

# Greater Manchester Stakeholder Advisory Workshop

Capture report

19<sup>th</sup> July 2019





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 Greater Manchester regional stakeholder engagement workshop on 19<sup>th</sup> July 2019. We are grateful to all those who attended the workshop and value the discussions that took place.

Stakeholder engagement is vital to our success within the North West, it ensures we have greater clarity of the needs and interests of our stakeholders and provides a platform for us to engage and understand our stakeholder's views better.

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

At the workshop we discussed our price review period RIIO-ED1 (current investment) and RIIO-ED2 (future investment) strategy with a focus on what is important to our stakeholders, their organisation and

communities. We then looked at Electricity North West's business performance including how we had responded to stakeholder feedback and launched our ['Leading the North West to Zero Carbon'](#) plan in March 2019. We also introduced stakeholders to our new social mapping tool that will improve our offerings to those customers who need extra support during a power cut.

The report reflects what we said, what we heard and what we plan to do with the feedback and information gathered through the feedback forms, table discussions and voting system. 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

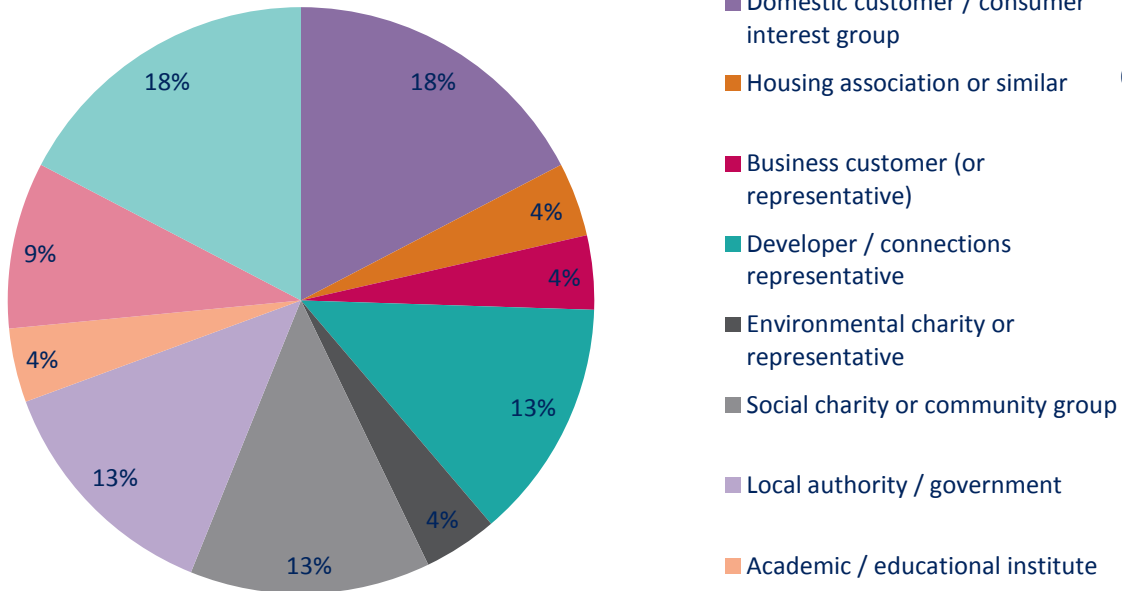
# Understanding our stakeholders



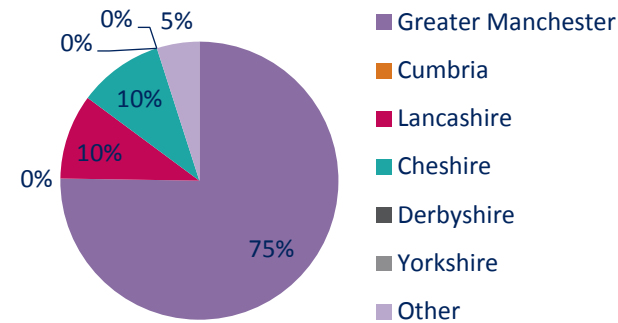
## What we discussed

We asked our stakeholders a few questions to understand who they are, where they came from and what age bracket they fit into. Understanding our stakeholders demographics enables us to appreciate their needs and how and where to engage with them.

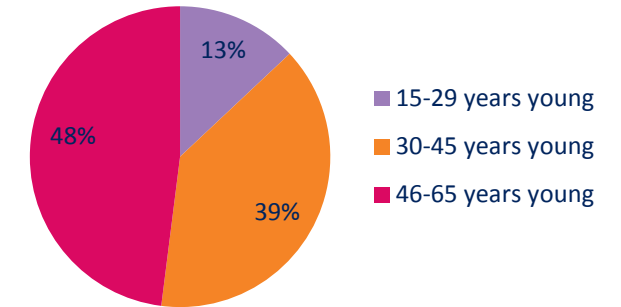
### What type of stakeholder are you?



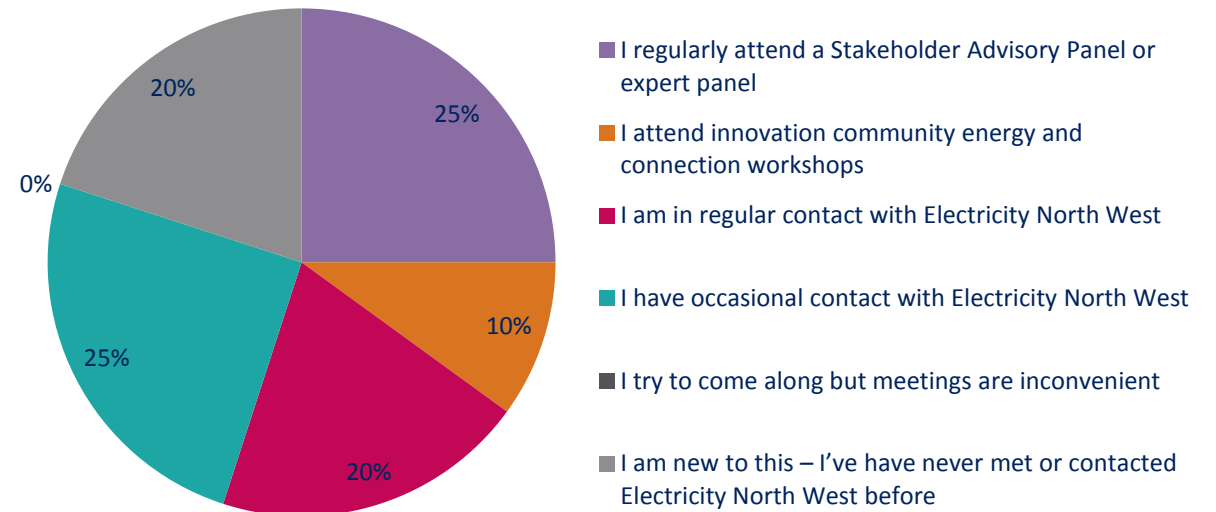
### Where did you come from today?




### How young are you?



### How often do we engage with you?



 How you told us - Electronic voting



## What we heard

The workshop included a variety of organisations and individuals who have an interest or stake in our business. We achieved a good balance of attendees from across different sectors.

We had 36 stakeholders register for the workshop with 20 attending on the day. As expected, we had higher representation from Greater Manchester including Cheshire and Lancashire.

We continue to broaden our engagement and invite new stakeholders to our workshop, we had a good balance of regular attendees and new stakeholders at the workshop.

## What we will do

- Increase engagement/attendance with the 15-29 age group
- Explore ways to turn engagement into attendance
- Commit to continuing to improve, build and maintain relationships and partnerships
- Better understand how our stakeholders like to be engaged. (Modern or traditional forms of communication)
- Ensure we have a good representation across all sectors
- Explore new ways of engaging housing associations, charities and academics.

# Shaping how we deliver the future



## What we discussed

As part of our engagement for the forthcoming price review, RIIO-ED2 we have introduced a three step cycle (shaping, creating and consulting) that will prepare us for our upcoming price review in 2023-2028. As a final part of our shaping phase we invited an external agency, Given London to run a session around creating our customer engagement strategy. The purpose was to engage with our stakeholders to understand what is important to them, their businesses and their communities and then to work out how Electricity North West fits into that. This will enable us to deliver a plan that ensures engagement, understanding and buy-in to what we are doing.

This approach shifts our perspective from 'inside out' to 'outside in', meaning that we first want to understand how our stakeholders lives work, and then understand how Electricity North West fits into it. This will help our stakeholders to influence, shape and create a plan for the future, not only for themselves but their businesses and communities within the North West.

## What we heard

- Government policies leading to local funding cuts is placing increased pressure on community and voluntary services
- Worried about their ability to continue to deliver services with government cuts
- Lack of support for the 'green agenda' from national level
- Concerned with the uncertain future regarding Brexit
- Uncertainty putting strain on vital services and energy sector
- Greater need for collaboration – more opportunities, face-to-face interactions (forums, drop-ins)
- Connect with like minded individuals to make connections, fuel creativity and build solutions
- Very low awareness of Electricity North West role
- Engaging younger audiences through social media
- Partnering with other organisations/charities to increase impact.

## What we will do

- Use stakeholder data to plan for RIIO-ED2 price review
- Host interactive sessions with our customers / stakeholders to find out what is important to them
- Explore ways that we can support customers in times of uncertainty
- Explore ways to increase our collaboration and partnerships
- Connect like minded people for greater impact, knowledge sharing, solution building and creative thinking
- Look at best methods to connect with younger audiences
- Look at ways to improve company awareness



How you told us – Table discussion  
and group written feedback



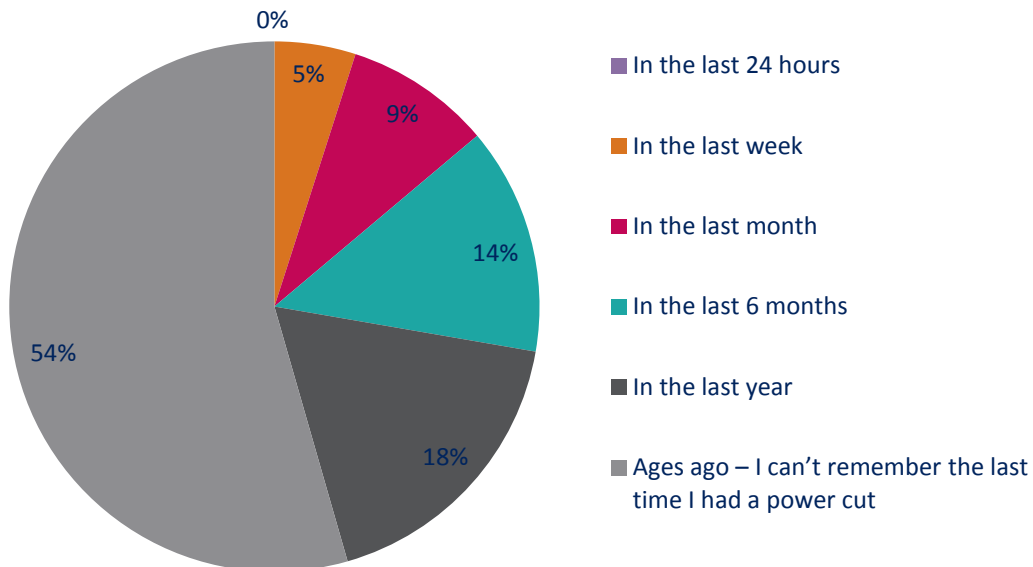
## What we discussed

We shared with our stakeholders an insight into the significant work that has been happening in and around our business to improve the service we provide. We invest £1 million across the network everyday and continue to improve our network and services to our customers.

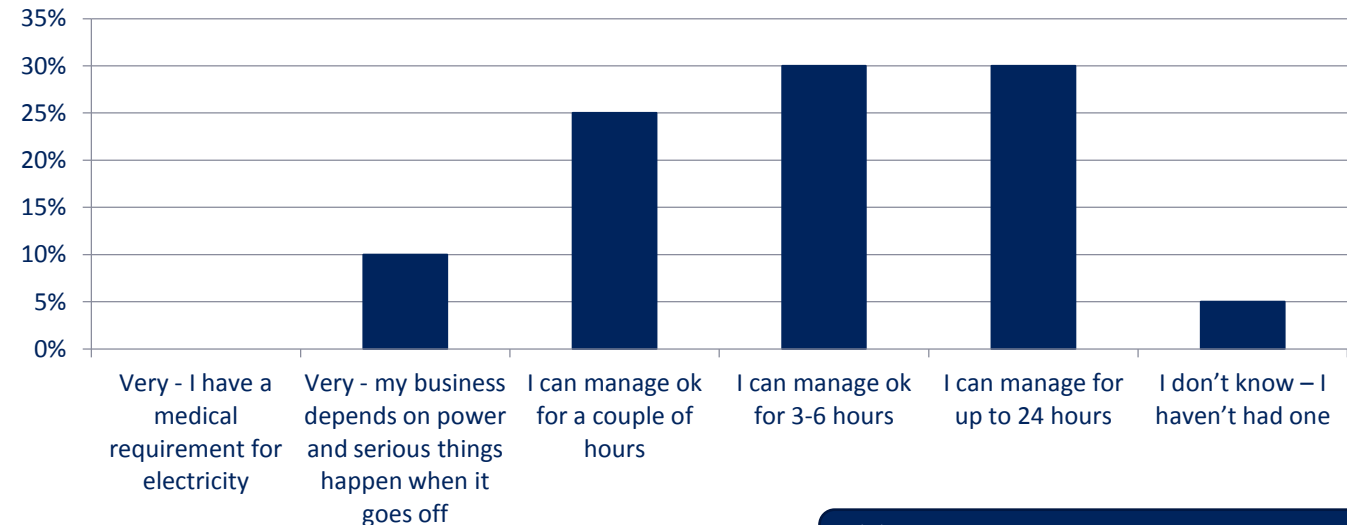
- We have made significant improvement in our **customer satisfaction with a score of 86.5% in 2018/2019** and look to continue to improve this going forward. We continue to focus on our performance and ensure we meet our business commitments.
- Our stakeholders tell us that network reliability is vital and since 2012 our **network reliability has improved by 29%**. As we shift to a low carbon future and energy becomes multi-directional it is vital that we maintain and continue to provide a safe and reliable network for years to come.

At the workshop we asked our stakeholders how often they experience a power cut and how impacted they would be if they had a power cut.

### Have you experienced a power cut?



### How impacted are you/would you be when you have a power cut?



How you told us - Electronic voting

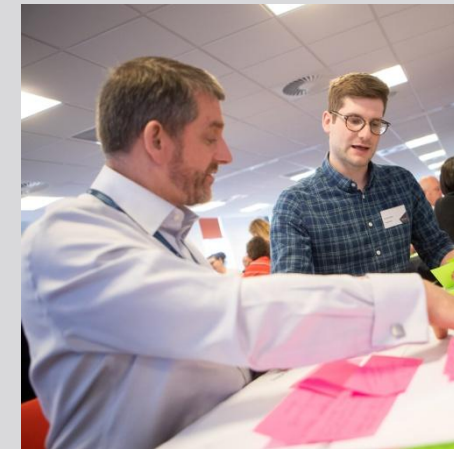
# Business plan update

## What we heard

- 54% couldn't remember the last time they had a power cut
- 46% have had a power cut in the last year
- 30% believed that they could manage for 3-6 hours another 30% believed they could manage for up to 24 hours
- 10% indicated that their business relies on power
- Stakeholders want to understand more about:
  - Information and involvement around RIIO-ED2
  - Balance between reliability and resilience investment
  - Engagement with communities
  - New innovative ways of supporting vulnerable customers
  - Visual to explain how Electricity North West works within the wider network
  - Explain how Electricity North West's role is reflected in bills.

## What we will do

- Continue to improve and invest in the Greater Manchester network
- Explore ways to create awareness around Electricity North West's role and network in Greater Manchester
- Develop information, engagement and understanding around RIIO-ED2
- Explore ways to further involve stakeholders in RIIO-ED2 planning
- Work with the Vulnerable Customer Advisory Panel to identify ways to further support vulnerable customers in the region
- Continue to commit to working with partners to broaden our reach to ensure that our stakeholders and customers are aware of what to do in a power cut.



# Transition to low carbon

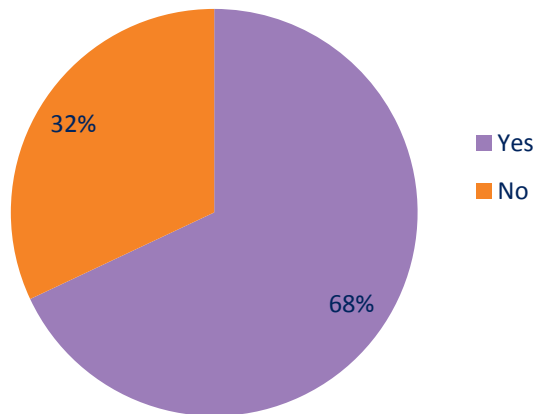


## What we discussed

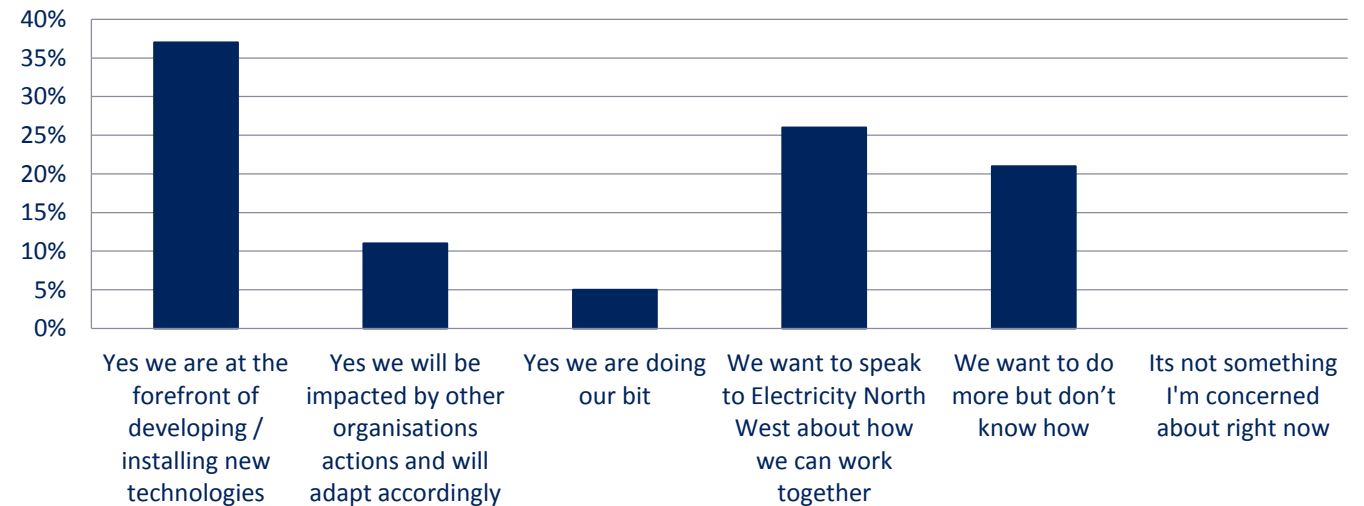
As a business we are committed to lead in the transition to a low carbon future within the UK, investing an additional £63.5 million in the next four years. Working with partners, we play a crucial part in leading and enabling decarbonisation across the North West and have launched our ['Leading the North West to Zero carbon'](#) plan which sets out our role and plan to reach net zero carbon by 2038. The plan outlines our low carbon commitments not only for us as a business but how we will support and help our customers and stakeholders to reduce their emissions now and in the future.

We asked our stakeholders if they had heard about our low carbon commitment and if their organisation would be impacted by the low carbon transition. It is important that we lead by example and in addition support our stakeholders, their businesses and our communities in the transition to a low carbon future.

## Before today had you heard about our Low Carbon Commitment?



## Will your organisation be impacted by the low carbon transition?



How you told us - Electronic voting





## What we heard

- 68% had heard of our low carbon commitments before the event
- 26% indicated they would like to speak to Electricity North West about working together in the transition to a low carbon future
- Key themes that came out of the feedback forms about what our stakeholders would like to hear more about:
  - How can Electricity North West and local planning authorities work together to use spatial planning to help decarbonise the grid/ensure demand is managed?
  - More thinking and understanding around future networks (electric vehicles and heat pumps)

## What we will do

- Explore delivering specific workshops and information sharing on key topics (heat pumps and electric vehicles)
- Look into working with stakeholders to increase understanding of heat pumps and electric vehicles
- Commit to working with our Sustainability and Chief Executive Panel to review feedback and deliver specific outputs
- Contact specific stakeholders who want to work together on low carbon initiatives and provide support in their transition
- Explore ways to decarbonise grid through partnerships (working with local planning authorities)
- Share information around future networks

# Social data mapping tool

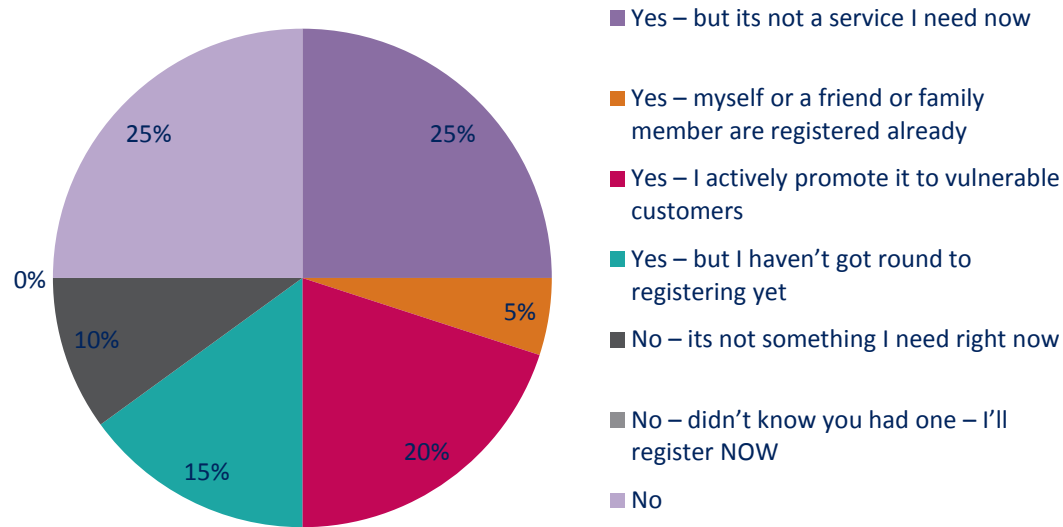


## What we discussed

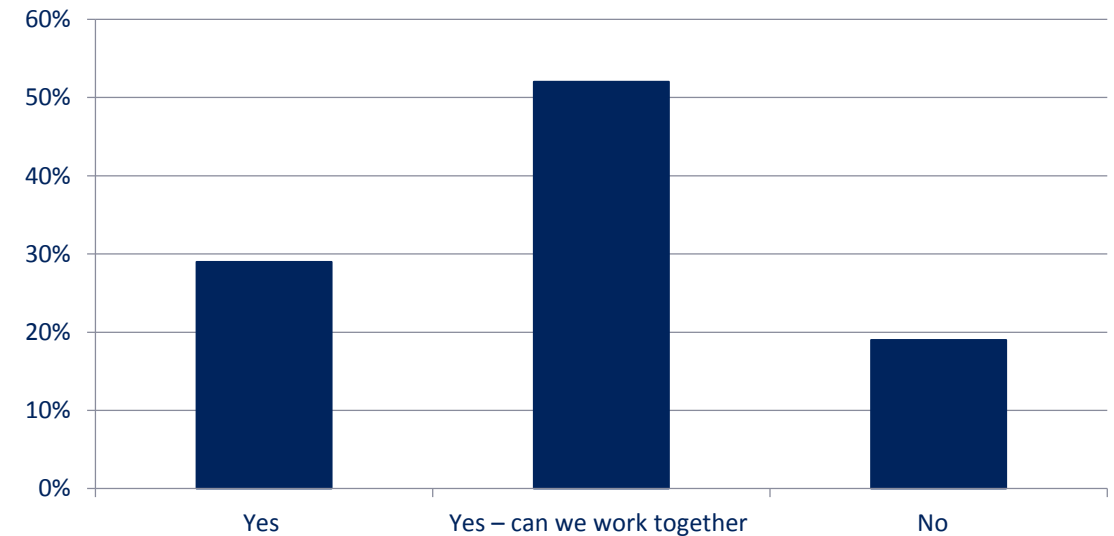
In a bid to understand our region, our customers, their needs and vulnerabilities we have invested in a tool that will provide us with a view of the North West indices of deprivation within a Lower Super Output Area (LSOA). The tool will help us understand the region, help us close the gap between vulnerability and our Priority Services Register, build partnerships with specific agencies who can help us deliver this extra support and help to inform our business plan to assist those who need additional support during a power cut. The multiple indices focus on factors affecting income, employment, education / skills, health and disability, barriers to housing and services, living environment and crime.

We done a lot of work around promoting our [Priority Service Register](#) and asked our stakeholders if they had heard about it before. We also asked stakeholders if this data would be useful to their organisation.

## Did you know about our Priority Services Register before today?



## Could this data be useful to your organisation?



How you told us - Electronic voting

# Social data mapping tool



## What we discussed

How could this data be used?

## What we heard

- Customers might not be aware or see themselves as vulnerable
- Find the issues in our area because it can be localised
- Public health assessments within councils
- Addressing health and social/poverty issues – work with other business to apply these insights
- Social housing organisations
- Good for university and engineering students
- Find out if forecast data is available.

How should Electricity North West use this data?

- Identify spend areas as some of the most vulnerable areas have relatively affluent parts
- Use this as a prioritisation measure - everyone one can be vulnerable at some point
- Beyond just service delivery – shared with other parties
- Work together with community and organisation
- Heat/cold/drought – being able to respond to those areas in greater need
- Implications for local economy – business critical activities
- Identify customers that could benefit from further education regarding services/ price of bill
- Investment planning
- Incorporate other utility data e.g. Gas to get a bigger picture and increase impact
- Prioritise customers, on faults and in planned areas so we can push our resources to the right area.

Could you help us to identify and work with vulnerable customers in our community?

- Public health teams at councils
- Social landlords
- Care homes
- Hospitals

## What we will do

- Use the social data mapping to identify and commit to working in the areas most in need within the North West
- Work with the Vulnerable Customer Advisory Panel to identify priority vulnerabilities for us to target activity.
- Explore new partnerships with utilities, charities and organisations to help broaden reach and create a greater impact in the North West
- Align social data findings to our business plan and investments
- Explore ways to share this information with stakeholders, customers and businesses to work together
- Use data to influence network investment and resilience
- Contact stakeholders who are interested in working together on the social mapping tool.

# Future events



## What we discussed

It is important for us to share with you the information that matters to you. We asked stakeholders to tell us what they would like to know more about at the next Regional Stakeholder Advisory Workshops.

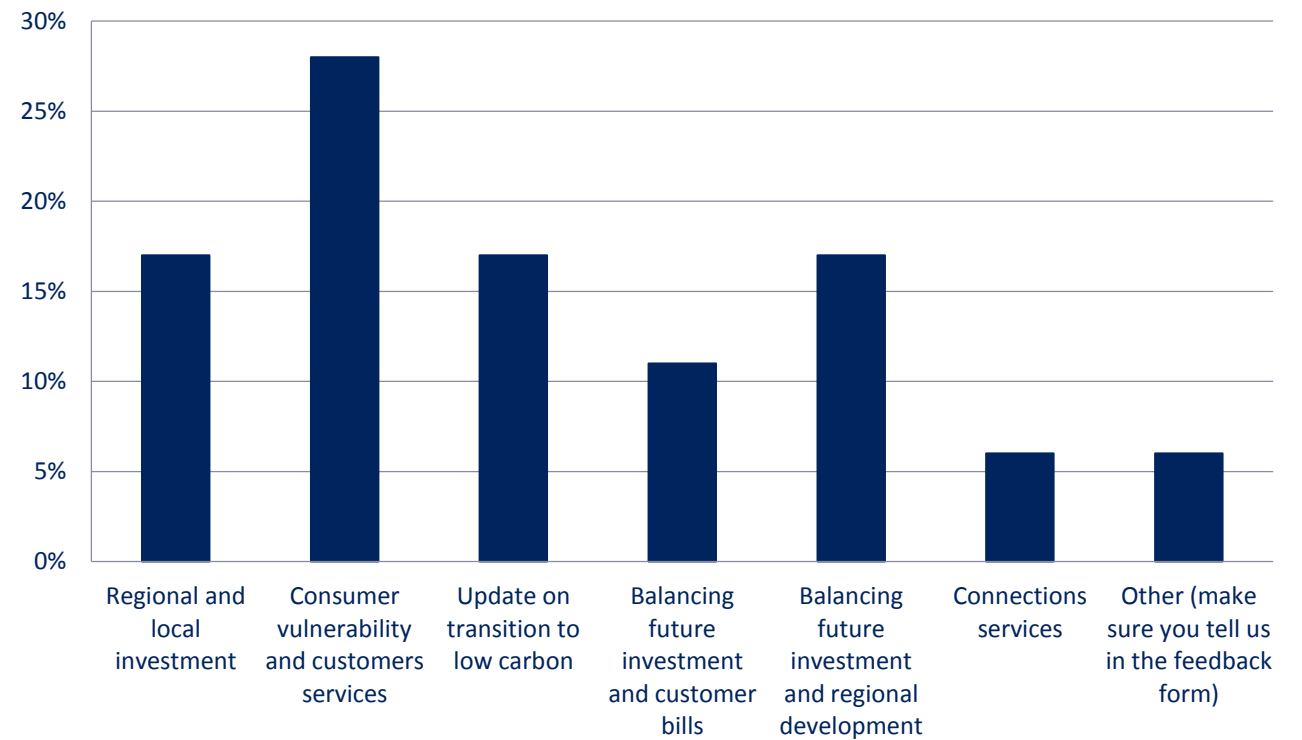
## What we heard

- 28% want to know more about consumer vulnerability and customer services
- There was an equal percentage of 17% between regional and local investment balancing future investment and customer bills and regional development and the transition to low carbon.

## What we will do

- Share interest with Executive leadership team, Sustainability and Chief Executive Panel
- Use information to steer upcoming advisory panels, internal meetings and the next set of regional stakeholder workshops
- Consider these topics as key priorities for us as a business

## What would you like to discuss next time?





- 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:
  - Consumer Vulnerability Panel – met in early September 2019
  - Sustainability Advisory Panel – 20<sup>th</sup> September 2019
  - Regional Stakeholder Workshop 2020 - date still to be confirmed
- 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).