SP Electricity North West

Regional Stakeholder Workshop

Delivering Today, Investing for Tomorrow in Cumbria













Safety moment – Drive safe, arrive safe

- As we head towards winter and the shorter days, please remember to drive safely and make sure your car is ready for the journey.
- Think **TRIP:**
  - **T**op-up fuel, oil and screen wash
  - **R**est every two hours when driving long distance
  - **I**nspect tyres and lights
  - **P**repare for severe weather with essentials like de-icer, warm/light-reflective clothes and water.
- Driving can be tricky when the sun's low in the sky – keep your windscreen clean, use your car's visor and wear sunglasses.
- Reduce your speed when driving on wet surfaces or roads covered with leaves.



Housekeeping and Mentimeter

Mentimeter



Go to www.menti.com enter code 6149 9272 or use the QR code

- There are no planned fire drills
- Mentimeter Poll: What type of stakeholder are you? What regions do you represent? How often do you engage with us?
- We will be taking some photos here today, if you are not comfortable with your image being captured, please make a member of SP Electricity North West aware.

Agenda

Time	Item	Speaker
10.00 – 10.05am	Welcome	Abi Lucy-Lloyd
10.05 – 10.10am	Opening words and stakeholder introduction	Paul Auckland
10.15 – 10.30am	Stakeholder Engagement at SP ENW	Abi Lucy-Lloyd
10.30 – 10.55am	DSO and Capital Investment Presentations	Katherine Horne and Shaun Gibb
10:55 – 11:30am	Table Discussions	
11.30 – 11:50pm	**Break**	
11.50 – 12.25pm	ED3 update and discussion	Dave Darley
12.35 – 1.20pm	**Lunch, Exhibition Stands, Networking**	
1.20 – 1:45pm	Connections and Customer Presentations	Graham Dent, Lauren Summers, Paul Morris
1:45 – 2.15pm	Table Discussions	
2.20 – 2.45pm	Q&A	
2.50 – 3.00pm	Closing remarks	Paul Auckland
3.00 – 3.30pm	**Networking**	

Meet our speakers



Paul Auckland
Head of Economic Regulation & DSO



Dave Darley
SP ENW ED3 Project Lead



Graham Dent
Delivery Manager, Low Carbon Technology Team



Shaun Gibb
Capital Projects Communications Lead



Katherine Horne
Social DSO Manager



Abi Lucy-Lloyd
Stakeholder Engagement Manager



Paul Morris
Partnership & Community Manager



Lauren Summers
Connections Manager

SP Electricity North West

Welcome

Paul Auckland

Head of Economic Regulation & DSO











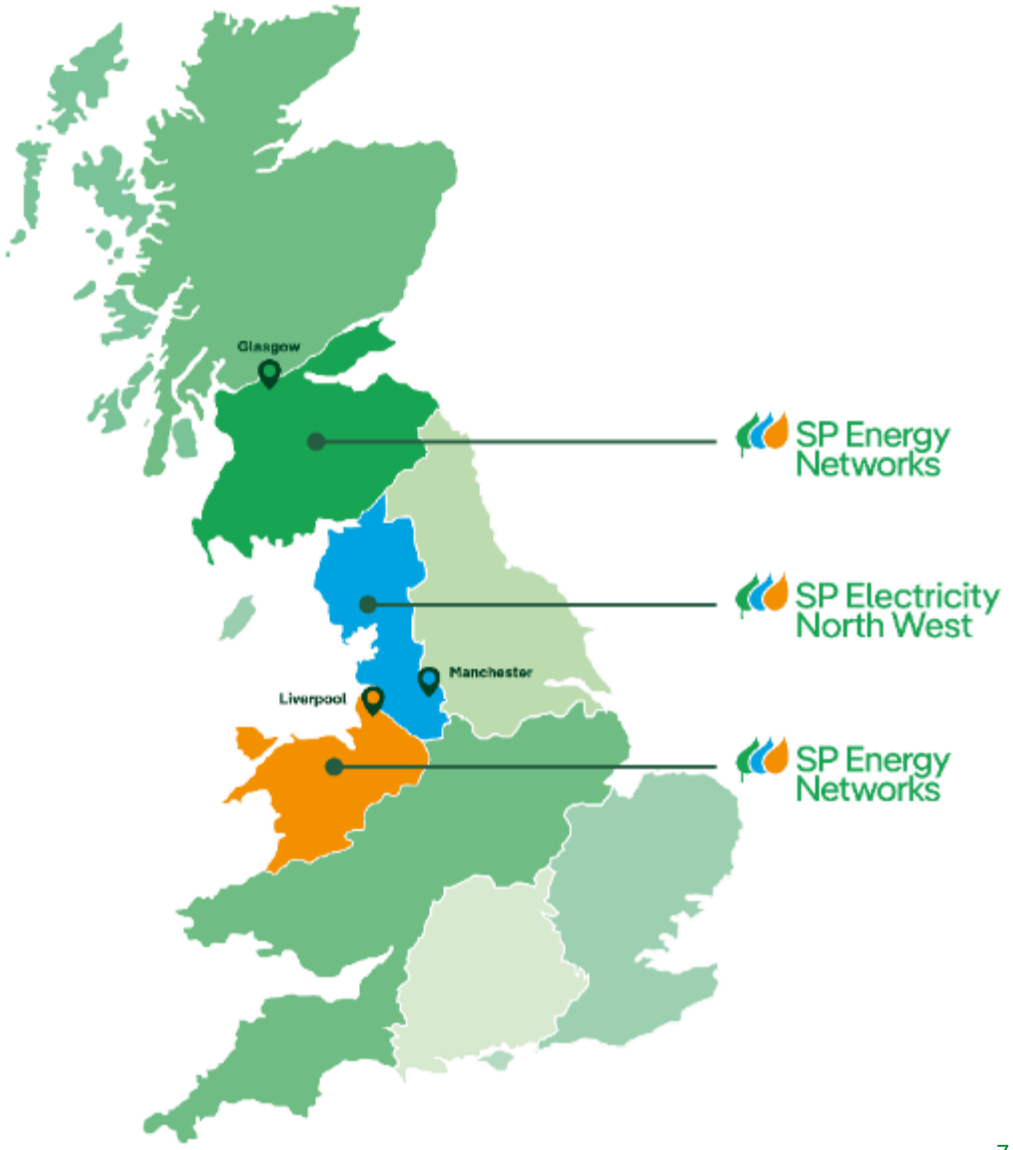


About us

SP Electricity North West (SP ENW) is now owned by Scottish Power, along with two other distribution businesses and the transmission system in central and southern Scotland.

Together we keep electricity flowing to more than **12 million people** across more than **172,000 kilometres.**

It's a role that puts us right at the heart of the UK clean power green growth ambitions to reduce carbon emissions.



SP Electricity North West

Stakeholder Engagement













Our Stakeholder Engagement Strategy

Stakeholder Engagement is at the heart of what we do.

- In 2025/26, our engagement programme reached over **20,500 stakeholders**
- Stakeholder insight has played a key role in shaping our **ED2 delivery** and informing our **emerging priorities** for ED3
- The ongoing cycle of **listening**, **learning** and **responding** is continues to help us deliver better outcomes for our customers, communities and the wider region



Our Advisory Panels

SP Electricity North West

Independent stakeholder group
provides independent challenge and scrutiny on behalf of current and future customers and stakeholders

Economic growth advisory panel	Environment & sustainability advisory panel	Consumers in vulnerable circumstances advisory panel	Digital futures advisory panel	DSO stakeholder panel
Brings together regional stakeholders to help SP ENW understand the challenges faced by the industry and our stakeholders, and opportunities to contribute to the economic success of the region.	Provides independent scrutiny of our environmental and sustainability commitments made to customers in our business plan and environmental action plan.	Ensures we remain accountable, ambitious and responsive in our work. By educating us on emerging health conditions, affordability pressures and new vulnerabilities, it helps us stay alert to changing needs and ensures our services remain relevant and effective.	Supports the delivery of our data strategy, digitalisation strategy and the cyber resilience plan. The panel is made up of academics and representatives from IT/technology groups and regional businesses.	Committed to achieving regional decarbonisation through modernising and operating our electricity distribution network efficiently, ensuring open and transparent decision-making.

SP Electricity North West | DSO

Distribution system operation

Katherine Horne
Social DSO Manager













Putting the pieces of the puzzle together

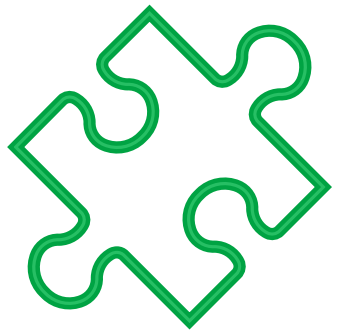
SP Electricity North West

How stakeholder engagement helps us deliver today and invest for tomorrow.



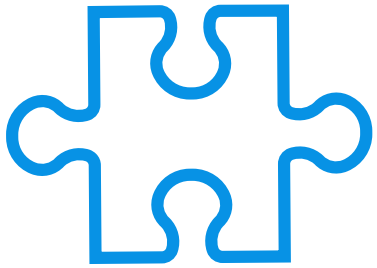
What is distribution system operation (DSO)?

SP Electricity North West



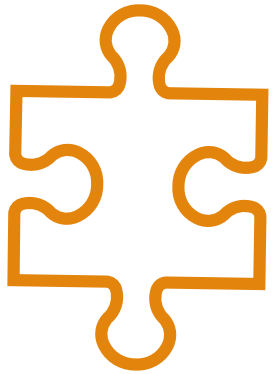
Understand

- Engage with stakeholders
- Understand local plans and priorities



Plan

- Assess future network requirements
- Explore network and flexibility solutions
- Coordinate with whole-system partners
- Forecast future energy



Enable

- Release capacity where and when needed
- Operate a smarter, flexible network.
- Support growth, net zero and customer outcomes

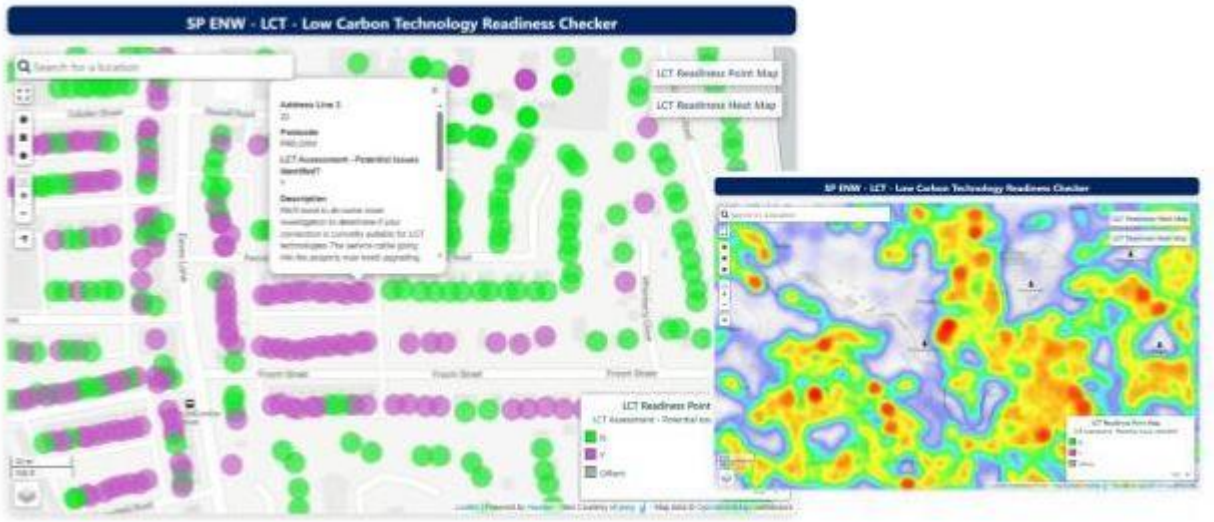
Put simply: the systems and processes needed to prepare our business and our stakeholders for a net zero future.
It involves understanding how electricity is being used and where. This helps us plan for the network's future needs, making sure we can meet growing demand while keeping everything running smoothly.

Case study 1: Understand - *LCT readiness checker*

SP Electricity North West

What stakeholders told us:

- Limited visibility of network constraints impacting LCT installations.
- Looped supplies often identified late in the installation process.
- Stakeholders need better data to support retrofit planning.



How we responded:

- Launched the readiness checker - March 2026
- Covers 2+million properties.
- Identifies potential constraints: looped supply, service cable size/type, overhead vs underground connections.

✓	**Early identification of network constraints**
✓	**Improved retrofit programme planning**
✓	**Better customer and installer experience**
✓	**Supports informed decisions and faster LCT uptake**
✓	**Demonstrates stakeholder feedback shaping DSO services**

13,000+ user interactions – 3,700 dataset downloads – 66% of properties assessed as LCT ready

Case study 2: Plan - *Social DSO strategy*

What stakeholders told us:

- Fair transition to net zero
- No communities left behind.
- Social value considered in DSO decisions

How we responded:

- First Social DSO strategy in Great Britain
- Social DSO fund
- Inclusive flexibility programme
- Take Charge support scheme
- Social Return on Investment assessment tool.



DSO for Good – Delivered over £1.79m in wider societal benefits £1:£15:70

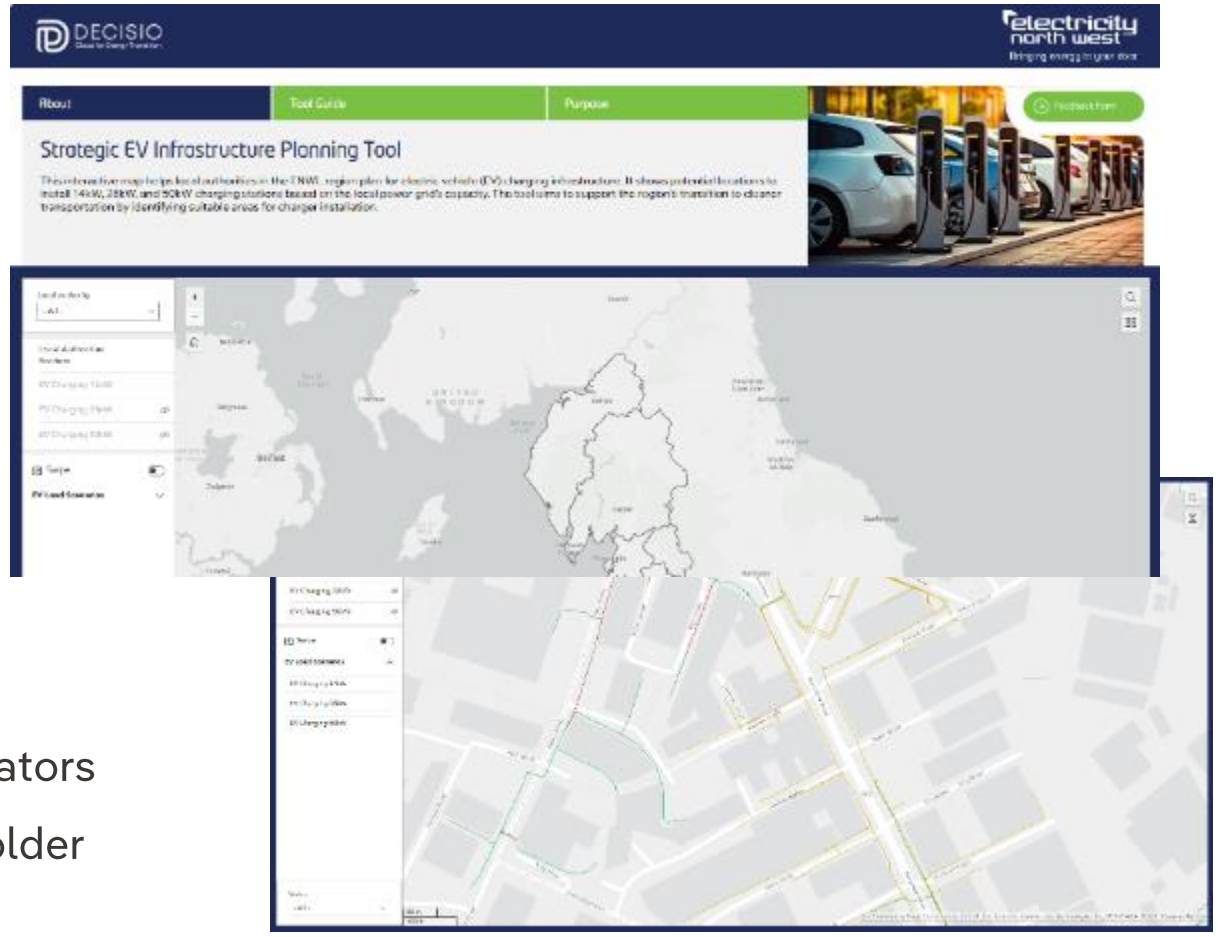
Case study 3: Enable - *GridChargePlanner*

What stakeholders told us:

- Local authorities need better low voltage (LV) network visibility
- Support for LEVI funding application and EV planning
- Better alignment of EV rollout against network capability

How we responded:

- Developed GridChargePlanner
- Trialled with Westmoreland and Furness Council
- Introduced heatmaps and traffic-light capacity indicators
- Added EV charging load scenarios based on stakeholder feedback



Supports infrastructure planning – improves alignment - enables data driven investment decisions

Delivering today – Investing for tomorrow

Stakeholder engagement, helps DSO to:

- **Understand** future needs
- **Plan** the right solutions
- and **Enable** better outcomes



Ways to continue the conversation

- Email us: DSO@enwl.co.uk
- Join us: DSO conference – Penrith, Cumbria Wednesday 21 October

SP Electricity North West

Capital Investment

Shaun Gibb

Capital Projects Communications Lead









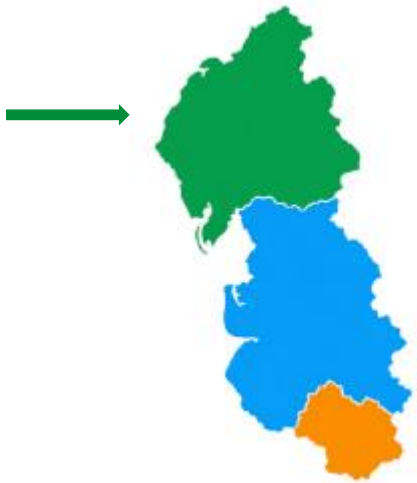




Investing in Cumbria today

SP Electricity North West

“Strengthening the network communities rely on now, while creating capacity for Cumbria’s future”







Reliability

Replacing ageing equipment to future-proof the network

Resilience

Reinforcing the power network to protect communities during severe weather

Capacity

Supporting homes, business growth and decarbonisation

From local asset renewal to our largest ever Cumbria investment programme

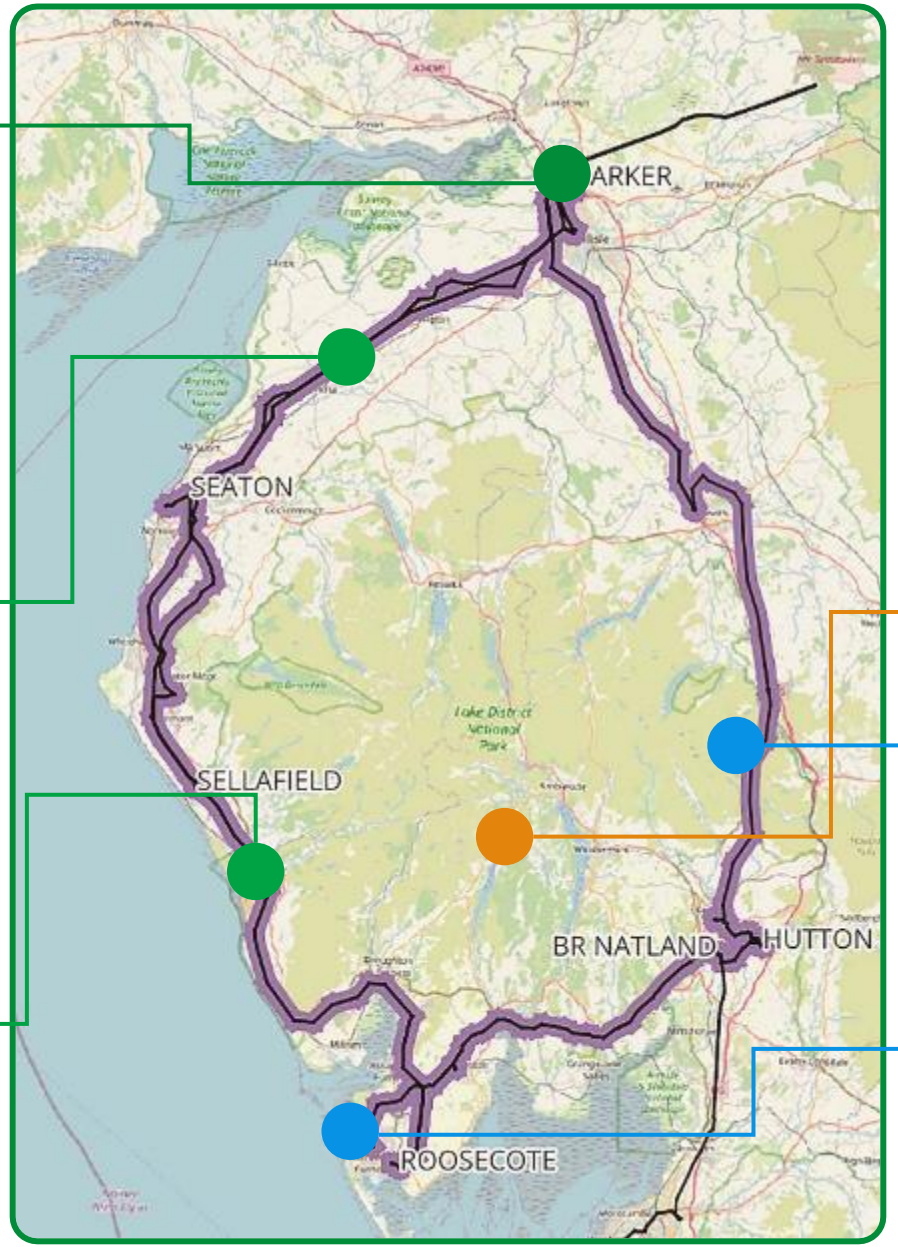
Key projects across Cumbria

SP Electricity North West

Harker substation
A £60m new 132,000-volt substation to feed the Cumbria Ring

The Cumbria Ring
£250m project to release capacity for major planned developments and decarbonisation

Roosecote to Sellafield
A £56m overhead line refurbishment spanning 47km



Selsmire
£14m project to install 11km of 33,000-volt underground cables and a new substation

Coniston
£16m project to underground and reinforce the 11,000-volt and 33,000-volt power network

Barrow
A £4.5m investment to replace ageing high-voltage cable circuits

The Cumbria Ring: capacity for Cumbria's future

A long-term programme delivered across Cumbria



Our largest ever investment programme in Cumbria

OVER £250m
long-term investment

154 km
phase one route upgrade

230+ MW
additional network capacity

What this investment enables

- **Planned development**
- **Cleaner transport**
- **Low carbon technologies**
- **Regional energy ambitions**



132kV overhead line refurbishment. Part of the Cumbria Ring.

Roosecote to Sellafield

Capital delivery

Coniston: responding to a clear local need

1	**The experience**	Storm Arwen exposed the vulnerability of local supplies
2	**The investment**	An alternative supply route and renewed infrastructure
3	**The solution**	Underground vulnerable sections and modernise overhead equipment
4	**The outcome**	A more resilient network for residents, businesses and visitors

Working with communities, councils, businesses and other utilities to reduce disruption



£16m investment across a 39 km route

Planning Cumbria's network together

SP Electricity North West

Stakeholder insights shape our plans

What we're delivering today

- Renewing ageing infrastructure
- Strengthening resilience
- Creating additional network capacity
- Delivering major Cumbria projects
- Learning from local delivery

Working with our stakeholders to

- Refine and further develop plans as we move to construction
- Coordinate and communicate our plans
- Engage with communities to manage delivery successfully

What is most important to you and your organisation about what we are delivering in your region, and why?

www.enwl.co.uk/networkinvestment

Discussion Questions

DSO – When considering a low carbon future, what barriers are you and your organisation facing and how might we overcome these together?



Capital Investment - What is of most interest/importance to you/your organisation in terms of what we are delivering in your region and why?

SP Electricity North West

Lunch

Check out our exhibition stands













SP Electricity North West

Welcome Back













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Connections

Graham Dent and
Lauren Summers







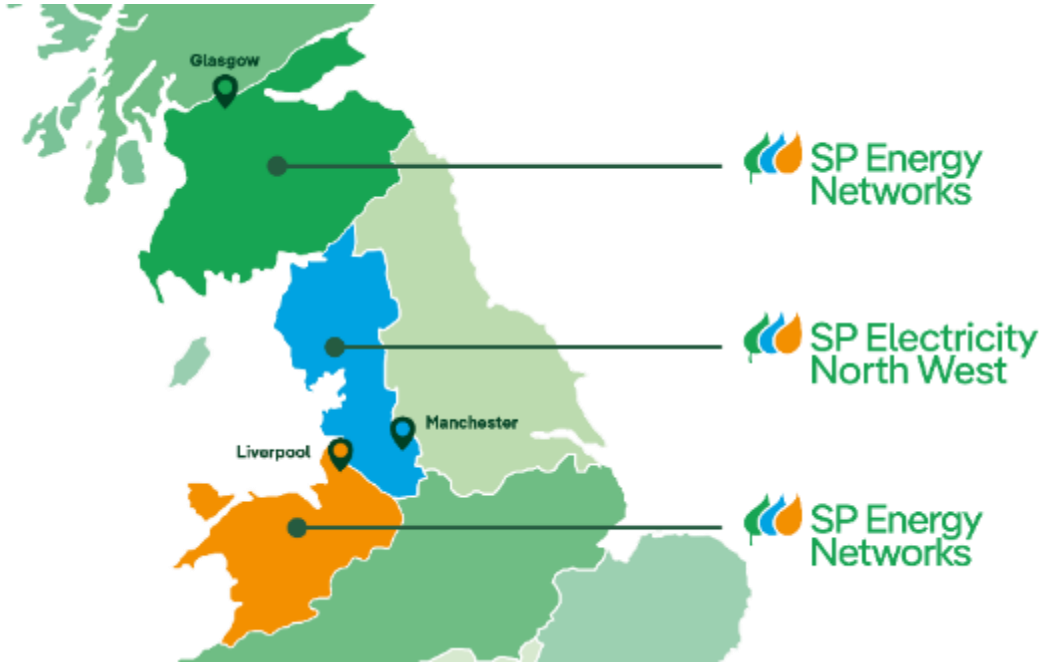






SP ENW Overview

- SP Electricity North West is one of Great Britain's 14 electricity distribution network operators.
- We maintain and invest in our network of 61,000km of underground cables and overhead lines, plus thousands of substations and innovative technology.
- We deliver a safe and reliable power supply to 2.4m homes and businesses from Cumbria to Cheshire, supporting electrification and clean growth.



£2.6bn
Investment from 2023-2028

£20bn
Cost to replace our entire network in the North West

2,287
Employees

48,000km
Underground electricity cables

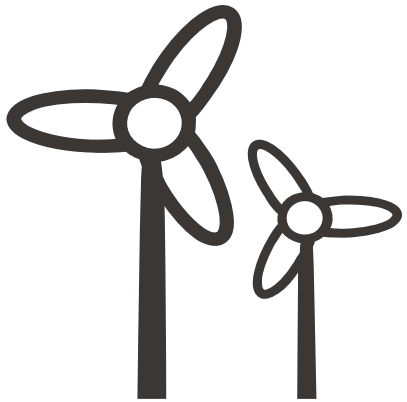
13,000km
Overhead power lines

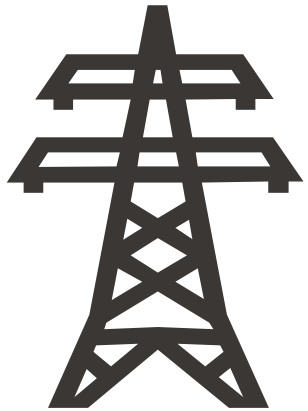
5m
Number of people we supply power to across 2.4 million homes & businesses.

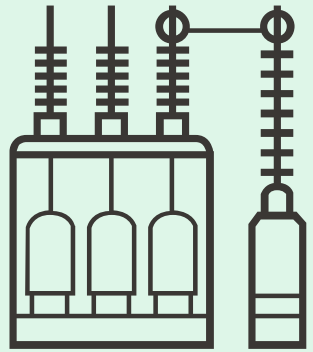
- Global energy leader, Iberdrola, acquired an 88% shareholding in Electricity North West in 2025 through its UK arm, ScottishPower. The network has now rebranded as SP Electricity North West.
- Iberdrola and ScottishPower are committed to building smarter, greener electricity networks and now distributes electricity to 12 million people in the UK through its 170,000km network.

Our role in the energy system

SP Electricity North West



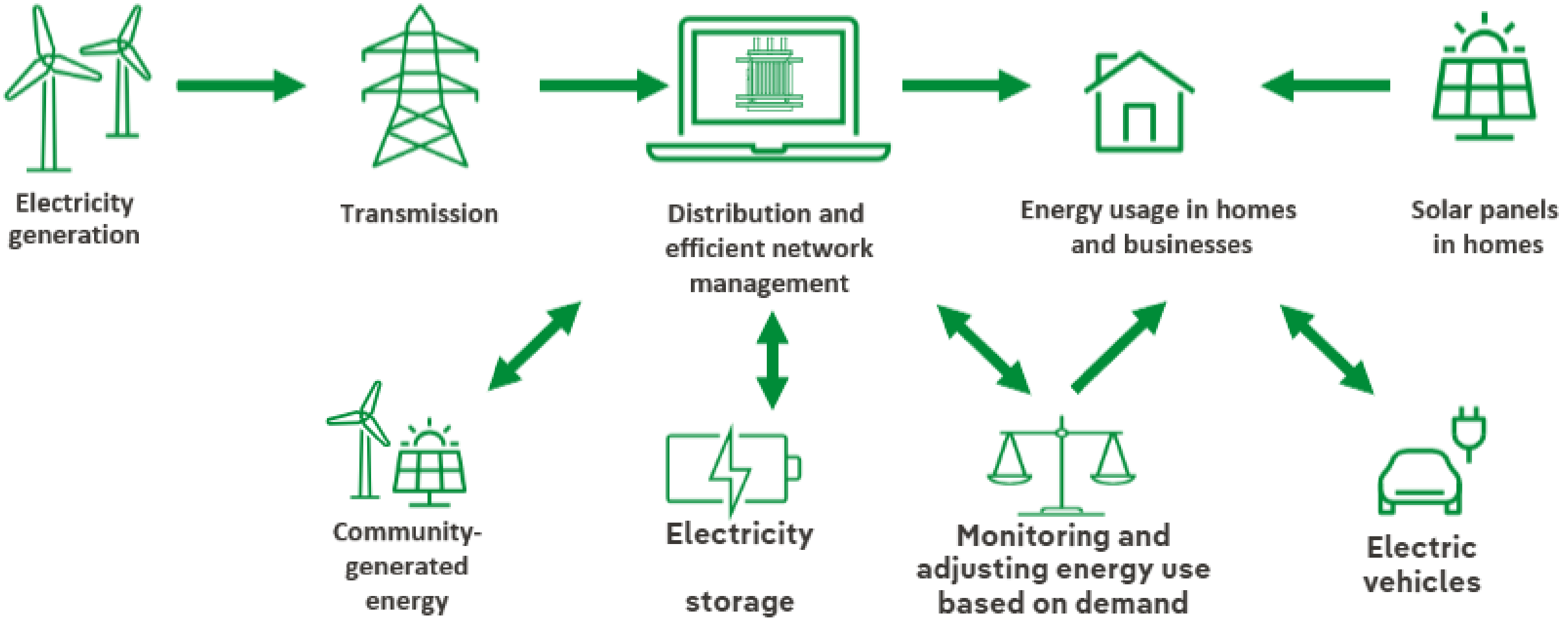






Generation → Transmission → Distribution → Homes

How a distribution system operator runs?



Connections quotations & delivery

SP Electricity North West

Quotes Team



LCT Planning & Policy

- LCT
- Gen up to 16amps per phase



Domestic Planning

- Domestic connections up to 60kVA
- Service Alterations



Minor Connections

- Demand <300kVA



General Connections

- Demand >=300kVA <1,000kVA
- Generation <1,000kW



Major Connections

- Demand >=1MVA
- Generation >=1MW



Diversions & Disconnections

- Major Diversion Schemes
- Diversions
- Disconnections

Delivery Team



LCT Delivery



Domestic Delivery

- "In House" Delivery Model



Minor Projects

- Small Value
- High Volume
- Low Complexity



Projects

- General Projects
- Mid-Complexity



Major Projects

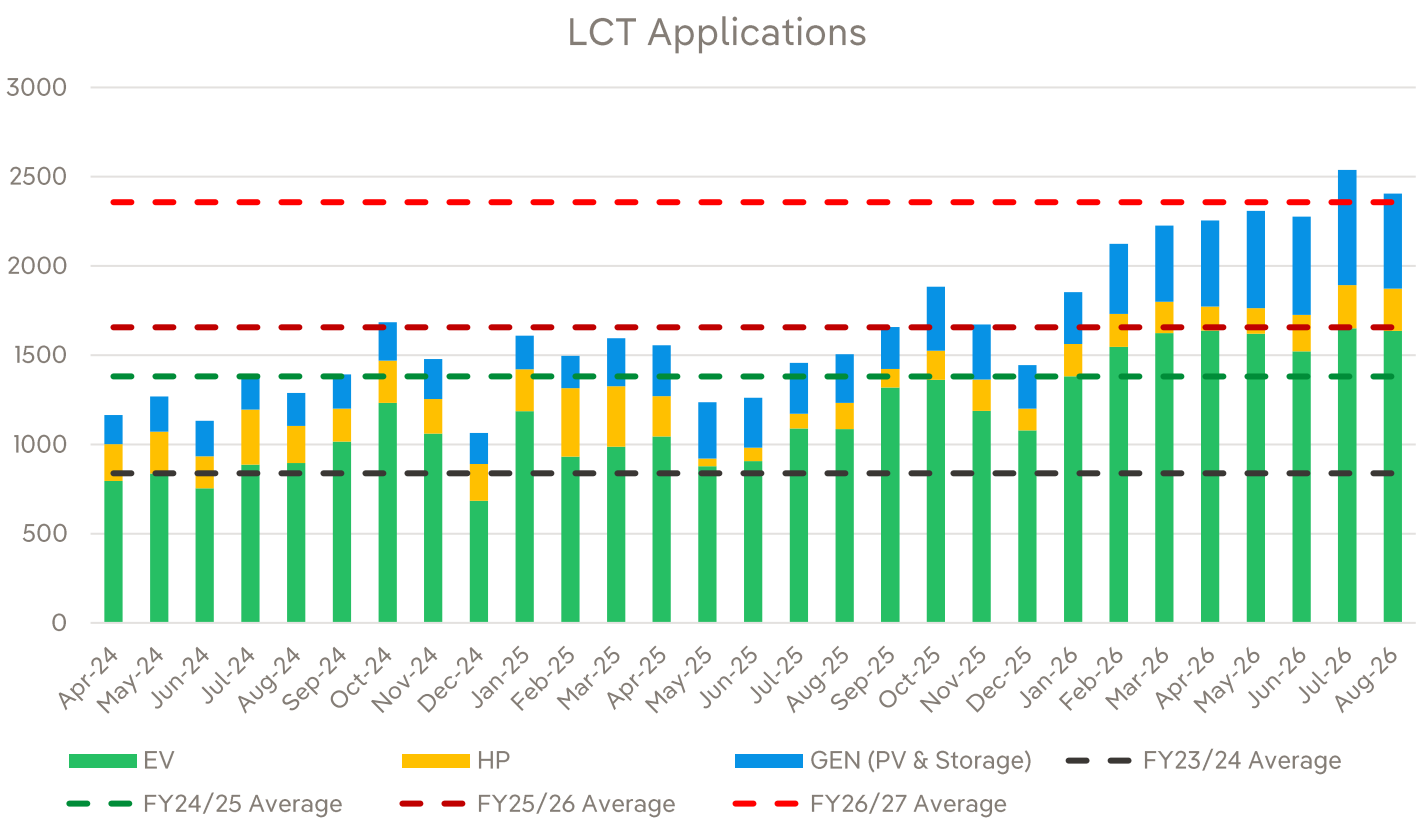
- High Value
- High Complexity
- Long Duration



CIC / ICP

- Design Approval
- Weekly Where-abouts

SP ENW LCT connections in numbers



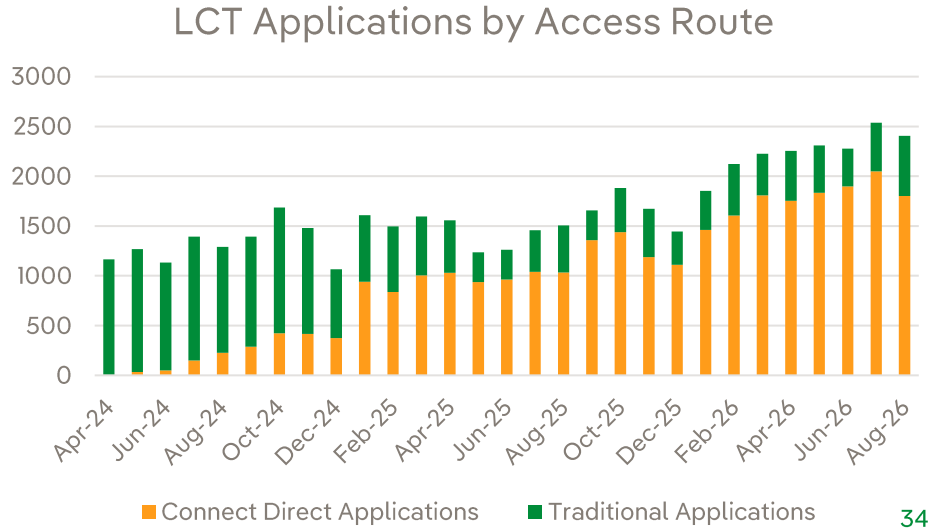
LCT Applications by year:

In FY23/24 we managed a total of 10057 applications

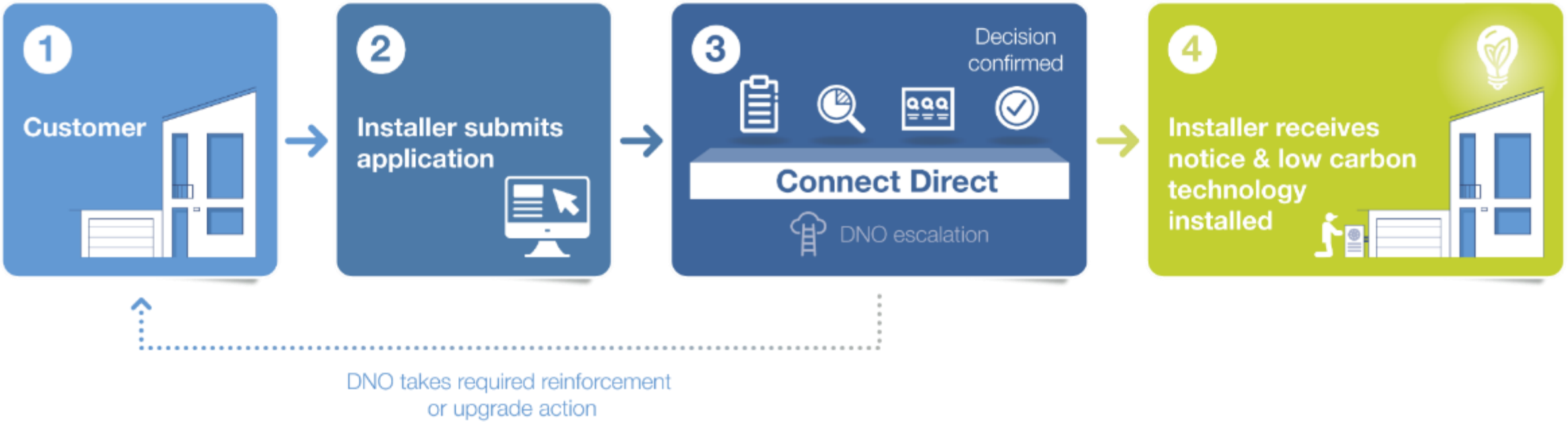
In FY24/25 we managed a total of 16567 applications

In FY25/26 we managed a total of 19875 applications

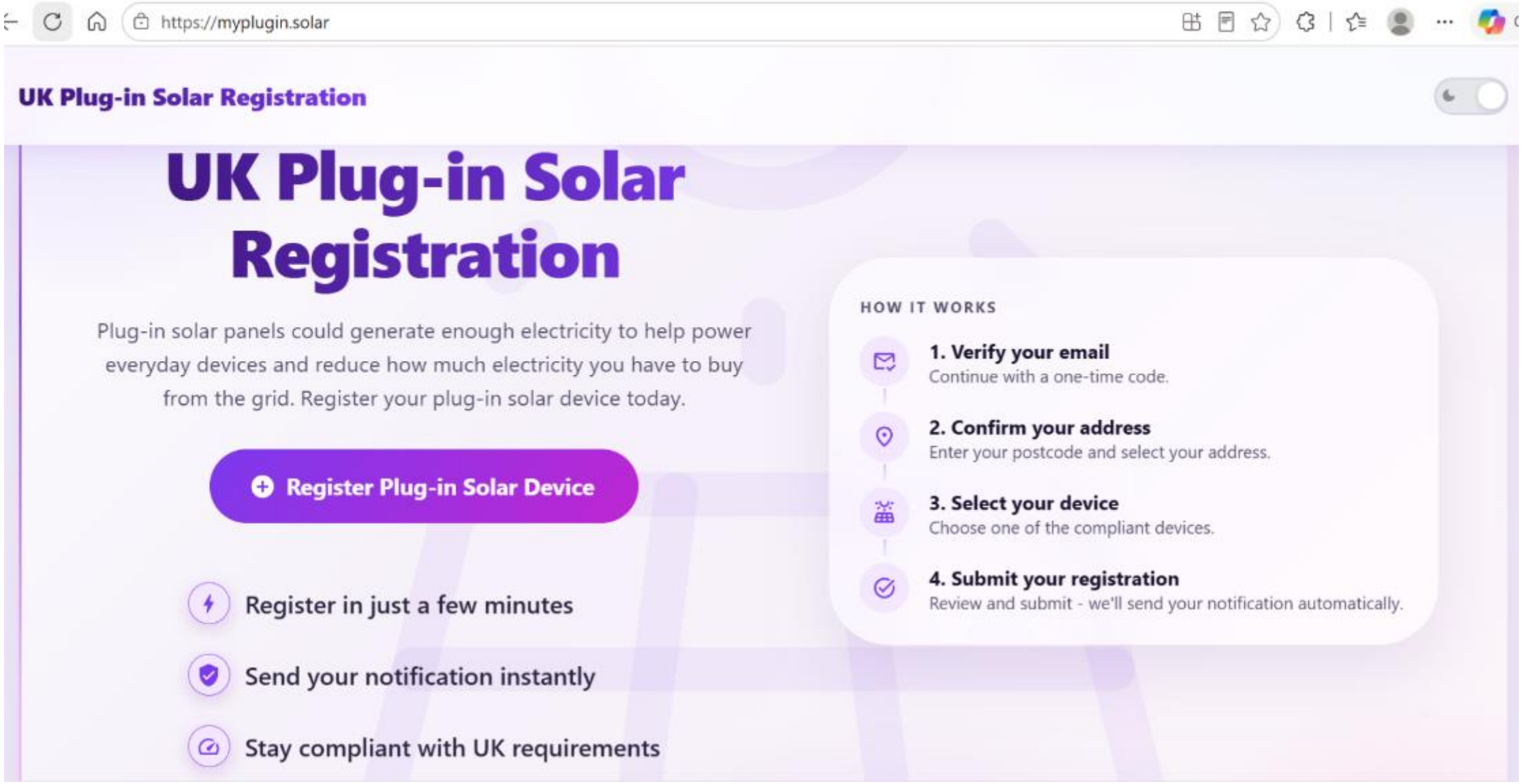
And Y2D for FY26/27 we've managed 11783 applications



Connect Direct process



Plug in Solar



Connections Quiz

SP Electricity North West

Mentimeter

Go to
www.menti.com
enter code
6149 9272 or use
the QR code



Thank you



SP Electricity North West

Customer













Paul Morris

Partnership &

Community Manager

SP Energy Networks

SP Electricity North West

Celebrating ED2 progress



Extra Care > Take Charge Today > Go Low

Why Extra Care matters -Alternative

SP Electricity North West

When the power goes off, the impact isn't the same for everyone

For some customers, electricity supports far more than everyday convenience.

Staying warm

Comfort and health

Staying connected

Family, carers and support

Staying independent

Confidence at home

Keeping essentials running

Medical equipment and refrigeration

Make support easier to access, easier to understand and safer for customers.

A power cut affects people differently. Extra Care helps us respond to what matters most.

Our ED2 Approach

One joined-up offer of Extra Care support

Helping customers feel prepared, supported and more in control.

EXTRA CARE

Help before during and after a power cut.

- Trusted referrals
- Practical preparedness
- Tailored support

TAKE CHARGE Energy & Money Advice

Trusted help with energy costs, money worries and access to wider support.

- Income maximisation
- Debt and benefits advice
- Energy Saving support

TAKE CHARGE - GO LOW

Expert impartial advice on low-carbon technologies and available funding.

- Practical energy advice
- Lower-cost actions
- More control at home

One umbrella of support, shaped around what matters to each customer.

ED2 Progress so far

What partnerships have helped make possible

1,161,245
Households registered for Extra Care

91,346
customers supported through Take Charge Today

5,088
customers reached through Go Low

£17.5m
social value created annually

The achievement is not just the number reached.

It is the reassurance, confidence and practical help behind every number.

"As an autistic person, forms and paperwork can be overwhelming. The Take Charge advisor handled everything and helped clear my debt, lifting a huge weight off my shoulders"

Maintaine – Received help accessing financial support and energy saving advice

SP Electricity North West

Partnerships turn trusted conversations into practical support

Customers are more likely to engage with support when it is introduced by an organisation they already trust.

01

Trusted conversation

A need is recognised and support options are discussed.

02

Simple referral

The customer is connected to the Extra Care Register.

03

Customer outcome

Support is available when it matters most.

THE RESULT

More customers receive tailored support before, during and after a power cut.

Partnerships in Action: Lancashire

Specialist support when it matters most

Our partnership goes beyond funding. It connects our power-cut response with trusted, specialist support for the Deaf community to ensure we are meeting needs in a way that is relevant to them.

01 **Sustaining local care**

Our funding contributes to Deaf Village North West delivering specialist support across Lancashire

02 **Connecting people to Extra Care**

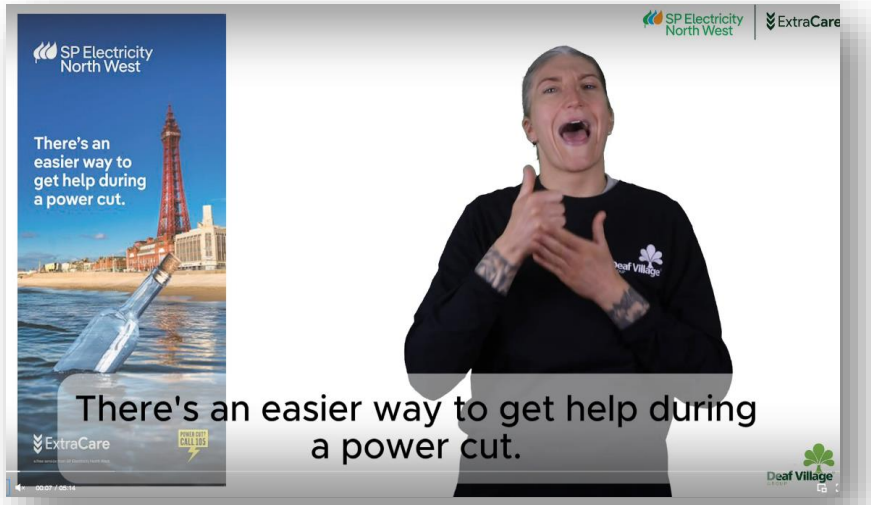
Deaf Village North West teams support the Deaf community to access the Extra Care Register and the support available during a power cut.

03 **A direct route to specialist support**

Our collaboration extends across Lancashire and beyond to deliver BSL first Extra Care communications via trusted personal assistants.

A stronger local safety net: network support + trusted specialist care

Our partnership in action





Internal Use

Ready for winter, together

Our business-wide winter exercise is underway

Colleagues across the business practice their incident roles while helping us prepare to support customers during a power cut.

NEARLY 40,000 CUSTOMER PHONE CALLS

6,500 CUSTOMER VISITS

Why it matters

1. **Confirm details**
   Make sure we hold customers' most up-to-date information.
2. **Practice our response**
   Give colleagues practical experience of their incident roles.
3. **Build confidence**
   Reassure customers that support will be there when needed.

Prepared colleagues. Accurate customer information. Reassurance before winter.

Discussion Questions

Customer – As we look ahead to the coming year, what are the biggest challenges facing the people and communities you support, and where are the opportunities for us to work together to provide better support before, during and after difficult events such as severe weather, power outages or cost of living pressures?



Connections – Take a look at the letter on your table – how can we improve this and make it more accessible for our customers?

SP Electricity North West

Q&A













Thank you!

SP Electricity North West

Our other regional events

Lancashire (University of Lancashire, Preston) 10.00am - 3.00pm, Thursday 24 September

Greater Manchester (Innside by Melia) 10.00am – 3.00pm, Tuesday 29 September

Feedback about today

We really value your feedback, please share your thoughts on today's event

SP Electricity North West

Closing Remarks

Paul Auckland

Head of Economic Regulation











