

WPD ICE WORKPLAN 2019 / 20

Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Required KPI (s) or Measure (s)	Status Update Q2
1. Network Capacity Allocation & Reservation	Continue to improve the provision forecasting and planning 2019-2020 on the network capacity	1.1 Providing LCT forecast information	Develop online functionality to automate the provision of low carbon technology (LCT) forecast information to local enterprise partnerships (LEPs) and local government authorities (LGAs), improving access to this information. Provide the ability on our website to download relevant data and to understand the geographic coverage for each of electrical service area (ESA) generated from our Distribution Future Energy Scenarios (DFES).	Q1 2020	<ul style="list-style-type: none"> ▶ Monitor No. of downloads ▶ Undertake online survey 	Scope agreed with WPD Website designer . We are currently awaiting timeline of the website activities and delivery dates for testing.
	Increase collaboration on planning and investment forecasting between WPD and local government planning teams to help ensure sustainability and efficient investment for both parties and WPD to be actively Involved with local government and Local Enterprise Partnerships (LEP) planning processes, procedures and timeframes.	1.2 Working together with Local Enterprise Partnerships (LEP)	Further improve the information available on our LGA / LEP webpages setting out the datasets WPD make available to them and how this might help them understand our investment plans. Improve awareness of this information by writing to LEPs and LGAs within WPDs regions, updating them on the information WPD make available as well as the WPD contacts for discussing both long term plans and local contacts for more immediate planning requirements.	Q3 2019	<ul style="list-style-type: none"> ▶ Stakeholder feedback 	Collated the key contact details for the Local Authorities (LA) and contacts/stakeholders made at the Network Strategy events, to help initiate engagement forums.
		1.3 Working together with Local Authority (LA) planning departments	Run a series of webinars for Local Authority Planning Officers across WPDs regions. Deliver a webinar every 6 weeks to explain the information we can provide and the support that we can offer to the LA's. This will include question and answer sessions with the WPD Network Strategy Team.	Q1 2020	<ul style="list-style-type: none"> ▶ No. of participants in webinars 	Content for the Webinars being collated and to identify a key local planner/s to trial the webinar.

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1. Network Capacity Allocation & Reservation	Continue to develop processes and procedures for capacity allocation and reservation	1.4 Continuing 2018/19 initiative: implement policy regarding allocation and reservation of capacity	Continuing 2018/19 initiative: Following the publication of our final decision document in March 2019 we will implement revised processes, agreements, terms and conditions relating to how network capacity is offered on new connection and infrastructure schemes, as well as the management of capacity in ongoing schemes following acceptance of a connection or infrastructure offer.	Q2 2019	► Stakeholder feedback on new policy implementation	<p>Action Ongoing—Target date has been moved to 1st August 2019, following stakeholder feedback requesting more time to allow evaluation time before the process goes live.</p> <p>Processes have been finalised and associated amendments made to the policy documentation within WPD, including Standard Techniques (ST's), User Guides and other external facing guidance are near to completion. The Connection Policy Team is currently visiting a number of offices across all four distribution areas in order to convey the changes in policy to local Network Strategy (NS) Teams. A webinar was held on Monday 17th June 2019 to convey the message to external stakeholders and the CCSG was updated in June 2019. At a stakeholder suggestion we have pushed back the 'go-live' date to the end of July to allow customers time to transition their own processes.</p>

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2. Transition to DSO	Continue to prioritise the transition to quickly become a DSO. Continue to act swiftly to enable customers to participate in and benefit from DSO services and engage on the transition.	2.1	DSO Consultation on economic process	Undertake a consultation on our economic processes for recommending which course of investment we take: conventional reinforcement, flexibility, future networks solutions or other. We will document and publish the processes developed in-house and trial them in our April 2019 flexibility tenders. We will seek feedback on these processes in order to identify any improvements which can be made.	Q3 2019	<ul style="list-style-type: none"> ▶ Feedback received to establish improvements and benefits . ▶ To promote further initiatives within the future ICE workplan. 	Consultation documentation requirements being drafted before publication.
		2.2	DSO Commercial arrangements	Develop the commercial arrangements needed to use flexibility to provide capacity to facilitate new connections on the network. Identify 3 x locations where this can be piloted and in collaboration with the 3 x providers of flexibility, develop commercial arrangements for moving forward.	Q1 2020	<ul style="list-style-type: none"> ▶ Monitor 3 x piloted areas. ▶ Establish commercial arrangements. 	We are currently seeking customers to participate.
		2.3	Flexibility surgeries	Run a flexibility surgery in August 2019 and March 2020. Provide potential participants in flexibility the ability to book face to face slots with one our flexibility subject matter experts to discuss, electrical, technical and commercial aspects of flexibility within the surgeries.	Q1 2020	<ul style="list-style-type: none"> ▶ Feedback questionnaires within the surgeries 	Our Flexible Power Surgery Event is booked for a London location on 07.08.19.
		2.4	Flexibility webinars	WPD will host 4 webinars throughout the year in July, August, February and March on flexibility and routes to procurement with WPD. The webinars will cover the routes required to participate in the ability to provide WPD with flexibility services.	Q1 2020	<ul style="list-style-type: none"> ▶ Number of participants in webinars. 	"Routes to Participation" webinar has two dates booked in July for 15th and 22nd July 2019.
		2.5	DSO Forward Plan update	Update WPD's DSO Forward Plan to keep stakeholders informed on our latest steps towards becoming a DSO and informing them of our plans.	Q2 2019	<ul style="list-style-type: none"> ▶ Completion of plan. 	COMPLETED WPD's DSO forward plan was updated and published on our website on 19th June
		2.6	Tier 3 BAU flexibility service	Continuing 2018/19 Initiative: Go out to procurement for flexibility on 15 zones in 2019, which can be used as an alternative to reinforcement.	Q4 2019	<ul style="list-style-type: none"> ▶ Completion of flexibility zones. 	13 zones completed in May 2019. A further 5 new zones will be published for procurement in July 2019, plus all 13 previously tendered - totalling 18.

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3. Availability of Information	Provide a contact who can assist with connection applications and front-end processes for major schemes.	3.1 Assistance with EHV connect applications	Provide better guidance on the WPD website regarding the option of a Connection Surgery Meeting (or if preferred telephone conversation) with a WPD EHV Network Designer to discuss the application process itself.	Q3 2019	► Feedback from stakeholders on pre-application process.	We are user-testing the WPD connections pages on our website to simulate the approach of external applicants. We will use the findings of the testing to make changes to the website to ensure that the availability and accessibility of the connections surgery is clear and straightforward.
	Improve communications regarding connection work programmes post-acceptance of a connection offer.	3.2 Post-acceptance communications	Review and improve the existing process on post-acceptance on customer contact. Review whether CROWN prompts can be used to ensure customer contact is made. Roll-out to WPD staff to ensure that they are clear on the expectations.	Q3 2019	► Improved major customer survey feedback.	Initialised the review to the existing process on post-acceptance on customer contact.
	Continue to improve online capacity maps giving more granularity, also updating information frequently.	3.3 Network capacity map development	Develop additional functionality on WPDs online capacity map to provide local authorities (LA) with improved ability to understand the information within their authority geographic boundaries.	Q3 2019	► Feedback from stakeholders on Network Capacity Map usage.	Scope agreed with WPD Web developer and now with them to develop. Currently awaiting timeline of activities and expected delivery dates for stakeholder testing.
	Provide greater granularity in WPD's Data Portal (online geographic network mapping information).	3.4 Mapping data improvements	WPD Mapping to engage with stakeholders at June 2019 CCSG to understand the enhancements sought by our stakeholders so they can be considered and evaluated further as WPDs is currently transitioning to a new geographical information system (GIS) Mapping system, allowing future enhancements to be considered further.	Q4 2019	► Customer feedback from WPD findings at Customer Connections Steering Group (CCSG).	WPD Mapping Manager attended CCSG Meeting In June 2019 and gave a presentation on the present WPD Mapping and an introduction to the mapping system. WPD are moving to Geographical Information System (GIS) ensuring throughout the process agreed to keep the stakeholders informed and welcoming feedback.

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3. Availability of Information	Hold a connections networking event annually, providing useful face-to-face engagement opportunity.	3.5 Major customer engagement event	Relevant CCSG and customer panel steering group members would be invited as a minimum. This event would be used for WPD to brief to this wider group on actions we have taken and hold round table discussions. As a whole we will review the existing structure of events and incorporate this event into the strategy.	Q4 2019	► Event held and number of attendees.	Currently assessing options for an event and content.
	Provide a guidance document for new connections application forms.	3.6 Application form guide for a new connection	To produce a clear and concise guidance book/leaflet which can also be viewed on the WPD website. The guide will navigate the customer through the application process, ensuring the guidance helps simplify the process for the customer.	Q4 2019	► Feedback from Stakeholders on usefulness of guidance.	We have engaged with internal and external stakeholders to start the process to establish an application guide.
	WPD's customer survey for our online application process identified improvements for customer usability.	3.7 Improve online application process	WPD Online Application Improvements : Implement improvements to the online application form process taking in account of the feedback provided by stakeholders via the online application survey.	Q4 2019	► Stakeholder survey.	Initial survey feedback has been collated and review of potential improvements.
	WPD should further improve the content of connections information available on the WPD website and make it easier to navigate and locate.	3.8 Further enhance 'Connections Information' on webpages.	Following the improvements made to the 'Connections Services' pages in 2018/19, we will identify and implement further enhancements to the 'Connections Information' pages on the WPD website. Target is to improve the quality of the information available and remove extraneous content to allow users requiring guidance to easily access and obtain helpful advice about specific connections topics.	Q3 2019	► Stakeholder survey.	We have engaged with our website developer and identified areas for improvement. 'Mind maps' with the improvements have been drawn up setting out proposed hierarchy and navigation routes within the website.

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3. Availability of Information	Provide easier access for customers who are connected and wish to modify their site (make changes to the equipment). Customers would like to have a simplified application process on modifications to their existing connection.	3.9 Improve clarity of process when requesting a modification to a connection	Improve the information and guidance available on the for customers seeking to modify their existing connection and/or their equipment connected at their site. Provide improved navigation on the WPD website connection pages for modifications, giving more clarity. Review on-line and off-line application forms to ensure they assist customers seeking modifications and improve overall customer experience.	Q4 2019	▶ Number of web page hits.	Some initial consideration and planning has been incorporated in to our work on Action 3.8 above (improving information). Next step will be reviewing forms.
	Publish a guidance document on the information and service provided post energisation of DG, with articular regard to outage planning.	3.10 DG post-energisation guidance	To publish a DG post energisation guidance document providing information including WPD process for outages and constraints and to communicate to the stakeholders using the DGGOO workshops and the DG webpages on the WPD website.	Q4 2019	▶ Stakeholder feedback.	The next DGGOO forum is on 24th July 2019 and in the stakeholder engagement, we will ask if any specific requirements on the outages/constraint guide that is required.

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4. Assessment & Design Fees	Review the application of assessment and design (A&D) fees following the implementation of the Electricity (Connection Offer Expenses) Regulations 2018.	4.1 Review A&D fees and collaborate on consistent approach with other DNO's	Continuing on from 2018/19: Review the application of A&D fees in WPD and collaborate with other DNOs via the ENA. To identify changes that will improve consistency of application and methodology across DNOs. We will increase transparency by updating guidance as required and communicate to stakeholders seeking feedback on any changes.	Q1 2020	▶ Stakeholder Feedback on any changes.	Discussion through the working parties continues at industry level to find a means of improving consistency of methodology amongst DNOs. WPD is looking at publishing its own methodology in its charging statement.
5. Low Carbon Technology and Electric Vehicles	Improve consistency in levels of awareness around WPD staff on the availability of current innovation trials which might benefit a connection customer if they were to join.	5.1 Local teams involvement in innovation projects	Increase the level of innovation project involvement with local teams and regional Primary System Design designers who are handling connections applications. We will update WPD Innovation governance processes to include briefings for local teams.	Q3 2019	▶ No. briefings undertaken.	A process and procedure has been put in place for the Innovation Team to more closely engage with the local teams and the team is in the process of implementing this for each of the project's currently in delivery. <ul style="list-style-type: none"> • Once the geographic location of a project is finalised meet with relevant DM(s) to explain the project and discuss future interactions; • DM(s) to identify a core of local team members to be keep updated and involved in the project; and • Monthly updates to be provided by the Innovation Team and adhoc working from the WPD depots to disseminate on related projects and wider innovation work.

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5. Low Carbon Technology and Electric Vehicles	Electric Vehicle (EV) - Feedback from Stakeholder Engagement workshops in Feb 2019 and EV Events, to help to collate the EV strategy 2019, making EV's a priority area with WPD stakeholders and Ofgem. The priority being to provide further information, guidance and assistance on connecting EV's.	5.2 EV guidance brochure	Guidance and advice documents to help stakeholders / customers when they consider EV options for their homes or businesses. To produce a clear and concise brochure for the website, stakeholder engagement events and if a customer requests information to be mailed out.	Q4 2019	▶ Stakeholder feedback .	We have produced a guide for local authorities (LA) and published on WPD website in Feb 2019. We are reviewing the guide to adapt to the homes and business stakeholders.
		5.3 EV self-assessment	Self Assessment Project. To produce an EV Application for connection. To allow customers a simple way of providing WPD with site specific service cable and termination information. A generic application form/process that can be used across the UK and for any DNO Network. Engagement of specific stakeholders.	Q4 2019	▶ Stakeholder feedback.	WPD have shared this with the ENA and are hoping to develop a UK wide application that customers can use.
		5.4 EV stakeholder engagement	EV Stakeholder Engagement Plan for 2019-2020 : - To engage with Government through Business Environment & Industrial Strategy (BEIS) and Office for Low Emission Vehicles (OLEV) government department/organisation. - To engage housebuilders regarding Superfast Electricity development, through the Renewable Energy Association. - To engage with the stakeholders in varying workshops.	Q3 2019	▶ Stakeholder feedback via survey.	WPD are working with Business Environment Industrial Strategy (BEIS) and Office for Low Emission Vehicles (OLEV) on smart standards and building regulations. We also expect the three phase services project to inform this action at the end of 2019.
		5.5 EV ADMD review	Electric design capacity assumptions, the After Diversity Maximum Demand (ADMD) figures that support to design the network for design capacity have been in place for a significant period of time. The impact of EV's and LCT's will mean that we change these ADMDs. Following the ADMD review/consultation the outputs will be trained out internally with a procedure and process. External Stakeholders will be updated within the stakeholder engagement workshops and communication through Webinar.	Q4 2019	▶ Stakeholder feedback - internal & external.	Work completed through our Electric Nation project has derived After Diversity Maximum Demand (ADMD) data for us which we can use to assess electric vehicle loading. We will develop this through into a package for our planners and design tools .

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		5.7 EV charging hub	Public charging hub infrastructure. WPD is developing a hub charging solution to help the deployment of charging infrastructure in car parks and other public locations. The hub charging project once completed will create a design specification for the bespoke charging transformer deployments. To engage with external and internal stakeholders on the website roll-out and produce guidelines.	Q4 2019	▶ Stakeholder engagement.	Hub charging designs have been made and reviewed, working with our suppliers we are close to production. WPD are in the process of engaging with our stakeholders - mid July 2019. This will assist in the specification and guides.
		5.8 LV Connect and Manage	The LV Connect and Manage project will show how WPD can provide controls to allow EV's to charge on the network, which could be constrained by parallel charging. To produce/establish set procedures so that this equipment is deployed in a consistent way by our local teams.	Q4 2019	▶ Internal training.	The final report for the LV Connect and Manage is due to be published on our website by the end of July 2019, with a set of procedures to follow.

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6. Competition in connections	Improve consistency in approach to variations to CiC connection schemes particularly where there are changes to which party is undertaking elements of the works (i.e. WPD or the independent connections provider (ICP).	6.1 CIC guidance on variations	Publish guidance on the processes to agree changes to CiC schemes. In particular where the ICP requests a change to which party is undertaking the final connection works i.e. from WPD connection to ICP self-connection and vice versa.	Q3 2019	► Stakeholder feedback on guidance.	Initial work to review options has been undertaken.
	Improve information available to support the design of 132kV connections by ICPs.	6.2 Update 132kV technical documentation	Review information available for ICPs on WPD's online technical information library regarding 132kV connections. Updated and / or publish additional information as required to improve information available to ICPs.	Q4 2019	► Feedback on documentation.	Currently reviewing the scope of what is required to enable implementation.
	Consider facilitating ICPs undertaking signal injection for cable identification.	6.3 ICP cable identification	Investigate and review whether WPD can facilitate a trial for ICPs to undertake LV signal injection for the purpose of cable identification. If appropriate undertake a trial with an ICP/s to develop processes and procedures.	Q2 2019	► Review complete ► Feedback on any trial undertaken.	COMPLETED Review of policy completed and the facility is not currently included within the WPD suite of documents. None of the current ICP connection community came forward to undertake a trial. This action now complete. However, it has been agreed with the stakeholder offering this service to explore how this service could be provided if an ICP wanted to take it forward.

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7. Community Energy	Update and improve the WPD website community energy pages to make information more accessible.	7.1 Community energy - website Improvements	In 2019/2020 WPD will run a workshop which will aim to collect specific feedback on the WPD website. The feedback will then be used to re-design the website accordingly.	Q4 2019	▶ Percentage of workshop participants who are happy with the website changes.	A workshop has been planned for the 17th of July and publication of the event has been promoted.
	Improve awareness of materials and information made available by WPD to support community energy groups.	7.2 Community energy - social media campaign	A social media campaign will be run by WPD throughout 2019-2020 ICE period, with the aim to increase awareness of the material and information available to Community Energy Groups.	Q1 2020	▶ Increase in the views/downloads of existing material.	WPD Communication team has started following community groups and stakeholders from the community energy database that have been created with the aim to get those in the group to follow us back. Programme of the social media posts is in development.
	Feedback received from the DSO Communities Consultation has shown that community energy groups require support in order to be able to take advantage of the opportunities available to provide flexibility services.	7.3 Community energy groups	WPD will run a total of 8 workshops across Q 2019 and Q1 2020, in the areas where we need flexibility services. In these events we will explain how flexibility services work and how they can participate if they are able to offer any services.	Q1 2020	▶ Percentage of attendees who are happy with the event.	The first 4 x events have been planned and are being promoted. The events will take place on the 26th June, 27th June, 3rd July and 4th July 2019.

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<p style="writing-mode: vertical-rl; transform: rotate(180deg);">8. Legal & Consents</p>	<p>Improve the transmission of Day 20 reports of legal process progress to new connections customers.</p>	<p>8.1 Legal and consents reporting</p>	<p>Introduce measures to ensure that customers receive a copy of the Day 20 report relating to the legal process for their connection.</p>	<p>Q2 2019</p>	<p>▶ Customer feedback from Customer Connections Steering Group (CCSG)</p>	<p>COMPLETED</p> <p>Following the recent changes in the legal process, the new process - "collaborative partnership protocol". The process involves our lawyers (Geldard's) sending a 20 day report to the customer's lawyer and the WPD wayleave specialist receiving a 20 day legal report on the progress of the individual scheme indicating any potential issues or the proposal is on track. WPD Customers will be asked if they would consent to the Day 20 report being sent to their lawyers and themselves.</p> <p>Although initiative complete, at the recent June 2019 CCSG stakeholder raised the issued that the customer lawyer may withhold information. In response to customer feedback from the CCSG, the following changes have been made to Day 20 Reports process:</p> <ul style="list-style-type: none"> - contact details for WPD Project Manager now included on instruction proforma to WPD's lawyers to ensure PM receives (and forwards onto customer) Day 20 Reports. - initial letter from WPD's lawyers to customers' lawyer asks for permission to send Day 20 Reports direct to client.

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9. Connection Offers & Agreements	Improve standardisation of budget estimates providing a consistent approach across WPD to reduce the variation in levels of detail and format.	9.1 Consistency in budget estimates	To review budget estimates template and implement changes as required. Review and update the budget estimate policy and update internal & external guidance, improving consistency of approach across WPD. Communicate to the internal and external stakeholders via various media e.g. website, stakeholder engagement workshops.	Q3 2019	▶ Stakeholder feedback internal & external.	The investigation started into budget estimates and reviewing the WPD Standard Technique with the assistance from internal stakeholders. Data collated showing facts to start the process.
	Improve the accuracy of costs within WPD offers and transparency of assumptions, with the assumptions that are made clearly highlighted within the quotation. Ensuring the connection quotation is clear, accountable and concise.	9.2 Connections offer transparency	Following on from an ICE Workplan 2018-19 initiative - Improve information in connection offer letters describing significant design assumptions which may impact on connection charges if the design needs to deviate. Establish clear guidance internally on assumptions that can be made in the design - e.g. route, surface type and technology. To give the customer a clear, concise and accountable connection offer. To review / consider corresponding information on consequences in the new guide document externally.	Q1 2020	▶ Stakeholder Feedback from CCSG.	We are reviewing connections project data to confirm the top 6-10 aspects that have caused cost variance on connections projects. Based on these findings we will develop a clear and concise document which sets out normal WPD costing assumptions and give indicative upper and lower bound % cost variations for a range of cost elements. We will seek feedback on this from our CCSG prior to finalising and issuing with new offers.