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# Greater Manchester Stakeholder Regional Event

14th October 2021

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# Agenda



Welcome &  
intro



Our  
performance



Covid and  
Green  
Recovery



Regional  
view



Break



Net zero



RIIO-ED2



Q&A

## Session will include

Current performance and  
investment

Regional priorities

Future investment and  
tension areas

Questions, polling and  
debate

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# Welcome

Paul Bircham

Regulation and Communications Director

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# We distribute electricity across the North West



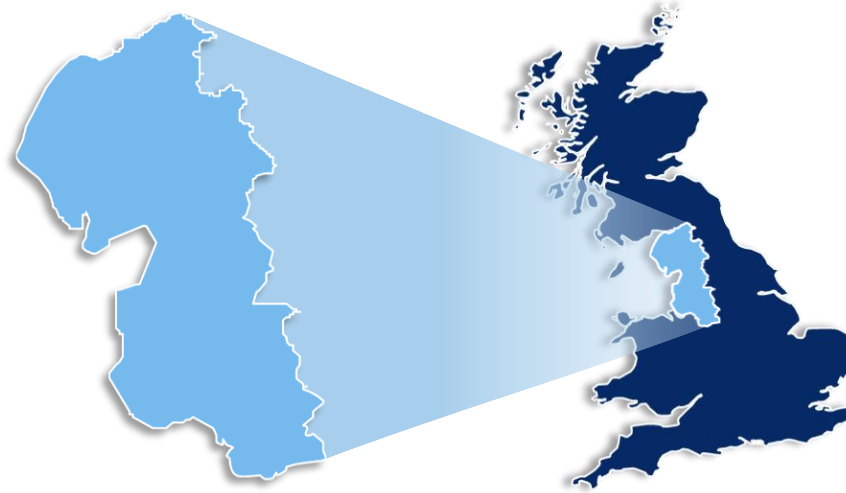
5 million



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**

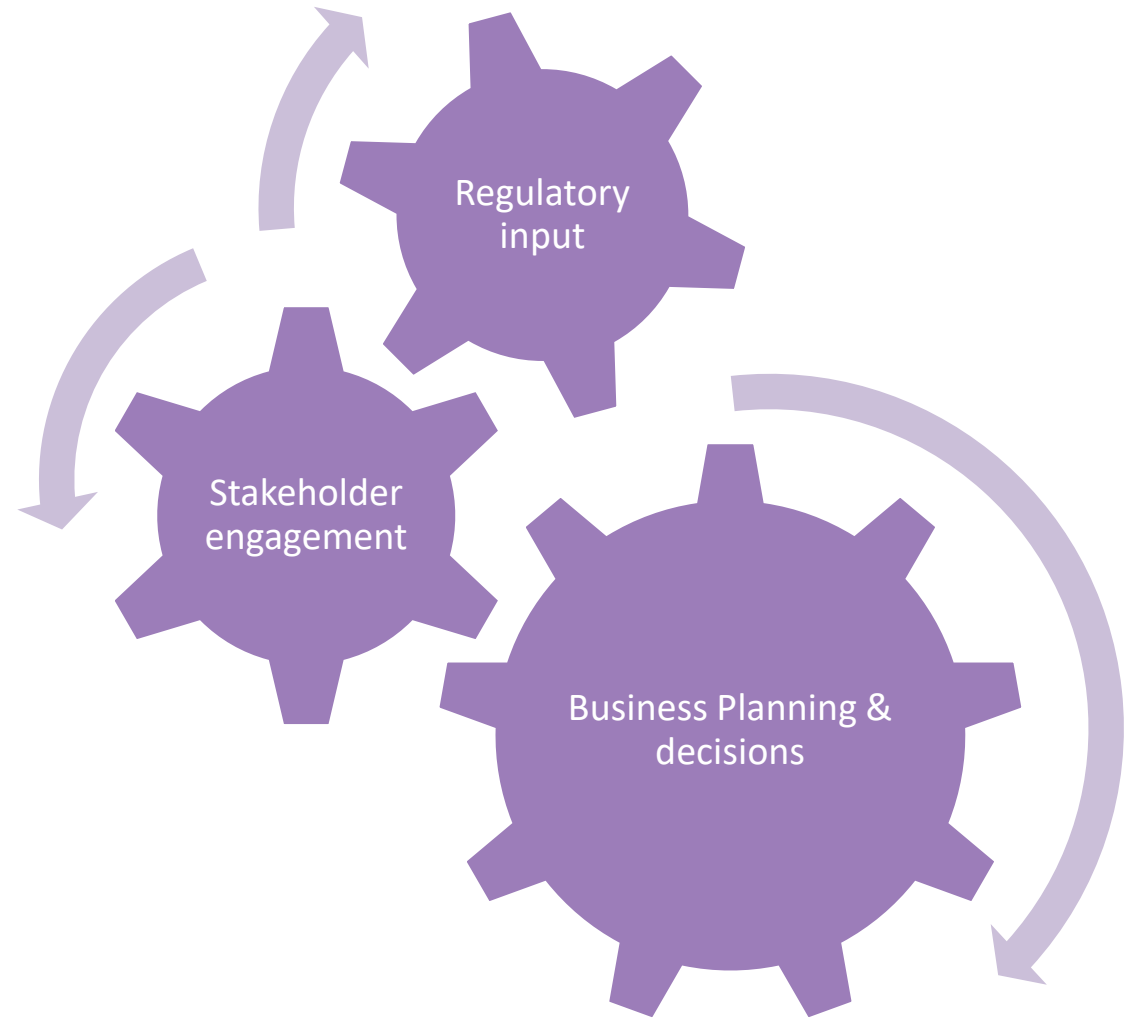




## Stakeholder engagement is very important to us:

- 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



## We want to hear your views

- We will ask YOU questions either by
  - **polls** - which will automatically appear on screen
  - responses in the **chat** function
- 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.



Add code here  
and web link



## What type of stakeholder are you?

Domestic customer / consumer interest group

Housing Association or similar

Business customer (or representative)

Developer / connections representative

Environmental charity or representative

Social charity or community group

Local Authority / government

Academic / educational institute

Utility representative (gas, water, electricity)

Other

## Where are you joining us from today / the area that you represent?

Greater Manchester

Cumbria

Lancashire

Other

## How often do we engage with you?

I regularly attend a Stakeholder Advisory Panel or expert panel

I attend innovation, community energy and connection workshops

I am in regular contact with ENWL

I have occasional contact with ENWL

I try to come along but meetings are inconvenient

I am new to this – I've have never met or contacted ENWL before





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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 <sub>6</sub> emissions	
	Guaranteed standards of performance			Fluid filled cables	

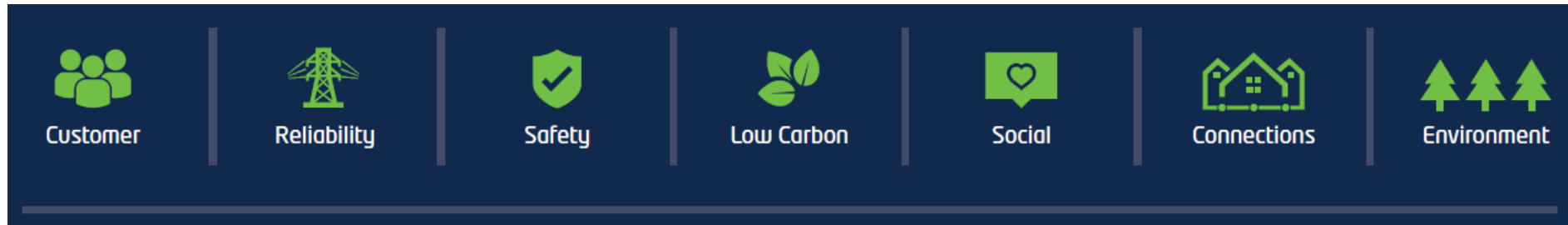
**Key**

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

# Stakeholders informing our Business Plan Commitments



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



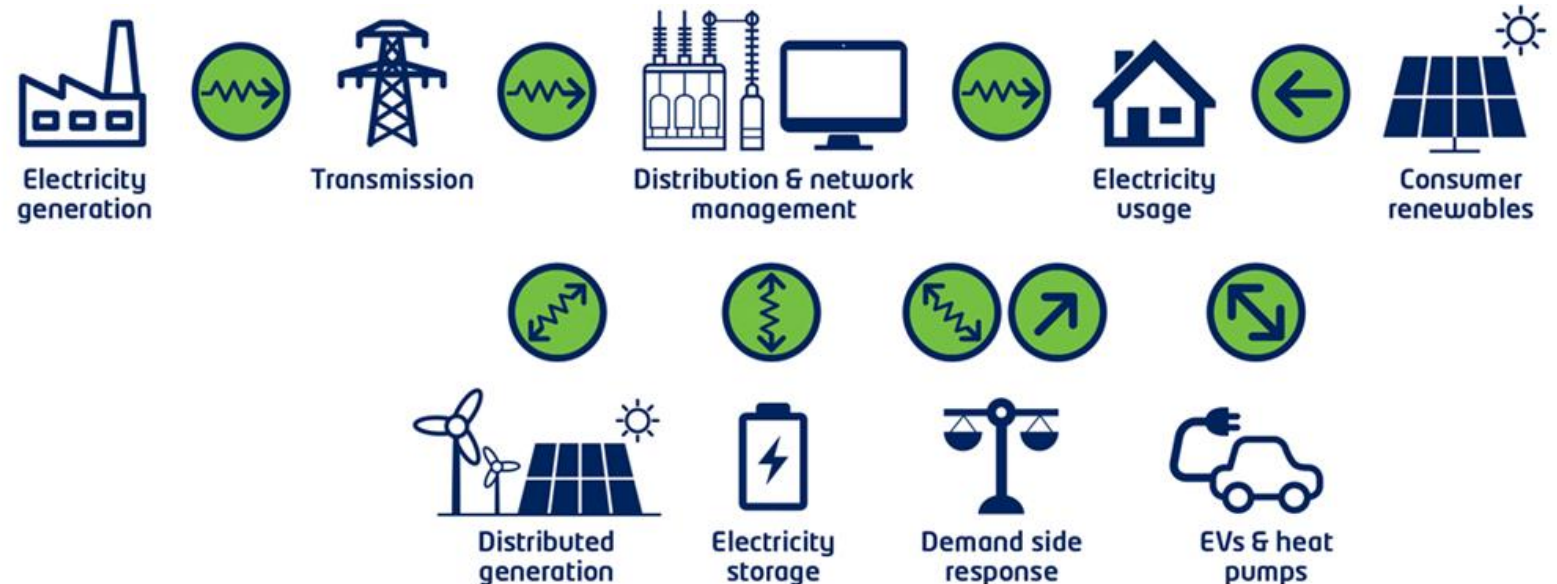
## Unprecedented change lies ahead for our business and industry as we transition to Distribution System Operation (DSO)

- 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...



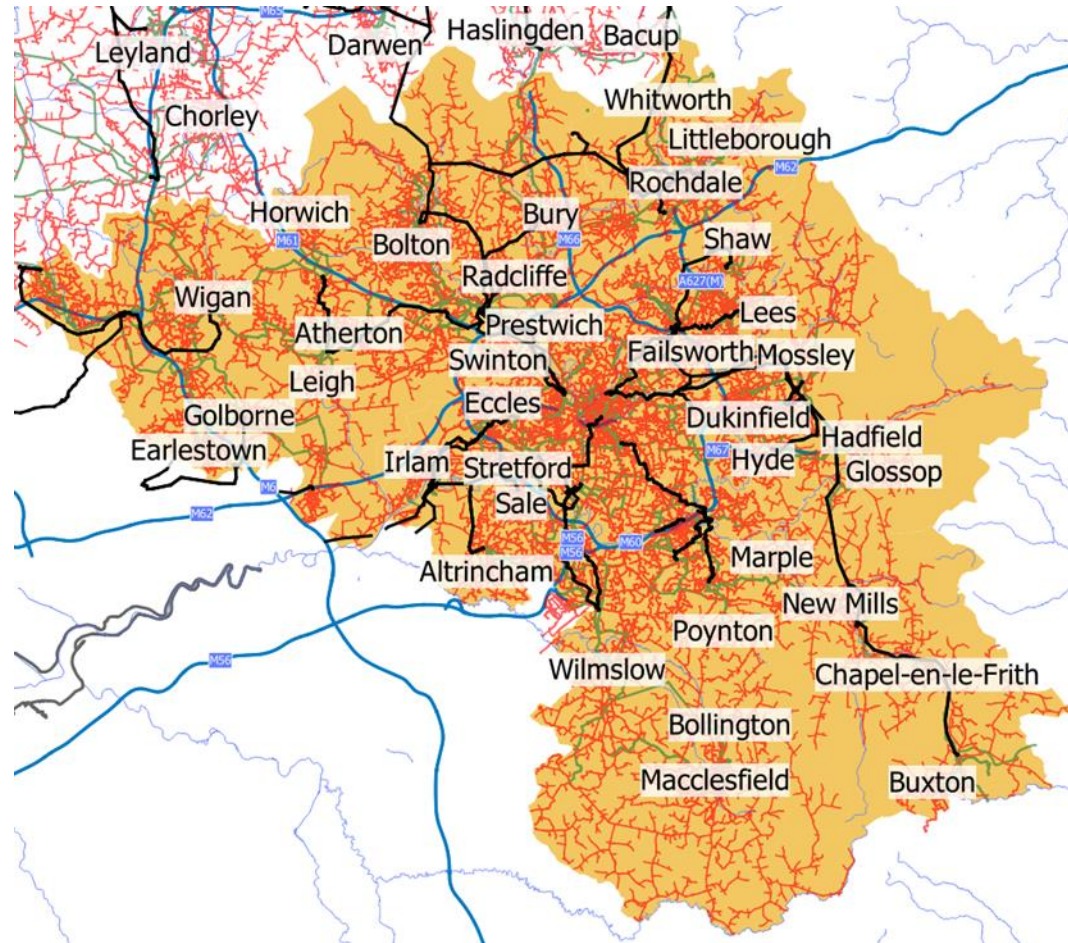
...is becoming far more complex and multi-directional



# This is what the Greater Manchester 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



The orange area highlights our operational boundaries for Greater Manchester

### Legend

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

	Length (km)
<b>Transmission</b>	523
<b>33kV</b>	1,392
<b>High Voltage</b>	8,230
<b>Low Voltage</b>	16,729
<b>Total</b>	26,874

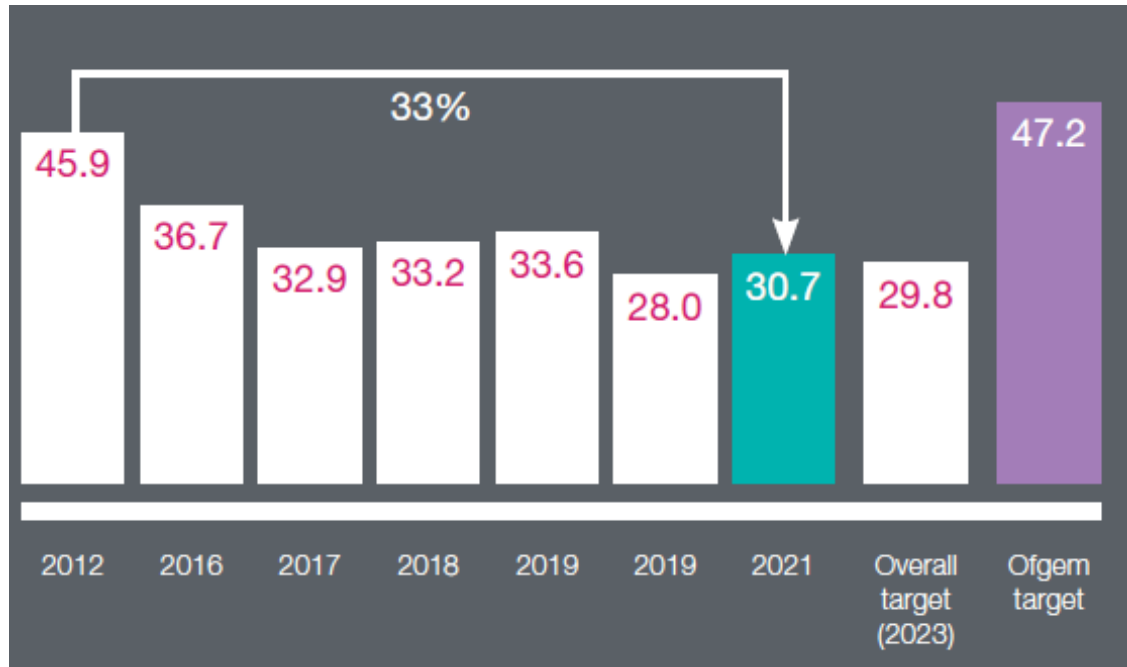
# Our Network - reliability



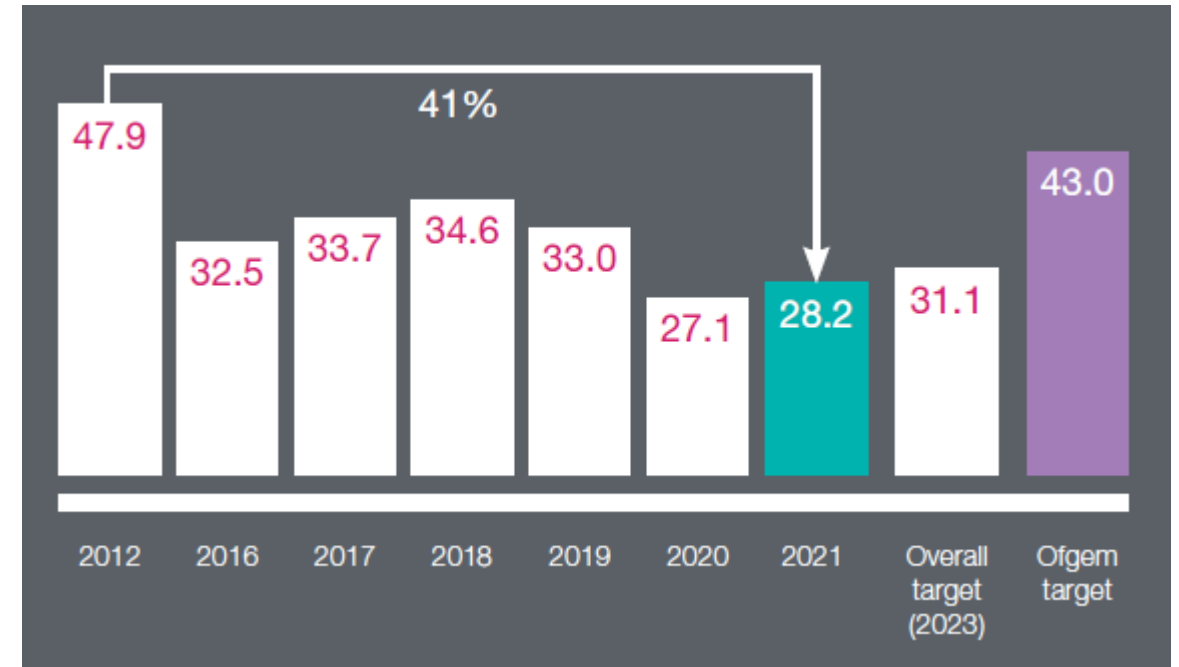
**We continue to deliver industry leading reliability through investment in automation, robust inspection and maintenance programmes and a focus on operational response times.**

- 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.



## Rochdale – Central Elevated Switchroom

### 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

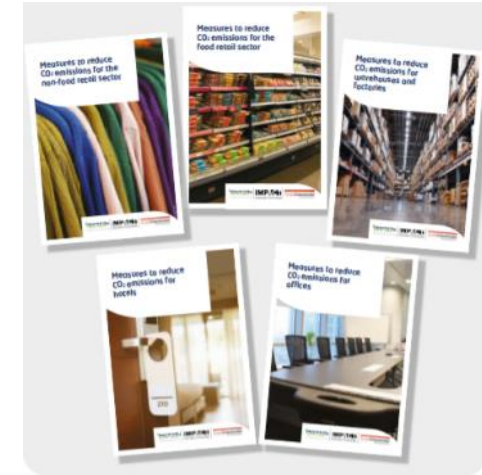
# Leading the North West to Net Zero



- 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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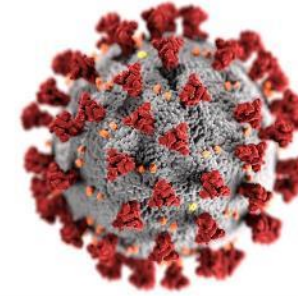


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Worked to keep colleagues, customers and our communities safe throughout the pandemic

- 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



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## 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.

**Stay connected...**  
[www.enwl.co.uk/coronavirus](http://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

Financial Mental Social Physical



# 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** **500 hours**

Donated to local charities in support of Covid-19

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 24<sup>th</sup> 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

Mark Atherton

Director of Environment, Greater Manchester  
Combined Authority

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BREAK



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# Net zero

Jonny Sadler

Strategic Decarbonisation Manager

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**RIIO-ED2**

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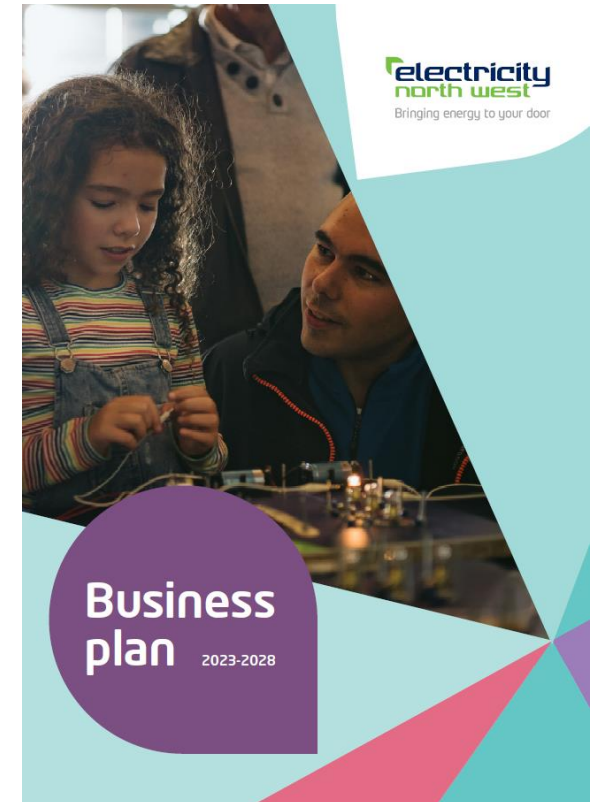


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- Our most extensive ever stakeholder engagement programme:
  - 22,000 interactions with more than 18,000 people and developed 50 outputs to deliver what our customers and stakeholders prioritise
- **Reliability** continues to be a top priority, as 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)

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

### 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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and web link



# Polling



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