

**electricity  
north west**

Bringing energy to your door



# Cumbria Stakeholder engagement event

Capture report  
4 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 Cumbria regional stakeholder engagement workshop on 4 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 Cumbria 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 Cumbria 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



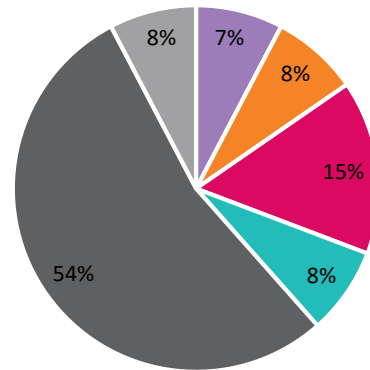
## Our Cumbria stakeholder workshop was attended by 34 stakeholders.

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 (87%) were from / representing Cumbria.

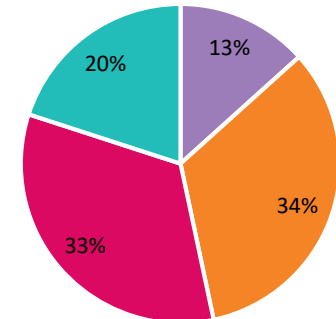
- **We are pleased to see a variation of types of organisations that were represented.**  
This year saw a significant increase in engagement with local authorities. For future events we will look to see how we can improve representation from domestic and business customers along with social and environmental charities to increase balance.
- **We continued to get a good split of engagement. Several of the participants that joined had never engaged with us before.**  
As we continually seek the views of a variety of stakeholders we aim to continue discussions with the new stakeholders. We will continue to encourage engagement from all attendees, both regular and new.

What type of stakeholder are you?



- Domestic customer/consumer interest group
- Business customer or representative
- Developer/connections representative
- Environmental charity or representative
- Local authority/government
- Other

How often do we engage with you?



- Invitation I attend innovation, community energy connection workshops
- I am in regular contact with ENWL
- I have occasional contact with ENWL
- I am new to this I have never met or contacted 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

- How will ENWL support rural business and households around improved grid reliability?
- How will the infrastructure cope with the expected increase in demand due to EV home charging and heat pumps and what plans are in place to deliver this infrastructure?

## What we will do

- Targeted investment has been included in the draft ED2 business plan to create a levelling up of performance across the North West including Cumbria
- Need to use current network in a smarter way, add capacity in the right places, flexible energy use and work with all partners to remove capacity bottle necks eg Cumbrian ring.
- We expect to see over 600,000 LCTs connecting to network by end of ED2 period and will invest in the network providing capacity where needed.

# 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 Cumbria include:

- Strategic reinforcement of the network in the North Carlisle area
- Strategic reinforcement in the Carlisle/Morton area
- Strategic reinforcement in the Windermere lakeside area
- PRESense 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



Cumbria County Council gave an update on a low-carbon Cumbria which aims to improve the quality of life for residents, promotes sustainable tourism and where industry and agriculture can thrive. This cannot be achieved by one organisation and Cumbria County Council are working in partnership with over 70 organisations.

## Zero Carbon Cumbria Partnership, shared vision

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

# 2037

Cumbria's  
Pathway to Net  
Zero by 2037

## How can ENWL support Cumbria

**Support communities** – reliable and affordable  
**Growing economy** – capacity to meet demands  
**Decarbonisation** – support pathway to net zero by 2037 with necessary infrastructure  
**Clean energy** – work with partners to meet need at pace

ENWL are very  
much part of our  
shared ambition and  
are a key partner

Angela Jones,  
Cumbria County Council

### What we heard from stakeholders

- Can local generation (eg PV/Hydro) be shared locally rather than being exported to the Grid?
- What support is being given to schools?
- Heat pumps will not be cost effective until homes are better insulated.
- Challenges for Cumbria – delivering projects at pace.

### What Cumbria County Council and ENWL will do

- This is being explored on CCC plans for solar PV farms. Other opportunities through community renewable schemes to maximise the opportunities. PV and hydro will be factored into the business cases under the Borderlands energy projects.
- CCC is working with schools to include net zero in the curriculum and ensure the right skills are developed
- District Councils and CCC are working together to improve properties including insulation and retrofitting.
- Need to understand any transmission capacity/grid issues and how we work collaboratively and flexibly to are the alternatives to avoid slowing down projects.



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

- Any work planned for V2G (Vehicle to Grid) where EVs can act as distributed grid storage batteries.
- To what extent can local generation (eg PV/Hydro) be shared locally rather than being exported to the Grid?
- New housing development don't include solar / heat pumps – how is this being addresses

### What we will do

- We are working with others DNOs (Open Networks project) - involves Ofgem and government, looking at how we develop technologies including vehicle to grid.
- Cumbria CC and ENWL are exploring plans for solar PV and other opportunities through community renewable schemes to maximise the opportunities. ENWL provide [community and local energy](#) support services
- This is an issue for planning authorities, ENWL continue to work with teams to influence decisions and ensure that the network capacity is available for new developments that do incorporate low carbon technology

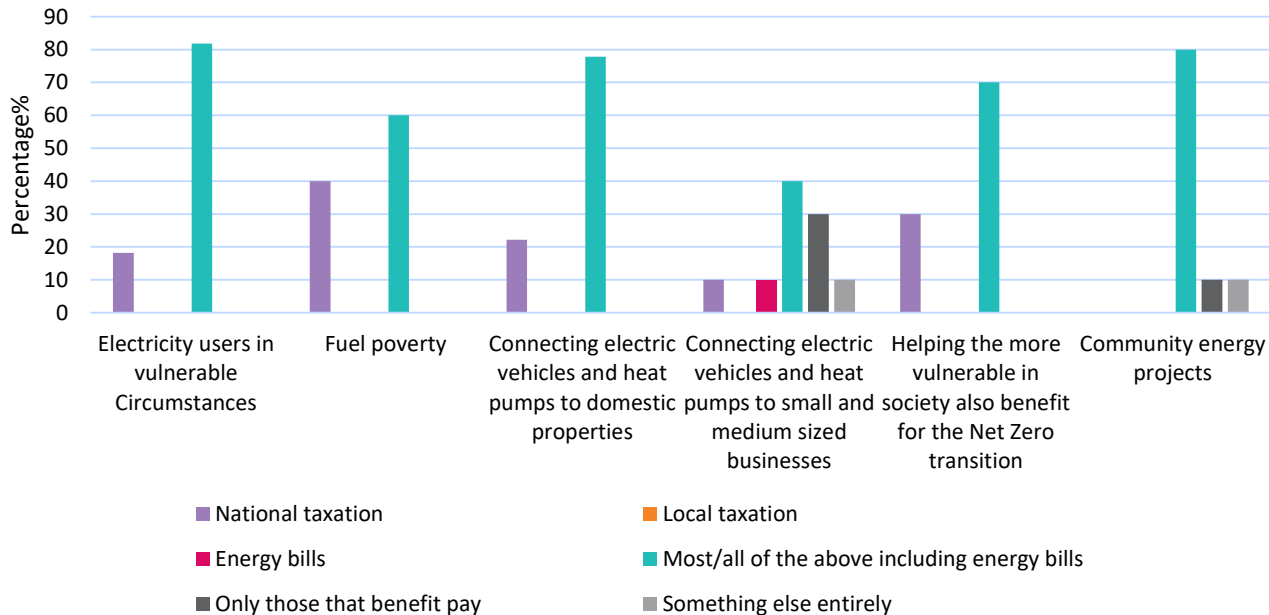
# Key challenges – polling results



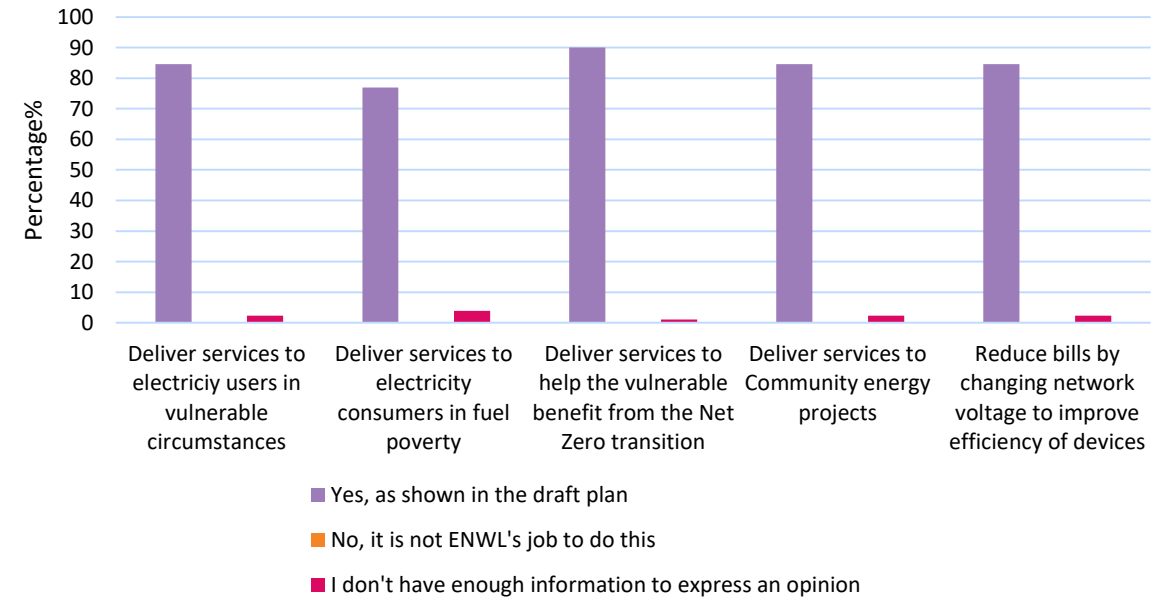
In the final section of our workshop we asked whether Electricity North West is the best organisation to deliver some of the options included in the business plan.

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

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



**Cumbria**  
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).

