



NIE Networks – Looking Ahead

Stakeholder Engagement Workshops

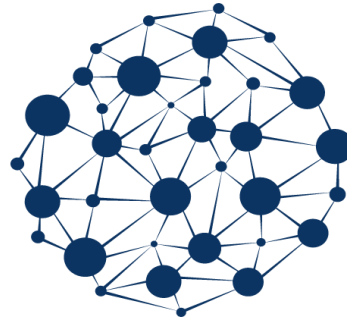
November 2019

WORK WITH STAKEHOLDERS TO ADDRESS CUSTOMER PRIORITIES

THE FUTURE OF ENERGY



ENABLE DEVELOPMENT



CHANGING CUSTOMER NEEDS



THE ENERGY MARKET IS CHANGING IN NORTHERN IRELAND

UK introduced a **'net-zero by 2050'** target.



has initiated a process to respond to that.

As custodians of the network, NIE Networks has a key role to shape and deliver that.



Climate change

“Our role is to provide an electricity network that enables the energy transition that customers can harness clean energy in many aspects of their lives.”



EFFICIENT
RENEWABLE
GENERATION



GENERATE,
CONSUME, STORE
OR SELL



REDUCE
EMISSIONS



IMPACT
CLIMATE
CHANGE

WHAT IS DRIVING OUR APPROACH?



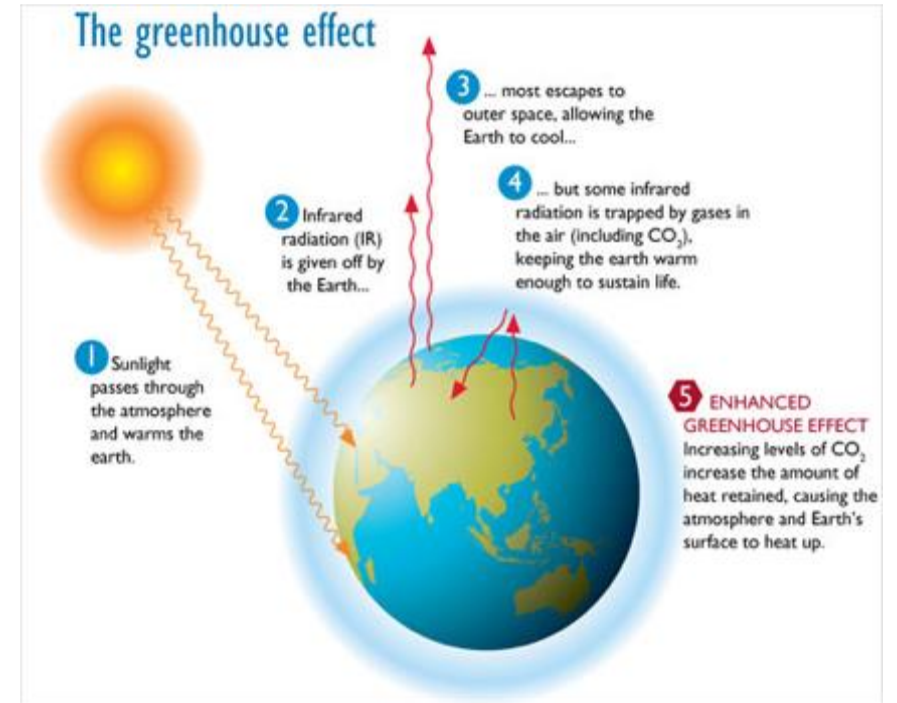
CHANGING
CUSTOMER
PREFERENCES



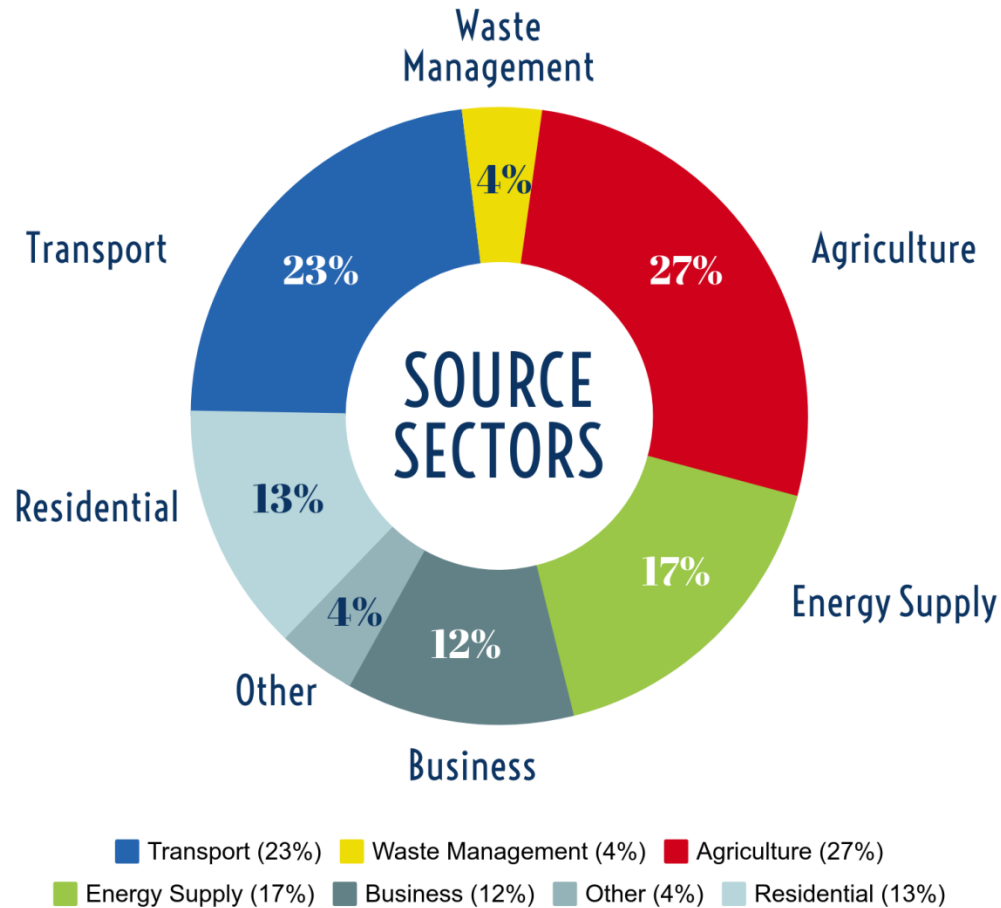
RAPID
ADVANCES IN
TECHNOLOGY



CONSEQUENCE OF
CLIMATE CHANGE &
LEGISLATIVE DRIVERS



ELECTRICIFICATION IS VITAL TO DECARBONISE SOCIETY



Greenhouse gas emissions by sector Northern Ireland, 2017

Electricity, Transport and Heat Sectors
account for significant CO₂e emissions.

Decarbonising Electricity and
electrification of Transport & Heat - the key
means to deliver significant carbon
reduction.

WHAT IS OUR ASK OF STAKEHOLDERS?

NIE Networks has a pivotal role in creating a future where renewable generation displaces the carbon in electricity and where electrification displaces the carbon in transport and heat.

However, we need to include our customers and stakeholders as we develop our plans. We need to know the following:



**YOUR VISION,
PLANS &
PRIORITIES**



**YOUR
DECARBONISATION
POLICY**



**POTENTIAL
COMMUNITY
CONCERNS**



**EXPERTS
WITHIN YOUR
TEAM**



**HOW YOU'D
LIKE TO BE
INVOLVED**

NETWORK CONNECTIONS: ENABLING DEVELOPMENT



NETWORK CONNECTIONS: ENABLING DEVELOPMENT IN NORTHERN IRELAND



ENGAGING
WITH OUR
CUSTOMERS



REDUCE
TIME & COST



IT & PROCESS
IMPROVEMENTS



BESPOKE
CONNECTION
SOLUTIONS



REGIONAL
PRESENCE

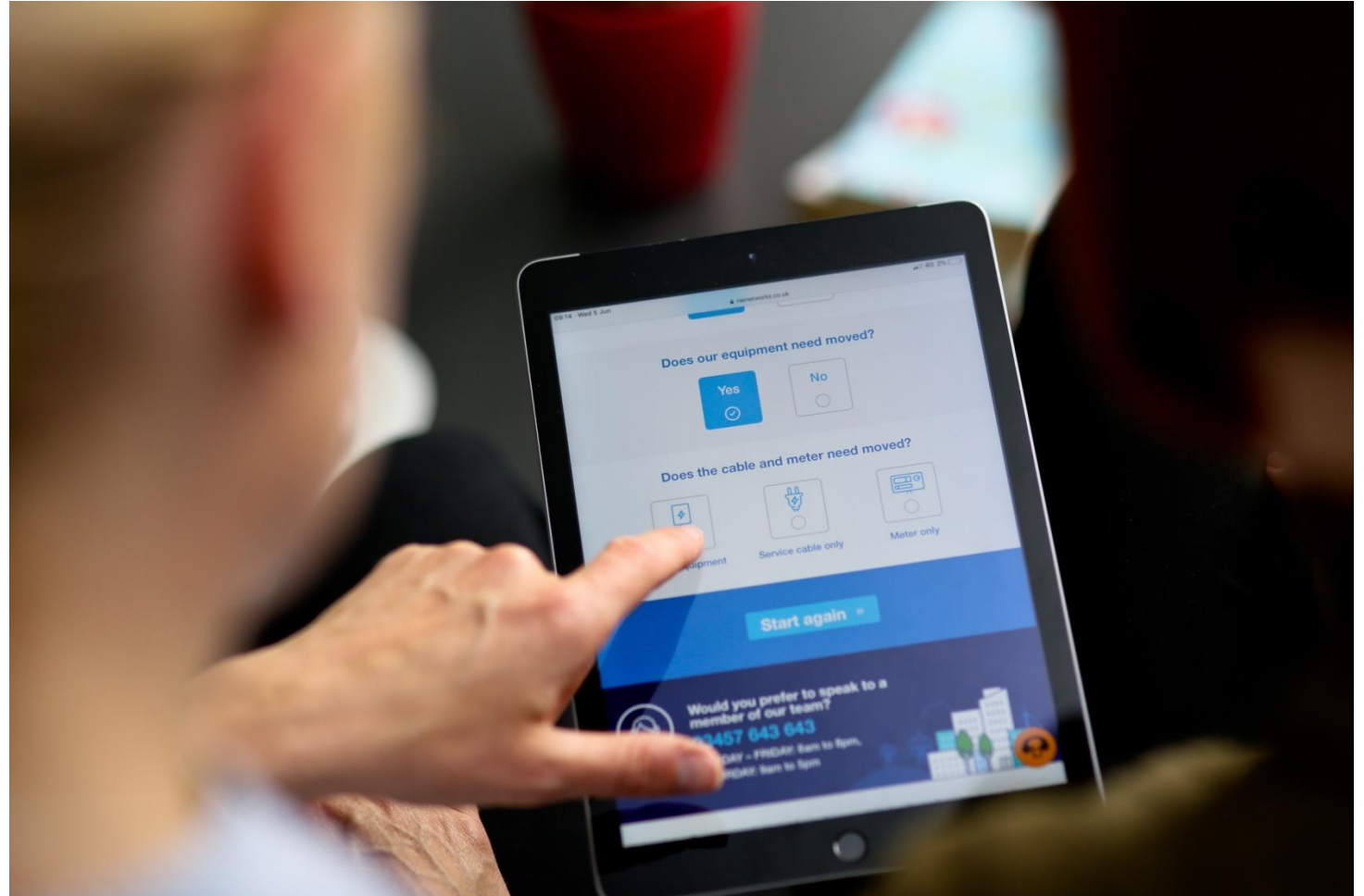
£1 billion

INFRASTRUCTURE
PROJECTS SPEND
BY 2024

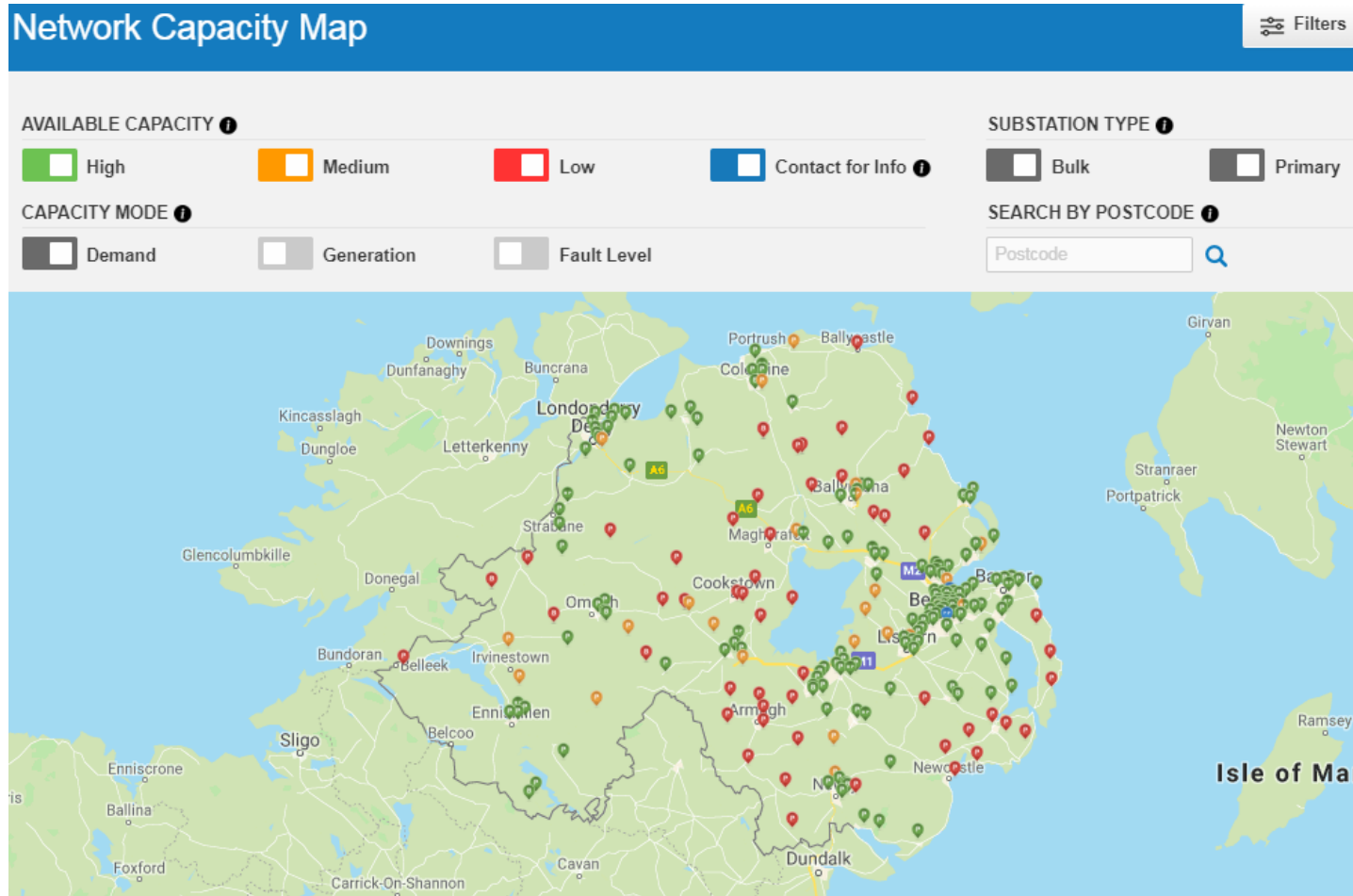


Connections has been changing

- Modernising the customer journey
- Market open to competition
- Self-help videos
- Online job tracker



Network Capacity Map Development



- Available on our website
- Highlights availability & constraints on the distribution network
- Includes information on proposed mitigation measures
- Planned to be updated on a regular basis

Key Customer Groups

Customers who opt to sell system support services to NIE Networks and SONI. Participate in the energy market and provide system services.

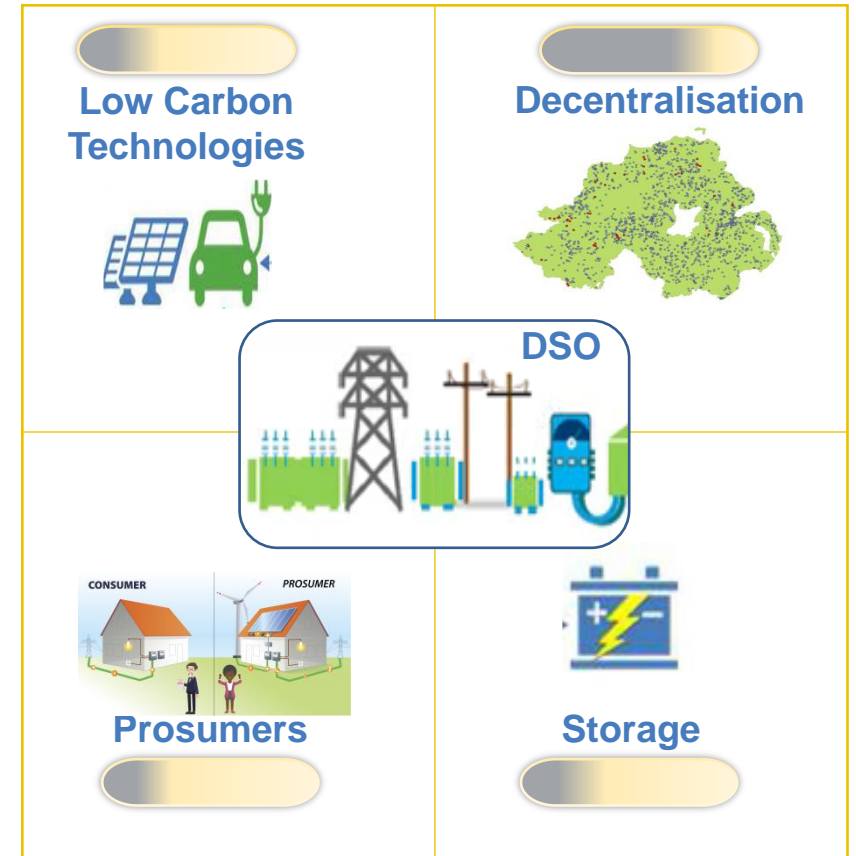
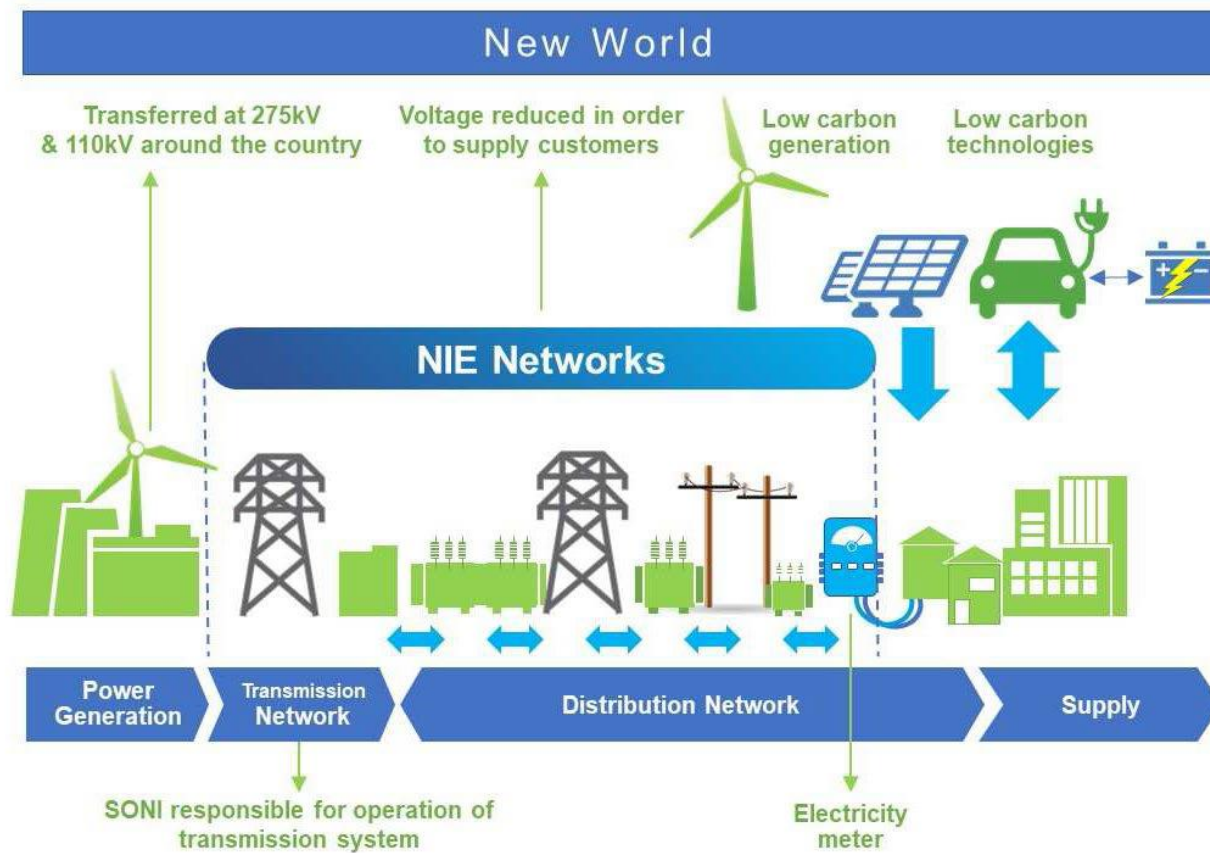
Smaller energy conscious customers who have invested in heat pumps, solar panels or electric vehicles to reduce costs.



Customers who have invested in Distribution Energy Resource, demand side management or Low Carbon Technology (LCT). Participate in the energy market but do not provide system services.

Domestic or smaller non-domestic demand customers with little or no interest in the flexible energy market or Low Carbon Technologies.

The Evolving Picture



Greater Access to the Distribution Network



- DSO will be a neutral facilitator
- Whole system optimisation through increased cooperation between TSO and DSO
- Provide security, sustainability and affordability
- Provides protection to passive and vulnerable customers
- Will create DSO market for local congestion management
- Least regrets approach to evolution

DELIVERING FOR OUR CUSTOMERS



Delivering for Our Customers: Our Priorities

Our business strategic objectives include:



SECURITY
OF
SUPPLY



ENABLING
COMPETITION IN
CONNECTIONS



PROVIDING
CUSTOMERS
WITH CHOICE



FACILITATING
A LOW CARBON
FUTURE



BUT:

Energy markets will be very different in 10 years' time...



CHALLENGE:

Respond to customers' needs - don't leave the vulnerable behind.

Customer Priorities

The Consumer Engagement Advisory Panel (CEAP) sought the views of householders and businesses on their priorities for the network going forward.



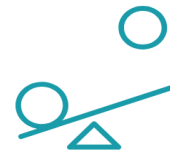
**INCREASE CUSTOMER
AWARENESS OF
OUR ROLE**



**IMPROVE CUSTOMER
SATISFACTION THROUGH
CONNECTIONS PROCESS**



**DEVELOP
ALTERNATIVE
CONTACT METHODS**



**BALANCE FUTURE
INVESTMENT WITH
CUSTOMER NEEDS**



**ENGAGE WITH
CUSTOMERS DURING
PRICE CONTROL**



**PROPORTIONATE
INVESTMENT: CUSTOMERS
WHO WILL BENEFIT**

Digital Communications to Respond to Customer Needs

Our digital and online strategy will give customers more choice, open new channels of communication and help speed our response.

It incorporates the commitments from our business plan and the CEAP recommendations, with particular focus on the following areas:



ENSURE OUR WEBSITE
IS ACCESSIBLE TO
ALL USERS



OFFER MULTI-CHANNEL
COMMUNICATION
OPTIONS



PROACTIVE CUSTOMER
ENGAGEMENT VIA
TEXT/EMAIL/PHONE



GREATER
TRANSPARENCY
THROUGH JOB TRACKER



REFRESH
CONNECTIONS WEB
CONTENT



IMPROVE CONNECTIONS
PROCESSES &
CUSTOMER SERVICE



NEW MULTI-CHANNEL
APPROACH FOR CUSTOMER
REPORTS & INFO



EXTEND TWITTER ACTIVITY
TO EVENING/WEEKEND &
CHAT FUNCTION

WORKING WITH STAKEHOLDERS TO PROTECT VULNERABLE CUSTOMERS

- Medical Customer Care Register
- Quick Check 101 scheme
- Jam Card Friendly
- Accessibility tools - Browse Aloud
- Meter Reading Password Scheme

A consumer is deemed vulnerable when their personal characteristics or circumstances reduce their ability to engage effectively and achieve fair outcomes. A vulnerable consumer is significantly less able to protect or represent their interests and significantly more likely to suffer detrimental impacts on their health, wellbeing or finances

MEDICAL CUSTOMER CARE REGISTER

- Information service for customers who depend on life supporting electrical equipment. Sign up online.
- c.10,000 customers on our Medical Customer Care Register. 25% increase since 2017.
- Calls from customers on the register are given priority.
- Dedicated team keep customers on the register updated for the duration of the power cut.
- Co-operation and promotion agreement in place with NI Water.
- Very important service with positive feedback.



THE NETWORK: MANAGING ITS IMPACT ON CUSTOMERS



BREAKOUT SESSIONS

Your thoughts?

