

Ofgem Incentive on Connections Engagement 2017/18

Workplan

Update Q2 April-June 2017

WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
1. Availability of information	Continue to develop and improve on the work done in 2016/17 to provide information on outages and constraints for generators.	Continue to develop and implement actions arising from the WPD DG owner / operator forum to improve the notification of outages and constraints.	1.1	Hold four DG owner / operator forums events in 2017	Q1 2018	Not due	
			1.2	Develop and agree action plan with forum members	Q1 2018	Not due	
		Explore interest 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).	1.3	Debate topic in DG owner / operator forum to assess the potential for this approach	Q4 2017	Not due	
			1.4	Develop process as required, and seek feedback from	Q1 2018	Not due	
			1.5	Carry out trial as required. Use outcomes to develop any further improvements before rolling out as business as usual.	Q1 2018	Not due	
			1.6	Finalise processes following trial outcomes and communicate to WPD and Stakeholders	Q1 2018	Not due	
		Extend website DG owners portal functionality to include the ability for 11kV generation details to be updated and accessed.	1.7	Develop and implement additional website functionality	Q2 2017	Complete	Facility available for DG owners to notify WPD via portal to include updates to 11kV sites.
			1.8	Communicate to stakeholders and provide guidance as required.	Q2 2017	Complete	Website portal 'getting started' guide issued at the DG forum on 27th April 2017.
		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.	1.9	Present information at DG owner / operator forum and facilitate further discussion as required.	Q2 2017	Complete	Presentation by Tony Berndes to the DG forum on 11th July 2017.
			1.10	Publish presentation on WPD website and communicate to wider stakeholders	Q3 2017	Not due	
		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.	1.11	Present at DG owner / operator forum. Use feedback to develop information further as required.	Q3 2017	Not due	
			1.12	Publish information on the WPD website and communicate to stakeholders.	Q3 2017	Not due	
		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.	1.13	Develop information and additional website functionality	Q1 2018	Not due	
			1.14	Share with stakeholders to gain feedback and make	Q1 2018	Not due	
			1.15	Implement new functionality and communicate to WPD	Q1 2018	Not due	
		Record and report on the quantity of generation loss caused due to WPD and National Grid system outages.	1.16	Develop the methods of recording generation lost in MWh, due to National Grid & WPD outages (132kV,	Q1 2018	Not due	
			1.17	Develop report with DG owner / operator forum.	Q1 2018	Not due	
			1.18	Publish lost generation report on WPD website and communicate to stakeholders	Q2 2018	Not due	

WPD ICE Workplan 2017 / 18

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1. Availability of information	WPD should improve the information available on the WPD website and make it easier to navigate and locate.	Review and implement changes to the WPD website to improve the 'Connections' pages by simplifying navigation and overhauling presentation. Review and implement changes to the WPD website to improve the 'Connections' pages by simplifying navigation and overhauling presentation.	1.19	Develop a suite of revised connections web pages for initial testing and discussion	Q3 2017	Not due	
			1.20	Develop an interactive costing tool for the website to enable indicative pricing to be determined by customers for LV and HV connections works.	Q4 2017	Not due	
			1.21	Provide stakeholders with access to the web pages in development for them to review and provide feedback.	Q4 2017	Not due	
			1.22	Review stakeholder feedback and implement any changes as required.	Q1 2018	Not due	
			1.23	Publish updated connections web pages and communicate to stakeholders	Q1 2018	Not due	
			1.24	Review reaction to revised web pages by implementing a 'pop-up' survey on the website	Q1 2018	Not due	
		Ensure communication is improved and consistent at each stage of the SoW process.	1.25	Survey customers on the SoW information presented on our web site	Q2 2017	Complete	Customers surveyed with positive feedback received from those that responded. Feedback report to be published with actions taken and proposed.
			1.26	Develop further improvements to SoW information on our web site based on feedback	Q4 2017	Not due	
			1.27	Within 20 days of a generation application for greater than 1MW send a letter to the customer informing them of the current SoW status for the Grid Supply Point (GSP)	Q2 2017	Complete	Letters being sent from SoW team. System changes still in progress to monitor against target. Survey to be completed by end of Q3 2017.
			1.28	Develop standard enclosure to go with the offer which will include specific information on the SoW and FAQ to help inform the customer	Q2 2017	Complete	SoW guidance document produced which includes questions frequently asked by our stakeholders. This guidance has been published on the WPD website and a web link will be provided to all applicants for generation greater than 1MW.
			1.29	Provide customer with the outcome of the SoW within 7 weeks of acceptance of their offer.	Q2 2017	Complete	Letters being sent from SoW team. System changes still in progress to monitor against target.
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.	1.30	Gauge interest in setting up a customer forum to steer development and outputs for the additional web based information.	Q2 2017	Complete	Stakeholders have welcomed involvement in joining a steering group. Development of the connection network data pages is progressing and the first group forum will be held in early September 2017.		
	1.31	Work with customer forum to develop and publish an action plan for the availability of information on DG / demand capacity and constraints including how we deliver information for storage schemes. Include what information facilities we are developing and what changes / updates we are making to existing facilities.	Q3 2017	Not due			

WPD ICE Workplan 2017 / 18

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1. Availability of information	WPD should improve the information available on the WPD website and make it easier to navigate and locate.	Develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained.	1.32	Develop data tables for generation capacity, constraints and reinforcement costs at Grid, Bulk and Primary substation level and publish on web site. Include information on thermal capacity / constraints, fault level headroom / constraints, average reinforcement costs, planned reinforcement, indicative connection timescales, connected/accepted/offered generation/demand. Use traffic light system to indicate level of capacity available. update these published tables on a bi-monthly basis.	Q3 2017	Not due	
			1.33	Replicate generation data table information on a web based map to facilitate easier navigation and location of network capacity and constraints.	Q4 2017	Not due	
			1.34	Develop data tables for demand capacity and reinforcement costs at GSP level in line with those for generation capacity and publish on web site. With bi-monthly updates	Q1 2018	Not due	
			1.35	Replicate demand data table information on a web based map to facilitate easier navigation and location of network capacity and constraints.	Q1 2018	Not due	
			1.36	Publish reinforcement plans with network benefits on bi-monthly basis with a notification sent to customers registered to receive website update emails.	Q1 2018	Not due	
			1.37	Develop and implement changes to existing capacity and constraint information available to customers to ensure it is consistent and updated with new data tables and maps.	Q1 2018	Not due	
			1.38	Implement an online survey for users of these website information services to help WPD assess success of the new and improved services and to identify possible further improvements.	Q1 2018	Not due	
			Establish capacity and constraint information for storage connections.	1.39	Investigate the ability to develop this capacity and constraint information specific to storage connections. Include developments in workplan where applicable.	Q1 2018	Not due

WPD ICE Workplan 2017 / 18

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2. Customer Service	WPD should continue with the Senior Manager point of contact initiative to offer to further customers.	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.	2.1	Continue to offer Senior Management Points of contact to customers as requested and communicate service to customers via stakeholder communications.	Q1 2018	Not due	
	WPD should make further improvements to the application process and documentation, assessing best practice amongst other DNOs.	WPD to engage with stakeholders to identify best practice and improvements to WPD's connection application process and documentation and implement improvements.	2.2	Seek stakeholder feedback on where improvements could be made to the application process and documentation, as well as where best practice can be identified from other DNOs.	Q2 2017	Complete	Following a couple of meetings with one of our stakeholders, we are trialling an email based application process during Q3 2017. This process will, if successful, supplement the existing methods of the applications process and be opened up to other stakeholders.
			2.3	Develop improvements and share with stakeholders to obtain feedback.	Q4 2017	Not due	
			2.4	Implement improvements as required and communicate changes to stakeholders.	Q4 2017	Not due	
	WPD should make it easier to contact the appropriate WPD 'expert' to discuss specific technical issues on connections schemes to obtain a quicker agreed solution, reducing the need to go through intermediaries.	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.	2.5	Investigate how to facilitate a more streamlined process of contacting WPD experts relating to specific technical areas.	Q2 2017	Complete	After a review, it has been decided that the most effective route to identify the correct person, i.e. 'expert' in WPD is either via the local WPD contact or the Senior Manager Point of Contact. There will be a wide range of different types of queries from stakeholders and in order to identify the correct 'expert' requires knowledge of WPD's structure and the experts range of knowledge. Using the local or senior manager contact is therefore the most effective way of putting the relevant expert in contact with that stakeholder.
			2.6	Implement new processes and facilities identified as required.	Q4 2017	Not due	
			2.7	Communicate to stakeholders and obtain feedback to assess impact and where further improvements might be required.	Q4 2017	Not due	

WPD ICE Workplan 2017 / 18

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2. Customer Service	WPD should improve communication post acceptance of a scheme so that customers know where they are in the connections process	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.	2.8	Engage stakeholders through senior manager points of contact and Connection Customer Steering Group (CCSG) meetings to establish level of communications and preferred frequency required by customers post-acceptance of their connection offers.	Q3 2017	Not due	
			2.9	Develop systems and processes as required to deliver improvements in post-acceptance communications.	Q4 2017	Not due	
			2.10	Implement new processes and procedures and communicate to stakeholders.	Q1 2018	Not due	
			2.11	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q1 2018	Not due	
	WPD should continue to identify improvements to the service provided post-acceptance of the connection offer	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	2.12	Continue to evaluate feedback from the senior management points of contact and customer surveys to identify common issues raised by customers.	Q1 2018	Not due	
			2.13	Continue to request feedback from the CCSG on where further customer service improvement can be made.	Q1 2018	Not due	
			2.14	Develop further sub-actions in the ICE Workplan to respond to the feedback from our major customers and the CCSG.	Q2 2017	Complete	We have received specific feedback from one stakeholder and have a further meeting with a separate stakeholder during Q3 to further understand what WPD needs to put in place to improve post acceptance communication. We will focus on developing proposals during Q3 for delivery in Q4.
			2.15	Implement new actions as required.	Q4 2017	Not due	
			2.16	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q4 2017	Not due	

WPD ICE Workplan 2017 / 18

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3. Connection Offers & Agreements	Implementation of assessment and design fees for connection applications / offers.	Implement A&D fees in line with legislation amendments and industry guidance by implementation date.	3.1	WPD to assess the outcomes of the BEIS consultation for A&D fees.	Q4 2017	Not due	
			3.2	Identify actions required to meet the Statutory Instrument.	Q4 2017	Not due	
			3.3	Ensure WPD have the policies and processes in place to implement the actions identified.	Q4 2017	Not due	
			3.4	Engage with stakeholders to share the new processes at events such as the CCSG workshops.	Q4 2017	Not due	
			3.5	Publish and communicate new processes and transition arrangements to stakeholders	Q1 2018	Not due	
			3.6	Implement the changes into business as usual following the SI coming in to force.	Q2 2018	Not due	
	WPD to implement the changes to the Electricity (Connection Charges) Regulations (ECCRs).	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.	3.7	Implement the changes into business as usual by the target date and communicate to stakeholders.	Q2 2017	Complete	The changes have been communicated directly with ICPs and IDNOs along with a pro-forma to provide WPD with customer details for future rebates. An ECCR webpage has been created on our website here to inform customers of the changes. Those registered for website updates have been notified of the new webpage by email.
	WPD should provide site specific information for a connection scheme such as the connection agreement terms, earlier in the process.	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	3.8	Seek feedback from stakeholders on process of issuing draft connection agreements for DG EHV connections.	Q3 2017	Not due	
			3.9	Review feedback and assess whether changes to process are required.	Q3 2017	Not due	
			3.10	Make any necessary process changes and rollout to DG HV and alternative DG connections, communicating new process to stakeholders.	Q4 2017	Not due	
			3.11	Invite feedback from stakeholders on new process and review to assess if any further improvements are required.	Q1 2018	Not due	
	Combined feasibility / offer process for DG connections: develop and implement a process to utilise feasibility application date in offer interactive queue.	Continue with trial Study & Offer process and implement as BAU	3.12	Review extended trial of Study and Offer using internal feedback to assess where any improvements to process and procedure might be made.	Q2 2017	Complete	Review complete and those connection customers that used the process have provided positive feedback. Still limited uptake of this process. It will be rolled out as BAU by the end of Q3 2017.
			3.13	Publish report to stakeholders with feedback form to assess satisfaction with the trial and to assist in identifying where improvements might be made.	Q2 2017	Complete	Feedback form issued with only a limited response which was positive. Process to be rolled out as BAU.
			3.14	Based on feedback, develop and implement recommendations.	Q2 2017	Complete	To be rolled out as BAU Q3 2017.
			3.15	Implement Study and offer process as BAU.	Q3 2017	Not due	

WPD ICE Workplan 2017 / 18

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4. Competition In Connections	Continue to improve CiC processes and procedures in line with stakeholder feedback.	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.	4.1	Undertake survey of ICP customers to identify areas of inconsistency in either policies, application of policy and procedure.	Q2 2017	Complete	We completed an email survey of ICP customers using the Technical Information website registration database. The survey was completed in April with comments requested back by the beginning of May.
			4.2	Review results of survey and take action as necessary.	Q2 2017	Complete	There was only one respondent so we will use the feedback from the recent ICP event at Gloucester to augment the responses and views.
			4.3	Hold ICP / IDNO stakeholder workshop to obtain feedback on existing processes and procedures as well as communicate developments being made.	Q2 2017	Complete	The Gloucester event completes the action to hold a workshop as policy issues were discussed.
			4.4	Review feedback and make changes as required, prior to implementing developments and communicating to stakeholders.	Q1 2018	Not due	
		Improve the processes and consistency in approach for design approval	4.5	Meet with stakeholder group to obtain their specific feedback on their experiences with the design approval process identifying where improvements could be made and where best practice can be adopted.	Q2 2017	Complete	Stakeholder event held on the 1st June at Gloucester to obtain feedback on a range of CiC themes, including the design approval process. In addition, specific meetings have been held with companies making high volume connections to obtain their specific feedback. The feedback is being reviewed along with developing potential changes to be subsequently shared with stakeholders.
			4.6	Review the WPD processes in light of the stakeholder feedback. Identify improvements and where best practice can be implemented to improve consistency across WPD.	Q3 2017	Not due	
			4.7	Share with stakeholders the response and proposed changes for their comment.	Q4 2017	Not due	
			4.8	Implement any proposed changes and communicate to stakeholders.	Q1 2018	Not due	
	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).	4.9	Use survey results (action 4.1) to obtain ICP customers' specific feedback on the process identifying where there may be inconsistency and where improvements could be made.	Q2 2017	Complete	The individual survey feedback has been reviewed but will be added to the notes from the Gloucester event for a broader view of the required improvements.	
		4.10	Review the WPD processes in light of the stakeholder feedback. Identify improvements and where best practice can be implemented to improve consistency across WPD.	Q3 2017	Not due		
		4.11	Share with stakeholders the response and proposed changes for their comment.	Q4 2017	Not due		
		4.12	Implement any proposed changes and communicate to stakeholders.	Q1 2018	Not due		

WPD ICE Workplan 2017 / 18

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4. Competition In Connections	Continue to improve CiC processes and procedures in line with stakeholder feedback.	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.	4.13	Review the trial outcomes and assess whether refinements are required.	Q2 2017	Complete	The learning from the trial has been reviewed and the relevant WPD standard techniques updated in draft form for final review.
			4.14	Communicate final proposals to ICP / IDNO stakeholders.	Q3 2017	Not due	
			4.15	Implement as a business as usual trial process across WPD's four regions and raise awareness through WPD's website and communication to stakeholders.	Q4 2017	Not due	
			4.16	Support the submission of a CiC CoP change proposal to take this 'option 4' process forward as best practice to add to the CoP.	Q1 2018	Not due	
	WPD should review the front-end self-service facilities for ICPs to see if improvements can be made, looking at the services provided by other DNOs to see if there is any best practice which can be incorporated by WPD.	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.	4.17	Engage with CiC stakeholders to seek feedback on current 'self-service' processes and on what improvements could be made.	Q3 2017	Not due	
			4.18	Assess feedback and develop action plan to make necessary improvements.	Q3 2017	Not due	
			4.19	Engage with CiC stakeholders to trial or test any improvements as required.	Q4 2017	Not due	
			4.20	Implement improvement actions as required and communicate to stakeholders.	Q1 2018	Not due	
			4.21	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q1 2018	Not due	

WPD ICE Workplan 2017 / 18

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5. Legals and consents	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	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.	5.1	Review preferred approach for when to use a wayleave or easement for connection schemes involving HV and / or EHV works with stakeholders.	Q2 2017	Complete	Feedback from recent stakeholder event demonstrated a lack of awareness of ST:EW1C which is guidance provided by WPD to staff and ICP/IDNO's on when to use a wayleave or easement. Stakeholders were unaware that this document was available on WPD's Technical Information website. Stakeholders agreed that ST:EW1C provides good guidance on our criteria for deciding whether a wayleave or easement is needed. As a result of this stakeholder feedback the profile of the guidance has been increased on our Technical Information website pages so that it is easier to find. Additionally, the document has been reviewed and improved to reflect WPD's current practices.
			5.2	Assess feedback and refine WPD's approach as required. Update policy, guidance and training materials as required to ensure a consistent approach is applied across WPD regions, whilst maintaining any required element of flexibility for scheme specific issues.	Q3 2017	Not due	
			5.3	Implement changes as necessary and communicate to stakeholders updating WPD Consents and Wayleaves information leaflet accordingly.	Q3 2017	Not due	
		5.4	Create functionality within WPD's Crown system to replicate the performance monitoring developed in 2016, facilitating the development of reporting for external publication.	Q4 2017	Not due		
		5.5	Engage with stakeholders on published performance information and consult on the setting of service level expectations.	Q4 2017	Not due		
		5.6	Make improvements to publication of performance information as required and communicate to stakeholders.	Q1 2018	Not due		
		5.7	Using stakeholder feedback, establish a set of internal standards of performance with service level targets. Publish and communicate to stakeholders.	Q1 2018	Not due		
		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.					

WPD ICE Workplan 2017 / 18

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5. Legals and consents		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.	5.8	Progress the development works to enable customers to access case by case data via WPD CIRT online connection application and tracking system.	Q4 2017	Not due	
			5.9	Engage with Stakeholders to feedback on development and test the new functionality. Make identified improvements as required.	Q3 2018	Not due	
			5.10	Implement new CIRT functionality communicating to stakeholders with information and guidance.	Q4 2018	Not due	
	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	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.	5.11	Develop new processes and procedures to improve interaction with customers' lawyers to reduce time to complete legals and consents.	Q2 2017	Complete	Working closely with its external lawyers, WPD has developed a package of proposals to facilitate a new way of working with its customers' lawyers. The proposed changes have resulted in a draft 'Collaborative Partnership Protocol' which is a summary of WPD's intentions to realign the WPD lawyer : Customer lawyer relationship towards recognition of the shared goal of completing legals quickly for the benefit of a common customer. WPD's intention is to increase the number of legals transactions completed within 40 days and we regard the Collaborative Partnership Protocol as a key component of this ambition. The next step will be to implement the Protocol. We have already started to communicate it to our customers at a recent stakeholder event and were pleased with the positive feedback.
			5.12	Implement new processes and communicate to stakeholders.	Q3 2017	Not due	
		Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	5.13	Use performance monitoring data and stakeholder feedback to identify further improvement actions.	Q4 2017	Not due	

WPD ICE Workplan 2017 / 18

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6. Storage	WPD should provide further guidance and information on the connection of energy storage schemes.	Produce guidance and policy on the connection of energy storage schemes to assist customers seeking connections.	6.1	Produce policy to define information requirements and application process for storage.	Q2 2017	Complete	Internal policy relating to the process for the connection of energy storage schemes has been issued. In parallel PWD has produced a guidance document setting out its views on the role energy storage has to play in the development of WPDs distribution system by increasing flexibility in the management of our network. The guidance examines the benefits that energy storage can provide both in terms of reducing the need to reinforce the system and crating additional revenue for generators in the form of increased energy sales and payments for ancillary services. It also provides advice on how to apply to WPD to connect energy storage and includes information regarding the tools available to customers to help assess opportunities for connection.
			6.2	Add guidance/summary of policy to website.	Q2 2017	Complete	A new page incorporating the guidance a short video is available to view on WPD's website here .
			6.3	Communicate policy to stakeholders and seek feedback to assess whether further refinement or changes are required.	Q2 2017	Complete	Attendees from WPD's last DG workshop, CCSG members and DER steering group members have all been informed and requested to provide feedback.
7. Queues & Capacity Management	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	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.	7.1	Assess the outcomes of the DG DNO working group with regard to allowable changes to connection applications.	Q3 2017	Not due	
			7.2	Identify actions required to meet the outcomes of the working group.	Q3 2017	Not due	
			7.3	Ensure WPD have the policies and processes in place to implement the actions identified.	Q3 2017	Not due	
			7.4	Engage with stakeholders to share the new processes at events such as the CCSG workshops.	Q3 2017	Not due	
			7.5	Implement the changes into business as usual.	Q3 2017	Not due	

WPD ICE Workplan 2017 / 18

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6. Storage 6. Queues & Capacity Management	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	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.	7.6	Participate in the DCUSA working group on change proposal (DCP) 294 "Capacity Management following acceptance of Connection Offer" .	Q4 2017	Not due	
			7.7	Develop proposals for updates in policy and procedures to ensure network capacity is allocated and managed on a fair and efficient and non-discriminatory basis.	Q4 2017	Not due	
			7.8	Seek stakeholder views on proposals making amendments as required.	Q4 2017	Not due	
			7.9	Implement proposals and any changes in line with the outcomes of DCP 294 and communicate to stakeholders.	Q1 2018	Not due	
			7.10	Obtain feedback from customers regarding the impact of the changes and to identify where any further improvements can be made.	Q3 2018	Not due	
	Develop and implement trials to facilitate the scenarios in Ofgem's Quicker and More Efficient Connections Review	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	7.11	Provided that WPD are granted the derogation to our Connection Charging Methodology which has been requested, we will roll out trial arrangements and communicate to customers.	Q3 2017	Not due	
			7.12	Seek feedback from stakeholders participating in the trial.	Q1 2018	Not due	
			7.13	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.	Q3 2018	Not due	

WPD ICE Workplan 2017 / 18

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8. Community Energy	Community Energy customers have asked WPD to provide information relevant to them in a way that is simple to understand and accessible. Additionally there is significant interest in community energy and innovation. Regular events that bring people together face-to-face or presenting innovation projects in a way that inspires ideas works best for these stakeholders.	Continue to develop and improve the engagement with Community Energy stakeholders and the information available to assist with their schemes.	8.1	Host 8 community energy workshops.	Q1 2018	Not due	A new video on Energy Storage is available to view on our website here . A new Community Energy page is available on our website here .
			8.2	Host a community energy site visit to a connected Community Energy site/innovation project.	Q3 2017	Not due	
			8.3	Produce a video on storage.	Q2 2017	Complete	
			8.4	Produce 4 community energy podcasts.	Q1 2018	Not due	
			8.5	Provide a dedicated community energy page on the WPD website covering latest events, publications, videos, podcasts and content.	Q2 2017	Complete	
9. Strategic Reinforcement & Forecasting	WPD should continue to engage with stakeholders on future forecasting.	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.	9.1	Complete strategic network study for the East Midlands.	Q2 2017	Complete	The East Midlands study has been completed and information, including a summary of findings is available to view on our website here . An event was held on 23rd May for the West Midlands study. A copy of the presentation slides is available to view here .
			9.2	Hold stakeholder events on the outcomes of the East Midlands study with strategic output for the connection of demand and DG. Provide stakeholders with visibility of WPDs network scenario forecasts, investment strategy and highlighting significant issues.	Q3 2017	Not due	
			9.3	Hold stakeholder events for the West Midlands Study targeting demand and DG customers.	Q2 2017	Complete	
			9.4	Carry out West Midlands strategic network study.	Q4 2017	Not due	
			9.5	Commence work on South West strategic network study.	Q4 2017	Not due	
			9.6	Deliver a Distribution System Operability Framework document giving visibility of challenges facing the network and potential solutions as well as the impact on our future ability to facilitate a flexible, economic, efficient and secure network. Use this document as a tool to engage and inform connection stakeholders.	Q3 2017	Not due	

WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
10. DSO	WPD should continue engagement with stakeholders on the development of the role of the Distribution System Operator (DSO) as well as undertaking new developments in policy, process and technology which will facilitate the move to DSO.	Continue to engage with stakeholders on the role of the DSO.	10.1	Attend and present at stakeholder events to inform stakeholders on our current progress towards becoming a DSO, giving connection stakeholders an opportunity to inform key priority areas for WPD.	Q1 2018	Not due	The DSO strategy document has been completed and is available to view here .
			10.2	Publish a DSO strategy document and communicate to stakeholders.	Q2 2017	Complete	
		Deliver ANM zones, facilitating further alternative connections.	10.3	Delivery of 2017 ANM zones to schedule, communicating status to stakeholders via WPD website.	Q4 2017	Not due	Review of ANM proposals completed with 8 new zones identified for delivery from 2018 onwards.
			10.4	Develop forwards plan for rollout of ANM zone from 2018 onwards in conjunction with Stakeholders.	Q2 2017	Complete	
		Develop and trial the use of alternative connections for demand and storage connections.	10.5	Develop arrangements including policy, offer letters and connection agreements to facilitate alternative demand / storage connections for HV / EHV connections.	Q4 2017	Not due	
			10.6	Trial new arrangements with customers or as part of an innovation project and communicate results to stakeholders.	Q1 2018	Not due	
		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.	10.7	Develop policy and procedures to incorporate storage schemes into WPD's ST:SD1E policy document at EHV/HV. investigate the extension of "timed" alternative connections policy to storage generation.	Q2 2017	Complete	Standard Technique ST:SD1E was reviewed and no changes required as storage customers are already specifically included in its scope. Policy POL:SD10 has been updated to include storage customers in the scope of Alternative Connection offers.
			10.8	Publish ST:SD1E policy and disseminate to stakeholders.	Q1 2018	Not due	
			10.9	Specify the requirements for connection equipment, the policy and contractual agreements for connection customers.	Q1 2018	Not due	
		Raise the awareness of Demand Side Response (DSR) for existing and new connection customers, through innovation trials.	10.10	Use ENTIRE NIA project to raise DSR awareness via our Flexible Power campaign.	Q4 2017	Not due	
			10.11	Ensure customer awareness, when deciding on whether to progress with an alternative connection, of the suitability of alternative connections for use in flexibility markets. Develop information for WPD website and alternative connection offers.	Q4 2017	Not due	

WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
10. DSO	WPD should continue engagement with stakeholders on the development of the role of the Distribution System Operator (DSO) as well as undertaking new developments in policy, process and technology which will facilitate the move to DSO.	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).	10.12	Trial giving visibility to DSO service requirements via our Entire NIA project, advertising the trial and communicating with connection stakeholders.	Q4 2017	Not due	
			10.13	Develop NIC bid for a DSR forecasting system for a trial in 2018 with the aim of providing a standardised estimate of flexibility services for prospective customers.	Q3 2017	Not due	
		Investigate whether further improvements to the connection process queue management are required for storage connection schemes.	10.14	Clarify the application of cost apportionment rules for storage applications.	Q2 2017	Complete	Both the internal policy and external Guidance relating to the process for connection of energy storage schemes incorporate details of cost apportionment in relation to charging for reinforcement.
			10.15	Clarify the application process when an existing generator connection application is supplemented with a request to add storage.	Q2 2017	Complete	WPD's guidance document on allowable changes to connection applications has been updated to provide clarity surrounding customer requests to supplement an existing generator connection application with energy storage. Subject to existing qualifying criteria, where there is an interactive queue, customers will be able to retain their place in the queue for the initial generation application but will be required to accept an additional conditional offer for the energy storage that will reference a lower queue position.
			10.16	Update guidance/summary of policy to website and communicate to stakeholders.	Q2 2017	Complete	The guidance document is available to view on WPD's website here. Attendees from WPD's last DG workshop, CCSG members and DER steering group members have all been informed and requested to provide feedback.