

Electricity North West – Looking Back to 2019-20

About you and your work																											
1. What is the name of your company?	BUUK Infrastructure																										
2. Is your response confidential? Please explain which parts and why. For a fair process, we prefer the DNOs to be able to respond to any comments made, particularly if they are negative. So please consider carefully before marking any part of your response confidential.'	This response is not confidential. We have not completed section 4 as this part is commercially sensitive. We feel that this has no bearing on our comments and as this is commercially sensitive, we do not feel it is appropriate to share this data widely.																										
3. Which DNO's ICE submission is your response related to? If you wish to provide a response to the ICE submission of more than one DNO group, please use a separate template for each group.	Electricity North West																										
4. What type of connection do you generally require? For each type of connection, how many applications have you made in the past year, and what is the total MVA (Mega Volt Ampere)?	<table border="1"> <thead> <tr> <th>Type of connection</th> <th>Total number of connections</th> <th>Total MVA of connections</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Metered Demand Connections</td> <td>Low Voltage (LV) Work</td> <td></td> </tr> <tr> <td>High Voltage (HV) Work</td> <td></td> </tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td> <td></td> </tr> <tr> <td>EHV work and above</td> <td></td> </tr> <tr> <td rowspan="2">Metered Distributed Generation (DG)</td> <td>LV work</td> <td></td> </tr> <tr> <td>HV and EHV work</td> <td></td> </tr> <tr> <td rowspan="3">Unmetered Connections</td> <td>Local Authority (LA) work</td> <td></td> </tr> <tr> <td>Private finance initiatives (PFI) Work</td> <td></td> </tr> <tr> <td>Other work</td> <td></td> </tr> </tbody> </table>			Type of connection	Total number of connections	Total MVA of connections	Metered Demand Connections	Low Voltage (LV) Work		High Voltage (HV) Work		HV and Extra High Voltage (EHV) Work		EHV work and above		Metered Distributed Generation (DG)	LV work		HV and EHV work		Unmetered Connections	Local Authority (LA) work		Private finance initiatives (PFI) Work		Other work	
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Section 1: Looking Back report 2019/20								
<i>We want your views on how well the DNOs have engaged with connections stakeholders over the last regulatory year</i>								
5. How many of the DNO's stakeholder engagement events have you been invited to this year? (This can include engagement outside official events.) Please tick a box.	none	1	2	3	4	5	6	>6
								x
6. How many DNO Stakeholder events have you been to? This can also include meetings outside of official engagement events. Please tick a box.	none	1	2	3	4	5	6	>6
								x
7. Tell us about how the DNO engaged with you: a) What did the DNO do? b) How did the DNO do it? c) Did the DNO have a robust engagement strategy?	<p>BUUK has not seen much change to the engagement process over the last 12 months because we do not have many new connection projects in the ENW region. This means that interaction with ENW has been limited. However, the engagement we have had is primarily via stakeholder workshop events where various people from our IDNO and ICP business are invited. We also have bilateral meetings with their operational teams to discuss connection issues. The structure of their engagement with us seems robust and to have a strategy.</p>							
The DNO's work plan								
8. <i>Objectives:</i> Have you seen the DNOs work plans and the objectives they outline? a) Does it take into consideration your needs? If so, how? b) If it doesn't please explain why.	<p>Yes, in terms of LTDS and DG. We are invited to attend meetings and complete online questionnaires with comments.</p> <p>The ENW ICE report doesn't detail the segments included in the Summary of performance. Inclusion of this information would make it easier for customers to identify the segments that are relative to their needs so they can then comment accordingly.</p>							
9. <i>Actions:</i> Do you think the DNO has delivered its work plan? a) How has the DNO done this?	<p>The work plan has a lot of areas that do not have specific deliverables. We believe that this is as a result of the potential fine levied by Ofgem in previous years that has led to this DNO, and others, pulling back on absolute deliverables. Whilst this is understandable it is frustrating and has reduced</p>							

b) If you do not think the DNO has delivered its work plan, please explain why.	the credibility of the overall process. In terms of the work plan ENW has achieved what they stated, but there were no challenging targets set within the plan.			
10. <i>Outputs:</i> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Did the DNO meet these outputs? Please explain why.	As above, whilst the targets are appropriate for the deliverables they were not testing or stretch targets. This is something that is seen with the majority of plans.			
Your feedback on the DNOs stakeholder engagement performance				
11. Do you think the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders?	Yes. We have always been invited to submit comments and have been involved in their expert groups. Within these groups we are aware of a number of broad stakeholders. However, in comparison to other DNOs, the published numbers of customers at the events are quite low.			
12. How satisfied are you with the DNO's overall engagement performance?	very unsatisfied	not satisfied	satisfied	very satisfied
			x	
13. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.				

Electricity North West – Forward Looking to 2020-21

Section 2: Looking Forward plans 2020/21	
We want your views on what the DNO aims to achieve in the coming year	
1. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	ENW have set out a specific workplan for their engagement with ICP/IDNO which is something that we welcome. We note that they are the only DNO to have put an IDNO specific area into their ICE plan. We believe this is important as the changes predicted with DSO arrangements need to be considered, which is absent from all plans at the present time. This is something we would like to see across all DNOs and is something that we appreciate from ENW. We would also like to see clearer visibility of which targets apply to which industry sector as per other DNOs reports.
2. Do you agree that the DNO has a comprehensive work plan of activities (with associated delivery dates) that will meet the requirements of its connection stakeholders? If not, has the DNO provided reasonable and well-justified reasons? What other activities should the DNO do?	Comparing the looking back and looking forward plans these are very similar with a number of items included in both plans and it appears that nothing new is being proposed for the looking forward plan. Therefore, we do not see this being particularly challenging. The plan also does not clearly set out where ICP's will benefit and the target market segments are not clearly identified.
3. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (e.g. key performance indicators, targets, etc.)?	<p>Many of the outputs seem a little vague or involve the publication of generic documentation. They are relevant outputs, but they are not challenging enough and are very similar to those detailed for last year. These also are not as challenging in comparison to other DNOs.</p> <p>If improvements are identified through the ICE period, there is not a mechanism for the DNO to amend their ICE plan. Equally, if tasks are identified that cannot be completed in a 12 month ICE period, then these are not recorded as the DNO knows they cannot achieve them in a 12-month timescale but knows this will happen over 24 months. As this is beneficial to the customer, it should be being recorded and the ICE process should accommodate this.</p>

<p>4. Would you agree that the DNO's proposed strategy, activities and outputs have been informed and endorsed by a broad and inclusive range of connection stakeholders? If not, has the DNO provided robust evidence that it has pursued this engagement?</p>	<p>As with all the DNOs, the plans set out a significant emphasis on the transition to a DSO and the potential implications that this may have. There is however no mention in these plans on what the impacts will be to us as an IDNO and the customers that are served on our networks.</p> <p>These are within the proposed DSO areas of activity and may be materially affected. A more joined up, whole energy system approach is required from the DNO.</p> <p>We have been engaged with the development of their ICE strategy via their engagement days, but we have experienced that there was not a great deal of other customers present at these.</p> <p>Maybe a different form of engagement, co-ordinated across all DNO, with fewer meetings with multiple DNOs at the same location at the same time would be a better approach to engaging customers.</p> <p>It would also be useful for the DNO to meet with more customers bilaterally as we find this particularly useful. Perhaps offering to meet at their premises rather than asking for customers to come to them would encourage engagement. Alternatively, a greater use of MS Teams / Zoom would also be effective.</p>
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