

Distribution Price Control Review 5

Regional Stakeholder Workshop 1

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Aims

- o To introduce and promote the ENW brand to important and influential people in the North West who were still unfamiliar with the new name and role of ENW.
- o To explain to as many stakeholders as possible the importance of the forthcoming price review and the crucial role that the distribution of electricity has in the North West
- o To steer the future debate on DPCR5 in preparation for the discussions with Ofgem that begin later this year.

What did we do?

- o Developed a framework - What, Where, When , Why, How
 - o Asked NVEC to support the workshops
- o Identified our audience - Worked with ENW Employees to develop an invitation list that included key regional stakeholders
- o Produced a pack of information to give pre workshop information on DPCR5, ENW and NVEC to potential delegates
- o Developed the content of the workshop based on our key messages for workshop 1
- o Invited stakeholders, then sent a follow up letter and made some direct calls

Issues and Challenges

- o Engaging with the “right” stakeholders
- o Stimulating enough interest before the events to draw people in
- o Maintaining momentum
- o Meeting expectations

Format of the Day

- o Informal and friendly with the opportunity to network
- o Split into 8 sessions, each with a prompt sheet at the end to stimulate debate on points of interest to ENW
- o ENW facilitators on each table to co-ordinate sessions, listen to responses and document
- o Kept each session to the point with the intention of leaving them wanting to know more
- o Finished the day by setting an expectation of what the next steps would be and tasking for their feedback

Results of the Workshop

50 people attended, including:

Ofgem

NWDA

NWEC key employees from ENW

FoLD

Friends of the Earth

Scottish Power

TOSL

At the end of the workshop, attendees were asked to complete a feedback form. The forms revealed an enthusiastic welcome to this type of event.

Results of the Workshop

88% of attendees completed feedback forms

Presentation and Event (Scale: 1-5 poor to excellent)

90% of delegates scored the content as good to excellent

87% of delegates scored the event as good to excellent in usefulness

87% of delegates scored the clarity of topic as good to excellent

(Scale: Good, Ok, Poor)

100% of delegates rated the whole event as good

(Scale: Yes or No)

95% of delegates thought there was adequate time to contribute

100% of delegates had enough time to network/meet new contacts

Results of the Workshop

Sample of written comments from feedback forms:

- o Excellent content
- o Presenters were very informative and engaging
- o Good variety of topics, covered most major issues, well explained
- o Very useful, the format of short discussions on specific topics was very effective
- o Good Level of interaction
- o Very nice to see the doors opening

Next Steps

- o Analysis of the feedback from each exercise
- o Development of this feedback in to the DPCR5 planning
- o Website updates of workshop sessions and results
- o Development of workshop 2