

**electricity
north west**

Bringing energy to your door



Stakeholder Satisfaction Survey

2021/2022

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- Following success of the first stakeholder satisfaction survey, the survey will be conducted annually.
- This years survey also included acceptability testing related to Electricity North West response to Storm Arwen.
- 126 participants



22 minute quantitative survey conducted via the following methods:



Telephone
n=83



Online
n=43

Fieldwork took place between 15th December – 23rd January

126 Stakeholders recruited from ENW newsletter list *n=1,753* (7% response rate)

The sample size is impacted by COVID-19 guidelines to work from home where possible. This means that the telephone numbers we have for many stakeholders have been diverted and/ or enquiries are being funnelled into a central mailbox.

Key topics included in the survey



Satisfaction with ENW relationship



Recent engagement patterns



Stakeholder attitudes towards ENW relationship



Preferences for future engagement



Improving stakeholder engagement



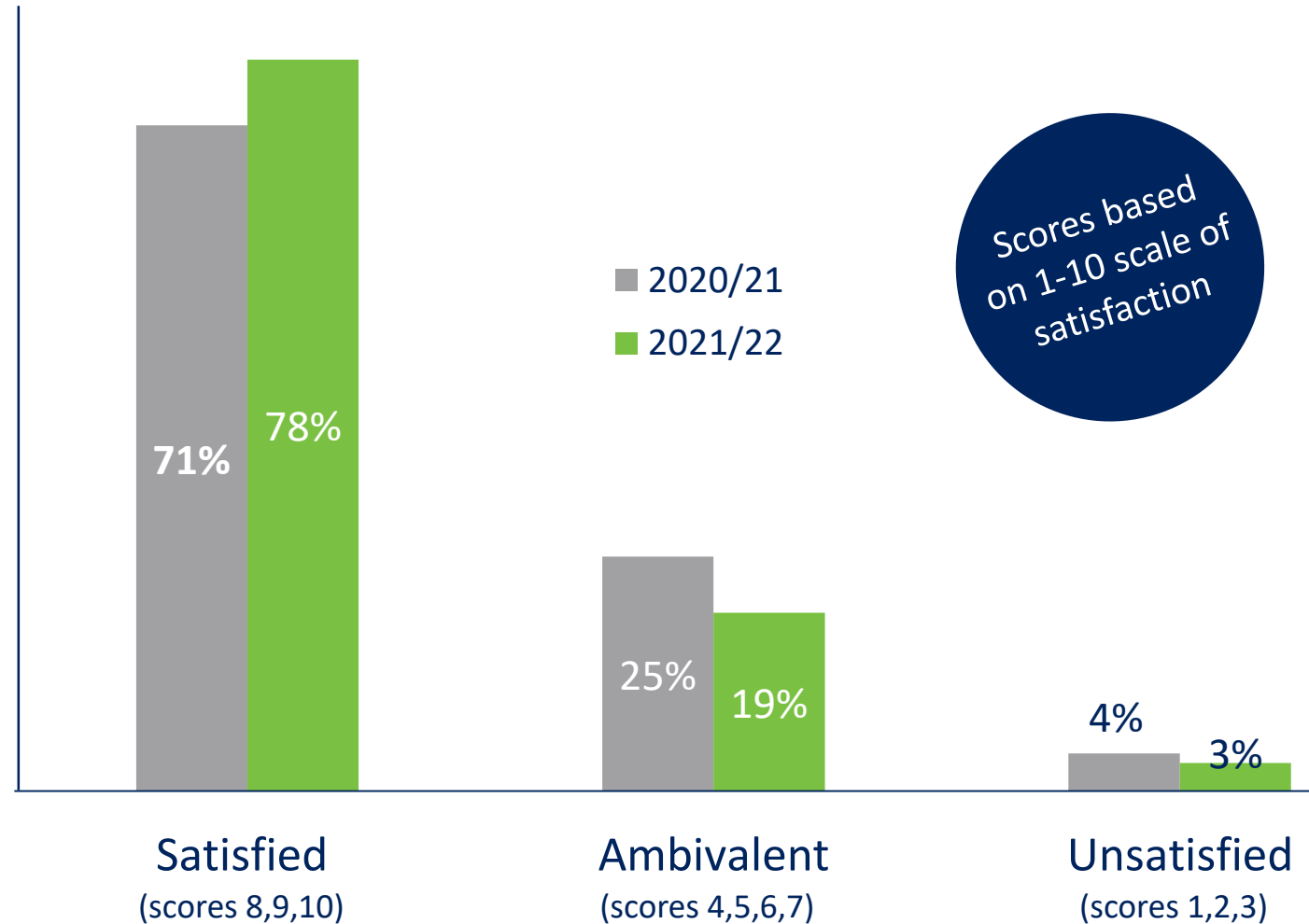
Storm Arwen impact



2020/21 mean = 8.05
2021/22 mean = 8.21

- ENWL's stakeholder relationships continue to be strong, despite the recent Storm Arwen impact.
- Very few are dissatisfied.
- A small level of ambivalence which rises to a third amongst those affected by Storm Arwen.

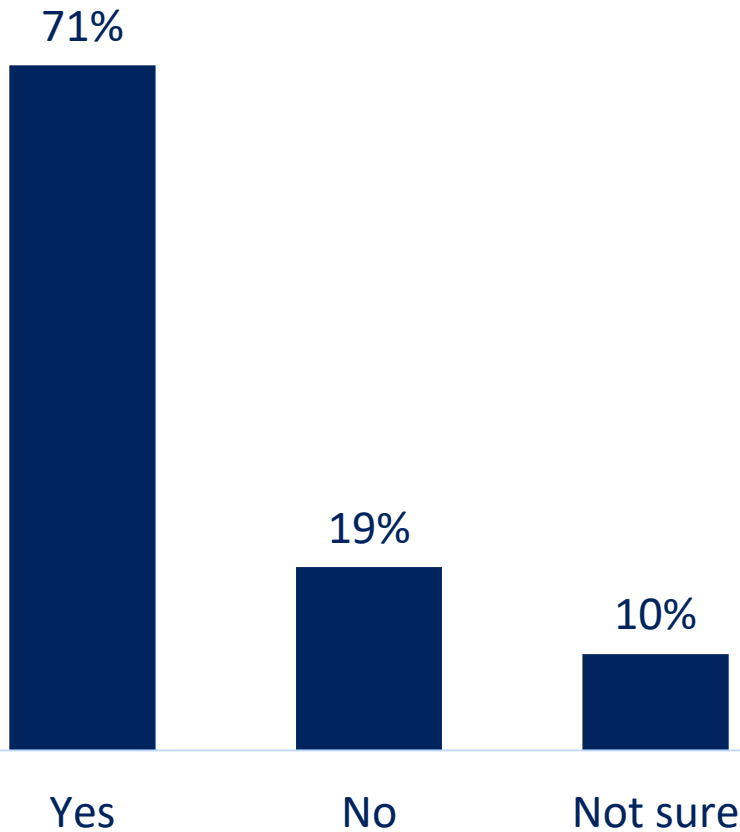
Satisfaction with stakeholder relationship



The majority of stakeholders affected by Storm Arwen found ENWL's response to be acceptable but it has constrained overall satisfaction.

- 21 respondents provided feedback on ENWL's response to Storm Arwen. Of whom, **43% were directly affected** by the storm.
- Nearly three quarters felt ENWL's response to the storm was acceptable.
- **Overall satisfaction with ENWL amongst those affected by the storm was around a third, much lower than overall.**
- Stakeholder suggestions for improvements were mainly related to accuracy and speed of information provided

Acceptability of ENWL's response





We heard	So we will
<ul style="list-style-type: none">• Continue digital engagement after COVID-19, but also prepare for a return to face-to-face formats	<ul style="list-style-type: none">✓ Roll-out a toolkit and colleague training for effective planning and running of online engagement events.✓ Deliver a series of live-streaming events which can be migrated to a hybrid online/offline model in the future.
<ul style="list-style-type: none">• Plan more engagement on specialist topics of interest	<ul style="list-style-type: none">✓ Following our 'EVs Explained' event, plan follow-up events on other LCT connections and initiatives to achieve a fair and inclusive energy transition.
<ul style="list-style-type: none">• We should improve stakeholders' access to subject matter / topic experts	<ul style="list-style-type: none">✓ Map out our engagement topic owners and key relationship managers and strengthen stakeholder awareness and access.
<ul style="list-style-type: none">• Expand net zero general engagement for less familiar stakeholders	<ul style="list-style-type: none">✓ Look for opportunities with our local stakeholders to co-deliver general net zero awareness campaigns which sit alongside targeted engagement already undertaken.