

Ofgem Incentive on Connections Engagement 2017/18

Key Performance Indicators

Update Q2 April-June 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.

Many 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 have seen an increase in our customer satisfaction survey score for the online application system, now at 8.89 in comparison to our 2016/17 score of 8.73. Further assessment of the process and a review of the comments provided in the survey is underway to identify areas for further improvement.

During our 2016/17 Workplan we implemented a new process to issue a draft connection agreement within 20 days of agreeing connection dates for EHV generation schemes. We are now measuring our performance against this new target which has seen 83% of relevant agreements issued on time against the new target. The maximum time taken to issue a draft agreement is 25 days. With a view to rolling out this process to DGHV and DGLV schemes we will be seeking stakeholder feedback during Q3.

As new or improved initiatives are implemented, we often publish information on our website. A number of stakeholders are signed up to receive email updates of website changes which occur. This has resulted in significant website hits for information which stakeholders feel is important to them. A new webpage on the connection of energy storage was implemented on 11th May which received 365 hits by the end of the quarter. In addition, a video on energy storage was published on 29th June which, in the two days to the end of Q2, received 50 views.

Our guidance on allowable changes to a connection offer has been updated to include specific reference to energy storage schemes. During Q2 the allowable changes webpage received 1,210 hits. We have also published information on the transition to DSO with the new webpage receiving 203 hits following implementation on the 11th June.

During 2016/17 we made improvements to visibility of Competition-in-Connections options including reference to CiC on our application forms and in our initial contact emails issued for new connections enquiries. Awareness of CiC for 2016/17 was 82% and this remains the same for Q2 2017.

We continue to work closely with stakeholders in the CiC market to deliver improvements in processes and policies. We agreed within this year's ICE Workplan to conduct a survey of ICPs and IDNOs to identify areas of inconsistency in our policies and processes. Only 1 response to the survey was received. However, we also held an ICP Workshop in June and will combine the feedback from that event with the survey response received to determine areas for further improvement.

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	

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

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

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	

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: 9

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 Q2 2017 there were 9 users registered to the DG owners portal.

Historic Outage Data

Actual: 179

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. To date we have received 179 hits to this webpage.

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

Availability of Information

Website Connection Pages

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 will be reviewed during Q3 and a count of hits to the webpage will be carried out once the improvements have been completed.

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

The feedback from the stakeholder survey on the provision of SoW information has been reviewed and found to be positive. Feedback on the survey will be formulated into a report for publication which will include proposed actions for further improvement in this area. A further survey will be carried out following publication.

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

The process to issue letters to customers within 20 days of a generation application to inform them of the current SoW status for the Grid Supply Point has now been implemented.

However, we are still in the process of making changes to the system which will enable us to monitor the actual issue date against the target. Once the system changes are completed we will publish our performance against the target timescale.

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

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.

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

The process to issue letters to customers within 7 weeks of acceptance of their offer to advise the outcome of SoW has now been implemented. However, we are still in the process of making changes to the system which will enable us to monitor the actual issue date against the target. Once the system changes are completed we will publish our performance against the target timescale.

Availability of Information

Capacity and Constraints Forum

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

Stakeholders have expressed interest in a forum to steer development of web based information regarding capacity and constraints. The first meeting will take place in September 2017, therefore attendance figures will be included in our next update.

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

This new initiative to investigate the ability to develop capacity and constraint information specific to storage and identify new actions has a target date of Q1 2018 and therefore no new actions have been identified to date.

Availability of Information

Traffic Light Based Mapping System

Actual: 5,949 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.

	April	May	June	Total
Network capacity map hits	2289	1,793	1,867	5949

Customer Service

Senior Manager Contact

Actual: 71

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 Q2 2017 we have increased the number of customers with a Senior Manager Point of Contact to 71.

Western Power Distribution ICE KPIs 2017/2018

Customer Service

Online application survey

Actual: 8.89

KPI:

Improvement in online application survey score and review of stakeholder feedback

Target:

Increase on 2016/17 score of 8.73

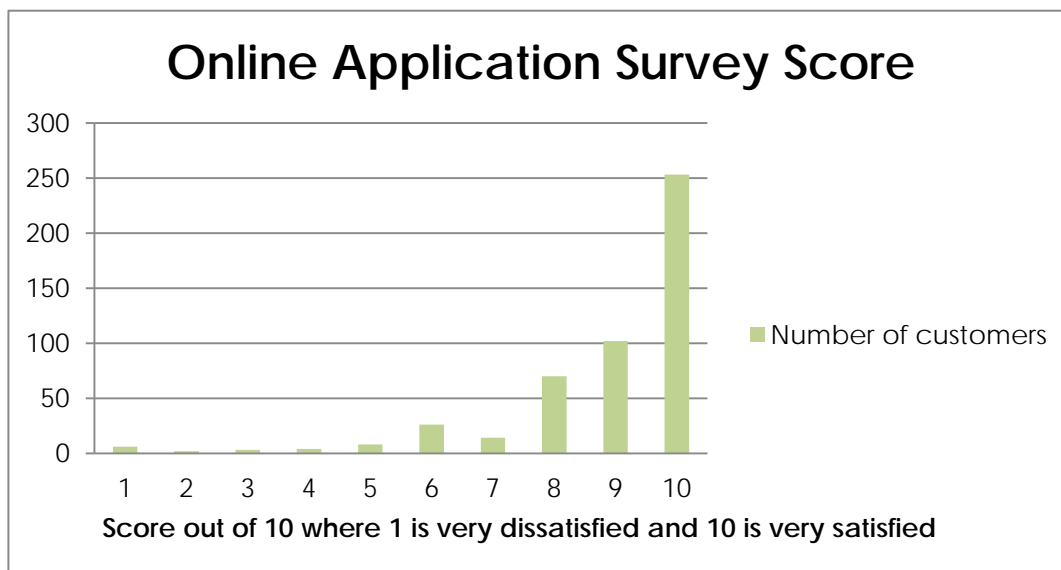
Action Area: 2.2-2.4

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 8.89 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

New processes identified will be implemented in Q4 2017 and therefore no feedback is currently available.

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

New KPI's will be determined and feedback reviewed once new processes have been agreed for implementation.

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

We have had some specific stakeholder feedback and a meeting scheduled with another stakeholder in August to further understand what we need to put in place to improve the post acceptance communication and information processes. A review of the information will be undertaken during Q3 to form actions for delivery during Q4.

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 industry is preparing to go out to consultation on proposed legislation for the payment of Assessment & Design Fees. 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 changes have been implemented.

Electricity (Connection Charges) Regulations

Actual: 15

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 15 hits by the end of the month.

Western Power Distribution ICE KPIs 2017/2018

Connection Offers & Agreements

Issuing agreements earlier in the process

Actual: 83%

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

Since implementation, 83% of draft agreements have been issued within the target period, with the maximum time to issue currently 25 days.

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

A survey was issued via our technical information website to ask for feedback to identify areas of inconsistency in our policies, application of policy and procedures. The survey was also highlighted on the email updates. Only one survey response was received but additional comments received at the ICP Workshop event will also be taken into consideration to determine any improvements required.

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

An ICP workshop was held on 1st June which included a breakout session on the Design Approval process. Feedback has been captured and is currently under review, therefore no new actions have yet been agreed.

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 collected feedback from stakeholders and are now reviewing the points that they have raised. We will consolidate our actions into a presentation that we will share for comment in the autumn, leading to any changes being introduced at the end of the year.

HV POC by ICP

Actual: 4 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 during Q2.

Volume of HV Self Connections Completed

	Regulatory Year 2016/17	% of Total
HV Connections Completed		
HV connected by ICP	4	3.92%
HV for ICP connected by WPD	98	96.08%
Total connected HV POCs	102	

Western Power Distribution ICE KPIs 2017/2018

Competition in Connections

Self POC determinations and self approval of design

Actual: 104 ICP self determined POC
110 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.

Update

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 are on target to increase on the volumes undertaken during 2016/17.

Volume of Point of Connection (POC) Self-Determinations

Points of Connection	Regulatory Year 2015/16	% of Total
Self Determined POC by ICP	104	6.90%
WPD Determined POC	1403	93.10%
Total POC's	1,507	

Volume of Self Approved Designs

Design Approvals	Regulatory Year 2015/16	% of Total
ICP Self Approved Design	110	42.15%
WPD Design Approval	151	57.85%
Total Design Approvals	261	

Legals and Consents

Guidance on use of wayleave or easements

Actual: 75 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

Feedback from the CiC Workshop on 1st June, attended by 75 stakeholders, demonstrated a lack of awareness of ST:EW1C which is guidance provided by WPD to staff and ICP/IDNOs on when to use a wayleave or easement. Stakeholders were unaware that this document was available on WPD's Technical Information Website. On reviewing the document, stakeholders agreed that this ST 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 to that it is easier to find. Additionally the document has been reviewed and improved to reflect current practice.

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

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

Engagement with stakeholders on the changes to make information available via the CIRT system is due to take place by Q3 2017. At present there is no further update to provide.

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.

Update

Our lawyers' exemplary performance for actioning new instructions on the day received has been maintained. This result represents a 2 day outperformance of the KPI target. This compares markedly with the corresponding average of 36 days for our customers' lawyers to respond to our lawyer's initial letter. Our lawyers' target for issuing costs undertakings has been exceeded by 1 day and remains under review. Their target for executing documents within 2 days has been achieved. This is a great result as it represents an improvement of 2 days compared with the previous quarter. The result contrasts with a corresponding average of 36 days for our customer's lawyers to execute the same documents.

Improvements in timescales continued

A new comparator has been added for our customers lawyer's average response time to title queries. This currently stands at 12 days.

Our lawyers' success in achieving (and outperforming by 2%) the previous KPI target of a 20% improvement in the number of completions within 50 days has resulted in us challenging them and agreeing a new, ambitious KPI for a 20% improvement in average days for all completions. The year ending March 2017 benchmark for this KPI is 75 days. Unfortunately, early indications are that our customers' lawyer's average response times make this an extremely challenging target. As can be seen above, our customers' lawyer's average response times to our lawyers' initial letter and for executing documents have both increased to 36 days each (+5 days and +8 days, respectively), making 50 day completions impossible. This highlights the criticality of our Collaborative Partnership Protocol. It is clear that our focus must be on working creatively with our customers' lawyers to help them improve their own turnaround times if we are to make any headway towards achieving our target for an improvement in overall completion times.

WPD Lawyer KPIs	Target	Actual	Customers' Lawyers Comparison
Action new instructions	2 days	Day zero (no change)	Response to initial letter 36 days (previously 31 days)
Issue cost undertakings	2 days	3 days (no change)	Response to title queries 12 days (no previous data)
Execute documents	2 days	2 days (previously 4 days)	36 days (previously 28 days)
Average days to complete	20% improvement on y/e 31.03.2017 (75 days)	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

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 : customers' 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 legal transactions completed within 50 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.

Western Power Distribution ICE KPIs 2017/2018

Storage

Guidance and policy on the connection of energy storage

Actual: 365

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

	May	June	Total
Storage webpage hits	199	166	365

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 target date for assessing the outcomes of the DG DNO working group is Q3 2017 therefore there are currently no new actions or changes identified.

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.

Western Power Distribution ICE KPIs 2017/2018

Community Energy

Actual: 50 Storage energy video views
286 Community energy webpage hits

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 main Community Energy webpage 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.

Type	April	May	June	Quarter Total
Community Energy webpage hits	74	91	71	286
Video on storage	-	-	50	50

Strategic reinforcement & forecasting

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.

Work remains on track to publish a Distribution System Operability Framework document. The number of webpage hits will be measured once this has been published.

Western Power Distribution ICE KPIs 2017/2018

DSO

DSO document

Actual: 203

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
DSO webpage	203

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

A new ANM zone, Meaford, has been opened up for quoting during April and Alverdiscott/Indian Queens ANM is now open to physical connections. This takes our total up to 8 ANM zones open for quoting and 5 zones ready for customer connections.

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

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

The NIC bids have been submitted during Q2 2017 as proposed. During the preparation for our bids we have engaged with 10 key stakeholders including project partners, potential suppliers and a competitor to review the potential for collaborative working.

Western Power Distribution ICE KPIs 2017/2018

DSO

Awareness of Demand Side Response

Actual: 268 webpage hits
1 newsletter, 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 during Q2 2017.

	April	May	June	Quarter Total
Webpage hits	88	101	78	268
Newsletter publications	1	0	0	1

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

Western Power Distribution ICE KPIs 2017/2018

DSO

Queue management for storage schemes

Actual: 1,210 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 1,210 hits on the document during Q2 2017 compared to 257 hits during the 2016/17 regulatory year.

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

	April	May	June	Total
Allowable changes	368	426	416	1210

Western Power Distribution ICE KPIs 2017/2018

Overarching

Awareness of ICE Workplan

Actual: 632

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 is shown below.

	Apr	May	June	Q2 Total
ICE webpage hits	207	291	134	632

Western Power Distribution ICE KPIs 2017/2018

Overarching

Time to Connect

KPI:

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

Target:

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

Overview:

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

Update

The table below shows our year to date performance for the time taken to complete a connection under the different market segments for Q2 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) - June 2017

2017/18	LV	LV-SS (LVSSA)	LV-SP (LVSSB)	HV	EHV	DGLV	DGHV	UMC
East Midlands	97.45	29.65	34.60	143.21	216.33		254.17	62.34
West Midlands	103.31	32.08	48.71	134.49		48.00	166.33	
South Wales	97.80	28.14	38.15	84.72		69.00	272.67	75.39
South West	56.63	21.90	26.10	63.47		23.00	127.67	53.07
Target	97.30	42.08	52.70	122.70	277.10	49.50	157.20	No target

Western Power Distribution ICE KPIs 2017/2018

Overarching

Awareness of Competition in Connections

Actual: 82%

KPI:

Measure customer awareness of competition in connections through the customer survey

Target:

Increase on 2016/17 awareness of 82%

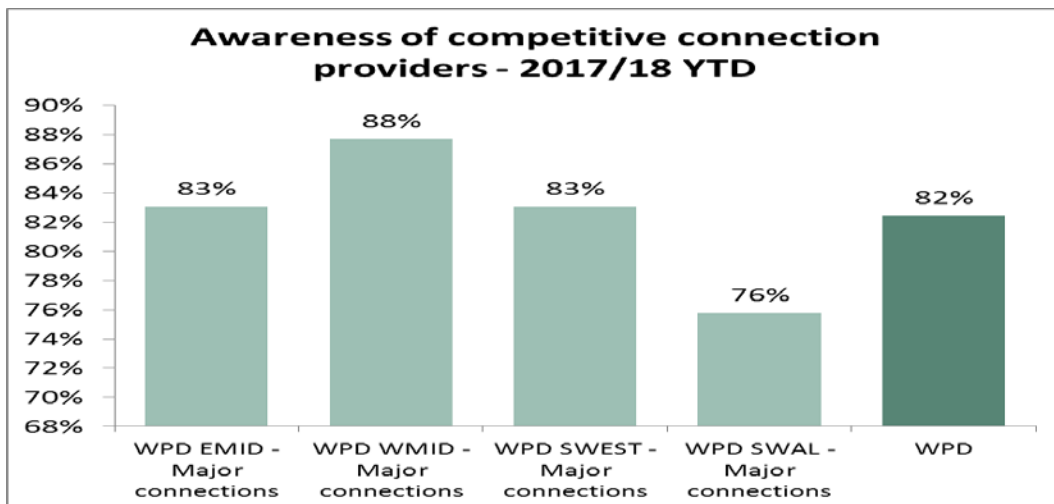
Overview:

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

During Q2 2017, awareness of competitive connection providers remained consistent with our 2016/17 year end position at 82%.



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 during Q2 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	3	6	3	5
Number of complaints resolved by the end of the first working day after the complaint was received	2	4	0	3
Percentage	67%	67%	0%	60%
Number of complaints that took between 2 and 31 days to resolve	0	2	2	2
Percentage	0%	33%	67%	40%
Number of complaints unresolved after 31 calendar after the complaint was received including ongoing complaints	0	0	1	0
Percentage	0%	0%	33%	0%

Western Power Distribution ICE KPIs 2017/2018

Overarching

Major Customer satisfaction survey

Actual: 8.45

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

Target:

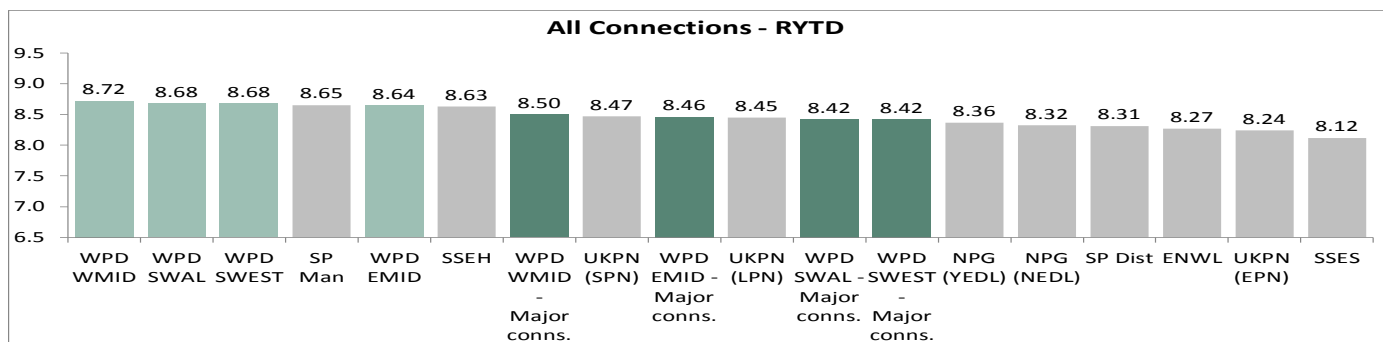
Increase 2016/17 score of 8.51

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 8.45 our score for Q2 2017 is slightly below target although we expect to see an increase 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 are not currently available. Further update will be provided in our Q3 KPI pack.

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: 690 engaged at events 1,901 engaged through

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 and customer survey volumes for April to June 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
20/06/2017	Connection Customer Steering Group	✓		9

Connection Surveys

Period to	Survey	Number of customers surveyed
Jun-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	810
Jun-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	573
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
Jun-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	443
Jun-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	75
Total number of surveys conducted		1,901

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 first quarter of this regulatory year we have issued 52 quotations for alternative connection arrangements and received 4 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	10	9	2	0	131.80	40.00
	HV	14	23	0	0	24.85	0
	LV	1	0	0	0	0.13	0
	Total all Voltage Levels	25	32	2	0	156.78	40.00
Alternative - Export Limiting	EHV	2	0	0	0	9.50	0
	HV	11	0	2	0	9.99	0.00
	LV	1	0	0	0	0.05	0
	Total all Voltage Levels	14	0	2	0	19.54	0
Alternative Intertrip	EHV	3	1	0	0	50.31	0
	HV	8	7	0	0	22.00	0
	LV	0	0	0	0	0	0
	Total all Voltage Levels	11	8	0	0	72.31	0
Alternative Timed	EHV	0	0	0	0	0	0
	HV	2	1	0	0	1.02	0
	LV	0	1	0	0	0	0
	Total all Voltage Levels	2	2	0	0	1.02	0
Alternative Connections Total	EHV	15	10	2	0	191.61	40.00
	HV	35	31	2	0	57.85	0
	LV	2	1	0	0	0.18	0
	Total all Voltage Levels	52	42	4	0	249.64	40.00
Conventional	EHV	148	368	29	16	3341.13	941.18
	HV	214	307	43	29	404.62	39.65
	LV	236	258	43	19	8.88	1.77
	Total all Voltage Levels	598	933	115	64	3754.63	982.60
Alternatives as a Percentage of Conventional	EHV	10.14%	2.72%	6.90%	0%	5.73%	4.25%
	HV	16.36%	10.10%	4.65%	0%	14.30%	0%
	LV	0.85%	0.39%	0%	0%	1.97%	0%
	Across All Voltage Levels	8.70%	4.50%	3.48%	0%	6.65%	4.07%