Ofgem Incentive on Connections Engagement 2018

Appendix 2: WPD ICE KPIs 2017/18

In this appendix we have set out WPD's ICE Key Performance Indicators for 2017/18.

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Western Power Distribution ICE KPIs 2017/2018

Key Performance Indicators

Western Power Distribution ICE Key Performance Indicators 2017/2018

Focus Area	Action Number	Action Area	KPI Number	KPI Description	Target
1. Availability of information	1.1-1.2	Continue to develop and implement actions arising from the WPD DG owner / operator forum to improve the notification of outages and constraints.	1A	Measure annual stakeholder satisfaction with the DG owner/operator forum and outputs	Forum satisfaction score ≥ annual DG survey score
	1.9-1.10	WPD to present to DG owner / operator forum an explanation of Power Factor and the impact it has on electricity networks and what this means for their connection.			
	1.11-1.12	Investigate the ability to provide a maintenance frequency overview on typical items of electricity distribution plant and discuss case studies of 'outages in practice' to facilitate customers having more information on the likelihood of outages on their connections.			
	1.16-1.18	Record and report on the quantity of generation loss caused due to WPD and National Grid system outages.			
	1.3-1.6	Explore interest in in 'consortium' approach to outages that affect multiple generation sites (e.g. facilitating the funding of alternative working arrangements to WPD's standard approach to alter the impact on the 'consortium' members' generation operations).	1B	Measure the number of consortium trials undertaken Review stakeholder feedback on the trial	Trial initiative - No target
	1.7-1.8	Extend website DG owners portal functionality to include the ability for 11kV generation details to be updated and accessed.	1C	Increase in the number of registered users for the DG owners portal Review stakeholder feedback on the portal	Increase number of registered users from Q2 2017 to Q1 2018
	1.13-1.15	Develop historic outage data available on website and provide access to potential customers to facilitate their understanding of the potential impacts of outages and maintenance in an area they are seeking a new connection.	1D	Measure the number of hits to the webpage providing historic outage information Review stakeholder feedback on the outage data webpages	Increased outage website hits from Q2 2017 to Q1 2018
	1.19-1.24	Review and implement changes to the WPD website to improve the 'Connections' pages by simplifying navigation and overhauling presentation.	1E	Measure the number of connections webpage hits Review stakeholder feedback on revised connection webpages	Increased connections webpage hits from Q3 2017 to Q1 2018
			1F	Measure satisfaction score for the interactive costing tool	Increased satisfaction score for the interactive costing tool from Q4 2017 to Q1 2018
	1.25-1.26	Ensure communication is improved and consistent at each stage of the SoW process	1G	Review stakeholder feedback on the provision of SoW information	Feedback - no target
	1.27		1H	Measure the number of letters sent within target for the provision of current SoW status for the Grid Supply Point within 20 days of a generation application for greater than 1MW Survey customers on the usefulness of the information in the current SoW status letter	90% of letters issued within target
	1.28		1I	Survey customers on the usefulness of the standard enclosure including specific information on the SoW and FAQ	Survey - no target
	1.29		1J	Measure the number of update letters with the outcome of SoW sent within 7 weeks of acceptance of an offer	90% of letters issued within target
	1.30-1.31	Explore the opportunity to establish a customer forum to further guide and develop improvements in WPDs' availability of information on network capacity and constraints with the aim of developing an action plan.	1K	Measure the number of stakeholders attending the forum Review stakeholder feedback on the forum and action plan	New Forum - No Target

Western Power Distribution ICE Key Performance Indicators 2017/2018

Focus Area	Action Number	Action Area	KPI Number	KPI Description	Target
1. Availability of information	1.32-1.38	Develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained.	1L	Measure customer satisfaction with the implementation of the traffic light based mapping system	Online survey score ≥ annual DG survey score
			1M	Measure the number of webpage hits	Increase compared to the existing webpage hits of 1,653 during 2016/17
			1N	Published information updated bi-monthly	Information published on a bi-monthly basis confirmation
	1.39	Establish capacity and constraint information for storage connections.	1P	Measure the number of actions identified as a result of this initiative	New initiative - No target
	1.40-1.42	Establish customer requirements for the provision of stability information and a voluntary standard.	1R	Feedback from stakeholders on the information provided	Positive feedback received
	1.43-1.44	Produce guidance to help customers better understand Distribution Use of System (DUoS) charges for their connections and a rough guide to future charges for DG EHV customers. Also hold a webinar to communicate this guidance to stakeholders.	1S	Measure the number of webpage hits	New initiative - No target
			1T	Measure the number of stakeholders attending the webinar	New initiative - No target
	1.45-1.46	Produce guidance to help customers understand the process for connecting electric vehicles to the distribution system.	1U	Measure the number of webpage hits	New initiative - No target
2. Customer Service	2.1	WPD to continue to expand the Senior Manager point of contact initiative, raising awareness with stakeholders and identifying further customers who might benefit from this service.	2A	Number of Customers with Senior Manager point of contact appointed	Increase, where required, on 64 customers with allocated senior manager contact by the end of 2016/17
	2.2-2.4	WPD to engage with stakeholders to identify best practice and improvements to WPD's connection application process and documentation and implement improvements.	2B	Improvement in online application survey score Review stakeholder feedback on the online application process	Increase on 2016/17 score of 8.73
	2.5-2.7	WPD to investigate how to streamline the processes to facilitate customers being able to contact the appropriate WPD 'expert' relating to technical issues on their ongoing connection scheme.	2C	Assess feedback from stakeholders on the processing for contacting the expert for scheme specific discussions	No target - assessment of feedback
	2.8-2.11	WPD will identify ways of providing improved updates to customers on their schemes post acceptance, including timescales for work programme milestones. We will seek stakeholder feedback on the level of information and frequency of updates.	2D	Determine KPIs on communications once processes have been determined Review stakeholder feedback on the post acceptance communication and updates	Targets to be determined once KPI's established
	2.12-2.16	WPD to identify and develop further improvements in the communication and information provided to customers, post acceptance on their connection scheme work programme and progress	2E	Number of actions identified as a result of this initiative Review stakeholder feedback on the post acceptance services	New initiative - No target
	2.17-2.18	Improve LA and LEP's awareness of the information made available as well as the opportunities and options for engaging with WPD on connections issues, in particular the information and engagement to assist with long term planning.	2F	Measure the number of webpage hits	New initiative - No target

Western Power Distribution ICE Key Performance Indicators 2017/2018

Focus Area	Action Number	Action Area	KPI Number	KPI Description	Target
3. Connection Offers & Agreements	3.1-3.6	Implement A&D fees in line with legislation amendments and industry guidance by implementation date.	3A	Post implementation increase in % of connection offers accepted	Increased % at end of Q1 2019 of accepted connection offers for affected market segments compared to the previous year average
	3.7	Continuing the work commenced in the 2016/17 ICE Workplan: implement new policy and procedures to facilitate the changes to the ECCRs including the move from 5 to 10 yrs. and the payments to customers on assets adopted under CiC.	3B	Number of hits on the ECCR webpage	New webpage - no target
	3.8-3.11	In ongoing development of the process set up in 2016/17, WPD will review the feedback on issuing connection agreements at an earlier stage of the process with a view to rolling out to DGHV and DG Alternative connections	3C	Measure success against targets for issuing agreements Review stakeholder feedback on the process of issuing agreements at an earlier stage	90% of draft agreements issued on time against new targets
	3.12-3.15	Continue with trial Study & Offer process and implement as BAU	3D	Number of stakeholders responding to feedback form	New initiative - No target
			3E	Satisfaction score for the study & offer process	Satisfaction score for the trial to be ≥ the DG survey score
			3F	Measure the number of Study & Offer schemes requested	Increase on 10 studies requested during 2016/17
			3G	Measure the number of Study & Offer schemes progressed from study stage to formal offer	Increase on 6 studies progressing to formal offer during 2016/17
	3.16-3.18	Establish a guide for customers on the provision of cost variation information.	3H	Stakeholder feedback on cost variation information	Positive feedback received
	3.19-3.21	Identify areas to improve presentation and clarity of WPD's connection offers using stakeholder information and DNO best practice.	3I	Stakeholder feedback on revised offer format	Positive feedback received
4. Competition in Connections	4.1-4.4	Identify areas of inconsistency and possible improvements in policies and procedures by surveying ICPs. Undertake survey of ICP customers to prompt for areas of inconsistency. Review results and take action as necessary holding a dissemination event.	4A	Number of survey responses Feedback from ICP's to identify areas of inconsistency	New survey - no target
	4.5-4.8	Improve the processes and consistency in approach for design approval	4B	Actions identified as a result of this initiative Feedback from stakeholders on design approval process	New initiative - No target
	4.9-4.12	Improve the information and processes in place to facilitate the self-design of substations by ICPs, particularly for DG connections where there are requirements for additional equipment such as Generator Constraint Panels, Active Network Management Panels and Intertrip Panels (and associated interface boxes).	4C	Improvements made as a result of feedback Feedback from stakeholders on self design of substation processes	New initiative - No target
	4.13-4.16	Continuing the work started in the 2016/17 ICE Workplan, complete trial of new proposals for an 'option 4' for ICPs/IDNOs HV self-connections. Use feedback from engagement with ICP / IDNO stakeholders to make refinements as necessary. Rollout as business as usual trial across WPD and support the new process being put through the CiC CoP change proposals procedure as appropriate.	4D	Increase the number of HV points of connection completed by ICPs	Increase on 15 HV POCs completed by ICPs during 2016/17
			4E	Measure the number of HV POCs completed by ICPs under option 4	Increase on 1 HV POC completed under option 4 during 2016/17

Western Power Distribution ICE Key Performance Indicators 2017/2018					
Focus Area	**Action Number**	**Action Area**	**KPI Number**	**KPI Description**	**Target**
4. Competition in Connections	4.17-4.21	Identify ways to improve the speed and efficiency of processes where ICPs are looking to undertake self-design and approval activities, by consulting with stakeholders and identifying areas of best practice in other DNOs' services.	4F	Increase in number of ICP self-POC determinations and self-approval of designs Feedback from stakeholders on self-approval and self-design processes	Increase on 172 self-determined POCs and 203 self-approved designs during 2016/17
	4.22-4.23	Establish information and guidance on the contestability of telecoms works for connections schemes, improving awareness and consistency.	4G	Measure the number of webpage hits	New initiative - No target
	4.24-4.26	Investigate ways to improve the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works.	4H	Stakeholder feedback on new processes for ICP live jointing	Positive feedback received
	4.27	Improve information available to facilitate new entrants and for existing ICPs on WPD's CiC processes and procedures by establishing new high level guidance and website area giving ICPs an introductory guide informing them of what to expect when operating in WPD's area.	4I	Measure the number of webpage hits	New document - No target
5. Legals & Consents	5.1-5.3	Further to CCSG feedback, stakeholders have advised it would be beneficial to them if WPD were able to offer guidance on our preferred approach for when to use a wayleave or an easement for HV and EHV works.	5A	Number of stakeholders engaged Feedback on any changes to processes made	New initiative - No target
	5.4-5.7	During 2016, following stakeholder engagement WPD evaluated their internal legal and consents performance monitoring and concluded to develop it into a formal process within WPD's Crown system, facilitating the establishment of internal standards of performance.	5B	Quarterly publication of WPD legals and consents monitoring	Quarterly publication of legals and consents performance
			5C	Performance against published standards once implemented	Measure against service level standards once established
	5.8-5.10	Continuing the initiative from the WPD 2016/17 ICE Workplan, we will 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.	5D	Number of stakeholders engaged Feedback on developments made	New initiative - No target
	5.11-5.12	Following stakeholder feedback and performance monitoring analysis WPD have identified that interactions between WPD's solicitors and the customers'' lawyers could be improved to achieve an overall "time to complete" improvement.	5E	Continued on-target performance and improvement where required in associated performance monitoring timescale	Improvement of 20% on average of 75 of days for processing external legals in 2016/17 by year end 2018
	5.13	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	5F	Number of improvement actions identified	New initiative - No target
6. Storage	6.1-6.3	Produce guidance and policy on the connection of energy storage schemes to assist customers seeking connections.	6A	Number of webpage hits Feedback from stakeholders	New webpage - no target

Western Power Distribution ICE Key Performance Indicators 2017/2018

Focus Area	Action Number	Action Area	KPI Number	KPI Description	Target
7. Queues & Capacity Management	7.1-7.5	Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national DG DNO working group as required.	7A	Actions and changes identified as a result of this initiative	New initiative - No target
	7.6-7.10	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.	7B	Number of stakeholders engaged Feedback from customers on this initiative	New initiative - No target
	7.11-7.13	Continuing the initiative from the WPD 2016/17 ICE Workplan, we will continue to develop a 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	7C	Measure number of connections facilitated and the capacity created as a result under the trial	New initiative - No target
8. Community Energy	8.1-8.5	Continue to develop and improve the engagement with Community Energy stakeholders and the information available to assist with their schemes.	8A	Measure the number of views of new community energy videos	New video - no target
			8B	Measure the number of downloads of community energy podcasts	New Podcasts - no target
			8C	Measure the number of community energy webpage hits	New webpage - no target
9. Strategic Reinforcement & Forecasting	9.1-9.6	Continue with strategic network studies giving connection stakeholders visibility the level of investment, reinforcement and timescales required to address existing constraints, as well as the projected trends and development of low carbon technology by WPD region.	9A	Measure attendees satisfaction at events and on webinars Publication of reports in line with timetable deadlines Stakeholder feedback on events and publications Number of webpage hits on published reports and the Distribution System Operability Framework document	New initiative/document - No target
10. DSO	10.1-10.2	Continue to engage with stakeholders on the role of the DSO.	10A	Measure the number of webpage hits on the DSO document	New document - No target
	10.3-10.4	Deliver ANM zones, facilitating further alternative connections.	10B	Delivery of target number of ANM zones	Commence construction on 3 ANM zones
	10.5-10.6	Develop and trial the use of alternative connections for demand and storage connections.	10C	Measure the number of alternative demand connection offers made, accepted and connected	New initiative - No target
	10.7-10.9	WPD will develop policy and procedures to incorporate storage schemes into WPD's policy ST:SD1E covering G100 (Technical Guidance for Customer Export Limiting Schemes) process. WPD to also investigate the extension of storage generation to "timed" alternative connections.	10D	Measure the number of alternative storage connection schemes offered, accepted and connected	New initiative - No target
	10.10-10.11	Raise the awareness of Demand Side Response (DSR) for existing and new connection customers, through innovation trials.	10E	Quarterly publication of newsletters and campaign reports	Publication dates, minimum of a quarterly basis
			10F	Website hits on alternative connections webpage	Increase on 1,661 hits on alternative connections webpage during 2016/17
	10.12-10.13	Begin to establish visibility platforms for suppliers, aggregators and customers to allow the development of flexibility services shared between DSO and Transmission System Operator (SO).	10G	Number of stakeholders engaged	New initiative - no target
			10H	Submission of NIC bid	Submitting a bid

Western Power Distribution ICE Key Performance Indicators 2017/2018

Focus Area	Action Number	Action Area	KPI Number	KPI Description	Target
10. DSO	10.14-10.16	Investigate whether further improvements to the connection process queue management are required for storage connection schemes.	10I	Publication of guidance	Publication date
			10J	Measure the number of webpage hits for allowable changes	Increase on 257 webpage hits for allowable changes guidance document during 2016/17
Overarching KPI's	N/A	Awareness of ICE Workplan	OA1	Measure the number of hits on the WPD ICE webpage	Increase on 173 hits during 2016/17
		Time to Connect	OA2	Reduction in overall time to connect by 20% across all market segments of connections during the current business plan period	Continue to improve the time taken to complete a connection during 2017/18 in line with business plan targets.
		Awareness of Competition in Connections	OA3	Measure customer awareness of competition in connections through the customer survey	Increase on 2016/17 awareness of 82%
		Complaint Handling	OA4	Measure number of complaints received and the time to resolve them to track our performance	Target upper quartile amongst other DNOs
		Customer Surveys	OA5	Conduct monthly satisfaction survey for large connection customers, covering the market segments under the ICE scope.	Increase 2016/17 score of 8.51
		DG Survey	OA6	Conduct annual satisfaction survey. Monitor split between DGLV, DGHV and DGEHV segments.	Increase 2016/17 score of 8.74
		Guaranteed Standards	OA7	Maintain 100% success in achieving Connections Guaranteed Standards of Performance.	100% success
		Stakeholder engagement	OA8	Measure the number of stakeholders engaged at events including the CCSG, DG Forum, DG workshop and bilateral meeting.	Increase on 2016/17 engagement of 4,767 stakeholders at events
		Alternative connection offers	OA9	Measure the volume of offered and accepted alternative connection offers for DG. In addition, express these volumes as a percentage of the total DG connection offers.	Increase over 2016/17 volumes: 126 Quotes 5 Acceptances

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

DG Owner/Operator Forum Events

Actual: 100%

KPI:
Measure annual stakeholder satisfaction with the DG owner/operator forum and outputs
Target:
Forum satisfaction score ≥ annual DG survey score
Action Areas: 1.1-1.2, 1.9-1.12, 1.16-1.18

Overview:
The DG Owner/Operator Forum commenced during the 2016/17 Workplan. This enabled WPD to gain an understanding of DG Owner/Operator needs and to develop actions to improve the services we provide. As the Forum continues, we have committed to measuring stakeholder satisfaction with the forum and set a target to be greater than or equal to the score obtained in overall DG connections survey.

Update

An online survey was conducted following the January 25th forum for which we received 7 responses. The results showed that 100% of respondents agreed that the forum meets the stated objectives. One stakeholder said that "Communication with WPD is excellent. We only deal with three of the DNOs currently but our experience and the engagement we get is by far the best". Another added it is "Very good. Encouraging to see positive progress" whilst a third felt that "the event was well organised and informative".

DG Consortium

KPI:
Measure the number of consortium trials undertaken and review stakeholder feedback
Target:
Trial initiative - no target
Action Area: 1.3-1.6

Overview:
We have agreed to explore interest in a consortium approach to outages that affect multiple generation sites.

Update

A number of trial consortium proposals, with indicative costs, have been issued to the DG community for appraisal. None have been progressed as yet.

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

DG Owners Portal Forum

Actual: 31

KPI:
Increase in the number of registered users for the DG owners portal and review stakeholder feedback on the portal
Target:
Increase number of registered users from Q2 2017 to Q1 2018
Action Area: 1.7-1.8

Overview:
We agreed to extend the website's DG owners portal functionality to include the ability for 11kV generation details to be updated and accessed with an anticipated increase in the number of registered users as the information available to customers is improved.

Update

By the end of Q1 2018 there were 31 users registered to the DG owners portal. Our target was to increase the number of users from Q2 2017 to Q1 2018. As there were 9 users registered at the end of Q2, we have achieved a targeted increase of 22 additional users being registered to the portal.

Historic Outage Data

Actual: 6,177

KPI:
Measure the number of hits of the webpage providing historic outage information and review stakeholder feedback on the outage data webpages
Target:
Increased outage website hits from Q2 2017 to Q1 2018
Action Area: 1.13-1.15

Overview:
We agreed to develop historic outage data on the website and provide access to potential customers to facilitate their understanding of the potential impacts of outages and maintenance in an area they are now seeking a connection.

Update
Over the period 1st January to 31st March 2018 there were 4,076 hits on the portal, bringing the total hits since launch to 6,177. As there were 179 hits to the webpage by the end of Q2, we have achieved the target of increased hits to the historic outage data.
https://generation.westernpower.co.uk

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

Website Connection Pages

Actual: 26,241

KPI:
Measure the number of hits of connections webpage hits and review stakeholder feedback on the new pages
Target:
Increased connections website hits from Q3 2017 to Q1 2018
Action Area: 1.19-1.24

Overview:
WPD agreed to make improvements to the connections pages on our website to improve navigation and the information available to connections customers.

Update

Improvements were made to the connections webpages in Q1 2018 to improve navifation to connections information and application processes. We achieved our targeted increase to the number of webpage hits from 8768 in Q3 to 9398 in Q1. In total, the connections webpage received 26,241 in the period 1st July 2017 to 31st March 2018.

Interactive Costing Tool

KPI:
Measure satisfaction score for the interactive costing tool
Target:
Increased satisfaction score for the interactive costing tool from Q4 2017 to Q1 2018
Action Area: 1.19-1.24

Overview:
WPD agreed to provide an interactive costing tool for customers on our website. This will help to provide indicative costs in advance of a formal offer for connection being required.

Update
An interactive costing tool went live on our website, link below, during Q4 2017 and includes a customer satisfaction survey. Whilst the survey option is available on the website and has been separately promoted, no surveys have been completed. However, the tool itself received 3283 page hits between implementation and the end of March 2018.
http://www.westernpower.co.uk/connections/interactive-costing-tool.aspx

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

Statement of Works

KPI:
Review stakeholder feedback on the provision of Statement of Works information
Target:
Feedback - no target
Action Area: 1.25-1.26

Overview:
WPD agreed to improve the information provided to customers on Statement of Works at various stages in the connections process.

Update

Feedback has been positive. However, we continue to review the information provided as usual business processes and have added information to advise where a National Grid Modification Application will be required at a particular GSP by adding a new table "Project Progression/Modification Application Submissions"

KPI:
Survey customers on the usefulness of the standard enclosure including specific information on the SoW and FAQ.
Target:
Survey - no target
Action Area: 1.28

Overview:

A guidance document on Statement of Works has been produced and published on our website. From 6th July 2017 our teams will include a link to the guidance for all generation applications greater than 1MW and therefore no feedback has been received to date.

Update

We conducted an initial survey but received few responses and none included any areas for improving the information. We will survey again during Q2 2018 and review the new responses.

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

Statement of Works

Actual: 98% post application
67% post acceptance

KPI:
Measure the number of letters sent within target for the provision of current SoW status for the Grid Supply Point within 20 days of a generation application for greater than 1MW.
Survey customers on the usefulness of the information in the current SoW status letter.
Measure the number of update letters with the outcome of SoW sent within 7 weeks of acceptance of an offer.

Target:
90% of letters issued within target

Action Area: 1.27 & 1.29

Overview:

WPD agreed to make improvements to the connections pages on our website to improve navigation and the information available to connections customers.

Update

Following the rollout of the trial Appendix G statement of works process, we set ourselves two objectives: to inform customers of the current statement of works situation within 20 days of application; and to provide an update on the Statement of Works outcome within 7 weeks of acceptance of an Offer. We set a target of 90% success on both these measures. On the first we have now incorporated the Statement of Works information in to our initial information response to our customers following their application, and by doing so have achieved a 98% success within the year. Achieving the second aspirational target was largely dependent on implementing the new trial Appendix G process for each GSP with National Grid, by establishing the materiality headroom at each of the GSP sites. Whilst the WPD performance is 67% of letters issued within the 7 week target timescale, our average is 6 weeks and within our South West region, where this process has been fully established, we have achieved an 81% success rate. We will continue to work to fully embed the trial Appendix G process across all areas and hence improve our performance.

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

Capacity and Constraints Forum

Actual: 4

KPI:
Measure the number of stakeholders attending the forum and review stakeholder feedback on the forum and action plan.
Target:
New forum - no target
Action Area: 1.30-1.31

Overview:
We will gauge interest in holder a stakeholder forum for customers to steer development on web based provision of information relating to capacity and constraints.

Update

We held a small round table session at the end of September with 4 stakeholders to discuss the ongoing developments of the capacity map. This was a positive session and feedback clearly showed we are moving in the direction required. We received further positive feedback at our DG Forum in November. As no further actions were identified by our stakeholders beyond the presentation on accessing information, no action plan has been created. However, we will continue to review and improve information as a normal business process.

Capacity and Constraints for storage

KPI:
Establish capacity and constraint information for storage connections
Target:
New initiative - no target
Action Area: 1.39

Overview:

WPD will investigate the ability to develop capacity and constraint information specific to storage connection requirements and identify any associated new Workplan actions and KPIs.

Update

The development of the capacity map to include information for Demand as well as Generation continues. This will form the basis for storage connections information to be developed in Q1 2018. New actions were identified and included within WPD's October resubmission of the ICE Workplan. Actions 1.31-1.39 were targeted at improving information relating to capacity and constraint which will include storage connections.

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

Traffic Light Based Mapping System

Actual: 20,574 webpage hits

KPI:
Measure customer satisfaction with the implementation of the traffic light based mapping system
Measure the number of mapping system webpage hits
Publish bi-monthly updates of the information tables

Target:
Increase compared to the existing webpage hits of 1,653 during 2016/17
Achieve an online survey score of the new traffic light based mapping system greater than the annual DG survey score
Bi-monthly publication dates

Action Area: 1.32-1.38

Overview:

We have committed to improving the information available on the capacity maps to include data tables with information on generation capacity, constraints and reinforcement costs. These tables will be updated bi-monthly to ensure the status of network areas are up to date and we will carry out a survey of customers on their satisfaction with the information provided through the mapping system.

Update

The improvements to the existing map were implemented during Q4 2017. Whilst we committed to bi-monthly updates, the capacity register and therefore the mapping system are being updated on a monthly basis. Due to website provider changes within WPD an online survey was not developed, however we surveyed customers on the changes made via direct discussions. The feedback has been very positive and no further improvement areas were identified at the time. A website based survey will be implemented in Q2 2018. A summary of the webpage hits for the existing network capacity map is shown below, exceeding our target with 20,574 compared to 1,653 during 2016/17.

	Q2	Q3	Q4	Q1	Total
Network capacity map hits	5,949	4,840	4,839	4946	20574

Publication dates for map updates			
Q2	Q3	Q4	Q1
03/04/2017	04/07/2017	02/10/2017	08/01/2018
03/05/2017	04/08/2017	06/11/2017	02/02/2018
05/06/2017	05/09/2017	05/12/2017	12/03/2018

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

Provision of Stability Information

KPI:
Feedback from stakeholders on the information provided
Target:
Positive feedback received
Action Areas: 1.40-1.42

Overview:
We have committed to establishing customer requirements for the provision of stability information and a voluntary standard.

Update
Due to the limited feedback received from stakeholders to inform proposals for voluntary standards, the associated action 4.14 to review stakeholder requirements and propose voluntary standards has a revised target of Q2 2018. An update on the feedback received will therefore be provided in our first quarterly report for 2018/19.

Distribution Use of System Charges

Actual: 18,224 webpage hits
34 attendees

KPI:
Number of website hits
Number of attendees at the webinar
Target:
New initiative - no target
Action Areas: 1.43-1.44

Overview:
We have committed to producing a distribution charging guide to be published on our website and hold a webinar on distribution charging including an opportunity to obtain feedback on the distribution charging guide.

Update

We held a webinar on March 12th focusing on Distribution charges and the recently published Distribution Charges Overview document. Other topics covered included the structure of distribution tariffs, changes to methodologies recently implemented and possible future changes, together with some background on the Ofgem Charging Futures forum. Some 61 people registered and 34 dialled in on the day. Informal feedback received indicated that the webinar had been very useful. Questions asked covered general questions together with more detailed ones on EDCM generation charges. After the webinar was published on our website it received 25 audio downloads and 14 document downloads.

Western Power Distribution ICE KPIs 2017/2018

Availability of Information

Connecting Electric Vehicles

Actual: 599

KPI:
Measure the number of website hits
Target:
New initiative - no target
Action Areas: 1.45-1.46

Overview:
We agreed to review the industry guidance on for electric vehicle connections and produce a WPD guidance in line with best practice, to be published on our website.

Update

Having reviewed other DNO guidance on connecting Electric Vehicles, WPD have produced a similar guidance document. This leaflet was published on our website in November 2017, for which a link is provided below. Since publication the webpage has received 559 views.
www.westernpower.co.uk/Connections/New-Connections/Connections-for-Electric-Vehicle-charge-points

Customer Service

Senior Manager Contact

Actual: 75

KPI:
Measure the number of customers with Senior Manager point of contact appointed
Target:
Increase, where required, on 64 customers with allocated senior manager contact by the end of 2016/17
Action Area: 2.1

Overview:

WPD will continue to expand the Senior Manager point of contact initiative. We will raise awareness of this service with stakeholders and identify further customers who might benefit.

Update

We have continued to offer a Senior Manager Point of Contact to major customers throughout the year. By the end of March 2018, 75 customers have an allocated Senior Manager Point of Contact, an increase on the 64 customers by the end of 2016/17.

Western Power Distribution ICE KPIs 2017/2018

Customer Service

Online application survey

Actual: 8.88

KPI:
Improvement in online application survey score and review of stakeholder feedback
Target:
Increase on 2016/17 score of 8.73
Action Area: 2.2-2.4

Overview:
WPD to engage with stakeholders to identify best practice and improvements to WPD's connection application process and documentation and implement improvements.

Update
We have made improvements to our online application process for Competition in Connections applications from ICPs and IDNOs. By the end of March 2018, our online application survey score was 8.88. We have therefore achieved our target of increasing the 2016/17 score of 8.73.

Contact the Expert

KPI:
Assess feedback from stakeholders on the processing for contacting the expert for scheme specific discussions
Target:
No target - assessment of feedback
Action Area: 2.5-2.7

Overview:
WPD to investigate how to streamline the processes to facilitate customers being able to contact the appropriate WPD 'expert' relating to technical issues on their ongoing connection scheme.

Update
Discussions have been held with two major stakeholders to explain the decision to use either the local contact or the Senior Manager Point of Contact to identify an expert within the company and to ensure that this expert contacts the customer. Due to the success of the Senior Manager Point of Contact process the stakeholders felt that this solution would be effective.

Western Power Distribution ICE KPIs 2017/2018

Customer Service

Post acceptance updates

KPI:
Determine KPIs on communications once processes have been determined
Review stakeholder feedback on the post acceptance communication and updates
Target:
Determine KPIs on communications once processes have been determined
Review stakeholder feedback on the post acceptance communication and updates
Action Area: 2.8-2.11

Overview:
WPD will identify ways of providing improved updates to customers on their schemes post acceptance, including timescales for work programme milestones. We will seek stakeholder feedback on the level of information and frequency of updates.

Update

We will monitor the success of this initiative via the Broader Measure and Major Customer ICE Surveys. Both of these surveys provide monthly feedback on our customer service associated with new connections and also verbatim comments. These comments are reviewed and any further improvements of the process will be generated from this.

Work programme updates

KPI:
Number of actions identified as a result of this initiative
Review stakeholder feedback on the post acceptance services
Target:
New initiative - no target
Action Area: 2.12-2.16

Overview:
WPD to identify and develop further improvements in the communication and information provided to customers, post acceptance on their connection scheme work programme and progress

Update

Whilst a revised process has been briefed to our internal teams to improve the post acceptance contact with customers, no specific additional actions have been created as a result of this initiative. We will continue to review verbatim comments provided in the broader measure and major customer satisfaction surveys, in addition to any other feedback received directly from stakeholders, for issues arising in relation to post acceptance services.

Western Power Distribution ICE KPIs 2017/2018

Customer Service

Awareness of information for LA's and LEP's

Actual: 388

KPI:
Measure the number of webpage hits
Target:
New initiative - no target
Action Area: 2.17-2.18

Overview:
WPD committed to creating a new webpage for local authorities and local enterprise partnership stakeholders which brings together the information and engagement options available to them.

Update

A new web page that provides information for local government authorities and local enterprise partnerships has been created. This provides information relevant to long term planning such as WPD's strategic network investment, the long term development statement and different ways in which stakeholders may engage with us such as stakeholder workshops and connection surgeries. Since implementation, the webpage has received 388 hits.

www.westernpower.co.uk/About-us/Our-Business/Our-network/Network-Development

Connection Offers & Agreements

A&D Fees

KPI:
Post implementation increase in % of connection offers accepted
Target:
Increased % at end of Q1 2019 of accepted connection offers for affected market segments compared to the previous year average
Action Area: 3.1-3.6

Overview:
Implement A&D fees in line with legislation amendments and industry guidance by implementation date.

Update

The consultation issued by BEIS closed on 2nd November and the statutory instrument was implemented on 1st April 2018. WPD will be introducing changes in line with the legislation for connections which include works at 22kV and above from the 1st May 2018. This KPI is to achieve an increased acceptance rate by the end of Q1 2019 compared to the previous year average, therefore no measure has yet been taken.

Western Power Distribution ICE KPIs 2017/2018

Connection Offers & Agreements

Electricity (Connection Charges) Regulations

Actual: 1,234

KPI:
Number of hits on the ECCR webpage
Target:
New webpage - no target
Action Area: 3.7

Overview:
Continuing the work commenced in the 2016/17 ICE Workplan: implement new policy and procedures to facilitate the changes to the ECCRs including the move from 5 to 10 yrs. and the payments to customers on assets adopted under CiC.

Update
The ECCR webpage provides guidance on the changes which were implemented in April 2017, how refunds are calculated and how they will be processed. Since publication in June 2017, the webpage has received 1,234 hits.

Issuing agreements earlier in the process

Actual: 62%

KPI:
Measure success against targets for issuing agreements
Review stakeholder feedback on the process of issuing agreements at an earlier stage
Target:
90% of draft agreements issued on time against new targets
Action Area: 3.8-3.11

Overview:
In ongoing development of the process set up in 2016/17, WPD will review the feedback on issuing connection agreements at an earlier stage of the process with a view to rolling out to DGHV and DG Alternative connections

Update

Whilst we set an aspirational target of sending 90% of draft connection agreements within 20 working days of the agree dates guaranteed standard, or payment received for competitive connection offers, we have issued 62% on tiem and overall 83% were issued within 2 months.

Western Power Distribution ICE KPIs 2017/2018

Connection Offers & Agreements

Study & Offer trial

Actual: 2 enquiries

KPI:
Measure number of stakeholders responding to feedback form
Measure satisfaction score for the study & offer process
Measure the number of study & offer schemes requested
Measure the number of study & offer schemes progressed from study stage to formal offer

Target:
Satisfaction score for the trial to be ≥ the DG survey score
Increase on 10 studies requested during 2016/17
Increase on 6 studies progressing to formal offer during 2016/17

Action Area: 3.12-3.15

Overview:

Continue with trial Study & Offer process and implement as BAU across all four WPD licence areas. Conduct a survey to determine satisfaction with the Study & Offer process and continue to measure the number of Study & Offer enquiries received, and the number which progressed to issuing a formal offer.

Update

The take up of our study and offer process has been lower than expected, with only 2 requests received which did not progress against a target of an increase on the 10 requests and 6 progressions to offers in the previous year. Customer feedback has been that the early discussions they can have with WPD about their requirements and ability to make multiple applications for offers has lowered demand for this service. However with the introduction of the Connection Offer Expenses Regulations making this a more attractive service, we expect to see an uptake in the number of requests.

	East	West	S West	S Wales	Total
Total number of Study&Offer Enquiries	1	0	1	0	2
Total number of Formal Offers issued	0	0	0	0	0

Western Power Distribution ICE KPIs 2017/2018

Connection Offers & Agreements

Cost Variation Information

KPI:
Stakeholder feedback on cost variation information
Target:
Positive feedback received
Action Area: 3.16-3.18

Overview:

We will establish a guide for customers on the provision of cost information to provide more certainty of cost upon acceptance in relation to major connection schemes.

Update
A report on the options is due in Q2 2018 which will consider the ways of informing customers of the potential range of uncertain costs. The feedback received will be included within our first update of the 2018/19 Workplan.

Improved Connection Offers

KPI:
Stakeholder feedback on revised offer format
Target:
Positive feedback received
Action Area: 3.19-3.21

Overview:

We will identify areas to improve presentation and clarity of our connection offers in line with stakeholder feedback and industry best practice.

Update

With the help of feedback from stakeholders we re-vamped our template offer letter for services, alterations and disconnections. This initiative continues into the 2018/19 workplan and we will replicate this work in our template offers for other demand and generation connections, due to be implemented by the end of Q2 2018.

Western Power Distribution ICE KPIs 2017/2018

Competition in Connections

ICP survey

Actual: 1

KPI:
Number of survey responses
Feedback from ICPs to identify areas of inconsistency
Target:
New survey - no target
Action Area: 4.1-4.4

Overview:

Identify areas of inconsistency and possible improvements in policies and procedures by surveying ICPs. Undertake survey of ICP customers to prompt for areas of inconsistency. Review results and take action as necessary holding a dissemination event.

Update
During 2017/18 we issued a survey to identify areas of inconsistency in the policies and procedures for the Competition in Connections services offered to ICPs. We received just one response to the survey. However, we held an ICP seminar on the 1st June and were able to collate the feedback from both this event and the survey response and act upon the list of inconsistent items identified. This included making improvements to WPD policies relating to lightning protection, battery & charger specifications and multicore cables. Updates were published to WPDs Technical Information website/webpages and users signed up to receive email updates of changes received a notification of the changes made.

Design approval

KPI:
Actions identified as a result of this initiative
Feedback from stakeholders on design approval process
Target:
New initiative - no target
Action Area: 4.5-4.8

Overview:
Improve the processes and consistency in approach for design approval

Update
We engaged with stakeholders to identify areas of inconsistency in the design approval process. As a result of the feedback received 4 new actions, 4.61 – 4.6.2.2, were included within WPD's October ICE Workplan submission. These new actions were developed to assess the feasibility of incorporating partial approval scheme designs, establishing policy and formal process to ensure consistency across WPD, establish internal performance reporting for design approval activities and to publish design approval response times. Each of those four new actions have been delivered and the detail is included in our ICE Workplan looking back summary.

Western Power Distribution ICE KPIs 2017/2018

Competition in Connections

Self-design

KPI:
Improvements made as a result of feedback
Feedback from stakeholders on self design of substation processes
Target:
New initiative - no target
Action Area: 4.9-4.12

Overview:

Improve the information and processes in place to facilitate the self-design of substations by ICPs, particularly for DG connections where there are requirements for additional equipment such as Generator Constraint Panels and Intertrip Panels (and associated interface boxes).

Update

Beyond publishing a 33kV substation design guide document, we received no further specific issues relating to substation design. However, further improvements were identified by ICPs in the LV and HV design processes. In response, we created and published standard technique ST:SD5F relating to connecting multiple small low voltage connections with minimum network analysis. This provides the procedures to be followed for ICP/IDNO customers to determine their own point of connection for multiple new or augmented street furniture connections. We also issued standard technique ST:SD4D relating to the use of simplified load flow techniques for HV network design. These ST's are available for both internal WPD staff via our intranet and to external ICP/IDNO customers on the technical information website webpages for use where the criteria are met. We shared these policy documents at our ICP stakeholder engagement session on 1st November and requested feedback for further improvements. To date, no further specific improvements have been identified.

www.westernpowertechinfo.co.uk

Western Power Distribution ICE KPIs 2017/2018

Competition in Connections

HV POC by ICP

Actual: 19 ICP completions
11 under Option 4

KPI:
Increase the number HV points of connection completed by ICPs
Measure the number of HV POCs completed by ICPs under option 4
Target:
New initiative - no target
Action Area: 4.13-4.21

Overview:

Complete trial of new proposals for an 'option 4' for ICPs/IDNOs HV self-connections. Use feedback from engagement with ICP / IDNO stakeholders to make refinements as necessary. Rollout across WPD and support the new process being put through the CiC CoP change proposals procedure as appropriate.

Update

The number of HV Connections carried out by ICP's and the number of HV Connections for ICP schemes, including those carried out under Option 4, and connections for ICP's completed by WPD are shown below.

	Regulatory Year 2017/18	% of Total	Completed under option 4	% of Total
HV connected by ICP	19	7.79%	11	4.51%
HV for ICP connected by WPD	225	92.21%		
Total connected HV POCs	244			

Western Power Distribution ICE KPIs 2017/2018

Competition in Connections

Self POC determinations and self approval of design

Actual: 239 ICP self determined POC
292 ICP self approved designs

KPI:
Increase in number of ICP self-POC determinations and self-approval of designs
Feedback from stakeholders on self-approval and self-design processes
Target:
Increase on 172 self-determined POCs and 203 self-approved designs during 2016/17
Action Area: 4.17-4.21

Overview:

Identify ways to improve the speed and efficiency of processes where ICPs are looking to undertake self-design and approval activities, by consulting with stakeholders and identifying areas of best practice in other DNOs' services.

Updated

The number of POC's determined by WPD and self-determined by ICPs plus the number of design approvals carried out by WPD and self approval of design by ICPs is set out below. We have achieved a targeted increase on the 2016/17 volumes.

Volume of Point of Connection (POC) Self-Determinations

	Regulatory Year 2015/16	% of Total
Self Determined POC by ICP	239	4.03%
WPD Determined POC	5697	95.97%
Total POC's	5,936	

Volume of Self Approved Designs

	Regulatory Year 2015/16	% of Total
ICP Self Approved Design	292	35.96%
WPD Design Approval	520	64.04%
Total Design Approvals	812	

Western Power Distribution ICE KPIs 2017/2018

Competition in Connections

Contestability of Telecoms

Actual: 14

KPI:
Measure the number of webpage hits
Target:
New intiative - no target
Action Area: 4.22-4.23

Overview:

We agreed to establish information and guidance on the contestability of telecoms works for onnections schemes to improve awareness and consistency.

Update

Standard Technique sets out the contestability of communciation activities and clarifies what communications requiremetns we would expect for different sizes of generators and connections. In addition, we published an updated guidance document, 33kV Indoor Connection Guide, which provides clarity on which elements of the telecoms activities are contestable and which are non-contestable. A weblink is provided below. New functionality to measure the number of document downloads was implemented within the last month, after which the guidance received 14 downloads.

www.westernpower.co.uk/docs/Tech-info/Documents/33kV-Indoor-Connection-Guide-Version-16

ICP Live Jointing Process

KPI:
Stakeholder feedback on new processes
Target:
Positive feedback received
Action Area: 4.24-4.26

Overview:
We committed to investigate ways to improve the existing ICP live jointing process for those undertaking high volume unmetered connection works.

Update

Consultation via an on-line survey of ICPs who use the LJNC process was undertaken and responses received. This initiative has been carried forward to our 2018/19 Workplan whereby the responses received from ICPs will inform our development work to streamline the existing live jointing process for high volume unmetered connection works.

Western Power Distribution ICE KPIs 2017/2018

Competition in Connections

ICP introductory guide

KPI:
Measure the number of webpage hits
Target:
New document - no target
Action Area:

Overview:

To improve the information available to new entrants and existing ICPs on WPD's CiC process and proceudres, we will establish a new high level guidance and website area informing ICPs of what to expect when operating in WPD's area.

Update

Publication of the document is due by the end of Q2 2018 therefore this initiative has carried forward to our 2018/19 Workplan.

Western Power Distribution ICE KPIs 2017/2018

Legals and Consents

Guidance on use of wayleave or easements

Actual: 78 customers engaged

KPI:
Number of stakeholders engaged
Feedback on any changes to processes made
Target:
New Initiative - No Target
Action Area: 5.1-5.3

Overview:

Further to CCSG feedback, stakeholders have advised it would be beneficial to them if WPD were able to offer guidance on our preferred approach for when to use a wayleave or an easement for HV and EHV works.

Update
During Q3 we consulted with stakeholders who act as consultants to a number of key ICP and IDNO customers. Feedback on WPD's wayleave vs easement matrix was extremely positive and no further consultation was required.

Publish legal and consents performance monitoring

KPI:
Quarterly publication of WPD legals and consents monitoring
Performance against published standards once implemented
Target:
Quarterly publication of legals and consents performance
Measure against service level standards once established
Action Area: 5.4-5.7

Overview:

During 2016, following stakeholder engagement WPD evaluated their internal legal and consents performance monitoring and concluded to develop it into a formal process within WPD's Crown system, facilitating the establishment of internal standards of performance.

Update
Internal performance standards have been established after consultation and agreement with key stakeholders, in particular ENC/GTC, CLM and TUSC. During Q1 2018 we completed internal staff training to roll out the processes for applying and recording the agreed internal standards. Information on our performance will subsequently be available at the end of Q2 2018.

Western Power Distribution ICE KPIs 2017/2018

Legals and Consents

Improve transparency of the legal and consents process

KPI:
Number of stakeholders engaged
Feedback on developments made
Target:
New Initiative - No Target
Action Area: 5.8-5.10

Actual: 3 stakeholders engaged

Overview:
Continuing the initiative from the WPD 2016/17 ICE Workplan, we will 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.

Update
Our CIRT on-line interface, which provides our customers with access to information about the status of the legal process element of their new connection, is now operational. We are now in the process of loading data into the database. Additionally we are working with our external lawyers to evaluate the viability of our customers having access to their case management system. This would provide our customers with information about the status of legal transactions relating to their new connections. Stakeholder feedback on the facility offered by these developments, from key ICPs and IDNO representatives, has been positive.

Improvements in timescales

KPI:
Continued on-target performance and improvement where required in associated performance monitoring timescale
Target:
Improvement of 20% on average of 75 of days for processing external legals in 2016/17 by year end 2018
Action Area: 5.11-5.12

Overview:

In the last quarter, for the first time, our external lawyers have outperformed all of their KPIs. Additionally, the key measure of Average Days to Complete has shown a decrease from 83 days to 77 days. Whilst 2 days less than our year-end target of 75 days, we're regarding this positively as the first sign of success of our new Collaborative Partnership Protocol for the legal process after its implementation at the end of last year. We regard the success of the new Protocol as key to our ambition for an overall average of 50 days for legal completion of all transactions. We're pleased that the feedback on it from a number of customers' law firms has been positive.

Western Power Distribution ICE KPIs 2017/2018

Improvements in timescales continued

Update

In summary of our lawyers' performance:
• Day zero performance to action new instructions has been maintained.
• Day zero performance for issuing costs undertakings has also been achieved.
• Execution of documents is one day ahead of the 2 day target.

The performance of our customers' lawyers has been mixed:
• Average response time to our own lawyers' initial letter reduced to 20 days (previously 26).
• Average response time to title queries raised by our lawyers increased to 68 days (previously 44).
• Average response time for executing documents increased to 44 days (previously 42).
• Overall, the average response time of our customers' lawyers worsened by 20 days (net).

We hope that the innovation of our lawyers' new Day 20 Progress Reports, which provide an update on the status of legal transactions, together with an estimate of the likelihood of achieving completion in 50 days, will encourage performance improvements by our customer's lawyers. Copies of the new reports will be sent to them and also our own staff. Our staff will use them as the basis for direct discussions with our customers in the hope of providing clarity on the likelihood of legal completion happening in time for the customers' connection date.

WPD Lawyer KPIs	Target	Actual	Customers' Lawyers Comparison
Action new instructions	2 days	Day zero	Response to initial letter 26 days (previously 29 days)
Issue cost undertakings	2 days	1 day	Response to title queries 44 days (previously 37 days)
Execute documents	2 days	3 days	42 days (previously 37 days)
Average days to complete	20% improvement on y/e 31.03.2017 (75 days)	77 days	

Western Power Distribution ICE KPIs 2017/2018

Legals and Consents

Continue improvements in legals and consents process

KPI:
Number of improvement actions identified
Target:
New Initiative - No Target
Action Area: 5.13

Actual: 1 new action

Overview:

Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.

Update

One new action was identified for inclusion in our October ICE Workplan resubmission, 5.8.1 – WPD will liaise with its lawyers to evaluate the viability of making online transaction information about the legal process available to customers.

Storage

Guidance and policy on the connection of energy storage

KPI:
Number of webpage hits
Feedback from stakeholders
Target:
New Initiative - No Target
Action Area: 6.1-6.3

Actual: 2,238

Overview:
Produce guidance and policy on the connection of energy storage schemes to assist customers seeking connections.

Update

A new webpage was implemented on the 11th May to provide information and guidance on the connection of storage schemes. WPD published an invitation to engage in consultation on our approach to modelling the future growth and behaviour of distribution connected energy storage. This invitation was added to the new webpage and included on email updates for users registered to the update service. To date, no feedback from stakeholders has been received, however there have been 2,238 hits to the energy storage webpage.

www.westernpower.co.uk/Generation/Energy-Storage

Western Power Distribution ICE KPIs 2017/2018

Queues and capacity management

Allowable changes

KPI:
Actions and changes identified as a result of this initiative
Target:
New Initiative - No Target
Action Area: 7.1-7.5

Overview:

Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national DG DNO working group as required.

Update

The ENA issued a further consultation on Allowable Changes to the connection offer on 10th January 2018. The deadline for responses was 9th March 2018. Responses to the consultation will need to be considered prior to the issue of an industry best practice guidance document. As a consequence, we have deferred our specific actions for delivery in WPD's 2018/19 ICE Workplan.

Offer of capacity

KPI:
Number of stakeholders engaged
Feedback from customers on this initiative
Target:
New Initiative - No Target
Action Area: 7.6-7.10

Overview:

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.

Update

The DCUSA working group tasked with progressing change proposal (DCP) 294 "Capacity Management following acceptance of a Connection Offer" has now considered responses to the consultation. A draft Change Report will be issued during February 2018 but it is not expected to be in a position to reach a vote and consequential Authority decision until May 2018.

Western Power Distribution ICE KPIs 2017/2018

Queues and capacity management

£200 / kW trial

KPI:
Measure number of connections facilitated and the capacity created as a result under the trial
Target:
New Initiative - No Target
Action Area: 7.11-7.13

Overview:

Continuing the initiative from the WPD 2016/17 ICE Workplan, we will continue to develop a 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

Update
Ofgem is considering whether there is a need to re-consult. We are currently working with them to reach a solution. We are dependent on Ofgem approval for the derogation to proceed and will then need to implement the trial. As a result, no connections have yet been facilitated.

Community Energy

Actual: 2,812 webpage hits
658 Storage energy video views
25 podcast views plus 2 downloads

KPI:
Measure the number of views of new community energy videos
Measure the number of downloads of community energy podcasts
Measure the number of community energy webpage hits
Target:
New Initiative - No Target
Action Area: 8.1-8.5

Overview:
Continue to develop and improve the engagement with Community Energy stakeholders and the information available to assist with their schemes.

Update

The number of hits on the Community Energy webpages from April 1st 2017 is shown below. In addition, a new video on storage was produced and published on 12th June and the number of views since implementation is also shown below. Podcasts were published on March 29th 2018, after which the webpage was viewed 25 times and 2 podcasts were downloaded.

Publication type	Q2	Q3	Q4	Q1	Total
Community Energy webpage hits	629	703	572	908	2812
Video on storage hits	50	291	207	110	658
Community Energy Podcasts	-	-	-	27	27

Western Power Distribution ICE KPIs 2017/2018

Strategic reinforcement & forecasting

Actual:
1,202 webpage hits
123 stakeholders engaged

KPI:
Measure attendees satisfaction at events and on webinars
Publication of reports in line with timetable deadlines
Stakeholder feedback on events and publications
Number of webpage hits on published reports and the Distribution System Operability Framework document

Target:
New Initiative - No Target

Action Area: 9.1-9.6

Overview:

Continue with strategic network studies giving connection stakeholders visibility the level of investment, reinforcement and timescales required to address existing constraints, as well as the projected trends and development of low carbon technology by WPD region.

Update

Our South West Network Strategy Study was commenced in December, with the hosting of a stakeholder event in Exeter. This event was attended by 32 participants representing a range of local authorities, developers and community groups. In February, we concluded our West Midlands Strategic Investment Options study with a webinar describing the potential future constraints under different scenarios, which was attended by 50 people.

http://www.westernpower.co.uk/About-Us/Our-Business/Our-Network/Strategic-network-investment/DSOF.aspx

Webpage hits	Q3	Q4	Q1	Total
DSOF/DSO	425	161	616	1202

Stakeholders engaged

Date	Event	No of attendees	Interest rating
23/05/2017	West Midlands - event	23	Not captured
27/07/2017	East Midlands - webinar	18	78%
05/12/2017	South West - event	32	100%
27/02/2018	West Midlands - webinar	50	77%

Western Power Distribution ICE KPIs 2017/2018

DSO

DSO document

Actual: 4,672

KPI:
Measure the number of webpage hits on the DSO document
Target:
New Document - No Target
Action Area: 10.1-10.2

Overview:

Continue to engage with stakeholders on the role of the DSO, including the creation of a dedicated DSO webpage on the WPD website and publication of a DSO transition strategy document.

Update

The DSO Transition Strategy was published on the DSO webpage on 29th June. The number of hits to the DSO webpage following publication is shown below.

www.westernpower.co.uk/About-us/Our-Business/Our-Network/Strategic-Network-Investment/DSO-Strategy

	Q2	Q3	Q4	Q1	Total
DSO webpage	203	1956	1274	1239	4672

Western Power Distribution ICE KPIs 2017/2018

DSO

ANM Zones

KPI:
Delivery of target number of ANM zones
Target:
Commence construction on 3 ANM zones
Action Area: 10.3-10.4

Overview:
Deliver ANM zones, facilitating further alternative connections.

Update

Rassau Abergavenny is now open for quoting and in the process of being constructed. We have also added an additional ANM zones on the Taunton GSP 132kV network. We currently have 11 ANM zones open for quoting, 9 zones ready for customer connections and have met our target for delivering 3 ANM zones during 2017-18.

Group	Active BSP Group	Quoting from	Building during
Bicker fen	Skegness	Active	Active
Grendon	Corby Northampton	Active Active	Active Active
Bridgwater	All	Active	Active
Taunton	132kV	Active	Active
West Burton	Horncastle	Active	Active
Indian Queens	Truro	Active	Active
Swansea North	Swansea	Active	Apr-18
Pembroke	Pembroke	Active	Apr-18
Cellarhead	Meaford	Active	Apr-18
Rassau	Abergavenny	Active	Nov-18
Feckenham	Feckenham	Apr-18	Apr-19
Aberthaw	All	Apr-18	Apr-19
Staythorpe	All	Nov-18	Nov-19
Berkswell	Warwick	Apr-19	Apr-20
Axminster	All	Apr-19	Apr-20
Shrewsbury	All	Apr-19	Apr-20
Bishops Wood	Hereford	Nov-19	Nov-20
Rugeley	All	Nov-19	Nov-20
East Claydon	All	Nov-19	Nov-20
West Burton	All	Nov-19	Nov-20
Pyle	Pyle	Apr-20	Apr-21
Remaining GSPs requiring ANM		Jan-21	Nov-21

Western Power Distribution ICE KPIs 2017/2018

DSO

Alternative connections for demand and storage schemes

Actual: 20 connection offers made
6 acceptances received

KPI:
Measure the number of alternative connection offers made, accepted and connected for demand and storage schemes

Target:
New Initiative - No Target

Action Area: 10.5-10.9

Overview:

Develop and trial the use of alternative connections for demand and storage connections. Investigate the extension of "timed" alternative connections policy for storage.

Update

We have developed our constraint panels to accommodate demand and storage constraints in addition to generation. The below table identifies the alternative connection offers accepted, issued and energised in comparison with conventional offers for demand and energy storage schemes.

Connection Method & Voltage Level Summary	No Quotes Sent	No Enquiries Completed	No Quotes Accepted	No Sites Energised	Total MW Quotes Sent	Total MW Quotes Accepted
Alternative Active Network Management HV	6	2	2	0	12.16	3.80
Alternative Active Network Management LV	1	1	0	0	0.13	0
Alternative Export Limiting EHV	2	2	0	0	6.00	0
Alternative Export Limiting HV	3	1	1	0	0.10	0.05
Alternative Export Limiting LV	2	1	1	0	0.004	0.004
Alternative Intertrip EHV	1	0	0	0	8.00	0
Alternative Intertrip HV	5	0	2	0	9.20	0.85
Alternative Intertrip LV	0	0	0	0	0	0
Alternative Timed EHV	0	0	0	0	0	0
Alternative Timed HV	0	0	0	0	0	0
Alternative Timed LV	0	0	0	0	0	0
Alternative demand & Storage Totals	**20**	**7**	**6**	**0**	**35.588**	**4.702**
Conventional EHV	318	328	45	15	8017.58	1000.17
Conventional HV	81	78	23	6	216.21	59.52
Conventional LV	104	67	31	14	1.73	0.69
Conventional Totals	**522**	**480**	**104**	**35**	**8270.71**	**1064.69**
Alternatives as a percentage of conventionals	**3.8%**	**1.5%**	**5.8%**	**0.0%**	**0.4%**	**0.4%**

Western Power Distribution ICE KPIs 2017/2018

DSO

Awareness of Demand Side Response

Actual: 938 webpage hits
4 newsletters and 25 publications including a project progress report

KPI:
Quarterly publication of newsletters and campaign reports
Website hits on alternative connections webpage

Target:
Publication dates - minimum of quarterly basis
Increase on 1,661 hits on alternative connections webpage during 2016/17

Action Area: 10.10-10.11

Overview:

Raise the awareness of Demand Side Response (DSR) for existing and new connection customers, through innovation trials.

Update

The alternative connections webpage provides further information on the type of alternative connection offers available in areas where networks are constrained. We saw a reduction in the number of hits on our alternative connections webpage with 938 against a target to increase on 1,661. However, during the same period we have seen an increase in the number of alternative offers and acceptances indicating that WPD planning teams are keeping customers informed of the options available to them.

www.westernpower.co.uk/Connections/Useful-Information/Competition-in-Connections/Alternative-Connections

	Q2	Q3	Q4	Q1	Total
Webpage hits	268	238	221	211	938
Newsletters	1	1	1	1	4

Other campaign reports, publications and events	Date	Type
Flexible Power website launch	06/04/2017	New webpage and brand launch
The Energyst	11/04/2017	Press Article
Clean Energy News	12/04/2017	Press Article
Project Entire progress report	05/05/2017	Publication of progress report
WPD Innovations Balancing Act Event	11/05/2017	Presentation
Power responsive conference	27/06/2017	Presentation, workshop and stand
CCSG	20/06/2017	Presentation
Making Energy Cheap, Clean and Cheerful	18/07/2017	Presentation

Western Power Distribution ICE KPIs 2017/2018

Awareness of Demand Side Response - continued

Other campaign reports, publications and events	Date	Type
DSR 2017, The Energyst	07/09/2017	Press Article
DSO Round Table Event, Cardiff, WPD	15/09/2017	Presentation
DSO Round Table Event, Avonbank, WPD	19/09/2017	Presentation
DSO Round table Event, Pegasus, WPD	22/09/2017	Presentation
DSO Round Table Event, Gloucester, WPD	29/09/2017	Presentation
(EoI) Launch	16/10/2017	Email
Entire EoI Webinar	20/10/2017	Webinar
Entire EoI Webinar	24/10/2017	Webinar
LCNI Conference Presentation - DSR	06/11/2017	Presentation
Entire EoI Webinar	14/11/2017	Webinar
Entire EoI Webinar	24/11/2017	Webinar
Leicester City Council "Green Belle"	28/11/2017	Presentation
The Energyst Article	05/12/2017	Press Article
Entire EoI Twitter campaign	06/12/2017 to 12/12/2017	Tweets (reached 13,099 people)
	12/01/2018	Press article DNO-DSO
Expression of interest results	17/01/2018	Published at www.flexiblepower.co.uk
Entire Twitter campaign	01/01/2018 to 02/04/2018	Twitter updates
Power responsive conference	27/06/2017	Presentation, workshop and stand
CCSG	20/06/2017	Presentation
Making Energy Cheap, Clean and Cheerful	18/07/2017	Presentation
DSR 2017, The Energyst	07/09/2017	Press Article
DSO Round Table Event, Cardiff, WPD	15/09/2017	Presentation
DSO Round Table Event, Avonbank, WPD	19/09/2017	Presentation
DSO Round table Event, Pegasus, WPD	22/09/2017	Presentation
DSO Round Table Event, Gloucester, WPD	29/09/2017	Presentation
(EoI) Launch	16/10/2017	Email
Entire EoI Webinar	20/10/2017	Webinar
Entire EoI Webinar	24/10/2017	Webinar
LCNI Conference Presentation - DSR	06/11/2017	Presentation
Entire EoI Webinar	14/11/2017	Webinar
Entire EoI Webinar	24/11/2017	Webinar
Leicester City Council "Green Belle"	28/11/2017	Presentation
The Energyst Article	05/12/2017	Press Article
Entire EoI Twitter campaign	06/12/2017 to 12	Tweets (reached 13,099 people)

Western Power Distribution ICE KPIs 2017/2018

DSO

Visibility Platforms

Actual: 25 stakeholders engaged

KPI:
Number of stakeholders engaged
Submission of NIC bid
Target:
New Initiative - No Target for engagement
NIC bid submitted
Action Area: 10.12-10.13

Overview:

Begin to establish visibility platforms for suppliers, aggregators and customers to allow the development of flexibility services shared between DSO and Transmission System Operator (SO).

Update

NIC bid development was progressed as per the target and has subsequently been awarded funding by Ofgem. Mobilisation activities are now underway and the action is complete.

Queue management for storage schemes

Actual: 5,256 hits

KPI:
Publication of guidance
Measure the number of webpage hits for allowable changes
Target:
Publication date of guidance
Increase on 257 webpage hits for allowable changes guidance document during 2016/17
Action Area: 10.14-10.16

Overview:
Investigate whether further improvements to the connection process queue management are required for storage connection schemes.

Update
The guidance on allowable changes was updated in June 2017 to include storage, for example what changes are allowable when adding storage to an existing generation application. Those signed up to receive emails notifying them of updates to the website were informed that this guidance had been updated. We have exceeded the target for the year with 5,256 hits on the document for the 2017/18 regulatory year compared to 257 hits during the 2016/17 regulatory year.
www.westernpower.co.uk/Connections/New-Connections/Budget-Estimates-and-Feasibility-Studies.aspx

Western Power Distribution ICE KPIs 2017/2018

Overarching

Awareness of ICE Workplan

Actual: 1,849

KPI:
Measure the number of hits on the WPD ICE webpage
Target:
Increase on 173 ICE webpage hits during 2016/17
Action Area:
None - overarching KPI

Overview:
Publications relating to our ICE Workplan, including quarterly updates, year end Looking Forward/Looking Back reports and any interim submissions are available to view on our website using the link below. We publicise any updates in email updates to registered users and have already exceeded our annual target.

www.westernpower.co.uk/connections/ICE.aspx

Update

We have published quarterly updates of our ICE workplan actions and KPI performance on the WPD ICE webpage. Users signed up to receive email updates of website changes were notified of each publication. We have achieved our targeted increase of webpage views, with 1,849 hits during 2017/18 compared to 173 hits during 2016/17.

	Q2	Q3	Q4	Q1	Total
ICE webpage hits	632	437	395	385	1849

Western Power Distribution ICE KPIs 2017/2018

Overarching

Time to Connect

KPI:
Reduction in overall time to connect by 20% across all market segments of connections during the current business plan period

Target:
Continue to improve the time taken to complete a connection during 2017/18 in line with business plan targets.

Overview:

Initiatives undertaken under the ICE Workplan should have a positive impact in reducing the time taken to deliver connections. As an example, we are working closely with our solicitors to improve communication between them and our customer's own solicitors with a view to reducing the time taken to process legal consents. Improvements in the turn around time for legals will also deliver improvements in the overall time to connect.

Update

The Time to Connect data indicates that we are exceeding the target in most of the major customer market segments, with further improvements required in distributed generation. Since last year's results were published our performance has improved for generation connected at LV due to initiatives implemented within the business. There are a number of initiatives underway, such as improved performance in timescales to process legal consents and early proactive engagement with customers which should provide further improvement to the connection timescales as the year progresses. A summary of our performance compared to the in year target is set out below. Due to WPD's extensive data assurance processes, these figures have not yet been data assured and are therefore subject to change prior to publication in alternative documents.

2017/18	LV	LV-SS (LVSSA)	LV-SP (LVSSB)	HV	EHV	DGLV	DGHV	OUMC	UMLA
All areas	95.12	27.28	34.79	120.85	201.87	51.14	208.00	66.52	62.59
Target	97.30	42.08	52.70	122.70	277.10	49.50	157.20	No target	No target

Western Power Distribution ICE KPIs 2017/2018

Overarching

Awareness of Competition in Connections

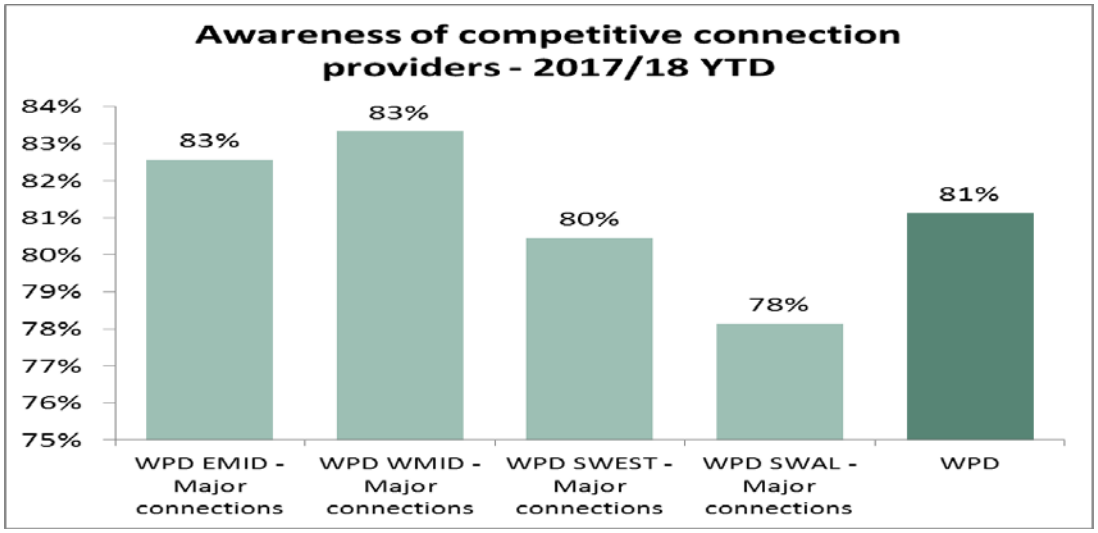
Actual: 81%

KPI:
Measure customer awareness of competition in connections through the customer survey
Target:

Overview:
The Competition in Connections market continues to grow year on year. We include questions relating to the level of awareness of competition within our major connection and DG connection customer surveys.
In 2016/17 an average of 82% of customers had an awareness of competitive connection providers and this set our benchmark for 2017/18.

Update

By year end awareness of competitive connection providers across the WPD regions ihas remained fairly consistent at 81%.



Western Power Distribution ICE KPIs 2017/2018

Overarching

Complaints

KPI:
Measure number of complaints received and the time to resolve them to track our performance

Target:
Target upper quartile amongst other DNOs

Overview:
Improvements made to the Connections processes should positively impact the number of connections related complaints we receive.

Update
WPD's complaints performance is shown below for the full year April 1st 2017 to March 31st 2018. These figures have now been data assured.

Description	EMID	WMID	SWALES	SWEST
Total number of connections complaints registered with WPD 2015/16	11	27	12	19
Number of complaints resolved by the end of the first working day after the complaint was received	9	24	3	13
Percentage	82%	89%	25%	68%
Number of complaints that took between 2 and 31 days to resolve	1	3	7	5
Percentage	9%	11%	58%	26%
Number of complaints unresolved after 31 calendar after the complaint was received including ongoing complaints	1	0	2	1
Percentage	9%	5%	17%	5%

Update for 2016/17
We are now able to publicise an anonymised update on the complaints KPI for the 2015/16 Workplan period. We set ourselves a target to be within the upper quartile amongst DNO's for the handling of complaints. At the end of the 2015/16 period, all four WPD regions achieved this target, ranking in positions 1, 2, 4 and 5.

	EMID	WMID	SWALES	SWEST
Total Complaints	1740	2085	857	2264
Number of complaints unresolved by the end of the first working day after which the complaint was received	249	261	171	410
Percentage	14.31%	12.52%	19.95%	18.11%
Number of complaints unresolved after 31 Days after the complaint was received	18	12	18	35
Percentage	1.03%	0.58%	2.10%	1.55%
Rank	2	1	5	4

Western Power Distribution ICE KPIs 2017/2018

Overarching

Complaints continued

Below is the anonymised performance for other DNOs in relation to complaints processing during 2016/17.

Other DNO Performance

Total Complaints	2096	7412	2090	2478	9816	1693	2697	2034	1120	1417
Number of complaints unresolved by the end of the first working day after which the complaint was received	330	1747	436	536	2408	520	943	743	409	543
Percentage	15.74%	23.57%	20.86%	21.63%	24.53%	30.71%	34.96%	36.53%	36.52%	38.32%
Number of complaints unresolved after 31 Days after the complaint was received	46	178	75	100	321	121	182	146	83	141
Percentage	2.19%	2.40%	3.59%	4.04%	3.27%	7.15%	6.75%	7.18%	7.41%	9.95%
Rank	3	6	7	8	9	10	11	12	13	14

Western Power Distribution ICE KPIs 2017/2018

Overarching

Major Customer satisfaction survey

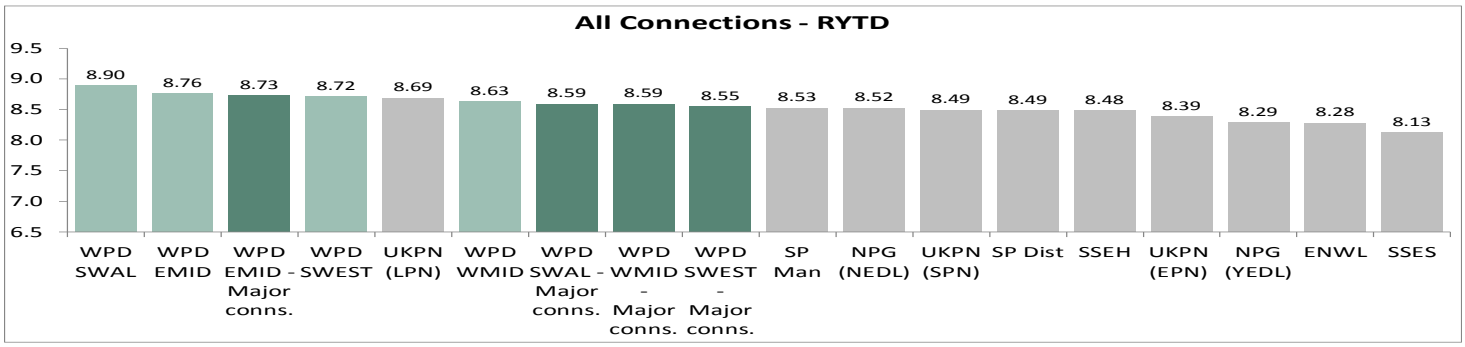
Actual: 8.65

KPI: Conduct monthly satisfaction survey for large connection customers, covering the market segments under the ICE scope.

Target:
Increase 2016/17 score of 8.51

Overview:
For 2017/18 we to set ourselves a target to improve on the 2016/17 year end score of 8.51 for the Major Connection survey results.

Update
Our current performance for Major Connections customers in comparison to the broader measure surveys is shown below. Our score has steadily increased each quarter during 2017/18 in line with expectations following the implementation of new initiatives under our ICE Workplan and we have achieved a targeted increase with a year end score of 8.65 against our 2016/17 score of 8.51.



DG Customer satisfaction survey

Actual: 8.83

KPI:
Conduct annual satisfaction survey. Monitor split between DGLV, DGHV and DGEHV segments.

Target:
Increase 2016/17 score of 8.74

Overview:
Continue to survey Distributed Generation customers on an annual basis.

Update

We usually conduct an annual survey for quotations issued and connections completed in the previous regulatory year for distributed generation schemes. We are now in the process of transitioning to a more up to date process which will evolve into a monthly survey. We have therefore conducted a survey for the period April 1st 2017 to October 31st 2017 which resulted in a satisfaction score of 8.83, an increase on our previous score of 8.74.

Western Power Distribution ICE KPIs 2017/2018

Overarching

Connections Guaranteed Standards of Performance

KPI:
Maintain 100% success in achieving Connections Guaranteed Standards of Performance.
Target:
100% success

Overview:

Every year WPD provides around 70,000 budget estimates and quotations and around 30,000 connections. We also make around 10,000 street furniture fault repairs for local authorities.
For every connection, WPD operates under a number of Ofgem standards of service guarantees for providing budget estimates, quotations, scheduling works, commencing works, completing works and energisation, and street lighting repairs. These require us to provide these services within fixed or agreed timescales. In certain circumstances exemptions may apply.
If we fail to meet the standards, we make specified payments.

Update

We continue our 100% success in the majority of market segments across the four WPD DNO licence areas, although we did have a failure for one customer in the East Midlands region.

Area	Connections Services provided to small LV Metered Demand Customers	Connections Services provided to large HV or EHV Metered Demand Customers	Connections Services provided to Metered Generation Customers	Connections Services provided to Independent Connections Providers	Connections and repairs to Unmetered Supplies
East Midlands	✓	1 failure	✓	✓	✓
West Midlands	✓	✓	✓	✓	✓
South West	✓	✓	✓	✓	✓
South Wales	✓	✓	✓	✓	✓

Western Power Distribution ICE KPIs 2017/2018

Overarching

Stakeholder engagement

Actual:
9,029 surveys

KPI:
Measure the number of stakeholders engaged at events including the CCSG, DG Forum, DG workshop, bilateral meeting and in customer surveys.

Target:
Increase on 2016/17 engagement of 4,767 stakeholders

Overview:

Stakeholder engagement is important for obtaining feedback about our services and the way we operate. We have committed to engaging with our stakeholders in various formats throughout the course of the year. In addition, surveys conducted provide an indication of our performance for customers and can help to highlight areas for improvement. We set a target to increase on the 4,767 stakeholders engaged during 2016/17. We have exceeded our target, acheiving engagement of 16,134 stakeholders at events and 9,029 stakeholders engaged through customer surveys during 2017/18.

Update
The customer survey volumes for 1st April 2017 to 31st March 2018 are set out below.

Connection Surveys

Period to	Survey	Number of customers surveyed
Mar-18	Broad Measure Surveys - Quotations Survey of customers receiving an alteration/connection quotation who fall within the ambit of the quotation accuracy scheme and fall into the following categories: ECGS2A - Single LV service Demand Quotation including service alterations ECGS2B - Small project Demand Quotation	3,357
Mar-18	Broad Measure Surveys - Completed works Survey of customers who fall within the quotation accuracy scheme where all the work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed and the customer falls into the following category: ECGS6A - Complete works for a single LV service demand or small project demand connection including service alterations	3,367
Annual	DG Survey - Quotations Survey of customers who received an alteration/connection quotation in relation to the installation of Distributed Generation (DG)	209
Annual	DG Survey - Completed Works Survey of customers where all the work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed, and the connection is to facilitate Distributed Generation (DG)	16
Mar-18	ICE/Major Connections Survey - Quotations Survey of all other customers who do not fall under the broad measure or DG surveys who received an alteration/connection quotation	1,769
Mar-18	Ice/Major Connections Survey - Completed Works Survey of all other customers who do not fall under the Broad Measure or DG surveys where all work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed	311
Total number of surveys conducted		**9,029**

Western Power Distribution ICE KPIs 2017/2018

Overarching

Stakeholder engagement continued

Actual:
16,134 customers engaged at events

KPI:
Measure the number of stakeholders engaged at events including the CCSG, DG Forum, DG workshop, bilateral meeting and in customer surveys.
Target:
Increase on 2016/17 engagement of 4,767 stakeholders at events

Overview:
Stakeholder engagement is important for obtaining feedback about our services and the way we operate. We have committed to engaging with our stakeholders in various formats throughout the course of the year. In addition, surveys conducted provide an indication of our performance for customers and can help to highlight areas for improvement. We set a target to increase on the 4,767 stakeholders engaged during 2016/17. We have exceeded our target, acheiving engagement of 16,134 stakeholders at events and 9,029 stakeholders engaged through customer surveys during 2017/18.

Update
Our engagement activities for 1st April 2017 to 31st March 2018 are set out below.

Date	Event	DSO Engagement	Community Energy Engagement	Attendance
03/04/2017	Bilateral Connections Meeting			4
05/04/2017	Ofgem meeting regarding connections	✓		6
11/04/2017	Institute of Welsh Affairs meeting on energy scenarios	✓		2
11/04/2017	Bilateral Connections Meeting			3
20/04/2017	Green Alliance - Low Carbon Future	✓		85
21/04/2017	Determination meeting with Ofgem			2
25/04/2017	Determination meeting with Ofgem			2
25/04/2017	Managing European Solar Assets - next steps for storage.			125
2604/2017	FlexDGrid Technical Dissemination Event	✓		30
26/04/2017	Power Responsive Steering Group including DSO discussions on flexibility	✓		25
27/04/2017	DG Owner/Operator forum	✓		14
27/04/2017	TSO DSO Advisory Group Workshop	✓		30
28/04/2017	Project meeting on energy scenarios	✓		2
0505/2017	DSO/TSO project update with Ofgem	✓		4
09/05/2017	Ideas exchange workshop regarding the impact technology or vulnerability could have on utilitity approaches to customer led innovation, DSR and engaging customers in transforming our energy system.	✓		30
11/05/2017	Future Networks - A Balancing Act	✓		237
12/05/2017	Presentation to BEIS on WPD DSO transition	✓		2
16/05/2017	Wales Energy Conference including WPD presentation	✓		120
16-17/05/2017	Connecting projects to the grid	✓		25
23/05/2017	EDIE Live Exhibition including WPD presentation	✓		2000
23/05/2017	West Midlands strategic network investment stakeholder event, presenting our approach to understanding likely future network developments to 2030 with attendees from local Government, industry and other relevant stakeholders	✓		34
24/05/2017	Energy Storage Seminar	✓		110
01/06/2017	ICP Workshop			75
01/06/2017	Community Energy Event - Birmingham		✓	28
12-15/06/2017	CIRED Conference hosted by WPD	✓		2000
13/06/2017	National infrastructure forum including WPD presentation on open LV networks and the electric nation project.	✓		1540
15/06/2017	Connection customer meeting	✓		8
16/06/2017	connections surgery East Midlands region			1
19/06/2017	Flexible power meeting with Ofgem	✓		2
19/06/2017	Energy & utilities forum			20
20/06/2017	Stakeholder meeting re innovation and DSO	✓		4
20/06/2017	CCSG	✓		9
23/06/2017	Future Power Systems Architecture Launch	✓		200
27/06/2017	NGET Power Responsive - presentation on flexibility	✓		350
27/06/2017	WPDs Customer Panel	✓		15
27/06/2017	Connections surgery			15
28/06/2017	Energy storage - the next wave round table	✓		20
30/06/2017	Stakeholder meeting regarding DSO transition	✓		3
04/07/2017	1:1 with Ofgem to explain WPD DSO strategy	✓		1
04/07/2017	FlexDGrid Technical Dissemination Event	✓		25
04/07/2017	Delivering a Smart Energy System - Regen event - session on Business Models for Flexible Networks and Supply	✓		50
05/07/2017	South West Street Lighting engineers			7
10/07/2017	Fast Growth Cities Network - meeting re load growth in Milton Keynes			10
11/07/2017	connections surgery Wales region			1
11/07/2017	DG Owner/Operator forum	✓		15
11/07/2017	Ofgem meeting regarding connections			2

Western Power Distribution ICE KPIs 2017/2018

Stakeholder engagement continued

Our engagement activities for 1st April 2017 to 31st March 2018 are set out below.

Date	Event	DSO Engagement	Community Energy Engagement	Attendance
12/07/2017	FlexDGrid Connecting Birmingham Event	✓		60
18/07/2017	Sustainability First including discussions on DSO transition	✓		100
19/07/2017	Open Networks advisory group - presentation on DSO transition	✓		35
20/07/2017	South Wales Street Lighting Meeting			12
26/07/2017	Nissan VGI Feasibility Study - collaboration workshop	✓		9
27/07/2017	Webinar on strategic network investment in East Midlands, including demand and generation growth scenarios, fault level trends and recommendations for future reinforcement	✓		18
28/07/2017	Visit by Matt Warman MP Boston including visit to new battery installation	✓		3
07/08/2017	Connections customer meeting			2
15/08/2017	Meeting with stakeholder on DSO transition	✓		2
23/08/2017	Meeting with an ICP and IDNO re connections processes			2
30/08/2017	Connection customer meeting			2
31/05/2017	Energy Storage Webinar	✓		2
31/08/2017	Meeting with a county council regarding Connections			2
01/09/2017	Meeting with an IDNO regarding connections and ICE			2
04/09/2017	Customer determination meeting			15
05/09/2017	Energy UK Generation Group - presentation on DSO transition	✓		15
06-07/09/2017	Cenex - Low Carbon Vehicle Event	✓		3800
07/09/2017	The Energyst - Demand Side Response 2017	✓		150
07/09/2017	connections surgery Wales region			1
07/09/2017	All party parliamentary group on energy storage	✓		50
12/09/2017	Meeting with a Local Enterprise Partnership regarding connections and ICE			3
14/09/2017	DSO Launch event	✓		120
14/09/2017	Meeting with a Community Energy Liaison Group regarding an electricity connection to an incinerator plant		✓	20
15/09/2017	Meeting with Lilian Green - MP Nottingham South and two ward councillors to discuss DSO and network strategy/growth for future connections in the Nottingham area	✓		3
15/09/2017	DSO roundtable event - South wales	✓		15
19/09/2017	DSO roundtable event - South West	✓		15
19/09/2017	Meeting with a county council regarding Connections			4
20/09/2017	Hubnet keynote address - presentation on DSO transition	✓		130
20/09/2017	DG Owner/Operator forum	✓		15
20-21/09/2017	LEM Steerco / Market Design update - including WPD update on work relevant to local energy & flexibility	✓		31
21/09/2017	ENA Distributed Generation Forum 2017 (31 stakeholders in breakout sessions)			102
22/09/2017	DSO roundtable event - East Midlands	✓		15
26/09/2017	IEA Heat Pump Technology Conference	✓		45
27/09/2017	Open Networks SGAM workshop	✓		10
27/09/2017	Meeting with Laura Sandys on the future of energy including DSR, DSO transition and EV readiness	✓		1
27/09/2017	Meeting with MPs for Boston & Skegness including DSO discussions	✓		2
27/09/2017	Stakeholder visit to storage site and discussions on developments in the Boston area webinar	✓		9
28/09/2017	WPDs Customer Panel	✓		15
28/09/2017	Connections surgery			15
29/09/2017	Ofgem whole system co-ordination workshop	✓		16
29/09/2017	DSO roundtable event - West Midlands	✓		15
04/10/2017	Nottingham EV infrastructure conference	✓		40
05/10/2017	Meeting with a Community Energy Liaison Group for a process review		✓	11
05/10/2017	Meeting with an ICP and IDNO re connections processes			2
05/10/2017	WPD's Balancing Act Conference	✓		200
09/10/2017	Meeting with Welsh Assembly Government on DSO transition	✓		1
11/10/2017	Power Responsive Steering Group including discussions on DSO	✓		30
11/10/2017	Community Energy Event Nottingham		✓	31
18/10/2017	Stakeholder meeting re DSO	✓		1
18/10/2017	University of Reading event on DSO	✓		45
18/10/2017	Community Energy Event Cardiff		✓	51
19/10/2017	Interview for new Power article to discuss DSO transition	✓		1
19/10/2017	Meeting with a county council regarding Connections			2
19/10/2017	Desire advisory board	✓		7
19/10/2017	Open Newtorks SGAM workshop	✓		10
20/10/2017	Community Energy Nottingham energy project alignment group	✓	✓	3
24/10/2017	House of Commons - Whole System Thinking, presentation and panel member for DSO transition	✓		30
24/10/2017	CCSG			13
25/10/2017	Stakeholder meeting re ANM			4
25/10/2017	Meeting at Westminster with Matt Warman MP to discuss WPD's innovation programme, DSO transition and radio spectrum	✓		1
01/11/2017	Meeting with a Community Energy Liaison Group		✓	8
01/11/2017	Seminar for ICPs and IDNOs to discuss two new documents regarding simplified methods for determination of the POC for High Voltage Design & Multiple Street Furniture connections.			36
01/11/2017	ENA Community Energy Event London	✓	✓	82
02/11/2017	WPD DG Conference	✓		46
07/11/2017	ENA Community Energy Event Newcastle	✓	✓	49

Western Power Distribution ICE KPIs 2017/2018

Stakeholder engagement continued

Our engagement activities for 1st April 2017 to 31st March 2018 are set out below.

Date	Event	DSO Engagement	Community Energy Engagement	Attendance
08/11/2017	Low Carbon Technology stakeholder meeting	✓		4
09/11/2017	West Midlands Regional Energy Policies Commission meeting re DSO	✓		15
09-10/11/2017	UN Climate Change Conference including WPD input on Electric Nation, helping to accelerate update of EV and lowering CO2.	✓		50
13/11/2017	Meeting with BEIS to discuss open networks and DSO	✓		2
13/11/2017	Meeting with Ofgem to discuss open networks and DSO	✓		3
15/11/2017	Future of energy storage conference - presentation on DSO transition	✓		70
15/11/2017	Community Energy Event Plymouth		✓	64
15/11/2017	Tidal Lagoon Power meeting re DSO and low carbon technologies	✓		3
15/11/2017	New Pin Workshop on Innovation	✓		28
16/11/2017	Stakeholder meeting on connections			1
17/11/2017	Open Networks SGAM workshop	✓		10
17/11/2017	DSO consultation with Ofgem	✓		4
24/11/2017	Ofgem's Smart Futures Event - WPDs Nigel Turvey on the expert panel	✓		130
24/11/2017	Facilitating the energy transition - Ofgem led event including panel discussion	✓		100
24/11/2017	Visit by James Heappey - MP for Wells to visit a battery storage project along with WPD's control centre and inspection team	✓		3
28/11/2017	Battery & Energy Storage 2017 Conference - ENA event in Warwick, WPD's Nigel Turvey speaking	✓		80
28/11/2017	Internet of Business & Energy Conference including discussions regarding DSO	✓		20
28/11/2017	Renewable Futures conference and green energy awards	✓		63
28/11/2017	WPD CiC Group			7
01/12/2017	Supporting Smarter Electricity Systems debate	✓		50
06-07/12/2017	Low Carbon Networks Initiative - presentation on innovation, open networks and DSO transition. WPD were the headline sponsor for the 2017 event.	✓		1000
06/12/2017	Meeting with a Community Liaison Group		✓	9
07/12/2017	Solar Trade Association annual conference including WPD presentation and presence on the expert panel			80
07/12/2017	connections surgery East Midlands region			1
07/12/2017	South Wales Street Lighting Meeting			8
12/12/2017	MP Meeting regarding DSO	✓		1
12/12/2017	A Festive Feast and Site Visit - Regen & WPD community energy event at the National Trust Castle Drogo hydropower and biomass system		✓	36
12/12/2017	Stakeholder meeting re connections			1
14/12/2017	Stakeholder meeting re connections			1
18/12/2017	Meeting re local area strategy planning			2
20/12/2017	Meeting re renewable energy & DSO	✓		5
08/01/2017	Parliamentary session on DSO	✓		10
09/01/2018	Local Enterprise Partnership energy business group meeting to input how WPD are coping with demands on the sector and what measures we are putting in place around the county of Gloucestershire.	✓		2
09/01/2018	Stakeholder meeting regarding DSO	✓		4
09/01/2018	New Energy Forum round table	✓		45
16/01/2018	BEIS Select Committee enquiry into the Helm Cost of Energy review including discussion on DSO and the cost of energy	✓		9
17/01/2018	MP dinner including giving informatino on DSO	✓		4
18/01/2018	British Solar Renewables visit to WPDs control room	✓		4
23/01/2018	Meeting with a Local Enterprise Partnership regarding connections	✓		15
24/01/2018	NGET visit to WPD	✓		16
24/01/2018	Parliamentary reception hosted by WPD	✓		85
24/01/2018	South West Street Lighting meeting			6
25/01/2018	DSOF Round table & NIA Project Call Event	✓	✓	45
25/01/2018	DG Owner/Operator forum	✓		28
30/01/2018-08/02/2018	Six stakeholder workshops were held including discussions on electric vehicles, DSO transition, alternative connection offers and flexibility.	✓		250
30/01/2018	Meeting with Solar Trade Association to discuss industry best practice			5
31/01/2018	Power Responsive Steering Group including discussions on DSO	✓		15
07/02/2018	Freedom Workshop	✓		30
13/02/2018	Community Energy Event - Nottingham		✓	35
13/02/2018	CCSG	✓		11
14/02/2018	LCT working group	✓		12
15/02/2018	Future Car Wales including giving advice on the infrastructure of wales to accommodate EV	✓		50
20/02/2018	Community Energy Event - Cardiff		✓	55
20/02/2018	WPDs Customer Panel	✓		14
20/02/2018	Connections surgery			14
20/02/2018	Strategic network investment modelling	✓		6
22/02/2018	ESO Forward Plan Event	✓		60
27/02/2018	Ofgem meeting for DSO update	✓		6
27/02/2018	Energy Storage Summit including presentation by WPD on DSO transition, flexibel power and storage innovation projects.	✓		50

27/02/2018	Parliamentary Reception	✓		10

Western Power Distribution ICE KPIs 2017/2018

Stakeholder engagement continued

Our engagement activities for 1st April 2017 to 31st March 2018 are set out below.

Date	Event	DSO Engagement	Community Energy Engagement	Attendance
28/02/2018	NGET meeting re DSO	✓		1
01/03/2018	Presentation at the House of Commons on DSO	✓		40
01/03/2018	Community Energy Event - Birmingham		✓	16
02/03/2018	MP visit to WPD	✓		4
05/03/2018	Energy System Catapult regarding electric vehicle innovation	✓		2
05/03/2018	Stakeholder meeting re DSO	✓		1
06/03/2018	Meeting with Laura Sandys on DSO	✓		1
07/03/2018	WPD presentation at the Eco Build Event	✓		100
07/03/2018	Electric Vehicle Charging Infrastructure Workshop	✓		45
08/03/2018	connections surgery South West region			1
09/03/2018	Meeting with stakeholder on DSO transition	✓		2
9-10/03/2018	Spring Gathering with Devon County Council		✓	44
12/03/2018	DUoS webinar			34
12/03/2018	WPD visit to British Solar Renewables			3
13/03/2018	Ofgem open network update	✓		3
14/03/2018	Meeting with a council on DSO	✓		2
15/03/2018	Stakeholder meeting re connections			2
15/03/2018	connections surgery South Wales region			1
16/03/2018	Meeting with a supplier on DSO	✓		3
19-28/03/2018	Local network investment workshops (x5 workshops) regarding connections			54
20/03/2018	Utility Week CGI workshop	✓		20
20/03/2018	WPD CiC Group			6
21/03/2018	Strategic network investment modelling	✓		8
23/03/2018	Welsh Assembly Government grid working group on connecting renewables	✓		20
23/03/2018	ESN spring conference	✓		50
26/03/2018	NG system operability framework workshop	✓		20
28/03/2018	Provision for energy storage - modification working group	✓		20
29/03/2018	Meeting with Solar Trade Association to continue discussions on industry best practice			4
Total				**16134**

Western Power Distribution ICE KPIs 2017/2018

Overarching

Alternative connection offers

Actual: 174 quotations
27 acceptances

KPI:
Measure the volume of offered and accepted alternative connection offers for DG. In addition, express these volumes as a percentage of the total DG connection offers.

Target:
Increase over 2016/17 volumes:
126 Quotes
5 Acceptances

Overview:
Due to increasing constraints on the network, a number of alternative connection offers have been made available to customers to facilitate some level of connection to the network. Further information on the types of alternative connections available can be found below the following table. Further information on the types of alternative connections available can be found on our website using the link below.
Further Alternative Connections information

Update
During the 2017/18 regulatory year we have issued 174 quotations for alternative connection arrangements and received 27 acceptances, which is an increase as targeted on our 2016/17 volumes.

Across all Four WPD Licence Areas	Voltage Level	No. Quotes Sent	No. Enquiries Completed	No. Quotes Accepted	No. Sites Energised	Total MW Quotes Sent	Total MW Quotes Accepted
Alternative Active Network Management	EHV	42	40	7	0	777.76	190.00
	HV	49	74	4	0	126.93	8.80
	LV	1	1	0	0	0.13	0
	Total all Voltage Levels	92	115	11	0	904.82	198.80
Alternative - Export Limiting	EHV	3	3	0	0	10.50	0
	HV	24	13	6	2	21.34	5
	LV	10	3	3	2	0.12	0.02
	Total all Voltage Levels	37	19	9	4	31.96	5.07
Alternative Intertrip	EHV	11	4	1	0	142.31	20
	HV	29	25	5	0	76.50	10.60
	LV	0	0	0	0	0	0
	Total all Voltage Levels	40	29	6	0	218.81	30.60
Alternative Timed	EHV	0	0	0	0	0	0
	HV	3	7	0	0	1.52	0
	LV	2	5	1	2	0.12	0.06
	Total all Voltage Levels	5	12	1	2	1.64	0.06
Alternative Connections Total	EHV	56	47	8	0	930.57	210.00
	HV	105	119	15	2	226.28	24.45
	LV	13	9	4	3	0.37	0.08
	Total all Voltage Levels	174	175	27	5	1157.22	234.53
Conventional	EHV	764	909	132	44	16737.99	3086.91
	HV	716	1021	173	122	1236.93	202.64
	LV	1116	1120	261	121	39.33	11.36
	Total all Voltage Levels	2596	3050	566	287	18014.25	3300.91
Alternatives as a Percentage of Conventional	EHV	7.33%	5.17%	6.06%	0%	5.56%	6.80%
	HV	14.66%	11.66%	8.67%	2%	18.29%	12.06%
	LV	1.16%	80.00%	1.53%	2.48%	0.94%	0.69%
	Across All Voltage Levels	6.70%	5.75%	4.77%	1.74%	6.42%	7.10%

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