

**electricity
north west**

Bringing energy to your door



Vulnerable Customers Electricity North West – Call North West

1st Round Table Series April 12th 2018

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Welcome and Introduction

Steph Trubshaw

**electricity
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Bringing energy to your door



Environment - Facilities

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Introducing Electricity North West



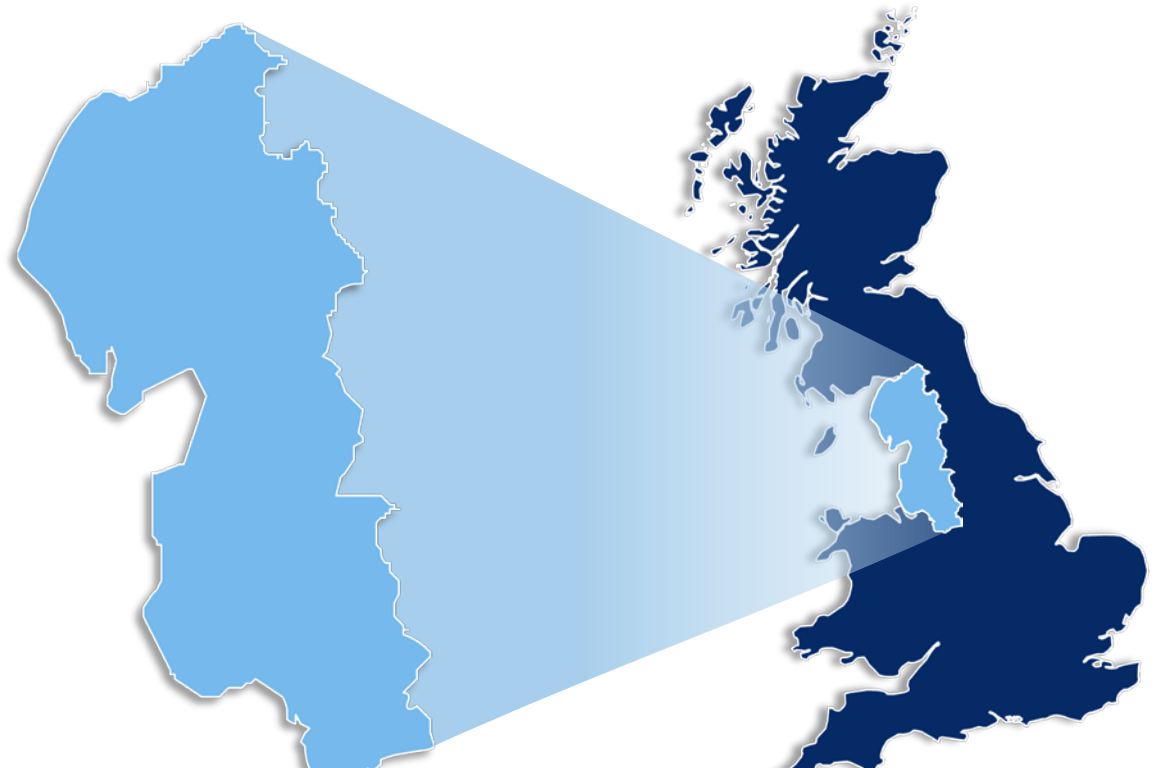
5 million



2.4 million



25 terawatt hours



£12 billion of network assets ● 56 000 km of network
96 bulk supply substations ● 363 primary substations ● 34 000 transformers

A track record of delivery



1948

1990

1995

2000

2007

2010

Electricity nationalisation: North West Electricity Board

Privatisation: Norweb plc

North West Water takeover of Norweb: United Utilities

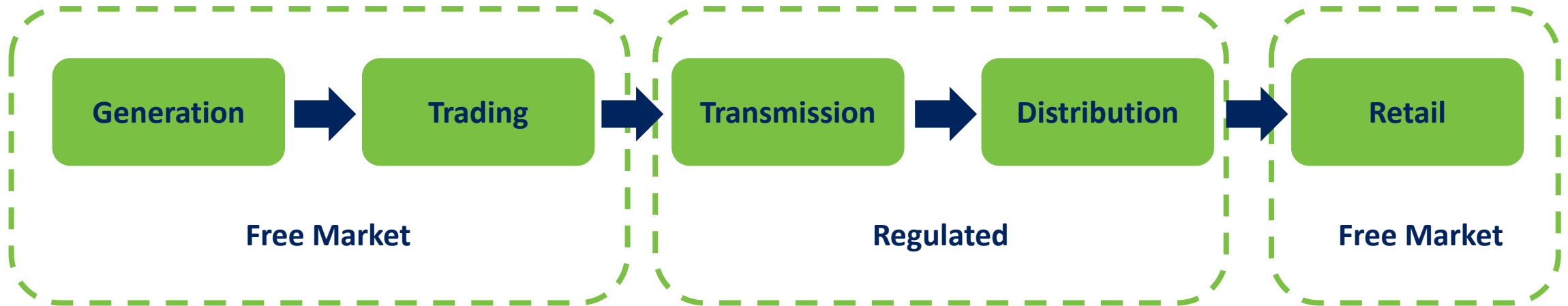
Norweb supply business sold

Sale of United Utilities Electricity to private investors


Acquisition of UU Electricity Services




All large generators, suppliers and networks are regulated




But network businesses are the only ones with price regulation




2015
1/3 gas
1/3 electricity
1/3 oil
~40% of electricity is low carbon



2020
35% reduction in CO₂
15% of energy from renewable
Generation mix is radically 'overhauled'



2030
60% reduction in CO₂
Electricity demand increases, driven by electric cars & heat pumps
Distribution network capacity significantly increases



2050
80% CO₂ reduction
Significant increase in electricity demand

- Uncertainty in future demand and generation
- Difficult to predict demand
- More pressure to meet customers' needs at minimum cost
- Historic network cost optimised, expensive and slow to change
-



OUR PURPOSE

Together we have the energy
to transform our communities

OUR PRINCIPLES



MIND SET

We are **SWITCHED-ON** to our colleagues, customers and the world around us



SKILL SET

We are **ADAPTABLE**, always looking for better ways to get things done



HEART SET

We take **PRIDE** in all we do because it matters to people's lives



Vulnerable Customers

Tina Docherty

Vulnerable Customers – Priority Services Register



Nearly 700,000 Customers across our region

1,200,000 Registered Vulnerabilities

Around 25% of the households on our customer database are PSR

84% Urban & 16% Rural

11% of Households in our area are Fuel Poor*

We Personalise Our Support:

- Telephony Support
- Generation
- Welfare Packs
- Mobile Catering Unit
- Hot Food and Drinks
- Air Liquide UK Visit
- Hotel Accommodation
- Password Scheme
- Translation Service / Type Text
- Knock and Wait
- Braille
- Visit from a Member of the Welfare Team

Why are we sharing our PSR data with UU ?



PSR customer Data
Share started
5 February 2018 for
a twelve week trial



The trial is all about
learning from the
experience and
giving us a sound
base for wider
industry sharing



Our aim is to
provide our
customers with a
better, more joined
up customer
experience.



Building a really
great working
partnership,
enabling us to plan,
share learning and
good practice.



Energy Savings Trust Research (Insight for Next Steps)



Engaging with Partners to offer extra support to our customers:

- CAB – Lancaster
- Greater Manchester Combined Authority – LEAP Project
- Energy Savings Trust
- Rural England
- United Utilities

New/Different ways to train staff - actors to bring scenarios to life
Extremely positive and a great enabler in making a difference

We know how important it is to make sure that our vulnerable customers who need that extra help and support, get it when they need it.



Group Task

1. Consider how we can tackle the challenges together?
2. What does your company do now for vulnerability?



Feedback and discussion



Break



Guest Speaker

Louise Green

The Brick Project



Collaboration

Why is it Important?

Jo Crinson

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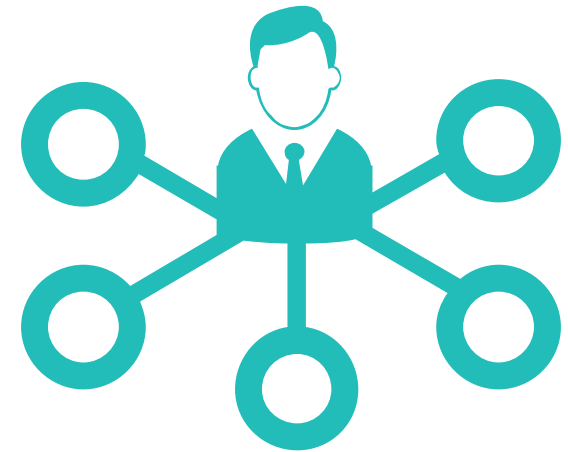
Collins English Dictionary Definition

‘...the act of working together to produce a piece of work, in the shared pursuit of a common goal....’

Giving our customers all the help they need when they need it most

Priority Service Register

We essential service providers for the same region (North West)





What do ALL our customers want?



1985

How do we get it right?



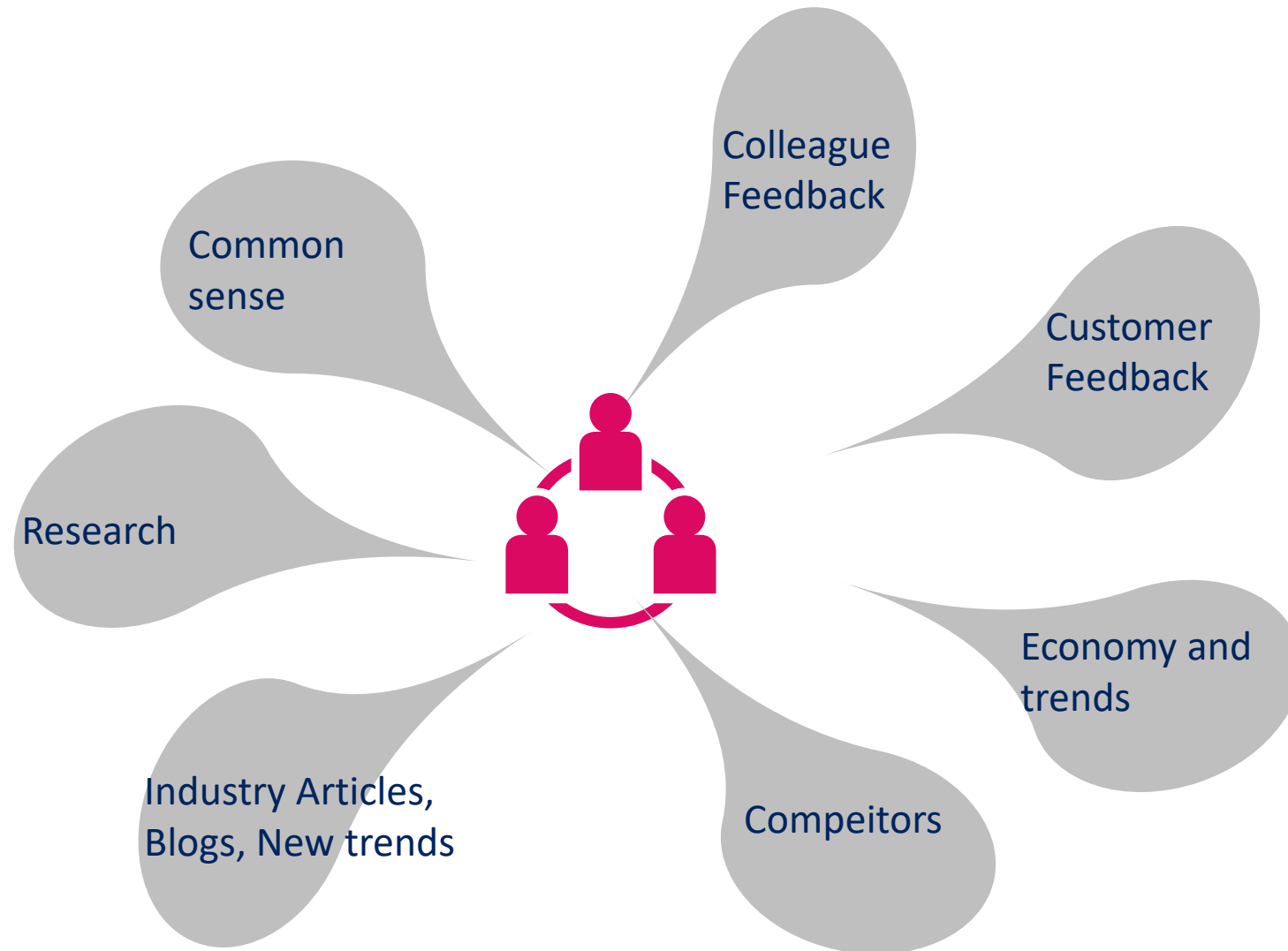


What do PSR Customers need?

'Service PLUS' Challenges



How are we trying?





Record and Update



Analyse



Model



Devise Solutions



Communicate, train,
test & learn



- DNO recent collaboration



- Storm Desmond 2015
- Huge impact on all customers – Nationwide
- Government led Initiative (Dept of Energy and Climate Change DECC)
- Simple solution to help customers get support whatever region they were served by
- All DNOs signed T&Cs
- Collaboratively, we all integrated our telephony systems
- Awareness campaigns



- Not just a nice thing to do.....

- More efficient processes



- Better communication



- Tapping into each others strengths



- Better access to more ideas



- More satisfied customers





- Let's get our heads together...



K I S S

Keep it Simple & Simple



Group Task

1. What is our aspiration for the North West?
2. What can we commit to together?



Feedback and Discussion



Closing comments

Steph Trubshaw



Thank you for attending the 1st of our
Round Table Events

Please have a safe journey home