

**electricity  
north west**

Bringing energy to your door



# Lancashire Stakeholder engagement event

Capture report  
8 October 2021

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Welcome to the Electricity North West capture report. The purpose of this report is to capture and play back the discussions that took place at our Lancashire regional stakeholder engagement workshop on 8 October 2021. We are grateful to all those who attended the workshop and value the discussions that took place.

Stakeholders play a key role in helping us prioritise and set objectives for our business plan and future activity and we want our stakeholders to have a say on how we move forward and help us transform the communities we all work in.

This year we adopted a new format live streaming the event from Lancashire making the session more engaging. Overall feedback to this format was positive.

*We are at a critical point of our RIIO-ED2 business plan (2023-28) which will be submitted to our regulator Ofgem on 1st December 2021 so the workshop was an opportunity for stakeholders to have a final say and provide feedback to the plan.*

At the event alongside updates on business performance, recovery from the Covid pandemic and our approach to decarbonisation we asked stakeholders to give us feedback to influence our business plan. We asked for views partnerships and funding of initiatives and if Electricity North West were the best organisation to deliver various aspects outlined in the plan. The results of the polling are included in this report.

The report reflects what we told stakeholders, and what they told us. The insights we received will continue to feed into our current and future business planning. If you would like to see the full consolidated report and analysis from all three regional workshops, [click here](#)

**We hope you find this report useful and welcome your feedback about the report or the event – please send any comments you have to [StakeholderEngagement@enwl.co.uk](mailto:StakeholderEngagement@enwl.co.uk)**

## Why your engagement is important to us:

Provides us with a fuller understanding of our operating environment

Helps us identify and address emerging and changing needs

Gives our stakeholders and customers the opportunity to hold us to account

Gives us a chance to share our learning and best practice

Ensures our activity is always relevant to and valued by our stakeholders

We commit to respond to all of the issues you raise

# Introduction



Our annual regional stakeholder events provide Electricity North West with an opportunity to directly engage with a wide range of people and organisations, including those we may not have previously.

The events help us to understand differing regional priorities to inform our decision making and business planning.

- Over the last two years we have been undertaking extensive engagement about our future business plan RIIO-ED2 (2023-28). Previous events have directly contributed to the priorities now in our plans. *Thank you*
- This years event provided an opportunity to give an update on ENWL current performance and plans over the next two years, particularly recognising the recovery from the Covid pandemic and net zero ambition.
- To ensure that regional priorities were incorporated Lancashire County Council also shared their plans.

## RIIO-ED2 (2023-28) Business Plan:

- Engaged 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

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

# Understanding our stakeholders



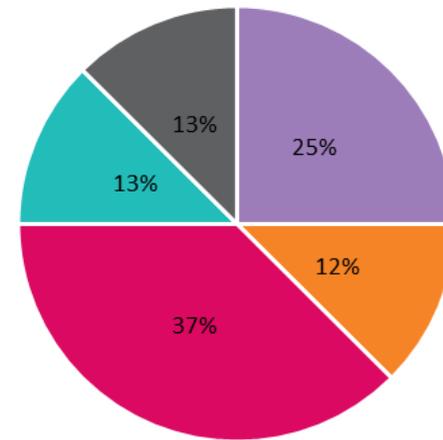
**Our Lancashire stakeholder workshop was attended by 31 stakeholders.**

Understanding our stakeholders demographics enables us to appreciate their needs and how and where to engage with them. Here is what you told us.

As expected, the majority of attendees (73%) were from / representing Lancashire.

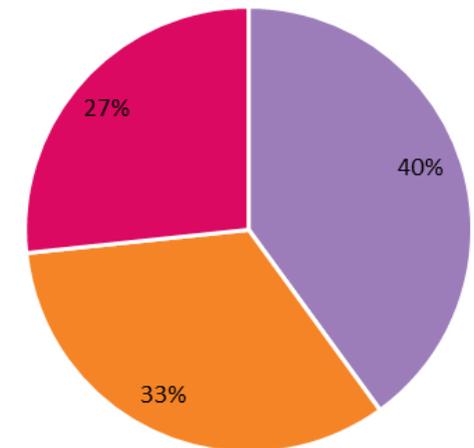
- **We are pleased to see a variation of types of organisations that were represented.**  
For future events we will look to see how we can improve representation from domestic customer representatives along with social and environmental charities to increase balance.
- **We continued to get a good split of engagement. The majority of participants had some previous contact with us.**  
As we continually seek the views of a variety of stakeholders we aim to increase involvement of new stakeholders. We will continue to encourage engagement from all attendees, both regular and new.

**What type of stakeholder are you?**



- Business customer or representative
- Developer/connections representative
- Local authority/government
- Utility representative (gas, water)
- Other

**How do we engage with you?**



- Regularly/attend a stakeholder advisory panel or expert panel
- I am in regular contact with ENWL
- I have occasional contact with ENWL

# Our performance



Electricity North West provided an update to stakeholders on our performance against current business plan commitments (ED1), business performance including reliability, customer satisfaction and net zero. We also provided our key priorities for the coming year.

Exceeds  
Ofgem  
expectations

Performance against a wide range of metrics **meets or exceeds Ofgem's expectations**

48

ED1 commitments

**Majority of ED1 commitments complete**, track or performing better than target. Three are behind but forecast to complete by 2023

16%  
lower

Supply interruptions are 16% lower than at the start of ED1 (2015)

£11.8m  
flood programme

**36 sites completed** investing £11.8m, in our flood programme, securing supplies to 1.15m customers

90.8%  
customer  
satisfaction

Customer satisfaction (CSAT) improved achieving an **overall score of 90.8%**

100

Partnerships supporting **vulnerable customers**

## What we heard from stakeholders

- Interested to hear about the partnership with Citizens Advice in Manchester. Are there any plans to roll out in Lancashire?
- Great to see ENWL working with Scope and Age Concern. Face to face outreach is key.
- Post Covid many peoples financial situation has worsened.

## What we will do

- The Citizen Advice Partnership (CAM) is currently a trial primarily based in Manchester (with some involvement in two locations in Cumbria). The pilot is to establish if a strategic partner could deliver enhanced benefit across the North West in ED2. ENWL have funded partners in Lancashire who provide energy savings support who benefit from CAM's strategic guidance and will join CAM's energy round table to share best practice across the North West. On completion of the pilot and following evaluation, successes will then be replicated across the region.
- ENWL will continue to work with a range of agencies representing customers in vulnerable circumstances. Contact us if you would like to get involved. [stakeholderengagement@enwl.co.uk](mailto:stakeholderengagement@enwl.co.uk)

# Covid response and green recovery



As key workers it was important for Electricity North West to keep colleagues safe throughout the pandemic as well as our customers and communities. 50% of colleagues started home working immediately.

## Covid response

- Regular colleague updates and mental health and wellbeing support available
- Policies and procedures for operational staff working in the field/at customer properties - approach agreed with the Trades Unions
- Strategic partnerships strengthened as a result of pandemic
- 624,911 priority service customers proactively contacted
- Colleague volunteering – 500 hours to help deliver food bundles
- Lead the way with emergency top up vouchers for customers

624,911

Priority customers  
proactively  
contacted

96%

of workforce  
available to keep  
power flowing

67,000

Supported through  
information sharing,  
food parcels and hot  
meals

Electricity North West are bringing forward more than £20 million investment to provide immediate support for projects as part of Ofgem's [Green Recovery](#) scheme.

## Key projects for Lancashire include:

- Strategic reinforcement of the network in the Lancaster/Forton services area
- Pre-Sense low-voltage network monitoring programme
- Network reinforcements for EV charging hubs and on-street parking across the north west
- Service unlooping to support low carbon technologies across the north west



Lancashire County Council outlined their ambition to deliver economic growth, development creating employment and supporting social and wellbeing agenda. This included working collaboratively with ENWL and stated that we are a trusted key partner, supportive in ensuring development happens in Lancashire.

## Lancashire plan and transition to net zero

Lancashire County Council, Blackpool, Blackburn with Darwen & LEP commissioned 11 economic and environmental studies to underpin preparation of a Lancashire Plan. Proposals to be considered by Lancashire Leaders in October. Low Carbon project initiative (£2.7m) to deliver carbon and cash savings across LCC buildings, assets and activities including retrofit, EV charging and solar street lights.

2030

Pathway to net  
zero targeting  
2030

## How can ENWL support Lancashire

- Economic development** – continue to invest in key projects
- Decarbonisation** – strengthen the network so it is not barrier to customers adopting low carbon technologies
- Vulnerable customers** – signpost support and provide details of what our partners can offer

We feel embedded in ENWL's organisational thinking and they are open to conversations about new projects.

Stephen Young, Lancashire County Council

## What we heard from stakeholders

- Good to hear about investment in Lancashire
- What is ENWL doing to support vulnerable customers in Lancashire?
- What is definitely coming to Lancashire and what are the priorities. How the decisions are being made as to what comes through?

## What Lancashire County Council and ENWL will do

- ENWL encourage customers to sign up to the PSR, which enables us to know where vulnerable customers are and provide a range of support packages, depending on circumstances.
- ENWL supports regional economic development plans and future ambition is factored into our plans. The projects Stephen spoke about are included in the business plan. Awareness of plans and enables ENWL to plan investment.



The National commitment is to reach net zero by 2050, Electricity North West have a more ambitious commitment to reach Net Zero by 2038. We recognise the social, environmental and economic benefit, job creation, improved health and wellbeing.

42%

reduction in business  
carbon emissions  
since 2015

£63.5m

commitment in ED1  
Leading the North  
West to Net Zero by  
2038

28%

increase in solar PVs  
over the last 10  
years

£75k

annual fund to  
support community  
and local energy  
projects

Go Net  
Zero portal

support for businesses,  
LA's etc - case studies  
and decarbonisation  
pathways

Trialling  
technology

including exemplar  
depots, equipment  
including mini  
diggers

## 5 practical steps businesses can take

- **Carbon literacy** – is a good place to start can be done for whole organisation or specific areas of the business
- **LED lighting** – an easy route for energy efficiency and a low risk investment as easy to fit and has attractive pay backs.
- **Solar PVs** - cost has come down. Big programmes like social housing are not far from single figure payback.
- **Electric vehicles** – sales have doubled this year and feedback states they are cheaper to run and maintain
- **Flexible services** – look at reducing your energy at certain times of the day.

**Powering our communities fund to help deliver community energy projects is now open for applications**  
**Deadline Friday 3 December 2021**

<https://www.enwl.co.uk/go-net-zero/community-and-local-energy/supporting-community-energy/funding>



Electricity North West provided an update on stakeholder engagement and proposed commitments in the business plan. We are proposing a £2billion investment to deliver our commitments in RIIO-ED2 (2023-28)

22,000

Interactions with customers and stakeholders to inform the plan

## Headline commitments

**Net Zero** – invest to support regional requirements and make own operations net zero by 2038

**Reliability and safety** – reduce power cuts and time people are without power by 20%  
**Customer and vulnerability** – deliver 9/10 customer service and remove barriers to ensure no one is left behind in net zero transition

£1.35bn

Direct network investment improving reliability and safety

### What we heard

- What are the plans to address transport and infrastructure in more rural areas?
- The North West has the highest rate of fuel poverty in England. Households in fuel poverty spend a disproportionate amount of income on fuel. How will customers be protected?

### What we will do

- The green recovery fund identified a rapid response fund for proposals for EV charging points. ENWL are working with partners to understand the planned EV infrastructure across the region. We will manage the infrastructure to ensure that capacity is available to enable this to happen really quickly.
- Our business plan aims to balance the investment needed in the network whilst keeping the ENWL part of the customers bill as low as possible. We work with a range of partners to offer specific fuel efficiency advice and support.

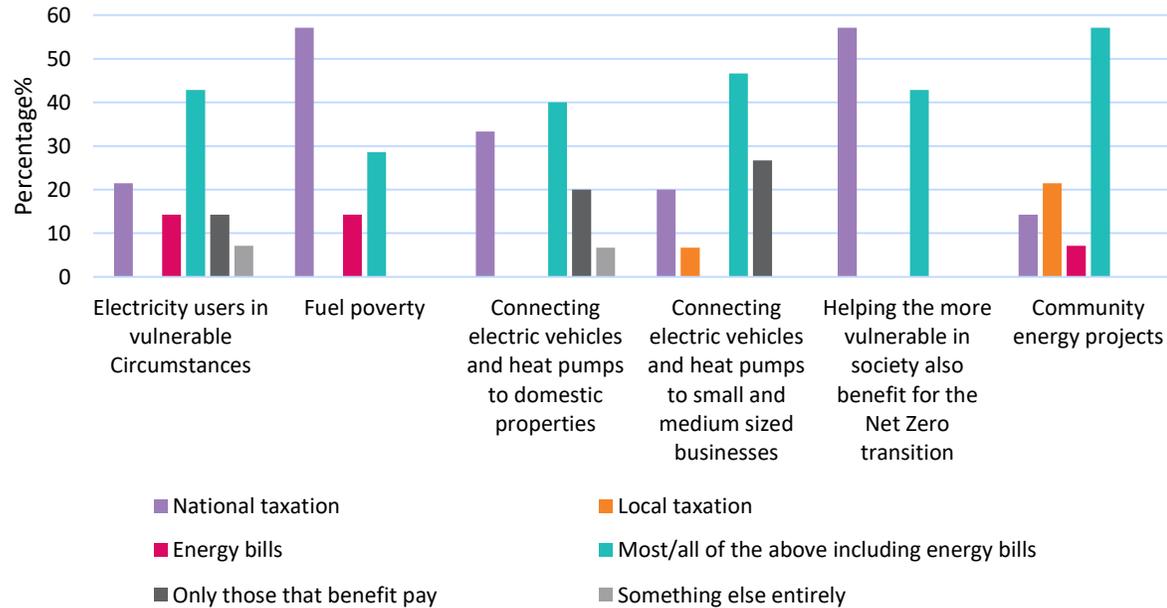
# Key challenges – polling results



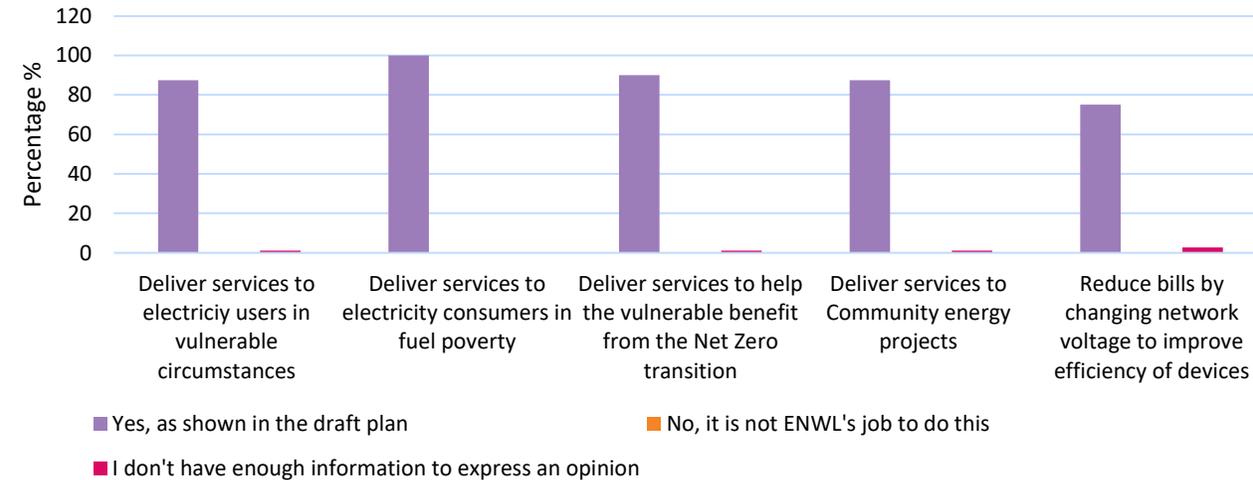
In the final section of our workshop we posed questions of whether Electricity North West is the best organisation to deliver some of the options we are looking to include the plan.

Feedback will be combined with other regional responses and fed into our business planning process

**Lancashire**  
How should the NW region fund support for:



**Lancashire**  
Do you want to see ENWL working with and funding partners in RIIO-ED2 to:



# Continue the conversation



**We would like to thank all our stakeholders you for their involvement – here are some of the ways you can continue the conversation with us...**

- If you would like any more information, or would like to provide your views on any of our activities please contact [stakeholderengagement@enwl.co.uk](mailto:stakeholderengagement@enwl.co.uk)
- We hold regular stakeholder advisory panels which help us to shape our activity – if you are interested in becoming a member of our Consumer Vulnerability or Sustainability Advisory Panel. Please contact [stakeholderengagement@enwl.co.uk](mailto:stakeholderengagement@enwl.co.uk)
- If you would like to receive regular updates on our activity (newsletters etc) please click [here](#).
- Click [here](#) to find out more about all of our upcoming stakeholder events, including updates on our advisory panels.
- We also run a variety of stakeholder events in relation to our connections work, ranging from webinars, workshops , surgery sessions and more. If you would like to get involved with (or just learn more about) our work on connections engagement, please visit: [www.enwl.co.uk/ice](http://www.enwl.co.uk/ice) or you can email [ICE@enwl.co.uk](mailto:ICE@enwl.co.uk).

