

**electricity
north west**

Bringing energy to your door



Cumbria Stakeholder Advisory Panel

Thursday, 28th March 2019

Stay connected...



www.enwl.co.uk






Cumbria Action for Sustainability



- Drive a shift towards a zero carbon Cumbria
- Support people to improve quality of life in balance with environment
- 20 years of experience of managing and delivering low carbon projects
- 10 specialist employed staff. 25 technical contractors. 4000 supporters
- 20+ large projects at any time. Up to a hundred events reaching thousands of people every year
- One of six local climate charities in UK surviving national funding cuts without mission drift
- Successfully managed £1 million, twelve-partner Sustain Eden Programme
- Established and seed funded Community Energy Cumbria and raised almost £1 million in community renewable energy shares
- Past year - Developed and delivered L3 and L4 retrofit training for professionals, lectured at universities across UK, insulated hundreds of homes, run hundreds of low carbon events & site visits, launched national retrofit guide for energy and flood resilience, raised funds for three community owned renewable energy schemes, supported 15 community-led energy projects, supported comprehensive Alston Greenprint whole place approach project, delivered huge range of consultancy support for local authorities, eco-innovation workshops for businesses.

What we'd like to cover today



				
Welcome and Introduction to Electricity North West 1:30 – 2:00	Serving Cumbria and discussion 2:00 – 3:00	Break 3:00 – 3:15	Shaping how we deliver future priorities 3:15 – 4:15	Q&A 4:15 – 4:30
Community and Local Energy	Connections	Customer	Local managers	

How we'd like to discuss issues today



We'll present some thoughts and ideas



We'll use voting buttons so you can immediately get involved



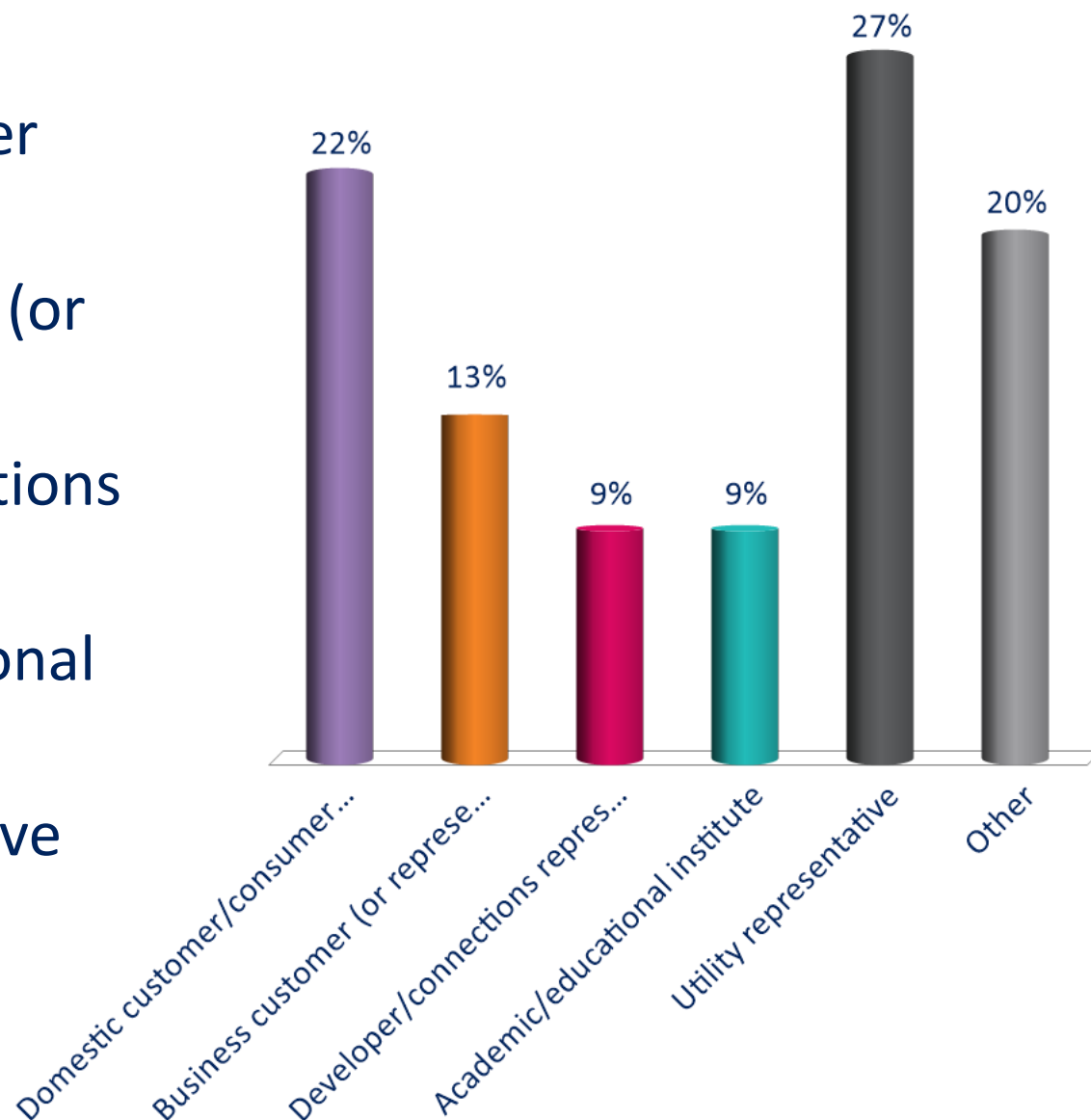
We'll have table discussions to capture your input

Let's test the voting buttons!

What type of stakeholder are you?



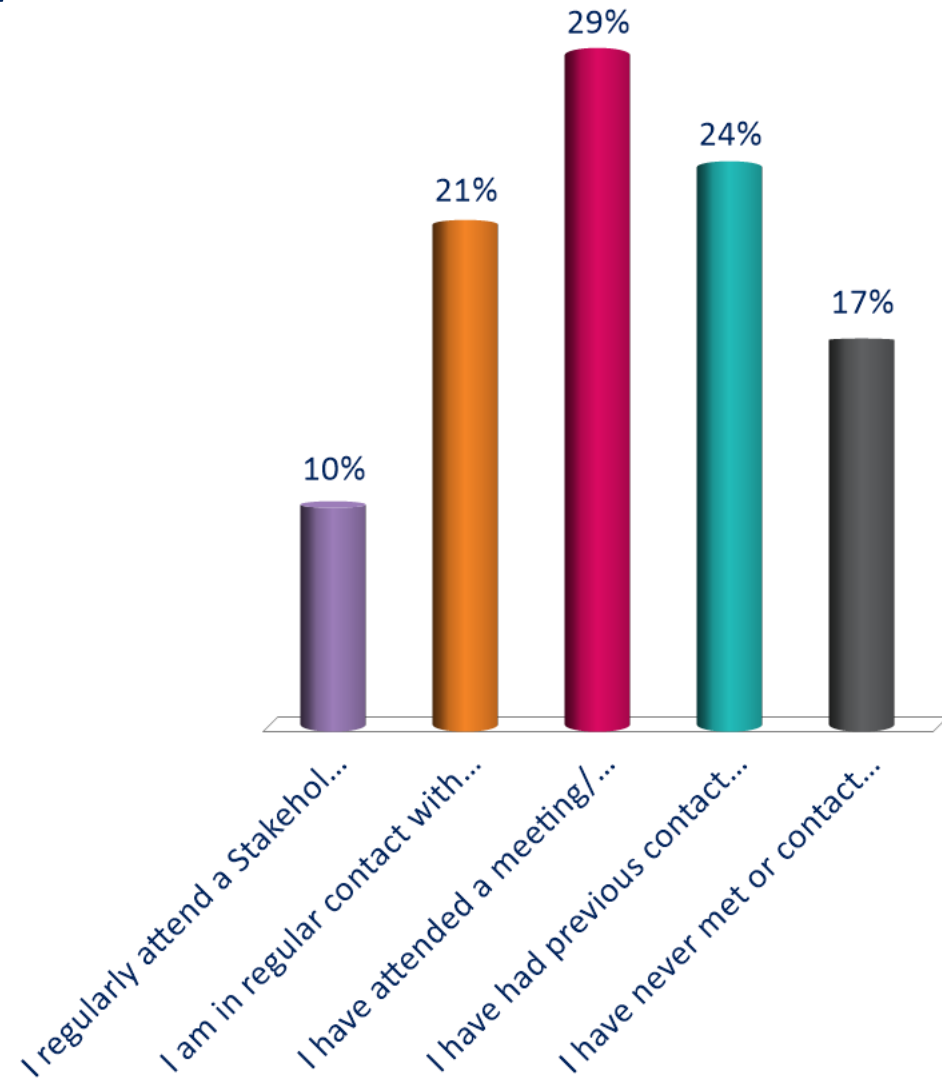
1. Domestic customer/consumer interest group
2. Business customer (or representative)
3. Developer/connections representative
4. Academic/educational institute
5. Utility representative
6. Other



How often do we work with you?



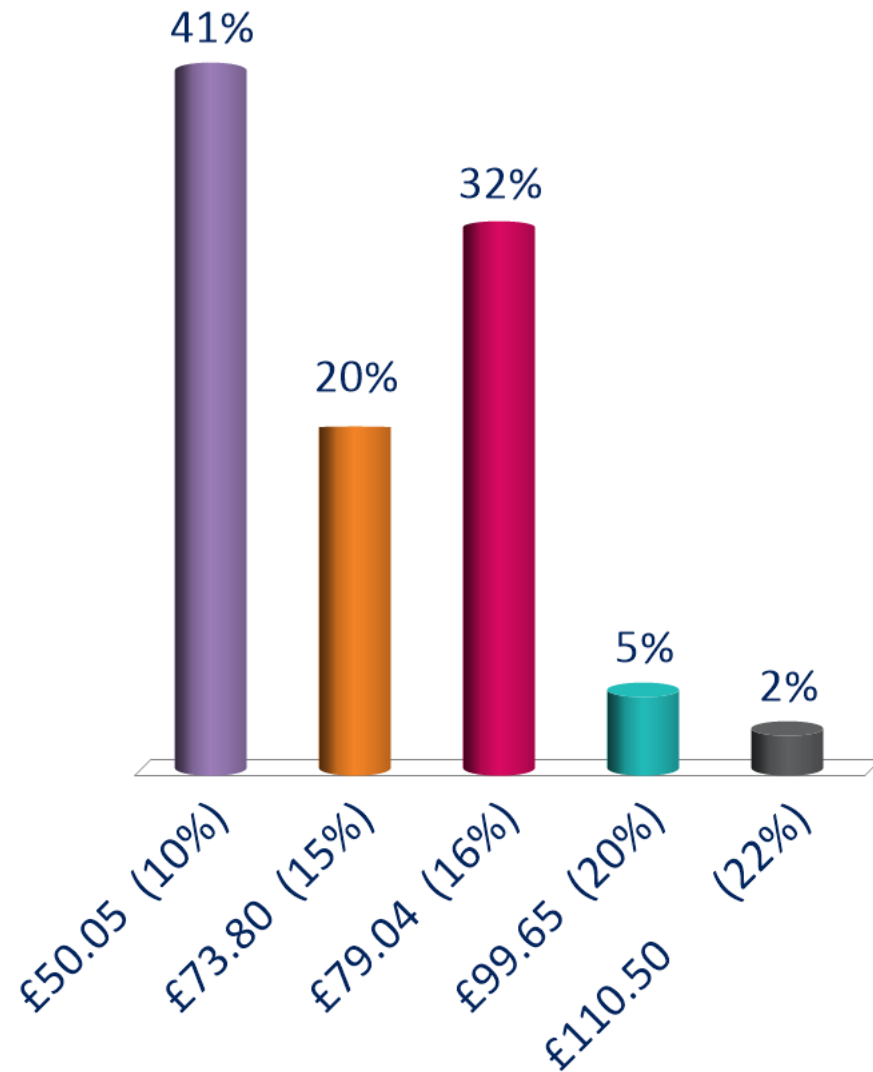
1. I regularly attend a Stakeholder Advisory Panel
2. I am in regular contact with Electricity North West
3. I have attended a meeting/workshop with Electricity North West before
4. I have had previous contact with Electricity North West
5. I have never met or contacted Electricity North West before



From the average domestic electricity bill, how much will come to Electricity North West?



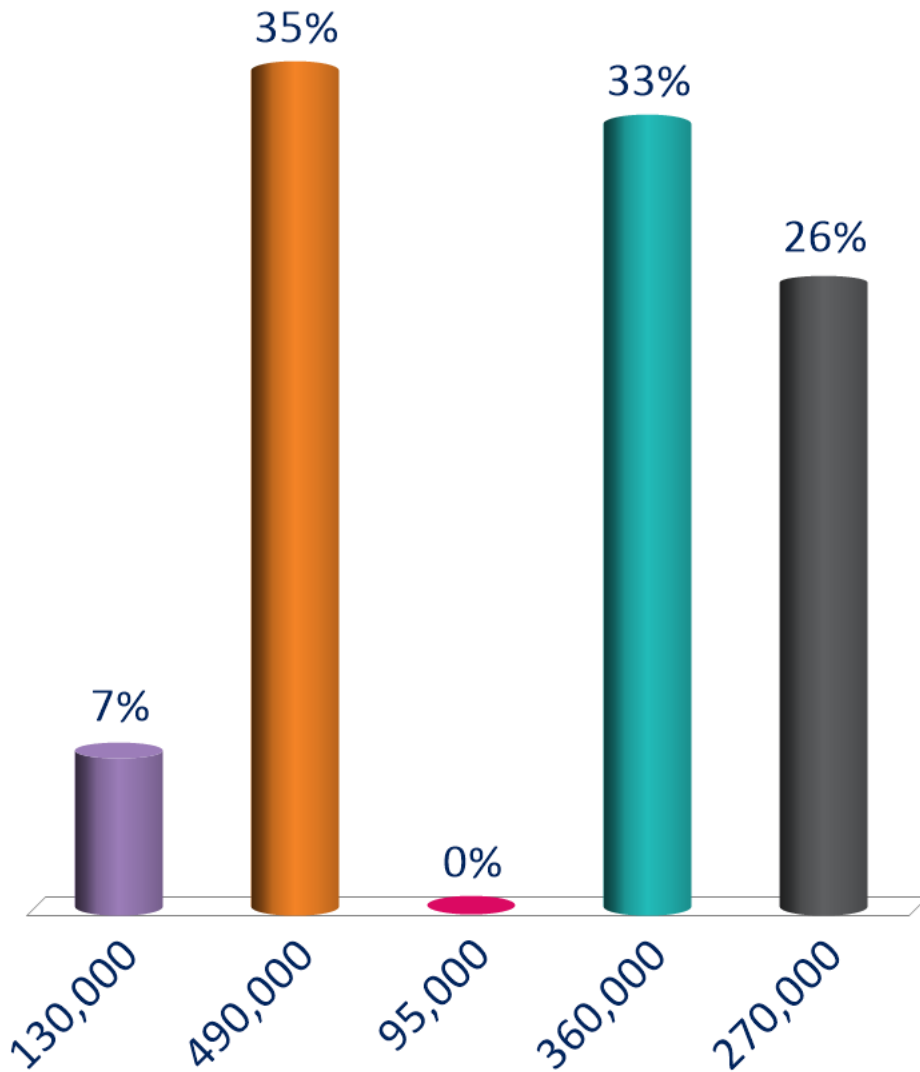
- 1. £50.05 (10%)
- 2. £73.80 (15%)
- 3. £79.04 (16%)
- 4. £99.65 (20%)
- 5. £110.50 (22%)



How about your local knowledge? What's the population of Cumbria?




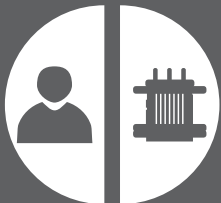



1. 130,000
2. 490,000
3. 95,000
4. 360,000
5. 270,000



A bit about us - our story 1948 - 2010



	NORWEB				
1948	1990	1995	2000	2007	2010
Nationalisation	Privatisation	Takeover	Sale	Sale	Acquisition
		North West Water takeover of Norweb	Norweb supply business sold	United Utilities Electricity sold to private investors	United Utilities Electricity Services acquired
North West Electricity Board	Norweb	United Utilities	United Utilities	Electricity North West owned assets	Electricity North West Limited



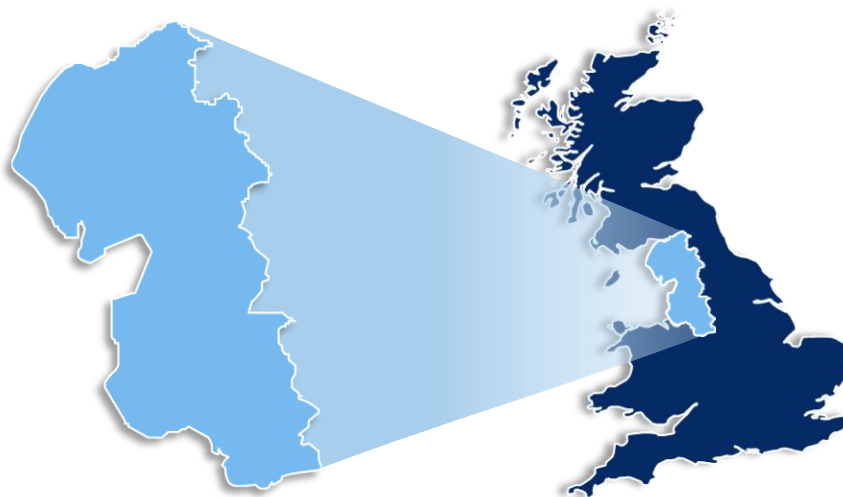
5 million



2.4 million



23 terawatt



£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

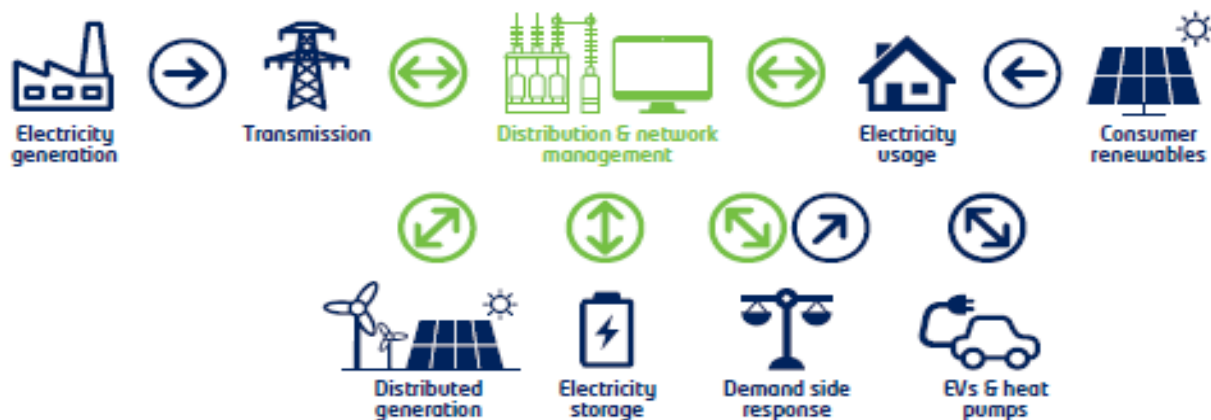
Our role is changing



What used to be relatively simple...



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



- Electricity - historically a centralised model that changed little over time
- Now more complicated and multi-directional
- Encouraging and enabling low carbon technologies to connect to the network
- All customers need cleaner, greener energy to enable and enhance 21st century living

Drivers for decarbonisation



Paris Climate Change 2015

Carbon Neutral Greater Manchester by 2038

Electric vehicles

Heat

Distributed Generation

Macro drivers with region-wide affect. Concentrated in cities.

BOTTOM LINE 2 x grid capacity and 3 x energy at same cost and reliability

Establish partnerships

Forecasting

Strategic infrastructure

Commercial relationships

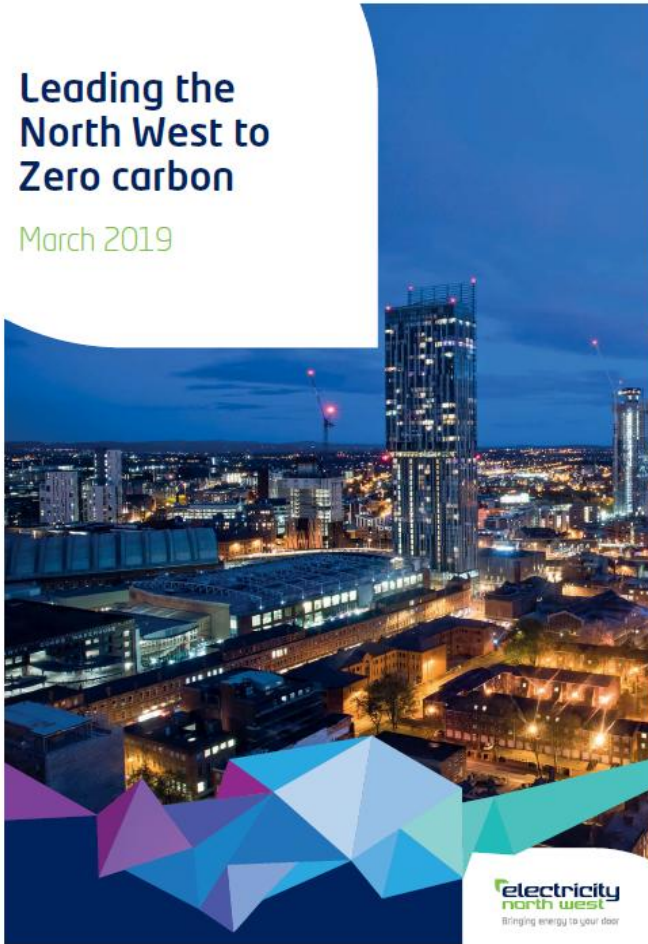
Smart city

Our Plan – ‘Leading the North West to Zero Carbon’



Leading the North West to Zero carbon

March 2019



- ✓ We will play a crucial part in leading and enabling decarbonisation across the North West
- ✓ Investing an additional £63.5m in the next four years:
 - ✓ The business community
 - ✓ Communities
 - ✓ Colleagues
 - ✓ Our own operations
- ✓ Supports Greater Manchester’s growth, 5 Year Environment Plan and ambition to be carbon neutral by 2038 and is in line with other councils responses to climate emergencies.

www.enwl.co.uk or zerocarbon@enwl.co.uk

Why 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 accountable

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



How we've responded to stakeholder feedback



Strategic Stakeholder Advisory Panel

- Engaged on our business plan commitments
- Our business plan commitments have been changed and new one's have been introduced

Distribution System Operator Conference

- Produced our strategy document 'Powering the North West'
- Participated in Open Networks – ensuring your voices are heard in national policy debate
- Developed capacity services offering

Community and Local Energy Consultation

- Consulted with wide range of community and local energy groups
- Used input to shape our strategy
- Strategy commits us to look for locations where community and local energy can deliver network benefits

Vulnerable Customer Strategy

- Created three partnerships to provide support to fuel poor customers
- Identified over £350k of benefits for customers
- Working with GMCA LEAP, Citizens Advice and the Energy Saving Trust

Why we're here today



We've identified the need for more localised stakeholder engagement.

We recognise that the issues and concerns of our stakeholders vary significantly across the areas that we serve.

This is one of our regional events - part of our approach to engage more locally with our stakeholders.

We'd be really interested to get your feedback on how this session goes.

How engagement has changed our business plan commitments



- We made 40 promises to our customers when we agreed our plan for RIIO-ED1 (these were created through consultation with stakeholders in 2013).
- Following feedback we added one new promise in 2017/18 and a further five in 2018/19
- These are called our business plan commitments and they are based on six areas that stakeholders told us were important:

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

Ofgem rank us top of network company's for a second year running

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

Areas stakeholders prioritised previously



Our stakeholders have previously told us Network Resilience, Pricing and Low Carbon Future are the most important areas

Network reliability

Reliability has improved by 29% from 2012, exceeding the target of a 20% reduction by 2019



Pricing

Reduction in standard domestic tariff of 19% from average of previous price control (2010-2015)



Low Carbon Future

15% reduction in carbon footprint from 2015 emissions level. New commitments added in this important area



Significant areas of improvement this year

Customer Satisfaction

Complaints resolution

Guaranteed Standards of Performance (GSoP)

Responsible organisation



Areas of challenge

Oil loss from cables

Priority Service Register contacts

Pinch point remediation

Single domestic connection time

Customer Service



Stakeholder Engagement is informing the approach to business plan commitments



- At our July strategic stakeholder advisory panel we continued our discussion about our business plan commitments.
- Using electronic voting we collected feedback on our performance and our plans to enhance existing commitments and add new targets around public safety and driving the low carbon economy.
- 91% endorsed our approach to making changes to commitments.
- 89% understood our reasoning to add four new commitments and enhance two existing commitments where reliability targets had been met early.

New commitments				Enhanced
Safer Rising Lateral Mains	Transition to being Distribution System Operator	Facilitating growth in electric vehicles	Supporting community and local energy	Improving overall reliability

- We now delivering against these commitments and will report our performance this time next year.

How we see our role in this changing environment



OUR PURPOSE

Together we have the energy to transform our communities

OUR PRINCIPLES

We are **SWITCHED-ON**

MIND SET

We are **SWITCHED ON** to our colleagues, customers and the world around us

We are **ADAPTABLE**

SKILL SET

We are **ADAPTABLE**, always looking for better ways to get things done

We take **PRIDE**

HEART SET

We take **PRIDE** in all we do because it matters to people's lives

To reflect this, today we'd like to discuss



How we serve
Cumbria

Preparing for the
future – our
priorities and
how we engage

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Providing connections in Cumbria

Brian Hoy

Head of Market Regulation & Compliance

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Energy Solutions role ...



We help get customers connected...

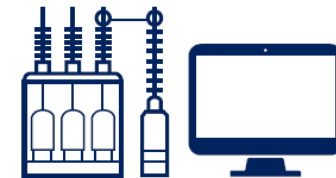
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Electricity generation



Transmission



Distribution & network management



Electricity usage



Consumer renewables

Our customers need cleaner, greener energy to enable a low carbon future in the North West.



Distributed generation



Electricity storage

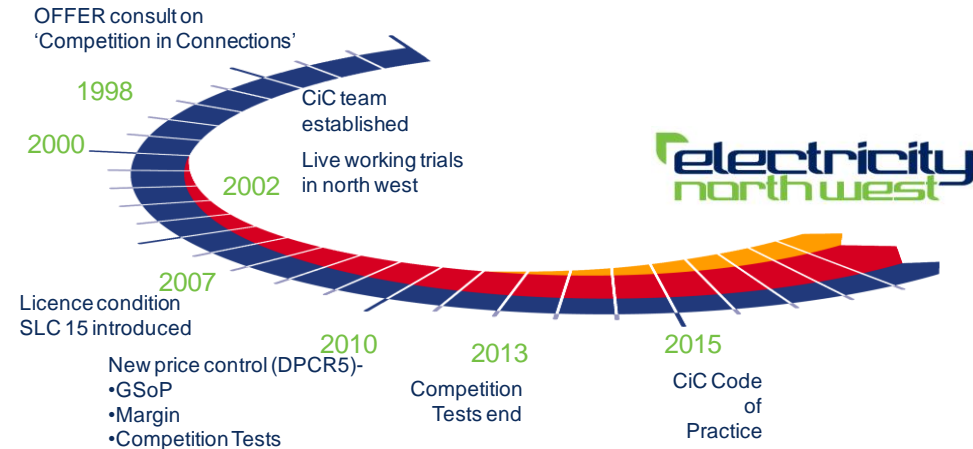
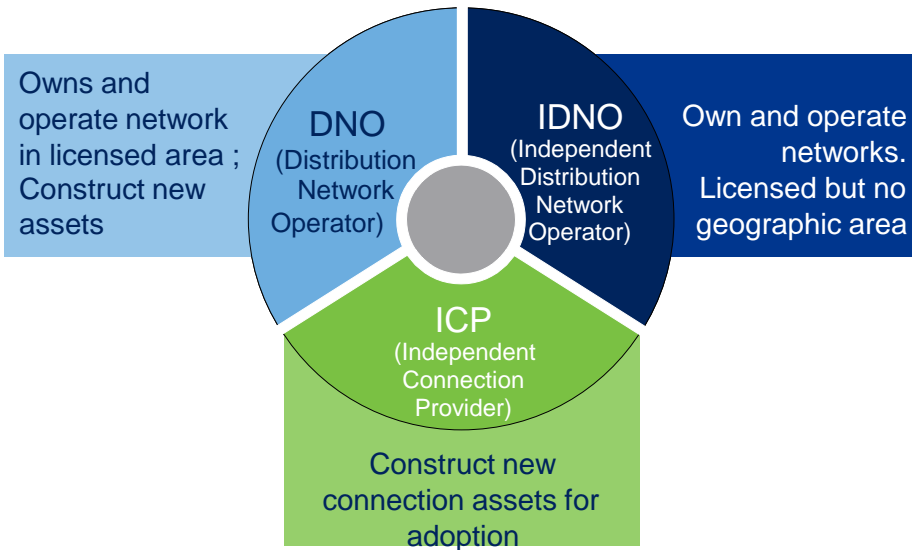


Demand side response



EVs & heat pumps

Customers have a choice

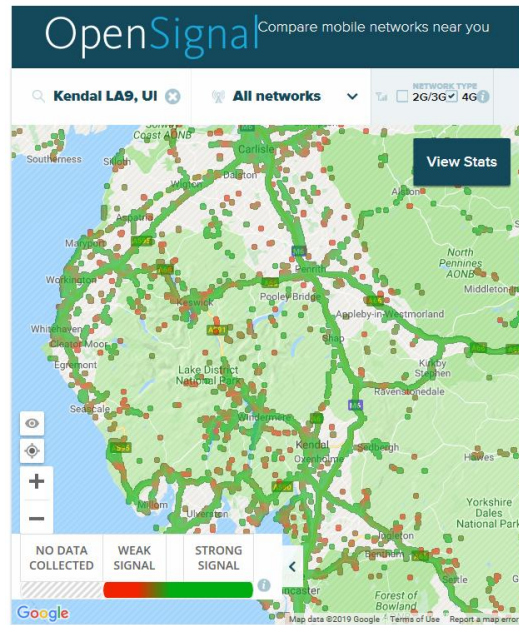


- Our connections team forms part of Electricity North West's Energy Solutions Directorate
- We have a team based in Carlisle who work alongside domestic and business customers in Cumbria to provide cost effective solutions to meet their needs for new and modified electricity connections.
- We work in a competitive environment so are highly focused on customer service and providing good value for money.

We connect a range of things...



3G and 4G coverage map





FUND

Up to
£15,000 per
project

Community
energy
groups
charities,
schools or
local
authorities

OUTCOME

Total of
£71,000
funding to six
successful
projects
including x2
in Cumbria

Energy Local Alston Moor

Alston Moor Community Energy, £15,000

This project will investigate how to bring a hydro scheme into community ownership and use the Energy Local model for the first time in our region to develop the business case. It will also transfer skills from the Energy Local team to community energy groups in Cumbria.

Community-owned energy supply

Burneside Community Energy, £15,000

This project will develop the business case for community-owned energy assets to supply a new housing development in Burneside, Cumbria, for the benefit of the whole village.

Multiple engagement routes



Budget estimates

Formal Applications



Workshops

Individual surgeries



Expert Panels

Newsletters



Already working with us...then get involved:

E: ice@enwl.co.uk or Brian.Hoy@enwl.co.uk

www.enwl.co.uk/eventscalendar



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How we serve Cumbria

Jonathan Booth

Head of Asset Management

Neil Stark

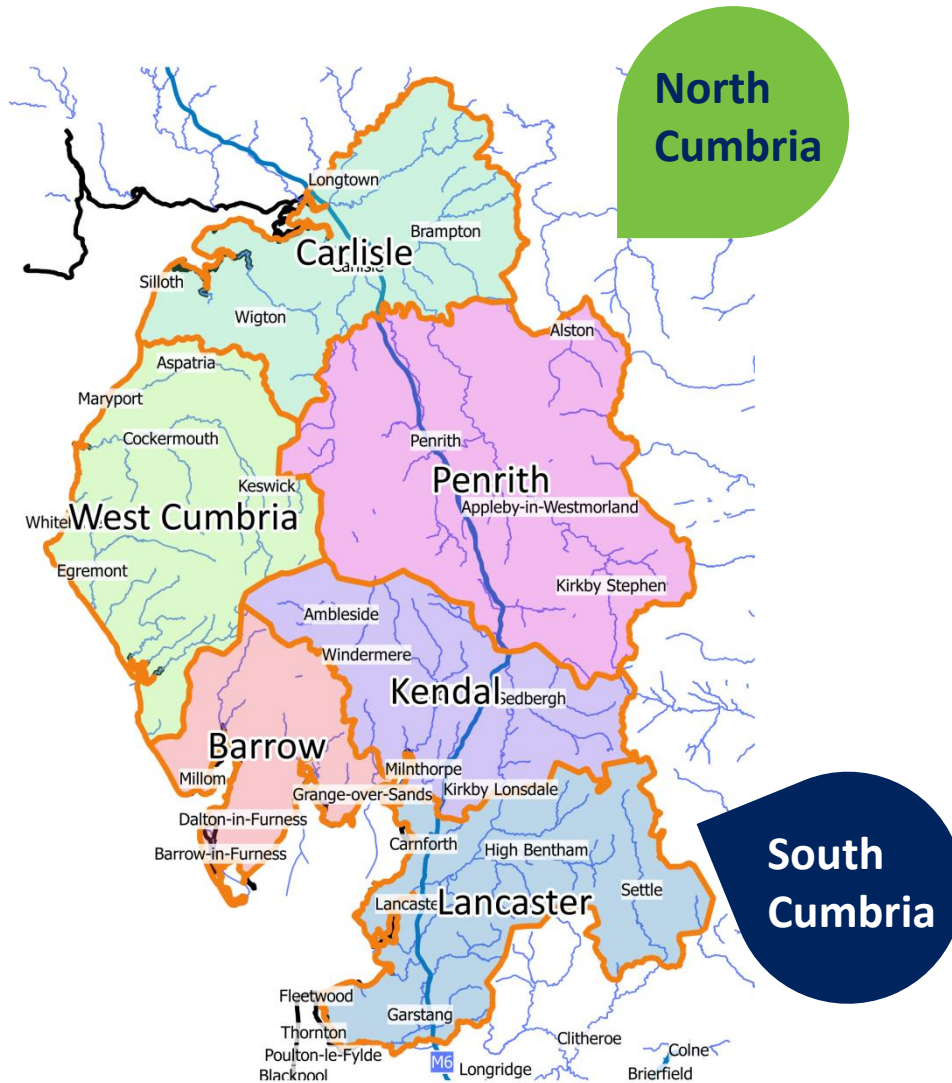
North Lakes Operations Manager

Stay connected...

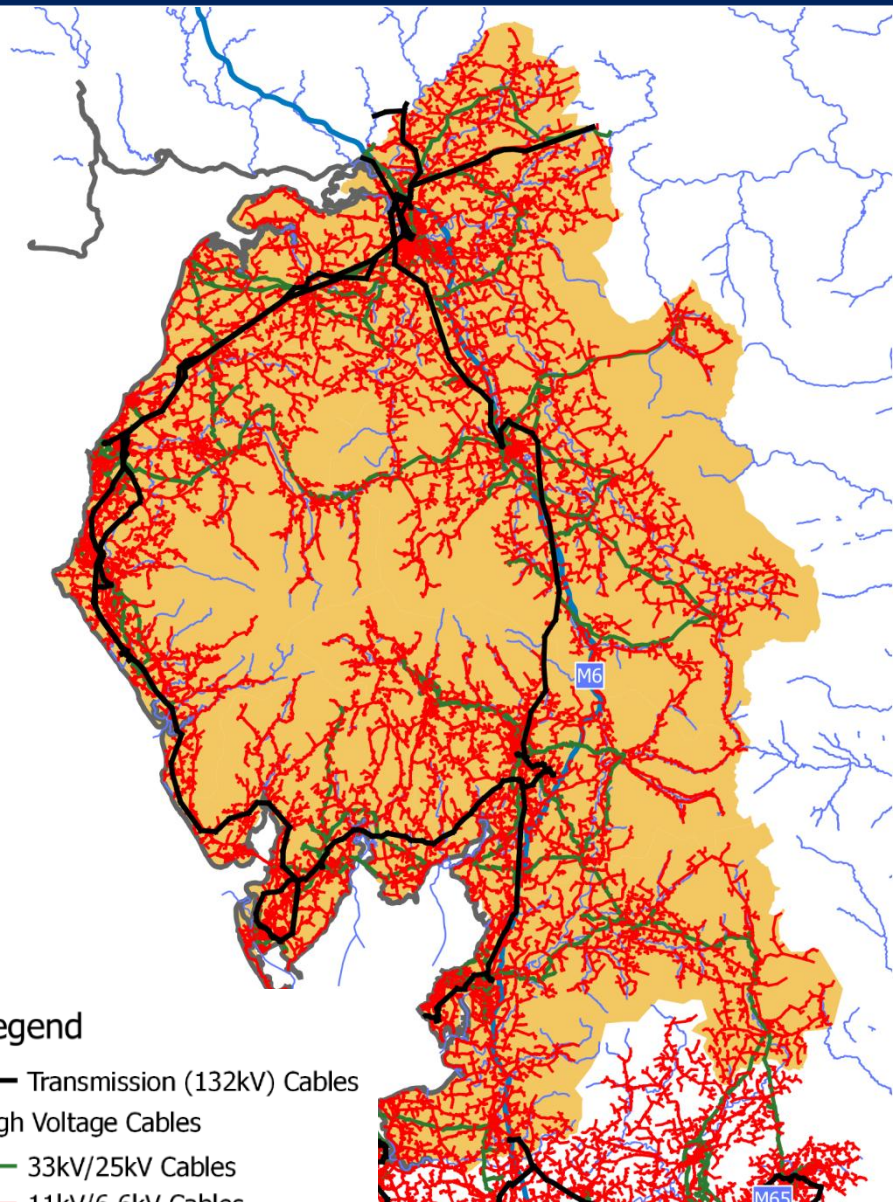


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This is our operational definition of Cumbria network...



This is what the Cumbria network looks like...



Legend

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

	North Cumbria	South Cumbria	Cumbria Operational Area
Transmission	748 km	382 km	1129 km
High Voltage	5315 km	2258 km	7573 km
Low Voltage	2795 km	1508 km	4303km
Total	8858 km	4147 km	<u>13,005 km</u>

What makes up the network?



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

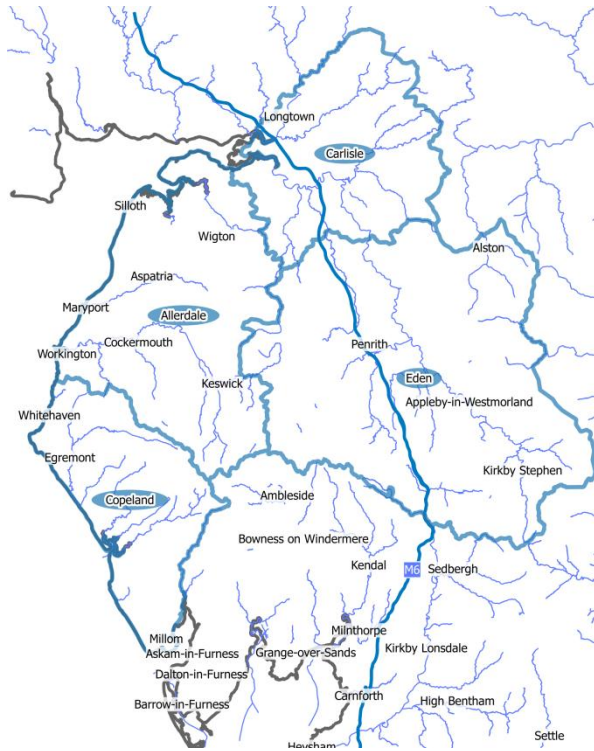


Network Performance – Reliability (Average Time Between Faults)



- One measure of reliability is the average duration between power cuts which indicates the frequency of faults in each area.
- In Cumbria as a whole, the average time you can expect to go between experiencing a power cut is **1.3 years**.

North Cumbria



Eden

9 months

Carlisle

15 months

Copeland

18 months

Allerdale

12 months

South Cumbria



Barrow-in-furness

22 months

South Lakeland

14 months

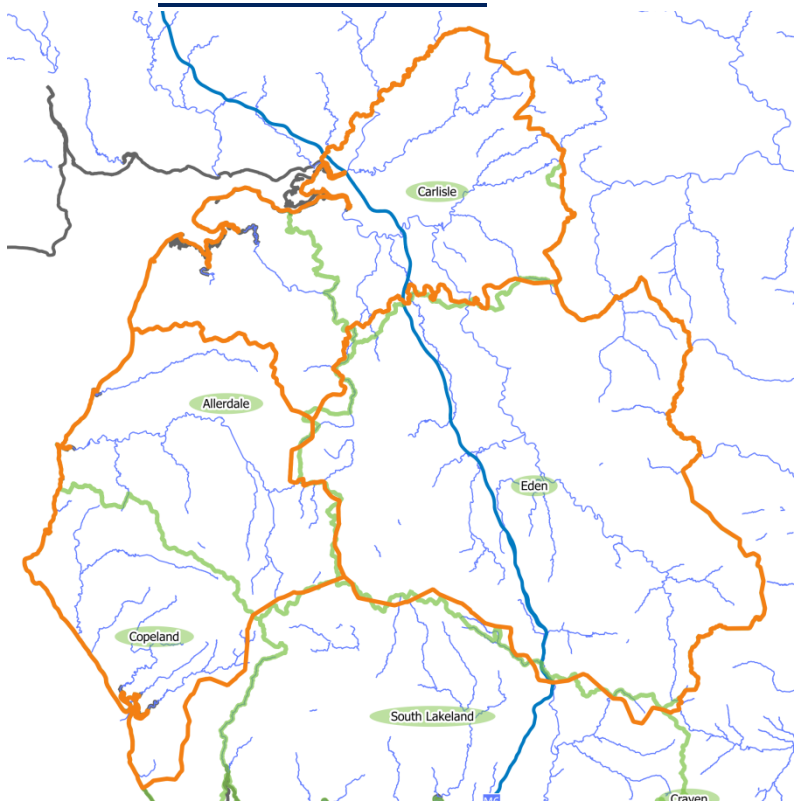
Average time between power cuts.

Local performance – Reliability (Average Supply Interruption Duration, ASID)



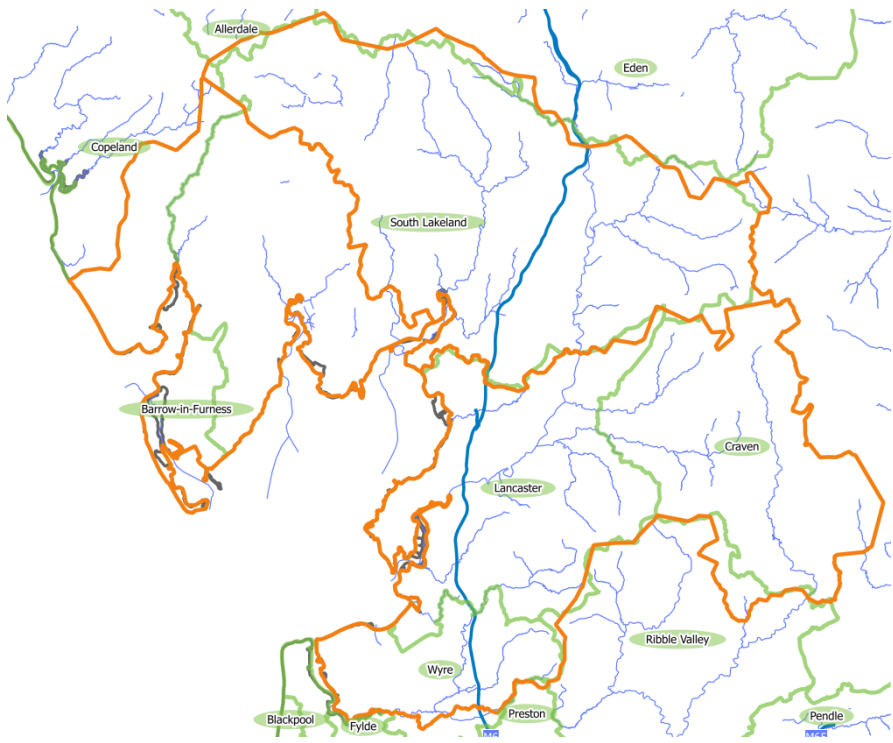
- Alternatively, we can measure reliability by the length of time you can expect to be off supply when a fault does occur.
- In Cumbria as a whole, the average supply interruption duration is **81 minutes - (1hr 21 mins)**

North Cumbria



Region	ASID (mins)
Eden	89 mins
Carlisle	81 mins
Copeland	74 mins
Allerdale	77 mins

South Cumbria



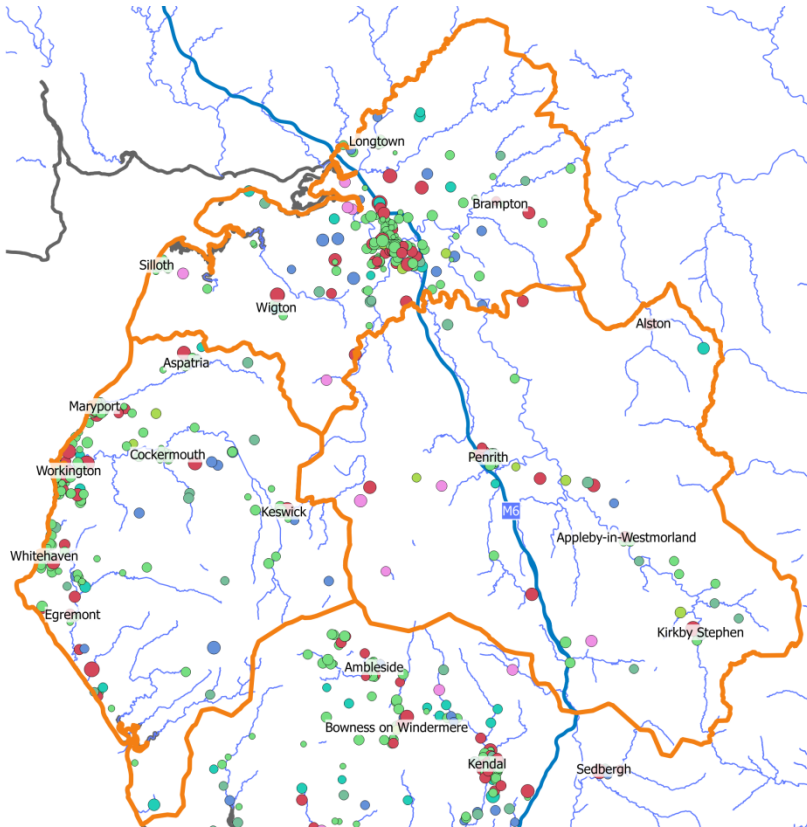
Region	ASID (mins)
Barrow-in-furness	67 mins
South Lakeland	94 mins

Local performance - Investment

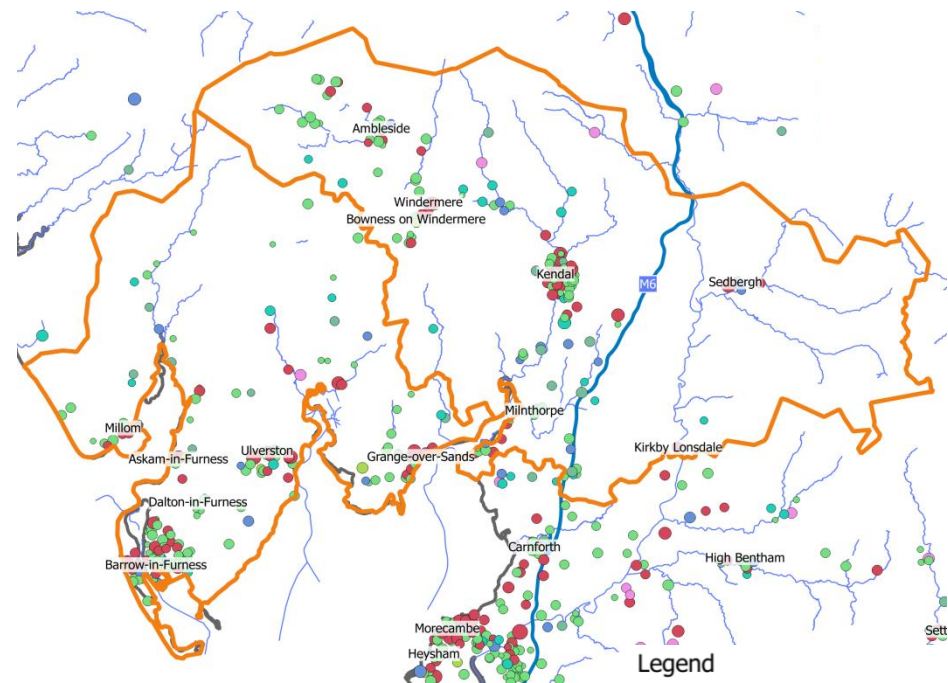


- As shown in the maps below, investment broadly correlates with experienced or expected increases in population density, existing assets requiring replacement and specific projects to cope with the additional strain on the network.

North Cumbria



South Cumbria



Legend

Investment Type

- Asset Replacement
- Control and Protection
- Multiple Replacements
- Overhead Line Refurbishment
- Re-inforcement
- Removal of Overhead Lines
- Underground Cable Replacement
- Diversions



We are investing over £91m in Cumbria from 2015 – 2023. This investment will deliver continued improvements and upgrades on our network.

Recent planned investments include:

Over £8m
On asset
replacement

Over £700k
Reinforcing the
network

Over £1m
removing
overhead lines

Over £2m
refurbishing
overhead lines

Notable Projects in Cumbria



Harker 132kV switchgear replacement

We will be replacing 86 circuit breakers at our Harker substation which supports the supplies to over 155,000 customers.

Total spend
£2.7m

Customers
affected
155k

Finish date
**March
2023**

Carlisle grid and flood prevention work

Following a flood risk assessment and the flooding in December 2015, we will be carrying out flood prevention work at the substation in order to ensure the reliability of supplies to our customers.

Total spend
£1.9m

Customers
affected
60k

Finish date
**October
2019**

Maryport primary substation replacement

Maryport primary substation is equipped with two primary transformers and a 10 panel switchboard manufactured in 1960. We will be replacing the switchgear and will also be conducting flood prevention work at the time.

Total spend
£1m

Customers
affected
8.5k

Finish date
**April
2019**

Sedbergh 33kV circuit reinforcement

We will be reinforcing the switchgear, a combination of switches and fuses which controls and protects the electrical equipment at Sedbergh in Kendal.

Total spend
£1.7m

Customers
affected
19k

Finish date
**October
2019**

Kendal grid transformer-replacement and refurbishment

Kendal Parkside Road substation is located to the South East of Cumbria. The substation is equipped with two transformers manufactured in 1966. After assessment of the transformers we will be replacing one, while the other one will be refurbished through our oil regeneration process.

Total spend
£1.6m

Customers
affected
58k

Finish date
**October
2020**

Undergrounding overhead lines



- We underground overhead lines in designated areas where the lines have been identified as having a significant negative visual impact
- This programme has been running since 2005 in conjunction with representatives of national parks and areas of outstanding natural beauty.
- This programme is also supporting two Heritage Lottery Fund projects in Cumbria

Our 2015/2023 programme for Cumbria

Area	Completed	Planned	Forecast	Total	£m
Lake District	5.1km	9.4km	25.0km	39.5km	4.8
North Pennines	2.5km	1.9km	2.0km	6.4km	0.8
Solway Coast	2.4km	0.0km	0.0km	2.4km	0.3
Yorkshire Dales	0.0km	7.0km	1.0km	8.0km	1.0
Cumbria Total	10.0km	18.3km	28.0km	56.3km	6.9



Local performance - Customer



- Our contact centre is located in Warrington and deals with all Electricity North West related queries.
- Customer Satisfaction (CSAT) in Cumbria for February was 89.3%.
- Priority Service Register (PSR) for vulnerable customers.
- Vulnerabilities are classified as high, medium and low with different service levels dependent on the customer's needs
- We have 270,000 customers in Cumbria and 95,000 of these customers are on our PSR. This equates to about 11% of all our customers in the North West.

95,000 customers in
Cumbria are on
Priority Service
Register

Cumbria Customer
Satisfaction Score:
89.3%

Flexible Services

Could you reduce demand or increase generation when instructed in return for payment?





It's our responsibility to plan for the future and seek out smarter, more flexible solutions to meet future demand for electricity.

Flexible services is one such technique

- Distributed Energy Resources (DERs) are companies or individual customers capable of adjusting how much they consume or generate electricity.
- This can be through independent generators, consumers, and electricity storage connected to our networks that can generate more or consume less when instructed and receive payment in return.
- DERs can support the local distribution network when there is an increase in demand or operating abnormally.
- Electricity North West pay these companies/individuals in return for their energy.
- We are looking to use this flexibility to support how we operate our local networks, as an alternative to traditional approaches.



- We are now regularly publishing our requirements for flexible services via Requests for Proposals (RfP's), and are looking for companies, customers or community groups who are capable of adjusting how much electricity they consume or generate.
- There are three regions that we are actively seeking flexible services for currently in Cumbria.
 - Easton
 - Alston
 - Coniston
- The full RfP document for the three sites will be published on 1st April.
- For more information, or to register your interest, please visit our website at: www.enwl.co.uk/flexible-services



Watch a recording of our webinar and find out how we're preparing for the future of electricity in the North West



www.enwl.co.uk/dfes

Neil Stark

North Lakes Operations Manager



How we operate in Cumbria



- Our major depot locations in Cumbria are at Barrow, Carlisle, Penrith, Workington and Kendal
- We directly employ over 600 people in Cumbria and many more as contractors
- Operational staff's day-to-day functions include:
 - Fault response
 - Inspections and maintenance
 - Vegetation management
 - Replacement works
 - Working with contractor and councils
- Make new connections and accommodate changing load requirements
- Prepare for and respond to major events (e.g. storms)



Storm Preparation



- Throughout the year, we must keep a vigilant eye on the weather forecasts to keep abreast of any approaching storms.
- Teams throughout the business undertake storm preparation training so that they know exactly what to do when one approaches.
- This has been put to the test with storms Ali and Bronagh in 2018 and more recently Storms Erik and Gareth in 2019...



Storm Planning and Local Incident Centres



- The Local Incident Centre for Cumbria is based in Kendal and serves as a hub from which the storm response can be co-ordinated.
- When preparing for a storm we have predetermined plans to cover different severities of incident. These plans will detail such measures as:
 - Increasing staffing numbers
 - Operational planning
 - Specific responsibilities for our leaders
 - Co-ordination of our communications channels through social media, local press, internal communications and more
 - Decisions over whether we open local incident centre.



Overall risk of disruption

Escalate and Action
Escalate and Prepare
Monitor
BAU

Red
Amber
Yellow
Green

Planned Supply Interruptions

How we communicate with customers



Why do we have planned supply interruptions?



- We have planned power cuts so our engineers can safely work on the cables that provide power to your property. Temporarily interrupting your supply is the safest way for our engineers to work.
- Below are some of the reasons why we have planned power cuts...



Maintaining and investing in the network

To meet the needs of our customers both now and in the future, we replace, repair and invest in the network. Our investment work will support changing technologies and customers expanding energy needs.



New connections to the network

We connect 6,000 new customers every year and sometimes need to turn off your power to safely add new connections to the network.



Vegetation Management

Our team of dedicated tree cutters and planners work hard to ensure we provide you with a safe and reliable electricity supply. Our skilled tree cutters carry out the essential works to reduce the risk of branches touching power lines, which may cause you to have an unplanned power cut



PSI What makes 10 out of 10?

Our customers told us the important factors that deliver a great service for them:

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Bringing energy to your door

We will give our customers 10 days notice



We don't turn off their electricity before 9.00am



We will get electricity back on in time for tea by 5.00pm



We won't cancel planned works



We plan our times with accuracy to restore their electricity within the hour



Contact us



Updates are available on the day through our website, twitter, facebook and by ringing us on 0800 195 4141

- We understand from our customers that different types of customers have different needs.
- Vulnerable customers receive the 6 and 1 day reminder via a phone call
- For small, medium enterprises (SME's) they have told us that to deliver 10/10 we need to provide them with longer notice.

SME Register available soon to ensure we can provide this service



PSI Winter working 2018-19 guidance

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Winter banding from 1 December to 28 February



The hours of darkness will be avoided



A standard PSI to be no more than 6.5hrs long between 9am - 3.30pm



No PSIs permitted on ANY Friday in December



No customer to be impacted by more than one PSI during Winter



No customer shutdowns between 22 December - 2 January

Following this guidance will help us to deliver great CSAT performance

POWER CUT?
CALL 105

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What surprised you?



What have you learnt?



What are your experiences of Electricity North West?



Are we missing anything important you want to know about?

Roundtable discussion – 15 mins



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north west**

Bringing energy to your door



Break

Supporting
Community
and Local
Energy

Supporting
Vulnerable
Customers

Supporting
Connections

Cumbria
Action for
Sustainability

National Trust

Lake District
National Park

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**Shaping how we deliver in
the future**

Stay connected...



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What is a price control?



Monopoly

It would be expensive and inefficient to have multiple sets of wires going to everyone's house



No choice

Customers cannot choose their network company so can't change if they don't like a company's price or level of service



A contract

A price control, set by Ofgem, sets out how much money we charge and what we should do for our customers and stakeholders. It's a contract between regulator and network company

Introducing RIIO-ED2

The next price control



Revenue = Incentives + Innovation + Outputs



For Electricity North West, this will run from 1 April 2023 and will be called RIIO-ED2

ofgem

Ofgem is currently scoping the process for developing and reviewing our next business plan

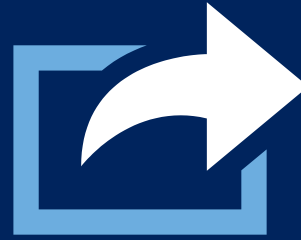


We've shared during the previous session how we deliver the current plan and include changes

We are starting to think about RIIO-ED2 so we'd like your input right from the start



2023 seems like a long time off but we want to start our thinking now so there is time for everyone to be involved that wants to be



When we look ahead we see the potential for significant changes in what our stakeholders might need from us – such as electrification of transport.



We want your views:
What are your priorities and key issues we should focus on?

We envisage three cycles developed in collaboration with our stakeholders



SHAPING ...

...identifying overall structure & key themes

Where we are now

2018 / 19

CREATING ...

... the content and emerging priority areas (making choices and trade-offs between pricing, investment and cost)

2019 / 20

CONSULTING ...

... on the detail and presentation of the emerging plan

2020 / 21

Submit to Ofgem

ofgem

How we're shaping our plan



On going

Engaging with and listening to our stakeholders and customers to understand your needs

July-Nov 2018

We asked stakeholders at our Manchester and Lancashire Strategic Stakeholder Workshops what the **key priorities** are that should underpin our plan

Today

We want to understand the views of more of our stakeholders in Cumbria

Planned

Annual regional workshops
Advisory Panels and Chief Executive Panel (Sept –Oct)
Customer Engagement Group
Research to inform creation of our plan

Your opportunity to input to key priorities



We keep your life running

Support for vulnerable customers

Enhancing customer service

Deliver value for money on new or upgraded connections

Help you keep bills to a minimum

Minimise disruption

Invest in the North West

Reduce our environmental impact

Develop flexible services markets

Support transitioning to a low carbon economy

Improve network resilience

Improve public safety

Deliver energy efficiency

Address fuel poverty

Drive innovation

Other

Rank in order of priority

Individual exercise
5 minutes



Group table discussion
20 Minutes





Your input to priorities will help us shape our plan so it delivers for the customers and communities we serve.



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Q & A

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We've discussed..



Who we are and how stakeholder engagement informs our decisions



The role we play in supporting Cumbria



Your priorities and how these should help shape our plans in the future

What happens next



We will collate feedback and produce a feedback document by the 3rd May on our website



You are welcome to pick up the phone or contact us at any point on the topics we've talked about today



Please visit our stands or talk to one of our colleagues

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north west**

Bringing energy to your door



Thank you

Supporting
Community
and Local
Energy

Supporting
vulnerable
customers

Supporting
connections

Cumbria
Action for
Sustainability

National Trust

Lake District
National Park

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