SP Electricity North West

Regional Stakeholder Workshop

Delivering Today,
Investing for Tomorrow
in Greater Manchester













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



www.menti.com
enter code
1610 7387 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 Vinny Cranny
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	Steffan Jones, Chloe Pieri and Jill Hendry
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



Chloe Pieri
Connections Customer Engagement Manager



Vinny Cranny
Head of Capital Delivery



Katherine Horne
Social DSO Manager



Abi Lucy-Lloyd
Stakeholder Engagement Manager



Paul Morris
Partnership & Community Manager



Steffan Jones
Head of Economic Development

SP Electricity North West

Welcome

Paul Auckland

Head of Economic Regulation, DSO & Stakeholder Engagement











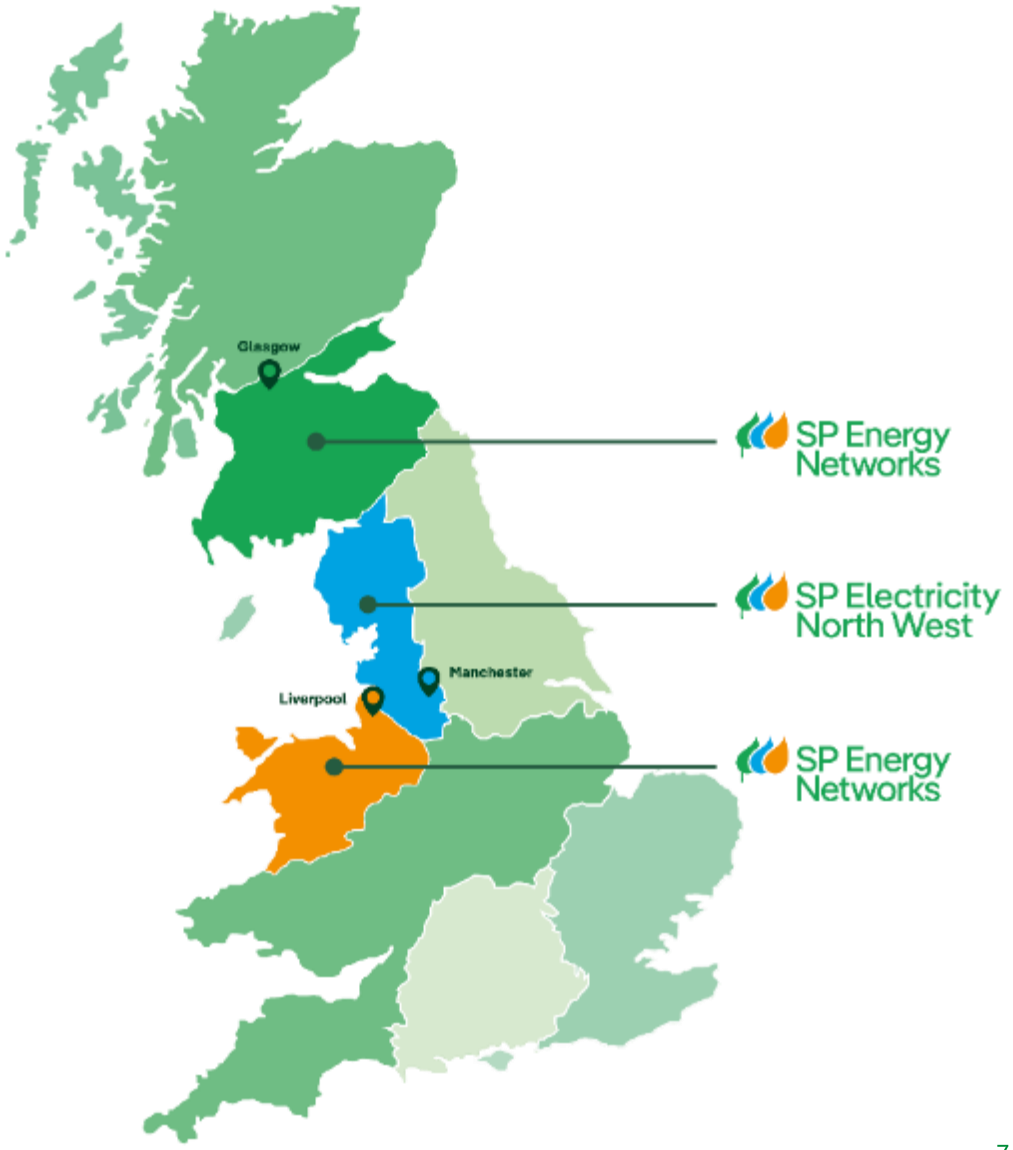


About us

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

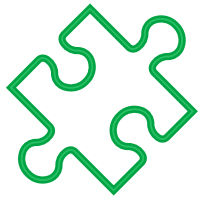
SP Electricity North West

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



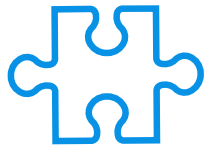
What is Distribution System Operation (DSO)?

SP Electricity North West



Understand

- Analyse network and customer data.
- Forecast future demand and generation.
- Understand local growth and decarbonisation plans.
- Identify future network constraints



Plan

- Assess future capacity requirements.
- Evaluate reinforcement and flexibility options.
- Develop long-term network plans
- Prioritise investment decisions.



Enable

- Procure flexibility services.
- Release capacity for customers and communities.
- Support low-carbon technology connections.
- Monitor network performance.

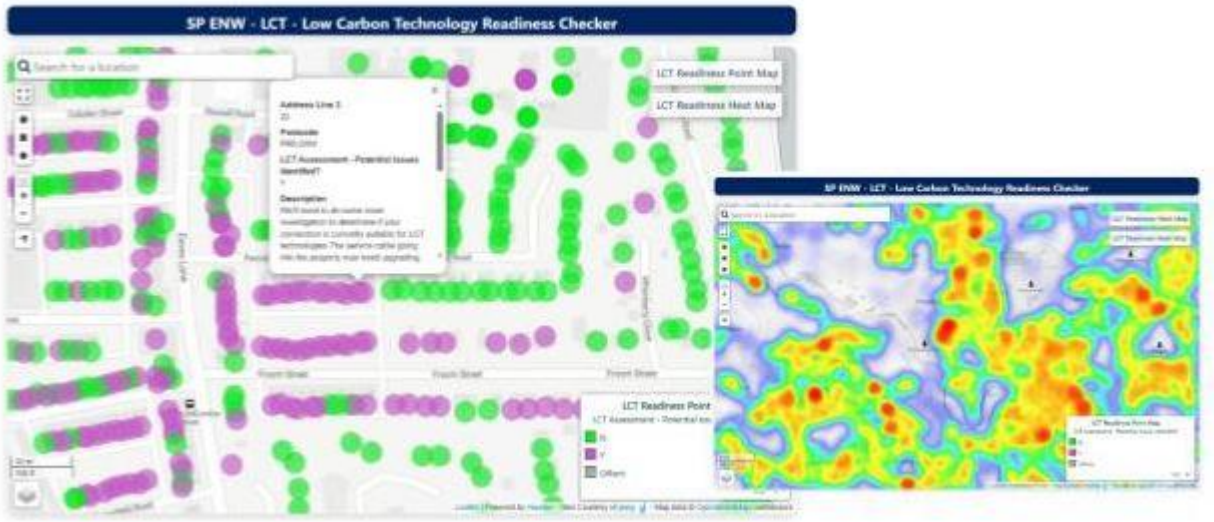
DSO in practice: Forecasting Demand – Capacity management – Flexibility markets – Stakeholder engagement – Strategic network planning – Data and insights

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 – *Enabling Greater Manchester ambitions*

SP Electricity North West

Partnership in action:

- Regular engagement – multiple touch points
- Sharing data, insights and future plans
- Co-ordinated decision-making across the region.

What has this enabled:

- **Transport decarbonisation** – supporting the Bee network electrification planning.
- **Strategic growth planning** – Aligning network planning with major development locations.



Credit TfGM

Strong partnership help turn shared ambitions into coordinated action

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

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Capital Investment

Vinny Cranny
Head of Capital Delivery













Investing in Greater Manchester today

"Strengthening the network communities rely on now, while creating capacity for Greater Manchester's future"







Reliability

Replacing ageing equipment to future-proof the network

Resilience

Reinforcing the power network to protect communities during severe weather

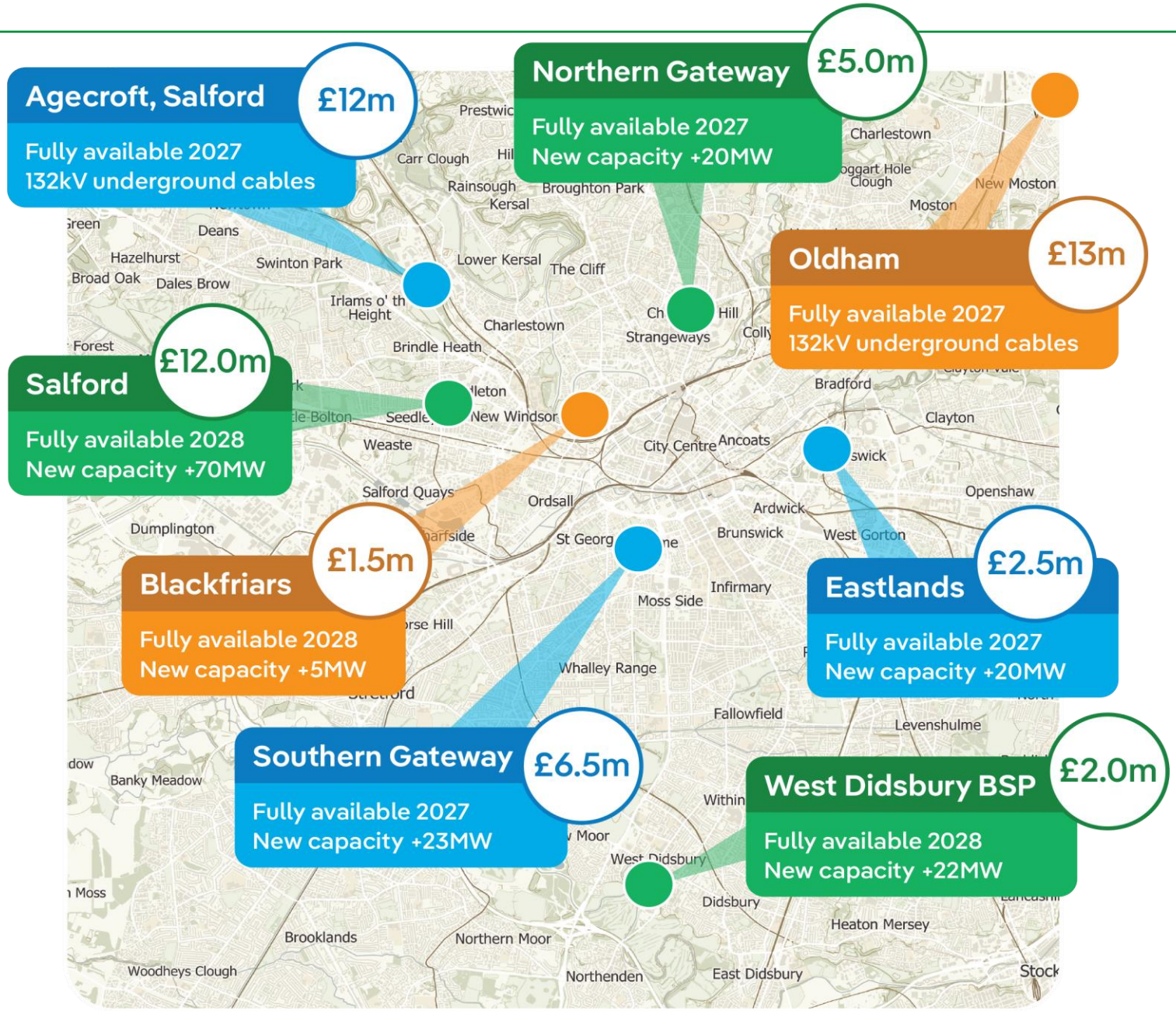
Capacity

Supporting homes, business growth and decarbonisation

From local asset renewal to increasing Greater Manchester's capacity by 190MW – enough to power a city the size of Salford.

Key projects across Greater Manchester

SP Electricity North West



Worst served customer/ Storm Arwen programme
£5m of essential upgrades to our overhead line network

County wide
£15m investment in overhead line monitoring equipment

County-wide
£23m investment in smart and low loss transformers



Grid transformer replacement, Frederick Road, Salford

Capital delivery

£24m investment in Salford

Creating electricity capacity for one of Greater Manchester's strategic development areas.

£24m
network investment

146,000+
Homes and businesses benefiting

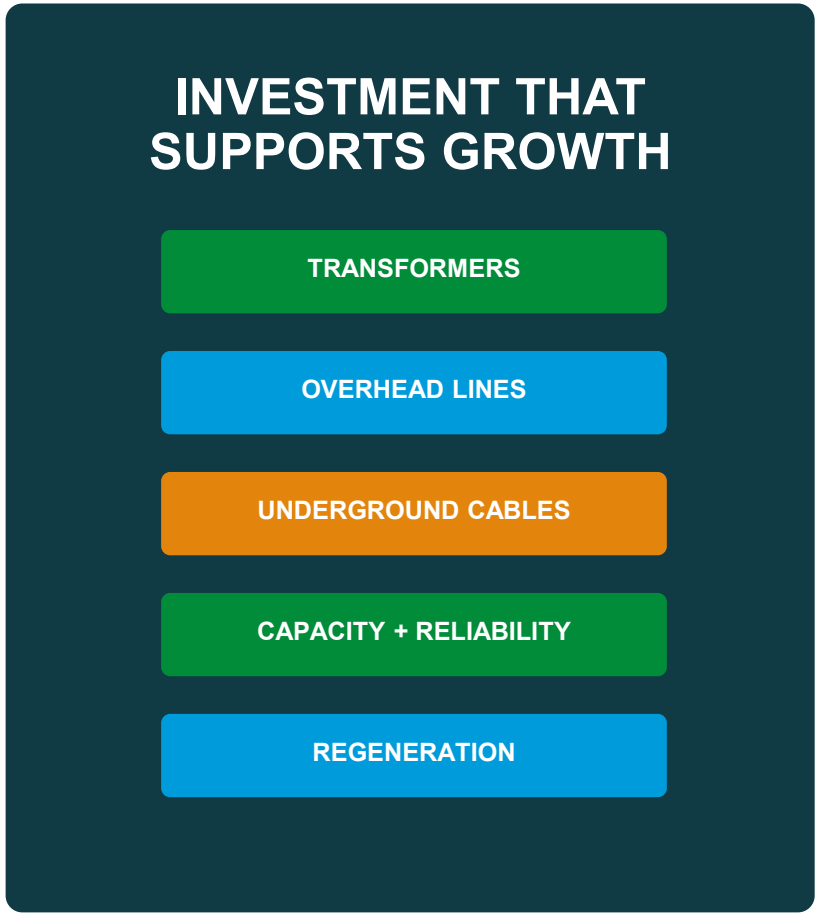
+70MW
additional capacity

The challenge

Old transformers at Frederick Road, Ageing oil-filled underground cables in Agecroft needed replacement and upgrade to meet future demand.

The solution

Improved reliability, greater capacity, modern environmentally friendly assets and infrastructure that supports regeneration and low-carbon technologies.



Stakeholder-informed delivery

Create extra value
Supporting Salford University and Kersal Vale Allotment Association with their projects

Coordinate locally
Working closely with Salford Council, Salford University, Network Rail, Salford Rise

Keep people informed
Advance communication for residents, businesses and commuters

Planning Greater Manchester's network together

SP Electricity North West 24

Stakeholder insight shapes our plans

What we're delivering today

- Renewing ageing infrastructure
- Strengthening resilience
- Creating additional network capacity
- Delivering major Greater Manchester 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 most important to you and your organisation about what we are delivering in your region, and why?

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Lunch

Check out our exhibition stands













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Welcome Back













SP Electricity North West

Connections

Steffan Jones

Head of Economic Development













Connections Overview

- We turn a customer's application into a safe Connection fit for the future.

1

Apply & understand

Register the request and clarify what the customer needs

2

Assess & design

Analyse capacity, design the solution and identify any reinforcement

3

Quote & explain

Price the works and explain the offer.

4

Build & energise

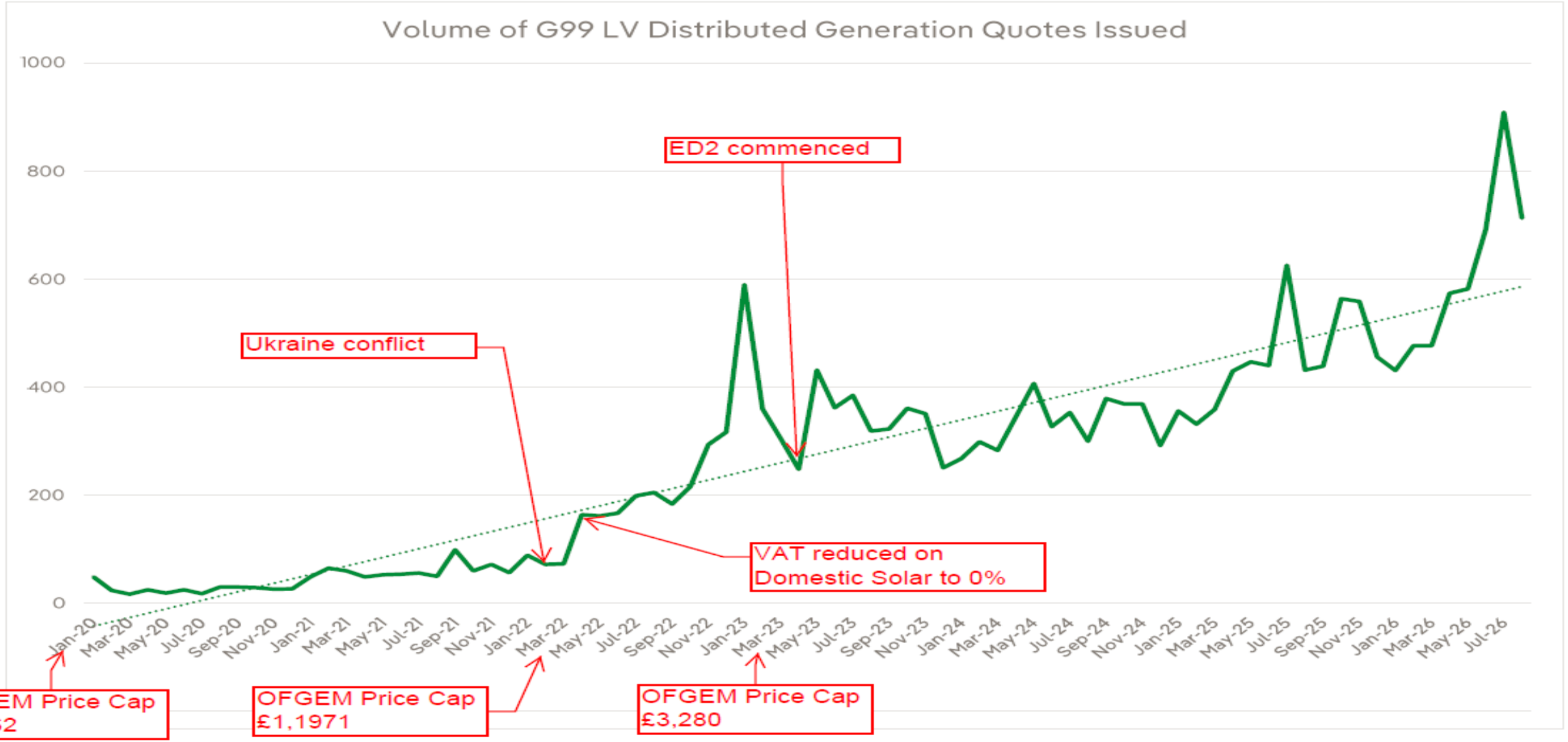
Plan, construct, connect and hand over safely

Quotes team manages the process from Application to Delivery handover.

Delivery manage the physical construction of the Design.

Impact of the changing world on Connections

Low Voltage Distribution (G99 >7.36kW) offer volumes have grown from 319 per year in 2020 to 5,440 in 2025, representing a compound annual growth rate of 76%.



Connections quotations & delivery

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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

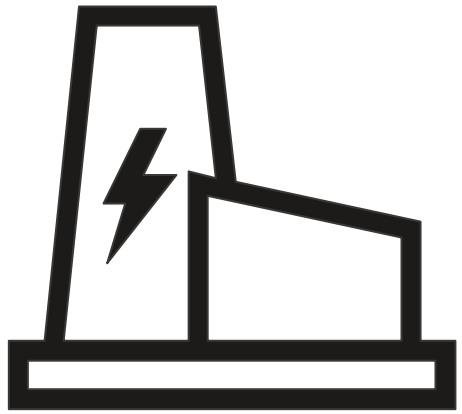
- High Value
- High Complexity
- Long Duration

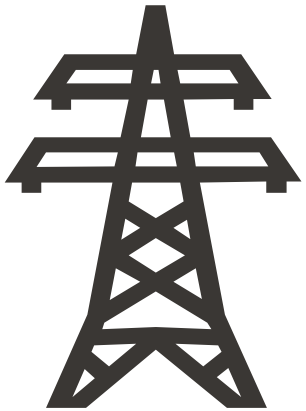


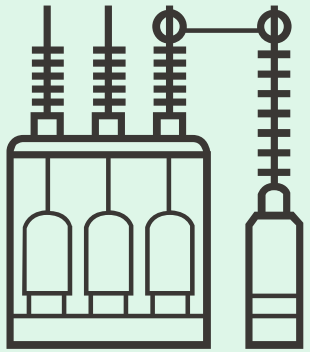
CIC / ICP

- Design Approval
- Weekly Where-abouts

Our Role in the Energy System



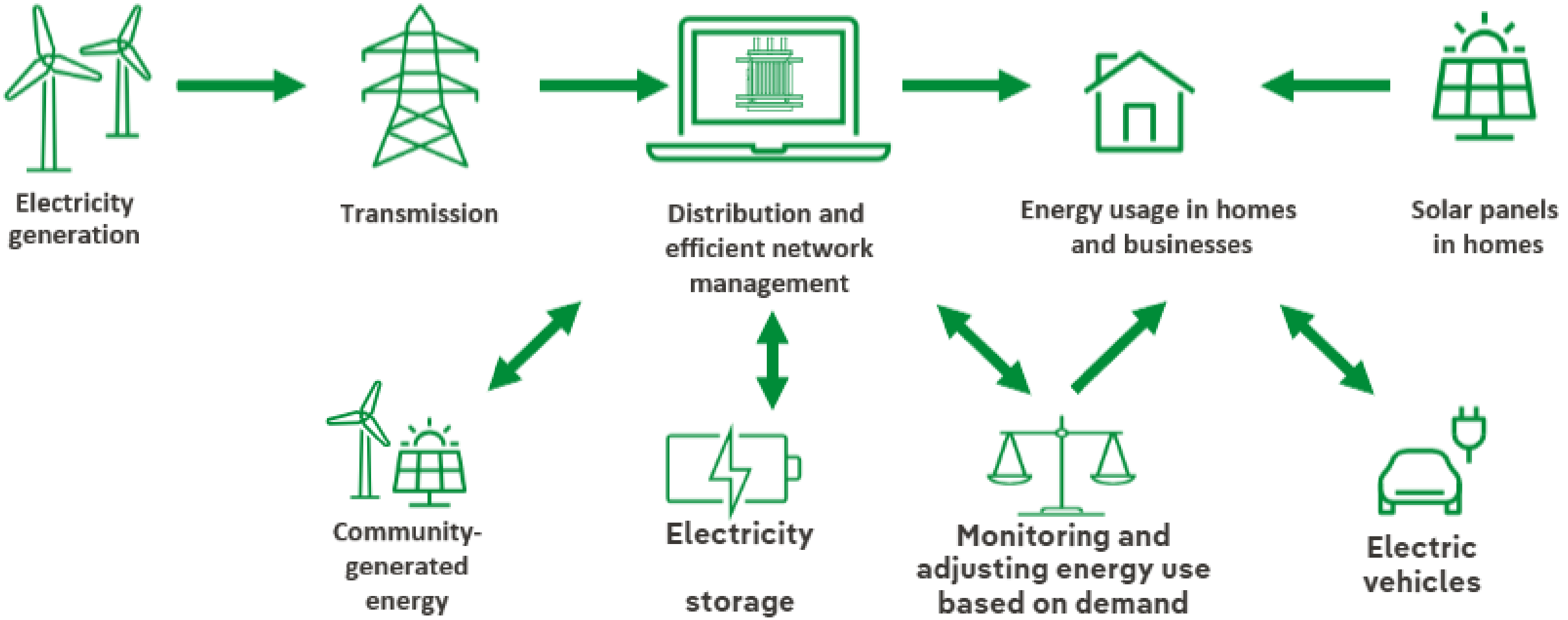




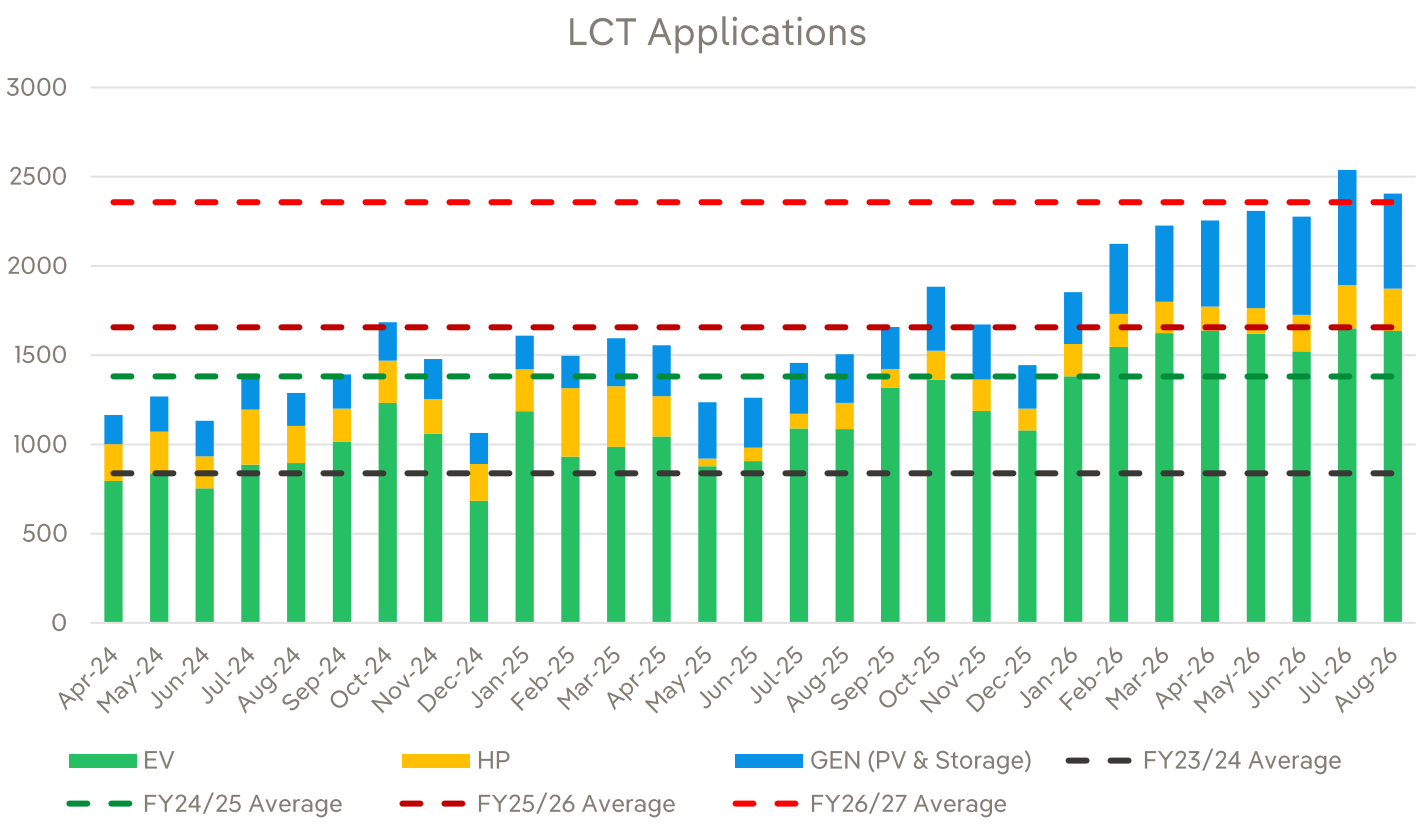


Generation → Transmission → Distribution → Homes

How a Distribution System Operator runs?



SP ENW LCT Connections in Numbers



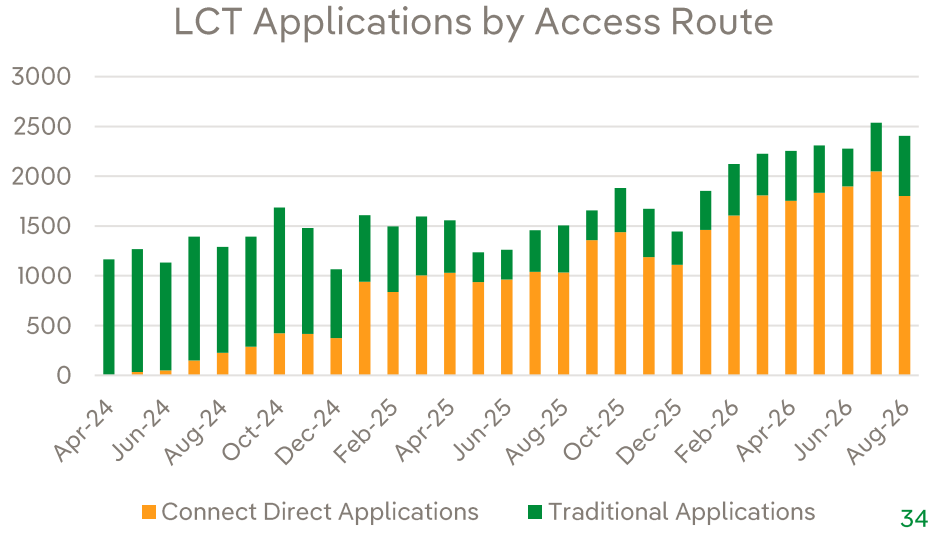
LCT Applications by year:

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



Connections Quiz

SP Electricity North West

Mentimeter

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



Thank You... Any Questions...



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Customer Team

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

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

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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: Manchester

SP Electricity North West

Specialist support when it matters most

Our partnership goes beyond fuel poverty support. It connects people with trusted, expert advice that reduces financial pressure and helps households stay safe, warm, and supported.

01	**Client Support**	Information Advice Income Maximisation Debt Support
02	**Financial Impact**	Income Gains Debt Solutions Grant Access Tariff Support
03	**Regional Delivery**	Delivered consistently across the North West Trusted local Partners Consistent referral routes

The partnership is delivering significant financial outcomes while providing consistent advice and support across the North West

citizens advice in the North West



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 document on your table – how can we improve this and make it more accessible for our customers?

SP Electricity North West

Q&A













Thank you for your feedback!



SP Electricity North West

Closing Remarks

Paul Auckland

Head of Economic Regulation











