

Briefing

March 2022: Your quarterly update and briefing

Powering up and keeping costs down from the region's electricity network



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Our customers and the communities we serve are living through challenging times. The cost-of-living crisis has been heightened by hikes in wholesale gas prices, security of supply issues, unusual cold winter periods and an unprecedented series of storms, beginning with Storm Arwen.

Whatever the challenges our customers face today- and tomorrow- Electricity North West is committed to keeping lives running. The cost-of-living crisis, 'heat or eat', is a very real issue for us. Our future plans are, therefore, focused on keeping customer costs down, driving forward investment and building our infrastructure - so that we are more resilient in the future - and to help lead the way to Net Zero in the North West.

We recently held a Parliamentary Drop-In and Briefing to focus on the key issues affecting our MPs' constituents, and we are grateful to those who were able to participate. This is just one way that we continue to keep in touch with the communities we serve.

We recognise the scale of the challenges ahead but believe that by working with our communities and our stakeholders, we can deliver the results and services that our customers desperately need.



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Storms

Storms Arwen, Malik, Corrie, Dudley, Eunice and Franklin have had a significant impact on our communities, and we continue to learn through our experiences responding to these devastating events. For Electricity North West it was an enormous challenge, with wind gusts during Storm Arwen, for example, peaking at 65 mph and snow drifts and ice hampering our repair efforts causing more than 800 separate incidents of damage across the network. Despite this, we were able to restore power to 90% of properties within 48 hours. During the subsequent storms, which caused lower numbers of faults, around 50-60 each, we restored power to more than 90% of customers within just six hours.

Separately the Government and Ofgem, are both carrying out their own reviews into these incidents, to which we are contributing, focusing on the resilience of the network.

One of our post-Storm Arwen activities has been to engage with our most vulnerable customers and those worst impacted by these disasters, to assess the ways in which we handle customer concerns. For example we knew that some of the properties affected by Arwen had been impacted again by Malik, and were able to proactively contact customers with updates, including calling the most in need via the details from our Priority Services Register.

We have learnt that effective communications systems must be key to customer delivery – this was a point repeatedly raised by our customers and their MPs. Our work to increase our resilience is ongoing, and we would welcome feedback via stakeholderengagement@enwl.co.uk



Powering Up the North 2022: Levelling Up and Keeping Costs Down



4th March, 10:30-12:30, Online

[Click here to register](#)

This event will bring together senior political, business, and industry leaders, and commentators across the North West and nationally, to examine the energy challenges our region faces and discuss solutions together.

Our investment for the future and our business plan - keeping bills down and investing for our communities

Electricity North West has submitted its Business Plan for 2023 – 2028 to Ofgem. This will be subjected to public scrutiny on 23rd March 2022, and we welcome our customers, MPs, and key stakeholders participating in this process.

For Electricity North West the key focus has been on looking at ways in which we can deliver more investment into the network whilst also reducing customer bills, working towards our Net Zero goals, and we are investing £1.8 billion over five years (2023 – 2028) to build resilience into our infrastructure so that we can better cope with storm incidents.

We are committed to increasing our investment by 33% while also reducing our part of the customer bill by at least 5.5%.

Our customer bills will drop by at least £4.95 and up to £12.49- a real response to the cost-of-living crisis. Electricity North West is committed to achieving Net Zero in Lancashire by 2030, Cumbria by 2037, and Greater Manchester by 2038. We believe we are leading the way to Net Zero, highlighted by the fact that these deliverable targets are ahead of the national targets for 2050. Go to www.enwl.co.uk/businessplan

Delivering jobs and apprenticeships for a Net Zero future

We are broadly looking at around 1000 new jobs being created between now and 2028 with over 400 directly into Electricity North West and around 600 direct contract staff. The Business Plan will drive a further considerable increase in jobs in our direct supply chain and greater economic activity across the North West.

Electricity North West is committed to a recruitment drive to bring on board apprentices to fill green jobs in the craft, civil engineering, IT, and higher-level engineering disciplines. As our Chief Executive, Peter Emery, stated: *“We’re extremely proud of our apprenticeship scheme which is growing from strength – to – strength ...our new intake will play a crucial role in developing the power network to enable more of us in the Region to move away from traditional fossil fuels like gas and oil.”* any more information or have any other ideas, please do get in touch.

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Protecting customers in vulnerable circumstances

Electricity North West's priority is to protect its customers, especially those in vulnerable circumstances such as people medically dependent on electricity, those with young families, or people who need extra support during a power cut – as was the case during recent storms.



Our Priority Services Register is a FREE service, offering customers additional support from a dedicated welfare team. The service is available to help customers 'Be Winter Ready' and offers a range of individually tailored support throughout the Winter months- from providing extra updates in the event of a power cut to giving energy saving advice to keep bills down.

Customers can join the Priority Services Register at www.enwl.co.uk/priority or call 105.

Ofgem's Network Price Controls Open Hearings (RIIO-ED2)

**23 March, 10:00 – 12:00 –
Electricity North West**



Following our Call for Evidence and publication of our [business plan](#), we would like you to register your interest in attending the Network Price Controls Electricity Distribution Open Hearings. These hearings will provide an opportunity to hear submissions and feedback evidence on various aspects of our business plan.

[Click to register](#)



Driving Innovation

Electricity North West is at the forefront of driving innovation. We lead many projects to create new capacity in the network and to transform the ways in which the market operates:

- Electricity North West has just completed a £7m scheme close to Manchester Airport which will help meet the Region's increasing demand for electricity, as the country moves away from fossil fuels and uses more low-carbon electricity. The scheme is one of eight projects that we are embarking upon as part of a £25 million investment, which will deliver new capacity across the region and support Greater Manchester's aims to meet a Net Zero commitment by 2038.
- Electricity North West is upgrading a major section of Cumbria's power network, which will see the installation of 8KM of new 33,000-volt underground electricity cables and the removal of the current overhead power network spanning 14KM.
- On addressing issues regarding the emerging electricity flexibility market, Electricity North West has secured funding for a highly innovative solution called [BiTrader](#) which allows Electricity North West customers to trade flexibility between themselves. This boosts the value and attractiveness of these services, creating more capacity on the network for others by paying large users to shift their usage patterns. For the first time in the UK, Electricity North West will trial 'real time trading' on a live distribution network.
- Electricity North West's track record of innovation is unrivalled by other networks, with globally recognised changes helping to balance electricity demand.

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:



Paul Bircham, Regulation and Communications Director

07795 374982
Paul.Bircham@enwl.co.uk



Jonny Morgan, External Communications Manager

07584 608469
Jonathan.Morgan@enwl.co.uk



Oliver Smith, Press and Public Affairs Officer

07767 618506
Oliver.Smith@enwl.co.uk

For more information on our future business plan engagement go to www.enwl.co.uk/engagementhub