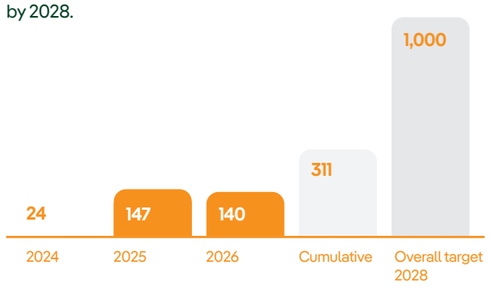
Measurement	Target	Completion date
No. of transformers installed	1,000 transformers	2028

Performance

During ED2 to date we have installed a total of 311 Smart Street transformers.

We continue to align these Smart Street transformer replacements with other interventions planned for a particular site to avoid further planned interruptions for our customers and ensuring efficient delivery.

We expect to deliver the whole programme of 1,000 units by 2028.



#18. Reduce the number of power cuts

We will reduce the number of interruptions experienced by customers on average by a further 20% from their levels in the 2021-2023 period.

Background

The frequency of power cuts is measured through the number of interruptions a customer experiences on average.

We commit to reduce the number of interruptions experienced by customers on average by a further 20% from their levels in the 2021-2023 period. This will reduce the average from around once every four years to once every five years.

We will reduce the number of customers affected by each fault on the network by installing new automated control equipment.

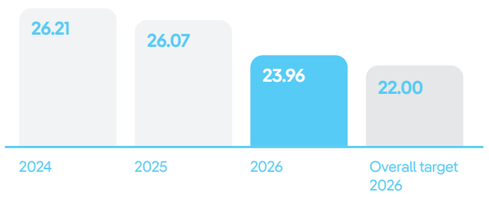
Measurement	Target	Completion date
Customer Interruptions (CI)	Reduce frequency of power cuts by 20% from 2021-23 levels	2028

Performance

In the year ending 31 March 2026, the CI position improved to 23.96, a reduction of 2.11 compared with the 2024/25 position of 26.07. This represents a significant improvement and record performance achieved despite increasing fault volumes, a higher level of planned work associated with capital investment, and elevated network risk.

This was enabled through improved utilisation of existing technologies, including FLISR and the LV recloser fleet, alongside enhanced deployment of new technologies and stronger management of network risk across both the electrical and telemetry networks. The result outperforms the Ofgem target of 29.72 and marks the best CI performance across the entire RIIO regulatory period.

In the latter years of ED2 we should see the Quality of Service programme, Worst Served Customer programme and other capital schemes improve our CI position further whilst undertaking other operational reliability improvements.



#19. Reduce the duration of power cuts

We commit to reduce the duration of power cuts by 20% from the levels in 2021-2023 in the RIIO-ED2 period.

Background

The overall time that customers are without electricity is expressed using the Customer Minutes Lost term.

We commit to reduce this by 20% from the levels in 2021-2023 in the RIIO-ED2 period. This will reduce the average time without electricity in a year from around 25 minutes to 20 minutes.

We will do this by rolling out new innovative technology to identify faults and their location faster and training more engineers to be able to respond quickly to these faults.

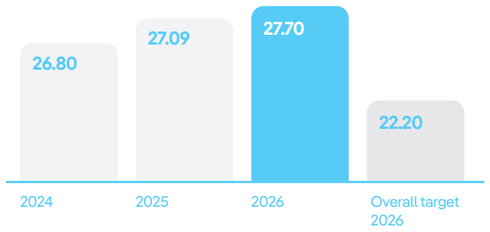
Measurement	Target	Completion date
Customer Minutes Lost (CML)	Reduce time off supply by 20% from 2021-23 levels	2028

Performance

In the year ending 31 March 2026, the CML position was 27.70, an increase of 0.61 compared with 2024/25. This deterioration in performance was driven by a significant rise in planned interruptions, reflecting an increased volume of capital investment activity across the network, delivery of the PCB programme, and one-off increases in tree cutting works. Despite this, unplanned interruption performance outperformed the Ofgem target of 23.9, achieving a best-on-record result of 23.1.

In the latter years of ED2 we should see the QoS programme, WSC programme and other capital schemes improve our CML position further whilst undertaking other operational reliability improvements.

However, these CML gains are unlikely to be sufficient enough to hit target as planned CML continue to grow along with our capital programme.



SP Electricity North West

#20. Improve performance for worst-served customers

We'll work to ensure none of our customers are classified as 'worst-served' (WSC).

Background

Our customers and stakeholders want us to improve the levels of service we provide to customers in more exposed parts of our network.

In response, we will deliver a targeted programme of enhancements to improve the reliability of the poorest performing parts of the network. This will be based on using Ofgem's new definition of a 'worst-served customer' which are customers experiencing twelve or more faults at HV and above over three years, with a minimum of two in each year. We have assessed all the areas which would have qualified under this new measure since 2016 and have designed proposed measures for each of them.

We were the only DNO to commit to achieving no worst-served customers in ED1 and we are continuing to aim for this in line with the new broader stretching definition by the end of ED2.

Measurement	Target	Completion date
Number of customers qualifying as worst-served	No WSC	2028

Performance

The number of customers meeting Ofgem's definition of 'worst-served customer' increased to 1,866 in the year ended 31 March 2026 (2024/25: 930, this is the number of customers that met the ED2 WSC criteria for the years between 2024 - 2026).

The high number of named storms in 2023/24 and 2024/25 increased the total number of potentially qualifying customers for 2025/26, largely on circuits already identified for intervention. We remain focused on our ambition to reduce this number to zero by 2027/28.

To support this, we are delivering a major proactive investment programme aimed at achieving sustained performance improvements. This is now progressing through design and into construction and will deliver measurable benefits across 27 previously qualifying circuits, improving service for 2,939 (the number of customers that met the ED2 WSC criteria from 2015/16 through to 2022/23) WSCs and 39,343 customers overall. In parallel, our targeted intervention programme continues to address newly emerging WSC performance issues as they arise.

#21. Measure and report short power cuts

We'll include short power cuts in our reporting.

Background

Very short power interruptions, (lasting less than three minutes) are not currently included in our performance reporting as they have traditionally caused less disruption and their exclusion encourages the use of remote control and automation on the network to restore interruptions quickly.

As the country becomes more reliant on electricity, we recognise the increasing impact of any power cut, regardless of the length.

We will work with other network operators to develop a reporting framework for these short interruptions to help us establish new ways of monitoring and ultimately, addressing them.

Measurement	Target	Completion date
Short Duration Interruptions (SDI's)	Increased accuracy and consistency across DNOs of short power cut reporting	2026

Performance

The automated process for capturing SDIs in NMS continues to improve accuracy in SDI reporting.

Customers impacted by SDIs have increased over recent years due to more accurate reporting and increased levels of automation installed on to the network.

However, the customers impacted by SDIs for 2025/26 has decreased compared to 2024/25. This is due to us not being impacted by a major transmission fault or a category 2 exceptional event, the severity of a storm has a direct impact on the volume of SDIs experienced across the network and is therefore heavily dependent on prevailing weather conditions.

#22. Increase collaboration with other utilities

We'll collaborate more closely with other utility providers to provide improved services to customers in vulnerable circumstances.

Background

To achieve this we will jointly fund new research projects and partnerships that improve support services, share awareness campaigns (e.g. safety) and share data to keep our Priority Services Register as up to date as possible.

This joined-up-approach is more efficient because it prevents the need for utility providers to always communicate separately with customers. In ED1 there was a new collaboration between Age Concern, Electricity North West, United Utilities and Cadent Gas alongside Preston North End Community and Education Trust, in a joint effort to reach and support older people in Lancashire.

Customers will benefit from a more efficient and cost-effective service with improved support for customers in vulnerable circumstances across the Northwest.

Measurement	Target	Completion date
A more efficient and cost-effective service with improved support for customers in vulnerable circumstances	Enhanced coordination with utility providers to support customers in vulnerable circumstances	2028

Performance

Communities Prepared is now established and the trial underway with a view to strengthen community resilience and emergency preparedness through inclusive engagement, capacity building, cross-sector collaboration, and data-led initiatives.

The goal is to ensure vulnerable populations are supported and communities are empowered to respond to climate-related and other emergencies.

The first quarter was spent networking, growing stakeholder relationships and learning the content. Greater Manchester Resilience Forum (GMRF) are being leveraged as an 'in' to the Local Authorities and from July onwards the resilience workshops (two per month) were rolled out to the community groups already identified. WD0225 (automated water and energy data share) is on pause whilst water companies re-assess their involvement but all of systems are aligned ready for adoption at go live.

We are also a leading contributor to a national collaboration of DNOs, promoting the PSR.co.uk and hosting a stand at the National Care Management Show.

#23. Increase investment in referral work

We'll grow our referral network.

Background

We will increase our investment into referral networks to £350k per year to enable trusted partner organisations to provide customers in vulnerable circumstances with the support they need.

Funded partnerships allow us to refer customers in vulnerable circumstances to organisations (e.g. Citizens Advice) that are trusted by local communities and provide extra support. This can include energy efficiency advice, free first-time central heating, grants to insulate or upgrade a customer's heating system and volunteers making regular contact with lonely or isolated people.

Customers will benefit from health and wellbeing benefits associated with connecting customers to support services when they need them most.

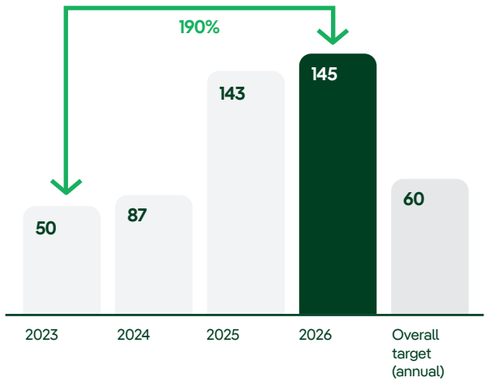
Measurement	Target	Completion date
Size of referral network	20% increase in referral network	On-going

Performance

We have already increased our investment and increased our network by more than 50%.

During 2025/26 we have increased the number of active partners who we work with from 143 to 145.

The focus now is on strengthening existing partnerships and refocussing efforts on how to best support customers through lived experience training and community focus.



SP Electricity North West

#24. Expand our Priority Services Register

We will increase membership of the PSR to a minimum of 60% of those eligible.

Background

We will ensure membership of the PSR is a minimum of 60% of those eligible for registration, targeting areas of the Northwest that have the greatest number of customers in vulnerable circumstances.

The PSR is a free support service to customers who need extra help during a power cut, either over the phone or face-to-face.

We will continue to develop and expand our PSR and the services we offer to those on it including support available during power cuts. We will enhance the service provided to members through making contact more frequently to check everything is okay, arranging visits from Customer Welfare Officers for those who need extra help, providing tips to prepare and stay safe during power cuts and developing new support services.

Customers will benefit from increased resilience and health and wellbeing benefits associated with reducing the stress and anxiety that can be caused by a loss of power.

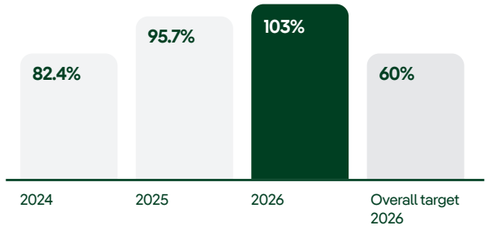
Measurement	Target	Completion date
Percentage of those eligible for PSR with membership	At least 60% of those eligible to be registered	2028

Performance

In the year ended 31 March 2026 we continued to promote awareness of our free Extra Care service, launching our new campaign "There's an easier way" and increasing accessibility, including collaboration with funded and non-funded partners.

Further embedding our ethos of supporting our customers and keeping them safe when they need us, led to an increase of registrants on our Extra Care service this year from 95.7% to 103.0% of those eligible in the region (the eligiblity number is an estimate).

We now have over 1 million households on our register.



#25. Create an innovation fund

We will introduce a new £150k annual fund to work with expert partners to develop solutions to barriers of taking-up of low carbon technologies.

Background

One of the risks of a rapid path to decarbonisation is that customers with lower incomes and fewer opportunities will get left behind, as more affluent customers take up new technologies and reap the benefits. This could widen social and economic gaps further, creating an even more unequal society. To help prevent this imbalance, we will introduce a new £150k annual fund to work with expert partners to develop new solutions to address barriers to the take-up of low carbon technologies.

Key barriers to these technologies include their cost and the need for greater education and support to understand them. This fund is a specific new idea brought by one of our stakeholders as a suggestion on how we could increase engagement and communication with key groups. We are looking for new developments to trial and learn from. The investment level will support our learning and if we find something that works and want to develop further, we would make a business case to develop it. The annual fund will drive innovative solutions to ensure that everyone, including the most vulnerable, can benefit from a future energy system that is both smart and fair and ensures that no customer gets left behind.

Measurement	Target	Completion date
£150k annual fund made available	New solutions to address barriers to the take-up of low carbon technologies	On-going

Performance

In 2025/26, £156k (Current Prices) of funding was utilised. We continued our research, facilitating another wave of the bi-annual low carbon technology (LCT) tracker, furthering our understanding of customer perceptions of LCTs and adoption rates.

Our research continues to inform our low carbon transition advisory service (Take Charge - Go Low offering). We are now focussed on in person delivery through events and targeted in home support, to better understand and remove the barriers to LCT uptake.

Over 3,000 customers have been served and 136 events attended. Lunch and learn sessions have been developed through collaboration with our social DSO team started to roll out from May 2026.

#26. Support customers in fuel poverty

We will work more closely with trusted organisations to understand fuel poverty and deliver support services, investing £1.5m per year to support 250,000 fuel poor customers by 2028.

Background

At the start of ED2 the Northwest has had 12.1% of households (approx, 250k customers) who were in fuel poverty, which is when people cannot afford to keep adequately warm at a reasonable cost, given their income. These households are in more vulnerable circumstances than most when power cuts occur because they don't have surplus income to cope during the power cut (for example getting a hot meal).

Working alongside local agencies we will provide a more integrated range of support services investing £1.5m per year to reach all 250,000 fuel poor customers by 2028. Energy efficiency advice, grants and debt management support will help recipients financially, but also build their confidence and knowledge. Wellbeing and other health challenges will also be supported through a referral scheme which will make it easier for customers to get the help they need.

Measurement	Target	Completion date
Number of customers reached	Actively support 25k and provide advice to a further 25k customers each year	2028

Performance

This initiative continues to be successful, directly supporting 26.8k customers in year, with an overall social return NPV* of £17m.

The campaign itself has raised awareness with 115,108 through digital engagement and afforded over 220 million opportunities to see or hear our message.

Our convening power has enabled a multi-agency approach to ensure satisfaction with the service delivered is as comprehensive as possible and that customers receive all the support that is available.

Cross referrals between participating organisations further enhance this. Customer satisfaction with this service was 94% at the close of 2025/26.

*Net Present Value, is the discounted sum of future cash flows, whether positive or negative, minus any initial investment

#27. Develop a new customer advisory panel

We will establish new representative customer advisory panels to include direct input to our plans from members of the public.

Background

A customer advisory panel is a group of customers that come together to review our business plans and provide feedback on our performance.

When developing our ED2 business plan, we established a new deliberative customer panel which has proved hugely insightful and beneficial. We want to capitalise on this investment and learning and introduce a new customer advisory panel to provide ongoing feedback on our strategy to support customers in vulnerable circumstances.

To ensure the panel is representative it will include a diverse range of customers that truly reflects the wide range of people that live in the Northwest. Part of the panel's remit will be to provide feedback on our plans for ensuring customers understand changes in the energy sector through videos, community sessions, education in schools and referral networks.

The outcome will be a strengthening of consumers' voices in business decision-making, influencing investment, future policy and customer benefits.

Measurement	Target	Completion date
Customer Advisory panels in place throughout ED2	Panel creation, membership and governance	On-going

Performance

At the start of the period, we hosted the resilient North West customer summit, starting our wider engagement on stakeholder expectations for the future.

Both consumer vulnerability panels and voice of the customer continue to deliver successful insights. New panels have been introduced to inform social DSO strategy and to start thinking around key priorities for ED3.





#28. Conduct home welfare visits for vulnerable customers during long-duration power cuts

We will proactively offer welfare visits to vulnerable customers without power for twelve or more hours.

Background

We will continue to offer timed appointments to customers who are having work completed at their property, or to those who require a welfare visit but we proactively offer visits to customers on our Priority Services Register who are experiencing power cuts over 12 hours.

Connections and cut-out work which is predominantly in someone's house are always appointment based. Planned welfare visits are arranged through discussion with customers and have either a timed appointment or, if support on the way, timed expectations.

Around 200 PSR customers experience power cuts over 12 hours each year. Visits will be made by a Customer Welfare Officer to explain what is happening, provide reassurance and tailored support.

Measurement	Target	Completion date
Welfare visits and referrals	Proactively offer welfare visits to all electricity customers in vulnerable circumstances who are without power for 12+ hours	On-going

Performance

Our customer support vehicle is now being used extensively to support customers without power. The vehicle comes equipped with solar panels on the roof, a large power bank capable of charging/operating devices, an electric cool box for storing cool packs for medicines and Wi-Fi connectivity to enable remote service provision.

The vehicle trial proved successful and is now being used to facilitate home visits to customers who experience longer duration outages. Area coverage has been expanded to the cover the whole of our footprint.

A process is now established for identifying and responding to customers who have been off for over 12 hours and who have requested our attendance.

#29. Introduce all-colleague training for vulnerable circumstances and mental wellbeing

We will implement a broad, tiered, and targeted training programme to ensure education and awareness of vulnerability is aligned to all staff roles and responsibilities, to recognise and reduce the impact of vulnerabilities.

Background

We will introduce new all-staff training on new and emerging mental wellbeing, linking the impacts of changing circumstances (i.e. power failures).

We will embrace diversity and inclusion, enabling our colleagues to have a better understanding of these areas including where an individual's circumstances require us to make additional considerations in our daily activities.

We will amplify our current training structure to provide a regular training programme for all roles, to provide insight and awareness for colleagues to better support our customers. The training will cover circumstances such as digital exclusion, rural isolation and regional economic impact.

The outcome will be an enhanced service provided by our colleagues through better awareness and understanding of the impacts of vulnerability and ability to recognise and reduce impacts through our daily activities. The training will also continue to build our mental wellbeing strategy, empowering our colleagues to understand vulnerable circumstances that can affect everyone.

Measurement	Target	Completion date
New vulnerability and mental health training programme	100% of colleagues trained in vulnerability and mental health	2028

Performance

Switched on to Extra Care training has been refreshed and launched during October and further targeted, lived experience workshops have been delivered with more planned during 2026.

#30. Improve flood protection

We will improve flood defences in our highest voltage substations serving more than 10,000 customers.

Background

The effects of climate change have led to some dramatic weather patterns in recent years, which have had an adverse impact on our network and our customers. For example, in 2015, Storm Desmond caused flooding at Lancaster's major substation, cutting power to more than 60,000 customers.

We invested £6m to raise key equipment at the substation three metres above the ground, to keep them safe if the site flooded again.

In ED2, we will build on the work completed to date, by improving flood defences to our highest voltage substations serving more than 10,000 customers, in line with the recommendations of the National Flood Resilience Review and also addressing sites newly identified as at risk based on the latest Environment Agency flooding data.

This programme will increase flood protection to 15 existing substations and install defences at 21 newly identified as at risk serving 345,000 customers at a forecast cost of £3.6m. Its completion means that all of our major substations will be protected to at least 1/100-year flood risk, including assumptions on future climate change impacts.

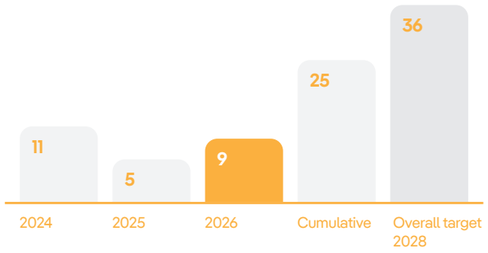
Measurement	Target	Completion date
Number of sites protected	Protect 21 new sites and 15 existing sites from the risk of a 100 year flood	2028

Performance

During 2025/26, flood mitigation works were completed at nine sites, bringing the cumulative ED2 total to 25 sites.

Following site visits and further review of updated flood risk assessments, seven sites were determined not to require mitigation works. We are on course to complete the remaining 11 sites by the end of ED2.

In addition to our commitment, flood protection measures have been delivered at four distribution substations that had previously experienced flooding, enhancing network resilience at these locations.



#31. Plant 10,000 trees every year

We will plant 10,000 trees in our region every year of ED2.

Background

Trees or branches falling onto power lines can cause power cuts and damage. To mitigate these impacts, we (together with the other network operators and bodies such as local authorities and highways agencies) will need to start proactively cutting some trees before they pose a danger. While most trees are pruned or coppiced by our skilled arborists, some trees do need to be fully cut down.

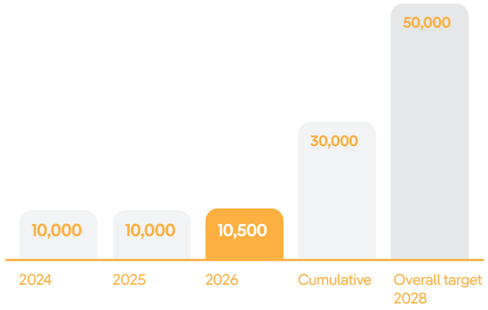
During ED2 we may have to manage a significant number of trees a year so to offset this impact we are working with partners to plant 10,000 trees in our region every year of ED2.

Measurement	Target	Completion date
Number of trees planted	Plant 10,000 trees each year	On-going

Performance

In 2023/24 we planted 10k trees on our land holdings in Carlisle. In 2024/25 we planted another 10k at land holdings in Preston and Blackburn.

In 2025/26 we had another successful year and planted over 10k trees at land holdings in various locations across the North West.



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#32. Increase cyber resilience

We will focus on enhancing our current cyber security capability.

Background

As electricity networks become increasingly data enabled, it is more important than ever that the data networks that support them are resilient to external threats.

The government introduced the Network and Information Systems (NIS) Regulations 2018 to increase the overall cyber security and cyber resilience of Operators of Essential Services (OES) such as ourselves.

We rely on cyber security to protect our customers' data and provide excellent customer service, to ensure efficient working practices within our workplace, to protect the reliability of our network against unauthorised access, to protect the network now and in future as we move to more actively managed systems, to keep costs low for customers and to ensure the safety of our customers, employees, and contractors.

To develop our cyber strategy, we completed a self-assessment using the Cyber Assessment Framework (CAF) which informed our medium-term cyber security improvement plan. This sets out the steps we plan to take in ED2 and beyond to comply with the regulations and exceed them.

Measurement	Target	Completion date
Compliance with the Network and Information systems regulations and our cyber resilience plan	Comply with requirements of Network & Information Systems Regulations	2028

Performance

We have made significant progress during 2025/26 and have implemented security tooling, new business processes and policies and recruited a permanent cyber team to align with the enhanced CAF (cyber assessment framework).

We have continued the roll out and improvements to a variety of security tooling and an ongoing 'Be Sure Be Secure' culture, training and engagement campaign.

The focus for 2026/27 will be on embedding, expanding and further automating our security controls.

#33. Maintain resilience in a changing climate

We will continue to improve the resilience of our network in case of extreme events.

Background

We face many challenges in ensuring that we continue to deliver leading reliability standards in the face of changing climate patterns. These actions are typically described as 'adaptation' to climate change, as distinct from the measures being taken to mitigate or restrict the level of climate change.

In ED2, we will complete our fifth Climate Change Adaptation report to Defra, setting out what we consider are the key medium and long-term impacts of climate change on the network. The previous assessment set out that the key risks related to the forecast increased frequency and severity of extreme events and so our plan is focused on continuing to improve the resilience of the network in this regard.

Our measures described on flooding and tree-cutting show the increased work we will undertake to improve resilience in a changing climate.

Measurement	Target	Completion date
Achievement of Climate Change Resilience Strategy	Implement Climate Change Resilience Strategy	2028

Performance

Throughout the last year we have been developing our Resilire modelling tool which enables us to identify the HV Overhead lines which are most susceptible to failure in a storm and identify the intervention (usually strengthening, undergrounding or interconnection) which will bring most benefits to customers. We are now delivering the highest priority projects identified by Resilire. More information can be found on our website: https://www.enwl.co.uk/future-energy/innovation/smaller-projects/other-projects/resilire/

We continue to work with colleagues in the Energy Networks Association's Climate Change Resilience Group (ENA CCRG) to develop a suitable set of Climate Resilience Metrics and Indicators (CRMI) which will help us to articulate the risks and benefits associated with the changing climate. These metrics are not sufficiently mature to be used in the assessment of resilience projects in the ED3 price control review, but we will continue to work with Ofgem and industry colleagues to develop a suite of metrics which we can start to use in the ED3 period.

Defra have started the consultation which will lead to the submission of the Fifth Climate Change Adaptation Report in a window from 2026 to 2029. As with previous adaptation reports we will work with colleagues from other electricity network companies, through the ENA, to deliver an industry response as well as our own company report.

We continue to be active members of all ENA Resilience Working Groups and Local Resilience Forums (LRF) to ensure that we develop a co-ordinated approach in dealing with other network companies and with our stakeholders.

#34. Improve network health

We will undertake a targeted and efficient programme of asset renewal.

Background

The electricity network is a complex system comprising overhead lines, underground cables, substations, transformers and switchgear. Much of this equipment is long-lived. In fact, some of our underground cables are over a century old. Over time, these assets can degrade and become increasingly prone to failure, causing power cuts.

The largest part of our investment programme is devoted to the replacement and refurbishment of existing equipment. We measure the overall health and risk on the network using an industry standard approach. We will undertake a targeted and efficient programme of asset renewal which maintains the overall condition of the network.

Measurement	Target	Completion date
Risk Points	416.6m risk points	2028

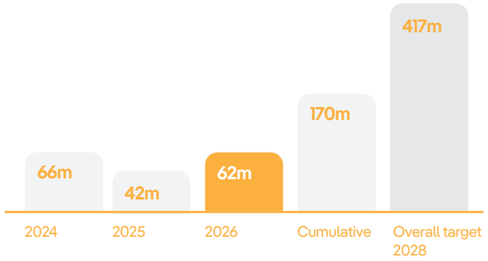
Performance

To date, we have delivered 170m risk points, representing 41% of our target.

Our risk point delivery profile is more heavily weighted towards the later years due to resource and supply chain mobilisation and other early ED2 priorities e.g. PCB compliance.

Our programme also includes many substantial, multi-year construction projects which have been started in early ED2 and will commission in the later years with significant associated risk point delivery.

We remain on plan to complete the full programme of work over ED2 despite being slightly behind our planned position at the end of year 3.



#35. Improve telecommunications resilience

We will improve the resilience of equipment that enables us to monitor and manage the electricity network remotely.

Background

Customers benefit from faster restoration of power during faults due to automated responses and remote control of the network. Controlling the electricity network is dependent on being able to communicate with the equipment remotely.

We will improve the resilience of equipment that enables us to monitor and manage the electricity network remotely from our central control room. We own and operate a private communications and data network to do this. We will invest more in this network to increase its resilience against physical, virtual and weather-related threats.

Measurement	Target	Completion date
Improved resilience against physical, virtual and weather-related threats.	Enhanced communication infrastructure resilience	2028

Performance

We continue to invest in our private telecommunications network to improve the reliability and performance of our systems. This work looks to maintain the reliability of our copper pilot cables, fibre networks and radio systems and infrastructure, together with associated power systems to ensure reliable and effective communications.

Our Telecommunications transmission equipment is also going through a technology refresh, with the new technology providing high capacity and secure solutions for major site interconnectivity.

Our investment in maintaining the cable and fibre network is a continuous process and we completed the tech refresh of the telecoms equipment in line with the business plan for last year.

#36. Invest in Electricity System restoration readiness

We will comply with the new Electricity System Restoration standards (ESRS).

Background

Electricity System Restoration refers to the process of restarting the network following a national shutdown.

Our network is currently compliant to the standards for restoration set by government but these have recently been reviewed to enable faster and more widespread restoration in these circumstances.

We commit to delivering against these new standards. This will lead to increased costs for managing our control room operation but improving standards will give reassurance to customers that there is a robust emergency recovery process in place.

Measurement	Target	Completion date
Standards for restoration by government	Compliance with the new electricity systems	2028

Performance

We continue to work with the National Energy System Operator (NESO), SPEN and National Grid Energy Transmission (NGET) to develop NESO's draft North West England Regional Restoration Plan for ESRS.

To supplement the Regional Restoration Plan, we are reviewing and commenting on the draft version of ENA EREC G91 Issue 2 - Substation Auxiliary Supply Resilience, which supports our understanding of asset resilience requirements. In addition, we have developed a document to support our ESRS Assurance submissions as part of our Week 24 returns.



#37. Reduce carbon footprint

We'll continue to reduce our carbon footprint.

Background

We will continue to work to reduce our own business carbon footprint – a move that our stakeholders and customers strongly support.

In ED1, we reduced carbon emissions by 42%, compared to 2015 levels. We achieved this through a range of initiatives, such as better monitoring of heating in our buildings and installing LED lighting at all our sites.

In ED2, we will continue to lead by example, by accelerating the pace of our own decarbonisation programme, in an effort to become a carbon neutral business by 2038.

We will progressively replace vehicles with electric equivalents and convert our buildings to be much more energy efficient. We plan to make one of our depots zero carbon for each year of ED2. We will replace our current vehicles with electric equivalents when they become cost neutral or cost beneficial over their lifecycle. We anticipate that this will lead to our vehicle fleet being 29% electric by 2028.

Measurement	Target	Completion date
Replacement of vehicles with electric equivalents. Conversion of select buildings to be more energy efficient.	Five new carbon neutral sites. Reduce carbon footprint to 18,615 tCO_2e. Over 25% of vehicle fleet electrified.	2028

Performance

In 2025/26 we created an additional Net Zero depot and have a strategy in place to deliver two more by 2028.

We also achieved our science-based target of a 63% reduction in our scope 1, 2 and 3 emissions by achieving a total of 16,805 tCO_2e.

Electrification of our fleet continues to be a significant part of our decarbonisation strategy. Telematics data will be available in 2026/27 to help understand which of our liveried vehicles could be transitioned to an EV alternative.

We currently have a combination of EV/PHEV totalling 233 vehicles in our fleet. This equates to 18% of our fleet.

#38. Reduce leakage from oil-filled cables

We will reduce leaks from the few bio-oil-insulated electricity cables that remain on our network.

Background

In ED1 we had 44,000km of underground cable; 380km of these (0.9%) were of an older construction that contain oil for insulation. These older cables can sometimes leak when they are damaged, seals deteriorate or ground conditions change. We have been progressively removing this type of cable from our network over a number of years.

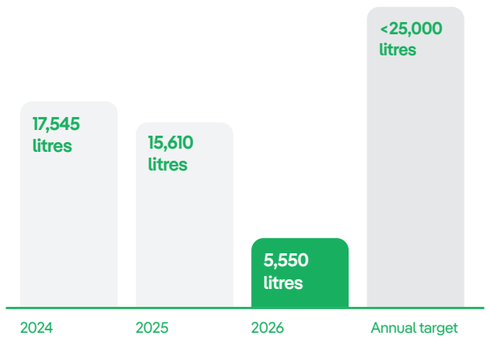
In ED2, we plan to continue with this programme prioritising the highest risk cables and also carefully managing those lengths that do remain using new tracing technologies to ensure that we can identify and fix leaks as soon as they occur. These measures will enable us to minimise the leakage from these cables and we have set an annual leakage target of less than 25,000 litres, representing a 17% reduction on the targets we set for the end of ED1.

Measurement	Target	Completion date
Litres lost	<25k litres/ annum	2028

Performance

We significantly improved on our cable oil leakage rate limits in 2025/26 with a leakage rate of 5.5k litres compared to our target leakage of 25k litres.

Our long-term asset replacement strategy is on track to continue to remove and replace oil filled cables from our network.



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#39. Undergrounding overhead lines

We will remove overhead lines in National Parks and Areas of Outstanding Natural Beauty.

Background

Since 2005 we have been working with partners such as the Lake District and Peak District National Park Authorities to remove overhead power lines and replace them with underground cables in National Parks and Areas of Outstanding Natural Beauty (AONBs) in our region. Overhead lines in these locations can be deemed to be visually intrusive and detract from the landscape.

In ED2 we will continue our programme working closely with National Parks, AONBs and other key stakeholders to replace 7-8km of overhead lines each year with underground cables in locations identified by our partners of being of particular visual impact. We will work with experts where appropriate, including archaeologists, the Environment Agency and local councils to minimise other environmental impacts and ensure the work is handled sensitively.

Measurement	Target	Completion date
Completed Under-grounding requests from stakeholders	Maintain our programme of improving visual amenity	2028

Performance

In 2025/26, 3.5km of overhead lines have been replaced with 4.9km of underground cable in the National Parks and National Landscapes in our region.

Combined with prior years, this results in 7.4km of OHL removed, and 8.4km of UG cable installed for ED2 to date.

The line length undergrounded in ED2 is significantly influenced by engagement with key stakeholders which determines the individual schemes that are chosen for their environmental benefit rather than pure length of line to be undergrounded.

#40. Reduce losses from network

We will reduce the amount of electricity lost in the distribution process.

Background

A small amount of electricity is lost in the process of distributing it to customers, due to it being converted into other forms of energy, e.g. transformers getting warm. This is wasteful in terms of carbon emissions and the cost to bill payers for electricity they never get to use.

To reduce these losses in ED2, we will upsize cables and equipment to lower loss equivalents when we are undertaking work for other purposes and also proactively replace the highest loss equipment on our network, even if the equipment does not require replacement for any other reason. This proactive investment will save around eight Gigawatt hours of electricity (GWh) by 2028 – enough electricity to power around 2,760 homes for a year.

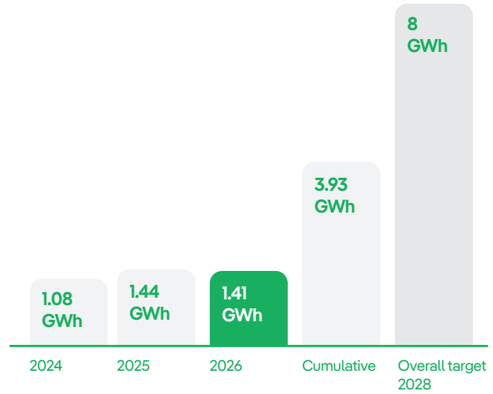
Measurement	Target	Completion date
Losses in GWh	Reduce network losses by 8 GWh by the end of ED2	2028

Performance

During 2025/26, we replaced 62 transformers, delivering an expected annual loss reduction of 1.41 GWh.

Cumulatively over ED2 to date, 173 transformers have been replaced, achieving a total loss reduction of 3.93 GWh against an ED2 target of 8 GWh.

Delivery remains on track to achieve the targeted 8 GWh annual network loss reduction by the end of 2028.



#41. Reduce potent emissions

We will maintain a leakage rate of less that 0.3% of our total inventory.

Background

Sulphur Hexafluoride (SF_6) is used throughout the industry as an effective electrical insulator and is in some of our equipment but is a potent greenhouse gas if leaks occur. A small amount of our total SF_6 is lost via leakage each year.

There are currently few viable alternatives to using SF_6 so we will proactively manage our equipment to minimise leaks, replace old equipment if its condition deteriorates, and also work with industry to stimulate the development of alternatives. As we switch over to installing SF_6 -free equipment, we expect the costs to increase in the short term, until the widespread availability of alternatives.

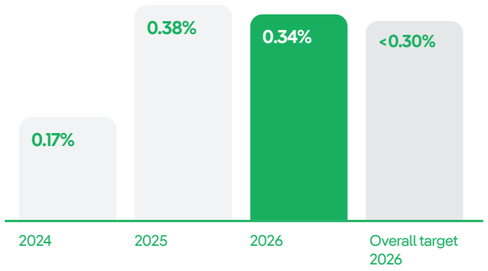
Measurement	Target	Completion date
% of SF_6 lost per year	<0.3% SF_6 leakage per year	2028

Performance

SF_6 emissions during the year were at a decreased level when compared to the previous year (60.49kg compared to 62.12kg in 2025), equating to 0.34% of the total mass in service (2024/25: 0.38%).

This performance slightly misses the target we set to reduce our leakage rate to below 0.3% per year throughout ED2.

During the last two years we have experienced a significant leakage rate from across the population of HV overhead line SF_6 filled vacuum Auto Reclosers, an asset class that has previously performed well. We are replacing these units in situ. We are working on a joint SF6 strategy as part of the ED3 planning process. Our joint strategy will establish a consistent, lifecycle-based approach across SPD, SPM and SP ENW to reduce emissions and manage the SF_6 bank, combining enhanced leak management, targeted refurbishment and replacement, effective gas recovery and re-use, and SF_6-free solutions by default where feasible, while remaining responsive to evolving technology, regulation and supply-chain conditions.



#42. Making our sites wildlife havens

We will expand our programme of transforming substation sites into wildlife havens.

Background

In 2019/20 we transformed nine of our substation sites into low-maintenance, self-pollinating spaces following a suggestion from one of our grounds workers. Not only do they benefit the local area but they can also reduce the amount of maintenance needed by Electricity North West. Unlike a site with grass that needs regular trimming and weeding, a site filled with self-pollinating wildflowers does not need regular visits. In addition, these sites are in the heart of local communities and many have been taken on to be maintained in partnership with local groups.

We will expand this programme in ED2 to create and support other green spaces and biodiversity schemes, including tree planting schemes where appropriate.

Measurement	Target	Completion date
Number of sites Enhanced for biodiversity	100 sites enhanced	2028

Performance

We continued to manage 100 sites for biodiversity enhancement in 2025/26.

At one of our sites we have commenced a major grassland restoration programme, and undertaken willow revetment work around a streamside pole as a practical nature-based solution to asset security.

To enhance our business understanding and visibility we have produced guidance documents, an interim report on biodiversity progress and updated our action plan and net gain strategy. Crucially we have developed a powerful GIS based natural capital and biodiversity tool covering our entire estate.



#43. Help customers connect low carbon technologies

We will provide the right capacity for low carbon technologies in the right place at the right time.

Background

Demand for electricity is likely to increase significantly from its current levels over the next decade, as the transport and heat sectors become increasingly electrified.

Although there are likely to be some offsetting reductions from energy efficiency improvements and changes in industrial demand, we nevertheless need to plan for a large overall increase in consumption. At the same time, we expect to see an increase in the connection of renewable generation to our network – another big change which also has implications for our network investment plans.

Whilst substantial investment is needed to increase our network's capacity we also need to consider the affordability to consumers. We need to take a more strategic approach – by providing the right capacity in the right place at the right time, and by making the existing network work harder.

Measurement	Target	Completion date
Meeting increased consumption demands	Ensure capacity is provided in the right place at the right time as demand increases	2028

Performance

We continue to support the regional growth, decarbonisation, and customer demand for low-carbon technologies. Regular bilateral engagements with our local authorities ensure that sites where LCT deployment deliver the most impact in terms of ease of access for our customers are identified sooner.

Following completion of a recent wider societal return on investment modelling project, we now have a new 'social Cost Benefit Analysis' tool that enables direct and social impact measurement of LCT initiatives across all communities in the North West. We are now looking to lead collaboration with NESO, the ENA and other DNOs on social considerations.

Strategic, Data-Driven Delivery:
Our investment programme is guided by stakeholder engagement and detailed forecasting that is informed by internal modelling, as well as tRESP and NESO input, ensuring capacity is delivered strategically and where it will deliver the greatest impact – from urban growth corridors and renewable generation hotspots.

Accelerating Infrastructure Readiness:
Through our investments, we aim to reduce connection lead times, support housing and commercial development, and enabling the electrification of transport and heating.

Supporting Regional Economic Growth:
The scale of our investments will directly support job creation, supply chain activity, and inward investment, particularly in areas targeted for clean energy and industrial decarbonisation.

Future-Proofing the Network:
Reinforcements will lay the groundwork for ED3 and beyond, ensuring our network remains resilient, flexible, and capable of supporting the transition to net zero.

#44. Remove constraints for renewables

We'll help renewable electricity generation connect to the network, such as solar and wind power.

Background

At the moment, certain parts of our network (e.g. city centres) are restricted in the amount of renewable generation that can connect because of the characteristics of some of the equipment installed there. If we don't support this, far less renewable generation will be able to connect in the Northwest.

We will ease restrictions on DG connections where there is clear evidence of strong connections demand. By helping connect more renewable electricity generation we will enable the reduction of carbon emissions and help tackle climate change.

Measurement	Target	Completion date
Connections of renewable electricity generation	Remove constraints for renewable generation connection	2028

Performance

In 2025/26, we built on capabilities to further accelerate renewable generation connections, reduce constraints, and improve customer experience.

Active Network Management (ANM) – Unlocking Dynamic Capacity:
We now have our first live ANM connection that is being actively managed – a 30 MW BESS that was accelerated by four years as compared to traditional reinforcement timelines.

In 2025/26, the connected customer saved significant avoided reinforcement cost and reduced curtailment, greatly improving customer experience. Across our network, ANM continues to increase its reach to increase substation headroom by up to 30% and accelerate further DER connections.

Flexible Connections – Accelerating Access:
In 2025/26, we accelerated 380,000 MWh of renewable connections which, under traditional reinforcement, would have taken up to four years longer to connect, thus opening earlier revenue streams for our customers.

We are expanding our commercial flexibility capabilities such that we can continue to connect more renewable DERs, faster, enable broader market participation, and improve transparency, making it easier for our customers to connect through flexibility.

#45. Establish a new annual community energy fund

We will offer a £100k fund per year to support community energy projects.

Background

Community energy projects are citizen-led schemes to reduce, generate or purchase energy. Examples include neighbourhood-led solar or hydro projects.

In ED1 we offered a £75k fund per year to support these projects and helped six such projects last year. These projects enable local, renewable electricity to be generated and connected to the network, as well as increasing awareness about energy efficiency and local action. The more power that is saved or connected locally means the lower the cost of the distribution of that power, saving money and emissions.

In ED2, we have increased this fund to match demand from £75k to £100k for each year of the price control period. This will enable more projects to go ahead, while allowing for growth in the sector in our region. It will also enable ongoing benefits measurement based on projects delivered, which could support justification for increasing the funding level further in ED3.

Alongside the funding, we will provide a free, dedicated support service to help guide community groups in the development of their projects, applications for funding and the connection of their projects to our network.

Measurement	Target	Completion date
Spending on community energy project schemes	£500k over ED2 period	2028

Performance

Since the last update in November 2025, we have completed Round 1 of the Social DSO Fund, awarding £111k (All quoted figures are in current prices) to six community led projects focused on solar generation, battery storage, and social energy innovation.

Together with the £83k previously committed, this brings total ED2 investment to £294k against our commitment to award up to £500k.

Round 2 supported 5 organisations including; Burneside Community Energy, The Lonsdale Club, Bleakholt Animal Sanctuary, Carbon Co-op and People Powered Retrofit.

Round 2 investment was £85k. This brings the total for ED2 period up to: £379k.

#46. Unloop customers' power supplies

We will unloop the electricity services to properties installing low carbon technologies.

Background

A looped service describes a situation where two or more households are connected to the electricity main with the same service cable. Hundreds of thousands of homes were historically connected to the power network in this way over the years to save the costs of connecting each individual property to the mains cable. However, this historic practice of sharing a service cable restricts the number of additional devices a household can connect to. This can prevent adoption of new technologies such as electric vehicle chargers – a change unforeseen when the original connections were made.

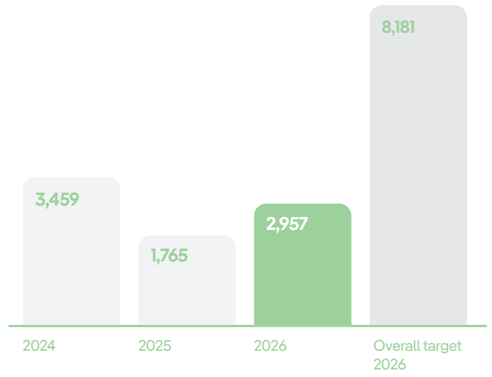
In ED2, we will unloop the electricity services to properties installing low carbon technologies such as electric vehicle chargers, putting in new cables to connect individual properties to the mains. We will do this when we are notified about electric vehicle charger connections or where customers want to connect heat pumps.

This will be the start of an ongoing programme to eventually remove all looped services in the Northwest.

Measurement	Target	Completion date
Number of services unlooped	Unloop services to properties adopting low carbon technologies	2028

Performance

We unlooped 2,957 properties during 2025/26.



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