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Distribution Flexibility
Procurement Consultation

Response summary
October 2022

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www.enwl.co.uk

Background

As part of our latest [Distribution Flexibility Procurement Statement](#), we committed to leading a [consultation](#) over the summer period to better understand our stakeholder's views of our approach to procuring Flexible Services, how we engage with our customers and our future proposals prior to the launch of our Autumn 2022 Flexibility tender.

Outlining our current processes for signposting, procuring, dispatching, and settling flexible services, this consultation sought feedback on what we could do to improve these processes to ensure that our approach is tailored to meet the needs of our stakeholders. We strive to make the process of providing flexibility to the network as simple and seamless as possible for both local and national players by helping to remove barriers to participation and encourage growth in the UK flexibility market space.

The majority of responses to this consultation were gathered via polls during our consultation webinar held in September, with comments and further feedback received via chat function.

The consultation is divided into three sections: 1) Information and Signposting, 2) Engagement and 3) Procurement. This response summary provides an overview of the main feedback received and our plans for taking it forward.

Responses

7 responses received

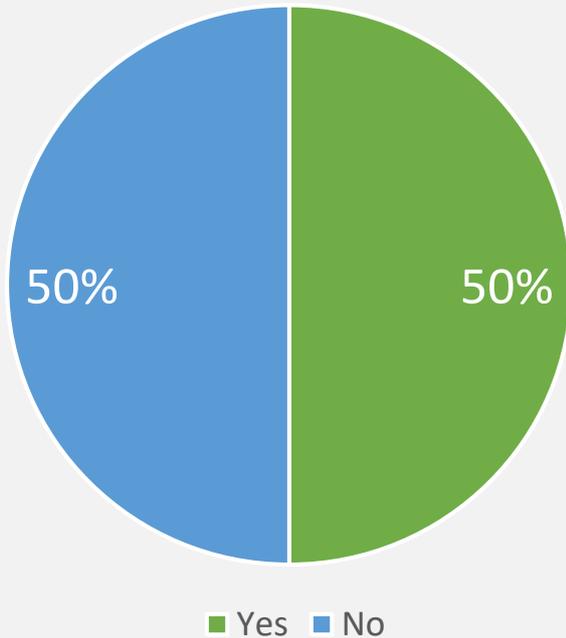
Company type
Generator
Generator
Energy consultant
Energy Consultant
Energy storage
Generator
Generator



100% of attendees found
the webinar to be a useful way to
take part in a consultation

Information and signposting

Q. Is there any additional Information you would like our flexibility map to provide?

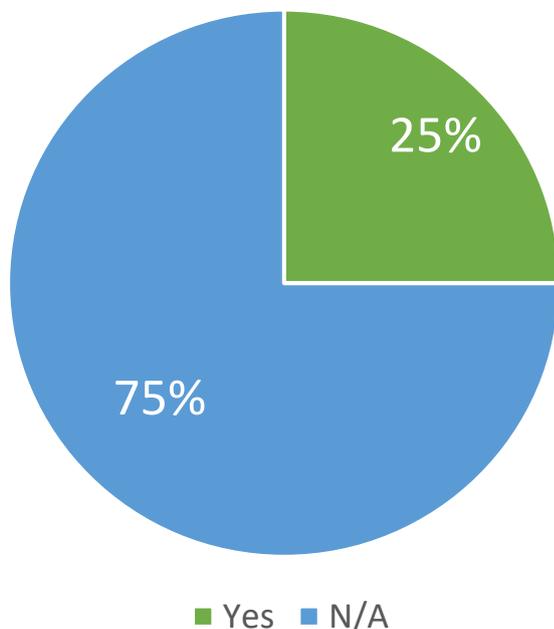


More info on headroom availability

We will:

Our interactive flexibility map provides a snapshot of information for each requirement zone, with further information available within the Invitation to Tender. Our new annual [Network Headroom Report](#) is a useful tool for flexibility stakeholders who wish to learn more about future headroom of the network over the next 10 years.

Q. Do you have all the information you need on our website and Piclo to take part in our tenders?

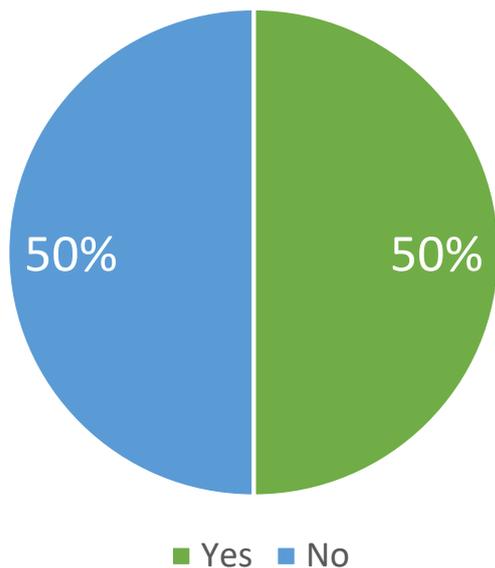


We will:

Continue to develop the 'Understanding Flexible Services' section of our website including the addition of new [case studies](#). We will work with Piclo to ensure stakeholders have the information required on both platforms to easily participate in our tenders.

Information and signposting

Q. Is there anywhere else we could be signposting our requirements along with helpful information about Flexible Services?



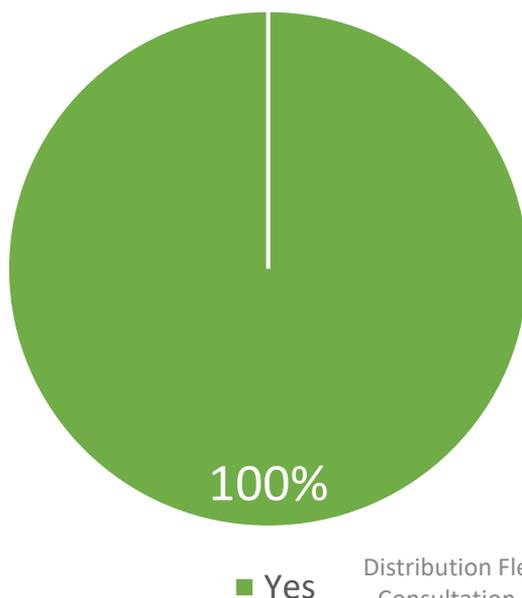
Advance notice of upcoming tenders would be useful

We will:

Continue to notify our flexibility distribution list of upcoming requirements with as much notice as possible, and look at signposting on a more local level to reach our regional stakeholders, spreading awareness of Flexible Services across the North West.

Engagement

Q. Are you satisfied with the work we are doing with the rest of the industry to standardise the process of providing Flexible Services?



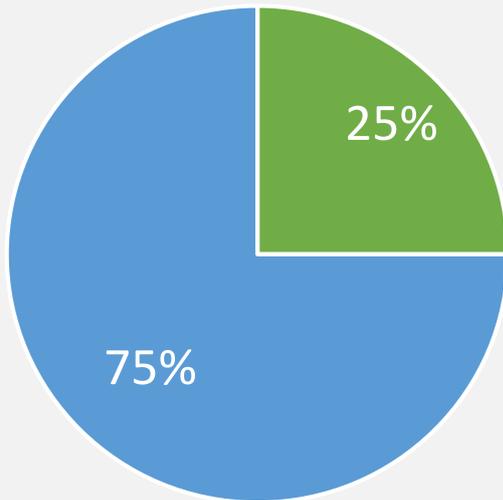
We will:

Continue to collaborate with the rest of the industry to identify good practice and standardise the process of providing flexibility services to the grid to create a streamlined customer experience.

■ Yes

Engagement

Are you happy to receive quarterly newsletters or would you prefer more frequent update newsletters?

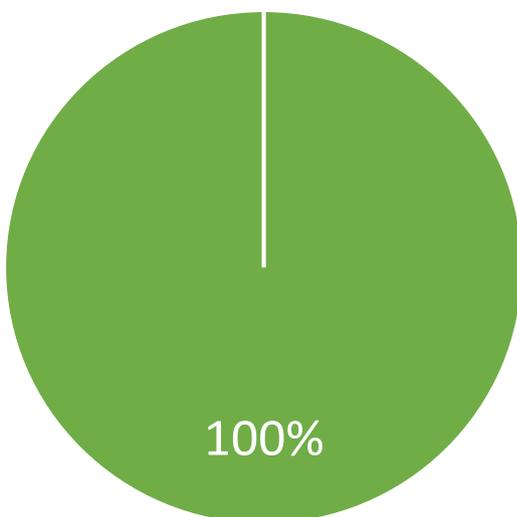


■ Stick with quarterly ■ More frequent

We will:

Continue to issue quarterly newsletters to our flexibility distribution list, issuing additional updates when required e.g. time sensitive news, industry updates and flexibility events.

Q. Do you prefer to attend webinars, in-person events, or a mix of both?



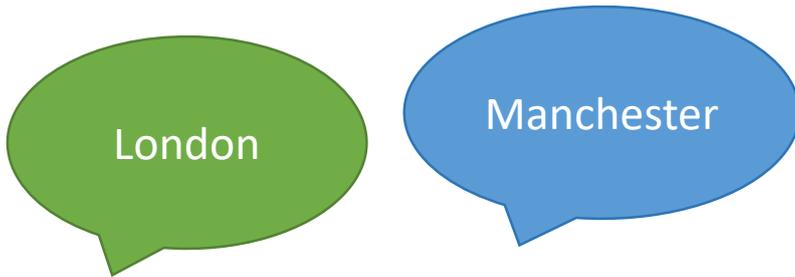
■ A mix of both

We will:

Look to host more in-person events alongside our webinars to reach a wider variety of our stakeholders. We plan to host regional events across the North West in November to meet with stakeholders on a more local level to discuss flexible services' opportunities in the area.

Engagement

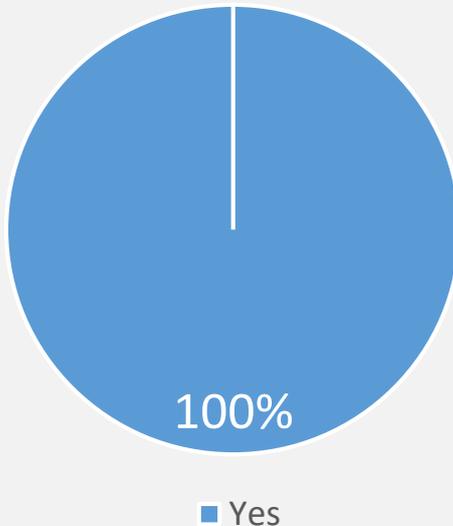
Q. If you prefer in-person events, where would you like to see them being held?



We will:

Following the success of our cross industry event with Piclo, UKPN and SPEN in Manchester in June, we will look at the possibility of hosting a similar event in London to engage with our stakeholders in the south.

Q. Do you use social media to stay up to date with industry news and events?



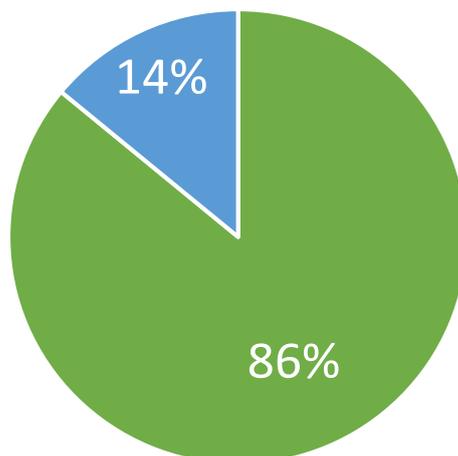
We will:

Continue to publish flexibility updates including upcoming events and requirements across ENWL's social media platforms.

Find us on:

- [linkedin.com/company/electricity-north-west](https://www.linkedin.com/company/electricity-north-west)
- [facebook.com/ElectricityNorthWest](https://www.facebook.com/ElectricityNorthWest)
- twitter.com/ElectricityNW

Q. How likely are you to book a 1-2-1 discussion with a member of our team?



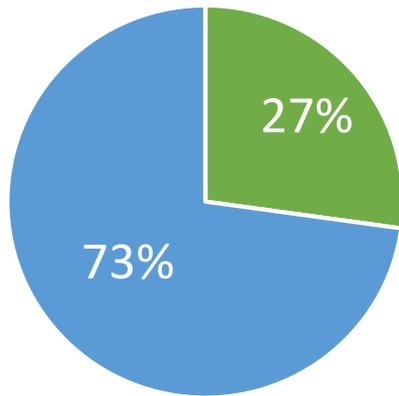
■ Very likely ■ Not very likely

We will:

Promote our one-to-one discussions in our newsletter updates, website and events to ensure visibility and allow more stakeholders to avail of this complementary service.

Procurement process

Q. What services are you most likely to tender for: sustain, secure, dynamic or restore?

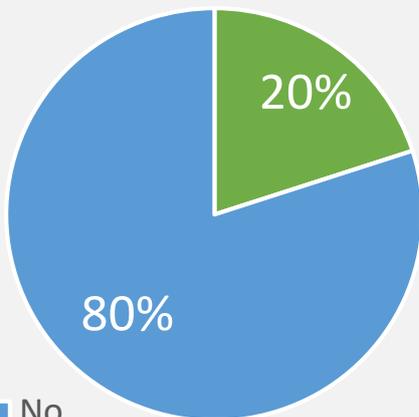


■ Sustain ■ N/A

We will:

We received insufficient responses to this question. We will look to improve understanding of these four products through the addition of new [case studies](#) on our website, ensuring our flexibility stakeholders are equipped with the information they need to participate in our tenders.

Q. Should our 50kW minimum requirement be lowered?

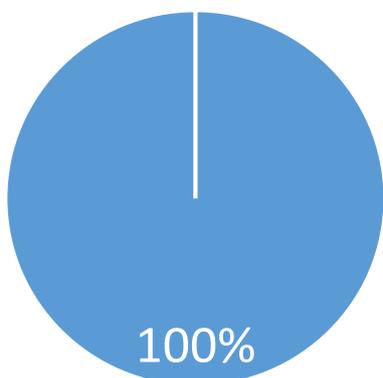


■ Yes ■ No

11kW or 7kW if possible

We will: At present there are no plans to lower the 50kW requirement. However, over the next few years, our new Active Network Management (ANM) system, further roll out of smart meters and additional monitoring at HV and LV will provide increased visibility of our HV and LV networks and allow us to expand our opportunities for flexibility services to these lower voltage levels.

Q. Is our PQQ window too short, too long, or just right?



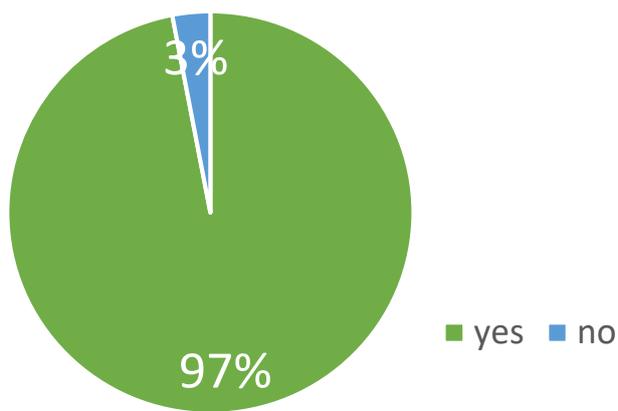
■ Just right

Perhaps incorporate PQQ into Pico rather than half on Pico and half on your site

We will: Keep our 3 month PQQ window open for tenders to allow sufficient time for providers to respond. We are currently working with Pico to have the PQQ incorporated onto their platform, allowing providers to complete all steps of the process on one platform to create a more seamless procurement experience.

Procurement process

Q. Does our approach give you confidence that we are acting in an open and transparent manner?



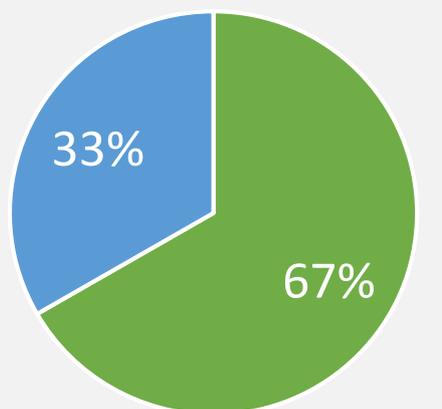
We will:

Continue to utilise the CEM Tool to determine the guide prices for our requirements and publish high level summaries following each tender round to demonstrate our commitment to procuring flexibility in an open and transparent manner.

We will:

Continue to align with the common definitions of active power products agreed via the ENA Open Networks project. For the Dynamic and secure products, we will pay both an availability payment and a utilisation payment. For Restore and Sustain product we will pay only for utilisation.

Q. Would you prefer availability or utilisation payments, or a combination of both?



■ availability ■ combination

Q. Would you prefer long or short term flexibility contracts?

Long term-
Better lifecycle
Revenue planning

Long term-
More security

We will:

Collaborate with other UK DNOs, National Grid and stakeholders to continue developing the common agreement that simplifies the standard contract, reduces jargon, shortens the page length and ensures clear and consistent terminology

Summary

Feedback from responses to our consultations is invaluable and will be taken on board when developing our processes and incorporated into our future plans where possible.

Key messages:

- Utilising polls during events is an efficient and simple method for gathering stakeholder feedback.
- A mix of webinars and in-person events are preferred.
- There is a need for more helpful tools and information to guide stakeholders through the process of providing flexible services and the different types of services required.
- Social media continues to be a key marketing tool to promote flexible services.
- Standardisation through the ENA Open Networks Project is crucial in streamlining the procurement process and encouraging participation.
- Incorporating the PQQ onto Piclo will be a welcome development for stakeholders who will benefit from utilising one platform to complete the necessary steps involved in taking part in our tenders.

USEFUL LINKS

Name	Link
ENWL flexible services portal	enwl.co.uk/flexible-services
Piclo Flex Platform	picloflex.com
ENWL Network Development Plan (NDP)	enwl.co.uk/ndp
Register for flexibility updates	enwl.co.uk/flexibility-updates
Get in touch with our team	Flexible.contracts@enwl.co.uk
Energy Networks Association (ENA)	energynetworks.org