

# DSO webinar questions and answers

Wednesday 5 August 2020

**Q: Is Liverpool City Region included? Was there a specific reason why LCR authorities were invited to participate today?**

A: We invited local authorities to take part in our webinar and consult on our DSO plans as local authorities are key stakeholders in the future of the electricity network as they have aspirations to achieve net zero by 2050 at the latest. The city of Liverpool is not in our region so was not included in our work on the decarbonisation pathways which are focused on Greater Manchester, Lancashire and Cumbria which form the bulk of Electricity North West's footprint. There are however, small parts of our footprint which include the Liverpool City Region which is why we invited stakeholders from Sefton Council to take part.

**Q: When do the consultations close?**

A: The DFES consultation closes on Friday 7 August at 6.00pm. The consultation for all the DSO documents discussed in the webinar closes on Wednesday 9 September at 6.00pm.

**Q: Could you say a bit more about how you are looking at fulfilling the principle of 'everyone's included'?**

A: We recognise that the DSO strategy is difficult to understand. Following feedback from our stakeholders we have tried to make the strategy documents as simple as possible to read and comment on. We have made communications about our DSO strategy easier to understand to ensure as many of our stakeholders as possible are engaged in our plans.

**Q: In terms of the COVID-19 pandemic, how do you see this impacting upon the business plan process and future forecasting?**

A: We are currently going through our forecasting process for this year. Our distribution future electricity scenarios document contains a range of possible views of the future, which indicate how different influences can change electrical demand and generation on our network. During the pandemic, the pattern of demand and generation has changed significantly and this is expected to have an impact for at least the next 18 months. We are currently assessing how COVID-19 will impact our future forecasts.

**Q: When are comments on the decarbonisation pathways and energy blueprints for GM, Lancs and Cumbria due by?**

A: There is no consultation period on the pathways documents as such but you can read the documents on our [website](#) and we would welcome your feedback by [email](#).

**Q: How is Electricity North West engaging with flexibility providers to ensure that services are included in the DSO toolkit?**

A: We publicise all of our flexibility tenders on our [website](#) and try to provide advance notification of the areas where we are looking for flexibility providers. We hold regular workshops/webinars to engage with providers to ask for their feedback on our approach. We now issue all the base data associated with a tender in response to feedback at a recent workshop. We also issue a regular flexible services e-newsletter which stakeholders can [sign up](#) to receive on our website.

**Q: How is Electricity North West considering the future needs of hard-to-reach customers and those in vulnerable circumstances?**

A: We recognise that this is a difficult issue to address. We are going to try a number of ways to reach these customers and will be discussing the subject with one of our stakeholder panels. We will feed in comments from our panel into DSO and decarbonisation documents. In some cases we might be able to use third parties to engage with those hard-to-reach customers to help ensure that we gain their feedback.

**Q: Please can you say a bit more about what you are doing to stimulate and facilitate the adoption of low carbon technologies (LCTs)?**

A: Our strategic decarbonisation manager is doing a great deal of work in this area. We have worked with a number of consultants to produce a series of guides to advise different types of customers on the steps they can take to reduce their CO<sub>2</sub> emissions by adopting LCTs and begin their net zero journey – something all of our customers will need to do. In our [‘Leading the North West to net zero’](#) plan we publish information on our own activities to provide examples on how our customers can start to reduce their own carbon footprint. This includes our work to decarbonise our offices and fleet and incentivise our colleagues to switch to electric vehicles. We also provide a great deal of information on adopting low carbon technologies on our [website](#).

**Q: The details on the [Government’s Green Homes Grant](#) announced yesterday is going to fund air source heat pumps. Is the network ready to cope with a sudden increase in installations?**

A: We have the appropriate processes in place and by and large we have the capacity on our network to accommodate the adoption of heat pumps.