

WPD ICE Workplan 2016-17 High Level Strategy



Our Connections Strategy

WPD's strategy in respect of connections and connections customer engagement is focused on listening to what our customers tell us in terms of their requirements and translating that into a set of connections outputs designed to fulfil those needs. The fundamental objective of WPD's connections outputs is to provide excellent service for customers connecting to the network whilst facilitating competition in the connections market.

The primary areas of WPD's connections outputs are:

- ▶ To provide a faster and more efficient connections service
- ▶ To improve communication with customers
- ▶ To enhance engagement with major customers
- ▶ To achieve guaranteed standards of performance
- ▶ To enable facilitation of the competitive market

The WPD ICE Workplan then takes these high level objectives and defines more specific initiatives such that the ICE workplan can be tailored to focus on formulating actions that deliver the required changes to meet those objectives. An explanation of the primary connections outputs is provided below:

To provide a faster and more efficient connections service - The key output is to improve the overall time to connect by 20%, whilst still maintaining excellent customer service such that WPD continues to be the top ranked DNO group by customer satisfaction surveys.

To improve communication with customers - This objective centres on delivering outputs that improve how our stakeholders can communicate with us and the information that we can provide them. There is a focus on developing and enhancing online connections processing including improved progress tracking.

To enhance engagement with major customers - Outputs for this objective centre on ensuring we communicate effectively to gain feedback to better understand the requirements of major customers.

To achieve guaranteed standards of performance - The target to achieve zero failures of connections GSOPs ensures that we maintain our focus on the core connection activities required at each stage of the connection process.

To enable facilitation of the competitive market - WPD has a key role in the facilitation of competition in connections and it is important that we continue to work with customers and connection providers to ensure that we further develop competition in connections to ensure a level playing field in the connections market.

ICE Workplan

The ICE workplan takes this high level strategy together with the desired outputs and translates them into a working plan with appropriate actions and timescales. The workplan priorities and action areas are discussed with the Connection Customer Steering Group (CCSG) for refinement and support before a final regulatory year plan goes "live". However, the development of the plan doesn't end there; as WPD moves through the regulatory year we assess the plans strengths and weaknesses, together with listening to the CCSG and other stakeholders' requirements, and add further actions to the plan as necessary. In that sense the plan is a living document continually evolving to meet the needs of our customers.

WPD's ICE Workplan for 2016 - 17 set out below is structured into six areas of focus, with individual actions and measures delivering the initiatives which have been developed from the stakeholder feedback described in the plan.

WPD ICE Workplan 2016/17

Area	Feedback	Initiative	Specific Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
1. Customer service	Major customers have asked WPD for a single point of contact for discussing their connection schemes or related issues.	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.	Q2 2016	Number of customers with Senior Manager Appointed
			1.2	Design and implement CROWN improvements.	Q2 2016	Action completed on time
	WPD have some inconsistency of service between teams / areas / voltages of connection.	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.	Q1 2017	Number of actions identified
			1.4	Update policy and procedure where required, to resolve issues of inconsistency which are identified.	Q1 2017	Actions identified are completed on time
			1.5	Ensure briefings and training are carried out where inconsistency in application of policies and procedures are identified.	Q1 2017	Actions identified are completed on time

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Area	Feedback	Initiative	Specific Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
2. Availability of information and online services	DG Customers have asked WPD to provide information on planned system outages and constraints for both their connected generators and for planned connections.	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.	Q2 2016	Action completed on time
			2.2	WPD to host initial DG/DNO forum to discuss network outages and constraints.	Q2 2016	Measure – Attendance numbers for DG stakeholders
			2.3	Establish interest in hosting regular meetings with DG owner/operators and agree agenda items.	Q2 2016	Measure – Number of interested stakeholders
			2.4	WPD to share outage management policy with interested DG customers.	Q2 2016	Action completed on time
			2.5	WPD to facilitate 'single point of contact' for enquiries relating to DG network outage & constraints for 132kV & 33kV networks.	Q3 2016	Action completed on time
			2.6	WPD to provide improved outage forecast on quotation.	Q3 2016	Action completed on time
			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.	Q3 2016	Measure 1. Increasing number of published email notifications 2. Increasing number of website registrations
			2.8	WPD to publish post-outage details.	Q4 2016	Action completed on time

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Area	Feedback	Initiative	Specific Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
2. Availability of information and online services	WPD should do more to make customers aware of the progress being made against the initiatives in the ICE Workplan.	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.	Q1 2017	ICE workplan updated on at least quarterly basis Measure number of hits on WPD website to the ICE page
			2.10	Include completed ICE actions in email updates sent to registered users on the WPD website. Link to ICE workplan in these emails	Q1 2017	Measure number of hits on WPD website to ICE page
	WPD should make sure that applicants are clear on what information is available – and where – at the earliest possible stage in an application.	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.	Q4 2016	Actions as a result of the review Action completed on time
			2.12	Carry out specific improvements as identified and required.	Q1 2017	Action completed on time
			2.13	Communicate improvements to customers as they are implemented.	Q1 2017	Action completed on time
	The WPD technical information website (providing detailed technical specifications and policies to registered users) could be improved by having an index of documents.	WPD to develop an index on the WPD technical information website.	2.14	Develop and implement index facility on the technical information website. www.westernpowertechinfo.co.uk	Q3 2016	Action completed on time

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Area	Feedback	Initiative	Specific Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
2. Availability of information and online services	WPD should improve the information provided online about capacity and constraints. WPD should explore the potential to provide information that drills down to substation level, similar to other DNOs.	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.	Q2 2016	Action completed on time
			2.16	Implement developments and changes as identified in the review.	Q1 2017	Actions identified completed on time
			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.	Q3 2016	Number of users signed up to Data Portal
			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.	Q2 2016	Action completed on time
	WPD should improve the transparency and communication around the legal and consents process for connections.	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.	Q1 2017	Evaluation complete if feasible, commit to action in 2017/18 ICE Workplan
			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.	Q3 2016	Action completed on time

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Area	Feedback	Initiative	Specific Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)
3. Processes & Agreements	Customers have asked WPD to improve the Statements of Work (SoW) processes and better communicate the process.	Following the implementation of a new WPD process for SoW in 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.	Q4 2016	Number of Stakeholders engaged
			3.2	Continue the trial of the SoW process and following completion of trial publish internal standards and monitors to measure performance against those standards.	Q4 2016	Monitoring information published
			3.3	Develop interactive map on the WPD web site to allow customers to access information on the SoW and Modification offers from NGET.	Q4 2016	Number of hits on the website page
	WPD should provide site specific information for a connection scheme such as the connection agreement terms, earlier in the process.	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.	Q4 2016	Measure success against updated targets for issuing Connection Agreements and Adoption Agreements
			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.	Q3 2016	Action completed on time

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3. Processes & Agreements	WPD should develop a framework for identifying applications that reserve capacity. This framework should be trialled in areas of high unused, but reserved, capacity.	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 %age 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.	Q2 2016	Measure the capacity release back to the network by these customer reductions (no target set since this is a trial)
			3.7	Review trial and develop a business as usual process to be rolled out across WPD.	Q4 2016	Action completed on time
			3.8	Roll out process and communicate to stakeholders.	Q1 2017	Action completed on time measure capacity released as a result of this process
	Engage with other DNOs about a UK-wide framework on project milestones and the point to terminate an offer.	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.	Q3 2016	Action completed on time
			3.10	Issue further guidance on WPD website as required when refinements and changes made.	Q3 2016	Action completed on time

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3. Processes & Agreements	WPD should facilitate the ability for DG customers to be able to request feasibility studies ahead of their formal offer without detriment in the interactivity processes.	WPD will complete the trial rolled out in the previous year's ICE Workplan, of the WPD Study & Offer process in the East Midlands and following review, rollout to across WPD.	3.11	Complete East Midlands trial and review feedback.	Q3 2016	Number of Study & Offer schemes requested Number of Study & Offer schemes progressed from study stage to formal offer
			3.12	Roll out to wider WPD regions and communicate to stakeholders.	Q4 2016	Number of Study & Offer schemes requested Number of Study & Offer schemes progressed from study stage to formal offer
	WPD should provide a consistent approach for displaying curtailment information for Alternative Connections.	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.	Q4 2016	Action completed on time
	WPD should publish performance monitoring data on legals and consents for connections activities.	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.	Q4 2016	Information published online when developed Published in line with quarterly ICE KPI publication
			3.15	WPD to review internal monitoring information to identify areas for improvement leading to improvements in time to connect.	Q1 2017	Number of actions identified
			3.16	WPD will engage with stakeholders to share and review the monitoring structure and process at events such as the CCSG workshops.	Q2 2016	Number of engagement events Number of attendees

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4. Competition in Connections	Provide information about which elements are contestable and which are not.	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.	Q4 2016	Action completed on time
			4.2	Look at ways of illustrating contestability and provide further information on the WPD website, giving guidance on contestability of connections activities.	Q4 2016	Action completed on time
	Continue to facilitate the development of competition in connections (CiC).	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.	Q1 2017	Compliance with modification by implementation date
5. Community Energy	Community Energy groups require tailored engagement on the connections process and options available to them when the network is constrained.	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.	Q1 2017	No of attendees and overall satisfaction
		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.	Q3 2016	Report produced and action taken
		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.	Q3 2016	No. of website hits
		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.	Q1 2017	No. of website hits

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6. Future Networks & Innovation	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.	Further to an initial DG forecasting event which WPD held in 2015, we will complete the strategic network study for the South West in the first half of 2016. We will hold further stakeholder events on the scenarios being used and on the outcomes of the study. This will be followed by a strategic network study for South Wales with the East and West Midlands to follow into 2017.	6.1	Complete strategic network study for the South West.	Q2 2016	Action completed on time
			6.2	Hold stakeholder events on the scenarios being used and the outcomes of the South West study.	Q3 2016	Measure no. attendees and satisfaction
			6.3	Hold stakeholder events for the South Wales study.	Q3 2016	Measure no. attendees and satisfaction
			6.4	Carry out South Wales strategic network study.	Q4 2016	Action completed on time
			6.5	Commence work on Midlands Strategic network study.	Q4 2016	Action completed on time
	Do more to promote the innovative projects that WPD is undertaking to raise awareness among stakeholders.	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.	Q2 2016	Quarterly newsletter produced, available for download on website and emailed to registered stakeholders Date: 1 May (Spring); 1 August (Summer); 1 November (Autumn); 1 Feb 17 (Winter)
	Develop and implement trials to facilitate the scenarios in Ofgem's Quicker and More Efficient Connections review	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	Q3 2016	Action completed on time
			6.8	Request derogations from Ofgem as required to facilitate trial conditions.	Q3 2016	Action completed on time
			6.9	Roll out trials and communicate to stakeholders.	Q1 2017	Capacity created as a result of the trial Volume of connections facilitated by trials
	Continue with planned deployment of Active Network Management (ANM) schemes to facilitate connection of generation under alternative connection arrangements.	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.	Q1 2017	Commence construction on 3 GSPs (10 Bulk Supply Points)