

electricity
north west

Bringing energy to your door



Cumbria Stakeholder Regional Event

4th October 2021

Stay connected...



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Agenda



Welcome &
intro



Our
performance



Covid and
Green
Recovery



Regional
view



Break



Net Zero



RIIO-ED2



Q&A

Sessions will include

Current performance and
investment

Regional priorities

Future investment and
tension areas

Questions, polling and
debate



We want to hear your views

- We will ask YOU questions either by
 - **polls** - which will automatically appear on screen
 - Head to [menti.com](https://www.menti.com) or download the app and use the code 16 37 85 8
- Ask US questions using the **chat function**
- Please use the **chat function** throughout to share your views and questions with us or each other.
- We will be monitoring all the chat throughout and incorporate as many views as possible. We will review all comments after the session and follow up as necessary.

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Welcome

Paul Bircham

Regulation and Communications Director

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We distribute electricity across the North West



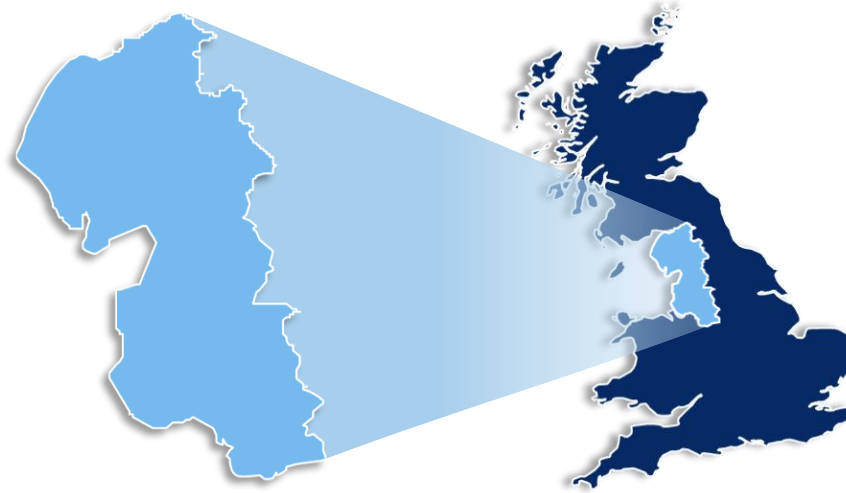
5 million



2.4 million



23 terawatt hours



£12.3 billion assets, including 56,000km of network

We invest £1m in the network every day

19 grid supply points; 96 bulk supply substations;
363 primary substations; and 33,000 transformers

We are a regulated monopoly
Customers cannot choose their network company

**POWER CUT?
CALL 105**

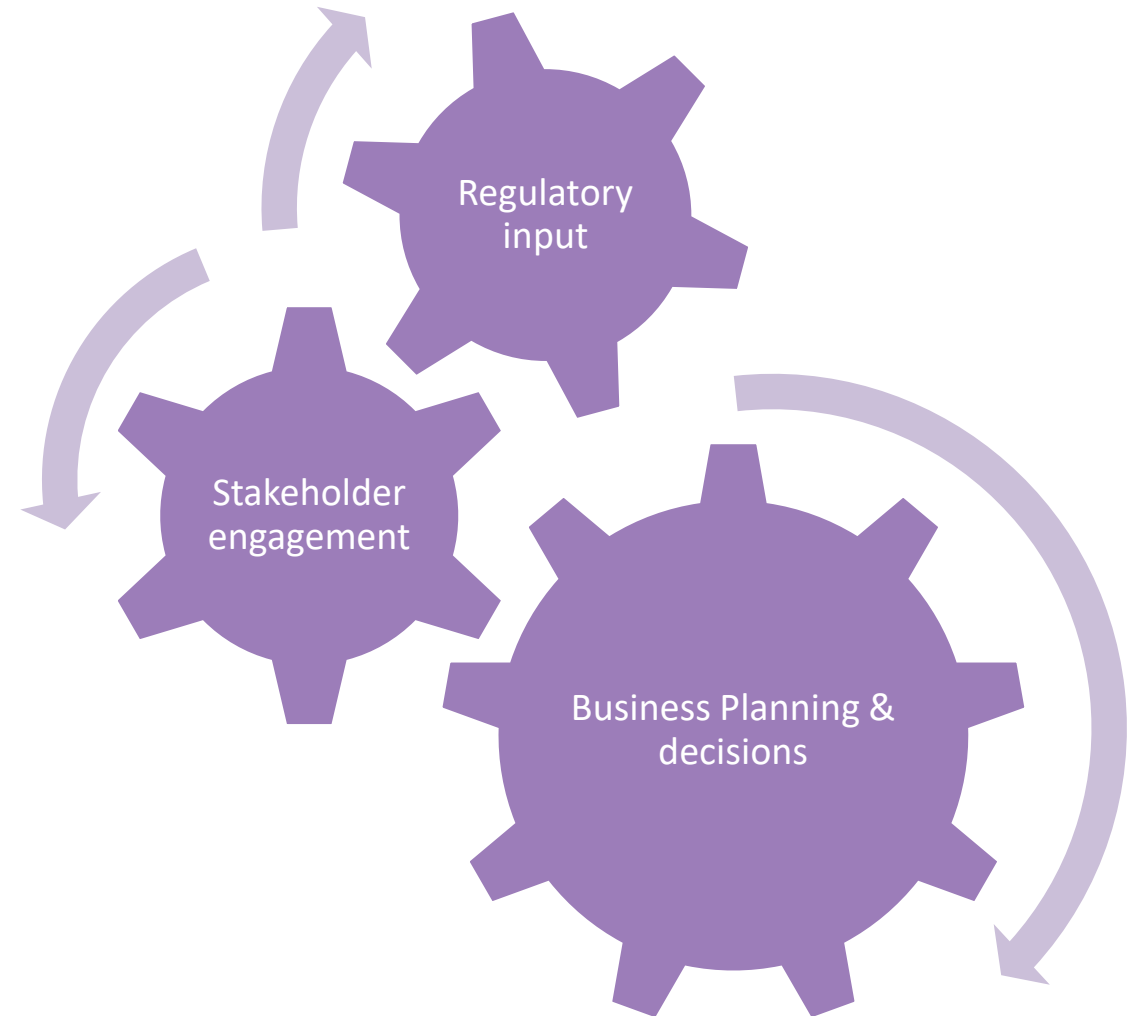




Stakeholder engagement is very important to us:

- Informs our decisions
- Helps us better understand our region and our customers needs
- Aids collaboration
- Helps drive our current activity and future business planning
- Helps inform our regulator and affects our investment
- Critical to our future RIIO-ED2 Business Plan

Helps us to help you and support the region



Two years of additional engagement



RIIO-ED2 (2023-28) Business Plan:

- Engaging with stakeholders across the region and key national stakeholders for more than 2 years
- Numerous consultations, events etc
- Online and new formats
- We've had more than 22,000 interactions with more than 18,000 people

Thank you

● Advisory panels
Customer Research
Customer Voice
Communications
Events and webinars

● **ADDED**
Deliberative panels
Additional advisory panels
Stakeholder Research
Online community
Willingness to Pay
Powering Up series
Youth Focus

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ENWL Overview

Our Performance and commitments

Clive Wilkinson
Operations Director

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Business performance in 2020/21 – Ofgem perspective



- ENWL is the **only network operator group in the country to have achieved green ratings from Ofgem in all categories** for the last three consecutive years (to 2018/19).
- Our performance against a wide range of metrics **meets or exceeds Ofgem’s expectations**, and we are delighted that this has been recognised.
- Based on our improved performance in 2019/20, we expect to retain our green rating in all categories for 2020/21.

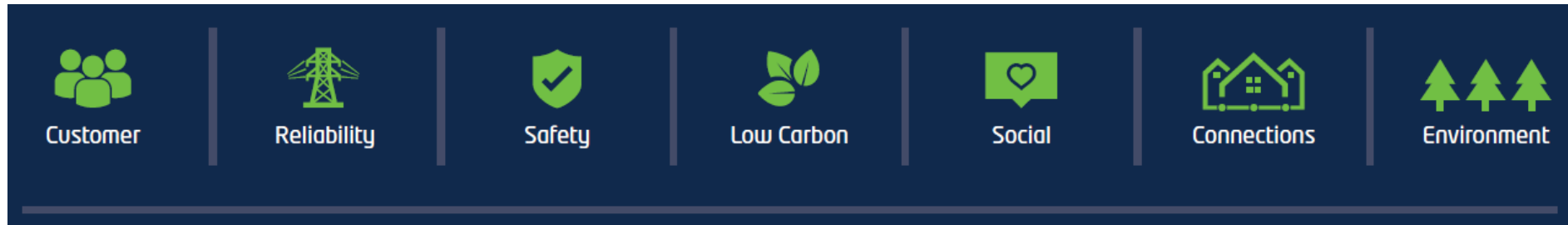
Reliability & availability	Connections	Social	Customer satisfaction	Environment	Safety
					
Number of interruptions	Time to quote	Stakeholder engagement	Broad measure of customer satisfaction	Business carbon footprint	HSE obligations
Length of interruptions	Time to connect		Complaints	SF ₆ emissions	
	Guaranteed standards of performance			Fluid filled cables	

Key

- Performance on or exceeding target
- Performance uncertain to meet target
- Performance is behind target



We made **40 promises to our customers** when we agreed our Business Plan for RIIO-ED1 (2015-2023). Our Business Plan Commitments are based on 7 areas that stakeholders told us were important;



There are 48 commitments to report on for 2020/21

- We agreed five new and two amended outputs with our stakeholders in 2018 and 2017
- Offset by the completion of 10 others delivered by March 2020
- One new commitment added this year: #48 Supporting vulnerable customers through delivery of the targets set out in our strategic partnership with Citizens Advice Manchester

Performance against our Business Plan Commitments remains at a high level. Of our 48 commitments there are three behind schedule and these are still forecast to be complete by 2023. All other commitments have either been completed, are on track or are performing significantly better than target.

Our role is changing



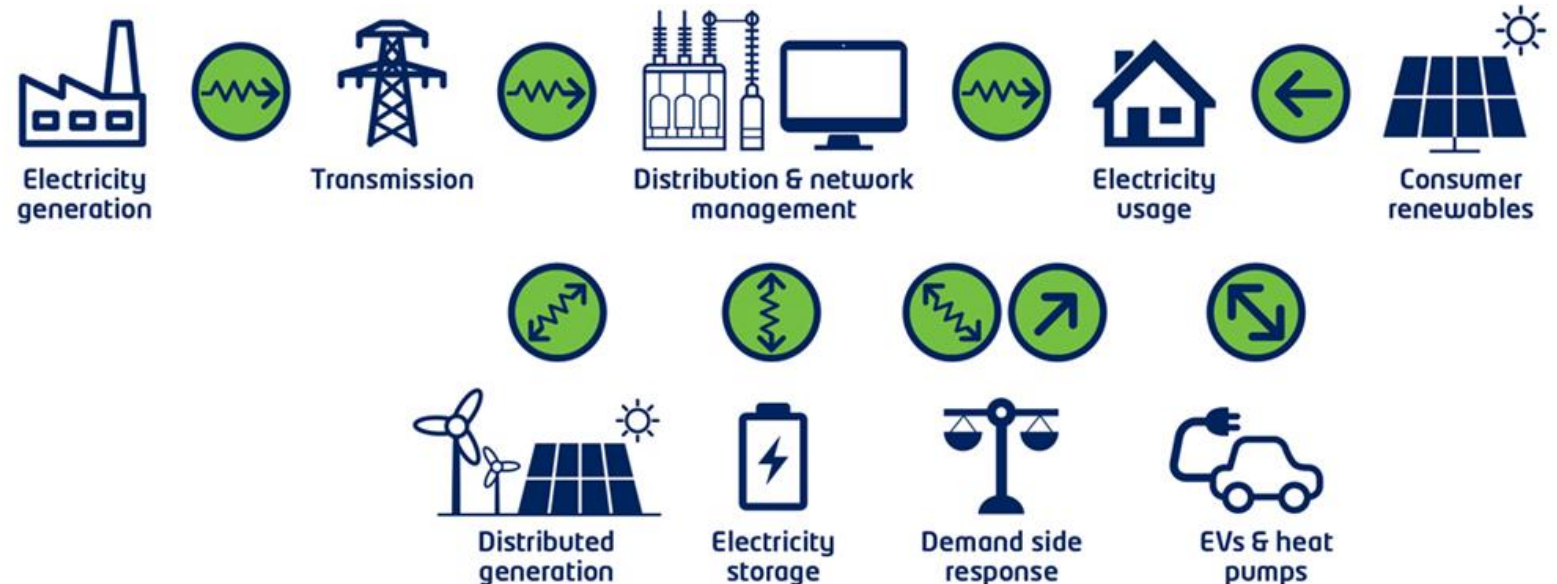
Unprecedented change lies ahead for our business and industry as we transition to Distribution System Operation (DSO)

- brings both opportunities and uncertainty that need to be managed carefully.
- means it is more important than ever that we build on the relationships that we have with our stakeholders so that together we can deliver the ambitious plans of our dynamic region.

What used to be relatively simple...



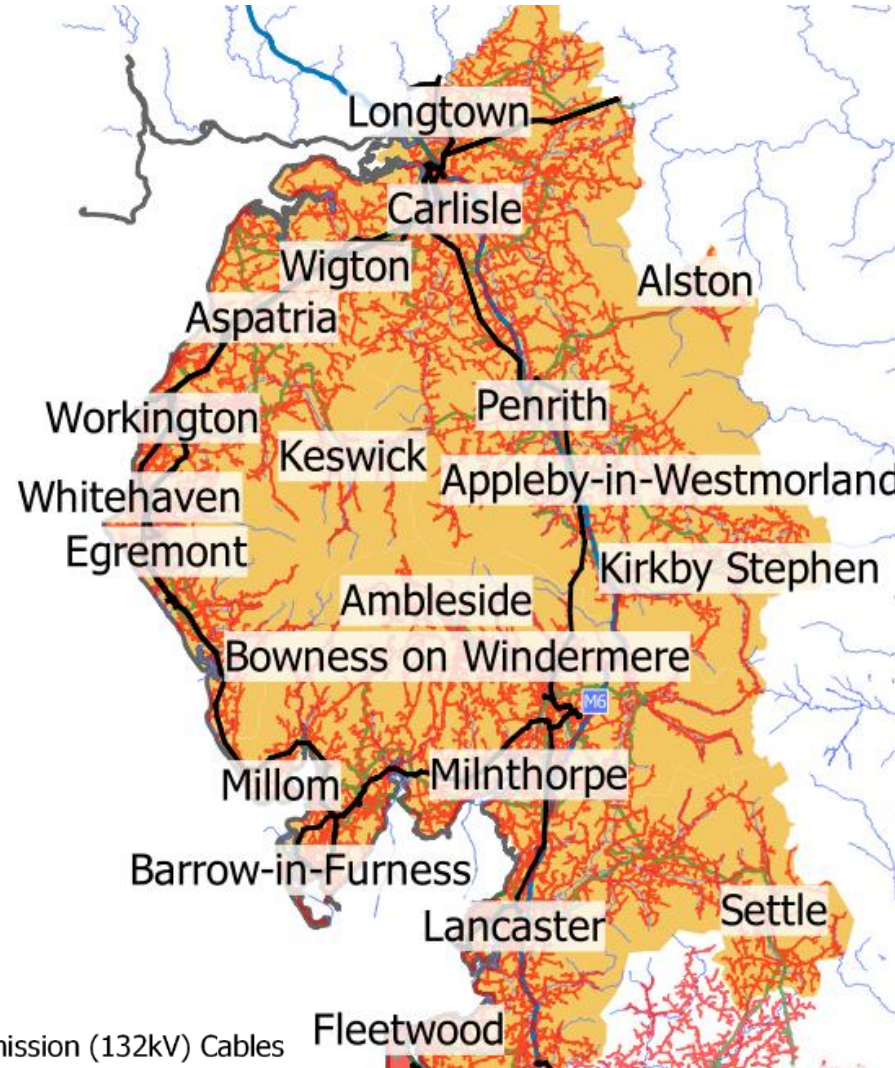
...is becoming far more complex and multi-directional



This is what the Cumbria network looks like...



- Cables (underground and over ground)
- Substations
 - Grid Supply Points
 - Bulk Supply Points
 - Primary Sub-Stations
 - Secondary Sub-Stations
- Towers
- Telecommunications Network
- Control Room
- Other Infrastructure



Legend

- Transmission (132kV) Cables
- High Voltage Cables
- 33kV/25kV Cables
- 11kV/6.6kV Cables

The orange area highlights our operational boundaries for Cumbria

	Length (km)
Transmission	771
33kV	1,144
High Voltage	8,117
Low Voltage	4,658
Total	14,690

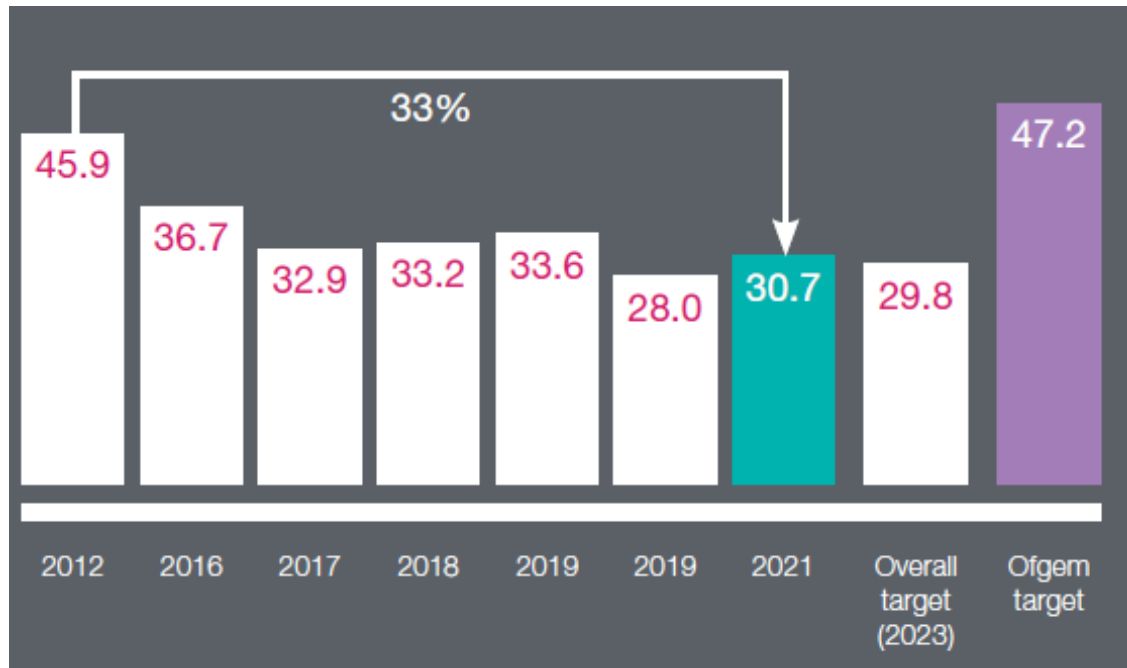
Our Network - reliability



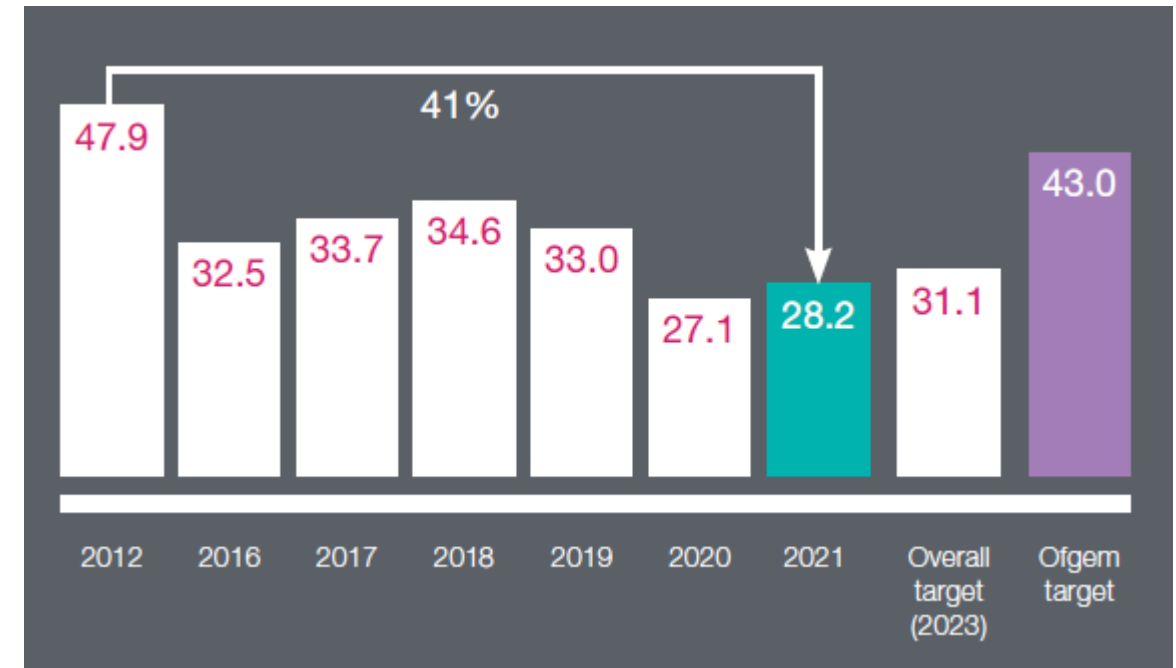
We continue to deliver industry leading reliability through investment in automation, robust inspection and maintenance programmes and a focus on operational response times.

- Although we saw a slight increase in number of interruptions this year, they remain 16% lower than at the start of the regulatory period (April 2015).
- The average number of minutes customers lost also significantly **outperformed Ofgem's target**.

Customer Interruptions (CI) per 100 customers



Customer Minutes Lost (CML) per customer per year





Over the last year (despite Covid) we have:

- **Golden Hour** – estimate restoration time within the hour
- **Power in the Hour** – fit smart fuses to restore power to customers within an hour of (unplanned) transient network faults occurring
- **Upgrading equipment ‘live’** - Test socket cap innovation deployed to 1,200 sites
- **Linesight** - £4million fault location technique trial
- **Enhanced vegetation management** programme
- **Greener, quieter back up generation** - for those most in need
- **Winter working and winter ready**





Protection against flooding was one of our original ED1 Business Plan Commitments

- under constant review, learning from the impacts of severe storms and revised risk assessments
- in many cases increasing the levels of resilience originally planned

46 of our major substation sites that required mitigation work included in ED1.

To date 36 sites completed investing £11.8m, in our flood programme and securing supplies to 1.15 million customers

All the remaining sites all planned for completion by the end of 2023.



Carlisle, Cumbria – Critical infrastructure elevated

Flood mitigation solutions include;

- Physical barriers such as flood doors, flood walls and waterproof membrane;
- Raising of the key assets above the expected flood levels; or
- Electrical interconnection solutions where customers supplied by the substation at risk can be supplied from alternative network not at flood risk.



One of our key Business Plan Commitments is improvement in customer satisfaction.

Customer satisfaction (CSAT) levels have improved during the year, achieving an **overall score of 90.8%** in 2020/21 compared to 88.5% in 2019/20. Performance has increased through continuous improvement of processes and our customer culture.

We continue to drive improvements through clear actions focussing around simplification, compliance with our process that provides a positive customer journey when interacting with us, improvement in IT systems including our telephony platform called STORM to deliver a more tailored customer journey, and resourcing strategies.



Supporting customers



- Over 900,000 customers registered on our **Priority Services Register (PSR)**
- Updated vulnerability codes
- Innovative **cross utility data share**
- Increased support for **fuel poverty**
- Increased support for **energy efficiency**
- Supporting vulnerable customers with 100 partnerships
- Partnerships aligned to 4 risk factors and 10 target areas
- Launched **Business PSR**





Liaison with stakeholder has highlighted increasing concern around vulnerability

We will **ADD A NEW COMMITMENT in ED1** to deliver the targets for our two-year strategic partnership with Citizens Advice Manchester. This will also help shape and inform our strategy in ED2

#48. Support electricity users in vulnerable circumstance and deliver the commitments of our pilot partnership with Citizens Advice Manchester

Through the two year pilot project we will provide funding of c.£250k p.a. to recruit specialist energy advisers at CAM who will be able to provide help to an estimated 8,000 individual customers p.a. The services provided will include;

- financial assistance,
- energy efficiency advice,
- help to switch suppliers,
- referrals to trusted partners and;
- encouragement to sign up to the Priority Service Register

The CAM partnership has been developed with our Consumers in Vulnerable Circumstances stakeholder panel and supports our commitment to deliver the targets.



We strengthened our commitments to net zero in ED1

- The drive to achieve net zero gathers pace, driven by both UK and regional government commitment to driving down carbon emissions. The transition to net zero will necessitate changes in the way we operate the network. Our investment in innovation, flexible capacity programmes and next generation network management all support these changes and enable our role in providing Distribution System Operation (DSO) activities at an affordable cost
- In 2018 we added three new low carbon commitments recognising the leading role we play in the move to a Net Zero future

Driving transition to DSO

Enabling electric vehicles

Community & local energy

- Launched **Leading the North West to Net Zero** £63.5million commitment
- Delivered year on year carbon emission reductions – 42% decrease since 2015

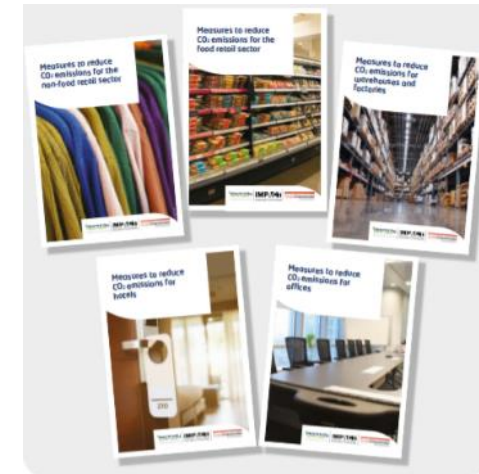
Leading the North West to Net Zero



- Smart Street deployment
 - Decarbonisation Pathways
 - Tyndall Centre Research
 - Go Net Zero portal and support for SME's
 - Carbon Literacy Training
 - Electric mini diggers and equipment
 - Exemplar net zero depots and substations
 - Colleague incentives to adopt LCT
-work on biodiversity, CORD and tree-planting



SMART STREET



Net Zero Investment



Examples of the infrastructure investment we are currently undertaking to deliver net zero:

- **Low Voltage (LV) Monitoring – PRESense:** captures power flow data enabling proactive management of the network and understanding of any emerging constraints to the adoption of low carbon technologies. We will install 4,400 PRESense units by 2023
- **Regional Green Recovery:** We have been partnering with local authorities to develop plans for installation of heat pumps, increasing the number of Electric Vehicle (EV) charging points and Photovoltaics (PV) as the region looks to decarbonise social housing, public building infrastructure and travel
- **South Manchester Enterprise Zone** – enabling strategic economic investment with network reinforcement
- **Samlesbury Aerospace Enterprise Zone**– enabling strategic economic investment with network reinforcement



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Covid and Green Recovery

Rachael Parr
HR Director

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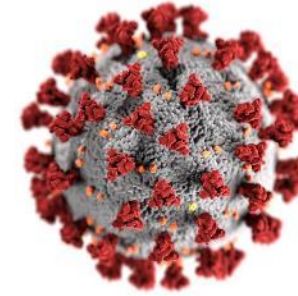


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Worked to keep colleagues, customers and our communities safe throughout the pandemic

- Essential workers
- 50% of colleagues started homeworking immediately
- Safety procedures updated regularly
- Low absence rates compared to national average
- Regular colleague updates and mental health and wellbeing support available
- Approach agreed with the Trades Unions



We're critical workers helping to keep your power flowing

Maintain social distancing

2m

Please remain 2 metres (6ft) away from our workforce who are carrying out this essential work

Need extra assistance?
Register as a priority customer to receive extra help and support. Remember to also check on your neighbours, they may need our help too.

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www.enwl.co.uk/coronavirus
ElectricityNorthWest
@ElectricityNW

POWER CUT? CALL 105

Note to driver: please remove from window when driving



Mental Health and Wellbeing Hub

Coronavirus response overview

March 2020 – March 2021



Over

289,000

customer calls handled



Over

624,911

priority service customers
proactively contacted



Over

17,000

social media messages
inbound and outbound



Over

122,000

views of our
Coronavirus webpage



109,500

disposable gloves distributed
to our colleagues



96%

of workforce available to
keep power flowing



4.6 million

opportunities to see and
hear our media interviews



Over

4,800 litres

of soap and hand sanitiser
has been distributed



updates to colleagues

153 Email and texts

9,859 Visits to Volt

950 Responses on survey



Over

122,000

facemasks available for
colleagues



Providing network reinforcement
to support **8 key locations**
across the North West, including
NHS Nightingale North



Over

£546,000

donated to our partners
and local charities



Working closely with and
providing support to over

23

North West organisations



Over

67,000

People supported through
information sharing, food
parcels and hot meals.



Over

£4,500

Donated to local
charities in support of
Covid-19

500 hours

Volunteered help
deliver thousands of
food bundles



Our communities

- Work with the Local Resilience Forums to coordinate support
- Improve operations to support self-isolating customers
- Work with community partners to direct our funding to our most vulnerable customers
- Working with RNIB to ensure information is accessible
- Target colleague fundraising and donations to COVID support
- Colleague volunteering at food distribution centres
- Support the Business in the Community National Business Response Network
- Supplementing partner resource and equipment to ensure help is delivered to where it's needed

Our customers

- Provide essential maintenance and restoration 24/7
- Planned interruptions <5 hours, generators provided for extended work
- Contacted Priority Services customers to ensure wellbeing
- Nightingale Hospital North West - reserve supply and automation installed
- Reinforcements to other hospitals and temporary healthcare infrastructure
- Register of known temporary Covid-19 infrastructure (i.e. PPE and sanitiser manufacturers)
- Sharing supply company information to support billing concerns
- Leading the way with Emergency Top Up Vouchers

Improvements informed by stakeholder feedback

- What we will do



- Significant focus from partners on Covid-19 response and transient vulnerabilities
- Additional funding and appointment of Strategic Partner to increase our impact on communities
- Increasing the length of partnerships and SROI benefit measurement
- Mental wellbeing, social isolation and debt/financial support increased
- Increased support for fuel poor customers
- Using data mapping to assist in identifying high priority areas
- Volunteering efforts



Kick starting the Green Recovery



- Electricity North West is bringing forward more than **£20 million investment** to provide immediate support for *'shovel ready'* projects as part of Ofgem's Green Recovery scheme
- Electricity North West first identified a number of possible projects in February, and launched a public consultation to help prioritise an initial £15m of investments across the region
- The consultation highlighted
 - demand for electric vehicle charging points at motorway services
 - the creation of a million fund to support EV charging hubs along major A-roads across the region.
 - tourist areas such as Windermere to provide EV charging facilities in tourist car parks, increasing network capacity and replacing one of the existing diesel ferries with an electric ferry.
- Successful projects were announced on 24th May

The full list of projects shortlisted is as follows:

1. Strategic reinforcement of the network in the North Carlisle area
2. Strategic reinforcement of the network in the Lancaster/Forton area
3. Strategic reinforcement of the network in the Heywood/Birch area
4. Pre-Sense low-voltage network monitoring programme
5. Enablement works to support electric heating in Greater Manchester
6. Network reinforcements for EV charging hubs and on-street parking across the north west
7. Service unlooping to support low carbon technologies across the north west
8. Strategic reinforcement in the Windermere lakeside area
9. Strategic reinforcement in the Carlisle/Morton area
10. Monitoring of high density low-carbon technologies in the Godley Green Garden Village area, Greater Manchester
11. Strategic reinforcements around the Mayfield regeneration project in central Manchester

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Regional Review

Angela Jones

Executive Director - Economy and Infrastructure

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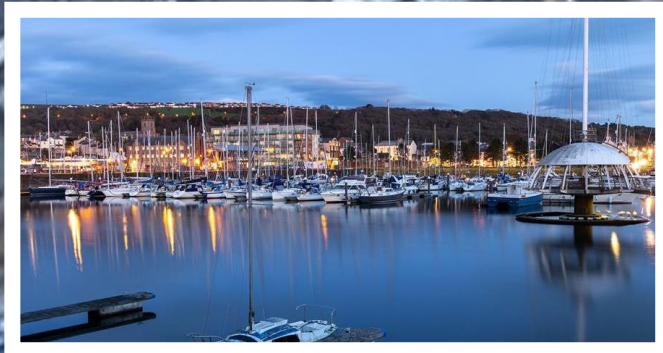
Together we can tackle climate change

Angela Jones
Cumbria County Council



Our Places

Cumbria

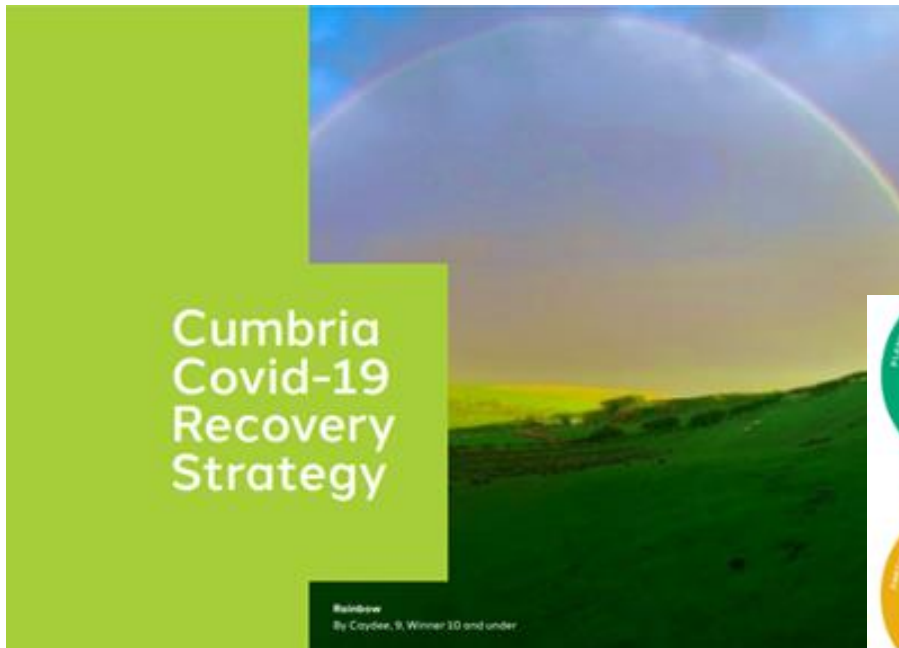




A Changing Climate

Decarbonisation - National Policy

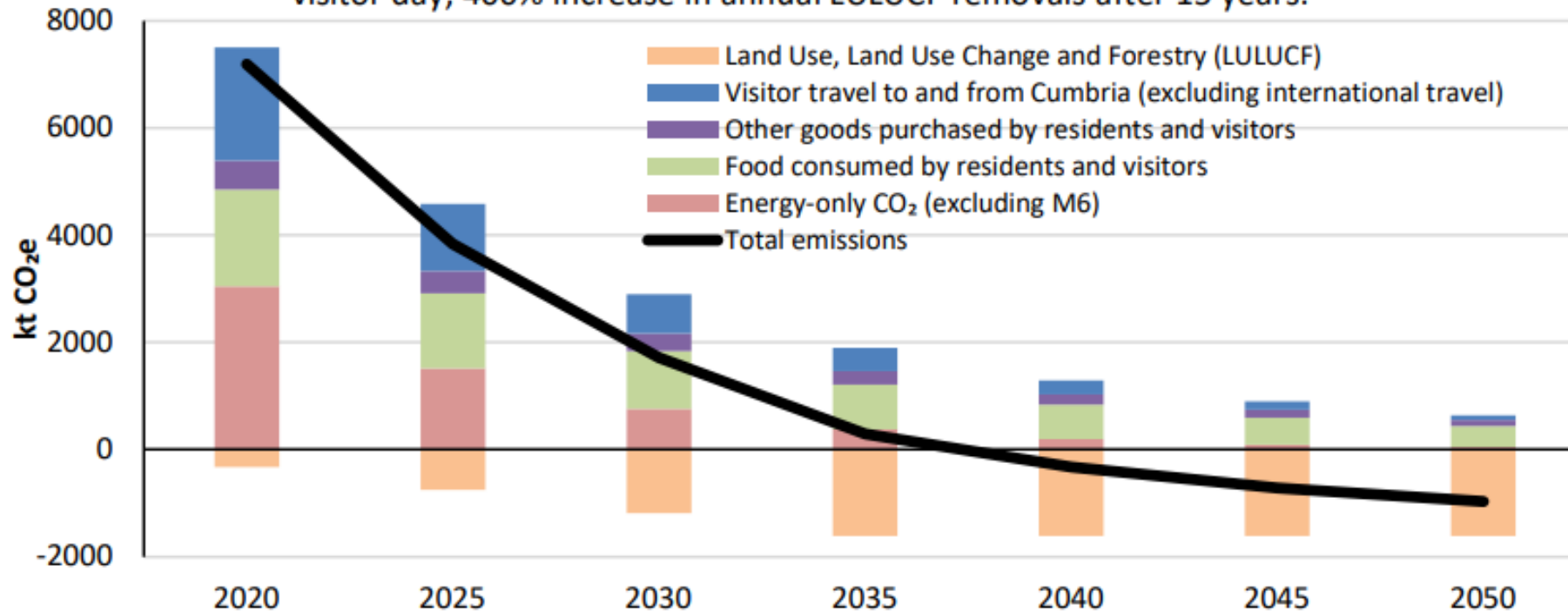




<https://cumbriacovidrecovery.org/>

Cumbria's Pathway to Net Zero by 2037

Option 3 - Net Zero by 2037: 13% annual reduction in energy only CO₂ emissions; 5% annual reduction in food and other purchased goods emissions; 10% annual reduction in visitor travel emissions per visitor day; 400% increase in annual LULUCF removals after 15 years.



**SMALL
WORLD
CONSULTING**



Zero Carbon Cumbria Partnership, shared vision for:

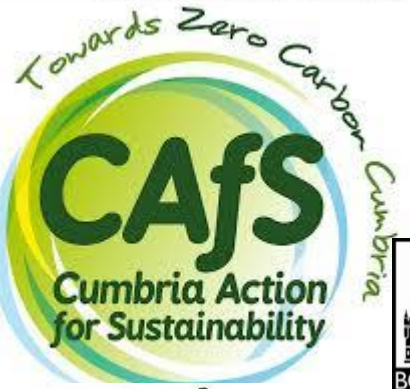
“Low-carbon Cumbria which improves the quality of life for residents, promotes sustainable tourism and where industry and agriculture can thrive”



<https://cafs.org.uk/our-projects/>



Serving the people of Cumbria



creation
com tran



www.carlisle.gov.uk



Clean Growth Capability

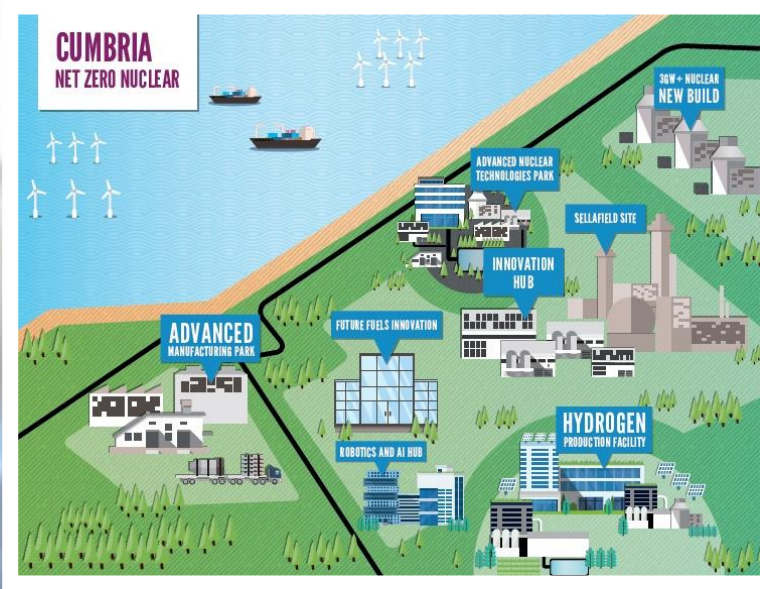
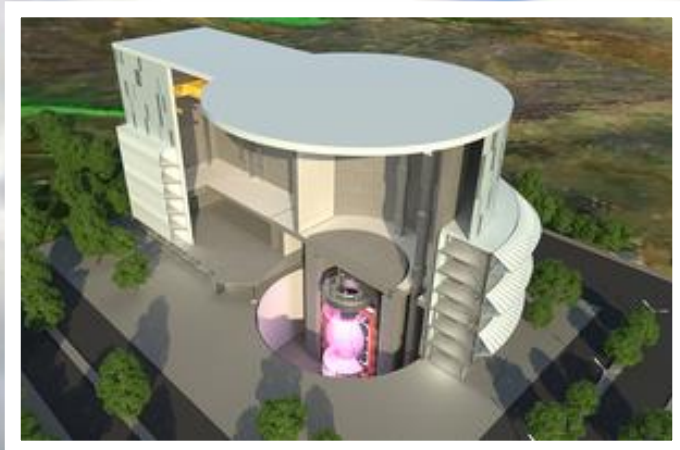
31% of UK nuclear workforce with 27,000 employed

Nuclear accounts for £2.5bn GVA 22% of Cumbria's total

Over 20% of the UK's windfarm generation capacity

Manufacturing supports 39,000 jobs and £2.6bn GVA

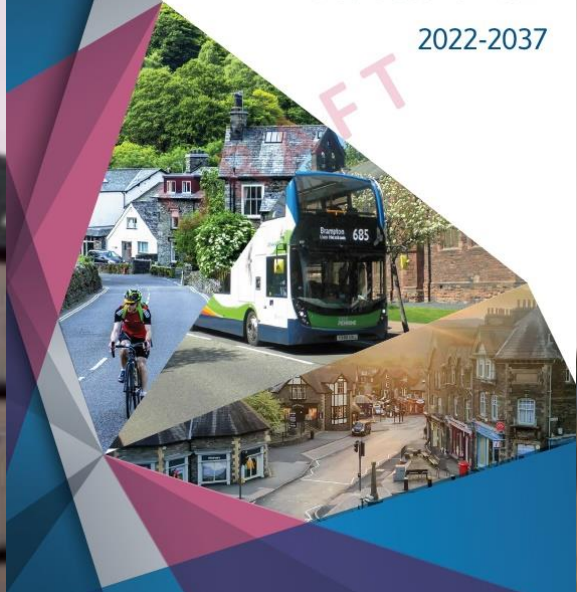




Clean Growth Ambitions

Draft Cumbria Transport Infrastructure Plan 2022-2037

FT



Cumbria County Council

Have your say on improving Cumbria's bus services!

Cumbria Cycling Strategy 2017-22
The a hub for mobility

Electric Vehicles and Charging Points

Serving the people of Cumbria cumbria.gov.uk



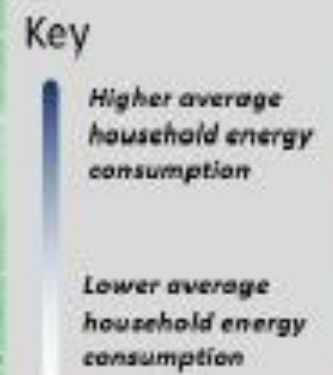
Transport Decarbonisation

Windermere Ferry Mallard Cumbria County Council

Follow



Putting the Customer at the Heart of everything we do



Supporting Communities

Generate 1.5 MW of Solar electric to green energy supply (1MW=offset c.500tonnes tCO2e/year) [Potential for up to 6MW in development]



How can ENWL support Cumbria?

Support Communities

Electricity to be reliable and affordable; steps to help reduce fuel poverty including smart pricing, energy master planning and support for energy efficiency and community renewables

Growing Economy

Energy supplies to meet the needs of a growing economy, ensuring capacity is ready to support new homes, business and the economy

Decarbonisation

Support the pathway to net zero by 2037. Providing the necessary infrastructure and support to deliver the decarbonisation ambitions

Clean Energy

ENW to continue to work with partners to ensure the necessary transmission capacity needed, at pace and in line with shared objectives.

A scenic landscape of a valley with a lake and mountains. The foreground shows a stone wall and a path leading towards a lake in the distance. The mountains are covered in dry, golden-brown grass. The sky is clear and blue.

angela.jones@cumbria.gov.uk

Q&A

BREAK



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Net Zero

Jonny Sadler

Strategic Decarbonisation Manager

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RIIO-ED2

Paul Bircham

Regulation and Communication Director

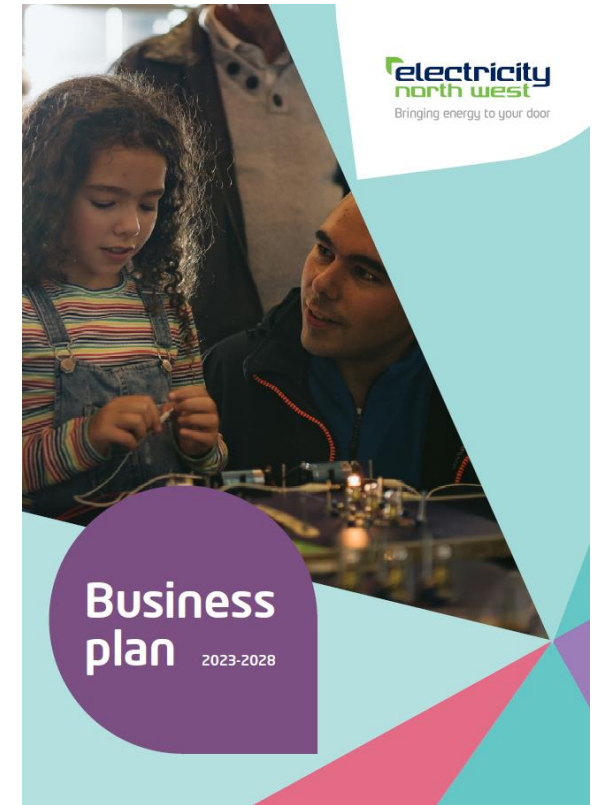
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- Our most extensive ever stakeholder engagement programme:
 - 22,000 interactions with more than 18,000 people and developed 50 outputs to deliver what our customers and stakeholders prioritise
- **Reliability** continues to be a top priority, as well as a focus on providing **assistance to electricity users in vulnerable circumstance** and helping the region **deliver a Net Zero future** for everyone
- Our independent Sustainability and Vulnerability panels shape our strategy in these areas.
- We've been the most transparent DNO, publishing an early draft in April for feedback, and a full draft plan including all annexes in July – the only DNO to do so.
- We're now looking at how we can deliver this plan for less, reducing the cost to consumers before our final submission on 1 December.





Our £2bn investment from 2023-28

Customer

Deliver continued 9/10 customer service with extra support for electricity users in vulnerable circumstances and fuel poverty.

18,500

customers and stakeholders engaged over two years to develop plans

£500k

a year for referral networks to help those in vulnerable circumstances

£2m

a year to support 250k customers in fuel poverty

80% of customers are willing to pay an extra £9.80 on their bills for all this, but we can deliver it all for just £2.03 extra

97% of customers support this

250,000

Environment

Drive the transition to net zero for everyone, with our own operations net zero by 2038.

£1m

a year community energy fund

Up to 630,000

Electric vehicles connected in the North West by 2028

10,000

trees planted a year matching those we cut down to reduce power cuts

Up to 63,000

Electric heat pumps connected by 2028 (depending on the future of hydrogen for heat)

Network

Reduce power cuts and time without power by 20%.

£1.35bn

direct network investment improving reliability, resilience and safety

£300m

maintaining and repairing the network

Delivering an ambitious plan with **53%**

increased expenditure while keeping bills low

Our draft plan includes all this for just £2.03 extra, taking our part of a typical household electricity bill to £92.05 – lower than almost every other network in the country

We'll deliver all this for just a £2.03 increase to the average bill, keeping North West bills some of the lowest in the country



BUSINESS PLAN VISION:

Leading our region to Net Zero, working together to deliver measurable benefits to society

Net Zero

Enabling net zero for all

Reliability

Fewer power cuts

Customer

Great customer service



Net Zero

Reliability & Safety

Customer and vulnerability

Net Zero for all: We will invest to support all the requirements of our region to deliver a Net Zero future for everyone and we will drive the transition towards local Net Zero targets, following a path to making our own operations Net Zero by 2038.

Fewer power cuts: We will reduce the number of power cuts and the average time people are without power by 20%. The average number of power cuts per customer will reduce from one every four years to one every five years and average time off supply will drop from 25 to 20 minutes a year.

Great customer service: We will deliver a 9/10 level of customer service and also provide additional support to electricity users in vulnerable circumstances and fuel poverty, removing barriers to ensure that no one is left behind in the net zero transition.

10 commitments



Net Zero

1. The electricity network will not be a barrier to customers wanting to connect an EV charger or other low carbon technology

2. Customers will benefit from the lowest possible bills while still investing in net zero

3. The energy transition will be inclusive, fair and just for all

4. Customers and stakeholders will benefit from our partnership working delivering joined-up whole systems benefits

Reliability & Safety

5. Everyone using or near our network will be safe

6. Customers will experience less time without power than ever before

7. The network will be resilient to future risks with particular focus on network resilience, workforce resilience and cyber resilience

Customer and vulnerability

8. Customers will continue to inform our plans and experience quality customer service

9. We'll provide extra help to those who need it, when they need it

10. We'll work with a range of partners to ensure efficient delivery and maximum customer benefit



When finalising our justification for our proposals, we will assess each proposal against the following criteria:

1. Cost Benefit Analysis
2. Direct customer benefit in £
3. Social Return On Investment
4. Customer willingness to pay
5. **Whether we are the best placed organisation to deliver the commitment.**

Checking we are best placed to deliver...



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Our £2bn investment from 2023-28

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250,000

Environment

Drive the transition to net zero for everyone, with our own operations net zero by 2038.

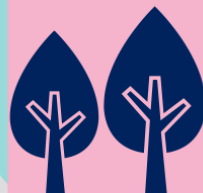
£1m

a year community energy fund



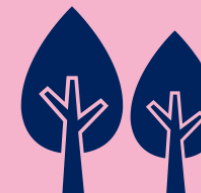
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10,000

trees planted a year matching those we cut down to reduce power cuts



Up to 63,000

Electric heat pumps connected by 2028 (depending on the future of hydrogen for heat)



Network

Reduce power cuts and time without power by 20%.

£1.35bn

direct network investment improving reliability, resilience and safety



£300m

maintaining and repairing the network



Delivering an ambitious plan with

53%

increased expenditure while keeping bills low

customers to benefit from our Smart Street technology, reducing bills and carbon emissions.



We'll deliver all this for just a £2.03 increase to the average bill, keeping North West bills some of the lowest in the country

Is Electricity North West the best organisation to deliver?

- A £1m annual fund places around 2p per household per year on the average annual bill.
- In a number of areas of the business plan there is an ongoing debate about whether Electricity North West should use socialised funding via everyone's electricity bills to address social issues

How should the North West region fund support for :

1. Electricity Users in Vulnerable Circumstances?
2. Fuel poverty?
3. Connecting Electric Vehicles and Heat Pumps to domestic properties?
4. Connecting Electric Vehicles and Heat Pumps to small and medium sized businesses?
5. Helping the more vulnerable in society also benefit from the Net Zero transition?
6. Community energy projects?

Answer options

- National taxation
- Local taxation
- Energy bills
- Most/all of the above including energy bills
- Only those that benefit pay
- Something else entirely



Do you want to see Electricity North West working with and funding partners in RIIO-ED2 to deliver services to:

1. Electricity Users in Vulnerable Circumstances?
2. Electricity Consumers in fuel poverty?
3. Helping the more vulnerable in society also benefit from the Net Zero transition?
4. Community energy projects?
5. Reduce electricity bills by changing the network voltage to improve the efficiency of devices in homes and businesses?

Answer options

- Yes, as shown in the Draft Plan
- No, it is not Electricity North West's job to do this
- I don't have enough information to express an opinion



Q&A



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Feedback



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Thank you

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