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# Lancashire Stakeholder Regional Event

8th October 2021

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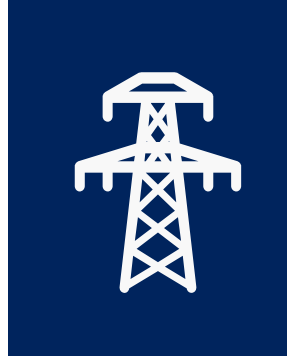


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# Agenda



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



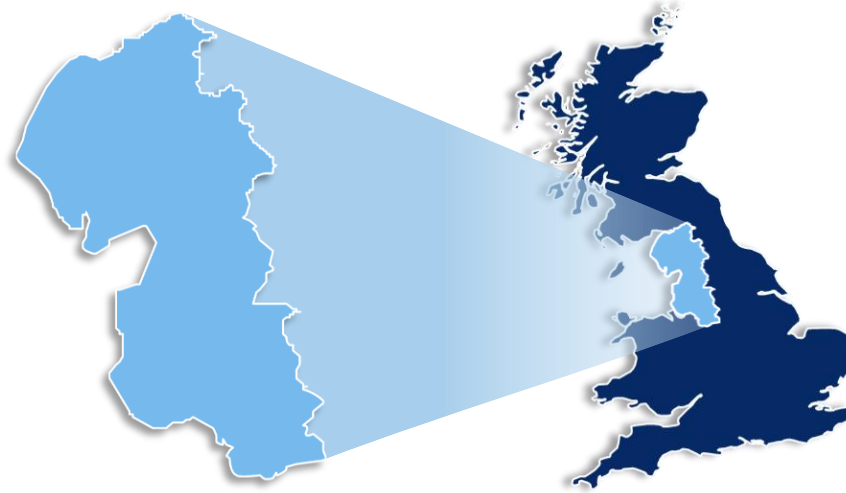
5 million



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**

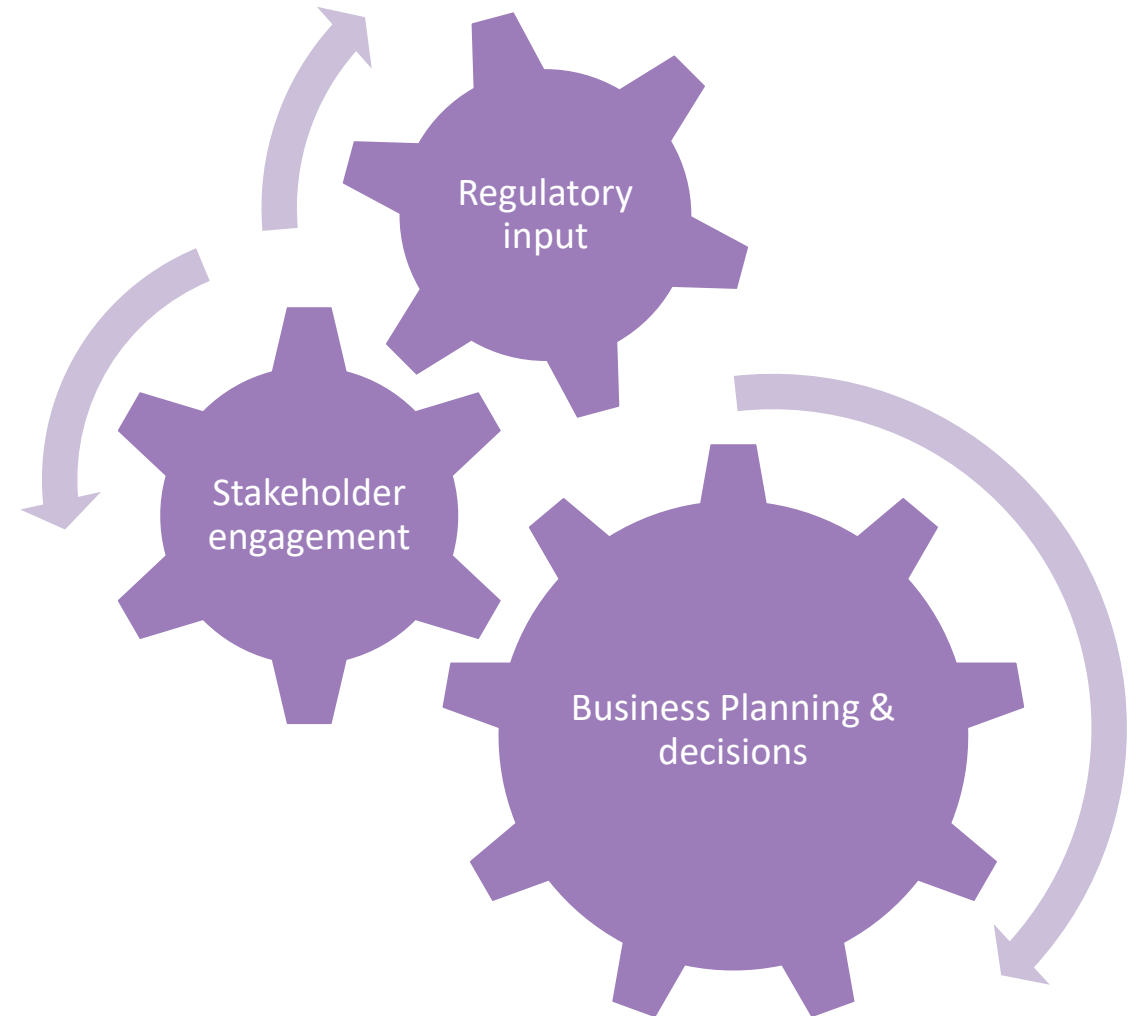




## Stakeholder engagement is very important to us:

- 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

Mark Williamson  
Energy Solutions 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	

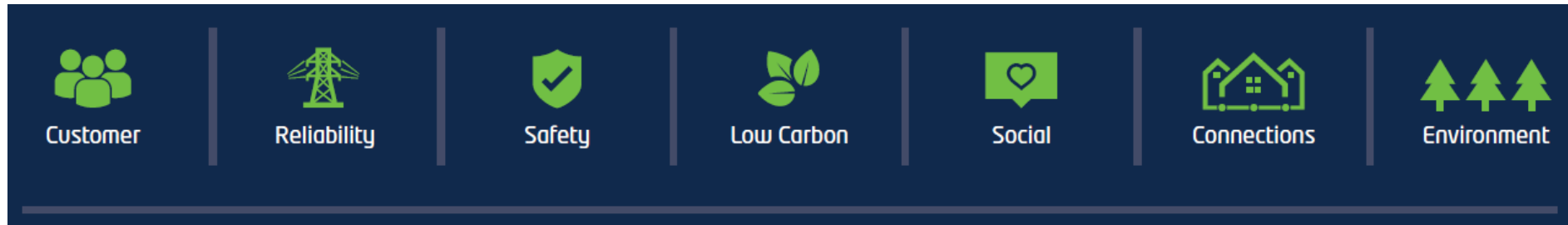
**Key**

- 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



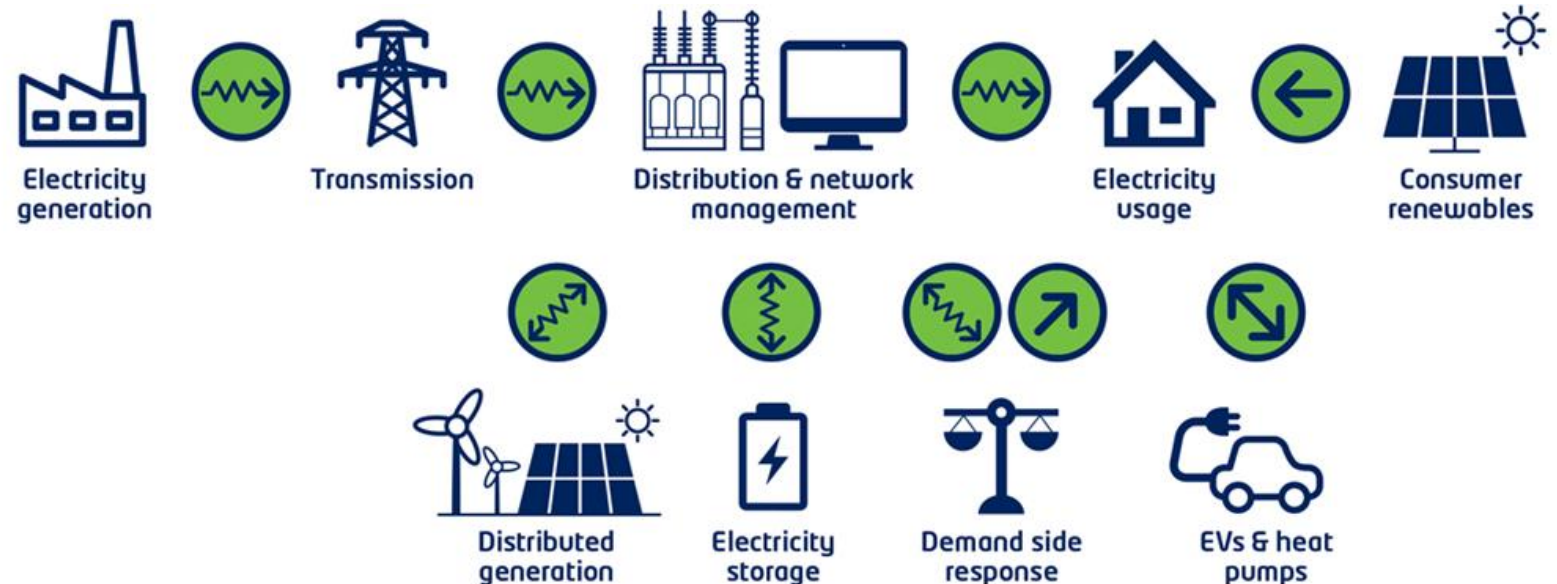
## Unprecedented change lies ahead for our business and industry as we transition to Distribution System Operation (DSO)

- 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...



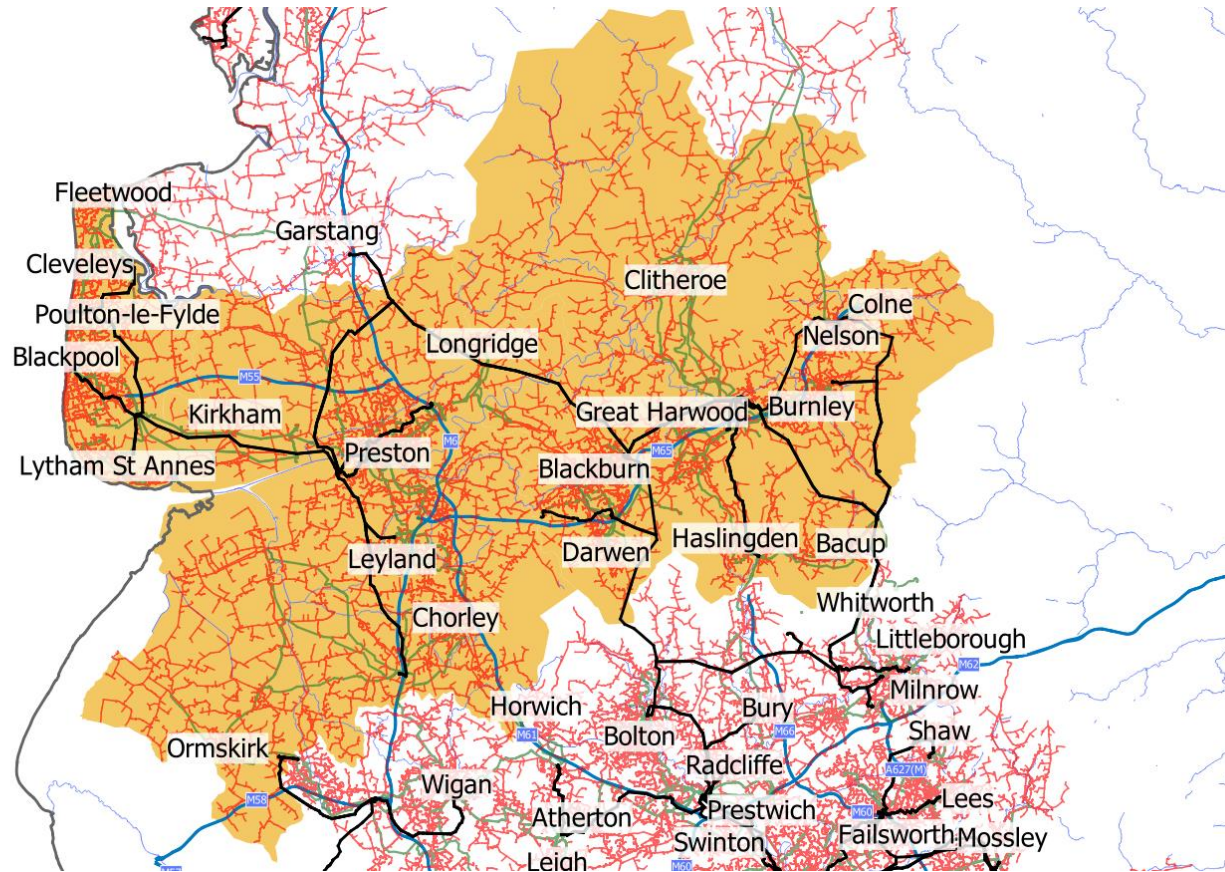
...is becoming far more complex and multi-directional



# This is what the Lancashire 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 Lancashire  
(we include the Lancaster area in our south Lakes network)

### Legend

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

	Length (km)
<b>Transmission</b>	382
<b>33kV</b>	842
<b>High Voltage</b>	4,820
<b>Low Voltage</b>	7,979
<b>Total</b>	14,023

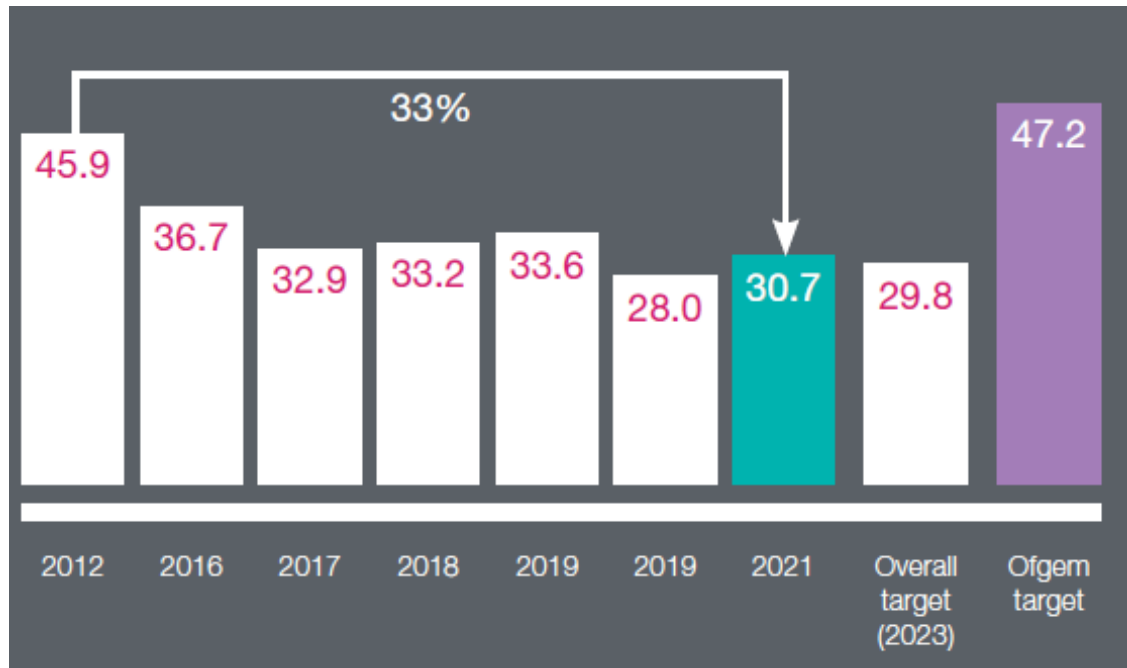
# Our Network - reliability



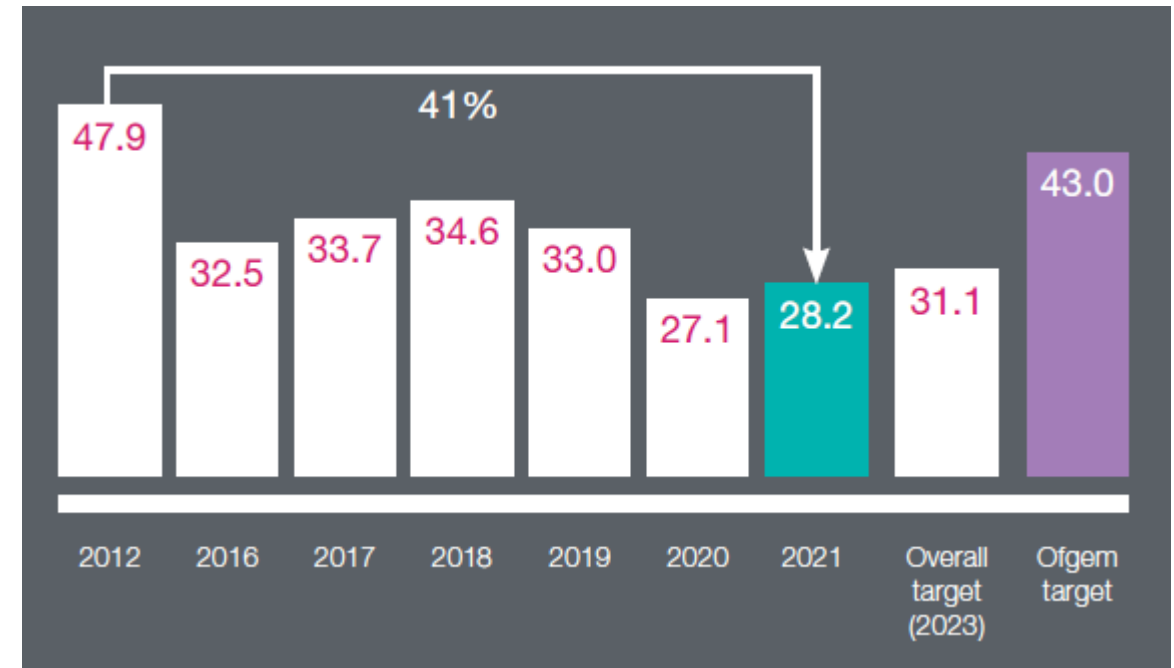
**We continue to deliver industry leading reliability through investment in automation, robust inspection and maintenance programmes and a focus on operational response times.**

- 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.



**Lancaster – Two elevated grid transformers and 33kV 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

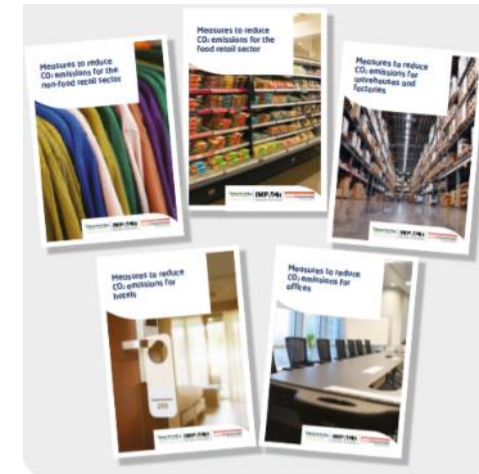
# Leading the North West to Net Zero



- 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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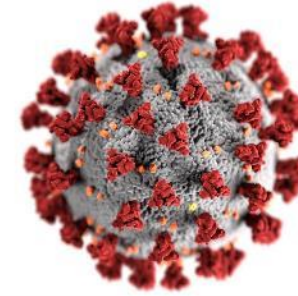


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Worked to keep colleagues, customers and our communities safe throughout the pandemic

- 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

Stephen Young

Executive Director - Growth, Environment,  
Transport and Community Services

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# Lancashire defining

**Stephen Young**  
Executive Director of growth,  
environment, transport and  
community  
Lancashire County Council

# Delivering

- Economic growth, development, creating employment, supporting Social & Wellbeing agenda
- Delivering the Vision of sites of International Significance – “Samlesbury Enterprise Zone”
- Pathway to Zero Carbon targeting 2030
- Collaborative working with Electricity North West
- Supporting ENWL ED2 Business Plan consultation , engaged in Sustainability & CEO Panels
- Delivering massive economic benefit for Lancashire
- Regional, National and International Impact

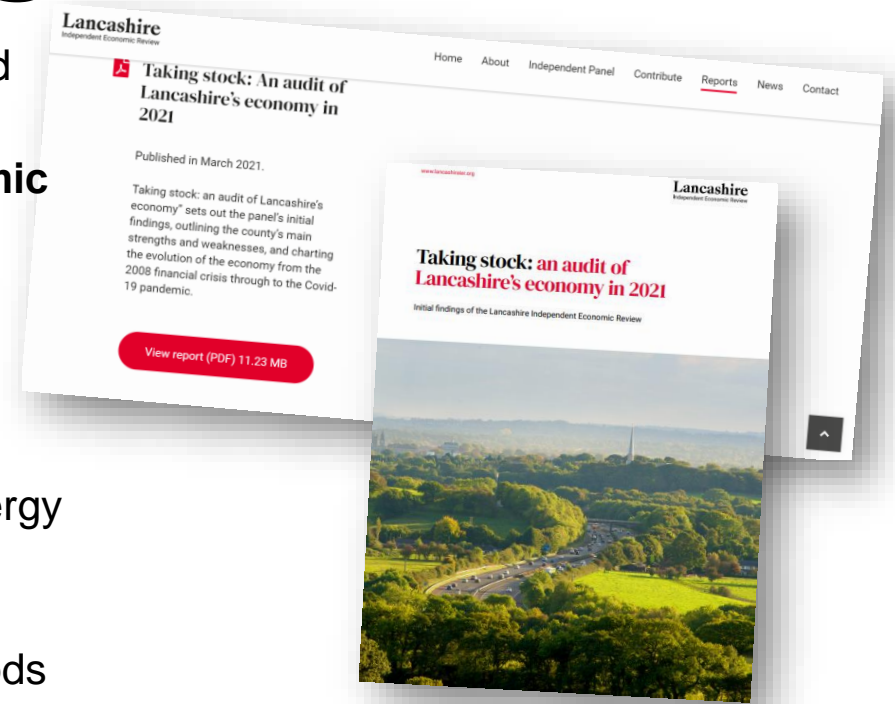
# Our Ambition

- LCC Council - Dec 2020 commitment to zero carbon
- Embedded within our ambitions - Lancashire Plan
- Informed by Independent Economic & Environmental Reviews
- Infrastructure Plan – Pan Lancashire £15bn pipeline
- **What ENWL ED 2 Business Plan for 2023-28 means to LCC**
  - Affordability & reliability of electricity supply
  - Infrastructure to facilitate development for business, housing, employment
  - Delivering innovation, new technologies, investment
  - Embedding zero carbon principles in our “Lancashire Plan”



# Our Challenges

- Stark health inequalities present significant value-added recovery opportunity.
- **Understanding Lancashire's diverse spatial economic geography is critical to policy formulation**
- **Towns and cities in Lancashire display bespoke, diverse performance trends linked to employment, income and housing/place.**
- UK manufacturing is at a crossroads with production opportunities linked to renewables and zero carbon energy and Industry.
- Climate scenarios in Lancashire reflect national trends towards higher temperatures, increased sea levels, floods and adverse weather with a reduction in demand for winter heating. The nature of Lancashire the place, 80% rural, and its business and skills base.



# Major Development, Infrastructure and Investment Opportunities



£15bn – investment across the county



£3bn LCC Development Pipeline



£12.8m Growth and Recovery Programme for Redefining Lancashire



Transport, Digital, Clean Energy and Utilities Infrastructure

Lancashire  
defining

Lancashire  
County Council





**LANCASHIRE COUNTY  
COUNCIL - DELIVERING THE  
VISION OF THE SAMLESBURY  
ENTERPRISE ZONE**



**BAE SYSTEMS**

**NORTHERN  
POWERHOUSE**

# Samlesbury Enterprise Zone

- Lancashire's "most active" strategic employment construction site
- We are "building back & getting the job done"
- Over £250m project delivered by LCC creating over 3000 jobs
- Over 1m sqft development over 100 acres
- Cyber, High tech, robotics, research, advanced manufacturing & engineering companies/organisation
- Jobs, skills, benefits Lancashire
- Strong public/private partnership



# Samlesbury Enterprise Zone

- ENWL investment of over £7.5m in primary substation
- Unlocked “power barrier”, providing programme for occupation
- Site will be an exemplar for sustainable development, zero carbon scoping study, EV charging/PV, research
- A “green wellbeing focussed work place”
- Over 2000 trees planted
- Partners ENWL, BAE, AMRC, LEP, Planning Authorities SRBC, RVBC
- Enquiries – Colliers International



# AMRC North West



£5 billion HQ of National Cyber Force at Samlesbury  
'once in a generation opportunity' for Lancashire.



# What Next?



# Lancashire Central– Cuerden

- The biggest single employment generating scheme being delivered in City Deal
- Planning consent for over two million sq ft of commercial floorspace.
- 1.5 million sq ft of industrial and logistics space
- Post COVID 19 Economic Recovery Accelerator
- M65/M6 jct 29/M61/M55
- Collaboration opportunity with ENWL to “power up” and unlock over 2000 jobs, over £250m growth & investment



# £125m Eden Project North

Lancashire  
defining

- £125m total capital cost
- 2,000 construction jobs
- 1,100 regional supply chain jobs
- 1,000,000 million visitors p/a
- key driver for a post-Covid green recovery in the North West
- Opening 2024



& £261m South Lancaster Growth Catalyst.....

# Transition to Zero Carbon

- LCC and several other councils in Lancashire have declared ambitions to decarbonise the county by 2030 which is substantially before the UK target of 2050.
- LCC, Blackpool, Blackburn with Darwen & LEP commissioned 11 economic and environmental studies to underpin preparation of a Lancashire Plan.
- Final draft report being reviewed including feedback from partners inc.ENWL
- Lancashire Leaders considering the findings of the 11 studies (including the Pathways study) at their meeting on 11 October 2021.
- Leaders may commission further work on a strategy for net zero.

# Low Carbon Initiative

- Low Carbon Project initiative to deliver a programme of work and investment to understand and deliver carbon and cash savings across the buildings, assets and activities of the county council and the wider business community
- The investment project is £2.7m in total to be used for specialist research, to identify energy saving options, and to implement low carbon technologies as exemplars at some of Lancashire's key development sites
  - Zero Carbon Retrofit Programme - LCC Buildings
  - Lancashire Zero Carbon Retrofit Grant Scheme for Businesses
  - Samlesbury EZ – EV Charging Points & sustainable measures feasibility study
  - Lancashire Central – Zero Carbon Exemplar Study
  - Solar Street Lighting Programme
  - LCDL White Cross Business Park – Refurbishment and EV Charging Points

BREAK



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# Net zero

Jonny Sadler

Strategic Decarbonisation Manager

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RIIO-ED2

Paul Bircham

Regulation and Communication Director

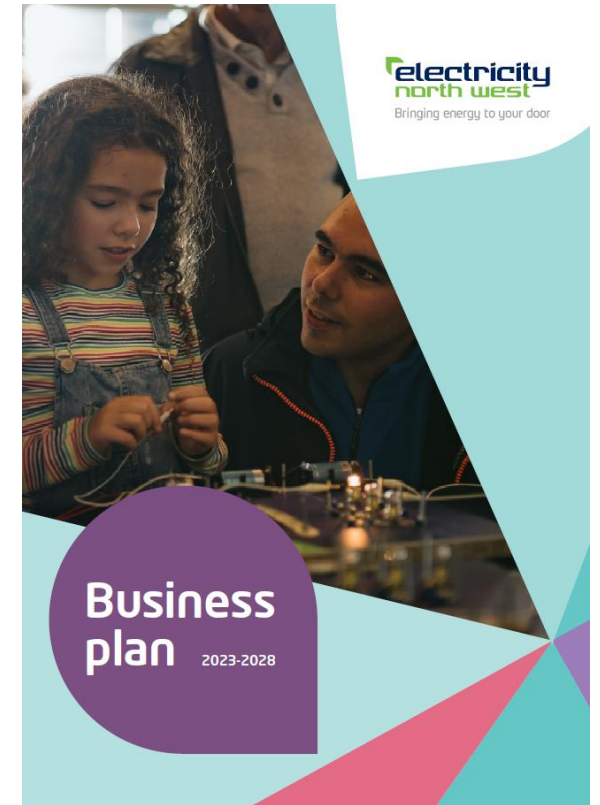
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- Our most extensive ever stakeholder engagement programme:
  - 22,000 interactions with more than 18,000 people and developed 50 outputs to deliver what our customers and stakeholders prioritise
- **Reliability** continues to be a top priority, as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

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



## 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...



## 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

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

# Polling



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Bringing energy to your door



## 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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