

# Briefing

September 2021: Your quarterly update and briefing

# Our £2billion investment plan for the future

Following more than two years of engagement with 20,000 customers and stakeholders, we will submit our final business plan to energy regulator Ofgem on 1 December. The plan focuses on delivering Net Zero, investing in the network and looking after customers. Watch our CEO, Peter Emery, give a summary of the plan by clicking the short video:



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## Gas prices

We're closely following industry developments on the price of gas which, as it's also used to generate electricity, is having an impact on all energy bills.

As a local network operator, we receive around £90 from each domestic electricity bill in our region, so that we can use it to invest in and maintain the network of overhead lines, underground cables and many thousands of substations and other electrical equipment.

There are no immediate impacts on electricity supplies or on our network from the unfolding gas situation and we'll continue to monitor alongside our trade body, Energy Networks Association. We're also liaising with electricity suppliers via their trade body, Energy UK to understand impacts on customers. We also have a number of administrative roles we play in facilitating the competitive energy market and continue to actively liaise with Ofgem and support the sector behind the scenes.

## Protecting customers in vulnerable circumstances

Only about half of the people who are eligible to join our free Priority Services Register (PSR) are signed up, meaning about a million people in our region are missing out. Please share our PSR registration link with your constituents to encourage those eligible to sign up. Go to [www.enwl.co.uk/priority](http://www.enwl.co.uk/priority).

Through the PSR we provide additional support to people who need it most during a power cut and at other times too. We have a wide network of trusted partners to help customers in other aspects of their life by accessing a wide range of support.

As part our commitment to support our customers in the North West we know that circumstances, including the loss of electricity, can make people additionally vulnerable. Our free PSR, allows us to provide support during a power cut and enables a network of trusted partners to help customers in other aspects of their life by accessing a wide range of support.

12% (250,000) of households in Electricity North West's area are classified as being in fuel poverty and there are 2.2 million people who could be accessing support services available through Electricity North West's Priority Services Register (PSR).

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## Our MPs working with us - for the community

### Facilitating the transition to electric vehicles

As the company responsible for maintaining the region's power network, it is our job to ensure there is enough capacity in the network to allow new charging points to connect.

Demand for new connections has increased sharply across the region, but in the North West it has leapt by more than 300% since 2019, with 433 business and community connections taking place so far in 2021, compared to just 67 in 2019. There have been many more individual household connections too.



We have met with North West MPs like Mark Jenkinson MP, Workington, to ensure our MPs fully understand our role so they can reassure customers and stakeholders that we are preparing the electricity network for the rapid uptake of EVs and associated charging infrastructure needed.

Our EV strategy focuses on five key principles and sets out the actions we will take to facilitate the transition to EVs and make the North West a cleaner, greener place to live and work.

[Click here to see the full strategy.](#)

And if you'd like to see the capacity in your constituency or discuss EVs with us, let us know.

### Protecting our network

We've also worked with MPs on key safety issues. Over the summer, reckless intruders broke into six of our substations in Leyland whilst several wooden electricity poles were also tampered with. The six 11,000-volt substations and overhead lines power thousands of customers.



We worked with Katherine Fletcher, MP for South Ribble to amplify our safety messages and help keep customers informed about what we were doing to find the perpetrators and

reduce disruption for constituents. In our news release, we included a quote from Katherine who stated: "What the intruder is doing is illegal, extremely dangerous and very disruptive for the residents in Leyland. I'll be working with Electricity North West and the police to ensure everything can be done to put this to an end."

Similarly, when an Oldham substation earmarked for a community makeover was vandalised Oldham West and Royton MP Jim



McMahon got in touch to let us know. We worked with Jim and his team, along with the local council to put the damage right and followed up with a news release promoting our joint working. Jim said: "This is a really important project for the area and I commend Electricity North West for taking up the initiative. I do hope that this mindless vandalism doesn't cause problems for the project which is there to benefit everyone in the area." "If anyone sees any damage, then please do report it to the police and to Electricity North West so that we can work together to stop it from happening again."

## Why not come and visit us?

Now that Covid-19 restrictions have eased and there are opportunities to meet in person, we would very much like the opportunity to show you how Electricity North West is leading the way to net zero, powering up the North West and working to keep lives running.

As one of our constituency MPs, we would like to invite you to visit one of Electricity North West's key sites and projects in the North West and to have the opportunity for us to update you on our investment plans to speed-up delivery of projects and unlock the green recovery.

We hope that you will be able to spare some time to come and visit us on any available Friday, or on another date, when you are in your constituency. We have a lot to show you including our [green recovery projects](#).

So please do get in touch with us to arrange a date by emailing us at [electricity@devoconnect.co.uk](mailto:electricity@devoconnect.co.uk)

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## £75,000 energy fund up for grabs in the North West

We have launched our annual £75,000 community energy fund – Powering Our Communities.

Applications can be submitted by any type of organisation including community benefit societies, industrial provident societies, charities, schools or local authorities if they can demonstrate the community involvement or local benefit of their project.

Funding from £1,000 to £15,000 per project is available as we want to invest

in projects which investigate or pilot new business models or ways of working, scale up delivery of a community or local energy project or group or projects that address specific barriers that are holding back the development of community or local energy.

Applications for the fund must be submitted by November 5th and successful applicants will be notified in January 2022.

To find out more and apply, please visit [www.enwl.co.uk/funding](http://www.enwl.co.uk/funding).

## #BeWinterReady

As we approach winter, our team of key workers will work 24/7 to keep the power flowing to homes in the North West. From our engineers out in the field to our contact centre team, we will be on hand to support customers over the phone and online.

We're encouraging people to #BeWinterReady and we'd love you to be involved in our campaign which we usually launch around the end of October when the clocks go back.

We're encouraging constituents to #BeWinterReady with these simple steps:

- Keep our number handy – call 105 if you need to report a power cut
- If anyone in your household needs additional support, join our free Priority Services Register
- Check out our energy saving advice pages to help reduce your energy bills

We'll be in touch about our upcoming campaign and how you can get involved through both press release comments and sharing social content. If you would like any more information or have any other ideas, please do get in touch.

WE ARE COMMITTED TO SET  
**SCIENCE-BASED  
TARGETS ALIGNED  
WITH 1.5°C**

#OurOnlyFuture

**BUSINESS  
AMBITION FOR 1.5°C**

SCIENCE  
BASED  
TARGETS

## The race to Net Zero

Electricity North West has joined the Race to Zero campaign, a UN-backed coalition of more than 3,000 global leading companies which are focused on addressing the climate emergency.

We have now been included as a signatory to the list of companies taking action on the Science-based targets initiative (SBTi) and the list of leaders on the UN Global Compact website. The next step is to develop science-based targets for validation against the latest SBTi criteria. These will be consistent with keeping global warming to 1.5°C above pre-industrial levels – a key element of the Paris Climate Agreement and the latest IPCC report.

In 2019 Electricity North West launched its Leading the North West to Zero Carbon plan, which outlined how it plans to help reduce carbon emissions in the region and how it aims to reach zero carbon by 2038. As part of the plan, the network operator also committed to invest £63.5m during 2019-23 to drive down its own carbon emissions and help businesses, customers and colleagues do the same.

The plan supports the region's move towards net zero, with Greater Manchester aiming to achieve their own Net Zero ambitions by 2038 and Cumbria targeting 2037.

**With the UK deadline to bring all greenhouse gas emissions to Net Zero by 2050, this will put Electricity North West 12 years ahead of national target.**

Read more here:

<https://news.enwl.co.uk/news/electricity-north-west-joins-leading-global-businesses-in-the-race-to-zero>



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## Powering Up the North: Leading the way to Net Zero

Our latest 'Powering Up' event, and the last one before we submit our final business plan on 1 December, brought together political and business leaders to discuss net zero and inform our plan. Our first event covered the whole of the North West, with the next six focusing in on the specific areas of Cumbria (x2), Lancashire (x2) and Greater Manchester (x2), with this final event bringing voices together again from across the whole region.

The session highlighted the high levels of collaboration across the North West and presented Electricity North West as a thought leader and collaborator at the centre of this work driving the region to net zero with several stakeholders praising our engagement to date.

Martin Cave reiterated Ofgem's plan to 'deliver net zero at lowest cost to consumers' while praising Smart Street and saying the North West was well placed to deliver net zero. Steve McMahon reiterated Ofgem's acid test that if customers cannot connect low carbon technologies, like EV chargers, to the network during ED2 then Ofgem and the networks will have failed. Paul Van Heyningen at BEIS also complimented us on our engagement and said he wanted to see local action to meet national net zero targets with strategic investment so as not to delay the move to net zero which he described as needing to happen at 'unprecedented pace and scale'. Good support for our plans, including

recognition from Ofgem for Smart Street, our engagement and other aspects of our plan.

You can watch the full recording here: <https://www.youtube.com/watch?v=xTsJwKl5I> (Martin Cave from 18:20; Paul Van Heyningen from 27:55; Steve McMahon from 1:52:25)

In total we had 81 attendees. The event was co-chaired by Jo Lappin, CEO, Cumbria LEP; Miranda Barker, CEO, East Lancashire Chamber; and Lou Cordwell, Chair, Greater Manchester LEP and featured 12 external speakers:

- **Martin Cave**, Chair, Ofgem
- **Paul Van Heyningen**, Deputy Director, Net Zero Electricity Networks, BEIS
- **Henri Murison**, Director, Northern Powerhouse Partnership
- **Debbie Francis**, CEO, Lancashire LEP
- **Polly Billington**, Chief Executive, UK100
- **Ivan Baldwin**, Chairman, Britain's Energy Business Coast Cluster
- **Emma Degg**, CEO, NWBLT
- **Carl Ennis**, CEO, Siemens/Net Zero North West
- **Gordon Rogers**, Head of Long Term Strategy, United Utilities
- **Andrew Gwynne MP**, Denton and Reddish and chair of Greater Manchester Westminster Group
- **Cllr Philippa Williamson**, Leader, Lancashire County Council
- **Steve McMahon**, Deputy Director of Electricity Distribution, Ofgem



## Regional workshops

In October we will be holding our annual regional stakeholder advisory workshops on 4th (Cumbria), 8th (Lancashire) and 14th (Greater Manchester). The events will be an opportunity for all stakeholders to hear about Electricity North West's performance over the last year and priorities for the coming year as well as an update on our support for the regions net zero journey and final input into our future business plan. This year each event will also showcase the priorities of our local regional authority partners with the benefits of collaboration and joint working particularly around decarbonisation.

The workshops will be held online and we'd love for you or your teams to join us for all or part of our meetings to hear about our plans or get involved and ask us questions on our future work in the region.

### Register here:

- **Cumbria: 4th October**  
<https://www.eventbrite.co.uk/e/enwl-cumbria-stakeholder-regional-event-tickets-170432921456>
- **Lancashire: 8th October**  
<https://www.eventbrite.co.uk/e/enwl-lancashire-stakeholder-regional-event-tickets-170433104002>
- **Greater Manchester: 14th October**  
<https://www.eventbrite.co.uk/e/enwl-manchester-stakeholder-regional-event-tickets-170433378824>

### Want to find out more? Get in touch

If you would like more information on our plans and how we can help, please get in touch with the Electricity North West team:



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For more information on our future business plan engagement go to [www.enwl.co.uk/engagementhub](http://www.enwl.co.uk/engagementhub)