



Regional Stakeholder Engagement Workshops

Combined capture report

06 September 2019

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Introduction

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 three annual regional stakeholder engagement workshops in July 2019. We are grateful to all those who attended the Cumbria, Lancashire and Greater Manchester workshops 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 workshops 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 support to those customers who need extra support during a power cut.

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

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 a detailed report of each workshop, please [click here](#).

94% of stakeholders rated our workshops excellent or very good. All outcomes and requests from the three workshops have been shared with the project owners and will be shared within the report and actioned further.

| Stakeholders rated our event | Event organisation | Overall rating of venues | Length of event | Understanding of information |
|-------------------------------|--------------------|--------------------------|--------------------|-------------------------------|
| Excellent to very good 94% | Excellent 59% | Excellent 88% | About right 88% | Improved understanding 64% |

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.

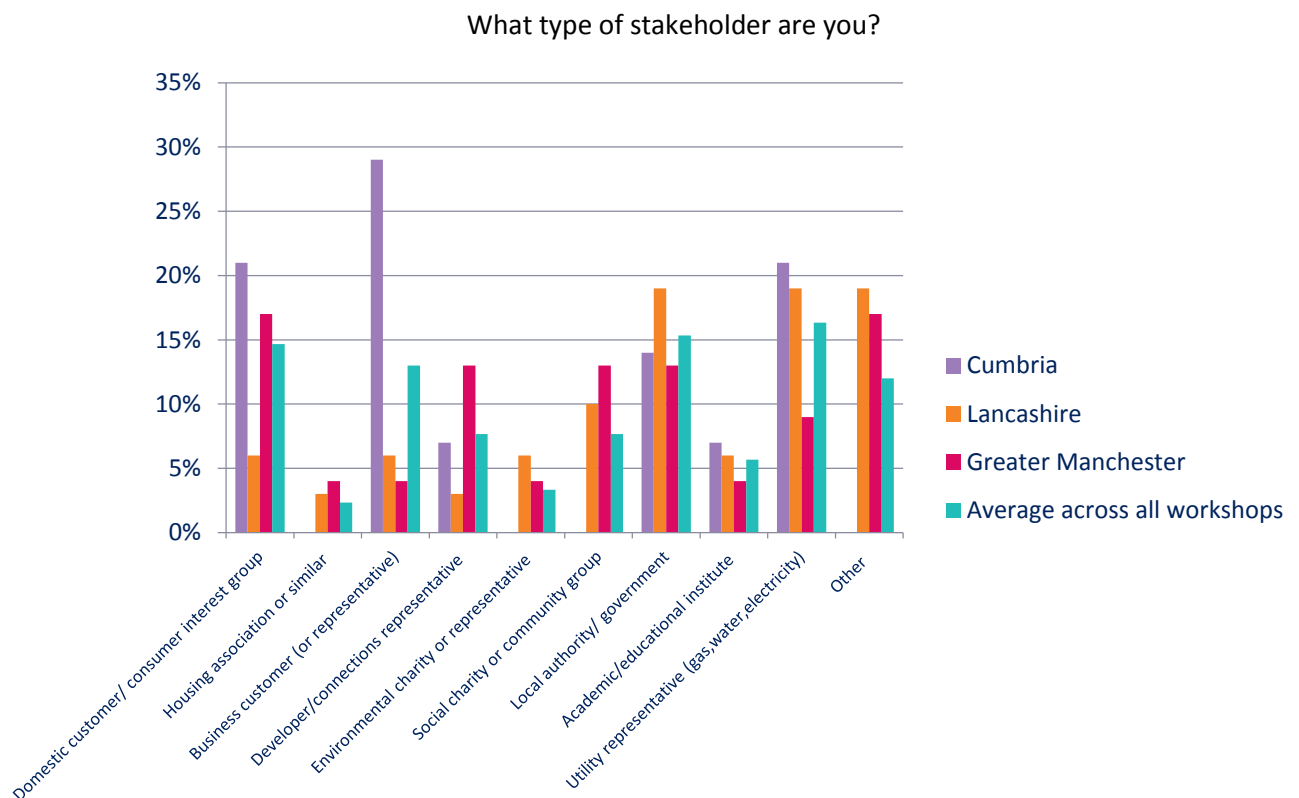
Understanding our stakeholders

The workshops included a variety of organisations and individuals who have an interest or stake in our business. We provided stakeholders with the opportunity to have their say and help us prioritise what is important to them, their organisation and communities.

Understanding our stakeholder demographics enables us to understand their needs and how and where to engage with them.

We achieved a good balance of stakeholders across all three workshops with a higher portion of attendees from domestic customers/interest groups, local authority/government and utility representatives. We had fewer representatives from environmental organisations than previous events.

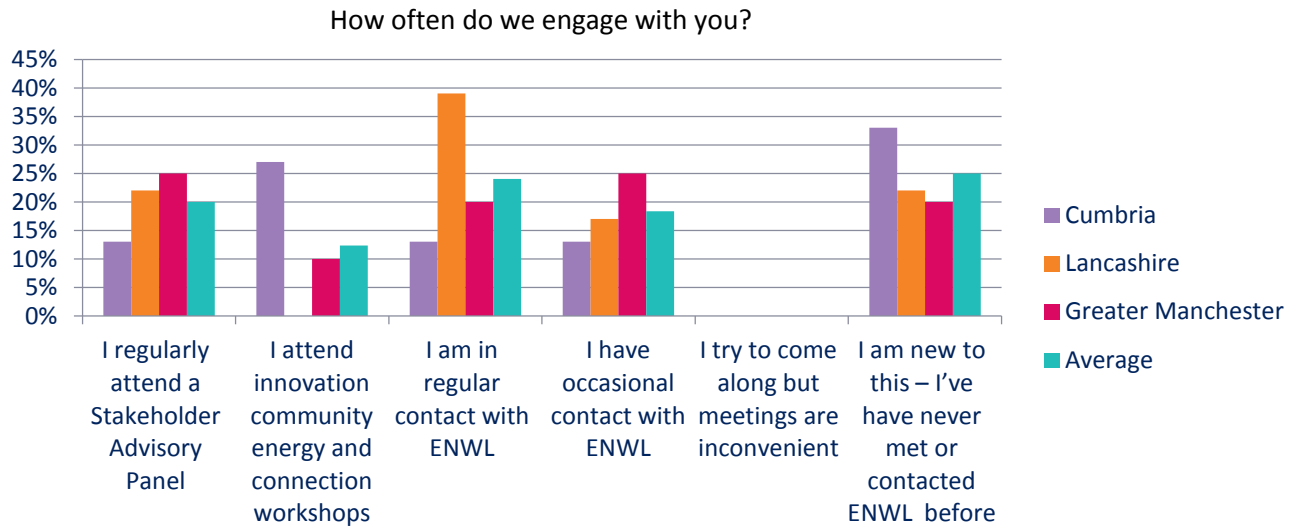
At last year's regional events 23% of stakeholders indicated themselves as 'other'. This year we included three additional stakeholder types, housing association or similar, social charity or community group and local authority/government. In adding these additional groups we have been able to reduce this segment by 50% giving us a clearer indication of the type of stakeholders attending our workshops and where there is opportunity to engage with key groups. This will continue to be a focus area for us going forward.



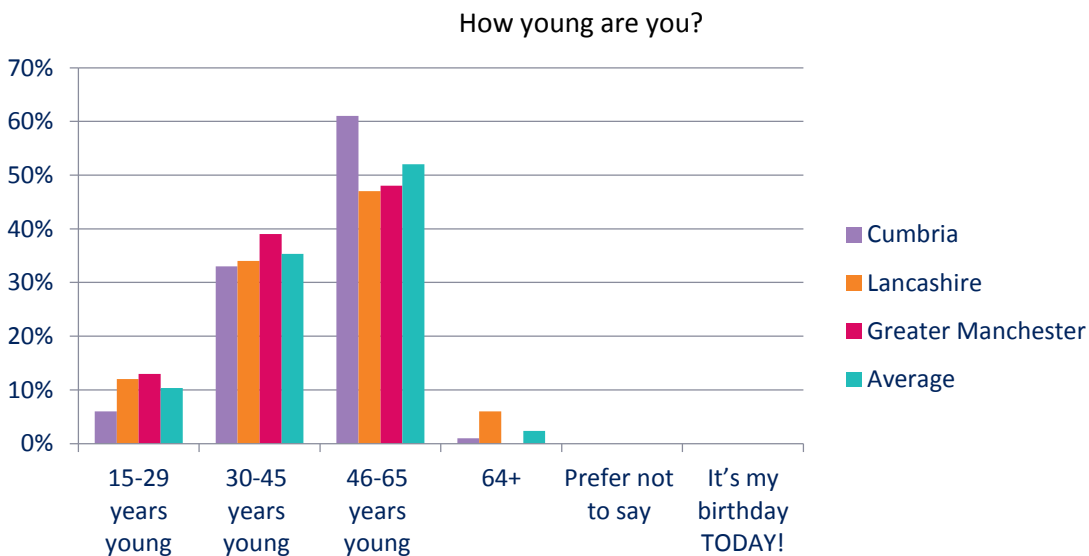
We continue to broaden our engagement and invite new stakeholders to join our panels on a regular basis to ensure we include a variety of organisations, customers, community groups and industry leaders from across our region at our workshops.

We engaged with over 3,495 stakeholders inviting them to our workshops, 85 stakeholders registered to attend with 60 stakeholders attending on the actual day across all three workshops. This pre-event engagement included LinkedIn, Twitter, Facebook, flyers, newsletters and emails.

We also achieved a good balance of reaching out to new stakeholders and continuing our engagement with existing contacts. 25% of attendees across all three workshops were new stakeholders and had not been in contact with Electricity North West before, 24% were in regular contact with us and 20% were regular attendees of our Stakeholder Advisory Panels.

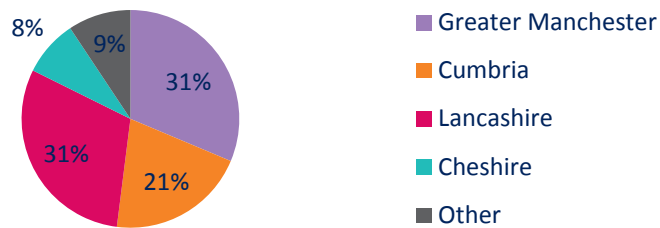


It is also important that we engage with a range of mixed age groups to ensure that we hear the views of existing and future bill payers. 10% of attendees were between the ages of 15-29, 35% between the ages of 30 - 45 years, 52% between the ages of 45 - 65 and 3% of attendees were over the age of 65. We understand that the needs differ between age groups and counties and it is therefore vital for us to take this data into consideration when engaging with our stakeholders.

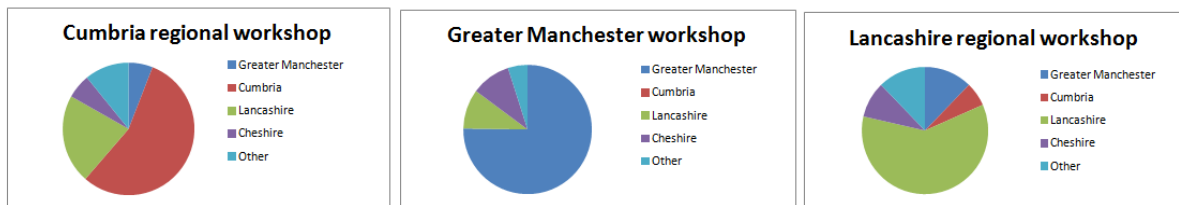


Our three main regions (Cumbria, Lancashire and Greater Manchester) were appropriately represented at the workshops with smaller representation in Cheshire and other - representing our customer base. Due to a high level of drop outs on the day, Greater Manchester was proportionately slightly under represented as 50% of our customer base is in Greater Manchester area.

Where did you come from today? Average of all three workshops



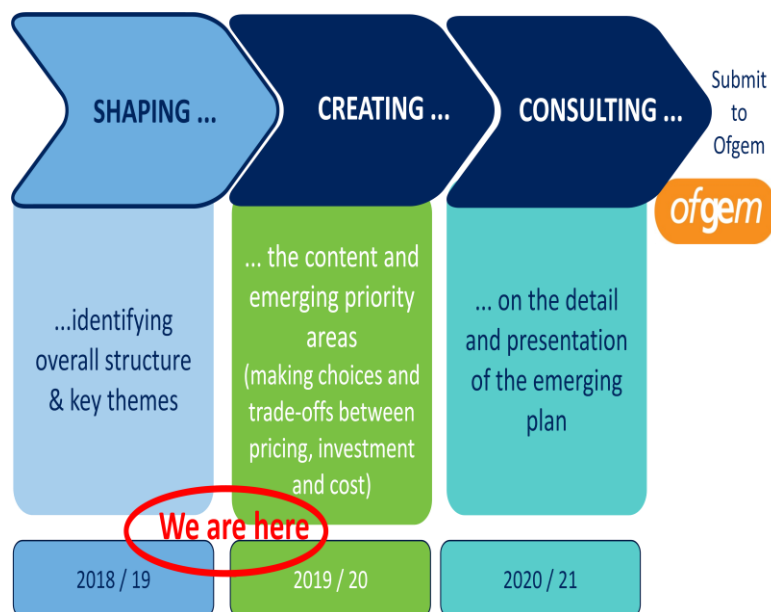
Where did you come from today? Individual regional workshops



- What we will do**
- Increase attendance/engagement of 15 – 29 age group
 - Aim to turn to engagement into attendance
 - Aim to balance stakeholder type events (age and geographical representation)
 - Understand how our stakeholders like to be engaged

Shaping how we delivery the future together

As part of our engagement for the forthcoming price review 2023 -2028 we have developed a three step cycle. We are currently entering the creating phase of the cycle where stakeholders will help us to develop our draft plan.



As a final part of our shaping phase we invited an external agency, Given London to come and run a session during our workshop around creating our customer engagement strategy as we prepare for our next price control period RIIO-ED2. The purpose of this session was to engage with our stakeholders to help design a strategy and plan for the customer engagement/consultation element of our price review and planning process. This is to assist in the delivery of a plan that ensures engagement, understanding and buy-in to what we are proposing. It may also inform engagement in the current price review period.

It is important that we hear what is important to our stakeholders rather than simply prioritising what is important to us.

This approach shifts our perspective from 'inside out' to 'outside in', meaning that we want our stakeholders to influence, shape and help us create a plan for the future, not only for themselves but their businesses and communities within the North West. This shift will help us understand what really matters to our stakeholders and will drive our activities, business commitments and business plan now and going forward.

| What we heard | What we will do |
|--|---|
| <ul style="list-style-type: none"> Climate change bridged both personal and professional concerns Priority issues for Electricity North West energy efficiency, net zero, renewable energy and addressing fuel poverty Greater support for the 'green agenda' Preferred interaction: Equal split between traditional | <ul style="list-style-type: none"> Use this data to plan our engagement for RIIO-ED2 and apply to current engagement as appropriate Host interactive sessions with our customers/stakeholders to find out what is important to them Keep our stakeholders up-to-date on our progress for RIIO-ED2 planning via our website |

- and modern forms of communication
- Face-to-face communication is favourable
- Build partner networks to educate and engage broader groups of stakeholders.

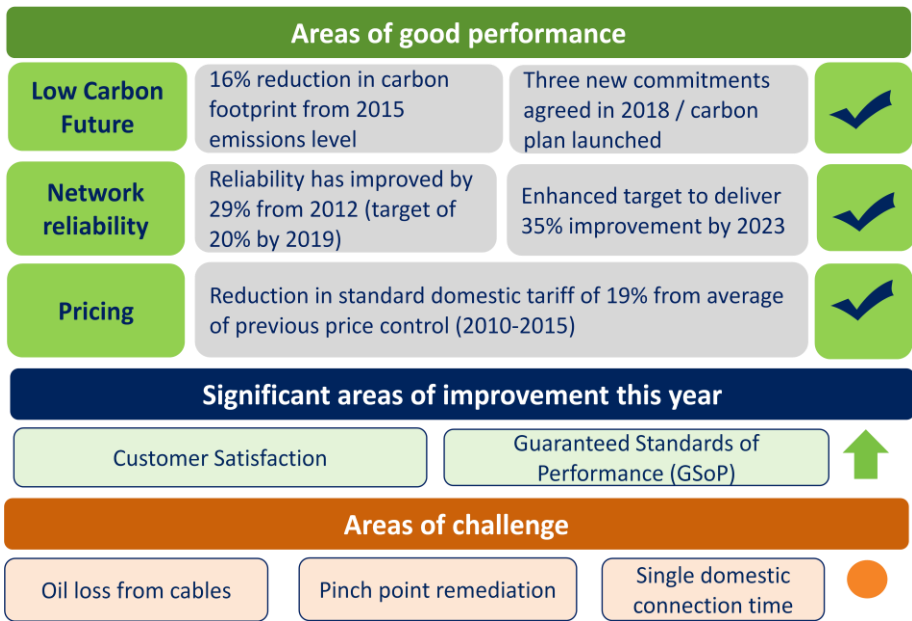
- Look at incorporating a range of communication channels for workshops and events
- Continue to build partnerships to increase our impact and broaden our reach.

Electricity North West business update

We are investing £1 million in the network every day. It is important that our investment supports the reliability of customers’ suppliers and also that we provide good customer service. You can find out more about our investment in your area by [clicking here](#).

We have made a significant improvement in our customer satisfaction with a score of 86.5% in 2018/2019 and look to improve this further in 2019/2020. Our main focus continues to be on improving our performance in oil loss from cables, where our network is restricted and single domestic connection time, as these continue to be challenges for the business.

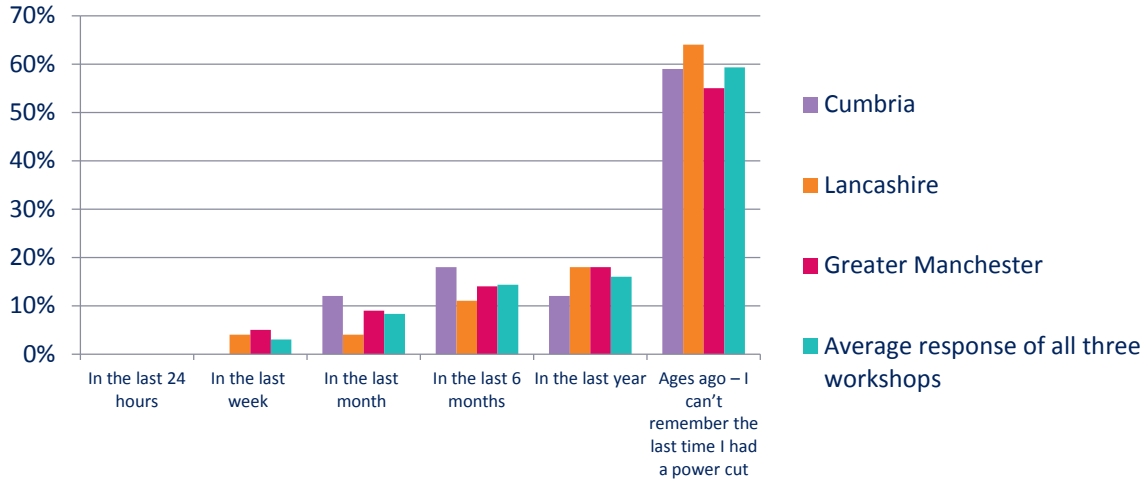
At the start of the current price control we made 40 commitments – following previous stakeholder engagement these commitments changed to reflect current circumstances and increased to 45 to find out how well we are performing.



Network reliability is important to our customers and has improved 29% since 2012. At the workshops we asked our stakeholders how often they experience a power cut. It was reassuring that over 50% of attendees at all three of our regional workshops couldn’t remember the last time they had a power cut.

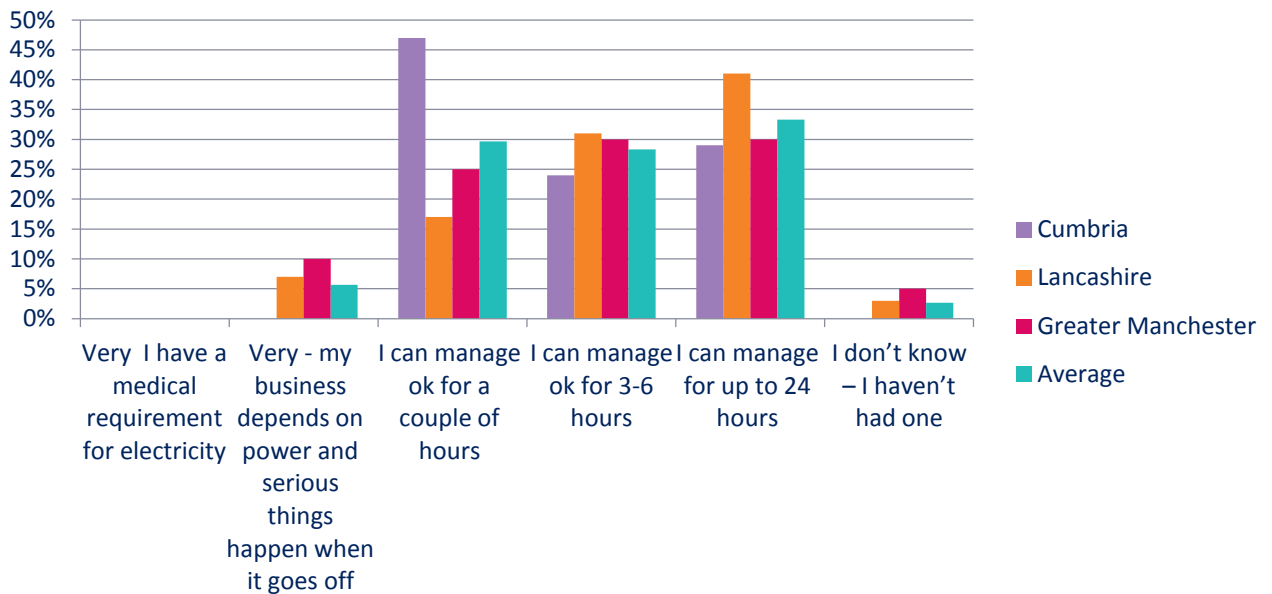
Due to the predominance of the network in Cumbria being overhead it is not surprising that Cumbria stakeholders had experienced more recent power cuts than Greater Manchester and Lancashire where more of the network is underground.

Have you experienced a power cut?



In order to assess the potential impact of a power cut we asked our stakeholders how impacted they would be if and when a power cut occurred. We had a mixed view with a third of stakeholders indicating that they could manage for a couple of hours and another third indicating they could manage 24 hours. Compared to other regions, 10% of Greater Manchester stakeholders indicated that power loss was serious for their business.

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



What we heard

- Further understanding and improvement around RIIO-ED2
- More information about reliability and resilience investment
- Further discussion on skills planning for the future
- Understanding the balance between reliability and investment decisions

What we will do

- RIIO-ED2 planning is ongoing and we will continue to keep our stakeholders up to date via our website and social media about our activities.
- Specific workshops and stakeholder events focused around RIIO-ED2 planning.
- We have created specific regional investment booklets. [Click here to view.](#)
To view our business plan commitments click here.

Transition to low carbon

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.

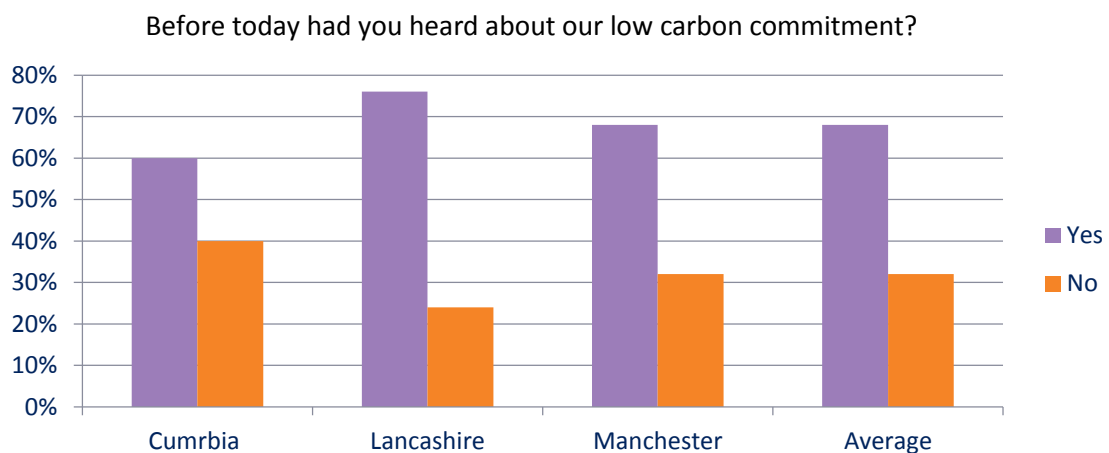
Working with partners, we play a crucial part in leading and enabling decarbonisation across the North West and have launched our [‘Leading the North West to Zero carbon’](#) plan which sets out our role and plan in meeting the UKs target by 2038. The plan outlines our low carbon commitments not only 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 are already making some great progress and will continue to lead the way in the North West.

- We are the first carbon literate distribution network operator in Great Britain
- We have developed a new strategy to reduce emissions from network losses as far as practicably possible by 2038
- We are in the final processes of developing a carbon neutral depot and substation trial
- We are developing innovative projects, such as [Smart Street](#) to help reduce carbon emissions and fuel poverty in the region
- We will support carbon reduction activity in our communities
- Enable our customers to connect low carbon technologies to our network and facilitating the transition to a low carbon economy

As important as it is for us to reduce our impact within the North West we want to enable and support our customers and stakeholders to do the same.

We asked if stakeholders had heard of our low carbon commitments before the workshops, more than 65% of attendees said they had. We also asked stakeholders if their organisations are impacted by the low carbon transition.

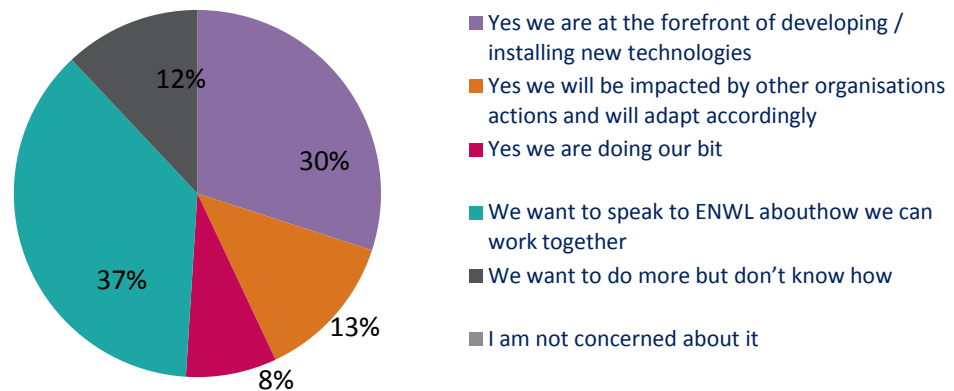


30% of attendee’s agreed that they would be impacted by the transition to low carbon and were already at the forefront of developing /installing new technologies to support the transition.

More than 35% of stakeholders indicated they would like to speak to Electricity North West about working together to reduce their carbon footprint.

We will follow up on all potential opportunities. If you would like to work with us on low carbon, please contact us [here](#).

Will your organisation be impacted by the low carbon transition?



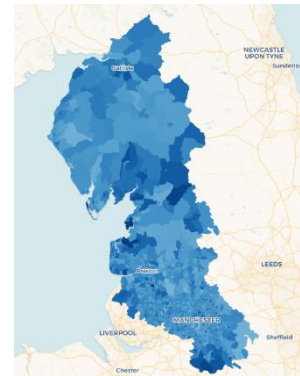
Feedback following the workshops we gave our stakeholders the opportunity to share further views about their experience on the day and share with us what else they would like to know or be informed about. In addition to the 37% of stakeholders who would like to speak to Electricity North West about how we can work together, stakeholders also indicated that they would like to find out more about the transition to low carbon, electric vehicles transition and roll-out, heat pumps and fuel poverty.

- What we heard**
- 37% want to work with us on the transition to low carbon
 - Provide more understanding about the roll-out of electric vehicles
 - Develop an electric charging point strategy
 - How is Electricity North West working with stakeholders/ suppliers to lower their carbon impact
 - More information about heat pumps and home heating transition
 - Future thinking of network adaptability
 - Skills planning for the future (Engineering and green technologies)

- What we will do**
- Contact specific stakeholders who want to work together on low carbon initiatives and provide support in their transition
 - Explore providing specific information on key topics (fuel poverty, heat pumps and electric vehicles)
 - Commit to working with our Sustainability and Chief Executive Panel to review feedback and deliver specific outputs

Social data mapping

In a bid to better 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).



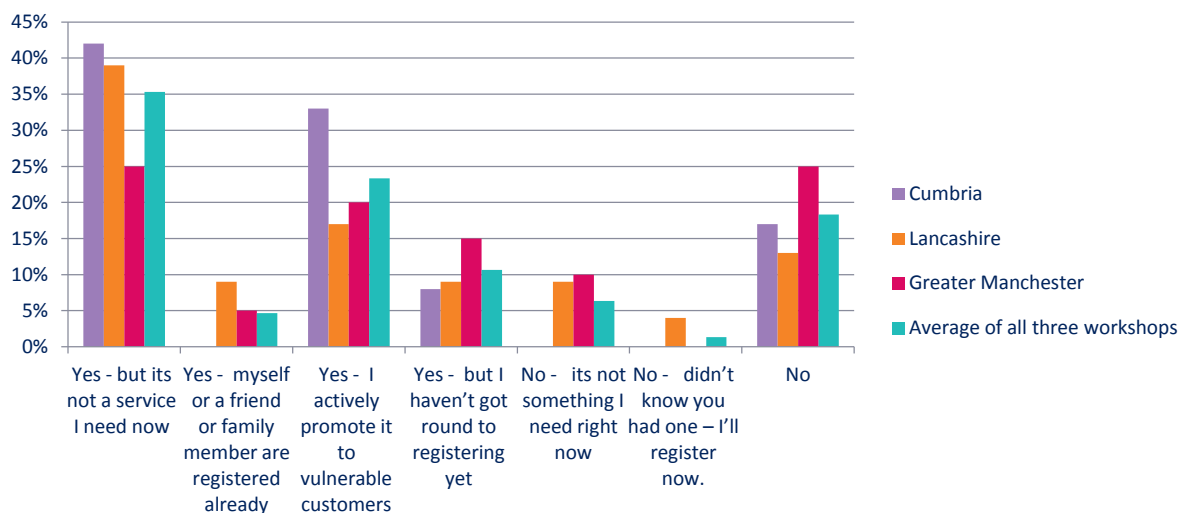
We believe that this tool will help us understand vulnerability in the North West, help us to close the gap between vulnerability and our Priority Services Register, build partnerships with specific agencies who can help us deliver this extra support and help to inform our business plan to assist those 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, crime.

Over the past few months we have been doing a lot of work around our [Priority Service Register](#) and we asked stakeholders if before the workshop they had heard about it. 35% said yes however the PSR services were not required yet, 23% said stakeholders actively promote the PSR to vulnerable customers and 18% had never heard of it before.

We will continue to improve our knowledge of the region using the social mapping tool to ensure that this data is reflective of our community and customers.

Did you know about our Priority Services Register before today?



In groups we asked stakeholders to tell us what they think this data could be used for and how Electricity North West could use this going forward. We have grouped their feedback into five key themes.



Stakeholders also raised concerns over how this data could be exploited in a commercial environment – areas targeted with scam schemes and how do we define vulnerability as a business and do customers know they fit within this terminology.

Through this tool we will get a clearer picture of our region to help us target our activities in those areas that need the extra support.

We then asked stakeholders during table discussions to help us identify who our vulnerable customers are within our community and who they think we should be working with. Stakeholders indicated that we should engage more with local councils, housing associations, care homes and hospitals to help us identify and understand who our vulnerable customers are.

We asked our stakeholders if this tool would be of benefit to them. More than 27% of our stakeholders said yes and over 55% said they would like to work with Electricity North West to ensure that we use this to benefit communities within the North West.

If you would like to find out more about how you could work with Electricity North West on social mapping. Please email stakeholderengagement@enwl.co.uk.

Could this data be useful to your organisation?



- What we heard**
- Create and improve partnerships with Councils/local government, housing associations, public health teams, social services, social landlords, care homes and hospital
 - 55% of stakeholders want to work with ENWL to deliver the benefits of the mapping tool to the communities of the North West
 - Develop opportunity to work with councils, SME, academics and public services
 - Understand vulnerability in the North West
 - Improve services and support in deprived areas – priority support
 - Concerns over fraud and exploitation commercial environment
 - Build trust and relationships with local social groups
 - Innovation in vulnerable customers
 - Feedback forms indicated that fuel poverty was a key priority and how Electricity North West tracks fuel poor?

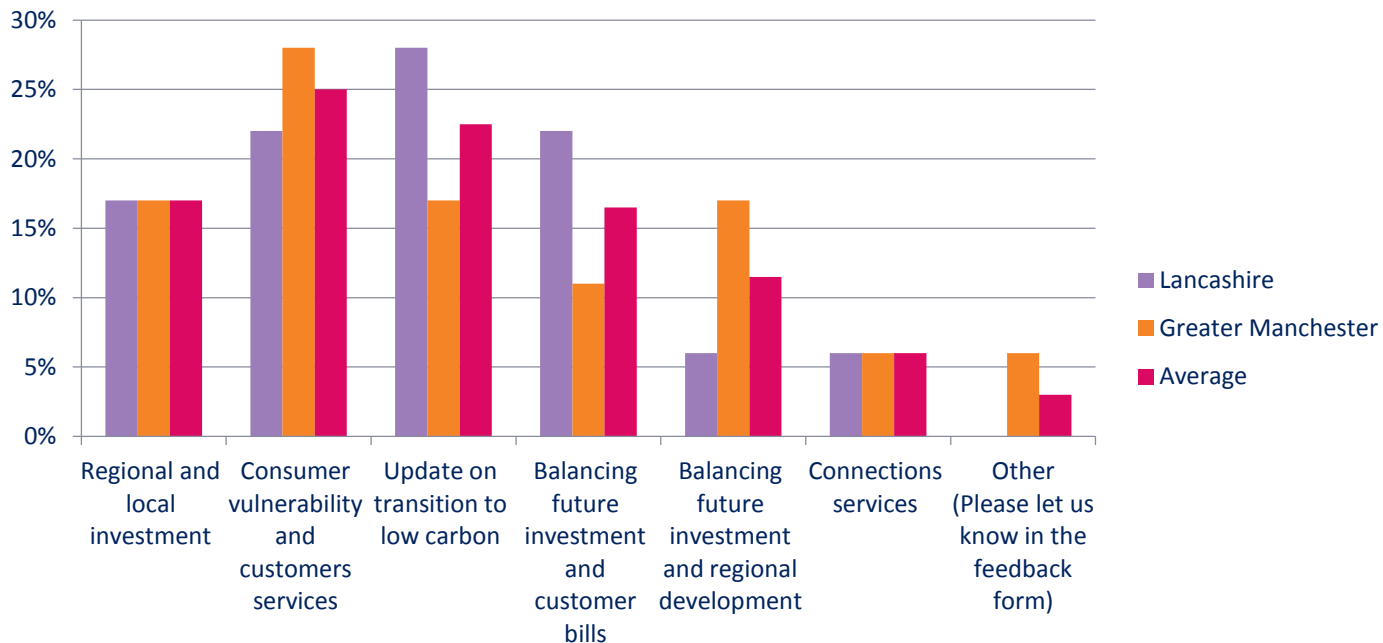
- What we will do**
- Improve partnerships to support local communities and deliver the best services and support
 - Create new partnerships to fill in the gaps identified by the data mapping tool
 - Sharing of best practice and knowledge
 - Promote and engage with partners regularly
 - Better define what vulnerability looks like in our region
 - Increase PSR with those who really need it
 - Segregate key areas of deprivation and fuel poverty to better target support and investment
 - Share feedback with Vulnerable Customer and Chief Executive Panel to review and deliver specific outputs
 - Work closely with our internal GDPR team and local authority to ensure safety of data and ensure data is up to date
 - Explore ways to support fuel poor areas and create more awareness of our service offerings
 - Contact stakeholders who are interested in working

Future events and further information

It is important for us to share with stakeholders the information that matters to them. We asked our workshop participants to tell us what they would like to know more about at the next Regional Stakeholder Advisory workshops. Unfortunately due to time we weren't able to ask this question in Cumbria and the results shown below are only from the Lancashire and Greater Manchester workshop.

25% of stakeholders would like to know more about consumer vulnerability and customer services and 23% want to know more about our transition to low carbon this is broadly consistent with previously identified priorities. These topics will be shared in more detail at the next regional workshops and shared with our advisory panels.

What would you like to discuss next time?



Upcoming events

Micro Generation Surgery Sessions – 18 September 2019

Self Determination Point of Connections (SDPOC) – 19 September 2019

Sustainability Advisory Panel – 20 September 2019

To find out more about our events including our forthcoming price review engagement, [click here](#).

In the meantime please visit our website to keep up to date on each of these sections and if you would like to put your name forward for the consumer vulnerability or sustainability advisory panel please let us know by emailing stakeholderengagement@enwl.co.uk.