

Ofgem Incentive on Connections Engagement 2017/18

Key Performance Indicators

Update Q3 July-September 2017

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Western Power Distribution ICE KPIs 2017/18

Summary

For our 2017/18 ICE Workplan, we have 57 KPI's which are closely aligned with the workplan actions. In addition, we have 9 overarching KPI's which should see improvement as an overall result of the delivery of the ICE Workplan, including stakeholder survey scores and the time taken to complete a connection.

Some of the new KPIs are not yet measurable as the related actions are due for delivery later in the year. A brief commentary is provided where this is the case.

We continue to review our application processes to implement changes in response to customer feedback. At present, our customer satisfaction survey score relating to our online application process remains above target at 8.87.

On the 13th September we published a Distribution System Operability Framework document on our website. This is an assessment of the as Distribution Network Operators (DNOs) transition to become Distribution System Operators (DSOs), considering a range of issues from network design through to real-time network operation. This attracted 425 website views in the two weeks to the end of September.

As we progress towards becoming a Distribution System Operator (DSO), in June we created a dedicated DSO webpage and published our DSO transition strategy. Since publication, the webpage has received 2,159 views.

The changing network has also seen a shift in technology with an increased focus on storage equipment. As a result a storage webpage was introduced in May which received 1,265 hits by the end of September. We also produced a video on storage connections which has been viewed 341 times on our website in addition to being shared via social media, e.g. WPD's Facebook and Twitter feeds.

Between April and September our Capacity Mapping webpage received 10,789 hits. Further improvements to the information available on the mapping system are planned for implementation during Q4. All users registered for website updates will receive a notification of the changes made.

Please note that not all figures included within this interim update have been data assured and are therefore subject to change.

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 \geq 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 | | 1K | Measure the number of stakeholders attending the forum Review stakeholder feedback on the forum and action plan | New Forum - No Target |

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|-----------------------------------|-----------|--|----|--|--|
| 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 \geq 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 |
| 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 |
| 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 \geq 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 |
| 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 |

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| 4. Competition in Connections | 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 |
| 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 | |
| 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 |

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| 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 |
| 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 | |

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| 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 |

Availability of Information

DG Owner/Operator Forum Events

KPI:

Measure annual stakeholder satisfaction with the DG owner/operator forum and outputs

Target:

Forum satisfaction score \geq 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

No survey has been conducted as yet. A survey is being created for issue to all current and previous forum participants.

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

No consortium trials have been undertaken to date, a working group was set up to discuss ground rules with the first meeting in July.

Availability of Information

DG Owners Portal Forum

Actual: 16

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 Q3 2017 there were 16 users registered to the DG owners portal.

Historic Outage Data

Actual: 823

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

The website link below provide users the opportunity to log in and view information on planned outages, historic outages and site update functionality. By the end of Q3 we received 823 hits to this webpage.

<https://generation.westernpower.co.uk>

Availability of Information

Website Connection Pages

Actual: 8,768 webpage hits during Q3

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

The Connections webpages received 8,768 hits during Q3 2017. The pages have been reviewed and a revised suite of webpages developed. During Q4 key stakeholders will be provided access to a development site to review, test and provide feedback on the proposed changes.

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

The costing tool is due to be developed in Q4 and the development will include a customer satisfaction survey at the end of the costing tool process. Once complete, we will record and report the results of the satisfaction survey and count the number of hits to the interactive costing tool page.

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

Although feedback was positive it was limited, so we are now seeking further feedback from stakeholders to enable a more targeted response.

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.

Target:

90% of letters issued within target

Action Area: 1.27

Overview:

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

Update

We continue to send out the current Statement of Works status information and the changes are being made to our enquiry recording system to monitor performance.

Availability of Information

Statement of Works

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

The link to this guidance document is sent to all generation connection enquiries. We have made some minor changes to this leaflet and continue to seek feedback.

Actual: 71%

KPI:

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: 1.29

Overview:

WPD will issue a letter to generation customers within 7 weeks of accepting their offer to provide an update on the SoW outcome.

Update

We have produced some initial measures which show a significant improvement in performance over the last 2 months. Average time to notify has improved from an average of 46 days in July to 36 days in August. Overall 71% of letters were issued within 7 weeks of acceptance of an offer.

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 holding 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.

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.

Availability of Information

Traffic Light Based Mapping System

Actual: 10,789 hits to the Network Capacity map

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 will be implemented by the end of Q4 2017 with an expectation that improved mapping system will result in an increase in the number of hits received. Once the changes have been implemented we will conduct satisfaction surveys and ensure the information provided is regularly updated. A summary of the webpage hits for the existing network capacity map is shown below.

| | Q2 | Q3 | Q4 | Q1 | Total |
|---------------------------|-------|-------|----|----|-------|
| Network capacity map hits | 5,949 | 4,840 | 0 | 0 | 10789 |

Western Power Distribution ICE KPIs 2017/2018

Customer Service

Senior Manager Contact

Actual: 72

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 continue to offer a Senior Manager Point of Contact to major customers. During Q3 2017 we have increased the number of customers with a Senior Manager Point of Contact to 72.

Online application survey

Actual: 8.87

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

Our overall YTD score for the online application survey is 8.87 which is an increase on our year end score for 2016/17. Following a couple of meetings with a stakeholder we are trialling an email based application process which, if successful, will supplement the existing methods of the application process and be opened up to other stakeholders.

Customer Service

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

On review, the Senior Manager Point of Contact is deemed the best route of putting the relevant expert in contact with the stakeholder.

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 have started a programme of customer training for all Network Services' staff to improve communication with our customers post acceptance and ensure that it remains regular. The training commenced in Q3 and will be completed across all 4 WPD regions during Q4. It has been established that the most effective measure of the success of this updated process will be the Connections Completed Broader Measure Score.

Customer Service

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

Reviews have been held with three stakeholders and these identified an area for improvement associated with self-design approval, self-determination inspection levels and associated reports for ICPs. Following these reviews the inspection level frequencies are being revised and a newly formatted report has been produced.

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 on proposed legislation for the payment of Assessment & Design Fees closed on 2nd November 2017. BEIS will consider the responses and provide further advice on the final form of the Statutory Instrument. WPD will continue to work closely with industry and Ofgem and a measure of the offer to acceptance conversion rate will be taken once the Statutory Instrument has been implemented.

Connection Offers & Agreements

Electricity (Connection Charges) Regulations

Actual: 374

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

A new ECCR webpage has been created to provide guidance on the changes which were implemented on 6th April 2017, how refunds are calculated and how they will be processed. The new page went live in June and has received 374 hits.

Issuing agreements earlier in the process

Actual: 12%

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

Feedback suggests that stakeholders find receiving draft Connection Agreements earlier in the process beneficial and that the pro-forma requesting further information to complete the final agreement is straightforward to complete. The percentage of draft Connection Agreements issued within the target period has fallen since the last quarter. We will investigate the reason for this and take remedial action, as required.

Western Power Distribution ICE KPIs 2017/2018

Connection Offers & Agreements

Study & Offer trial

Actual: 8 enquiries
2 formal offers

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 \geq 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

Following the East Midlands trial, the Study & Offer process has been extended to the wider DNO group. However, to date there has not been any take up outside of the East Midlands region. We will continue to publicise this option and raise awareness with stakeholders.

| | East | West | S West | S Wales | Total |
|---------------------------------------|------|------|--------|---------|-------|
| Total number of Study&Offer Enquiries | 8 | 0 | 0 | 0 | 8 |
| Total number of Formal Offers issued | 2 | 0 | 0 | 0 | 2 |

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

We have made changes to specific policies and procedures as a result of the feedback from the survey and the ICP event on the 1st June and have communicated these changes back to the users of the Technical Information website. We will discuss this further at our ICP design seminar in November.

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

ICP feedback on the design approval process has identified areas of inconsistency in approach, a requirement for partial design approval and a requirement for pre-approved standard designs. The pre-approved standard designs are already available but not all stakeholders had knowledge of this.

To address this feedback, new actions have been identified for the October resubmission.

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

We have made changes to specific policies and procedures as a result of the feedback from the survey and the ICP event on the 1st June and have communicated these changes back to the users of the Technical Information website. We will discuss this further at our ICP design seminar in November.

HV POC by ICP

Actual: 11 HV POC by ICP
0 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: 4.13-4.16

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 carried out by WPD are shown below. There have been no connections carried out under Option 4 to the end of September 2017.

| | Regulatory Year 2016/17 | % of Total |
|---------------------------------|----------------------------|---------------|
| HV Connections Completed | | |
| HV connected by ICP | 11 | 8.80% |
| HV for ICP connected by WPD | 114 | 91.20% |
| Total connected HV POCs | 125 | |

Western Power Distribution ICE KPIs 2017/2018

Competition in Connections

Self POC determinations and self approval of design

Actual: 152 ICP self determined POC
179 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 remain on target to increase on the volumes undertaken during 2016/17.

Volume of Point of Connection (POC) Self-Determinations

| | Regulatory Year 2015/16 | % of Total |
|----------------------------|----------------------------|---------------|
| Self Determined POC by ICP | 152 | 5.44% |
| WPD Determined POC | 2644 | 94.56% |
| Total POC's | 2,796 | |

Volume of Self Approved Designs

| | Regulatory Year 2015/16 | % of Total |
|-------------------------------|----------------------------|---------------|
| ICP Self Approved Design | 179 | 37.68% |
| WPD Design Approval | 296 | 62.32% |
| Total Design Approvals | 475 | |

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 further consultation has been undertaken with CLM and TUSC (consultants to a number of key ICP and IDNO customers). Feedback from these consultations on WPDs wayleave vs easement matrix has been extremely positive.

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 standards will be established by Q1 2018 and subsequently measured and published. At present therefore there is no further update.

Legals and Consents

Improve transparency of the legal and consents process

Actual: 3 stakeholders engaged

KPI:

Number of stakeholders engaged
Feedback on developments made

Target:

New Initiative - No Target

Action Area: 5.8-5.10

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

Consultation on WPD's proposals have been undertaken with CLM and TUSC (consultants to a number of key ICP and IDNO customers). In response to feedback from the consultatees WPD has committed to deliver online access for customers to its external lawyers' case management system by the end of Q2 2018. Together with CIRT access, this enhances transparency through the availability of line end-to-end information about transactions in WPD's legal and consents process.

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:

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.

Western Power Distribution ICE KPIs 2017/2018

Improvements in timescales continued

Update

Our lawyers' exemplary performance for actioning new instructions on the day received has been maintained, which means they continue to outperform their KPI target by 2 days. This compares markedly with the corresponding average of 29 days for our customers' lawyers to response to our lawyers' initial letter. However, 29 days is an improvement on the previous quarter's measurement of 36 days.

Our lawyers' performance in issuing cost undertakings has improved on the last quarter such that undertakings are being turned around on the day a request is made. Again, this is an outperformance of their KPI target by 2 days.

Contrastingly, the response time to title queries of our customers' lawyers has worsened from the last quarter (when it was 12 days) to 37 days.

Our lawyers' KPI target for executing documents within 2 days has been achieved. Unfortunately the same measure of our customers' lawyers has worsened from last quarter (when it was 36 days) to 37 days.

Overall the average days to complete a new connections legal transaction (measured on a rolling year basis) improved to 79 days (previously 82 days). This is still a long way from our ambition for an average of 50 days for completion. It highlights the significant of the delays which are implicit in the performance of our customers' lawyers and thereby reinforces the importance of our intentions to work with them under our new Collaborative Partnership Protocol to drive improvements.

| WPD Lawyer KPIs | Target | Actual | Customers' Lawyers Comparison |
|--------------------------|---|--|---|
| Action new instructions | 2 days | Day zero (no change) | Response to initial letter 29 days (previously 36 days) |
| Issue cost undertakings | 2 days | Day zero (0.6 days) (previously 3 days) | Response to title queries 37 days (previously 12 days) |
| Execute documents | 2 days | 2 days (no change) | 37 days (previously 36 days) |
| Average days to complete | 20% improvement on y/e 31.03.2017 (75 days) | 79 days (previously 82 days) | |

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

Overview:

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

Update

Consultations on WPD's proposals have been undertaken with CLM and TUSC who act as consultants to a number of ICP and IDNO customers.

Feedback to the Collaborative Partnership Protocol for legal transactions from these consultees has been extremely positive. The Protocol went live on 25th September and applies to all new transactions from that date.

WPD has reviewed the content of its external website relating to the legal process and a number of changes have been made to improve clarity and the availability of information. Additionally, a number of new guidance documents about WPD's legal process have been produced and are available on its external website. These changes reflect comments made by the consultees. Feedback from the consultees on the changes made have been universally positive.

Western Power Distribution ICE KPIs 2017/2018

Storage

Guidance and policy on the connection of energy storage

Actual: 1,265

KPI:

Number of webpage hits
Feedback from stakeholders

Target:

New Initiative - No Target

Action Area: 6.1-6.3

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. The number of hits to the new webpage since implementation is shown below.

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

| | Q2 | Q3 | Q4 | Q1 | Total |
|----------------------|-----|-----|----|----|-------|
| Storage webpage hits | 365 | 900 | | | 1265 |

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 is due to issue a further consultation on Allowable Changes to the connection offer by the end of December. We will assess the outcomes and identify any new actions during Q1 2018.

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 target date for reviewing processes in line with the DCUSA working group is Q4 2017 therefore there is currently no update on this KPI.

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 continue to consider the information provided by WPD in the request for a derogation to disapply the £200/kW High Cost Cap in trial circumstances. An update on this KPI will therefore be provided once Ofgem have published their decision.

Community Energy

| |
|--|
| Actual: 1,332 Community energy webpage hits 341 Storage energy video views |
|--|

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. To date no podcasts have been published.

| Publication type | Q2 | Q3 | Q4 | Q1 | Total |
|-------------------------------|-----|-----|----|----|-------|
| Community Energy webpage hits | 629 | 703 | | | 1332 |
| Video on storage hits | 50 | 291 | | | 341 |

Strategic reinforcement & forecasting

Actual: 425
document hits

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

The East Midlands Network Strategy Study was published online (link below) on 30th June. A subsequent webinar was held on 27th July attended by 18 stakeholders who were surveyed and expressed an average interest rating of 77.5%.

On 23rd May an event was held in Birmingham for the West Midlands Strategy Study, attended by 23 stakeholders who rated the event positively.

We published a Distribution System Operability Framework document on the 13th September, available to view via the link below. To the end of September, the webpage for the framework document received 425 hits.

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

Western Power Distribution ICE KPIs 2017/2018

DSO

DSO document

Actual: 2,159
webpage hits

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

| | June | July | August | September | Total |
|-------------|------|------|--------|-----------|-------|
| DSO webpage | 203 | 533 | 778 | 645 | 2159 |

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

Meaford, Pembroke and Swansea North zone are open for quoting and in the process of being constructed. We currently have 8 ANM zones open for quoting, 5 zones ready for customer connections and are in the process constructing on 3 ANM zones this year, meeting our target.

DSO

Alternative connections for demand and storage schemes

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

Processes are currently being developed to enable alternative connection offers to be issued for demand and storage connections. Once the new connections offers have been implemented, we will provide an update on the number of alternative connections offered, accepted and connected.

Visibility Platforms

| |
|--|
| Actual: 15 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 has progressed with submission of the full proforma, two panel sessions with Ofgem and responding to Ofgem's questions. This has involved engagement with the same stakeholders as before previously. The panel sessions with Ofgem involved Ofgem's selected experts as given on Ofgem's website (Expert Panel), plus additional academics and consultants that were not involve in previous stakeholder engagement. The EFFS proposal was included in a presentation to the Centrica stakeholders' workshop for their Cornwall local energy market project, which included a different set of approximately 15 additional stakeholders from Ofgem, BEIS, Exeter University, Imperial College London, National Grid and Centrica.

Western Power Distribution ICE KPIs 2017/2018

DSO

Awareness of Demand Side Response

Actual: 506 webpage hits
2 newsletters, 1 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. Below is a summary of the number of webpage hits and publications for alternative connections. A copy of the latest newsletter is available to view on our website via the Newsletters link below.

| | Q2 | Q3 | Q4 | Q1 | Total |
|-----------------------------|-----|-----|----|----|-------|
| Webpage hits | 268 | 238 | 0 | 0 | 506 |
| Newsletters | 1 | 1 | 0 | 0 | 2 |

| 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 |
| 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 |

Western Power Distribution ICE KPIs 2017/2018

DSO

Queue management for storage schemes

Actual: 2,507 webpage 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 has been 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 already exceeded the target for the year with 2,507 hits on the document between April and September compared to 257 hits during the 2016/17 regulatory year.

The number of hits on the allowable changes document is shown below.

| | Q2 | Q3 | Q4 | Q1 | Total |
|-------------------|------|------|----|----|-------|
| Allowable changes | 1210 | 1297 | 0 | 0 | 2507 |

Western Power Distribution ICE KPIs 2017/2018

Overarching

Awareness of ICE Workplan

Actual: 1,069

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

A summary of the number of hits to this webpage between April and September is shown below.

| | Q2 | Q3 | Q4 | Q1 | Total |
|------------------|-----|-----|----|----|-------|
| ICE webpage hits | 632 | 437 | 0 | 0 | 1069 |

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 legal will also deliver improvements in the overall time to connect.

Update

The table below shows our year to date performance for the time taken to complete a connection under the different market segments to the end of September 2017. The Target row identifies proposed in year target for 2017/18 towards achieving an overall 20% reduction during the current business plan period. Whilst there are areas which are not currently on target, there are a number of initiatives underway, such as improved performance in timescales to process legal consents, which should provide further improvement to the connection timescales as the year progresses.

ED1 - Average & maximum time to connect (YTD)

| 2017/18 | LV | LV-SS (LVSSA) | LV-SP (LVSSB) | HV | EHV | DGLV | DGHV | OUMC | UMLA |
|---------------|--------------|---------------|---------------|---------------|---------------|--------------|---------------|-----------|-----------|
| East Midlands | 92.27 | 28.86 | 38.25 | 150.98 | 287.25 | | 166.25 | 61.64 | 9.50 |
| West Midlands | 106.05 | 29.44 | 39.00 | 134.60 | 137.67 | 24.00 | 221.56 | 56.06 | 114.00 |
| South Wales | 87.00 | 28.41 | 38.64 | 103.43 | | 23.00 | 201.00 | 64.91 | 107.00 |
| South West | 64.46 | 24.40 | 27.94 | 68.70 | 120.00 | 79.75 | | 51.05 | 120.50 |
| 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: 80%

KPI:

Measure customer awareness of competition in connections through the customer survey

Target:

Increase on 2016/17 awareness of 82%

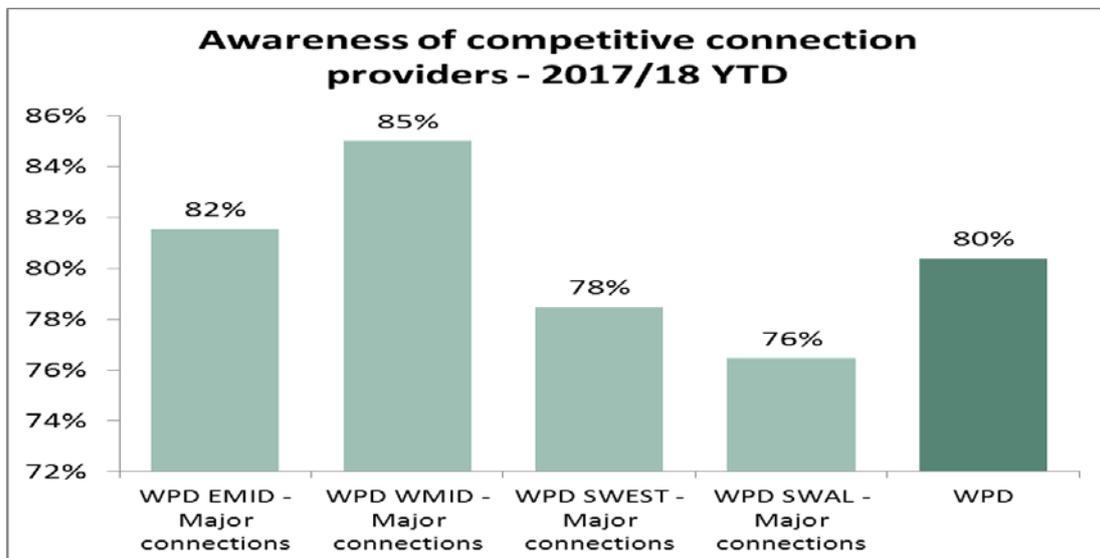
Overview:

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

As of the end of Q3 2017 awareness of competitive connection providers across the WPD regions is slightly below target at 80%.



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

Update for WPD's complaints performance to the end of Q3 2017 is shown below. A comparison to other DNOs will be made once the data becomes available.

| Description | EMID | WMID | SWALES | SWEST |
|---|------|------|--------|-------|
| Total number of connections complaints registered with WPD 2015/16 | 6 | 12 | 4 | 14 |
| Number of complaints resolved by the end of the first working day after the complaint was received | 4 | 10 | 0 | 10 |
| Percentage | 67% | 83% | 0% | 71% |
| Number of complaints that took between 2 and 31 days to resolve | 0 | 2 | 3 | 3 |
| Percentage | 0% | 17% | 75% | 21% |
| Number of complaints unresolved after 31 calendar after the complaint was received including ongoing complaints | 2 | 0 | 1 | 1 |
| Percentage | 33% | 0% | 25% | 7% |

Western Power Distribution ICE KPIs 2017/2018

Overarching

Major Customer satisfaction survey

Actual: 8.55

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

Target:

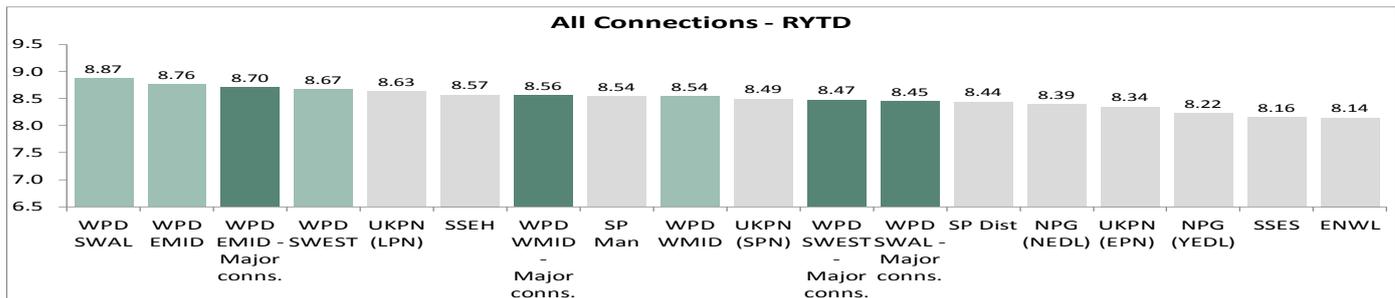
Increase 2016/17 score of 8.51

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. At 8.55 our score for Q3 2017 is slightly above target although we expect to see further increases as new initiatives are delivered throughout the year.



DG Customer satisfaction survey

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

The results of the annual survey will be provided once available.

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 with no failures to meet the connections guaranteed standards of performance during the first quarter of the 2017/18 regulatory year.

| 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 | ✓ | ✓ | ✓ | ✓ | ✓ |
| West Midlands | ✓ | ✓ | ✓ | ✓ | ✓ |
| South West | ✓ | ✓ | ✓ | ✓ | ✓ |
| South Wales | ✓ | ✓ | ✓ | ✓ | ✓ |

Western Power Distribution ICE KPIs 2017/2018

Overarching

Stakeholder engagement

Actual: 1,302 engaged at events
3,796 engaged through surveys

KPI:

Measure the number of stakeholders engaged at events including the CCSG, DG Forum, DG workshop and bilateral meeting.

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. For 2017/18 we have set a target to increase the number of stakeholders we engage with.

Update

Our engagement activities for April to September 2017 are set out below.

Connection Events

| Date | Event | DSO Engagement | Community Energy Engagement | Attendance |
|--------------|--|----------------|-----------------------------|-------------|
| 03/04/2017 | Bilateral Connections Meeting | | | 4 |
| 05/04/2017 | Determination meeting with Ofgem | | | 2 |
| 05/04/2017 | Ofgem meeting | ✓ | | 6 |
| 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 |
| 27/04/2017 | DG Owner/Operator forum | ✓ | | 14 |
| 11/05/2017 | Future Networks - A Balancing Act | ✓ | | 250 |
| 12/05/2017 | Presentation to BEIS on WPD DSO transition | ✓ | | 2 |
| 16/05/2017 | Connections projects conference | ✓ | | 25 |
| 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 |
| 01/06/2017 | ICP Workshop | | | 75 |
| 01/06/2017 | Community Energy Event - Birmingham | | ✓ | 44 |
| 15/06/2017 | Connection customer meeting | ✓ | | 8 |
| 16/06/2017 | Connection Surgery East Midlands region | | | 1 |
| 20/06/2017 | Connection Customer Steering Group | ✓ | | 9 |
| 04/07/2017 | 1:1 with Ofgem to explain WPD DSO strategy | ✓ | | 1 |
| 04/07/2017 | Delivering a Smart Energy System - Regen event including a WPD session on Business Models for Flexible Networks and Supply | ✓ | | 50 |
| 05/07/2017 | South West Street Lighting Meeting | | | 7 |
| 11/07/2017 | Connection Surgery Wales region | | | 1 |
| 11/07/2017 | DG Owner/Operator forum | ✓ | | 15 |
| 11/07/2017 | Meeting with Ofgem | | | 2 |
| 20/07/2017 | South Wales Street Lighting Meeting | | | 12 |
| 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 | Connection customer meeting | | | 2 |
| 30/08/2017 | Connection customer meeting | | | 2 |
| 31/08/2017 | County council meeting re Connections | | | 2 |
| 01/09/2017 | IDNO meeting re Connections/ICE | | | 2 |
| 04/09/2017 | Determination meeting | | | 15 |
| 07/09/2017 | Connection Surgery Wales region | | | 1 |
| 12/09/2017 | Local Enterprise Partnership meeting re Connections/ICE | | | 3 |
| 14/09/2017 | DSO Launch event | ✓ | | 140 |
| 14/09/2017 | Workshop at IET Birmingham on WPD's DSO strategy | ✓ | | 150 |
| 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 |
| 21/09/2017 | ENA Distributed Generation Forum 2017 including a WPD breakout session | | | 102 |
| 22/09/2017 | DSO roundtable event - East Midlands | ✓ | | 15 |
| 27/09/2017 | Meeting with Laura Sandys on the future of energy including DSR, DSO transition and EV readiness | ✓ | | 1 |
| 27/09/2017 | Stakeholder visit to storage site and discussions on developments in the Boston area | ✓ | | 3 |
| 29/09/2017 | Ofgem whole system co-ordination workshop | ✓ | | 16 |
| 29/09/2017 | DSO roundtable event - West Midlands | ✓ | | 15 |
| Total | | | | 1302 |

Western Power Distribution ICE KPIs 2017/2018

Stakeholder engagement continued

Update

The customer survey volumes for April to September 2017 are set out below.

Connection Surveys

| Period to | Survey | Number of customers surveyed |
|--|---|------------------------------|
| Sep-17 | 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 | 1,658 |
| Sep-17 | 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 | 1,098 |
| Annual | DG Survey - Quotations Survey of customers who received an alteration/connection quotation in relation to the installation of Distributed Generation (DG) | Not due |
| 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) | Not due |
| Sep-17 | 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 | 883 |
| Sep-17 | 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 | 157 |
| Total number of surveys conducted | | 3,796 |

Western Power Distribution ICE KPIs 2017/2018

Overarching

Alternative connection offers

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 period April to September 2017 we have issued 103 quotations for alternative connection arrangements and received 12 acceptances.

| 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 | 25 | 21 | 4 | 0 | 418.66 | 90.00 |
| | HV | 35 | 44 | 2 | 0 | 75.55 | 1.55 |
| | LV | 1 | 1 | 0 | 0 | 0.13 | 0 |
| | Total all Voltage Levels | 61 | 66 | 6 | 0 | 494.34 | 91.55 |
| Alternative - Export Limiting | EHV | 2 | 2 | 0 | 0 | 9.50 | 0 |
| | HV | 14 | 6 | 2 | 0 | 14.99 | 0 |
| | LV | 1 | 1 | 0 | 0 | 0.05 | 0 |
| | Total all Voltage Levels | 17 | 9 | 2 | 0 | 24.54 | 0 |
| Alternative Intertrip | EHV | 4 | 2 | 0 | 0 | 70.31 | 0 |
| | HV | 17 | 14 | 3 | 0 | 46.50 | 7.50 |
| | LV | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total all Voltage Levels | 21 | 16 | 3 | 0 | 116.81 | 7.50 |
| Alternative Timed | EHV | 0 | 0 | 0 | 0 | 0 | 0 |
| | HV | 2 | 5 | 0 | 0 | 1.02 | 0 |
| | LV | 2 | 2 | 1 | 0 | 0 | 0.06 |
| | Total all Voltage Levels | 4 | 7 | 1 | 0 | 1.14 | 0.06 |
| Alternative Connections Total | EHV | 31 | 25 | 4 | 0 | 498.47 | 90.00 |
| | HV | 68 | 69 | 7 | 0 | 138.05 | 9.05 |
| | LV | 4 | 4 | 1 | 0 | 0.30 | 0 |
| | Total all Voltage Levels | 103 | 98 | 12 | 0 | 636.82 | 99.11 |
| Conventional | EHV | 326 | 495 | 64 | 20 | 7273.76 | 1721.84 |
| | HV | 390 | 590 | 86 | 65 | 778.74 | 99.15 |
| | LV | 572 | 528 | 113 | 56 | 20.69 | 4.89 |
| | Total all Voltage Levels | 1288 | 1613 | 263 | 141 | 8073.19 | 1825.88 |
| Alternatives as a Percentage of Conventional | EHV | 9.51% | 5.05% | 6.25% | 0% | 6.85% | 5.23% |
| | HV | 17.44% | 11.69% | 8.14% | 0% | 17.73% | 9.13% |
| | LV | 0.70% | 0.76% | 1% | 0% | 1.43% | 1.23% |
| | Across All Voltage Levels | 8.00% | 6.08% | 4.56% | 0% | 7.89% | 5.43% |