

Ofgem Incentive on Connections Engagement 2018

October 2018 Update

In this October resubmission, WPD's ICE workplan for 2018/19 now includes status, KPI and target updates on the existing initiatives and also includes new initiatives which we have committed to.

Appendix 3: WPD ICE Workplan 2018/19

In this appendix we have set out WPD's ICE Workplan for 2018/19 including the KPIs and targets for the initiatives.

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

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1. Transition to DSO	Develop the trials, processes and procedures to facilitate the transition to DSO.	1.5	Tier 2 BAU (business as usual) flexibility service	Go out to procurement for flexibility on 10 zones in 2018 which can be used as alternative to reinforcement.	Q4 2018	Ongoing	Signposting, forecasting of requirements and publishing of the expressions of interest have now been completed. Following an assessment of the market response, 16 out of 18 zones being taken forward. We will be seeking further feedback from stakeholders on our approach to flexibility. Flexibility for the 2018 winter period is now progressing to contracts.	► Procurement completed for 10 zones	Pending measure
		1.6	Tier 3 BAU flexibility service	Go out to procurement for flexibility on 15 zones in 2019 which can be used as alternative to reinforcement.	Q4 2019	Ongoing	Following stakeholder feedback on our approach to flexibility being undertaken in 2018, we will launch further constraint management zones and procure flexibility in line with feedback received. Analysis on the potential 2019 constraint managed zones is being undertaken and will be Signposted by end of 2018.	► Procurement completed for 15 zones	Pending measure
	Continue to work with other network and system operators to coordinate approach across the industry.	1.7	Development of regional Future Energy Scenarios (FES)	Working with National Grid Electricity Transmission (NGET), contribute to the development of a co-ordinated approach to regional future energy scenarios. Hold a seminar on WPD's FES with the Open Networks Work Stream 1 P5 group. We will also continue to publish regional future energy scenarios for our distribution areas on a two yearly cycle.	Q1 2019	Ongoing	Ahead of commencing our second round of DFES and Strategic Investment Options reports in the South West, we held a stakeholder engagement day, with over 27 attendees to provide feedback on our proposed approach. This provided new learning on potential data sources and outlined the key expectations of these reports, which were further developed in line with the comments received. Following the publication of the South West DFES and Strategic Investment Options reports in July '18, we hosted an online webinar to disseminate the results and receive any additional views. A South Wales stakeholder event was held in June, guiding the progress of the forthcoming South Wales DFES and Strategic Investment Options reports which are due to be published January '19.	► Seminar on WPD FES to ON WS1 P5 delivered ► Reports published	Pending measure

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2. Availability of information	Further improve information on outages & constraints increasing detail and scope.	2.1	Provide historic and forecast outage information and improved curtailment information for DG EHV connections at the point of issue of the connection offer	Develop systems and processes to provide better historical and forecast outage information, for a proposed DG EHV connection at the point of issue of the connection offer. Where the connection offer is for an alternative connection, we will also undertake developments to provide improved curtailment information. This improved information is intended to provide clarity on the likelihood of the level of curtailment.	Q1 2019	Ongoing	Historic Outage information available on WPD Website further development in progress on forecasting.	<ul style="list-style-type: none"> Feedback from DGOO Forum members on offer information 	Pending measure
		2.2	Further develop the WPD DGOO	Continue to develop the WPD DG Owner Operator (DGOO) Forum, developing an action plan with members to deliver further improvements to outage information provision. Host 4 forums including a visit to a WPD Control Centre providing further insight to members.	Q1 2019	Ongoing	The DGOO forum has been hosted on 26th April, 19th July and 9th October. A further event is planned for January 2019.	<ul style="list-style-type: none"> New initiatives resulting from forum 4 DGOO forums held including 1 site visit 	Pending measure
		2.3	Continuing 2017/18 initiative: report on lost generation due to outages	Continuing 2017/18 initiative: publish the report developed with the DGOO, on the quantity of generation loss (in MWh) caused due to WPD and National Grid system outages (132kV, 66kV & 33kV only) by generation technology type.	Q2 2018	Complete	Report is complete and published on website, report will be refreshed quarterly. A link to the report is available on our website here .	<ul style="list-style-type: none"> Measure annual stakeholder satisfaction with forum and outputs 	Pending measure
		2.4	Further develop the report on lost generation due to outages	Further develop the report on lost generation due to outages to include an estimation of the £ value lost due to outages in the published report.	Q1 2019	Ongoing	Supporting report created, methodology to be agreed with DG owner/operators.	<ul style="list-style-type: none"> Measure annual stakeholder satisfaction with forum and outputs 	Pending measure
		2.5	Report on reduced DG losses avoided during outages	Develop a report on the amount of DG losses avoided with the processes and procedures which have been developed to reduce the impacts of outages on DG. Develop ways of both quantifying reduced losses and of reporting case studies.	Q4 2018	Ongoing	Report updated monthly format of outputs to be agreed with DG owner/operators.	<ul style="list-style-type: none"> Feedback from stakeholders on report 	Pending measure
		2.6	DG Constraints information leaflet	Produce a leaflet which will provide guidance to DG customers on how outages and constraints on the distribution system may effect their connections.	Q4 2018	Ongoing	Leaflet in early stage of development.	<ul style="list-style-type: none"> Leaflet published by target date 	Pending measure

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2. Availability of information	Further improve information on outages & constraints increasing detail and scope.	2.7	Pro-active fault explanation email	In conjunction with the WPD DG00, develop a proactive email notification process to provide DG customers with explanations regarding faults on the distribution system which may have effected their connection.	Q3 2018	Complete	Process available although further work will be undertaken to automate the system.	▶ Feedback from stakeholders on email process	Pending measure
		2.8	Contacts for assistance with DG portal	Provide contact details for users to obtain assistance with the WPD DG portal.	Q2 2018	Complete	Members of the DG00 have been provided with point of contact details for queries and assistance with the DG00 portal.	▶ Contacts published by target date	Contact details were published during Q1 2018, ahead of target.
		2.9	Present to the WPD DG00 on ANM	Present to the WPD DG00 forum on Active Network Management (ANM) connections and their bearing on outages and constraints.	Q3 2018	Complete	Presentation given to the DG00 forum. Notes, actions and presentations from the forum meetings are available on our website here .	▶ Measure annual stakeholder satisfaction with forum and outputs	Pending measure
		2.10	Present to the WPD DG00 on operational best practice	Present to the WPD DG00 forum on operational best practice, raising awareness with stakeholders regarding the operation of their connections assets, in particular around outages and constraints.	Q1 2019	Ongoing	Draft prepared to present to the DG00.	▶ Measure annual stakeholder satisfaction with forum and outputs	Pending measure
		2.11	Continuing 2017/18 initiative: DNO best practice on outages and constraints	Continuing 2017/18 initiative: WPD to work with Distributed Generation stakeholders to establish DNO industry good practice initiatives with regard to the management & notification of Network outages and generation constraints.	Q2 2018	Complete	WPD collaborated with the Solar Trade Association to complete a best practice guidance for network constraints. The guidance is available to view here .	▶ Best practice published by target date	The industry best practice report was published by the Solar Trade Association on 3rd July 2018, with WPD's input being completed by the Q2 target.
	2.12	Provision of assistance in use of online capacity map and the information available	Develop the means of providing assistance to external users on the use of WPDs online capacity and constraint map tool as well as assistance with the information available through the capacity and constraint map.	Q1 2019	Ongoing	We will provide definition on terms/menus used on the map tool, and improve the guidance information.	▶ Feedback from stakeholders on the website facilities	Pending measure	

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2. Availability of information	Provide facility to report errors or inconsistencies in online capacity and constraint information.	2.13	Ability to report errors in online capacity and constraint information	Provide ability for users to report errors or issues with the accuracy of the capacity and constraint information facilities on WPD webpages.	Q3 2018	Complete	Within the Network Capacity Map, when a user views the detail data on a substation, there is now a banner/link to allow them to report any suspected error with the data they are viewing. This generates an email. This automatically captures a reference for the data they have been viewing and allows a free text area to enter details of the issue they have identified.	▶ Feedback from stakeholders on the website facilities	Pending measure
	Overlay capacity map with additional useful information.	2.14	ANM zones provided in capacity map	Develop additional functionality in the WPD online capacity map to provide information on whether an ANM zone is in place at a particular substation and the ability to search / filter information for ANM zones.	Q1 2019	Ongoing	We are looking to add our ANM zones on to the map to allow customers to identify if they are within an ANM zone.	▶ Feedback from stakeholders on the website facilities	Pending measure
	WPD should improve the information available on the WPD website and make it easier to navigate and locate.	2.15	Further enhance connections pages on WPD website	Following the improvements made in Q1 2018, we will review stakeholder feedback, identify and implement further enhancements to navigation and content of the connection pages on the WPD website.	Q1 2019	Ongoing	Following receipt of stakeholder feedback we have initiated further discussion with our website developer in consideration of further enhancing the connection pages.	▶ Stakeholder feedback on website	Pending measure
		2.16	Distribution Use of System (DUoS) podcast	Produce a podcast on DUoS charging, providing an update on future prices and the developments being made in Ofgem's Charging Futures programme.	Q1 2019	Ongoing	At this stage we are awaiting developments under the Ofgem led Targeted Charging review and the Charging Futures Forum before a podcast will be produced to provide updated information.	▶ No. of Podcast downloads	Pending measure
	WPD should provide more information to help customers better understand Use of System charges for their connection projects and any industry changes which may affect them.	2.17	Produce a DUoS Charging Guidance document	Publish a guidance document to enable customers to enhance their understanding regarding the application of DUoS charges for new and augmented LV and HV connections.	Q3 2018	Complete	We published an initial guidance document and presented it to our customer panel in February. Feedback received in response to the guidance, including that received at the customer panel, identified a requirement for guidance more targeted towards LV and HV connection customers. As a result, a revised version of the guidance document was published on our website on the 13th September 2018 and is available to view at www.westpower.co.uk/our-network/use-of-system-charges .	▶ No. of website hits	23 document downloads between publication 13/9 and the end of September.

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2. Availability of information	Continue to improve the Statement of Works (SoW) process and the information provided to customers at each stage from pre-application to connection.	2.18	Continuing 2017/18 initiative: seek feedback on WPD awareness and ownership of SoW Transmission issues.	Continuing 2017/18 initiative: ensure communication is improved and consistent at each stage of the SoW process. Seek feedback from customers on WPD's designer / planner awareness following the internal training in 2017/18 to raise awareness and ownership of SoW Transmission issues.	Q3 2018	Complete	We continue to provide updates to customers through the process on SoW status associated with the GSP for their prospective connection. This will then link with action 5.1.	► Feedback from stakeholders on designer / planner awareness of SoW transmission issues	Pending measure
	Make further improvements to the mapping information provided by WPD in relation to: DG capacity and constraints including fault level; the connection of storage schemes (demand and export requirements); SoW information.	2.19	Continuing 2017/18 initiative: publish reinforcement plans with network benefits on bi monthly basis with notifications to registered customers.	Continuing 2017/18 initiative: investigate how reinforcement benefits can be presented to customers on the WPD capacity map and the ability to issue notifications to customers registered to receive email updates. Working with our website developers to determine whether a notification can be issued each time a traffic light changes from red to either amber or green.	Q3 2018	Complete	We have modified the Network Capacity Map to hold a text description of any committed reinforcement scheme that will benefit that substation. This includes the works, the capacity created and timeframe for completion.	► Increase in number of webpage hits	8,990 hits to the capacity map by the end of September 2018
		2.20	Continuing 2017/18 initiative: Provide downloadable constraint map data	Investigate technical options to enable constraint map data to be downloaded for use on external systems. Publish data in available formats and seek feedback from external users.	Q4 2018	Complete	The data behind our Network Capacity Map is available for download both via the map and via the LTDS registration/login.	► No. of data downloads	Pending measure
	WPD should voluntarily make commitments regarding the time for delivery of network stability studies on DG schemes.	2.21	Continuing 2017/18 initiative: review provision of stability information with customers	Continuing 2017/18 initiative: review provision of stability information with those customers provided with data, the adequacy and timely delivery of information. Identify any further improvements which may be required.	Q3 2018	Complete	This area of work is very specialised and is undertaken by a small number of providers. We continue to work with them to provide data to meet their needs. We have not identified any further work to undertake in this area at this time.	► Feedback from stakeholders on the information provided	Pending measure

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2. Availability of information	Improve the information available on the connection of electric vehicles (EV)	2.23 Enhance the information available regarding the connection of EV's	Develop further guidance, policy and process regarding the connection of EV's, improving information available on our website.	Q3 2019	NEW	This is a new initiative	► Feedback from stakeholders on the information provided	Positive feedback received
	Undertake further engagement with stakeholders on electric vehicles (EV)	2.23 Increase engagement on EV's	Undertake further engagement with stakeholders on EV's. Engage with a broad range of stakeholders with an interest in this area using a range of activities to identify areas where WPD can improve forecasting, information, guidance and process.	Q3 2019	NEW	This is a new initiative	► No. of EV engagement activities undertaken	Engagement—no target
	Provide assistance and guidance on the implementation of ER G98 & G99	2.24 Provide information and guidance on ER G98 & G99	Publish information and guidance to assist customer understanding of the latest requirements for generators connecting to the GB Distribution system as a consequence of the introduction of the new European Connection Codes and the Electricity Network Association's new Engineering Recommendations G98 and G99. Engage customers through a webinar to disseminate information relating to compliance requirements and timescales.	Q1 2019	NEW	This is a new initiative	► No. webinar participants and downloads	New document—no target


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3. Network capacity allocation and reservation	Continue to develop processes and procedures for capacity allocation and reservation.	3.1 Continuing 2017/18 initiative: Review the processes, agreements, terms and conditions relating to how network capacity is offered on new connection and infrastructure schemes, as well as the management of capacity in ongoing schemes following acceptance of a connection or infrastructure offer.	Continuing 2017/18 initiative: due to the wide range of views received on our initial consultation issued in Q4 2017, we will issue a response document setting out these views and ask questions to assist us in further developing our initial proposals. We will produce a final decision document and implement revised procedures and processes.	Q1 2019	Ongoing	We have completed our assessment of responses to our consultation and will shortly issue our minded-to decision document. Stakeholders will be given the opportunity to comment on our proposals and provide evidence in support of their position that we may consider prior to implementation of the final decision document and associated processes.	<ul style="list-style-type: none"> ▶ Number of stakeholders engaged ▶ Feedback obtained from stakeholders 	Pending measure
	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	3.2 Continuing 2017/18 initiative: Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance	Continuing 2017/18 initiative: review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national Distributed Energy Resources (DER) Connections Steering Group as required.	Q4 2018 Revised target	Ongoing	The DER Steering Group has now considered all of the stakeholder responses to its consultation and, having gone through a number of iterations, prepared a final draft of the proposed Good Practice Guide for treatment of Requests to Change Connection Applications. The Guide is awaiting sign-off and should be published shortly. WPD's own document entitled Guidance on Allowable Changes to applications and accepted offers for connection to WPD's Distribution System has been updated to reference the ENA Good Practice Guide and to include additional change request scenarios. We intend to publish our Guidance in parallel with the ENA Good Practice guide to ensure consistency of approach.	<ul style="list-style-type: none"> ▶ Actions and changes identified as a result of this initiative 	Pending measure
		3.3 Continuing 2017/18 initiative: trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap prohibits individual DG connections	Continuing 2017/18 initiative: provided that WPD are granted the derogation to our Connection Charging Methodology implement trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap would otherwise be prohibitive to an individual DG connection progressing. Review trial and feedback, making amendments as required to processes and agreements. Assess whether the trial could be implemented as a business as usual process and whether we should seek a change to the Common Connection Charging Methodology.	Q1 2019	Ongoing	We are currently reviewing the aspects of the derogation request and proposed trial in light of the changes to ECCR regulations and also re-assessing those network locations where connection charges were particularly subject to the £220/kW rules to see if there are any further changes which may be need to be accommodated for the trial. We will present this information to Ofgem to help them in their assessment as to whether a further consultation is required prior to reaching a decision on whether to grant a derogation to our Connection Charging Methodology.	<ul style="list-style-type: none"> ▶ Capacity created as a result of the trial ▶ Volume of connections facilitate by trials 	Pending measure

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4. Legals and consents	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	4.1	Continuing 2017/18 initiative: provide online access to project specific legal and consents information	Continuing 2017/18 initiative: improve the transparency of the legal and consents process for customers by enabling them to access project specific information via the online applications system CIRT.	Q4 2018	Ongoing	<p>We have developed the functionality in our CROWN database to log project-specific information about the legal and consents process and also customer access to it through our CIRT interface. Additionally, at the end of September, our external lawyers, Geldards, are due to deliver functionality for customer access to their case management database and we will make this available during Q4.</p> <p>Customer access to these two systems will provide end-to-end transparency across all aspects of our legal and consents processes.</p>	► Positive stakeholder feedback	Pending measure
		4.2	Continuing 2017/18 initiative: establish internal standards of performance for the legal and consents process	Incorporate internal standards of performance measures into the existing, published KPI table of our external lawyer's performance to provide our customers with end-to-end measurement of WPD's entire legal and consents process.	Q4 2018	Ongoing	Internal standards of performance have been agreed with our stakeholders and the development of our CROWN database enables assessment of our performance against them. KPI reports will be implemented and discussed with our stakeholders during Q4. We will provide that data as an addition to our existing, published KPI table of our lawyers' performance.	► Positive stakeholder feedback	Pending measure
5. Connection offers & agreements	Continue to improve statement of works process.	5.1	New options for issuing connection offers for DG without SoW requirement	<p>Establish options for issuing of connection offers for DG without a SoW requirement, working with NGET to develop new processes and therefore reduce uncertainty for customers. WPD will establish agreements with NGET for two scenarios to be able to issue connection offers without SoW requirements:</p> <p>a) Where available, allow removal of SoW requirement at a Grid Supply Point (GSP) by utilising Materiality Headroom provided by NGET and,</p> <p>b) By incorporating Planning Limits (by GSP) in line with an enhanced SoW approach.</p>	Q1 2019	Ongoing	<p>We have worked with NGET to develop principles of Connect and Manage in our South West region. This will allow offers to be made without SoW requirements and we expect to be able to do this before the end of the year. We will then seek to extend this approach with NGET across all licence areas. We have published information on this approach www.westernpower.co.uk/connections/generation/connect-and-manage</p>	► Enter into revised agreements with NGET at 5 GSPs to send DG connection offers without SoW requirements	Pending measure
		5.2	Post-acceptance pack for connection schemes at EHV and above	Develop and implement an information pack to be issued to customers post-acceptance of their connection offer. The pack will provide important information on all aspects of the connection scheme, with an explanation of the post acceptance and pre - energisation connection process.	Q2 2018	Complete	Accepted EHV connection schemes from 1st July have started to receive the new Acceptance Pack. This provides guidance and information on the next steps through to connection. We are seeking feedback from stakeholders on the information provided.	► Stakeholder feedback on pack	Pending measure

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5. Connection offers & agreements	Implementation of assessment and design fees for connection applications / offers.	5.3 Continuing 2017/18 initiative: Implementation of A&D fees	Continuing 2017/18 initiative: implement the policy and processes required for the roll out of A&D fees following the Electricity (Connections Charges) Regulations coming in to force.	Q2 2018	Complete	We have successfully implemented policy and processes to ensure we apply connection offer expenses (where appropriate) in accordance with the newly issued regulations. Our processes have been communicated to customers via stakeholder engagement and the implementation of a new website page providing information, guidance and a FAQ document.	► Increased % at e/o Q1 2019 of accepted offers for affected market segments compared to the previous year average	Pending measure
	WPD should provide more certainty of cost upon acceptance, in relation to major connection schemes.	5.4 Continuing 2017/18 initiative: Establish a guide for customers on the provision of cost variation information	Continuing 2017/18 initiative: following consultation with stakeholders, publish information to provide more clarity on how cost may vary on major connections schemes.	Q4 2018 Revised target	Ongoing	Views on the benefit and usefulness of this varied and we are reviewing what information or guidance could be provided that will give benefit to our customers. We are now looking to provide an explanation of the type of variations that may occur and why.	► Stakeholder feedback on cost variation information	Pending measure
	WPD should improve the presentation of offers in line with best practice by other DNOs.	5.5 Continuing 2017/18 initiative: improve presentation and clarity of WPD's connection offers using stakeholder feedback and DNO best practice	Continuing 2017/18 initiative: following engagement with stakeholders on draft templates, WPD will implement revised connection offer template(s) with improved presentation and clarity.	Q2 2018	Complete	We have developed a revised suite of connection offers letters that should help recipients understanding and assessment of the terms and conditions therein and to navigate to the major points more easily. We will request feedback on the new presentational style and further enhance the connection offer if deemed appropriate.	► Stakeholder feedback on revised offer format	A survey on the new connection offer format has been created on our website, with responses requested no later than October 21st. The responses will be reviewed during November 2018.
	Review the application of Assessment and Design (A&D) fees following the implementation of the Electricity (Connection Offer Expenses) Regulations 2018	5.6 Review A&D fees and collaborate on consistent approach	Review the application of A&D fees in WPD and collaborate with other DNOs via the ENA to identify changes that will improve consistency of application and methodology across DNOs. We will increase transparency by updating guidance as required and communicate to stakeholders seeking feedback on any changes.	Q1 2019		This is a new initiative.	► Stakeholder feedback on any changes	Positive feedback received

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6. Competition in connections	Continue to deliver improvements committed to in last year's workplan.	6.1	Continuing 2017/18 initiative: improve online services for ICPs / IDNOs.	Continuing 2017/18 initiative: implement planned developments to WPD's online services for Independent Connection Providers / Independent Distribution Network Operators (ICPs / IDNOs).	Q4 2018	Ongoing	Following receipt of stakeholder feedback we have initiated further discussion with our website developer in consideration of how we may best enhance our on-line services. Work is now underway to develop prototype processes for testing.	► Stakeholder feedback on new online services	
		6.2	Continuing 2017/18 initiative: improve information published on inspection and monitoring performance.	Continuing 2017/18 initiative: develop an overall table of ICP performance that is anonymised but would enable each ICP to see where they stood in relation to the others. Publish on WPD website and extend table to include WPD number of inspections and pass/fail performance.	Q2 2018	Complete	A report is now issued to each ICP at the beginning of each month that details the number of inspections that have been undertaken in the previous twelve months on a rolling basis. The tables provide an anonymised graph of ICP performance relating to the WPD Inspection and Monitoring Regime of adoptable assets. They include the four WPD licenced areas and their performance. As part of the ICE action anonymised performance graphs are now published on the WPD web site and received 95 page hits by the end of Q3 2018. The new reports were presented to the CiC Group prior to implementation. www.westernpower.co.uk/Connections/Useful-Information/Competition-in-Connections/ICP-Inspection-Reports	► No. of hits on webpage	95 webpage hits on the inspection reports page by the end of September
		6.3	Continuing 2017/18 initiative: improve the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works.	Continuing 2017/18 initiative: work with ICPs to develop and implement improvements to streamline the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works.	Q4 2018	Ongoing	Following receipt of stakeholder feedback we are working with our website developer to improve interactive process between WPD and the ICP. A prototype process has been developed and initial testing undertaken with the assistance of some ICPs.	► Stakeholder feedback on new processes	

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Focus area	Feedback	Initiative	Initiative description	Target Date	Status	Initiative update	Required KPI(s) or Measure(s)	KPI update	
6. Competition in connections	Continue to deliver improvements committed to in last year's workplan.	6.4	Continuing 2017/18 initiative: Improve CiC information available to new and existing ICPs	Continuing 2017/18 initiative: improve information available to facilitate new entrants and for existing ICPs on WPD's CiC processes and procedures by establishing a new high level guidance and website area giving ICPs an introductory guide informing them of what to expect when operating in WPD's area.	Q2 2018	Complete	<p>As part of the commitment to improve the information available to facilitate new entrants and for existing ICP's on WPD's CiC process and procedures, we have established a new high level guidance on our website that provides ICP's with an introductory guide providing information on what to expect when operating in WPD's area.</p> <p>We have created a site that provides key contacts, process signposted with where to find more information and what agreements are available. This went live on 29th June 2018 and is available to view at www.westernpower.co.uk/Information-for-ICPs.</p> <p>Once implemented, the website changes were communicated via email to stakeholders.</p>	► No. of hits on webpage	165 webpage hits on the information for ICP webpage by the end of September
	Extend HV self-connection to overhead line connections.	6.5	Trial ICP HV self-connection to overhead lines	Develop policy procedures and processes to trial the extension of contestability for HV self-connection to overhead line (OHL) connections. Working with interested ICP stakeholders to develop solutions for a business as usual implementation.	Q2 2018	Complete	<p>The WPD standard technique has been amended to enable an ICP with appropriate knowledge, experience and accreditation to undertake the HV overhead line POC. We are therefore ready to work with an ICP in developing a trial.</p> <p>The changes were communicated to the CiC group and users signed up to receive updates for the technical information webpages were notified of the updated standard technique.</p>	► No. of HV OHL connections by ICPs	
	Extend contestability for disconnections process.	6.6	Extend scope of contestability in disconnections	Collaborate with ICP stakeholders to determine where the scope of contestability of LV disconnections can be expanded in relation to connection schemes. Implement revised procedures and processes as required.	Q1 2019	Ongoing	<p>An outline scope has been prepared and presented to ICPs at our CiCG meeting in July. We will take feedback from that and develop our proposals prior to requesting further feedback.</p>	► Feedback from stakeholders	

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Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Status	Initiative update	Required KPI(s) or Measure(s)	KPI update
7. Community energy	The trial of workshop sessions in last year's community energy events was very successful with attendees positively commenting on the interactivity. Therefore, the 2018/2019 events will be structured as workshops where everyone will have the chance to discuss the topics raised and ask questions.	7.1 Community Energy Events	Eight Community Energy Events will be held which will provide community energy groups updates on the WPD innovation projects that involve communities. The events will be run as workshops to increase interaction.	Q1 2019	Ongoing	3 of the 8 events took place in Cardiff, Nottingham and Birmingham in July 2018. Further detail on community energy events is available to view here .	► Number of attendees.	
	Last year's trial site visit received excellent feedback with communities welcoming the opportunity to network and develop partnership working in more informal setting.	7.2 Community Networking Event	The Community Networking event will include a site visit and a networking dinner in order to enable community energy groups to network and share their lessons learnt and success stories.	Q1 2019	Complete	This event took place in July 2018.	► Number of attendees.	There were 30 attendees at the event.
	Animations have proved a popular tool for communicating complex messages in a simple, easily engaged with format. Topics covered have included the development of decentralised generation and the role of storage.	7.3 Three animations and case studies focused on shift to DSO, role of flexibility and how WPD addresses the potential challenges of electric vehicles.	The three animations will consist of videos demonstrating clearly what the shift to DSO means, discussing the role of flexibility and presenting how WPD addresses the challenges that could be created in the network due to the increasing number of electric cars.	Q1 2019	Ongoing	All animations have been published and the response is being monitored. The case studies are currently in the last rounds of review before publishing. The animations are available to view on our website here .	► Number of hits/downloads.	
	In previous community energy and stakeholder engagement events, local and community energy groups have shown considerable interest in the DSO transition and how it could affect them.	7.4 Consultation on what DSO means for community energy.	This consultation will collect feedback from stakeholders on what the DSO transition means to them and the key areas of the transition that matter to them most.	Q1 2019	Ongoing	The detailed delivery plan of the consultation has been agreed and the first draft of the document is currently being reviewed. The consultation has been published and we aim to publish a report in November 2018 with actions identified as a result of the feedback.	► Number of responses.	

