

# Cumbria Stakeholder Advisory Panel 2019

Capture report of the event held on 28<sup>th</sup>  
March 2019 in Kendal, Cumbria





Welcome to this feedback report. The purpose of this report is to capture and play back the discussions that took place at our Stakeholder workshop on 28 March 2019 at the Castle Green Hotel in Kendal. We are grateful to all those who attended the event and value the discussions that took place.

Stakeholder engagement is important to Electricity North West. As you can see, we commit to respond to all of the issues raised and this report is part of the process.

At the event we discussed how we serve Cumbria through the activities we undertake and talked about preparing for the future by understanding our stakeholders' priorities and their engagement preferences.

The event was split into two sections. The first provided an interactive overview of our business activities in Cumbria, followed by a group discussion.

We outlined the challenges going forward into the next price control (2023-2028) and invited attendees to take part in a priority exercise to help shape our strategy going forward.

To increase engagement at the event we used voting buttons and group table exercises to gain immediate insight from our stakeholders. This allowed us to learn more about our delegates and their preferences for future events as well as improving interaction at the event itself.

This report reflects the order in which we discussed issues at the event. In every section we've captured what we said, what we heard and what we plan to do in response. We've also indicated how the discussion took place.

You can find the slides presented at the event on the stakeholder engagement section of our [website](#).

**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

# Summary of discussion and actions



## What we discussed

We provided an introduction to Electricity North West, how our role in distributing electricity is changing and our Business Plan performance and commitments.

We shared information about how we serve Cumbria with presentations on how we manage new business connections, our performance and investment in Cumbria, customer service, our approach to storm preparation and planned supply interruptions.

We talked about shaping how we deliver in the future and asked about your priorities to help shape our strategy going forward.

## Summary of what we heard

- 83% of attendees have been in contact with Electricity North West before. 53% of all attendees have attended an event or have had previous contact with us. 31% are in regular contact with us and attend our stakeholder events regularly. 17% had never met or been in contact with us before.

- We heard that you were reassured about the amount of effort that we put into customer satisfaction and the support we provide to our vulnerable customers through our Priority Services Register.
- You were surprised at how closely we are monitored and regulated we are by Ofgem.
- You want to hear more about our involvement in decarbonisation
- You were reassured that we are taking the necessary steps to decarbonise our business
- You were surprised to hear about our flexible services
- You said that connections were sometimes too expensive
- You found that the process to feed electricity back into our network can be difficult as there are too many forms involved

- We have heard that 'keeping your life running' is a key priority to our stakeholders in Cumbria, along with 'Support transitioning to a low carbon economy'.
- 'Improve public safety' was not a priority for stakeholders at our Cumbria event as stakeholders believed this was an expected function of our duty to operate the network.

## Summary of what we will do

- We'll continue to reach out and engage with a variety of stakeholders across our region throughout the year. If you would like to find out about upcoming events click [here](#).

- We'll continue to share information at regular stakeholder events and open up new discussions.
- We'll share details of our [connections workshops](#) and events to assist in the connection process.
- We'll arrange a further event in Cumbria in 2019 and focus on transition to low carbon

- We'll use the feedback received from the priorities exercise to inform our strategic decisions going into the next price control and shape what we prioritise on behalf of our stakeholders.
- We'll hold annual strategic events in Cumbria and other regions alongside our advisory panels and connections events.

# Understanding our audience

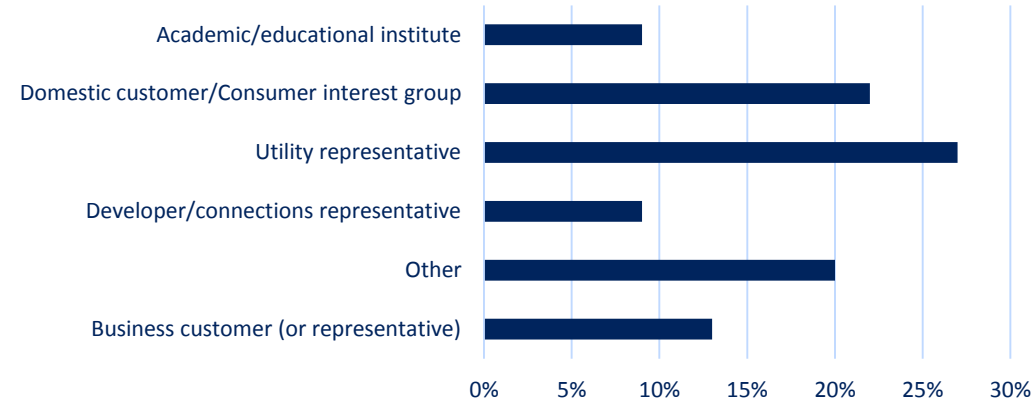


## What we discussed

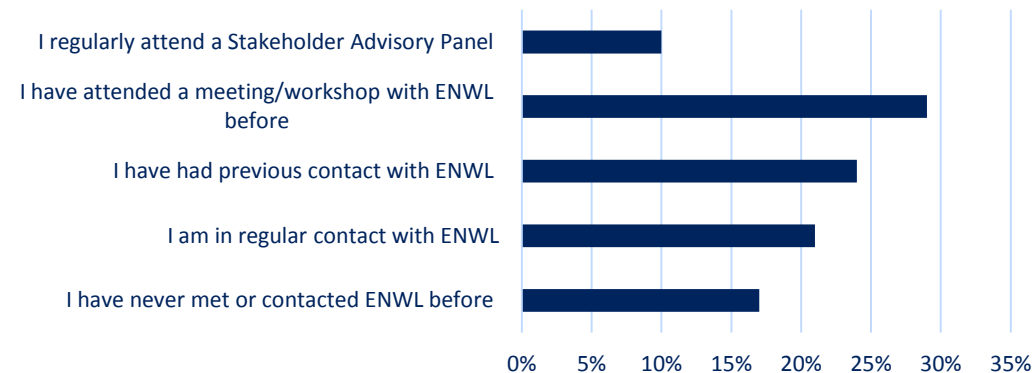
## How you voted

## What we will do

### What type of stakeholder are you?



### How often do we work with you?



We asked delegates a number of questions about themselves. We were interested to learn where they had come from, what organisation they represented and how often they worked with us. 39 people attended the event.

- The majority of attendees were utility representatives or domestic customers/consumer interest groups. However, all stakeholder groups were represented.
- Partnering with Cumbria Action for Sustainability (CAFS) allowed us to have a greater reach in Cumbria targeting new people, businesses and communities.
- The majority of stakeholders had had some previous contact with Electricity North West.
- We will continue to aim to ensure we have representatives from each group at future events to ensure we are a holistic view from across the region and sectors.
- We will combine information from all our stakeholder events to obtain a representative regional picture.

- We'd like to continue to strengthen our relationships with stakeholders in Cumbria by holding regular events and inviting new sectors and groups to attend.



How you told us - Electronic voting

# How we serve Cumbria discussion



# How we serve Cumbria - what surprised you?



## What we discussed

We shared information about how we serve Cumbria with presentations on how we manage new business connections, our performance and investment in Cumbria, customer service, our approach to storm preparation and planned supply interruptions. We then asked stakeholders, a series of questions about the information they heard.

We asked “What surprised you?”

## What we heard

- Surprised to learn the number of vulnerable customers in Cumbria and the work we do to provide extra assistance to these customers during a power cut
- How much emphasis Electricity North West puts on customer satisfaction and prioritising the needs of their customers and stakeholders
- The role we are playing in the transition to a low carbon future
- The time between power cuts (1.3 years) and the time to restore customers in Cumbria
- How highly regulated Electricity North West is by Ofgem and the possible impact this has on Electricity North West and their activities
- The future capacity available on the network
- Our role in understanding different customers and their needs and how this impacts customers Value of Lost Load (i.e. the value different customers place on the loss of supply)
- The introduction to Flexible Services and the benefit it provides to communities and Electricity North West
- How we experience 5% of losses on our network and can these be reduced?

## What we will do

- We will continue to communicate how we go about our business to stakeholders in other regions within the North West.
- This will help to provide greater insight into our operations and help to open up new areas of discussion with our stakeholders.



How you told us – Table discussion and group written feedback

# How we serve Cumbria - what have you learnt?



## What we discussed

We shared information about how we serve Cumbria with presentations on how we manage new business connections, our performance and investment in Cumbria, customer service, our approach to storm preparation and planned supply interruptions. We then asked stakeholders, a series of questions about the information they heard.

We asked “What have you learnt?”

## What we heard

- The actions Electricity North West are taking to decarbonise the business and go zero carbon - through energy use in our depots and offices, vehicles, network and operational footprint.
- How demanding the regulatory targets are for resolving power cuts
- That Electricity North West are not allowed to store or generate electricity as per the rules with their regulator, Ofgem. Although unable to act maybe there is an opportunity for Electricity North West to facilitate energy storage and other generation
- The role Ofgem play in steering Electricity North West’s actions and processes
- Interesting to learn more about flexible services and the details around it. Would ENWL offer this where there aren’t constraints to reduce CO<sub>2</sub>
- Our future planning through our [DFES document](#)

## What we will do

- We will promote and work in partnership to deliver our [Leading the North West to Zero Carbon](#)
- We will continue to communicate how our business and the wider industry operates, to ensure our stakeholders are well informed on matters of concern to them.
- Will be continue to promote [Flexible Services](#) and future planning scenarios (DFES)
- We will continue to engage and hold regional events and drive a better understanding of our business and processes. Click here to view our [event calendar](#).
- Information on our connections services will be shared [with stakeholders](#).



How you told us – Table discussion and group written feedback

# How we serve Cumbria - what are your experiences of Electricity North West?



## What we discussed

We shared information about how we serve Cumbria with presentations on how we manage new business connections, our performance and investment in Cumbria, customer service, our approach to storm preparation and planned supply interruptions. We then asked stakeholders, a series of questions about the information they heard.

We asked “What are your experiences of Electricity North West?”

## What we heard

- Happy with the level of contact involving connections
- Very positive experience working with Electricity North West. Colleagues work hard and make projects viable
- The process to feed electricity back into the network can be difficult – too many forms involved
- Satisfaction surveys take to long

## What we will do

- We will take this feedback on board and seek to improve, especially in areas such as new connections and customer enquiries.
- Information on our connections services will continue to be shared with stakeholders.



How you told us – Table discussion  
and group written feedback



# How we serve Cumbria - what would you like to know more about?



## What we discussed

After sharing information about all our services in Cumbria, we asked stakeholders, “what would you like to hear more about in the future?”

### What we heard

- Transition to low carbon and our Leading the North West to Zero Carbon plan
- Opportunities for greater partner engagement to support zero carbon messaging, particularly around EV charging (National Trust trialling fee electric charging points for members at some of its car parks).
- More information on Electric Vehicles and our approach
- Develop an Energy Plan for Cumbria
- Support for local employment opportunities – Skill shortages, local employment, resource distribution around Electricity North West footprint
- Details on any opportunities in our supply chain - what do we do to utilise local business when working in an area, and are there any opportunities to increase this?
- Priority Services Register (PSR) customers, understanding support mechanisms offered and our distinction of vulnerability in terms of PSR and fuel poverty – interest in what local initiatives we support
- Understanding more about [DFES](#)
- Smart meter roll out as this is confusing for customers
- Connections information including network capacity information
- Development of a youth panel to be considered
- Increased promotion of and easily accessible information about areas with constraints
- Export tariffs – what is happening to export tariffs (DM)

### What we will do

- We will review the topics you would like to know more about and seek to include more information on these in future stakeholder events.
- We will work with our Sustainability Advisory Panel to deliver the Leading the North West to Zero Carbon and bring updates to future stakeholder meetings.
- More information about [Leading the North West to Zero Carbon](#) and our [Priorities Services Register](#) for vulnerable customers can be found on our website.
- We will continue to support connections customers with events in Cumbria.
- We will look into the make up of our stakeholder panels to ensure adequate representation and consider the involvement of young people.
- Stakeholders are invited to participate in our advisory panels to continue our discussions. More information can be found [here](#).



How you told us – Table discussion  
and group written feedback

# Shaping how we deliver in the future



# Shaping how we deliver in the future

## Key priorities



### What we discussed

We asked you, individually and in groups, to order the key priorities that you believe we should be delivering from the list below. We also asked you to identify any other issues that we should add to this list.

### Options included

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

### What we heard

- There was a good level of discussion and we collected the results of the group exercise and the individual exercises and compared them in the table below.
- There was a high level of consensus between the top priorities and bottom priorities. The top priorities being 'Support transition to a low carbon economy' and 'We keep your life running'. Differences in individual responses were seen in 'Support for vulnerable customers', 'Deliver energy efficiency' and 'Invest in the North west'.

### What we will do

- We will use this information, in conjunction with the results from our Greater Manchester and Lancashire stakeholder events (and any future stakeholder events) to inform our strategy going forward.
- We'll explore this further with our stakeholder workshops and advisory panels in 2019.
- Safety was viewed as low priority but will remain an essential part of the service we deliver everyday.

Key Priorities	Group Rank	Individual Rank
We keep your life running	2	1
Support transitioning to a low carbon economy	1	2
Support for vulnerable customers	7	3
Invest in the North West	14	4
Drive innovation	5	5
Develop flexible services markets	4	6
Improve network resilience	6	7
Address fuel poverty	8	8
Help you keep bills to a minimum	11	9
Deliver value for money on new or upgraded connections	10	10
Minimise disruption	12	11
Reduce our environmental impact	9	12
Deliver energy efficiency	3	13
Enhancing customer service	13	14
Improve public safety	15	15



How you told us – Group & table discussion

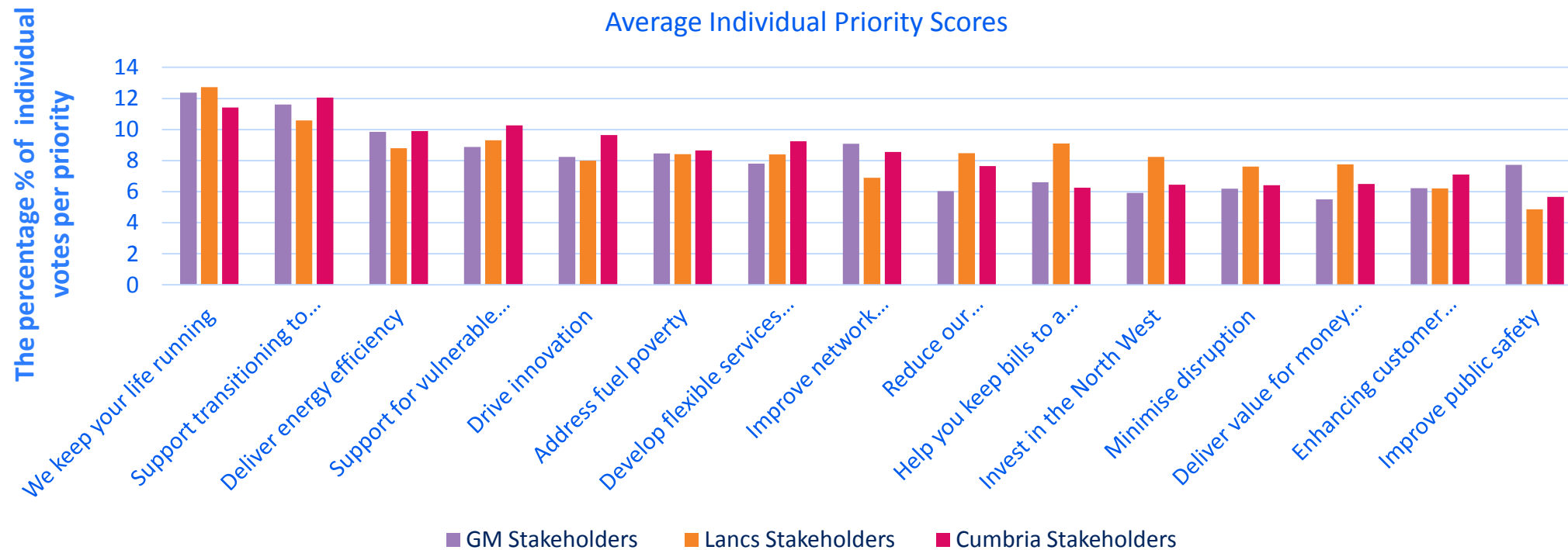
# Shaping how we deliver in the future

## How our stakeholders differ



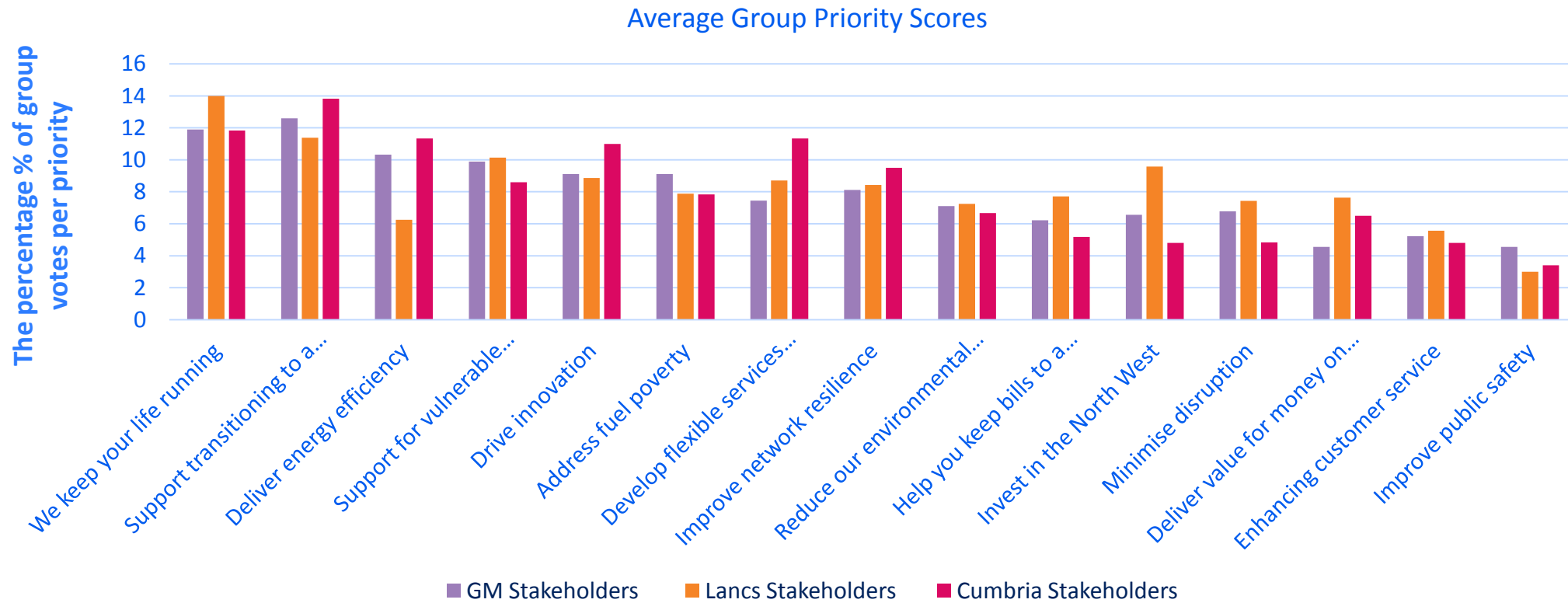
We have previously run a similar priority-ranking exercise with stakeholders in Greater Manchester and Lancashire. To identify the issues of greatest importance to our stakeholders, we analysed the number of times each priority appears in stakeholders individual and the group responses at each of the three regional events. This is shown on the average responses in the graphs below.

Although it is to be expected that the importance of priorities differ in each region there is a consensus that ‘We keep your life running’ and ‘Support transitioning to a low carbon economy’ remain a high priority for our Stakeholders across the North West. We will use this data to influence our decision making process going forward to ensure that what our stakeholders are telling us is reflected in our business plan commitments.



# Shaping how we deliver in the future

## How our stakeholders differ





- 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, Sustainability or Chief Executive Panels please contact Helen Norris through [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:
  - Sustainability Advisory Panel – 20<sup>th</sup> September 2019
  - Consumer Vulnerability Advisory Panel – 23<sup>rd</sup> September 2019
  - Regional Stakeholder Workshop 2019 - date still to be confirmed
- We also run a variety of stakeholder events in relation to our connections work, ranging from webinars to 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).