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north west**

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Lancashire Stakeholder Advisory Workshop

Capture report

17 September 2020

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Welcome to the Electricity North West capture report. The purpose of this report is to capture and play back the discussions that took place at our Lancashire regional stakeholder engagement workshop on 17 September 2020. We are grateful to all those who attended the workshop and value the discussions that took place.

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

This year, given the ongoing pandemic, our workshops were held online. Despite the current issues in the world, we still need the views of stakeholders so we utilised online polling and chat to gather views.

We are at a critical point of planning for our next investment and price control period (2023-28) and the workshop was an opportunity to provide an update on our current activities in the region and for stakeholders to influence those future plans. The region faces an

uncertain future with the impact of the pandemic affecting our customers and businesses and the acceleration of decarbonisation - all of which impact our future plans and our element of the electricity bill.

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.

The report reflects what we told stakeholders, and what they told us. The information we received via voting and online chat is used to support the insights we will be basing our ED2 plan on. 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

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



At the last workshop we asked stakeholders what was important to them. Compiling this data with other engagement, we have devised a list of insights that we will base our ED2 business plan around. We used this set of workshops to check our stakeholder priorities against these insights, to gain evidence that we are prioritising the right things.



We are now moving into the 'sweating the detail' phase of our engagement where we will engage in further refinement of our plan and detailed exploration around specific issues and checking customer acceptability of the plan. All information that was provided at the workshops is fed into our overall triangulation.

For more information about the overall insights please visit our [website](#).

Understanding our stakeholders

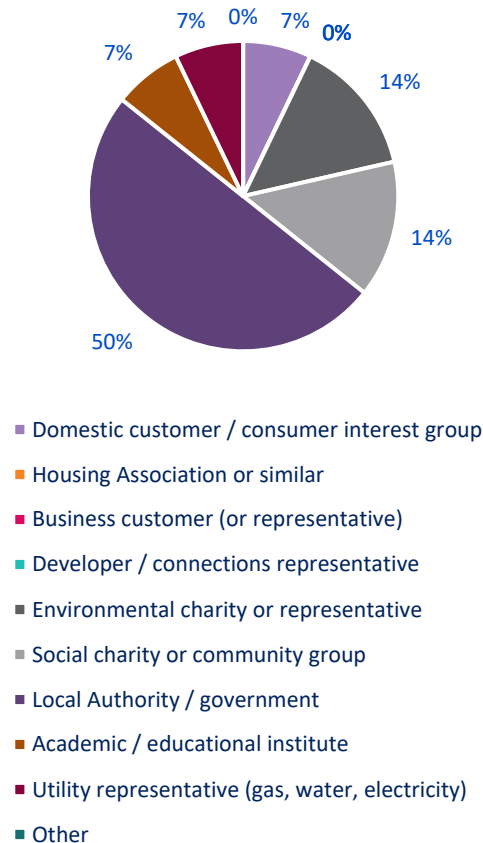


Our Lancashire stakeholder workshop was attended by **26 people, 17 of which were external stakeholders**. Understanding our stakeholders demographics enables us to appreciate their needs and how and where to engage with them. Here is what you told us.

As expected, the majority of attendees (65%) were from / representing Lancashire.

- We are pleased to see a variation of types of organisations that were represented.**
For future events we will look to see how we can have representation from housing associations/developers and business customers to increase the balance.
- Several of the participants that joined us had never engaged with us before.**
As we continually seek the views of a variety of stakeholders we aim to continue discussions with the new stakeholders. We will continue to encourage engagement from all attendees, both regular and new.

What type of stakeholder are you?



How often do we engage with you?





We provided an update to stakeholders on our progress against our current business commitments (ED1), business performance in the area and our key priorities as we look towards the next price control period (ED2).

Using polls we then tested our current insights with our present stakeholders. Here is what you told us.

79%

Think its more important to **deliver an improved level of reliability** over keeping our part of the bill as low as possible.

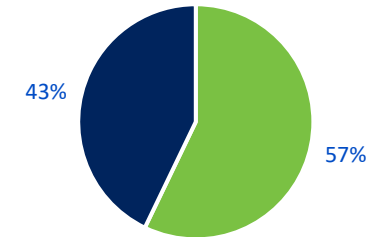
The data provided by the groups supports the following insights that we are basing our future business plan around.

- Customers and stakeholders believe that it is important to improve reliability a bit, for a lot of customers *and* a lot, for a small number of priority customer groups
- Customers and stakeholders value a new business plan commitment for a minimum standard of reliability across the region
- Customers and stakeholders say prevention is better than cure and want to see action taken to reduce risk further and improve resilience in ED2

Other feedback received:

- Flood resilience (i.e. Lancaster) has been received well but more to be done
- How will ENWL define carbon neutral as an organisation, eg to include carbon of all Scope 3 carbon?
- New home building contributing to increase for demand
- Measure needed on short-term interruptions or 'blips' which are often picked up on the wind turbine and CHP.
- How will "time of use" domestic energy contracts affect strategies and is there still a positive and viable role for renewable community energy within the rapid change to network zero carbon?

Do you think it is more important to...



- Improve reliability a bit, for a lot of customers
- Improve reliability a lot, for a small number of customers

93%

think we **should set a business plan commitment to achieve a minimum standard of reliability** for each customer in our region

100%

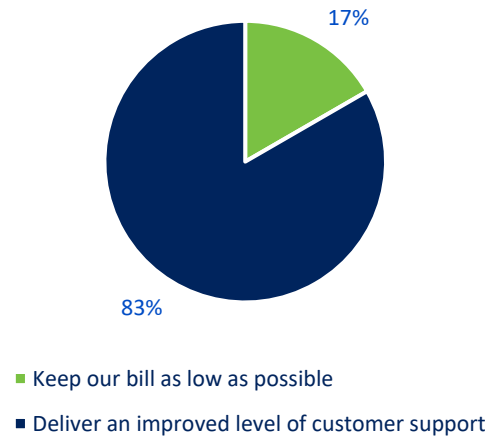
Think its more important to **invest more now, to reduce risk and increase resilience in the future** over keeping our part of the bill as low as possible.



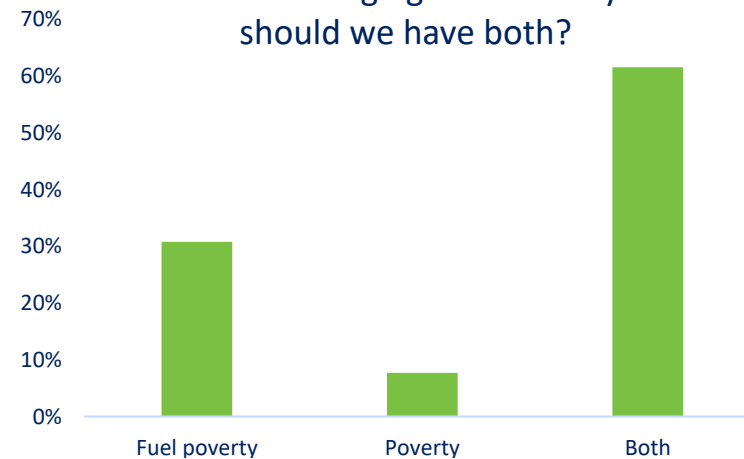
We provided an update on how we were performing in customer satisfaction (CSAT), our approach to customers in vulnerable circumstances and how the pandemic has shaped support for customers and our partners.

We polled attendees to gain evidence to back up our current insights. Here is what you told us.

Do you think it is more important to...



Do you think the strategy should be fuel poverty or poverty as this is the largest factor to changing vulnerability or should we have both?



92%

Think we should have fuel poverty as a key focus of our strategy.

100%

Think we should do what we believe is fair and just to support fuel poor customers, regardless of cost.

The data provided by the group supports the following insights that we are basing our future business plan around.

- We can exceed expectations by looking beyond the obvious and expanding our societal role on alleviating fuel poverty and poverty more generally in ED2



Post Covid-19, we anticipate an increase in the proportion of customers experiencing financial difficulties.

We asked participants - **What should our role, if any, be in supporting those customers in fuel poverty?** Here is what you told us.

- Need to be reactive to groups who become vulnerable because of another issue - eg impacts of severe weather but may not be a stereotypical vulnerable person
- Agreed strategy with partners such as Local Resilience Forum (LRF), to provide a more holistic approach to debt management, budgeting, improving their personal circumstances eg skills and employment opportunities
- Support the poorest financially
- Will all the additional costs to support those in need be passed onto customers via increasing bills or does the Government offer any subsidies to help you provide a better service for those most in need?



We provided an update on our progress against our ‘Leading the North West to zero carbon plan’ which was launched in 2019 and gave an overview of our decarbonisation pathways which looked at current and future energy consumption in the region. Here is what you told us.

The data provided by the groups supports the following insights that we are basing our future business plan around.

- Customers and stakeholders support us bringing forward future investment to increase network capacity and enable faster pathways to net zero

100%

Think we should bring forward future investment to increase network capacity and enable faster pathways to net zero (proactive).

We think we have a key role to play in facilitating an affordable and socially inclusive low-carbon transition that brings benefits to all

We asked participants **How can we most effectively do this in Lancashire?**

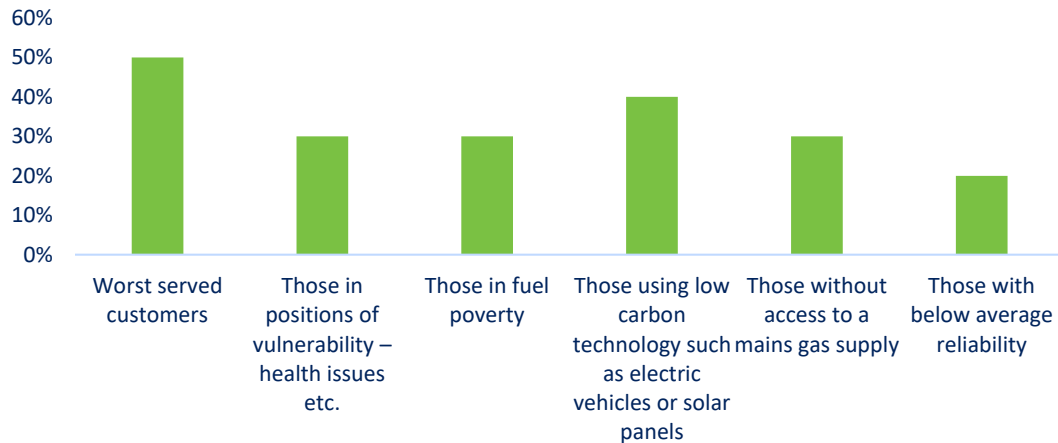
How can we best engage customers in the transition to ensure we don’t leave anyone behind? Here is what they told us.

- Support and advise the range of district authorities trying to meet their own targets, or suggestion that it could be good to form a county wide partnership with independent chair to support a working conclusion
- It is worth exploring the option of upgrading the hydrogen to synthetic methane, so it can use the existing infrastructure
- Community awareness and event
- Councils are engaging their communities now on this so ENWL could usefully link in and support that work
- the cost of Carbon is still not factored into our current business models - so BAU is going to be very costly to all of us - can ENW lobby Gov for carbon taxes or similar?



In the final section of our workshop we posed a few questions on key challenges to the attendees to gain their feedback. Here is what you told us.

In principle which TWO groups do you think are the MOST important we target network investment towards?



Ofgem our regulator is proposing an incentive structure to reward network companies for going above baseline standards.

- Approaches to DSO
- Providing services to vulnerable customers
- Providing services to large connection customers
- Exceeding environmental action plans
- Whole system approaches
- Those with below average reliability

What other areas could Ofgem ask DNOs to focus on?

- Decarbonisation

90%

Think these are **the right areas to ask networks to focus on.**

The data provided by the groups supports the following insights that we are basing our future business plan around.

- Customers and stakeholders support Ofgem continuing the use of incentives in ED2 to increase company performance

We aim to be a force for good in delivering positive impacts in the North West. What contributions could we make that would have the biggest positive impact in Cumbria?

- Net zero



We aim to be a force for good in delivering positive impacts in the North West. What contributions could we make that would have the biggest positive impact in Lancashire?

- Focus on the multi-solving co-benefits such as air quality, jobs etc to engage a more diverse sector of society
- Non means tested incentives to customers for household heating systems and vehicles
- By continued support to local community energy groups develop and install local community energy projects.
- Be a leader in the transition to net zero - we face climate breakdown, and must act fast
- Highlight areas where there is capacity for renewable energy and communicate them to the local authority and communities.
- Facilitate businesses and customers to embrace and move to net zero
- Maintain an ethos of working for the benefit of consumers facing challenges with fuel poverty.

Continue the conversation



We would like to thank all our stakeholders you for their involvement – here are some of the ways you can continue the conversation with us...

- If you would like any more information, or would like to provide your views on any of our activities please contact stakeholderengagement@enwl.co.uk
- 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
- If you would like to receive regular updates on our activity (newsletters etc) please click [here](#).
- Click [here](#) to find out more about all of our upcoming stakeholder events, including updates on our advisory panels.
- We also run a variety of stakeholder events in relation to our connections work, ranging from webinars, workshops , surgery sessions and more. If you would like to get involved with (or just learn more about) our work on connections engagement, please visit: www.enwl.co.uk/ice or you can email ICE@enwl.co.uk.



<http://pluggingin.co.uk>

Please get involved in ongoing engagement around our RII0ED2 business plan