

# Ofgem Incentive on Connections Engagement 2017

---

WPD looking forward and looking back reports

## Appendix 3: WPD ICE Workplan 2017/18

In this appendix we have set out WPD's ICE Workplan for 2017/18.

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	
1. Availability of information	Continue to develop and improve on the work done in 2016/17 to provide information on outages and constraints for generators.	Continue to develop and implement actions arising from the WPD DG owner / operator forum to improve the notification of outages and constraints.	1.1	Hold four DG owner / operator forums events in 2017	Q1 2018	▶ Measure annual stakeholder satisfaction with forum and outputs	
			1.2	Develop and agree action plan with forum members to identify further improvements.	Q1 2018		
		Explore interest in 'consortium' approach to outages that affect multiple generation sites (e.g. facilitating the funding of alternative working arrangements to WPD's standard approach to alter the impact on the 'consortium' members' generation operations).	1.3	Debate topic in DG owner / operator forum to assess the potential for this approach	Q4 2017	▶ Number of trials undertaken	
			1.4	Develop process as required, and seek feedback from forum members.	Q1 2018		
			1.5	Carry out trial as required. Use outcomes to develop any further improvements before rolling out as business as usual.	Q1 2018		▶ Stakeholder feedback on trial
			1.6	Finalise processes following trial outcomes and communicate to WPD and Stakeholders	Q1 2018		
		Extend website DG owners portal functionality to include the ability for 11kV generation details to be updated and accessed.	1.7	Develop and implement additional website functionality	Q2 2017	▶ Increased in number of registered users	
			1.8	Communicate to stakeholders and provide guidance as required.	Q2 2017		▶ Feedback from users
		WPD to present to DG owner / operator forum an explanation of Power Factor and the impact it has on electricity networks and what this means for their connection.	1.9	Present information at DG owner / operator forum and facilitate further discussion as required.	Q2 2017	▶ Measure annual stakeholder satisfaction with forum and outputs	
			1.10	Publish presentation on WPD website and communicate to wider stakeholders	Q3 2017		
		Investigate the ability to provide a maintenance frequency overview on typical items of electricity distribution plant and discuss case studies of 'outages in practice' to facilitate customers having more information on the likelihood of outages on their connections.	1.11	Present at DG owner / operator forum. Use feedback to develop information further as required.	Q3 2017	▶ Measure annual stakeholder satisfaction with forum and outputs	
			1.12	Publish information on the WPD website and communicate to stakeholders.	Q3 2017		
		Develop historic outage data available on website and provide access to potential customers to facilitate their understanding of the potential impacts of outages and maintenance in an area they are seeking a new connection.	1.13	Develop information and additional website functionality	Q1 2018	▶ Stakeholder feedback	
			1.14	Share with stakeholders to gain feedback and make further changes as required	Q1 2018		▶ No. of webpage hits
			1.15	Implement new functionality and communicate to WPD and stakeholders with guidance.	Q1 2018		
		Record and report on the quantity of generation loss caused due to WPD and National Grid system outages.	1.16	Develop the methods of recording generation lost in MWh, due to National Grid & WPD outages (132kV, 66kV & 33kV only) by generation technology type.	Q1 2018	▶ Measure annual stakeholder satisfaction with forum and outputs	
			1.17	Develop report with DG owner / operator forum.	Q1 2018		
			1.18	Publish lost generation report on WPD website and communicate to stakeholders	Q2 2018		

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
1. Availability of information	WPD should improve the information available on the WPD website and make it easier to navigate and locate.	Review and implement changes to the WPD website to improve the 'Connections' pages by simplifying navigation and overhauling presentation. Review and implement changes to the WPD website to improve the 'Connections' pages by simplifying navigation and overhauling presentation.	1.19	Develop a suite of revised connections web pages for initial testing and discussion	Q3 2017	<ul style="list-style-type: none"> <li>▶ Number of website page hits</li> <li>▶ Feedback from stakeholders</li> <li>▶ Satisfaction score</li> </ul>
			1.20	Develop an interactive costing tool for the website to enable indicative pricing to be determined by customers for LV and HV connections works.	Q4 2017	
			1.21	Provide stakeholders with access to the web pages in development for them to review and provide feedback.	Q4 2017	
			1.22	Review stakeholder feedback and implement any changes as required.	Q1 2018	
			1.23	Publish updated connections web pages and communicate to stakeholders	Q1 2018	
			1.24	Review reaction to revised web pages by implementing a 'pop-up' survey on the website	Q1 2018	
	Ensure communication is improved and consistent at each stage of the SoW process.		1.25	Survey customers on the SoW information presented on our web site	Q2 2017	▶ Feedback from customers
			1.26	Develop further improvements to SoW information on our web site based on feedback	Q4 2017	
			1.27	Within 20 days of a generation application for greater than 1MW send a letter to the customer informing them of the current SoW status for the Grid Supply Point (GSP)	Q2 2017	<ul style="list-style-type: none"> <li>▶ Number of letters sent within target.</li> <li>▶ Survey customers on the usefulness of the information</li> </ul>
			1.28	Develop standard enclosure to go with the offer which will include specific information on the SoW and FAQ to help inform the customer	Q2 2017	▶ Survey customers on the usefulness of the information
			1.29	Provide customer with the outcome of the SoW within 7 weeks of acceptance of their offer.	Q2 2017	▶ % of updates sent with target time.
	Explore the opportunity to establish a customer forum to further guide and develop improvements in WPDs' availability of information on network capacity and constraints with the aim of developing an action plan.		1.30	Gauge interest in setting up a customer forum to steer development and outputs for the additional web based information.	Q2 2017	▶ Number of stakeholders attending forum
			1.31	Work with customer forum to develop and publish an action plan for the availability of information on DG / demand capacity and constraints including how we deliver information for storage schemes. Include what information facilities we are developing and what changes / updates we are making to existing facilities.	Q3 2017	▶ stakeholder feedback on forum and action plan

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
1. Availability of information	WPD should improve the information available on the WPD website and make it easier to navigate and locate.	Develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained.	1.32	Develop data tables for generation capacity, constraints and reinforcement costs at Grid, Bulk and Primary substation level and publish on web site. Include information on thermal capacity / constraints, fault level headroom / constraints, average reinforcement costs, planned reinforcement, indicative connection timescales, connected/accepted/offered generation/demand. Use traffic light system to indicate level of capacity available. update these published tables on a bi-monthly basis.	Q3 2017	<ul style="list-style-type: none"> <li>▶ Online survey satisfaction score and feedback</li> <li>▶ Number of webpage hits</li> <li>▶ Published information updated bi-monthly</li> </ul>
			1.33	Replicate generation data table information on a web based map to facilitate easier navigation and location of network capacity and constraints.	Q4 2017	
			1.34	Develop data tables for demand capacity and reinforcement costs at GSP level in line with those for generation capacity and publish on web site. With bi-monthly updates	Q1 2018	
			1.35	Replicate demand data table information on a web based map to facilitate easier navigation and location of network capacity and constraints.	Q1 2018	
			1.36	Publish reinforcement plans with network benefits on bi-monthly basis with a notification sent to customers registered to receive website update emails.	Q1 2018	
			1.37	Develop and implement changes to existing capacity and constraint information available to customers to ensure it is consistent and updated with new data tables and maps.	Q1 2018	
			1.38	Implement an online survey for users of these website information services to help WPD assess success of the new and improved services and to identify possible further improvements.	Q1 2018	
		1.39	Establish capacity and constraint information for storage connections.	Investigate the ability to develop this capacity and constraint information specific to storage connections. Include developments in workplan where applicable.	Q1 2018	

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
2. Customer Service	WPD should continue with the Senior Manager point of contact initiative to offer to further customers.	WPD to continue to expand the Senior Manager point of contact initiative, raising awareness with stakeholders and identifying further customers who might benefit from this service.	2.1	Continue to offer Senior Management Points of contact to customers as requested and communicate service to customers via stakeholder communications.	Q1 2018	► Increase where required the number of customers with senior management points of contact
	WPD should make further improvements to the application process and documentation, assessing best practice amongst other DNOs.	WPD to engage with stakeholders to identify best practice and improvements to WPD's connection application process and documentation and implement improvements.	2.2	Seek stakeholder feedback on where improvements could be made to the application process and documentation, as well as where best practice can be identified from other DNOs.	Q2 2017	► Improvement in online application survey score and feedback
			2.3	Develop improvements and share with stakeholders to obtain feedback.	Q4 2017	
			2.4	Implement improvements as required and communicate changes to stakeholders.	Q4 2017	
	WPD should make it easier to contact the appropriate WPD 'expert' to discuss specific technical issues on connections schemes to obtain a quicker agreed solution, reducing the need to go through intermediaries.	WPD to investigate how to streamline the processes to facilitate customers being able to contact the appropriate WPD 'expert' relating to technical issues on their ongoing connection scheme.	2.5	Investigate how to facilitate a more streamlined process of contacting WPD experts relating to specific technical areas.	Q2 2017	► Feedback from stakeholders on improvements
			2.6	Implement new processes and facilities identified as required.	Q4 2017	
			2.7	Communicate to stakeholders and obtain feedback to assess impact and where further improvements might be required.	Q4 2017	
	WPD should improve communication post acceptance of a scheme so that customers know where they are in the connections process	WPD will identify ways of providing improved updates to customers on their schemes post acceptance, including timescales for work programme milestones. We will seek stakeholder feedback on the level of information and frequency of updates.	2.8	Engage stakeholders through senior manager points of contact and Connection Customer Steering Group (CCSG) meetings to establish level of communications and preferred frequency required by customers post-acceptance of their connection offers.	Q3 2017	► Determine KPIs on communications once processes have been determined
			2.9	Develop systems and processes as required to deliver improvements in post-acceptance communications.	Q4 2017	
			2.10	Implement new processes and procedures and communicate to stakeholders.	Q1 2018	► Feedback received from stakeholders
			2.11	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q1 2018	
	WPD should continue to identify improvements to the service provided post-acceptance of the connection offer	WPD to identify and develop further improvements in the communication and information provided to customers, post acceptance on their connection scheme work programme and progress	2.12	Continue to evaluate feedback from the senior management points of contact and customer surveys to identify common issues raised by customers.	Q1 2018	► Number of actions identified as a result of this initiative ► Feedback assessed on individual actions
			2.13	Continue to request feedback from the CCSG on where further customer service improvement can be made.	Q1 2018	
			2.14	Develop further sub-actions in the ICE Workplan to respond to the feedback from our major customers and the CCSG.	Q2 2017	
			2.15	Implement new actions as required.	Q4 2017	
2.16			Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q4 2017		

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
3. Connection Offers & Agreements	Implementation of assessment and design fees for connection applications / offers.	Implement A&D fees in line with legislation amendments and industry guidance by implementation date.	3.1	WPD to assess the outcomes of the BEIS consultation for A&D fees.	Q4 2017	▶ Post implementation increase in % of connection offers accepted
			3.2	Identify actions required to meet the Statutory Instrument.	Q4 2017	
			3.3	Ensure WPD have the policies and processes in place to implement the actions identified.	Q4 2017	
			3.4	Engage with stakeholders to share the new processes at events such as the CCSG workshops.	Q4 2017	
			3.5	Publish and communicate new processes and transition arrangements to stakeholders	Q1 2018	
			3.6	Implement the changes into business as usual following the SI coming in to force.	Q2 2018	
	WPD to implement the changes to the Electricity (Connection Charges) Regulations (ECCRs).	Continuing the work commenced in the 2016/17 ICE Workplan: implement new policy and procedures to facilitate the changes to the ECCRs including the move from 5 to 10 yrs. and the payments to customers on assets adopted under CiC.	3.7	Implement the changes into business as usual by the target date and communicate to stakeholders.	Q2 2017	▶ Number of hits on ECCR webpage
	WPD should provide site specific information for a connection scheme such as the connection agreement terms, earlier in the process.	In ongoing development of the process set up in 2016/17, WPD will review the feedback on issuing connection agreements at an earlier stage of the process with a view to rolling out to DGHV and DG Alternative connections	3.8	Seek feedback from stakeholders on process of issuing draft connection agreements for DG EHV connections.	Q3 2017	▶ Feedback from stakeholders  ▶ Measure success against targets for issuing agreements
			3.9	Review feedback and assess whether changes to process are required.	Q3 2017	
			3.10	Make any necessary process changes and rollout to DG HV and alternative DG connections, communicating new process to stakeholders.	Q4 2017	
			3.11	Invite feedback from stakeholders on new process and review to assess if any further improvements are required.	Q1 2018	
	Combined feasibility / offer process for DG connections: develop and implement a process to utilise feasibility application date in offer interactive queue.	Continue with trial Study & Offer process and implement as BAU	3.12	Review extended trial of Study and Offer using internal feedback to assess where any improvements to process and procedure might be made.	Q2 2017	▶ Numbers of stakeholders responding to feedback form & satisfaction with trial  ▶ No. S&O requested ▶ No. S&O progressed to formal offer
			3.13	Publish report to stakeholders with feedback form to assess satisfaction with the trial and to assist in identifying where improvements might be made.	Q2 2017	
			3.14	Based on feedback, develop and implement recommendations.	Q2 2017	
			3.15	Implement Study and offer process as BAU.	Q3 2017	

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)		
4. Competition In Connections	Continue to improve CiC processes and procedures in line with stakeholder feedback.	Identify areas of inconsistency and possible improvements in policies and procedures by surveying ICPs. Undertake survey of ICP customers to prompt for areas of inconsistency. Review results and take action as necessary holding a dissemination event.	4.1	Undertake survey of ICP customers to identify areas of inconsistency in either policies, application of policy and procedure.	Q2 2017	<ul style="list-style-type: none"> <li>▶ Number of survey responses</li> <li>▶ Feedback from stakeholders</li> <li>▶ Actions identified as a result of this initiative</li> </ul>		
			4.2	Review results of survey and take action as necessary.	Q2 2017			
			4.3	Hold ICP / IDNO stakeholder workshop to obtain feedback on existing processes and procedures as well as communicate developments being made.	Q2 2017			
			4.4	Review feedback and make changes as required, prior to implementing developments and communicating to stakeholders.	Q1 2018			
		Improve the processes and consistency in approach for design approval			4.5	Meet with stakeholder group to obtain their specific feedback on their experiences with the design approval process identifying where improvements could be made and where best practice can be adopted.	Q2 2017	<ul style="list-style-type: none"> <li>▶ Feedback from stakeholders</li> <li>▶ Actions identified as a result of this initiative</li> </ul>
					4.6	Review the WPD processes in light of the stakeholder feedback. Identify improvements and where best practice can be implemented to improve consistency across WPD.	Q3 2017	
					4.7	Share with stakeholders the response and proposed changes for their comment.	Q4 2017	
					4.8	Implement any proposed changes and communicate to stakeholders.	Q1 2018	
		Improve the information and processes in place to facilitate the self-design of substations by ICPs, particularly for DG connections where there are requirements for additional equipment such as Generator Constraint Panels, Active Network Management Panels and Intertrip Panels (and associated interface boxes).			4.9	Use survey results (action 4.1) to obtain ICP customers' specific feedback on the process identifying where there may be inconsistency and where improvements could be made.	Q2 2017	<ul style="list-style-type: none"> <li>▶ Improvements made as a result of feedback</li> <li>▶ Feedback from stakeholders on process changes</li> </ul>
					4.10	Review the WPD processes in light of the stakeholder feedback. Identify improvements and where best practice can be implemented to improve consistency across WPD.	Q3 2017	
					4.11	Share with stakeholders the response and proposed changes for their comment.	Q4 2017	
					4.12	Implement any proposed changes and communicate to stakeholders.	Q1 2018	

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
4. Competition In Connections	Continue to improve CiC processes and procedures in line with stakeholder feedback.	Continuing the work started in the 2016/17 ICE workplan, complete trial of new proposals for an 'option 4' for ICPs/ IDNOs HV self-connections. Use feedback from engagement with ICP / IDNO stakeholders to make refinements as necessary. Rollout as business as usual trial across WPD and support the new process being put through the CiC CoP change proposals procedure as appropriate.	4.13	Review the trial outcomes and assess whether refinements are required.	Q2 2017	<ul style="list-style-type: none"> <li>▶ Increase in number of HV Points Of Connection completed by ICPs</li> <li>▶ Number of HV POC under option 4</li> </ul>
			4.14	Communicate final proposals to ICP / IDNO stakeholders.	Q3 2017	
			4.15	Implement as a business as usual trial process across WPD's four regions and raise awareness through WPD's website and communication to stakeholders.	Q4 2017	
			4.16	Support the submission of a CiC CoP change proposal to take this 'option 4' process forward as best practice to add to the CoP.	Q1 2018	
	WPD should review the front-end self-service facilities for ICPs to see if improvements can be made, looking at the services provided by other DNOs to see if there is any best practice which can be incorporated by WPD.	Identify ways to improve the speed and efficiency of processes where ICPs are looking to undertake self-design and approval activities, by consulting with stakeholders and identifying areas of best practice in other DNOs' services.	4.17	Engage with CiC stakeholders to seek feedback on current 'self-service' processes and on what improvements could be made.	Q3 2017	<ul style="list-style-type: none"> <li>▶ Increase in number of ICP Self-POC design</li> <li>▶ Increase in number of ICP self-design approvals</li> <li>▶ Feedback from stakeholders on improvements</li> </ul>
			4.18	Assess feedback and develop action plan to make necessary improvements.	Q3 2017	
			4.19	Engage with CiC stakeholders to trial or test any improvements as required.	Q4 2017	
			4.20	Implement improvement actions as required and communicate to stakeholders.	Q1 2018	
			4.21	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q1 2018	



# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	
5. Legals and consents		Further to CCSG feedback, stakeholders have advised it would be beneficial to them if WPD were able to offer guidance on our preferred approach for when to use a wayleave or an easement for HV and EHV works.	5.1	Review preferred approach for when to use a wayleave or easement for connection schemes involving HV and / or EHV works with stakeholders.	Q2 2017	<ul style="list-style-type: none"> <li>▶ No. Stakeholders engaged</li> <li>▶ Feedback on any changes made</li> </ul>	
			5.2	Assess feedback and refine WPD's approach as required. Update policy, guidance and training materials as required to ensure a consistent approach is applied across WPD regions, whilst maintaining any required element of flexibility for scheme specific issues.	Q3 2017		
			5.3	Implement changes as necessary and communicate to stakeholders updating WPD Consents and Wayleaves information leaflet accordingly.	Q3 2017		
	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.		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.	5.4	Create functionality within WPD's Crown system to replicate the performance monitoring developed in 2016, facilitating the development of reporting for external publication.	Q4 2017	<ul style="list-style-type: none"> <li>▶ Quarterly publication of WPDs legals and consent performance</li> <li>▶ Performance against published standards once implemented</li> </ul>
				5.5	Engage with stakeholders on published performance information and consult on the setting of service level expectations.	Q4 2017	
				5.6	Make improvements to publication of performance information as required and communicate to stakeholders.	Q1 2018	
				5.7	Using stakeholder feedback, establish a set of internal standards of performance with service level targets. Publish and communicate to stakeholders.	Q1 2018	
				5.8	Progress the development works to enable customers to access case by case data via WPD CIRT online connection application and tracking system.	Q4 2017	
				5.9	Engage with Stakeholders to feedback on development and test the new functionality. Make identified improvements as required.	Q3 2018	
				5.10	Implement new CIRT functionality communicating to stakeholders with information and guidance.	Q4 2018	
		Following stakeholder feedback and performance monitoring analysis WPD have identified that interactions between WPD's solicitors and the customers' lawyers could be improved to achieve an overall "time to complete" improvement.	5.11	Develop new processes and procedures to improve interaction with customers' lawyers to reduce time to complete legals and consents.	Q2 2017	<ul style="list-style-type: none"> <li>▶ Continued on-target performance and improvement where required in associated performance monitoring timescale</li> </ul>	
			5.12	Implement new processes and communicate to stakeholders.	Q3 2017		
			5.13	Use performance monitoring data and stakeholder feedback to identify further improvement actions.	Q4 2017		
	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.					<ul style="list-style-type: none"> <li>▶ Number of improvement actions identified</li> </ul>	

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
6. Storage	WPD should provide further guidance and information on the connection of energy storage schemes.	Produce guidance and policy on the connection of energy storage schemes to assist customers seeking connections.	6.1	Produce policy to define information requirements and application process for storage.	Q2 2017	<ul style="list-style-type: none"> <li>▶ Number of website hits</li> <li>▶ Feedback from stakeholders</li> </ul>
			6.2	Add guidance/summary of policy to website.	Q2 2017	
			6.3	Communicate policy to stakeholders and seek feedback to assess whether further refinement or changes are required.	Q2 2017	
7. Queues & Capacity Management	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national DG DNO working group as required.	7.1	Assess the outcomes of the DG DNO working group with regard to allowable changes to connection applications.	Q3 2017	<ul style="list-style-type: none"> <li>▶ Actions and changes identified as a result of this initiative</li> </ul>
			7.2	Identify actions required to meet the outcomes of the working group.	Q3 2017	
			7.3	Ensure WPD have the policies and processes in place to implement the actions identified.	Q3 2017	
			7.4	Engage with stakeholders to share the new processes at events such as the CCSG workshops.	Q3 2017	
			7.5	Implement the changes into business as usual.	Q3 2017	
	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	Review the processes, agreements, terms and conditions relating to how network capacity is offered on new connection and infrastructure schemes, as well as the management of capacity in ongoing schemes following acceptance of a connection or infrastructure offer.	7.6	Participate in the DCUSA working group on change proposal (DCP) 294 "Capacity Management following acceptance of Connection Offer" .	Q4 2017	<ul style="list-style-type: none"> <li>▶ Number of stakeholders engaged</li> <li>▶ Feedback obtained from stakeholders</li> </ul>
			7.7	Develop proposals for updates in policy and procedures to ensure network capacity is allocated and managed on a fair and efficient and non-discriminatory basis.	Q4 2017	
			7.8	Seek stakeholder views on proposals making amendments as required.	Q4 2017	
			7.9	Implement proposals and any changes in line with the outcomes of DCP 294 and communicate to stakeholders.	Q1 2018	
			7.10	Obtain feedback from customers regarding the impact of the changes and to identify where any further improvements can be made.	Q3 2018	
	Develop and implement trials to facilitate the scenarios in Ofgem's Quicker and More Efficient Connections Review	Continuing the initiative from the WPD 2016/17 ICE Workplan, we will continue to develop a trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap would otherwise be prohibitive to an individual DG connection progressing	7.11	Provided that WPD are granted the derogation to our Connection Charging Methodology which has been requested, we will roll out trial arrangements and communicate to customers.	Q3 2017	<ul style="list-style-type: none"> <li>▶ Capacity created as a result of the trial</li> <li>▶ Volume of connections facilitated by trials</li> </ul>
7.12			Seek feedback from stakeholders participating in the trial.	Q1 2018		
7.13			Review trial and feedback, making amendments as required to processes and agreements. Assess whether the trial could be implemented as a business as usual process and whether we should seek a change to the Common Connection Charging Methodology.	Q3 2018		

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
8. Community Energy	Community Energy customers have asked WPD to provide information relevant to them in a way that is simple to understand and accessible. Additionally there is significant interest in community energy and innovation. Regular events that bring people together face-to-face or presenting innovation projects in a way that inspires ideas works best for these stakeholders.	Continue to develop and improve the engagement with Community Energy stakeholders and the information available to assist with their schemes.	8.1	Host 8 community energy workshops.	Q1 2018	<ul style="list-style-type: none"> <li>▶ Number of views of video</li> <li>▶ Number of downloads of podcasts</li> <li>▶ Number of CE webpage hits</li> </ul>
			8.2	Host a community energy site visit to a connected Community Energy site/innovation project.	Q3 2017	
			8.3	Produce a video on storage.	Q2 2017	
			8.4	Produce 4 community energy podcasts.	Q1 2018	
			8.5	Provide a dedicated community energy page on the WPD website covering latest events, publications, videos, podcasts and content.	Q2 2017	
9. Strategic Reinforcement & Forecasting	WPD should continue to engage with stakeholders on future forecasting.	Continue with strategic network studies giving connection stakeholders visibility the level of investment, reinforcement and timescales required to address existing constraints, as well as the projected trends and development of low carbon technology by WPD region.	9.1	Complete strategic network study for the East Midlands.	Q2 2017	<ul style="list-style-type: none"> <li>▶ Measure attendees satisfaction at events and webinars</li> <li>▶ Publication of reports in line with timetable deadlines</li> <li>▶ Stakeholder feedback on events and publications</li> <li>▶ Number of webpage hits on published reports and Distribution System Operability Framework document</li> </ul>
			9.2	Hold stakeholder events on the outcomes of the East Midlands study with strategic output for the connection of demand and DG. Provide stakeholders with visibility of WPDs network scenario forecasts, investment strategy and highlighting significant issues.	Q3 2017	
			9.3	Hold stakeholder events for the West Midlands Study targeting demand and DG customers.	Q2 2017	
			9.4	Carry out West Midlands strategic network study.	Q4 2017	
			9.5	Commence work on South West strategic network study.	Q4 2017	
			9.6	Deliver a Distribution System Operability Framework document giving visibility of challenges facing the network and potential solutions as well as the impact on our future ability to facilitate a flexible, economic, efficient and secure network. Use this document as a tool to engage and inform connection stakeholders.	Q3 2017	

# WPD ICE Workplan 2017 / 18

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
10. DSO	WPD should continue engagement with stakeholders on the development of the role of the Distribution System Operator (DSO) as well as undertaking new developments in policy, process and technology which will facilitate the move to DSO.	Continue to engage with stakeholders on the role of the DSO.	10.1	Attend and present at stakeholder events to inform stakeholders on our current progress towards becoming a DSO, giving connection stakeholders an opportunity to inform key priority areas for WPD.	Q1 2018	► Website hits on DSO document
			10.2	Publish a DSO strategy document and communicate to stakeholders.	Q2 2017	
		Deliver ANM zones, facilitating further alternative connections.	10.3	Delivery of 2017 ANM zones to schedule, communicating status to stakeholders via WPD website.	Q4 2017	► Target no. ANM zones
			10.4	Develop forwards plan for rollout of ANM zone from 2018 onwards in conjunction with Stakeholders.	Q2 2017	
		Develop and trial the use of alternative connections for demand and storage connections.	10.5	Develop arrangements including policy, offer letters and connection agreements to facilitate alternative demand / storage connections for HV / EHV connections.	Q4 2017	► Number and capacity of alternative connection offers made, accepted and connected
			10.6	Trial new arrangements with customers or as part of an innovation project and communicate results to stakeholders.	Q1 2018	
		WPD will develop policy and procedures to incorporate storage schemes into WPD's policy ST:SD1E covering G100 (Technical Guidance for Customer Export Limiting Schemes) process. WPD to also investigate the extension of storage generation to "timed" alternative connections.	10.7	Develop policy and procedures to incorporate storage schemes into WPD's ST:SD1E policy document at EHV/HV. investigate the extension of "timed" alternative connections policy to storage generation.	Q2 2017	► Number of alternative storage connection schemes offered, accepted and connected
			10.8	Publish ST:SD1E policy and disseminate to stakeholders.	Q1 2018	
			10.9	Specify the requirements for connection equipment, the policy and contractual agreements for connection customers.	Q1 2018	
		Raise the awareness of Demand Side Response (DSR) for existing and new connection customers, through innovation trials.	10.10	Use ENTIRE NIA project to raise DSR awareness via our Flexible Power campaign.	Q4 2017	► Quarterly publication of newsletters and campaign reports ► Website hits on alternative connections page
			10.11	Ensure customer awareness, when deciding on whether to progress with an alternative connection, of the suitability of alternative connections for use in flexibility markets. Develop information for WPD website and alternative connection offers.	Q4 2017	
		Begin to establish visibility platforms for suppliers, aggregators and customers to allow the development of flexibility services shared between DSO and Transmission System Operator (SO).	10.12	Trial giving visibility to DSO service requirements via our Entire NIA project, advertising the trial and communicating with connection stakeholders.	Q4 2017	► Number of stakeholders engaged ► Submission of NIC bid
			10.13	Develop NIC bid for a DSR forecasting system for a trial in 2018 with the aim of providing a standardised estimate of flexibility services for prospective customers.	Q3 2017	
		Investigate whether further improvements to the connection process queue management are required for storage connection schemes.	10.14	Clarify the application of cost apportionment rules for storage applications.	Q2 2017	► Publication of guidance and number of website hits
			10.15	Clarify the application process when an existing generator connection application is supplemented with a request to add storage.	Q2 2017	
			10.16	Update guidance/summary of policy to website and communicate to stakeholders.	Q2 2017	