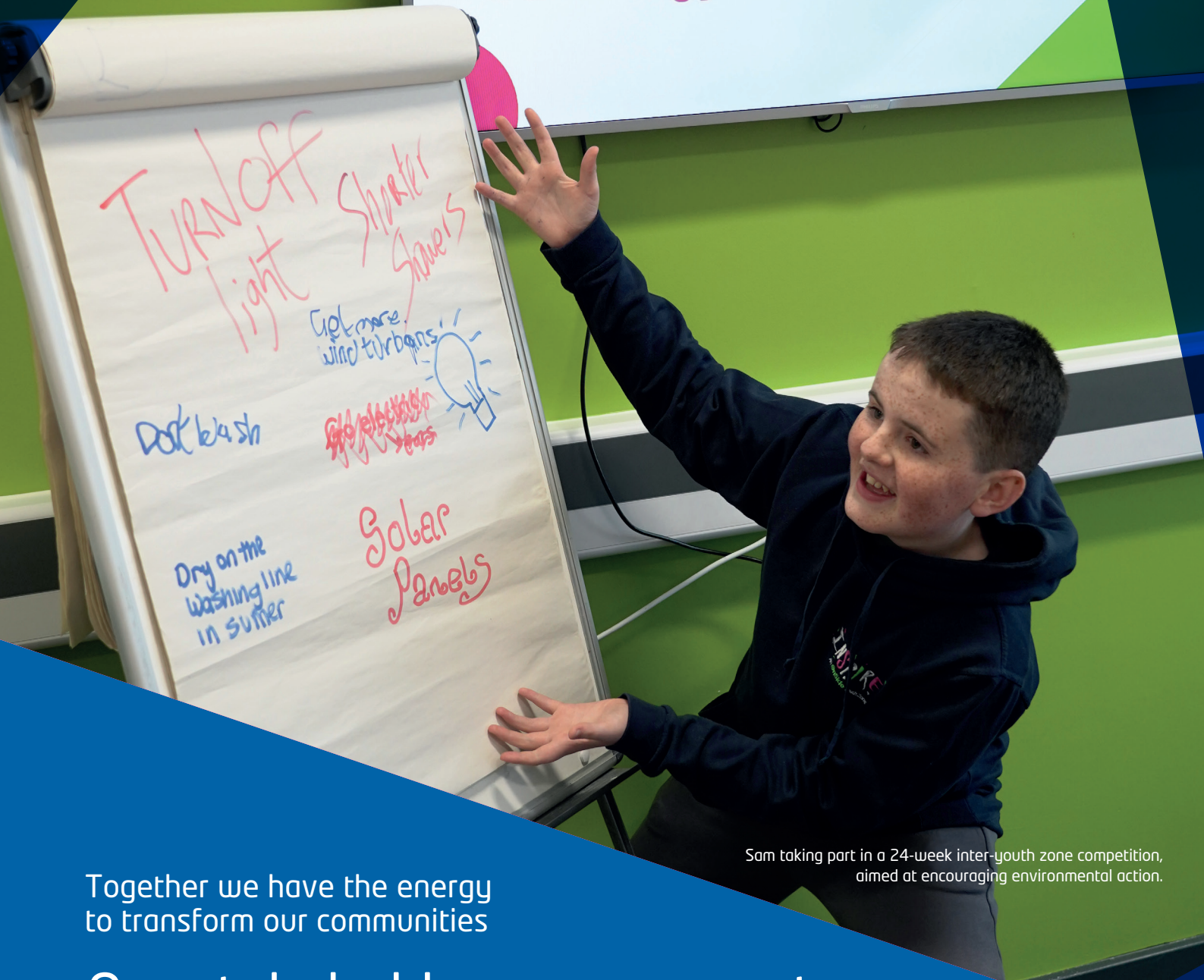


Our Energy Saving Tips



Sam taking part in a 24-week inter-youth zone competition, aimed at encouraging environmental action.

Together we have the energy
to transform our communities

Our stakeholder engagement activities and the outcomes we have delivered

As a distribution network operator (DNO) focused solely on the North West, we take pride in delivering power and extra care to 2.4 million properties and over five million customers.

Every year in our Stakeholder Engagement and Consumer Vulnerability (SECV) submission we summarise how stakeholder engagement, as a central part of our strategies, is having a demonstrable effect on decision-making and on the outcomes experienced by customers'.

A robust strategy has seen a step change this year in our approach to stakeholder engagement. We present a summary of our far-reaching and meaningful progress in 2022/23 in three parts.

Part Two is structured around our 2022/23 strategic engagement themes and summarises a range of high-impact initiatives that align to our stakeholders' priorities. Operating at the lowest cost is an overarching priority that cuts across our entire submission. It reflects an expectation among our stakeholders for a consistent focus on efficient delivery and the lowest possible distribution bills.

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<hr/>			
Stakeholder priority		Engagement theme	
<hr/>			
Operating at the lowest cost	Keeping our customers' lives running safely	Making every contact count to signpost cost-of-living crisis support	2
		Maximising preparedness for potential power cuts	4
		Investing and innovating to build a network fit for the future	6
	Leading the North West to net zero	Engaging, inspiring and supporting behaviour change	7
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2022/23 Engagement highlights:



Cost-of-living support

Featured on page three, our collaborative awareness campaigns inspired 80% of customers to act on the advice provided to save money and keep safe and warm.



Extra care for winter

Featured on page five, a 500% increase in our standby capacity enabled us to make 23,000 personal calls to highly vulnerable customers, in just seven days, to prepare them for potential energy shortages.



Easier LCT adoption

Featured on page 10, Tim Farron MP sees first-hand the benefit of enabling housing associations to submit bulk LCT applications and accelerate 2,500 installations.

Case study key:

Responding to stakeholder feedback and to ensure our reports are as accessible as possible, we have improved their readability. We have increased the font size, while making changes to suit varying accessibility requirements including, an easy read version, the use of screen readers, and QR codes to access subtitled videos. The following symbols found throughout our report highlight features of our 2022/23 activities:



New

Initiatives which were introduced this year



Innovative

Novel or leading practice, based on benchmarking, for industry replication



Hard-to-reach

Initiatives which best serve the specific interests of under-represented stakeholders



Scaled-up

Embedded initiatives that are now reaching significantly more consumers than last year



Collaborative

Outcomes positively influenced or co-facilitated by sharing of best practice and resources.

Introduction from
our Asset and
Technology Director

Coordination of cost-of-living advice and safety
education across the North West



Our purpose “together we have the energy to transform our communities” reflects our intention to make a meaningful difference to the lives of our customers and is echoed in every aspect of our business, including our engagement strategy. **This year we have made a step-change in our collaboration with stakeholders** to mitigate the issues and risks of today, without delaying action on the challenges of tomorrow.

The coronavirus pandemic, Storm Arwen and the energy crisis are high-impact events that have highlighted our customers’ increased reliance on electricity. While we cannot control such events, stakeholders, including consumer representatives, support our desire to engage with our customers and understand how we can best support them.

At our regional workshops, stakeholders called upon our convening power to act collectively and signpost people to the cost-of-living support already available. **We assembled partners from inside and outside our industry to pool our resources.** Together we delivered a range of creative energy awareness campaigns, reaching 2.4m households in 2022/23 and supporting an additional 12,362 people in greatest need by referring them to our trusted partners for in-depth crisis support.

Our engagement and shareholder funding has enabled communities directly impacted by Storm Arwen to **deliver 12 resilience schemes tailored to their own needs.** Communities can now access improved communications, hot food and drinks and back-up power quickly, following an incident being declared. We have also protected rural networks further by expanding the rollout of innovative sensing technologies to detect and repair faults more quickly.

In our 2022/23 climate colleague survey colleague pride increased to 87%. This is no coincidence. Under Ian Smyth’s leadership we re-energised our safety and customer-first culture. This is proven by our response to the risk of supply shortages this winter. While other DNOs confirmed their intention to send a mass mailing to customers to help them prepare, local resilience forums and local authorities in our region told us that replicating this approach would not sufficiently reduce the risk to our customers. Therefore, we decisively **made 23,000 personal calls to our most vulnerable customers, in just seven days,** alongside issuing advice to 737,298 customers in written format where we knew this was their preference.

In September, 87 stakeholders at our sub-regional workshops echoed the view of our Sustainability Panel,

that our cost-of-living crisis response should be aligned to net zero messaging. Engagement was key to the development of our strategy which meets a need identified by our stakeholders – to **provide trusted advice to encourage SMEs to start or progress their net zero journeys.** This also led to a policy change and new solutions, which made it quicker and easier for housing associations to connect 2,500 low carbon technologies (LCTs) across 10,000 properties.

Despite it being a very challenging year for large sections of society, our engagement has shown there is every reason and need to be hopeful about our energy future. Electricity users are now more actively involved in energy matters, giving us a more secure platform to drive flexibility and keep costs low. **Our industry leading ‘People Power’ youth engagement** has built on this opportunity, inspiring future generations to change their behaviour towards the environment and the care of vulnerable customers, and to inspire others to do the same.



Steve Cox
Asset and
Technology Director



Scan the QR code to access Steve's video message

In response to your feedback

The impact that engagement had on business decisions	Clarity on tools, including SROI, used to make decisions	Creativity in partnerships to achieve successful outcomes
An improved case study format that explains in more detail how we identified a need, what we did in response, why we chose that option, what we learned and what happened next.	Greater clarity about how we used stakeholder feedback with cost benefit analysis and social value to make decisions about whether (or not) to take projects forward, change course or stop.	More examples of proactive collaboration with energy and non-energy partners on shared challenges, reflecting the more integrated nature of the energy system.
We took part in 25 collaborative projects with DNOs this year, taking a lead role in ten and contributing over 100 hours of input to these initiatives, delivering greater benefits to GB customers.		

Our established stakeholder advisory panels review our customer insights to understand, identify and respond to emerging risks and co-develop implementation plans. This year they helped sharpen our focus on the key needs of our customers and stakeholders, listed in Part One, page seven. Our case studies show the actions we have taken to address these needs.




Managing risks to protect or create value for stakeholders

We continuously analyse and address risks to achieve our goals. Our approach protects and creates value for stakeholders and our shareholders, by prioritising effort on emerging risks. We differentiate between near-term tactical approaches and strategic forward-looking plans which are informed by reactive and proactive engagement and adjusted as circumstances evolve.

	Issue	Risk
Impact	Has occurred	May occur
Strategy	Tactical	Strategic
Horizon	Shorter-term	Longer-term
	Past → Now → Future	

Our CEO Panel felt strongly that storm resilience should be a key priority for the business. Our Public Panel of customers, representing diverse backgrounds, also stressed the importance of continuing to enhance the resilience of our network and communities to limit the impact of power cuts on customers.

By adopting resilience as a priority engagement topic, we worked with stakeholders to develop our understanding of three related issues and risks.

Issue	Associated risks
 Cost-of-living crisis Escalating energy prices influencing risky behaviours, such as a 400% rise in meter tampering , and the use of unsafe heating in the home.	Further price hikes increasing fuel poverty and energy debt, network and appliance damage and reduced wellbeing.
 Storm resilience Rural communities powered by our overhead network are most exposed to the impact of storms.	Following 27 named UK storms since 2016, severe weather is becoming more common as the effects of climate change are felt.
 Winter preparedness 79% of our Public Panel were worried about reports of a winter energy shortfall and potential sudden loss of supply.	Emergency disconnections risk exacerbating vulnerable circumstances. For customers least prepared, loss of supply has practical, emotional and financial impacts.

Making every contact count to signpost cost-of-living crisis support



► Strategic context

The pandemic has been a catalyst for social change. Consumers are spending more time at home for leisure and work and are more reliant on energy to power their technologies. This year as escalating food, energy and fuel prices drove the highest level of inflation in 45 years, our tracking research monitored the impact on our customers. In July 2022, when the average annual standard variable energy tariff was £2,000, it showed **65% were already struggling to pay their energy bills**.

There are two sides to regulation: the words themselves, and the intentions (or spirit) behind them. We focus on the latter, to deliver better outcomes to our customers. To exemplify this our challenge was **how to go beyond our statutory obligations to ease the impact of the cost-of-living crisis, while not duplicating the efforts of others**.

► What we heard

Our stakeholders told us we have a key role in keeping families safe in their homes, minimise the risk of disconnection among households choosing between eating and heating, and give them the tools to better manage their lives. They told us it's essential we use our 'converging power' to amplify the message of local experts to deliver the most impact at the lowest cost. Specifically, 87 stakeholders attending our regional stakeholder workshops told us:

- More people need help for the first time and do not know who to turn to
- Energy debt is the most common debt issue across 85% of our 35 local authorities
- Dangerous energy behaviours are increasing. South Lakes Housing reported a high volume of requests for disconnection and re-opening of chimneys.

Stakeholders believed that with increasing cost-of-living there was a clear safety risk and that we needed to play a role in mitigating the elevated risk. **The ask was to harness the reach of our stakeholder community to coordinate messages and signpost people to the cost-of-living support already available.**

► What we did

We discussed spreading the message, such as amplifying the messages shared by others to maximise impact, with our Consumer Vulnerability Panel. Members challenged us to lead by example, maximise our daily interactions with customers and expand collaboration. Aligned to our decision-making arrangements (See Part One, page three) the Stakeholder Engagement Challenge Group (SECG) became the essential forum this year for reviewing emerging stakeholder insights. The SECG further strengthened the feedback provided by stakeholders, giving us confidence that this was a key priority worth focusing on heavily this year because:

- Our partners are the experts, so our content should promote their advice, creating a single version of the truth to establish trust
- Our collaborative approach keeps costs low for customers.



Our key messages were:

1. We understand that this is a tough time, but support is available;
2. There is more help out there than perhaps you know; and
3. Join our Priority Service Register for more support during a power cut.

We assembled 11 charity partners and the best money saving experts to bring trusted advice designed to save customers money, while keeping them safe, warm and well.

In this section we highlight four examples of our collaborative work to coordinate a response to the cost-of-living crisis and maximise our communities' preparedness for potential power cuts.

2022/23 colleague volunteering focused on cost-of-living support

Continued from previous page

We delivered these messages through a range of channels:

1 Collaborative campaigns

To keep customers safe, warm and well we co-created and funded a 'Be Safe and Save' campaign with Cadent, Age UK (Lancs) and Lancashire Fire and Rescue Service (LFRS). This raised awareness of the risks associated with using unsafe methods to heat homes, such as fires, and carbon monoxide poisoning. LFRS issued 30,000 thermometer cards to families to help them identify if their home is heated to the recommended 18 degrees. Messages in this new initiative were reinforced in the first episode of a new podcast series we commissioned, hosted by Age UK (Lancs) and broadcast on RochValley Radio. After consulting our free support services, 7,762 households accessed a home fire safety check, increasing LFRS reach by 20% year-on-year.

Consumer Vulnerability Panel member Agility Eco suggested we expand our digital methods for giving energy efficiency advice to include people who cannot be reached in person or by phone. Collaborating with Groundwork Greater Manchester we delivered three new, online, and open access money-saving themed seminars to 52 customers invited by partner organisations. In a pilot, 91% of attendees said they had learned something to help them reduce their energy costs.

After sharing this free resource with all DNOs, SSEN extended the invitation to their stakeholder list.

We scaled-up our coordination of communications across North West utilities. We signposted cost-of-living support available from our partners, including United Utilities and Cadent Gas, on 700,000 pharmacy prescription bags, increased from 400,000 bags previously. We agreed with partners to target pharmacies in the top ten areas of fuel poverty.



Scaling-up of our pharmacy bag campaign

2 People and systems

Building on our long-standing training programme and responding to the increase in critical customer situations we delivered 11,220 hours of modular training for all colleagues and new advanced training for call agents to spot the signs of vulnerability. This empowered our people to refer customers to partners for free, personalised energy saving advice. Operational teams and contractors carried QR codes, a new initiative which enabled colleagues to refer 100 customers to our advice hub sensitively and discretely.

3 Website hub

We launched a new 'Extra Care hub' in November 2022. We co-created 14 pages of content with partners including: keeping safe (fire safety, staying warm and avoiding scams); accessing food and warm spaces; tips to reduce energy costs; and financial support. Our winter readiness leaflet delivered to 2.4m properties combined 'help with the cost-of-living' and a QR code linking to partner support. In return stakeholders such as the NHS, Manchester Mayor's Office and Citizen's Advice Manchester included links to our hub and Priority Services Register in their campaigns which reached 2.9m people. This generated 109,000 page views from 89,000 unique visits.

► Stakeholder impact

We worked with Economic Insight to ensure all our activities were measurable, such as asking users of our website hub 'How likely are you to use this information?'

- ✓ The average customer rating for the quality of advice provided on our website is 4.5 out of 5, with 80% saying they will act on the advice, by taking at least one action to save money, keep safe and warm
- ✓ Accidental dwelling fires handled by LFRS reduced by 31 (10%) since 2021/22
- ✓ Partner referrals enabled £0.4m of direct bill savings for customers while energy efficiency and safety education contributed to carbon and wellbeing benefits of £1.9m, which represents a social value of £8.16 in excess of every £1 spent over 12 months.

► What we will do next

We learned that the affordability of energy will continue to be an issue well into the future. To enhance our responsiveness we have designed replicable and scalable activities for the long term.

We worked with the NHS to replicate the approach in Manchester, reaching 30,000 more households.

In anticipation of a deepening consumer debt crisis, our future plans place even greater focus on partnerships to scale-up energy debt advice and money management (See Part Three).

Jean received our Be Safe and Save leaflet and said:

"I was reluctant to keep my heating on, but the experts convinced me there's a temperature that may help lower bills, without compromising our warmth. It's good to see you working together like this - I keep my card in the lounge where I can see it and I feel more hopeful and a little less forgotten."



Our new Be Safe & Save campaign

Maximising preparedness for potential power cuts

► Strategic context

Valuable stakeholder engagement insights drive the evolution of our strategies. In 2018, our innovation project [Value of Lost Load](#) showed that power cuts have the greatest financial and social impact on fuel poor customers (+85% higher than the average), EV owners (+25%) and rural communities (+20%). This learning informed the launch, continuation and targeting of our winter preparedness campaigns and storm strategy. **This year our Chief Executive acknowledged our colleagues, customers and stakeholders expect more from us. He has made a commitment to act on the lessons we learned during Storm Arwen** and to work with our stakeholders to reach the highest levels of preparedness, emergency response and recovery.

Ian Smyth,
Chief Executive Officer



► What we heard

Our comprehensive programme of engagement enabled us to prioritise key improvement areas:

- 1 Our CEO Panel challenged us to speed-up reconnections and scale-up automation to detect small and localised faults more quickly, without customers needing to contact us
- 2 Local resilience forums (LRFs) recommended proactive engagement with the (mostly rural) communities impacted by Storm Arwen to develop resilience plans tailored to local needs
- 3 Customers affected by prolonged interruptions said they were ill-prepared to cope, with their vulnerability worsened by loss of communications, water and no access to welfare support
- 4 Ofgem set an expectation of five days to 'all lights on' and urged networks to enhance workforce resilience to respond more quickly to customer calls during storms.

Our case studies highlight some of the approaches we took this year to act on stakeholder feedback, mitigate risk and act on key opportunities.

Case Study 1: Novel approaches to speed-up reconnection of power and telecoms



► Strategic context

During Storm Arwen customers in remote areas could not contact us or blue light services due to the failure of the mobile network and Internet Protocol telephony systems. This failure meant smart meters could not communicate with our network management system (NMS) which reduced our visibility of faults.

► What we did

Our SECG discussed learning from Storm Arwen and conceded the best way to safeguard the continuity of telephony networks in storms is to strengthen our own. We self-funded the development of a cutting-edge solution with our technology partner called 'pole equipment re-closer housing' (PERCH), a weatherproof enclosure which senses deterioration on our overhead low voltage cables, before faults occur. Fitted with an auto-recloser, it reacts to restore power within three minutes. PERCH is designed to increase the protection zone around conductors that break in a storm, hang low and carry a risk of electrocution. Data-sharing with the Health and Safety Executive identified 288 of these hazards across GB since 2011.

PERCH reached 6,250 customers - 35% of all rural communities in our region

In a time-constrained delivery period, we worked with LRF partners to target communities worst affected by Storm Arwen. At a cost of £800 per customer, PERCH is more expensive on average than our other sensing technologies (£20 per customer), due to a smaller and targeted application. The SECG evaluated the cost benefit analysis of smaller or slower rollouts, but this would expose rural communities to the same risk this winter. This was unacceptable to our executive team who approved the full business case and asked to be kept informed of ongoing learnings from the rollout.

► What we learned

Our sensors provide real-time data which enables us to take action. We recently installed innovative bird diverters along a 0.5 km stretch of rural network after birds repeatedly collided with the lines. This enabled us to detect a fault before it caused loss of power to customers.

Following targeted deployment of sensing technology during the pandemic to protect hospitals from the risk of losing supply for more than a few minutes, **we engaged with telecoms networks to identify their critical transmitters.** We were surprised to learn they were not able to do this. Most masts have a three-hour battery back-up, but some do not have overlapping coverage areas, so if the battery fails or power is interrupted for longer, these communities are at greater risk. Undeterred, we **launched our 'SafeCell' initiative, engaging with South Lakes LRF to identify the areas most affected by loss of mobile phone signal.** To demonstrate leadership, we protected networks around rural telecoms transmitters and deployed PERCH in areas at risk from the PSTN switch-off in 2025.

► Stakeholder impact

- ⊙ Heightened visibility means we know about faults before customers and proactively contact them by phone, or face-to-face
- ⊙ 12,000 customer minutes of lost supply avoided in rural communities, reducing customer anxiety
- ⊙ 85% of residents in intervention zones feel safe, 10% higher than a control sample
- ⊙ A saving of £1,205 each time our repair team does not need to attend a PERCH site
- ⊙ A social value of £1.74 in excess of every £1 spent over 12 months.



PERCH being installed

Case Study 2: Resilience fund puts communities in the driver's seat



► Strategic context

Following Storm Arwen, we worked closely with LRFs to drive action plans. Cumbria Fire and Rescue Service, NHS England and the British Red Cross cautioned that there was "no silver bullet" to raising the capacity of local volunteer-led organisations, charities and parish councils to deal with a crisis. They urged in-depth engagement to address the local resilience needs of communities. In our ongoing collaboration with SSEN we discussed the idea of a community resilience fund in our respective regions. Over several meetings we worked with our Consumer Vulnerability Panel to design and refine the purpose, aims, scope, funding criteria, governance and management of the scheme.

► What we did

We **launched a £500,000 shareholder funded resilience fund** for groups who support communities in emergencies such as prolonged loss of power. In direct response to stakeholder feedback we:

- Kept the criteria open for communities to propose the most effective solutions to enhance resilience
- Targeted 12 districts and 112 postcodes that lost power for over 72 hours during Storm Arwen
- Appointed partners with strong track records – [Cumbria Community Foundation](#) to manage and allocate capital grants, and ACTION with Communities in Cumbria to promote it to relevant groups.

Continued from previous page

Examples of 12 projects supported include:

Community communications hub: Ulverston Resilience Group received two-way radios for 40 volunteers with GPS tracking, conversation recording and a dispatcher messaging facility. Penrith Mountain Rescue Team prepared a backup mobile communications network, complete with a satellite communications link, a power bank and a controlling laptop.

Hot food and drink provision: British Red Cross purchased humanitarian items such as vacuum flasks to be provided, with hot drinks and food, at a central community hub. The Zink Project CIO responded to local feedback by improving disabled access to its eco-café, a support hub during incidents.

Hardwired connection for a generator: Broughton-in-Furness Victory Hall's installation will enable the efficient, timely provision of emergency generation to a warm hub.

A permanent generator or alternative power source: Emergency power can now be accessed at Coniston Sports Centre and Bouth Village Hall which serves a community that has no local shop, church, post office, public transport or library. Firbank Church Hall, an off-gas area, received an inverter and batteries to connect to solar panels on the roof.

► What we learned

ACTion with communities in Cumbria carried out energy and building audits for applicants, co-created power outage plans and included them on an LRF database.

Ellen Clements, Senior Grants and Programme Officer, said:

"So many of the remote communities that we engaged had no local emergency plans and relied on informal structures for support. We learned that creating and promoting a community fund wasn't enough to generate interest. Electricity North West attending meetings to discuss options and ACTion for Cumbria guiding applicant bids was crucial in converting interest to action."



As well as supporting specific community groups we applied our learning to our longstanding [#BeWinterReady campaign](#) which prepared customers for winter by sharing information about how to prepare for a power cut in three simple steps 1) have a plan 2) prepare an emergency grab bag and 3) stay informed.

We posted 2.4m leaflets, sent 179,314 emails, reached 832,913 community radio listeners, generated 24,747 unique website views and 200,000 listeners via smart speakers.

► Stakeholder impact

Our fund is open to application in 2023/24, but over the last year our engagement has already:

- ☑ Enhanced the preparedness of eight isolated communities to future storms, with resources which will mobilise 415 volunteers to safely serve 16,750 households with accessible support
- ☑ Provided a social value of £0.86 in excess of every £1 spent over 12 months, assuming one storm event in this time, and avoiding loss of power, stress and anxiety and ill health. SROI rises to £7.68 over five-years
- ☑ Led to 71% of customers who saw our regional campaign saying they took at least one action as a result.

► What we will do next

In 2023/24 we will embed our learning and encourage wider participation from communities. In Part Three, page two we set out how we are developing pilot schemes with new groups before they apply for funding.

Case Study 3: Maximising the agility of our people to respond



► Strategic context

Storm Arwen generated 80,000 customer calls, of which 67,000 were in the first weekend. On average since 2015/16 we have received 260,000 calls per year.

► What we heard

Following Storm Arwen customers told us we needed to improve their ease of contact. Our CEO Panel said they expect us to be more proactive and to respond swiftly during disruptive events.

► What we did

Our new Chief Executive led a cultural change in our approach to managing incidents. In addition to their core roles, **all 285 of our leaders now have 'performance-appraised' incident coordination roles**, which include making outbound calls to customers (15% of leaders), door-knocking (12%), coordinating with LRFs and wider stakeholders (29%), and generator and network management (34%). Leaders have prepared for action with 1,900 hours of incident training and practice runs.

► Optioneering

We explored options to **improve our capacity for managing inbound calls**. We piloted an outsourced flexible resource of 50 call agents. However, we saw a higher than expected attrition rate, a 3% drop in CSAT performance and greater overheads. Our focus changed, with an initial trial of ten 'back-office' colleagues taking inbound calls.

Ben Smith, NMS Data Maintainer and trial participant said:

"After helping out with the winter readiness calls, I joined colleagues across the business to take part in an initiative to support our contact centre. With the right training, I love that within a minute I can put a headset on, go online, take calls from a customer and support during events, showing strong commitment to our customers."



► Optimisation

In response to colleague demand and 95% positive customer feedback in our post-call survey, we rolled out the training to a further 100 colleagues and provided follow-up call-taking slots in our customer contact centre to nurture and support their skills. This is in addition to **400 colleagues receiving training to make outbound calls during an event**.

► What we learned

In Part One, page eight, we explained how our training and culture could enable us to do the right thing for our customers, even when it is hard. Media reporting of a potential sudden loss of supply during the winter sparked fear among our stakeholders and surveyed customers. Members of our advisory panels were unsure how rota load disconnections would work. We provided briefings to all partners and LRFs to help them understand and provide confidence to their own customers. They asked us to help customers without scaring them, to ensure that they had back-up plans and were aware of their rota block letter. **We provided advice to 884,298 PSR members, including 23,000 telephone calls to our most vulnerable customers in just seven days**, within normal working hours. **500 people in internal-facing roles are now trained to make calls to customers, an increase of 440% year-on-year**.



Through proactive whole systems engagement we learned it was hard for telecoms networks such as Virgin Media and O2 to obtain rota blocks for a significant volume of postcodes across regions. We **collaborated with the ENA to give our stakeholders direct access to a national database** of rota blocks which enabled them to manage any risk associated to the Electricity Supply Emergency Code and keep communications running. We also shared this data with three county councils who cascaded it to 32 parish councils.

► Stakeholder impact

- ☑ A 500% year-on-year increase in our standby incident capacity, enabling rapid mobilisation of proactive telephone and door-to-door support to customers
- ☑ 82% of customers surveyed in March 2023, who registered for the PSR in the last six months, said they felt reassured by the proactive contact
- ☑ We achieved our best ever in-month customer satisfaction score of 92%
- ☑ In our February 2023 climate survey, we achieved our highest ever colleague pride score (87%). The top two reasons cited were 1) being a safe organisation (62%), and 2) working hard to resolve customer issues (62%).

► Strategic context

Our strategy to lead the North West to net zero carbon ensures our network is ready for the rapid uptake of low carbon technologies (LCT) and supports local government ambitions to deliver net zero much sooner than the UK 2050 target. Key to this strategy is the proactive role stakeholders have asked us to take as trusted energy advisors.

Our 2022 [distribution future energy scenarios](#) (DFES) report forecasted a doubling of EVs on the North West's roads in the past year. However, uptake is half the national average, with the cost-of-living crisis and shortage of batteries combining to increase vehicle prices and slow the pace of change. However, we expect numbers to catch up over the next seven years, aided by local policies to incentivise the switch to electric. This year Transport for Greater Manchester have received £6m of public funding to install [taxi and bus depot chargers](#) which illustrates local growth. Our collaboration with stakeholders builds momentum by removing barriers to the uptake of LCTs and supporting local Net Zero ambitions.

Investing and innovating to build a network fit for the future



► Strategic context

To meet increasing demand for electricity, it can be more cost-effective to 'buy' rather than 'build' capacity. Our strategy is 'flexibility first' and we use energy efficiency as a complementary approach to achieve this. In ED1 our total flexibility requirements (1500 MW) over ten tenders were lower than DNO peers. However, as energy demand increases, so will our requests for flexibility. **The key question for stakeholders was what else can we do to remove barriers to the provision of flexibility and develop the market further to offer flexibility where and when it is needed?**

► What we heard

Our CEO Panel delivers strategic input from 35 members senior executives across utilities, local government, charities and environmental groups, among others. Members said we should develop the potential for flexible services by working faster to integrate sensing technologies and smart meter data with our NMS. This would improve our visibility of power quality, and thermal and voltage issues that impede connection. We asked flexibility providers how we could improve our procurement approach, using a survey, polling and one-to-one calls. We heard that the key barriers to entry are:

- 1 Not having a need for flexibility in locations of interest to providers
- 2 Engagement fatigue among stakeholders working across regions
- 3 Ease of access to, and understanding of, information and data tools

► What we did

We addressed the blockers identified by stakeholders, starting with ease of access to information which was deemed to be the one we could have the most impact on this year. They wanted more visibility of the best price available and help to calculate bid prices (within a ceiling). **We launched a simple revenue calculator** that helps customers calculate a bid price for each zone, which produces a total figure and advises if it falls below the guide price. The tool was promoted via a [webinar](#) and [video tutorial](#). 95% of customers said the tool was easy to use, and UKPN adopted it as best practice. Many of our flexibility providers work across multiple regions. To mitigate stakeholder fatigue we:

- ✓ **Expanded collaboration:** 57 stakeholders attended a cross-industry 'Growing flexibility markets to reach net zero' event we hosted in Manchester, with Piclo, UKPN and SPEN
- ✓ **Improved inclusivity:** The formality of engagement events can reduce their accessibility, therefore we piloted two pop-up events designed for more informal walk-ins. 61 attendees engaged at a time that suited them. 100% thought the events were either excellent or good.

Our DFES reveals where LCTs will cluster, and which customers will adopt these first. This guided our rollout of PREsense last year in urban areas first. We expanded the rollout of our sensors from 10% (of 2.4m customers on LV networks) last year to 45% this year.

► What we learned

This year our [digitalisation strategy action plan](#) saw the launch of a new [portal](#) to make our data easier for stakeholders to access. We used a range of mechanisms, including a webinar attended by 47 stakeholders, to brief potential users on how to access 30 datasets and asked them how we could tailor the format of our data further.

Responding to local authority feedback, we have **disaggregated data** in our [network development plans](#) to facilitate the design of feasible and lowest-cost decarbonisation plans - a key step to achieve regional Net Zero ambitions. We published data at a [county level](#) and embedded a more **granular look-up tool** in our workbooks. Large businesses asked us to highlight where new connections are suitable, so we published new interactive heatmaps displaying available capacity at 135,000 HV assets. In total 11,954 stakeholders accessed data via the portal.

► Stakeholder impact

By adopting an 'inclusion by design' mentality our collaboration delivered:

- ✓ An 11% year-on-year improvement in stakeholder satisfaction with data accessibility
- ✓ 4,929 North West located flexibility assets are registered for future flexibility opportunities
- ✓ A 48% annual increase in providers completing pre-qualification for flexibility tenders
- ✓ Improved visibility of our longer-term needs which led to acceptance of a 31.1MW five-year bid from a single provider
- ✓ 826MW of flexibly connected distributed generation on our network, a 3% annual increase.

The rollout of sensors at scale and integration with our Network Management system is increasing our LV network visibility, which will facilitate flexibility requirements at more locations, and at lower voltages, to keep costs low for customers. It will release up to 20% (500MW) of underutilised network capacity, saving up to £44m in the form of avoided network reinforcement.



Our flexibility services team piloting a new style of informal pop-up event



A new vehicle from our expanding EV fleet

► Strategic context

As well as preparing our network for net zero, our stakeholders have told us they need help and advice to start their net zero journeys, recognising our expertise and position as an impartial, trusted adviser.

Our strategy differentiates between four key customer groups



Households



Businesses



Community and local energy groups



Future electricity users

We work with each group to lead by example, engage and support them to act, while collaborating with local partners to influence strategy and coordinate implementation plans.

Making it easier for households to connect LCTs



► Strategic context

'Looped' services were a cost-effective way of expanding distribution networks in the mid-twentieth century. There is a greater concentration of looped services in the North West. While satisfactory for many years, properties sharing service cables may have insufficient capacity to meet the demand profile of LCTs. Due to uncertainty over their impact, our policy has been to unloop when an EV is connected. With as many as 500,000 looped properties in our region, and 32,000 of these set to connect an EV in the next five years, **engagement will be key to avoid this becoming a barrier to decarbonisation.**

► What we did

Our SECG took a fresh look at our policy and processes from a customer perspective and influenced a decision to implement a suite of changes to align our service with customers' needs.

Policy change: We carried out a detailed load analysis to assess the impact LCTs have on our network. This data showed that, in practice, most EVs do not charge for as long as expected. Informed by good practice from UKPN and further to stringent safety checks, **we amended our policy** and network upgrade criteria, to accept a higher volume of connections for a single EV or heat pump without the need for disruptive network interventions. Installers and customers informed our policy design through a pilot and feedback loop. Following rollout of the policy in January 2023, we expect the proportion of connections fulfilled via this route to increase by as much as 15%.

Charge without delay: We collaborated with installers to design, pilot and rollout a smart device to manage load remotely. This allowed all 10,541 applicants customers to charge their EVs while waiting for network upgrades, saving time and reducing their effort. Early testing led to the **development of a new safety mechanism** which automatically disconnects the charger if the device fails or loses its connection.

Limit the need for digging: We **trained our delivery partners** to use a technological solution known as a 'mole'. This enabled 1,452 (52%) customers to avoid the need for a long trench by using a small hole at either end of the driveway to mole a tunnel for the cable underground. Our inclusivity and vulnerability impact assessment (IVIA) found this was a reasonable adjustment for households with accessibility needs, such as wheelchair access.

A new, more flexible approach: Reviewing complaint analysis, our SECG challenged delivery teams to develop a technical solution to enable schemes to go ahead where cooperation cannot be achieved among neighbours. In response and wherever possible, **we installed a new service cable at the end of the loop**, meaning the end property no longer shares a connection. This approach allowed us to install LCTs without impacting the neighbouring property.

'Inclusive by design' thinking: 23% of the properties in our region are terraced and many of these are looped supplies. As a group, these customers face barriers to adopting LCTs. To mitigate this, we **piloted the installation of a dedicated EV charging pillar** installed on the customer's land near the site boundary with a separate supply installed for the EV. This is also useful when customers want to preserve a specialist driveway.

Reducing disruption: We cannot avoid turning off power during this type of work so as part of embedding our IVIA tool this year we enhanced our approach to assess vulnerability and **provide tailored support from a range of extra care offers**, including refreshments, access to warm spaces and goodwill payments.



Unlocking barriers to LCTs with our new EV charging pillar

► What we learned

Our charging pillar solution introduces a need for a second standing charge for the extra meter. This can be an obstacle for customers facing cost-of-living issues. In response we are working to **implement a solution with suppliers** to link the meter point administration number for each supply so that the customer only has to pay one standing charge. We will then scale-up the use of this approach.

► Stakeholder impact

We have worked with a range of stakeholders to respond to customers' needs with policy, process and technological solutions that are less disruptive, less expensive and keep customers safe

- ✓ 10,541 LCTs enabled, an increase of 40% year-on-year, enabling eco and financial benefits
- ✓ Reduced disruption, though the proportion of properties requiring unlooping dropping from 23% to 9%, since our policy update
- ✓ Where unlooping was needed to enable customers' LCTs, our new process influenced an increase in customer satisfaction from 83% in quarter one to 97% by the end of quarter three
- ✓ Enables access to fast at-home charging, reducing reliance on more expensive public chargers.

► What we heard

Throughout 2022/23 we heard from LCT installers and 644 customers through a combination of bespoke research, satisfaction surveys and complaint analysis. Our specialist triangulation team reviewed key learning and identified common customer needs for the installation of LCTs:

Needs



To be able to connect and charge EVs, without delay



To avoid digging driveways up, when accessibility is key



To find a way forward when a neighbour will not consent



To limit interruption to power during upgrades



To have a high-quality re-installment of the driveway

Last year we fulfilled 62% of LCT connections without the need for a network upgrade. Upgrades depend on the cooperation of customers living in looped properties. When we reach an agreement, a new service is installed and 92% are satisfied with this journey. However, we became concerned this year about a growing number of complaints relating to excavations and reinstatements.

Supporting SMEs to advance their net zero journey



► Strategic context

There are 300,000 business customers across the North West, making up 7.5% of the properties connected to our network but 53.5% of the energy demand. Helping them to act on net zero, focusing on energy efficiency and flexibility, will provide extra capacity on our network. Last year our Sustainability Panel emphasised that SMEs in the region need support to achieve this, prompting our collaboration with the Broadway Initiative and Northern Powergrid to launch a national [self-serve net zero advice hub](#). In Part One, page four we explained that our earlier engagement with business customers validated the need to expand this support and that they saw a role for us as a trusted adviser, filling knowledge gaps. **We carried out further engagement to understand barriers, what help businesses need from us, suitable partners, resources and our target audience.**

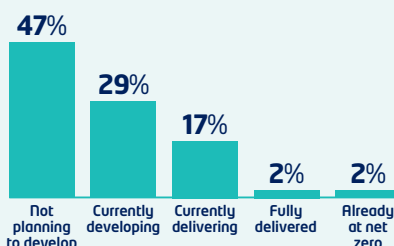
► What we heard

Through 494 interviews with businesses and business landlords over the past year, we heard:

- Businesses who access clear information are more likely to be developing (40%) or delivering (22%) net zero plans than those that do not (11% and 6% respectively), revealing a key barrier
- The key reasons for 41% of SMEs not developing a plan are a focus on cost saving (21%), not understanding how net zero relates to them (21%) and being unaware of the options (19%)
- 87% of businesses consider us a trusted source, but 63% want information tailored to them, citing it is much harder to obtain for a business than a household
- Generally, landlords do not feel they are the right people to talk to their tenants about net zero. This is mainly because they lack the experience and knowledge themselves.

13,000 businesses accessed our **updated online self-serve guidance** during 2022/23. We know from our work to develop this service that, once engaged, our business customers need help to translate their ideas into deliverable projects. **We provided tailored face-to-face advice to 1,341 businesses** and supported 145 with in-depth connections advice to advance their project delivery.

Which of the following best describes your current position on planning for Net Zero?



Our Sustainability Panel concluded our insights showed a gap in the market for in-depth support to complement the self-serve options already available. To increase take-up, members recommended we move from “pitching an environmental issue” to highlighting the opportunity for businesses to save money.

A free service to help North West businesses reduce their energy bills and carbon emissions

1 Explaining the technologies available

2 Highlighting the latest funding, grants and financial incentives

3 Sharing case studies of successful projects

4 Signposting to local suppliers and installers

5 Introducing other support from Electricity North West and our partners

One-to-ones • Website • Events

► Stakeholder impact

Among SMEs accessing our support service:

- ✓ 70% said their understanding of net zero options for their business had improved or significantly improved
- ✓ 75% agreed that the support received had been tailored to their individual needs
- ✓ 61% were likely or very likely to take at least one in the next 12 months
- ✓ 35% had, within 12 months, accessed £0.7m financial benefits by adopting energy efficiency and technologies
- ✓ We cautiously estimate that calibrating conversion of advice to action will deliver a social value of £1.58 in excess of every £1 spent over 12 months, and £11.15 over five years, using the common industry rulebook.

► What we learned

We shared early drafts of performance metrics with our Sustainability Panel, project partners and SROI experts Economic Insight. This guided a post-event survey to monitor whether recipients trust our information and are satisfied with the support we offer, and to measure the conversion of advice to action. A key learning is that inspiring and enabling action is a lengthy process. Therefore, we will evaluate SROI over a five-year term.

► What we will do next

Ofgem is concerned that as a competitive market exists to give support we should not be distorting this market or using customers' money to provide a cross-subsidy. We accept this position. Although disappointed, our Sustainability Panel will instead work with us to identify any market failures and decide together if and how to step in. While not scaling-up we will support customers to integrate their projects to the grid and signpost to the trusted partnerships we have developed.

Influencing the installation of LCTs in community settings



► Strategic context

Community energy is helping to support a fair transition to net zero by increasing participation and enabling local energy solutions. It drives carbon savings and the engagement needed to deliver the whole systems approach required for net zero.

► What we heard

A common theme from community energy groups responding to the 2022/23 state of the sector survey and Sustainability Panel members was the need for continued support to reduce barriers (capacity, knowledge, suitable sites and funding) to developing projects with tailored advice, early stage funding and connection guidance. Stakeholders attending our regional workshops suggested there was an opportunity for community groups to step-in and mitigate common LCT barriers such as a limited pool of installers and a lack of householder trust in installers.

► What we did

We developed a clear action plan in response to stakeholder needs:

- Our regulation and policy briefings, self-serve resources and events were supplemented with **collaborative engagement**, including ten [webinars](#) to share best practice and case studies
- Our **optioneering advice** guided 38 LCT applications, while maximising community benefit, such as a pet manufacturer supplying power to homes in Bretherton from a wind turbine
- Our £95,000 **shareholder seed fund** supported seven 'Powering our Communities' projects.

Solar made easy: **CAFS** Cumbria Action for Sustainability

Output: Introduced reputable LCT installers to 270 households and 10 SMEs wanting to invest in solar, supporting 75 through to installation, alongside tailored energy efficiency advice.

Heat pump ready: **Carbon Co-op**

Output: A new online heat modelling tool has been robustly piloted. So far, 10 community groups have been trained to use the tool to oversee the design and installation of heat pumps. 20 assessments and 5 heat pump installations have been delivered in a project that will reach 500 households.

► What we learned

In our engagement with Youth Focus North West we heard that the way that climate change is spoken about in the media can seem “a bit dry, abstract and hard to relate to”. Working with the **Carbon Coop** we learned that a series of six ‘Power in the City’ podcasts are a powerful way of showing young people the every-day, practical ways of responding to the climate emergency in their own neighbourhoods.



Continued from previous page

► Stakeholder impact

Since 2018 our Powering our Communities fund has supported 32 local projects with £400,000 seed funding. The main quantifiable outcome delivered by this year's seven projects and £95,000 funding is financial and carbon savings:

Outcome	Enablers	SROI Proxy	from six funded projects
Carbon savings	<ul style="list-style-type: none"> Groups setup Capital funding Feasibility study Remove barriers LCT adoption 	Financial and carbon savings from: <ul style="list-style-type: none"> PV panels, EV chargers, Heat pumps LEDs 	A total social value of -£0.14 in excess of every £1 spent over 12 months (due to upfront costs), rising to £3.01 over five-years.

Our stakeholders also value the knock-on benefits of increasing awareness of climate change, enhancing community resilience and local economic growth these projects bring. Although these benefits are meaningful, they are typically harder to quantify. We are therefore continuing our work with a cross-sector social valuation group to identify robust common proxies for these, so we can continue to support activity that delivers these benefits.

► What we will do next

Although the sector has struggled to grow nationally, following the removal of the Feed-in Tariff in 2019, our engagement has proved that barriers can be overcome. Our seed fund is over-subscribed, therefore, with strong customer support and the backing of our shareholders, **we will invest £500k and scale-up the support we give to projects over the next five years.**

Inspiring future generations to act

► Strategic context

Engaging future electricity users is a critical stepping stone for the energy transition; in 2019/20 we set out to build on our 'Bright Sparks' school education programme to engage this group. Acting on a proposal from Burnley Boys and Girls Club (BBGC) we collaborated on a project where young people become 'eco warriors' and shared energy efficiency knowledge in schools and the community. We transferred learning to our Girl Guide pilot last year, including the importance of engaging children in the spaces they already move in, and of creating fun and interesting challenges. **Building on our continued efforts, this year we set out to embed our learning further and scale-up our engagement.**

► What we heard

A pilot phase of 5,000 girls aged 4-18 enabled us to test, evaluate and refine a challenge pack. It incorporated key energy themes: safety, efficiency, technologies and vulnerability in a power cut. A survey of Girl Guide units found high enjoyment levels, especially activities like creating static with balloons and making s'mores with solar power. 53% of units said that they had heard about the 'Girl Power' badge via Girl Guide regional social media, 21% through the Girl Guide newsletter and 10% word-of-mouth.

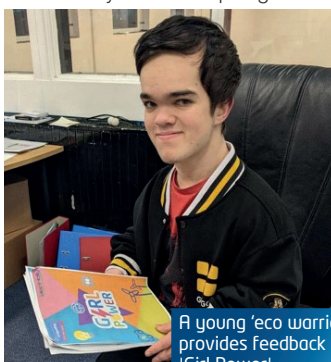
► What we did

In response to feedback from our SECG, we introduced a sharper focus on tracking success measures. With an opportunity to reach 320,000 girls nationally, our shareholders accepted a business case to fund the **scaling-up of our partnership**. Promoting the programme via Girl Guide social channels helped 21,000 girls achieve the **Girl Power badge**, completing 107,739 activities in the process.

We engaged with the ten GG regions, **shared best practice with all DNOs bilaterally and created a step-by-step implementation guide**. This included a 46-page challenge pack, lessons learned, Girl Power badge artwork, a measurement framework with survey templates and an introduction to a stakeholder in each GG region seeking sponsorship. Following a collaboration day at SSEN it pledged £10,000 in year one to replicate our programme across its two footprints. NGED followed suit, committing to a reach of 5,000 children in 2023/24. **We also shared badges and materials internationally, supporting a launch in Gambia reaching 150 girls.**

► What we learned

UKPN shared best practice, drawing on its engagement with the Scouts. We complemented this learning by collaborating with BBGC to **maximise the inclusivity of our programme**. Five eco warriors aged 15-17 received feedback on the challenge pack in focus groups with 120 children which BBGC then shared with us. Participants loved the activities but challenged us on why a programme needed to be gender specific. In response **we adopted an alternative name they suggested, 'People Power'.**



A young 'eco warrior' provides feedback on 'Girl Power'

A 'People Power' challenge showing electricity education in action!



► Stakeholder impact

People Power is a highly successful, replicable and scalable method of inspiring future generations to positively change their own and other's behaviour. It has delivered:

- ✓ An inclusive engagement scheme, suitable for any youth group
- ✓ 60% of children and associated households surveyed had acted upon what they had learned (an average across electrical safety, energy efficiency and installing LEDs)
- ✓ Participants spotting safety hazards and avoiding injury, making simple changes to conserve energy and adopt LCTs like smart meters and LEDs. We cautiously estimate a social value of £3.32 in excess of every £1 spent over 12 months, rising to £6.06 over five years.

► What we will do next

We carried out further testing of People Power with 40 students from two schools and two colleges, as part of new work placements and summer camps. Eco warriors are engaging wider youth groups such as the Sea Cadets and The Prince's Trust to explore further scaling-up opportunities.

Strategic coordination with local authorities

► Strategic context

In 2020/21 we worked with Cadent to develop **decarbonisation pathways** for Cumbria County Council (CCC), Greater Manchester Combined Authority (GMCA), and Lancashire County Council (LCC). The pathways provided greater certainty to stakeholders, acting as a catalyst for investment planning. County councils have since championed local area energy plans (LAEPs) that include investments with a high certainty of completion, to inform updates to our forecasts and data.

► What we did

Through hosting 12 quarterly bilateral meetings with the three regional county councils in our region, we have continued strategic coordination this year, aligned to their local priorities.

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- Engagement with councils and the new executives of unitary authorities focused our collaboration on enabling capacity for an ambitious expansion of renewables, including two major solar farm sites and the Windermere ferry (see Part One, page eight) and influencing wider economic development
- We took a leading role with Cumbria Tourism to help smaller hotels offer EV charging to visitors, by self-funding upgrades to 100 sites and 30 chargers



- We combined LAEPs for the ten local councils into a single city plan
- At the Green Summit, Mayor Andy Burnham set out the importance of this plan in targeting £78m of retrofit schemes to attain 'first mover' advantage



- We supported Eden Project Morecambe to achieve £50m of government levelling-up funding, through data sharing, capacity planning and LCT advice
- We provided briefings and cascading of advice on potential energy shortages over winter

Collaborating with housing providers to enable quicker and easier LCT adoption



► Strategic context

In bilateral engagement GMCA revealed it had over £78m in government funding to support energy efficiency upgrades to more than 150 public buildings across the city. Our Sustainability Panel challenged us to broaden our understanding of what housing associations with access to this public funding need from us, to overcome barriers, support economic development and accelerate net zero action.

► What we heard

We hosted an online workshop where 39 attendees from 25 housing associations asked us to address common issues and remove barriers to the rollout of LCTs across their portfolios:

- ✓ A complex and inefficient process where every LCT in a scheme needs a separate application
- ✓ An unmet need to deal directly with a named colleague who can answer technical questions
- ✓ A reactive and uncoordinated approach to un-looping properties sharing a single service cable
- ✓ The impact of work on traffic, noise and air pollution
- ✓ Low awareness among tenants of who to contact about a power cut.

► What we did

We piloted an **easier process for stakeholders enabling bulk LCT applications** across multiple addresses. We learned of the need to deliver training to improve understanding of each other's data requirements. Having initially trained five organisations, the **rollout of our new LCT policy** enabled 74% to be approved for immediate connection. 6% needed a fuse upgrade and 20% unlooping, which we coordinated to minimise disruption in the local area.

We published a **directory of contact information for a newly-formed pre-application customer engagement (PACE) team** offering dedicated support. We also instigated quarterly engagement events to report progress and allow stakeholders to raise issues.

► What we learned

Stakeholders such as Together Housing told us that our willingness to offer a bespoke application process had created a gap in the service levels they experience across DNO borders. To respond to their desire to avoid a postcode lottery, we **instigated best practice sharing meetings** with all DNOs.

► Stakeholder impact

A simple application process has enabled quicker and cheaper connections. Stakeholders can prioritise the installation of LCTs in areas where no or limited reinforcement is needed which maximises the use of public funding. Other benefits include:

- ✓ A catalyst for the delivery of 2,500 LCTs this year across 10,000 properties—scaled-up from 300 properties last year
- ✓ PACE team as a central point of contact, has improved ease of contact
- ✓ Ease of application encourages stakeholders to think beyond EV charging to leverage a one-in-15-year opportunity to replace end-of-life gas boilers with heat pumps
- ✓ Proactive, rather than reactive, unlooping in targeted areas, reducing disruption
- ✓ An income from renewables, reducing energy bills for tenants
- ✓ 90% of housing associations satisfied with their relationship with us, up 15% year-on-year.

Charles Parkinson, Head of Carbon Reduction Delivery at Together Housing said:

"The new PACE team and LCT process communicate an approval or rejection for each application much sooner. This avoids wasted time gathering cut out photos and information for properties needing interventions. Coupled with a policy change allowing some installations on looped supplies, we have progressed many more heat pump programmes through 'use it or lose it' European Regional Development Funding."



► Stakeholder impact

Our Stakeholder Satisfaction Survey recorded 80% satisfaction among 10 county council representatives. Strategic engagement with local authorities this year, including active membership of 34 groups, ensured we planned capacity at an early stage to avoid blocking net zero implementation plans. The case study below is a powerful example.

Leading by example

► Strategic context

As a responsible business we are changing our policies, infrastructure and systems to reduce our environmental impact. In addition, we are influencing and challenging the behaviour of colleagues and stakeholders to ensure they have the tools, skills and information to reduce their impact.

► What we heard

This year our Sustainability Panel recognised the expertise of its member base was skewed towards net zero. To influence broader components of our Environmental Action Plan members identified a need to widen the panel's representation and knowledge.

► What we did

We worked with the independent chair of the Panel to map under-represented stakeholders. Using our inclusivity framework (See Part One, page three), we inducted **12 new members** with specialisms spanning climate change, heating, housing, natural capital and tourism. Their input enabled:

- ✓ Collaboration with Baywind Energy Cooperative who are financing, owning and operating community owned **solar panels** (subject to contract) on the roof of our Carlisle depot, a DNO first
- ✓ A partnership to plant 50,000 trees over five-years, incorporating sites into local nature recovery strategies to maximise stakeholder benefit
- ✓ 144 free-to-use EV charge points, including in disabled parking bays at every office, and financial support for colleagues to adopt EVs, benefiting 94 so far
- ✓ Sharing best practice on achieving 'Silver Carbon Literacy' status, a DNO first, with UKPN and GMCA, influencing wider replication.

► Stakeholder impact

We reduced our energy consumption by 3,500 tCO₂e and achieved a carbon emissions target of 13,990 tCO₂e, a 43% reduction since 2015/16. Sharing how we cultivated a low carbon mindset in our colleagues with stakeholder organisations has influenced them to develop carbon literacy action plans, with a combined reach of 8,000 colleagues. Emissions savings and LCT adoption via embedding carbon literacy skills delivered £0.52 in excess of every £1 spent over 12 months, and £3.68 over five-years.

Our 2022/23 Engagement in Action



Following best practice sharing with NGED, we adopted 'Voltzville' - an online game where we invite stakeholders to join our safety squad and identify 13 dangers around our electrical equipment.



Jonny Sadler, Strategic Decarbonisation Manager, addressing an engaged audience of 137, including 40 SMEs at our Manchester event, 'The Electric Vehicles Experience' in July 2022.

**energy
saving
trust**

Energy Saving Trust attended our EV event and said:

“

Today's event is exactly what we need more of because it is sparking ideas and kick-starting action among the business community. The focus on energy efficiency, cost savings and financial grants was visibly welcomed.

”



Some of the 28 stakeholders attending our Cumbria regional workshop in September 2022 engaged in roundtable discussions about how to accelerate action towards net zero goals.



In September 2022 we engaged 31,700 people at the Westmorland County Show in Cumbria. Key topics included raising awareness of electrical equipment safety among the agricultural community.



Pictured above are some of the 21,000 girls who achieved the Girl Power (and later Later People Power) badge, completing activities such as the 'potato battery experiment' in the process.



Elliot Simm, Housing Operations Team Leader at Manchester City Council, said:

“

The bulk LCT application process is the way forward for housing providers. Keeping track of where each application is up to is now far less time-consuming. We made a bulk application for three hundred addresses into one excel document. The application form took two hours to complete, and I received a response within five days. We could install heat pumps through the connect and notify procedure at most addresses within the timescale for EU funding. Overall the bulk process saved weeks of person-hours compared to the individual application procedure.

”



We hosted an online workshop where 39 attendees from 25 housing associations asked us to address common issues and remove barriers to the rollout of LCTs across their portfolios.



As well as supporting specific community groups our [#BeWinterReady campaign](#) prepared customers for winter by sharing information about how to prepare for a power cut in three simple steps 1) have a plan 2) prepare an emergency grab bag and 3) stay informed.

**Electricity
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Bringing energy to your door

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Bringing energy to your door
**ELECTRIC
VEHICLES
EXPERIENCE**

THURSDAY 14TH JULY
SHEFFIELD MEDICAL PLAZA

SEE
NET
ZERO



Our Electric Vehicles Experience event
held in Manchester on 14 July 2022

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