

# Ofgem Incentive on Connections Engagement 2017

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## WPD looking forward and looking back reports

### Appendix 1: WPD ICE Workplan 2016/17

In this appendix we have set out WPD's ICE Workplan for 2016/17 including the additional actions added throughout the year and the final status of each action.




## WPD ICE Workplan 2016/17

						Market Segments Applicable		
						Demand <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
1. Customer Service								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
For major customers a senior manager level contact (at Distribution Manager or above level) will be allocated to that customer. Their role will be to : a. Liaise with the customer to understand the range and scope of works that they propose to undertake with WPD. b. Act as a senior escalation point of contact to either resolve issues or get the most appropriate person in WPD to contact that customer in order to resolve the issue. c. Leave day to day operational interaction with the teams	1.1	Implement senior manager contact roles and make this service available to major customers	Complete: 64 major customers had an allocated senior manager point of contact by the end of March 2017.	Q2 '16	On target	✓	✓	✓
WPD's CROWN system to be updated to improve the communication with the customer regarding operational points of contact within WPD.	1.2	Design and implement CROWN improvements	Complete: The CROWN system upgrade was completed and released to the business in Q2. Staff contact details can be entered into the system and customers will be sent a letter with contact updates throughout the lifetime of an enquiry.	Q2 '16	On target	✓	✓	✓
Investigate areas of inconsistency in process across WPD and identify further actions to address them. Continue to implement new or updated policy, training and briefings to improve consistency across teams.	1.3	Identify areas of inconsistency where new / updated policy is required or where policy is being inconsistently applied. Identify by: 1) Analysis of customer complaints 2) Feedback from stakeholder events.	Complete: A new sub action, 1.3.1, was created in reference to cables at the connection boundary interface.	Q1 '17	On target	✓	✓	✓
	1.3.1	Policy required regarding cables to be used at the connection boundary interface.	Complete: Our internal policy was updated to allow any cable conforming to the relevant British Standards to be used at the interface cable box.	Q1 '17	On target	✓	✓	✓
	1.4	Update policy and procedure where required, to resolve issues of inconsistency which are identified.	Complete: Policy updated in relation to cables used at the connection boundary interface - Standard Technique ST:SD40	Q1 '17	On target	✓	✓	✓
	1.5	Ensure briefings and training are carried out where inconsistency in application of policies and procedures are identified.	Complete: Policy update on cables to be used at the connection boundary interface was disseminated to the relevant team members by email and added to our published suite of Standard Techniques.	Q1 '17	On target	✓	✓	✓

## WPD ICE Workplan 2016/17

						Market Segments Applicable		
						Demand	DG	UMS
2. Availability of Information & Online Services								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will engage with DG Connection stakeholders to establish their requirements for provision of information on outages and constraints. A forum will be developed to provide and gain regular feedback. New processes will be developed to facilitate the provision of improved outage forecasts for new connections and to provide regular updates for connected customers.	2.1	WPD to explore outage impact and requirements from individual Distributed Generation owner/operators.	Complete: WPD held an initial forum with DG stakeholders on 15th July 2016 to agree a way forward and identify requirements.	Q2 '16	On target	▪	✓	▪
	2.2	WPD to host initial DG/DNO forum to discuss network outages and constraints.	Complete: At the above forum outages and constraints were discussed in detail, and information that WPD could provide regularly was agreed in principle.	Q2 '16	On target	▪	✓	▪
	2.3	Establish interest in hosting regular meetings with DG owner/operators and agree agenda items.	Complete: The forum on the 15th July 2016 was well received with further meetings held in September 2016 and January 2017. Additional meetings will be agreed as required by the group.	Q2 '16	On target	▪	✓	▪
	2.4	WPD to share outage management policy with interested DG customers.	Complete: Proposed policy shared verbally at the forum, although it is subject to change based upon feedback received.	Q2 '16	On target	▪	✓	▪
	2.5	WPD to facilitate 'single point of contact' for enquiries relating to DG network outage & constraints for 132kV & 33kV networks.	Complete: At present, a single contact has been identified for all enquiries relating to DG. There are plans to include generator 'Single Points of Contact' in 2017 as part of the outage planning function.	Q3 '16	On target	▪	✓	▪
	2.6	WPD to provide improved outage forecast on quotation	Complete: WPD Primary System Design will take a balanced view on projected connections of future DG sites and contact outage planning for an indicative forecast.	Q3 '16	Completed in year beyond target date	▪	✓	▪
	2.7	WPD to develop improved communication options in association with DG owner/operators. 1. Extend weekly outage notification from trial to Business as Usual. 2. Publish regular outage/constraint information on WPD website for registered customers.	Complete: 1. Email publications increasing month on month, trial has migrated to Business as Usual for DG owners/operators that have requested notification. 2. Website improvements have been completed and the new website was launched in March 2017.	Q3 '16	1. On target 2. Completed in year beyond target date	▪	✓	▪
	2.8	WPD to publish post-outage details.	Complete: Post outage details are now being entered on the newly launched WPD website.	Q4 '16	Completed in year beyond target date	▪	✓	▪

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2. Availability of information & Online services								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
Investigate the process for planned maintenance and scheduling of planned outages. Implement a method of notifying customers of known planned outages and processes to ensure the information is updated regularly to remain as accurate as possible.	2.6.1 	Assess the current process and timescales for scheduling planned outages for maintenance.	Complete: Assessment undertaken and improvements made as per 2.6.2	Q1 '17	On target	✓	✓	✓
	2.6.2 	Update policy and processes to provide advanced views of planned maintenance work throughout the year, to include keeping the information provided up to date.	Complete: Standard Technique ST: OC11B (Relating to Outage Planning: System Outage Requests, Generator Constraints, Temporary Contingency and Sequence Schemes) has been rewritten. Outage Management System (OMS) updated to provide DG outage information and a process introduced to minimise duplicate outages.	Q1 '17	On target	✓	✓	✓
	2.6.3 	Ensure briefings and/or training are carried out, where necessary, to implement policy changes.	Complete: Training has been provided to appropriate staff following issue of Standard Technique ST: OC11B	Q3 '17	On target	✓	✓	✓
Provide regular updates via the WPD website and email alerts sent to registered users to provide ICE updates and notices of completed actions.	2.9	Improve and update the ICE section of the WPD website making information more accessible. Update the ICE Workplan quarterly.	Complete: A new dedicated ICE page has been created on our website. This includes links to all Workplans and Action/KPI updates. Quarterly updates have been issued for Q2, Q3 and Q4 2016, with the final quarter being captured within our year end looking back report.	Q1 '17	On target	✓	✓	✓
	2.10	Include completed ICE actions in email updates sent to registered users on the WPD website. Link to ICE Workplan in these emails	Complete: When Workplan action and KPI updates have been published on our website, a link is included on email updates for registered users.	Q1 '17	On target	✓	✓	✓


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						Market Segments Applicable		
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2. Availability of Information & Online Services								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will review the information provided to customers at the connection application stage to identify any improvements that can be made. We will ensure customers know what information is available to them on the connection process. This will include the review and update of the information leaflet provided to connection customers.	2.11	Carry out review of information provided to customers at the connection application stage with stakeholders and identify improvement actions.	Complete: Information available at the application stage has been reviewed and improvements identified. New sub actions include: Review and improve the CiC leaflet sent with quotations Amend the email issued following the initial contact customer prompt to signpost customers to connection pages of the website for further information.	Q4 '16	On target	✓	✓	✓
	2.12	Carry out specific improvements as identified and required.	Complete: New sub-actions 2.12.1 to 2.12.4 to be delivered during Q1 2017	Q1 '17	On target	✓	✓	✓
	2.12.1 <b>New</b>	Make improvements to the CiC information leaflet which is issued with quotations.	Complete: A new leaflet has been developed and is now issued to customers who make a connections enquiry in addition to being available on our website.	Q1 '17	On target	✓	✓	✓
	2.12.2 <b>New</b>	Develop a simple online costing tool to enable customers to determine an average price for works ahead of requesting a quotation.	Complete: A basic costing table has been developed for demand connections and some fixed price work elements, available to view <a href="#">here</a> . Since implementation, the webpage has received 1,211 hits.	Q1 '17	On target	✓	▪	▪
	2.12.3 <b>New</b>	Provide a script for contact centre staff on where to find more information on connections activities.	Complete: Q&A scripts have been rolled out to the contact centre teams which include specific website links to refer customers to for further information.	Q1 '17	On target	✓	✓	✓
	2.12.4 <b>New</b>	Add signposting to the connections pages on our website into the initial contact email issued when customers have submitted an application for connection.	Complete: As of w/c 13th March, an additional paragraph has been added to the initial contact letter, normally issued within 2 days of application receipt, to advise customers that whilst we are reviewing their application they can find more information on the connections pages of our website.	Q1 '17	On target	✓	✓	✓
	2.13	Communicate improvements to customers as they are implemented.	Complete: New improvements were communicated on our website and included in email updates as and when completed.	Q1 '17	On target	✓	✓	✓

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						Market Segments Applicable		
						Demand	DG	UMS
2. Availability of information & Online services								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD to develop an index on the Techinfo website	2.14	Develop and implement index facility on the technical information website. <a href="http://www.westernpowertechinfo.co.uk">www.westernpowertechinfo.co.uk</a>	Complete: Index facility is now available on the technical information website.	Q3 '16	On target	✓	✓	✓
WPD will review our online DG capacity information – heat maps, capacity maps, capacity register – and engage with stakeholders to get feedback on what we currently provide, what best practice is amongst other DNOs and what they would want to see. WPD will also launch further developments to the WPD Data Portal (online application enabling users to request asset data) to improve functionality for the external users.	2.15	WPD will investigate heat/capacity map information provided by other DNOs and survey stakeholders' views on best practice approach and their views on the information currently made available by WPD.	Complete: Investigation was carried out by Regen SW on behalf of WPD. The report produced has been reviewed to determine development and improvement requirements.	Q2 '16	On target	✓	▪	▪
	2.16	Implement developments and changes as identified in the review.	Complete: In early 2016 we carried out a comparison of the different heat and capacity maps made available to stakeholders by different DNOs. We have also interviewed a number of key stakeholders to identify their key requirements and identify improvements. As a result of this feedback we upgraded our capacity maps and registers on the WPD website and launched Data Portal 2 during the 2016/17 year.	Q1 '17	On target	✓	▪	▪
	2.17	Rollout WPD Data Portal 2 providing registered customers with online access to WPD's linear assets referenced to Ordnance Survey map background data (restricted to a max. A3 print size at 1:1250 scale), with search functionality delivering access akin to that WPD staff would use.	Complete: Data Portal 2 went live on 2nd August 2016. It is available for new registrations and all existing users of Data Portal 1 have been invited to move over. By the end of March 2017, 368 users were registered to DP2 which has increased functionality for users.	Q3 '16	On target	✓	▪	▪
	2.18	Ensure a date of last update is provided along with date of next planned update in published heat maps, capacity maps etc. WPD will also put a date of next planned update on the website email alerts informing customers of changes.	Complete: This has been implemented as planned.	Q2 '16	On target	✓	▪	▪

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						Demand	DG	UMS
2. Availability of information & Online services								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will investigate the feasibility of providing project specific legal and consents status to customers. We will also look to further develop the information provided to customers early in the connection process following on from the related action in the 2015/16 ICE Workplan.	2.19	WPD will evaluate whether information from the legal and consents performance monitoring can be put into WPD's Crown system, in order to enable customers to access this via the WPD CIRT online connection application and tracking system.	Complete: An evaluation has been undertaken and a provision made in WPD's 2017 IT plan for the legal and consents performance monitoring functionality to be replicated in Crown. Further evaluation has led to the proposed development in 2017 of direct customer access to case data via WPD CIRT online connection application.	Q1 '17	On target	✓	✓	✓
	2.20	WPD will review our information leaflet regarding the legal and consents process to update in line with stakeholder feedback. We will also look at whether an additional leaflet is required which is tailored to customers accepting and progressing a connection offer.	Complete: The leaflet has been reviewed and, as a result, a new action 2.20.1 has been identified to update and improve the information this leaflet provides to customers.	Q3 '16	On target	✓	✓	✓
	2.20.1 	Implement changes to the information leaflet regarding the legal and consents process in line with stakeholder feedback.	Complete: Where appropriate, changes have been made to WPD's existing suite of information leaflets relating to the legal and consents process. A significant amount of new information about the legal and consents process has been made available on WPD's technical information website. Further improvements are proposed in 2017 for wider-scale changes to streamline the document suite in accordance with feedback to maximise clarity for customers.	Q1 '17	On target	✓	✓	✓

## WPD ICE Workplan 2016/17

						Market Segments Applicable		
						Demand	DG	UMS
3. Processes & Agreements								
	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
Following the implementation of a new WPD process for SoW in the 2015/16, WPD will make further developments to this process based on stakeholder feedback and the outcomes of NGET's national working group and trials.	3.1	Communicate SoW process to stakeholders. Presenting at events including the CCSG, WPD DG Workshop, DG Forum and in bilateral meetings with DG customers	Complete: Communication has been ongoing and WPD have presented to customers at the CCSG and WPD DG Forum. The SoW process was also covered at the DG forum in Cardiff by the working group. WPD have also spoken to various individual developers and received positive feedback from those involved. Updating our stakeholders on the status and outcome of the trial SoW process is now business as usual. In addition we are now publishing information on our website to provide status updates for all Bulk Supply Points. The process will be reviewed following the outcome of the National Working Group.	Q4 '16	On target	▪	✓	▪
	3.2	Following the implementation of a new WPD process for SoW in the 2015/16, WPD will make further developments to this process based on stakeholder feedback and the outcomes of NGET's national working group and trials.	WPD continues to operate the trial with NG and the national working group continues to meet to refine the process. We will look to publish internal standards once the National Working Group publish its recommendations. We expect this to be some time in Q3 2017.	Q4 '16	Ongoing—carrying forward to 2017/18	▪	✓	▪
	3.3	Develop interactive map on the WPD web site to allow customers to access information on the SoW and Modification offers from NGET.	Complete: The interactive map showing statement of works information has now gone live on the website and is available <a href="#">here</a> .	Q4 '16	On target	▪	✓	▪






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						Market Segments Applicable		
						Demand	DG	UMS
3. Processes & Agreements								
	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage of the process post acceptance of offer. This will ensure that customers have sight of any scheme-specific terms in these agreements earlier in the connection process than they currently might do. WPD will also publish a suite of generic agreement templates on the WPD website to enable customers to view the standard terms they can expect for their schemes.	3.4	Develop and implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage of the process post acceptance of offer.	Complete: Internal standards for sending Site Specific Adoption Agreements have been introduced. With regards to Connection Agreements we had a slight change of direction. As detailed information for completion of the CA is not always available at an early stage, WPD have implemented a process to send out a draft agreement within 20 days of contacting the customer to agree dates. The draft will include a pro-forma for technical details to be provided to WPD for completion of the final connection agreement for signatory. The draft CA enables the customer to have early sight of the T&C's they will be signing up to on energisation of their connection. As this action resulted following feedback from generation customers, predominantly for the larger sites, we will initially be trialling this new draft CA process for DG EHV customers with a view to rolling out to the wider customer groups at a later date. Target dates for sending out Agreements will be monitored through our enquiry 'Routing & Tracking' system.	Q4 '16	On target	✓	✓	✓
	3.4.1	Review customer feedback on the issuing of Connection Agreements at an earlier stage with a view to rolling out to DGHV and DG Alternative connection offers in 2017/18.	At this time we have insufficient data to make a full assessment but will continue to assimilate feedback until we can undertake a full review. This action has therefore been extended to Q3 2017.	Q1 '17	Ongoing—carrying forward to 2017/18	✓	✓	✓
	3.5	Publish a suite of generic agreement templates on the WPD website - including connection offers, general T&Cs, connection agreements, framework access and adoption agreements with site specific schedules and novation agreements.	Complete: A new documents page has been created for connections related documents, This page includes example documents as follows: EHV Dual offer letter, HVLV dual offer letter, Budget estimate, HV Connection Agreement, LV Connection Agreement and Novation Agreement. In addition, the competition in connection agreements page, has been amended to include updated versions of the Framework Network Access and Adoption Agreement (FNA&AA) and Bilateral Connection Agreement (BCA), plus a description of the Extensions of Contestability (EOC) with links to example EOC agreements.	Q3 '16	On target	✓	✓	✓


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						Market Segments Applicable		
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3. Processes & Agreements								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
This issue is linked to WPDs existing work relating to queue management and Ofgem's guidance on DCP 115 (underutilisation of capacity). WPD will look to trial by targeting an area with existing connectees underutilising export capacity outside of a provisional 'bandwidth' (kVA or percentage of usage) and contacting these customers to discuss reducing their export Agreed Supply Capacity (ASC). The results and outcomes of the trial will determine what business-as-usual process can be implemented to release this underutilised capacity back to the network.	3.6	Develop and implement trial to release underutilised capacity from customers agreeing to reduce their ASCs.	Complete: WPD approached 113 HV and EHV connected DG customers with maximum export capacities greater than 1MVA who had remained below 75% of their Maximum Export Capacity in a continuous 12 month period since January 2014. This had a potential recovery of 280MVA, although to date only 3 customers have agreed to reduce capacities by a total of 4.8MVA.	Q2 '16	On target	▪	✓	▪
	3.7	Review trial and develop a business as usual process to be rolled out across WPD.	Complete : Whilst the trial revealed that customers were reluctant to voluntarily relinquish capacity WPD will continue to contact customers who are under-utilising capacity. We will undertake an annual assessment of each Licence area and stagger the process such that we pick up one region each quarter and then continue on a rolling basis. Our assessment will monitor any change in customer circumstances and help us to identify customers not previously included.	Q4 '16	On target	▪	✓	▪
	3.8	Roll out process and communicate to stakeholders.	Complete: A business as usual process has been rolled out to the WPD staff responsible for issuing the letters to customers who are under-utilising capacity. In addition, information has been added to our website <a href="#">here</a> .	Q1 '17	On target	▪	✓	▪



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						Market Segments Applicable		
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3. Processes & Agreements								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will continue to participate on the national DG Working Group addressing these issues and implement changes as required.	3.9	Look at further refinement of connection offer milestones to ensure capacity is reserved appropriately. This will link in with the findings and best practice proposed by the national DG DNO working group looking at this issue.	Complete: WPD has reviewed its use of milestones whilst work with the DG/DNO steering group was ongoing to draft a best practice document for industry use. Milestone proposals were put forward to customers for comment by the steering group and any feedback received considered towards the final document.	Q3 '16	On target	▪	✓	▪
	3.9.1 	Implement new milestones into demand and generation connection offers (excluding LVSSA, LVSSB and unmetered supplies)	Complete: New milestones implemented as required.	Q1 '17	On target	▪	✓	▪
	3.10	Issue further guidance on WPD website as required when refinements and changes made.	Complete: Guidance on milestones is published within the attachment for Extension of Acceptance Validity which can be found on our website <a href="#">here</a> .	Q3 '16	On target	▪	✓	▪
	3.10.1 	Update WPD's published guidance for any further changes resulting from the best practice document proposed by the DG/DNO steering group.	Complete: The published guidance has been updated to reflect best practice in the application of milestones with regards to WPD's existing connections offers. A new sub action is required as we will be introducing additional milestones as a result of the best practice guide in Q1 2017 under action 3.9.1.	Q4 '16	On target	▪	✓	▪
	3.10.2 	Further update WPD's published guidance following implementation of new milestones in action 3.9.1 and share with stakeholders.	Complete: We have updated our guidance document on Extension Validity Acceptance to capture changes made to our Offers for new connections. The prescribed 'milestones' that customers must meet at key stages of their project progression and the consequences for missing them are now described in more detail. We reviewed and updated our milestones following the issue of the Electricity Network Associations Best Practice Guide on 'Fair and Effective Management of DNO Connection Queues: Progression Milestones'. Our aim is to mitigate the number of schemes holding on to capacity with little or no hope of progressing so that we can release it to other customers thus deferring long and costly network	Q1 '17	On target	▪	✓	▪



## WPD ICE Workplan 2016/17

						Market Segments Applicable		
						Demand	DG	UMS
3. Processes & Agreements								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will continue to participate on the national DG Working Group addressing these issues and implement changes as required.	3.11	Complete East Midlands trial and review feedback.	Complete: Study & Offer trial complete, feedback from customers and WPD staff reviewed to identify improvements before wider relaunch.	Q3 '16	On target	▪	✓	▪
	3.12	Roll out to wider WPD regions and communicate to stakeholders.	Complete: Due to the limited take up of the trial within the East Midlands region, WPD agreed to extend the trial to the remaining three Licence areas in place of a business as usual roll out. The expansion will help us to gather further feedback and informative data such that we can make a more informed decision as to how the process can become business as usual.	Q4 '16	On target	▪	✓	▪
	3.12.1 	Extend the Study and Offer trial to all 4 WPD licence areas for a 3 month period	Complete: New sub-action as a result of low take up on the trial within the East Midlands region to extend the trial to all 4 licence areas in place of a business as usual roll out.	Q1 '17	On target	▪	✓	▪
The recent ENA Consultation on curtailment assessment listed a number of best practise guidelines on the presentation of information.	3.13	Update Alternative Connection offer letters and document the changes made which address the consultation responses.	Complete: Alternative connection offer letters have been reviewed and found to be compliant with the best practice guidelines following the recent consultation on curtailment assessment.	Q1 '17	On target	▪	✓	▪

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						Market Segments Applicable		
						Demand	DG	UMS
3. Processes & Agreements								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will publish performance monitoring information on the legals and consents activity. We will carry out engagement with stakeholders to gain feedback on the information for consideration for further improvement actions as required.	3.14	Publish monitoring information on WPD's website.	Complete: The performance monitoring information was shared with stakeholders in our recent report and now features on our external website.	Q4 '16	On target	✓	✓	✓
	3.15	WPD to review internal monitoring information to identify areas for improvement leading to improvements in time to connect	Complete: Performance data about WPD's legal process is now published on our website. The effect of internal monitoring has been an improvement in the number of legal completions within 50 days. The target was a 20% increase on the number of matters completed within 50 days, compared to 2015/16 with actual performance seeing a 22% increase.	Q1 '17	On target	✓	✓	✓
	3.16	WPD will engage with stakeholders to share and review the monitoring structure and process at events such as the CCSG workshops.	Complete: At the CCSG meeting in June 2016 WPD engaged stakeholders in discussion about its progress and future intentions regarding its Legal Process Tracker. The good feedback received will be incorporated into future developments of the system.	Q2 '16	On target	✓	✓	✓
Implement new policy and procedures to facilitate the amended regulations, including a change to the prescribed period from 5 years to 10 years.	3.17 	Attend the DNO working group for amendments to the ECCR regulations and assess the outcomes	Complete: WPD have attended the DNO working group for the changes to ECCR and assisted with the development of an Ofgem guidance document on the 2017 regulations.	Q1 '17	On target	✓	✓	✓
	3.18 	Identify actions required to meet the statutory instrument	Complete: Internal processes and guidance required an update to reflect the changes implemented in the 2017 regulations. Training sessions have been carried out within local teams to disseminate the changes to our local teams.	Q1 '17	On target	✓	✓	✓

# WPD ICE Workplan 2016/17

						Market Segments Applicable		
						Demand	DG	UMS
4. Competition in Connections								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will review our website to ensure the currently available information is more prominent and easier to find. We will investigate whether an FAQ or worked examples could be used to further illustrate which elements of the connection works are contestable.	4.1	Review website CiC information pages, make improvements to navigation.	Complete: The CiC website pages have been reviewed and amended to improve navigation, with separate pages containing information relevant to customers, information relevant to ICP's/IDNO's and overall further information. A quick link table split into these three categories provides easy access to individual information pages.	Q4 '16	On target	✓	✓	✓
	4.2	Look at ways of illustrating contestability and provide further information on the WPD website giving guidance on contestability of connections activities.	Complete: A table of contestable/non-contestable activities and some FAQ's have been published on the website. In addition, we have provided an illustration of a development site to identify the varying work elements required and advise on whether or not they are contestable activities.	Q4 '16	On target	✓	✓	✓
Continue to develop processes and procedures in line with the change proposals implemented via the CiC Code of Practice governance process.	4.3	Ensure WPD has the policies, procedures and services in place to comply with approved CiC CoP Modifications as required.	Complete: No modifications to policies, procedures and services are required following the most recent published version 1.3 of the CiC CoP.	Q1 '17	On target	✓	✓	✓
Use feedback from engagement with ICP / IDNO stakeholders to Investigate the processes for all 3 HV self-connect authorisations options and identify actions to improve the process for ICPs/ IDNOs. Present proposals to ICP/IDNO stakeholders and Implement new or updated policy and/or processes as appropriate.	4.4 	Identify potential improvements in the WPD HV Self-Connect process and policy. Produce proposals to present to ICP/IDNO stakeholders.	Complete: A meeting was held between WPD and an interested IDNO with proposals to take forward in the HV self-connect process - an option for the IDNO to work to WPD's DSR's for HV switching and their own DSR's for carrying out the connection works. It was well received. We agreed we would treat it as a trial and identify a self-connect job in the new year for us to trial the process on and amend if required. Once this job is completed and reviewed we will agree with the IDNO the route to share the proposal with the IDNO stakeholders. We will then publish the amended ST's for all IDNO's to use.	Q4 '16	On target	✓	✓	✓
	4.5 	Should proposals be acceptable to stakeholders, implement new policies and procedures as required, or revise proposals and present update to ICPs/IDNOs.	WPD have now trialled a HV PoC with an ICP under the new procedures. There will now be a review of this trial scheme before presenting to ICPs/IDNOs and implementing. This initiative will now rollover to the 2017/18 Workplan.	Q1 '17	Ongoing—carrying forward to 2017/18	✓	✓	✓

# WPD ICE Workplan 2016/17

						Market Segments Applicable		
						Demand	DG	UMS
5. Community Energy								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
We will host eight community energy workshops in 2016/17 (2 per licence area) with a focus on innovative solutions for areas where reinforcement costs are prohibitive, such as storage, demand side response and alternative connections.	5.1	Host eight workshops	Complete: Nine community energy events have been held throughout the year. Further details and attendance volumes are included within our stakeholder engagement activities listed in the KPI pack.	Q1 '17	On target	▪	✓	▪
We will attend and present at two ENA workshops on best practice engagement for community energy groups for innovative schemes	5.2	Produce a report on community energy engagement for innovation	Complete: A guide has been produced to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers.	Q3 '16	On target	▪	✓	▪
We will update the WPD connection guide to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers	5.3	Publish the guide on the WPD website	Complete: The guide is available to view on our website.	Q3 '16	On target	▪	✓	▪
Videos on new business models and alternative connections	5.4	We will develop you-tube video covering alternative connection, demand response, storage and local supply models	Complete: We have created three animations on Alternative Connections, Demand Side Response and Local Supply which are available to view on WPDs You-Tube channel.	Q1 '17	On target	▪	✓	▪

## WPD ICE Workplan 2016/17

						Market Segments Applicable		
						Demand	DG	UMS
6. Future Networks & Innovation								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD should seek to engage on their approach to future forecasting with stakeholders including: technology companies, academia, generators, developers, membership organisations and wider industry stakeholders such as other DNOs, GDNs, water companies and energy companies.	6.1	Complete strategic network study for the South West.	Complete: A report on our study in the South West licence area is available on our website <a href="#">here</a> .	Q2 '16	On target	▪	✓	▪
	6.2	Hold stakeholder events on the scenarios being used and the outcomes of the South West study.	Complete: A webinar was held on 22nd September with 23 stakeholders taking part. A recording of the webinar slides are also available on the above link.	Q3 '16	On target	▪	✓	▪
	6.3	Hold stakeholder events for the South Wales study.	Complete: A meeting regarding the South Wales study took place on 15th June and was attended by 25 stakeholders.	Q3 '16	On target	▪	✓	▪
	6.4	Carry out South Wales strategic network study.	Complete: Study work to identify the potential future issues on the South Wales strategic network under four scenarios has been completed. A report summarising the study is available to view on our website.	Q4 '16	On target	▪	✓	▪
	6.5	Commence work on Midlands Strategic network study.	Complete: Draft scenarios for the East Midlands network have been completed and presented at a stakeholder event held on 7th December. The feedback from that event is being incorporated into the scenarios to be used.	Q4 '16	On target	▪	✓	▪



## WPD ICE Workplan 2016/17

						Market Segments Applicable		
						Demand	DG	UMS
6. Future Networks & Innovation								
Initiative	No.	Action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
WPD will launch a newsletter to keep stakeholders informed on WPDs Innovation Projects and provide an email update facility on our website.	6.6	Produce regular innovation newsletter to be issued quarterly.	Complete: A guide has been produced to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers. A copy of the latest newsletter can be viewed <a href="#">here</a> .	Q2 '16	On target	▪	✓	▪
WPD will continue to develop trials to facilitate scenarios delivering anticipatory investment from the QMEC consultation and roll these out to trial schemes	6.7	Develop trial frameworks and agreements	Complete: Draft agreement developed to support trial for using aggregated export capacities of multiple customers to avoid triggering £200/kW.	Q3 '16	On target	▪	✓	▪
	6.8	Request derogations from Ofgem as required to facilitate trial conditions.	Complete: Derogation from our charging methodology is required and has been submitted to Ofgem, now awaiting consultation.	Q3 '16	On target	▪	✓	▪
	6.9	Roll out trials and communicate to stakeholders.	To facilitate the trial arrangement which we proposed to Ofgem, we submitted a request to Ofgem for the necessary consents to run this trial and a derogation from the CCCM in July 2016. Ofgem consulted on the derogation request in December 2016 and the responses to this prompted so further questions and consideration on aspects of how the trial will work. Ofgem are considering WPD's responses to these questions before issuing a decision on the derogation. Following this we will be able to commence the implementation of the trial and have therefore included this in our 2017/18 ICE Workplan.	Q1 '17	Ongoing-carrying forward to 2017/18	▪	✓	▪
WPD will continue with the ANM deployment as planned.	6.10	Building of ANM assets to commence on 3 Grid Supply Points (GSPs) during plan period.	Complete: Within 2016/17 we commenced construction on both the South Wales and South West ANM Zones as per the published WPD roll-out plan. We have exceed our target as the two zones consist of four GSPs in total (Swansea North, Pembroke, Alverdiscott and Indian Queens).  During the year we were also presented with a need to control generators around constraints on Super Grid Transformers at Swansea North, Upper Boat & Pyle GSPs, the flexibility of the ANM system allowed these requirements to a be accommodated within the existing South Wales ANM system.	Q1 '17	On target	▪	✓	▪