

WPD ICE WORKPLAN 2018 / 19

Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Status	Initiative update	Required KPI(s) or Measure(s)	KPI update	
1. Transition to DSO	Continue to engage with stakeholders with information tailored to their knowledge and interest.	1.1	DSO Forward Plan & updates	Provide a forward looking plan for implementing WPD's Distribution System Operator (DSO) strategy and inform stakeholders of the immediate steps we are taking towards this transition.	Q3 2018 Revised target	Complete	Following feedback through ENA's Open Networks Advisory Group, all network and system operators agreed to publish information on DSO transition under a coordinated approach. To address this feedback, we postponed the release of the DSO Forward Plan to Q3 2018, allowing it to be reviewed in line with other industry and regulatory publications. The document was published on our website on 30th August and stakeholders signed up to receive email updates were notified of its availability.	► Publish DSO forward plan	The report was published on 30th August 2018.
		1.2	DSOF document update	General aim: keeping the distribution system operability framework (DSOF) updated by adding new content throughout the year and maintaining a two year review period for all articles published under the DSOF. More specifically we will republish the distribution system operability framework as a number of discrete articles so that new articles can be added individually and existing articles can be reviewed and updated.	Q2 2018	Complete	Following feedback during our DSOF launch events, stakeholders requested that we keep the issued document updated and refreshed with new content. To facilitate this, we have reissued the document as a series of individual articles and have added additional content with a new article.	► DSOF updated periodically	The updated DSOF was published on 29th June.
		1.3	Sign posting for flexibility services	Consult with stakeholders on the information provision and visualisation of distribution flexibility requirements. Following review of consultation responses, WPD will publish a sign posting flexibility document based on the consultation outcomes.	Q3 2018	Complete	Providing transparency of system needs is a key objective in our DSO strategy. To ensure this is developed in line the expectations of our stakeholders, we went out to consultation in May for feedback on how we should approach the visualisation and data provision of our system needs. Following a number of responses, we aggregated the feedback into a document which was published in August. This document outlines a number of principles and commitments for how we provide Signposting data in the future. To date we have published Signposting for all flexibility zones procured in 2018 and will be adding further zones as the analysis is complete. www.westernpower.co.uk/signposting .	► Consultation responses ► Feedback from stakeholders on sign posting document	As per our Consultation document published in August, "All respondents agreed that long-term signalling to the market would be beneficial and lead to more informed development of future flexibility".
		1.4	Report on mix of conventional and flexible connections delivered	Publish a report on the number of reinforcement schemes triggered, number tendered for flexibility and the split of those deferred by flexibility or progressed with conventional reinforcement. Also report on expressions of interest (EoI) received, offered, contracted (MW, MWh and service count).	Q1 2019	Ongoing	Details from our 2018 procurement of flexibility have been published on www.flexiblepower.co.uk . We will be seeking further feedback from stakeholders on our approach to flexibility and have proposed a report which will detail our progress on seeking, assessing and procuring flexibility in areas ahead of conventional network investment	► Report published	Pending measure

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1. Transition to DSO	Develop the trials, processes and procedures to facilitate the transition to DSO.	1.5	Tier 2 BAU (business as usual) flexibility service	Go out to procurement for flexibility on 10 zones in 2018 which can be used as alternative to reinforcement.	Q4 2018	Complete	Responding to requests for more visibility of our needs, with our 2018 flexibility, we published signposting for the future flexibility requirements. Our products for flexibility have now been industry-aligned under ENA's Open Network project. We received over 260MW of flexibility interested in offering services within our regions. We sought feedback on our approach and contractual terms with customers. Full final statistics on progress will be published in our report 1.4.	► Procurement completed for 10 zones	We completed procurement for 19 zones
		1.6	Tier 3 BAU flexibility service	Go out to procurement for flexibility on 15 zones in 2019 which can be used as alternative to reinforcement.	Q4 2019	Ongoing	Following stakeholder feedback on our approach to flexibility being undertaken in 2018, we will launch further constraint management zones and procure flexibility in line with feedback received. Analysis on the potential 2019 constraint managed zones is being undertaken and will be Signposted by end of 2018.	► Procurement completed for 15 zones	Pending measure
	Continue to work with other network and system operators to coordinate approach across the industry.	1.7	Development of regional Future Energy Scenarios (FES)	Working with National Grid Electricity Transmission (NGET), contribute to the development of a co-ordinated approach to regional future energy scenarios. Hold a seminar on WPD's FES with the Open Networks Work Stream 1 P5 group. We will also continue to publish regional future energy scenarios for our distribution areas on a two yearly cycle.	Q1 2019	Ongoing	We complete a full engagement cycle every 6 months consisting of pre-analysis stakeholder workshops to demonstrate our approach and seek feedback. In addition, we publish strategic investment options reports to highlight areas of our network which will likely be constrained under different future energy scenarios out to 2032 and conduct a webinar to present our findings and seek further feedback. Ahead of commencing our second round of DFES and Strategic Investment Options reports in the South West, we held a stakeholder engagement day on 6th December, with over 27 attendees to provide feedback on our proposed approach. This provided new learning on potential data sources and outlined the key expectations of these reports, which were further developed in line with the comments received. Following the publication of the South West DFES and Strategic Investment Options reports in July 2018, we hosted an online webinar to disseminate the results and receive any additional views. A South Wales stakeholder event was held in June 2018, guiding the progress of the forthcoming South Wales DFES and Strategic Investment Options reports which are due to be published in early 2019. Information for all four WPD regions, including copies of reports and webinar slides, is available on our website at www.westernpower.co.uk/our-network/strategic-network-investment .	► Seminar on WPD FES to ON WS1 P5 delivered ► Reports published	Pending measure

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2. Availability of information	Further improve information on outages & constraints increasing detail and scope.	2.1	Provide historic and forecast outage information and improved curtailment information for DG EHV connections at the point of issue of the connection offer	Develop systems and processes to provide better historical and forecast outage information, for a proposed DG EHV connection at the point of issue of the connection offer. Where the connection offer is for an alternative connection, we will also undertake developments to provide improved curtailment information. This improved information is intended to provide clarity on the likelihood of the level of curtailment.	Q1 2019	Ongoing	A stakeholder request form has been developed to enquiry about historic outages and is available for use on the DGOO portal. We are continuing to develop the processes by which historic and forecast information is provided to stakeholders at connection offer stage for EHV connection customer.	► Feedback from DGOO Forum members on offer information	Pending measure
		2.2	Further develop the WPD DGOO	Continue to develop the WPD DG Owner Operator (DGOO) Forum, developing an action plan with members to deliver further improvements to outage information provision. Host 4 forums including a visit to a WPD Control Centre providing further insight to members.	Q1 2019	Complete	The DGOO forum has been hosted in April, July, October and January. A site visit was held in the South Wales region and an open invite to visit WPD's control rooms was made at the January meeting.	► New initiatives resulting from forum ► 4 DGOO forums held including 1 site visit	4 forums held as planned including a site visit
		2.3	Continuing 2017/18 initiative: report on lost generation due to outages	Continuing 2017/18 initiative: publish the report developed with the DGOO, on the quantity of generation loss (in MWh) caused due to WPD and National Grid system outages (132kV, 66kV & 33kV only) by generation technology type.	Q2 2018	Complete	At the January 2019 meeting we reminded DGOO members of the availability of this quarterly report and requested feedback as little has been received since the report was introduced in Q2 2018. A link to the report is available on our website here .	► Measure annual stakeholder satisfaction with forum and outputs	Pending measure
		2.4	Further develop the report on lost generation due to outages	Further develop the report on lost generation due to outages to include an estimation of the £ value lost due to outages in the published report.	Q1 2019	Ongoing	In collaboration with Regen, WPD have produced a model that will output lost MW and lost revenue based upon a spreadsheet developed by Regen with co-operation from Generators. The document "Summary of Lost generation due to Constraints 2018" is available in the DGOO login area of our website. It contains the calculations indicating, by technology, losses in £s.	► Measure annual stakeholder satisfaction with forum and outputs	Pending measure

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2. Availability of information	Further improve information on outages & constraints increasing detail and scope.	2.5	Report on reduced DG losses avoided during outages	Develop a report on the amount of DG losses avoided with the processes and procedures which have been developed to reduce the impacts of outages on DG. Develop ways of both quantifying reduced losses and of reporting case studies.	Q4 2018	Complete	This information is incorporated into the Summary of Lost Generation due to Constraints 2018 report mentioned in ICE initiative 2.4. It provides YTD and monthly view of % lost and amount of generation available to DG customers.	► Feedback from stakeholders on report	Pending measure
		2.6	DG Constraints information leaflet	Produce a leaflet which will provide guidance to DG customers on how outages and constraints on the distribution system may effect their connections.	Q4 2018	Complete	A leaflet has been produced which provides guidance to DG customers on how outages and constraints may impact on their connections. An electronic version of the leaflet has been made available following discussions at the quarterly DGOO meetings. A printed version of the leaflet is in the final stage of production to enable a copy to be posted where requested.	► Leaflet published by target date	An electronic version of the leaflet was available during 2018.
		2.7	Pro-active fault explanation email	In conjunction with the WPD DGOO, develop a pro-active email notification process to provide DG customers with explanations regarding faults on the distribution system which may have effected their connection.	Q3 2018	Complete	We have confirmed with DG community that a report on faults which may have affected their connection is available. This is sent out on a daily basis in a pro-active manner by WPD's control team to the email addresses provided for each affected generator.	► Feedback from stakeholders on email process	Pending measure
		2.8	Contacts for assistance with DG portal	Provide contact details for users to obtain assistance with the WPD DG portal.	Q2 2018	Complete	Updated contact details were provided to the DG community, including those for Steve Ransom as the WPD point of contact for issues with the DG Portal.	► Contacts published by target date	Contact details were published during Q1 2018, ahead of target.

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2. Availability of information	Further improve information on outages & constraints increasing detail and scope.	2.9	Present to the WPD DGOO on ANM	Present to the WPD DGOO forum on Active Network Management (ANM) connections and their bearing on outages and constraints.	Q3 2018	Complete	Presentation given to the DGOO forum. Notes, actions and presentations from the forum meetings are available on our website here .	► Measure annual stakeholder satisfaction with forum and outputs	Pending measure
		2.10	Present to the WPD DGOO on operational best practice	Present to the WPD DGOO forum on operational best practice, raising awareness with stakeholders regarding the operation of their connections assets, in particular around outages and constraints.	Q1 2019	Ongoing	A series of discussions have been held to present and clarify operational best practice. Steve Ransom contact details provided to the group to enable operational issues arising to be discussed in real time, avoiding the need to wait for the quarterly meetings where matters are pressing. No further work in this area has been identified at this time.	► Measure annual stakeholder satisfaction with forum and outputs	Pending measure
	Provide greater assistance to customers with understanding what information is made available and how to use it.	2.11	Continuing 2017/18 initiative: DNO best practice on outages and constraints	Continuing 2017/18 initiative: WPD to work with Distributed Generation stakeholders to establish DNO industry good practice initiatives with regard to the management & notification of Network outages and generation constraints.	Q2 2018	Complete	Following input from all DNO's, the DNO best practice guide was published by the Solar Trade Association. The guidance is available to view here .	► Best practice published by target date	The industry best practice report was published by the Solar Trade Association on 3rd July 2018, with WPD's input being completed by the Q2 target.
		2.12	Provision of assistance in use of online capacity map and the information available	Develop the means of providing assistance to external users on the use of WPDs online capacity and constraint map tool as well as assistance with the information available through the capacity and constraint map.	Q1 2019	Ongoing	We continue to work towards improved assistance for the capacity map. We are currently looking to provide definition on terms/menus used on the map tool and improve the guidance information.	► Feedback from stakeholders on the website facilities	Pending measure

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2. Availability of information	Provide facility to report errors or inconsistencies in online capacity and constraint information.	2.13 Ability to report errors in online capacity and constraint information	Provide ability for users to report errors or issues with the accuracy of the capacity and constraint information facilities on WPD webpages.	Q3 2018	Complete	Within the Network Capacity Map, when a user views the detail data on a substation, there is now a banner/link to allow them to report any suspected error with the data they are viewing. This generates an email. This automatically captures a reference for the data they have been viewing and allows a free text area to enter details of the issue they have identified.	▶ Feedback from stakeholders on the website facilities	Pending measure
	Overlay capacity map with additional useful information.	2.14 ANM zones provided in capacity map	Develop additional functionality in the WPD online capacity map to provide information on whether an ANM zone is in place at a particular substation and the ability to search / filter information for ANM zones.	Q1 2019	Ongoing	We are looking to add our ANM zones on to the map to allow customers to identify if they are within an ANM zone.	▶ Feedback from stakeholders on the website facilities	Pending measure
	WPD should improve the information available on the WPD website and make it easier to navigate and locate.	2.15 Further enhance connections pages on WPD website	Following the improvements made in Q1 2018, we will review stakeholder feedback, identify and implement further enhancements to navigation and content of the connection pages on the WPD website.	Q1 2019	Ongoing	It has been identified that further improvements are required to the structure of the connections pages, particularly with the navigation process. We will seek to improve the customer experience and ensure that users can easily find what they are looking for. We will focus initially on EV and generation pages. Preliminary discussions have been held with our external website developer and we will continue to engage with them regularly during Q1 2019. Advice will be sought through the development process and an update provided at the CCSG in February.	▶ Stakeholder feedback on website	Pending measure

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2. Availability of information	WPD should provide more information to help customers better understand Use of System charges for their connection projects and any industry changes which may affect them.	2.16	Distribution Use of System (DUoS) podcast	Produce a podcast on DUoS charging, providing an update on future prices and the developments being made in Ofgem's Charging Futures programme.	Q1 2019	Ongoing	At this stage we are awaiting developments under the Ofgem led Targeted Charging review and the Charging Futures Forum before a podcast will be produced to provide updated information.	▶ No. of Podcast downloads	Pending measure
		2.17	Produce a DUoS Charging Guidance document	Publish a guidance document to enable customers to enhance their understanding regarding the application of DUoS charges for new and augmented LV and HV connections.	Q3 2018	Complete	We published an initial guidance document and presented it to our customer panel in February. Feedback received in response to the guidance, including that received at the customer panel, identified a requirement for guidance more targeted towards LV and HV connection customers. As a result, a revised version of the guidance document was published on our website on the 13th September 2018 and is available to view at www.westernpower.co.uk/our-network/use-of-system-charges .	▶ No. of website hits	207 document downloads by the end of January 2019
	2.18	Continuing 2017/18 initiative: seek feedback on WPD awareness and ownership of SoW Transmission issues.	Continuing 2017/18 initiative: ensure communication is improved and consistent at each stage of the SoW process. Seek feedback from customers on WPD's designer / planner awareness following the internal training in 2017/18 to raise awareness and ownership of SoW Transmission issues.	Q3 2018	Complete	We continue to provide updates to customers through the process on SoW status associated with the GSP for their prospective connection. This will then link with action 5.1.	▶ Feedback from stakeholders on designer / planner awareness of SOW transmission issues	Pending measure	

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2. Availability of information	Make further improvements to the mapping information provided by WPD in relation to: DG capacity and constraints including fault level; the connection of storage schemes (demand and export requirements); SoW information.	2.19	Continuing 2017/18 initiative: publish reinforcement plans with network benefits on bi monthly basis with notifications to registered customers.	Continuing 2017/18 initiative: investigate how reinforcement benefits can be presented to customers on the WPD capacity map and the ability to issue notifications to customers registered to receive email updates. Working with our website developers to determine whether a notification can be issued each time a traffic light changes from red to either amber or green.	Q3 2018	Complete	We have modified the Network Capacity Map to hold a text description of any committed reinforcement scheme that will benefit that substation. This includes the works, the capacity created and timeframe for completion.	► Increase in number of webpage hits	16,858 hits to the capacity map by the end of January 2019
		2.20	Continuing 2017/18 initiative: Provide downloadable constraint map data	Investigate technical options to enable constraint map data to be downloaded for use on external systems. Publish data in available formats and seek feedback from external users.	Q4 2018	Complete	The data behind our Network Capacity Map is available for download both via the map and via the LTDS registration/login.	► No. of data downloads	Pending measure
	WPD should voluntarily make commitments regarding the time for delivery of network stability studies on DG schemes.	2.21	Continuing 2017/18 initiative: review provision of stability information with customers	Continuing 2017/18 initiative: review provision of stability information with those customers provided with data, the adequacy and timely delivery of information. Identify any further improvements which may be required.	Q3 2018	Complete	This area of work is very specialised and is undertaken by a small number of providers. We continue to work with them to provide data to meet their needs. We have not identified any further work to undertake in this area at this time.	► Feedback from stakeholders on the information provided	Pending measure
		2.22	Enhance the information available regarding the connection of EVs	Develop further guidance, policy and process regarding the connection of EVs, improving information available on our website.	Q3 2019	Ongoing	During Q4 2018 we held two stakeholder engagement sessions for Local Authorities. This built on the previously issued guidance note for Local Authorities. As a result of the sessions we are updating our guidance note. EV charging will also become a topic for general stakeholder engagement in Q1 2019.	► Feedback from stakeholders on the information provided	Pending measure

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2. Availability of information	Undertake further engagement with stakeholders on electric vehicles (EV)	2.23 Increase engagement on EV's	Undertake further engagement with stakeholders on EV's. Engage with a broad range of stakeholders with an interest in this area using a range of activities to identify areas where WPD can improve forecasting, information, guidance and process.	Q3 2019	Ongoing	We have engaged with OLEV and are active on the ENA EV forum which will be holding national stakeholder engagement sessions in February. We have also engaged with a fuel supplier and an ICP who is working on forecourt EV charging installations.	▶ No. of EV engagement activities undertaken	Pending measure
	Provide assistance and guidance on the implementation of ER G98 & G99	2.24 Provide information and guidance on ER G98 & G99	Publish information and guidance to assist customer understanding of the latest requirements for generators connecting to the GB Distribution system as a consequence of the introduction of the new European Connection Codes and the Electricity Network Association's new Engineering Recommendations G98 and G99. Engage customers through a webinar to disseminate information relating to compliance requirements and timescales.	Q1 2019	Ongoing	New ERECs G98 and G99 have been implemented to meet the latest requirements for generators under new European Connection Codes. The latest requirements will have an impact on connecting customers and we have identified a need to communicate with them to ensure they are aware of the changes that come into effect on 27th April 2019. We have already developed a stand alone webpage and associated guidance document to assist customer understanding of the latest requirements for generators. We have engaged with customers through a webinar to disseminate information relating to compliance requirements and timescales. Following feedback from participants a Frequently Asked Questions document was subsequently created and issued to all stakeholders in addition to being placed on our website. Further work is being undertaken to improve the generation website pages (see also ICE initiative 2.15) and add specific ENA application/certification forms.	▶ No. webinar participants and downloads	Pending measure

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3. Network capacity allocation and reservation	Continue to develop processes and procedures for capacity allocation and reservation.	3.1 Continuing 2017/18 initiative: Review the 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.	Continuing 2017/18 initiative: due to the wide range of views received on our initial consultation issued in Q4 2017, we will issue a response document setting out these views and ask questions to assist us in further developing our initial proposals. We will produce a final decision document and implement revised procedures and processes.	Q1 2019	Ongoing	An increase in activity and demand for capacity means that in certain areas the network has become constrained so no further connections can be made without significant reinforcement. A considerable proportion of these constraints can be attributed to capacity which has been contracted under new connections schemes and 'reserved' but has not yet been taken up by the end user. We have undertaken to review existing policies and processes to see if anything should be done differently in order to mitigate this effect and enable us to facilitate new connections to the network in a timely, efficient and cost effective way to benefit both the customers wanting to connect and the wider customer base who contributes to the reinforcement required to connect new customers through DUoS. We have developed some ideas for a proposed approach which includes the implementation of four underlying principles we will adopt when considering the allocation and reservation of capacity. We consulted with stakeholders on our proposed approach and asked them for feedback and comments We considered the consultation responses and refined our proposals based upon the feedback. A decision document was issued that set out our intended course of action. We are currently developing an updated document that will provide further detail on how we intent to improve policy and processes. The document will be circulated for internal comment prior to external circulation amongst stakeholders. Stakeholders will be encouraged to comment on our latest proposals.	<ul style="list-style-type: none"> ▶ Number of stakeholders engaged ▶ Feedback obtained from stakeholders 	Pending measure

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3. Network capacity allocation and reservation	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	3.2	Continuing 2017/18 initiative: Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance	Continuing 2017/18 initiative: review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national Distributed Energy Resources (DER) Connections Steering Group as required.	Q4 2018 Revised target	Complete	WPD has an existing guidance document entitled Allowable Changes to Applications. As the DER Steering Group was tasked with creating a similar industry agreed good practice guide we reviewed and updated our own document, based on the outcome of the findings of the steering group. A draft updated document was prepared and included further scenarios not previously considered. Information regarding the work of the DER steering group and WPD's proposal to update its own guidance was communicated to stakeholders via both the CCSG and CICG Groups. Publication of the revised document was deferred to enable WPD's changes to be verified and aligned with the steering group's own decisions, with some minor changes made prior to issue. The updated guidance document was issued in December 2018 and a link to the document is available here .	▶ Actions and changes identified as a result of this initiative	Pending measure
		3.3	Continuing 2017/18 initiative: trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap prohibits individual DG connections	Continuing 2017/18 initiative: provided that WPD are granted the derogation to our Connection Charging Methodology implement trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap would otherwise be prohibitive to an individual DG connection progressing. Review trial and feedback, making amendments as required to processes and agreements. Assess whether the trial could be implemented as a business as usual process and whether we should seek a change to the Common Connection Charging Methodology.	Q1 2019	Ongoing	As a consequence of the QMEC work undertaken by Ofgem we examined a number of potential schemes to allow customers to connect where they might currently be deterred due to significant reinforcement costs. We looked at possible ways of mitigating the effect of the £200/kW rule (or High Cost Cap) that is set out under all DNO's charging methodology statements. We examined the potential to undertake a trial under which the High Cost Cap would be dis-applied so that when a group of DER customers sought a connection within a set time period and the aggregate capacity sought by those customers exceeds the £200/kW threshold (as if they were treated as a single connection scheme with this capacity), the reinforcement costs would be shared between those customers in proportion to the capacity in their connection offer (rather than being charged to the first customer that triggers the high Cost Cap). As a derogation would be required under the trial arrangements the approach was discussed directly with Ofgem and also with stakeholders at the CCSG. Advice on approach was taken from CSG members and Ofgem requested further information on the detail of the trial.	▶ Capacity created as a result of the trial ▶ Volume of connections facilitate by trials	Pending measure

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4. Legals and consents	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	4.1	Continuing 2017/18 initiative: provide online access to project specific legal and consents information	Continuing 2017/18 initiative: improve the transparency of the legal and consents process for customers by enabling them to access project specific information via the online applications system CIRT.	Q4 2018	Complete	Access to WPD's Crown tracking system via CIRT and Geldards' HighQ Platform were identified as solutions to our customer's request for increased transparency in the legal process. Interfaces into these 2 systems were designed to facilitate customer access. The concept was discussed with stakeholders during meetings such as the CCSG and stakeholders were provided the opportunity to test the system and provide feedback. Both the CIRT and HighQ processes are operational and the ongoing impact will be measured using future feedback. More information is available on our website here .	► Positive stakeholder feedback	Pending measure
		4.2	Continuing 2017/18 initiative: establish internal standards of performance for the legal and consents process	Incorporate internal standards of performance measures into the existing, published KPI table of our external lawyer's performance to provide our customers with end-to-end measurement of WPD's entire legal and consents process.	Q4 2018	Complete	Internal standards of performance have been identified and agreed with our stakeholders. Internal standards are operational and being monitored in monthly management reports. The impact will be measured using future feedback.	► Positive stakeholder feedback	Pending measure
5. Connection offers & agreements	Continue to improve statement of works process.	5.1	New options for issuing connection offers for DG without SoW requirement	Establish options for issuing of connection offers for DG without a SoW requirement, working with NGET to develop new processes and therefore reduce uncertainty for customers. WPD will establish agreements with NGET for two scenarios to be able to issue connection offers without SoW requirements: a) Where available, allow removal of SoW requirement at a Grid Supply Point (GSP) by utilising Materiality Headroom provided by NGET and, b) By incorporating Planning Limits (by GSP) in line with an enhanced SoW approach.	Q1 2019	Ongoing	For the South West, the rollout of Connect & Manage clauses for NGET issues has now been included within Offer letters. This will allow offers to be made without SoW requirements and we expect to look at removal of the SoW clauses where appropriate during Q1 2019. We will then seek to extend this approach with NGET across all licence areas. We have published information on this approach www.westernpower.co.uk/connections/generation/connect-and-manage	► Enter into revised agreements with NGET at 5 GSPs to send DG connection offers without SoW requirements	Pending measure
		5.2	Post-acceptance pack for connection schemes at EHV and above	Develop and implement an information pack to be issued to customers post-acceptance of their connection offer. The pack will provide important information on all aspects of the connection scheme, with an explanation of the post acceptance and pre - energisation connection process.	Q2 2018	Complete	Accepted EHV connection schemes from 1st July have started to receive the new Acceptance Pack. This provides guidance and information on the next steps through to connection.	► Stakeholder feedback on pack	Pending measure

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5. Connection offers & agreements	Implementation of assessment and design fees for connection applications / offers.	5.3 Continuing 2017/18 initiative: Implementation of A&D fees	Continuing 2017/18 initiative: implement the policy and processes required for the roll out of A&D fees following the Electricity (Connections Charges) Regulations coming in to force.	Q2 2018	Complete	We have successfully implemented policy and processes to ensure we apply connection offer expenses (where appropriate) in accordance with the newly issued regulations. Our processes have been communicated to customers via stakeholder engagement and the implementation of a new website page providing information, guidance and a FAQ document.	► Increased % at e/o Q1 2019 of accepted offers for affected market segments compared to the previous year average	Pending measure
	WPD should provide more certainty of cost upon acceptance, in relation to major connection schemes.	5.4 Continuing 2017/18 initiative: Establish a guide for customers on the provision of cost variation information	Continuing 2017/18 initiative: following consultation with stakeholders, publish information to provide more clarity on how cost may vary on major connections schemes.	Q4 2018 Revised target	Complete	Although we aim to provide a comprehensive design and cost for the connection works, depending on the size and complexity of the works required there may be occasions where we may need to vary the Connection Charge. This will mainly affect larger HV and EHV connections which require more significant work to enable the connection to our distribution system. A guidance document was published in December 2018 to give an indication of the more common circumstances where this may occur, and a typical range of potential cost variation. The guidance is available to view here . We are now seeking stakeholder feedback.	► Stakeholder feedback on cost variation information	Pending measure

Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Status	Initiative update	Required KPI(s) or Measure(s)	KPI update
5. Connection offers & agreements	WPD should improve the presentation of offers in line with best practice by other DNOs.	5.5 Continuing 2017/18 initiative: improve presentation and clarity of WPD's connection offers using stakeholder feedback and DNO best practice	Continuing 2017/18 initiative: following engagement with stakeholders on draft templates, WPD will implement revised connection offer template(s) with improved presentation and clarity.	Q2 2018	Complete	Stakeholder feedback suggested that existing Connection Offers were difficult to navigate and not entirely clear in communicating connection requirements. We worked with an external design consultant to identify improvements to the presentation of the connection offer. We also examined the form of the contract itself to see whether terms and conditions could become more transparent. We outlined our plans for change with the CCSG and CICG stakeholders and no further amendments were identified at that stage. A final form was developed with the help of our external agent and template connection offers created. We demonstrated the new look connection offer to a number of stakeholders and advised them of the changes, including the proposal to remove the general conditions and signpost the recipient to the website for detail. The new-style connection offers were implemented in June 2018. A survey was undertaken of people who had received new-style connection offers asking them for feedback. Feedback was generally positive and no further action was identified as being necessary.	▶ Stakeholder feedback on revised offer format	A survey on the new connection offer format has been created on our website, with responses requested no later than October 21st. The responses will be reviewed during November 2018.
	Review the application of Assessment and Design (A&D) fees following the implementation of the Electricity (Connection Offer Expenses) Regulations 2018	5.6 Review A&D fees and collaborate on consistent approach	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 2019	Ongoing	Feedback at industry level from various trade associations has not been entirely favourable and Ofgem have asked all DNOs to consider whether there is more work to be done to ensure clarity and transparency of approach. The DNOs are working via the ENA to identify any further improvements. In parallel with any changes proposed by the industry, WPD will update its Charging Statement to provide further clarity concerning its application of the Regulations.	▶ Stakeholder feedback on any changes	Pending measure

Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Status	Initiative update	Required KPI(s) or Measure(s)	KPI update	
6. Competition in connections	Continue to deliver improvements committed to in last year's workplan.	6.1	Continuing 2017/18 initiative: improve online services for ICPs / IDNOs.	Continuing 2017/18 initiative: implement planned developments to WPD's online services for Independent Connection Providers / Independent Distribution Network Operators (ICPs / IDNOs).	Q1 2019 Revised target	Ongoing	In considering both this initiative and 6.3, we decided not to improve the existing CIRT process based on feedback from stakeholders. Instead, we have developed an online portal that ICPs can access via a registration process. Working with our external website developers, and in liaison with our internal IR department, we created a specification document outlining the development required to provide an online application process which could be used for both standard applications for competitive connections and those whereby the ICP is undertaking their own network design. Developing this specification into a working prototype was initially set back by delays in the transition of our website ownership between different providers and as a result our target date was revised. We have kept the ICPs informed of the reasons for these delays but continued to share our proposals at the CIGG events and invited attendees to feedback any views. Feedback has been taken on board and taken back to the website developers for consideration which resulted in changes being made to the prototype. ICP's have been asked to undertake some user testing of the prototype and provide further feedback. The ICP Portal will be released to the wider ICP group during Q1 2019.	► Stakeholder feedback on new online services	Pending measure
		6.2	Continuing 2017/18 initiative: improve information published on inspection and monitoring performance.	Continuing 2017/18 initiative: develop an overall table of ICP performance that is anonymised but would enable each ICP to see where they stood in relation to the others. Publish on WPD website and extend table to include WPD number of inspections and pass/fail performance.	Q2 2018	Complete	A report is now issued to each ICP at the beginning of each month that details the number of inspections that have been undertaken in the previous twelve months on a rolling basis. The tables provide an anonymised graph of ICP performance relating to the WPD Inspection and Monitoring Regime of adoptable assets. They include the four WPD licenced areas and their performance. As part of the ICE action anonymised performance graphs are now published on the WPD web site and received 95 page hits by the end of Q3 2018. The new reports were presented to the CiC Group prior to implementation and are available to view here .	► No. of hits on webpage	266 webpage hits by the end of January 2019

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Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Status	Initiative update	Required KPI(s) or Measure(s)	KPI update	
6. Competition in connections	Continue to deliver improvements committed to in last year's workplan.	6.3	Continuing 2017/18 initiative: improve the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works.	Continuing 2017/18 initiative: work with ICPs to develop and implement improvements to streamline the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works.	Q1 2019 Revised target	Ongoing	In considering both this initiative and 6.1, we decided not to improve the existing CIRT process based on feedback from stakeholders. Instead, we have developed an online portal that ICPs can access via a registration process. Working with our external website developers, and in liaison with our internal IR department, we created a specification document outlining the development required to provide an online process by which ICPs can submit their notifications of physical works and associated completion certification information and drawings. Developing this specification into a working prototype was initially set back by delays in the transition of our website ownership between different providers and as a result our target date was revised. We have kept the ICPs informed of the reasons for these delays but continued to share our proposals at the CIGG events and invited attendees to feedback any views. Feedback has been taken on board and taken back to the website developers for consideration which resulted in changes being made to the prototype. ICPs have been asked to undertake some user testing of the prototype and provide further feedback. The ICP Portal will be released to the wider ICP group during Q1 2019.	► Stakeholder feedback on new processes	Pending measure
		6.4	Continuing 2017/18 initiative: Improve CiC information available to new and existing ICPs	Continuing 2017/18 initiative: improve information available to facilitate new entrants and for existing ICPs on WPD's CiC processes and procedures by establishing a new high level guidance and website area giving ICPs an introductory guide informing them of what to expect when operating in WPD's area.	Q2 2018	Complete	As part of the commitment to improve the information available to facilitate new entrants and for existing ICPs on WPD's CiC process and procedures, we have established a new high level guidance on our website that provides ICPs with an introductory guide providing information on what to expect when operating in WPD's area. We have created a site that provides key contacts, process signposted with where to find more information and what agreements are available. This went live on 29th June 2018 and is available to view here . Once implemented, the website changes were communicated via email to stakeholders.	► No. of hits on webpage	329 webpage hits on the information for ICP webpage by the end of January 2019

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Focus area	Feedback	Initiative	Initiative description	Target Date	Status	Initiative update	Required KPI(s) or Measure(s)	KPI update
6. Competition in connections	Extend HV self-connection to overhead line connections.	6.5 Trial ICP HV self-connection to overhead lines	Develop policy procedures and processes to trial the extension of contestability for HV self-connection to overhead line (OHL) connections. Working with interested ICP stakeholders to develop solutions for a business as usual implementation.	Q2 2018	Complete	<p>The WPD standard technique has been amended to enable an ICP with appropriate knowledge, experience and accreditation to undertake the HV overhead line POC. We are therefore ready to work with an ICP in developing a trial.</p> <p>The changes were communicated to the CiC group and users signed up to receive updates for the technical information webpages were notified of the updated standard technique.</p>	▶ No. of HV OHL connections by ICPs	No requests for overhead HV works received to date
	Extend contestability for disconnections process.	6.6 Extend scope of contestability in disconnections	Collaborate with ICP stakeholders to determine where the scope of contestability of LV disconnections can be expanded in relation to connection schemes. Implement revised procedures and processes as required.	Q1 2019	Ongoing	<p>An outline scope has been prepared and presented to ICPs at our CiCG meeting in July. ICP's have fed back that they would like WPD to consider extending the scope of contestability in disconnections. An outline process has been drawn up. ICP's have been invited to take part in a trial to undertake off-site metered LV disconnections associated with regeneration of sites.</p>	▶ Feedback from stakeholders	Pending measure
7. Community energy	The trial of workshop sessions in last year's community energy events was very successful with attendees positively commenting on the interactivity. Therefore, the 2018/2019 events will be structured as workshops where everyone will have the chance to discuss the topics raised and ask questions.	7.1 Community Energy Events	Eight Community Energy Events will be held which will provide community energy groups updates on the WPD innovation projects that involve communities. The events will be run as workshops to increase interaction.	Q1 2019	Ongoing	<p>The events have continued as planned, with the final two planned during March 2019. Moving forward, we have identified that we need to build our own community energy contacts database so that we can get in touch with the community groups directly. Additionally, next year's events should be focused on flexibility markets and run directly by ourselves. Plan for next year's work has been created and this will incorporate the improvements identified through the feedback received in the completed events.</p>	▶ Number of attendees.	Pending measure

WPD ICE WORKPLAN 2018 / 19

Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Status	Initiative update	Required KPI(s) or Measure(s)	KPI update
7. Community energy	Last year's trial site visit received excellent feedback with communities welcoming the opportunity to network and develop partnership working in more informal setting.	7.2 Community Networking Event	The Community Networking event will include a site visit and a networking dinner in order to enable community energy groups to network and share their lessons learnt and success stories.	Q1 2019	Complete	A community networking event including site visit took place in July 2018. The event was very well received with only 1 space remaining unfilled.	► Number of attendees.	There were 30 attendees at the event.
	Animations have proved a popular tool for communicating complex messages in a simple, easily engaged with format. Topics covered have included the development of decentralised generation and the role of storage.	7.3 Three animations and case studies focused on shift to DSO, role of flexibility and how WPD addresses the potential challenges of electric vehicles.	The three animations will consist of videos demonstrating clearly what the shift to DSO means, discussing the role of flexibility and presenting how WPD addresses the challenges that could be created in the network due to the increasing number of electric cars.	Q1 2019	Ongoing	Animations and case studies were developed to keep the community energy groups informed of changes within the industry. These have been published and promoted via social media. The animations are available to view on our website here .	► Number of hits/downloads.	Pending measure
	In previous community energy and stakeholder engagement events, local and community energy groups have shown considerable interest in the DSO transition and how it could affect them.	7.4 Consultation on what DSO means for community energy.	This consultation will collect feedback from stakeholders on what the DSO transition means to them and the key areas of the transition that matter to them most.	Q1 2019	Ongoing	The DSO consultation was completed successfully and the results from the consultation with the actions that WPD will take to respond to the feedback received have been published in the DSO Consultation report. The DSO consultation received more responses than expected. 49 responses were received whilst usually the number of responses received in such consultations is around 20. It provided valuable information on what community groups think the DSO transition means to them and what they would like us to do next as their DNO. Based on the feedback received, WPD committed to complete a set of actions to respond to that feedback which will be implemented as part of the 2019/20 community energy work.	► Number of responses.	Pending measure