SP Electricity North West

Regional Stakeholder Workshops 2026 Capture Report

Delivering Today, Investing for Tomorrow in Cumbria, Lancashire, and Greater Manchester













Introduction

Welcome to our 2026 Regional Stakeholder Workshops Capture Report. This report summarises the feedback, insights and discussions shared by stakeholders during our regional workshops and sets out the key themes that emerged from those conversations.

As a stakeholder-led organisation, we are committed to understanding the needs, priorities and expectations of the communities and organisations we serve. Stakeholder insight plays a vital role in shaping our decision-making, informing our plans and driving continuous improvement across our business.

Our Regional Stakeholder Workshops provided an opportunity to share updates on our current ED2 Business Plan (2023-28), including the progress we have made in delivering our commitments and the outcomes achieved for customers and stakeholders. The events also provided an opportunity to discuss future challenges and opportunities facing the region, understand stakeholders' priorities, and explore how we can continue to deliver effective support and meaningful outcomes.

The events included a series of presentations from key areas of the business, followed by roundtable discussions with attendees, and a panel Q&A with all of our speakers.

We would like to thank everyone who attended and contributed to the workshops. Your feedback helps to shape our future plans and ensures we remain focused on delivering the outcomes that matter most to stakeholders. We hope you find this report useful and welcome any comments on the report or the events via **StakeholderEngagement@enwl.co.uk** .



Executive Summary

We heard the following key messages from stakeholders come through clearly across all three Regional Workshops:

Communications and education

- A need for impartial advice and guidance on low carbon technologies, particularly given ongoing cost of living pressures and the barriers these present.

Connections letter

- The connections letter we engaged on included necessary information, but stakeholders wanted to see more accessible language and clearer images and diagrams

Undergrounding

- Support for increased undergrounding of cables where possible to improve visual amenity and network resilience, particularly in response to more frequent extreme weather.

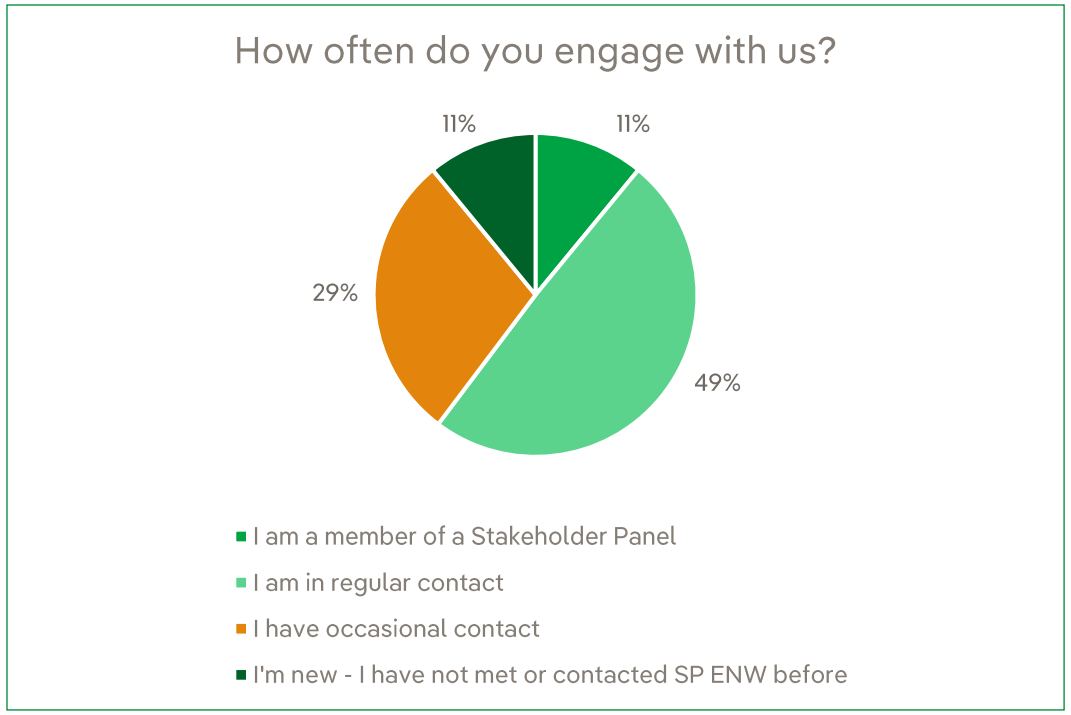
Collaborating with other utilities

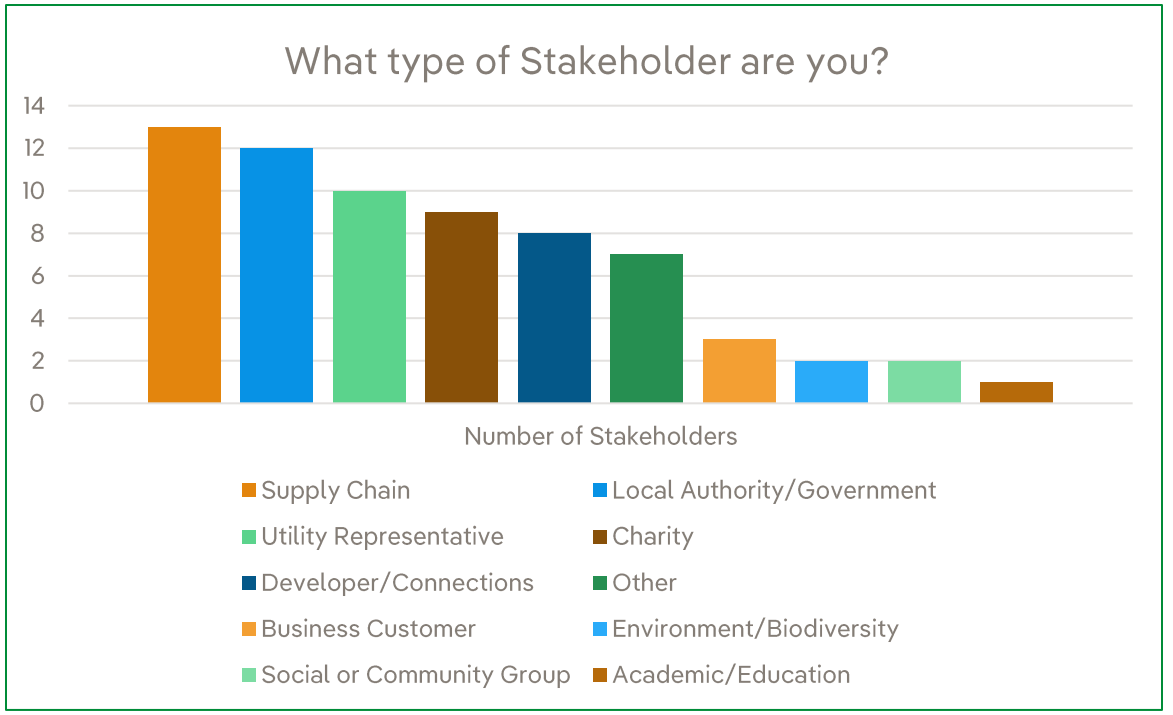
- Greater collaboration to reduce disruption and improved data sharing to better support vulnerable customers

Understanding our stakeholders

We were delighted to see that our three regional workshops brought together a diverse range of organisations and individuals from across Cumbria, Lancashire and Greater Manchester, representing a broad spectrum of sectors, industries and communities. This diversity of perspectives helped to enrich discussions, ensuring we captured insights and experiences from a wide range of stakeholders.

The events also provided an opportunity to engage with new stakeholders alongside our established network. This growing participation demonstrates continued interest in our plans and strengthens our ability to make informed decisions based on a wide and evolving range of stakeholder perspectives.





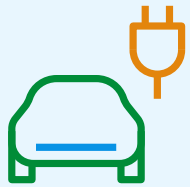
Emerging Themes

SP Electricity North West

The following themes emerged from table discussions across all three regional workshops



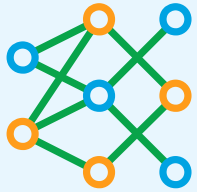
Network safety as a top priority



Public awareness, education and understanding of the energy transition



Resilience, reliability and climate adaptation



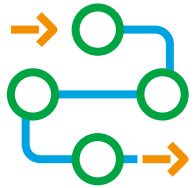
Collaboration with Local Authorities, Partners and Communities



Improved communications for vulnerable customers



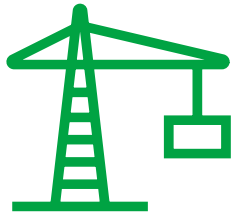
Investment in skills and talent for the future



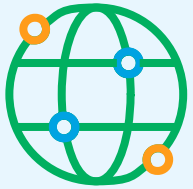
Faster connections



Affordability and a fair energy transition



Investing in network capacity ahead of time



Considerations for climate resilience

Distribution System Operation - DSO

Katherine Horne, Social DSO Manager, shared the key components of our Distribution System Operations and how the team works collaboratively with partners and stakeholders to understand their needs, generate plans for the future and enable flexible solutions.

Question : When considering a low carbon future, what barriers are you and your organisation facing and how might we overcome these together?

Key themes and insights

- The cost of low carbon technology is a barrier for many, particularly when coupled with the cost-of-living crisis
- Greater education is required around the tools available to support adoption for businesses and community groups
- Collaboration with Local Authorities is crucial to understanding shared priorities
- Misinformation is a barrier to the energy transition

Regionally specific themes

- **Cumbria** – The cost of adoption is a barrier
- **Lancashire** – Retrofit, fuel poverty and low-carbon technology adoption
- **Manchester** – Unlooping and unlocking the potential for landlords to support LCTs

All of the feedback you gave us will be shared with relevant teams across the business and incorporated into future processes and plans

Capital Investment

Vinny Cranny, Head of Capital Investment, and Shaun Gibb, Capital Project Communications Lead shared updates on key investment programmes taking place across Cumbria, Lancashire and Greater Manchester.

Question : What is most important to you and your organisation about what we are delivering in your region, and why?

Key themes and insights

- Communities want earlier engagement on projects and planned works
- Building the network now for the future demand
- Building the skills and workforce for the future
- More visibility on why investment decisions are being made
- Collaborating and coordinating with other utilities to reduce disruption

Regionally specific themes:

- **Cumbria** – Undergrounding for visual amenity and resilience
- **Lancashire** – Skills capacity and workforce development
- **Manchester** – Capacity constraints and economic growth

All of the feedback you gave us will be shared with relevant teams across the business and incorporated into future processes and plans

Customer

Paul Morris and Karen Hunter, our Partnership and Community Managers, presented some key highlights from ED2 within the Customer team, focusing on support for vulnerable customers, resources developed with trusted external partners and regional examples of collaborative work to ensure we are there for our customers when it matters most.

Question : As we look ahead to the coming year, what are the biggest challenges facing the people and communities you support, and where are the opportunities for us to work together to provide better support before, during and after difficult events such as severe weather, power outages or cost of living pressures?

Key themes and insights

- Collaborating with trusted partners when incidents occur to ensure key messages are shared effectively and scams are avoided
- Multiple communication channels need to be used to reach customers
- Customers want to see practical impartial advice
- Collaboration with other utilities to support customers on the Extra Care register
- Greater education around support for affordability

Regionally specific themes

- **Cumbria** – Communication with holiday homeowners and guests when incidents occur
- **Lancashire** – Ensuring unique needs and requirements are considered when supporting customers
- **Manchester** – Social value and supporting vulnerable urban populations

All of the feedback you gave us will be shared with relevant teams across the business and incorporated into future processes and plans

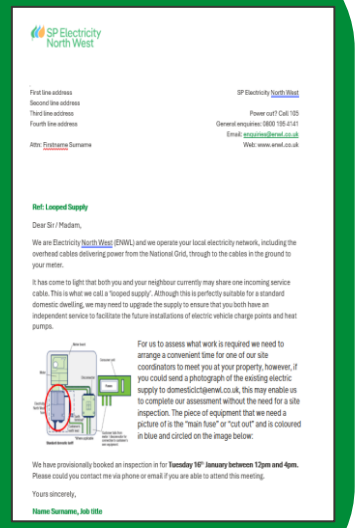
Case study: Connections Un-looping Letter feedback

As part of the Regional Workshops, stakeholder feedback on a current Connections letter helped drive a series of iterative improvements. Insights from the first event in Cumbria informed revisions to the letter and accompanying FAQs, which were then reviewed at the Lancashire workshop. Further feedback from the Greater Manchester event was incorporated, with stakeholder input shaping the final version now used to communicate un-looping requirements to customers.

Timeline: Stakeholder-led letter improvements

<u>First letter iteration:</u>

Stakeholders provide feedback: language too technical and complicated and the overall ask of the letter was unclear. Stakeholders suggested adjusting the reading age to 13.5 years old



Ref: Looped Supply

Dear Sir / Madam,

We are Electricity North West (ENWL) and we operate your local electricity network, including the overhead cables delivering power from the National Grid, through to the cables in the ground to your meter.

It has come to light that both you and your neighbour currently may share one incoming service cable. This is what we call a 'looped supply'. Although this is perfectly suitable for a standard domestic dwelling, we may need to upgrade the supply to ensure that you both have an independent service to facilitate the future installations of electric vehicle charge points and heat pumps.

For us to assess what work is required we need to arrange a convenient time for one of our site coordinators to meet you at your property, however, if you could send a photograph of the existing electric supply to domesticlct@enwl.co.uk, this may enable us to complete our assessment without the need for a site inspection. The piece of equipment that we need a picture of is the "main fuse" or "cut out" and is coloured in blue and circled on the image below:

We have provisionally booked an inspection in for **Tuesday 16th January between 12pm and 4pm.** Please could you contact me via phone or email if you are able to attend this meeting.

Yours sincerely,

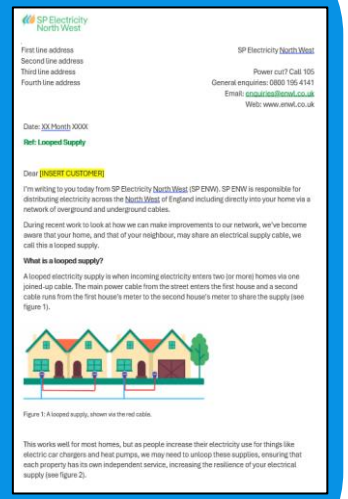
Name Surname, Job title

<u>Letter refinement at second Workshop</u>

Stakeholders report improvements, however the terminology around un-looping was questioned – the focus of the letter should be around outcomes of the un-looping rather than the task itself.

<u>Final letter iteration:</u>

An updated letter with accessible, friendly language, a lower reading age, FAQs, clear diagrams, and clearly stating the work is free. Greater focus on 'network upgrades' rather than 'un-looping' to make the outcome of the work clear to customers.



Ref: Looped Supply

Dear [INSERT CUSTOMER]

What is a looped supply?

ED3 – What would success look like in 2033?

Dave Darley, SP ENW ED3 Lead, shared an update on our joint ED3 business plan (2028-2033) which will be submitted to Ofgem in November 2026. He provided an overview of how the plan has been developed and the key commitments that have been developed through customer and stakeholder engagement.

Question : Which commitments were most important to stakeholders, and if the plan was successful, what would 2033 look like? These are some of the ideas stakeholders shared:

Increased energy security	Communities and businesses more engaged	Automated devices on the network	Resilience needs are met
Local needs met	Investments coming to fruition	Quicker and easier connections system	The network is safe and delivering for customers affordably
Assets fully utilised	Evidence that SP ENW have maintained a place-based approach	Clear communications and a clear point of contact	More experts in the energy sector and in electrical engineering
Making good use of flexibility services	Stronger regional economies	No connection constraints	Fewer power cuts and limited time off power. Restore supply within the hour

Stakeholder Feedback

Stakeholders feedback on the events was 9.05/10

- with many citing that the sessions were informative, engaging and valuable, particularly in bringing together other stakeholders during the table discussions to share insights from other industries.

9.05/10

Satisfaction with the events

Stakeholders found the following elements most useful

- Many comments centred on the insightfulness of all of the presentations, particularly highlighting the ED3 Business Plan update as beneficial when considering future plans. Stakeholders also noted a number of other areas that they enjoyed and found worthwhile:

Format and Structure

- *The mix of presentations and round the table format allowed a really informative day*
- *Presentations, pace, and the table discussions*

Data and Tools

- *Learning about grid investments and the LCT checker tool*
- *Being able to provide feedback on the heat network/portals online*

Future Plans and Investments

- *Good overview of organisation and future aspirations of commitments and plans*
- *ED3 Update helps to understand SP ENW's future priorities*

Stakeholder Feedback

When asking stakeholders about what they would like to hear more about in future, the following topics were suggested. These topics provide a strong basis for future engagement activity and demonstrate that stakeholders are keen to engage with us on a wide range of areas. These topics will help to inform future strategic engagement plans and activities. Find out more about upcoming events.

- Flexibility devices
- Connections timescales and cost reductions
- Communication channels
- Local markets and innovation
- Delivery plans to KPIs
- Harmonising of the regions, processes etc
- ED3 Details and ED4 plans
- Procurement - programme timelines
- Data and open data
- Resilience
- Resourcing strategy
- Support for vulnerable customers
- Supply chain support



Q&A session

Question	Answer
How do you become a member of your advisory panel?	If you would be interested in learning more about our Advisory Panels, please contact stakeholderengagement@enwl.co.uk or visit the Advisory Panel webpages
Grid charge planner - is this available to a Chargepoint operator who may be looking to work with a local authority?	Yes, we've now opened access out beyond local authorities.
Is the Social DSO Fund open currently? If not when is open for applications?	The Social DSO fund isn't currently open for applications, but you can find out more on our Social DSO Fund webpages
Does each part of SP submit separate ED3 plans or do you submit a combined one to Ofgem?	SP Electricity North West joined the ScottishPower/Iberdrola group in 2025 and now, for the first time, we'll be delivering our ED3 business plan jointly with SP Energy Networks under a single, coordinated approach. You can find out more here

Q&A session

Question	Answer
The LCT tool, what is the scope of types of property covered? Is this specific to residential properties or does to cover commercial properties, community assets, council owned assets such as car parks etc	The LCT Readiness Checker is primarily focused on residential properties. However, because it is based on electrical supply characteristics rather than property ownership or use, it may also include some small commercial properties, community assets and council-owned assets with similar supply arrangements. It is not designed to assess larger commercial sites or complex connections.
Does LCT readiness checkers cover of 2M homes cover all homes in your patch, or are some missing?	Current LCT Readiness checker contains 2.1m records against the live total of 2.4m SP ENW Meter Point Administration Number which is approximately 87.5%

Continue the conversation

We would like to thank all our stakeholders you for their involvement – here are some of the ways you can continue the conversation with us along with some additional resources relating to the discussions that were raised throughout the events.



- All slides from each of the events are available **here.**
- You can find additional information on all of the Capital Projects featured in the presentations on our **dedicated webpages**
- For additional information and support on low carbon technology adoption, money advice and energy support visit our **Take Charge** pages.
- If you would like any more information or would like to provide your views on any of our activities, please contact **stakeholderengagement@enwl.co.uk**
- If you would like to receive regular updates on our activity (newsletters etc) **please click here**
- To find out more about all our upcoming stakeholder events, including updates on our advisory panels **visit our events calendar.**
- If you would like to find out more about getting connected, and how we can help you, please visit our connections webpages here.