

Ofgem Incentive on Connections Engagement 2016

WPD looking forward and looking back reports

Appendix 1: WPD ICE Workplan 2015/16

In this appendix we have set out WPD's ICE Workplan for 2015/16 including the additional actions added throughout the year and the final status of each action.

WPD ICE Workplan 2015/16

						Market Segments Applicable		
						Demand ¹	DG ¹	UMS ¹
1. Communication and Engagement								
No.	Action	Reason for action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
1.1	Collaborate on industry issues: Work with the ENA and other groups to help address issues having an effect across the industry e.g. Collaborate on improvements and simplification of Statements of Work process, implement improvements where identified.	ENA DG Forum feedback	Complete: WPD have worked on national working groups looking at: - SoW process improvements - Connection offer milestones, interactivity and allowable changes to requirements - CiC CoP working groups these have led to the implementation of a new SoW process, updated guidance on allowable changes to applications and the CiC CoP processes (see specific actions below for further details).	Q1 '16	On target	✓	✓	✓
1.2	Work with other DNOs to consult on and produce Competition in Connections Code of Practice (CoP). Deliver actions identified as requirements under the CoP.	Ofgem CoP requirement	Completed with new processes implemented ahead of the deadline.	Q4 '15	On target	✓	✓	✓
1.3	Carry out 2015 annual DG survey with a split for Major DG EHV schemes with significant sample size to assess service levels specific to this segment	ENA DG forum and CCSG feedback	Completed, results and feedback support those areas focused on by this Workplan and will inform the 2016/17 Workplan. See the KPI appendix to this report for further detail.	Q3 '15	On target	▪	✓	▪
1.4	Work with industry groups to identify any changes required to facilitate adoption of unmetered supply inventories on IDNO networks.	MCCG action list re CoP feedback	Complete: Where we are the unmetered supplies inventory operator for a Local Authority we have agreed a process where we can add IDNO inventories for that Local Authority to ours and undertake the administration for them, subject to the agreement of all parties. WPD have also been supportive of changes to simplify the charging arrangements around unmetered supplies for IDNOs under DCUSA Change Proposal (DCP) 203.	Q1 '16	On target	▪	▪	✓
1.5	Produce annual Community Energy engagement plan	WPD stakeholder workshops following previous year's engagement plan	Complete: Plan produced, see Looking Forward section of this report for further detail.	Q1 '16	On target	▪	✓	▪
1.6	Continue and expand programme of Community Energy workshops	Community Energy workshop feedback	Complete: 8 workshops held in the year along with presentations on Community Energy at a further 5 events.	Q1 '16	On target	▪	✓	▪



= new action added to initial Workplan

¹: market segments split between metered demand connections (Demand); Distributed Generation connections (DG); unmetered supply connections (UMS)

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1. Communication and Engagement								
No.	Action	Reason for action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
1.7	Investigate and implement, where appropriate, refinements to the WPD pro-active call-back procedures to tailor to customer requirements e.g. customers with high volumes of applications and offers may require alternative service.	CCSG feedback on initiative introduced in 2014	Complete: WPD staff have been advised not to make multiple calls to the same customer or where a customer request is received.	Q1 '16	On target	✓	✓	✓
1.8	Approach ENA to collaborate with DNOs to produce a list of DNO policies for Legals & Consents to highlight differences. Work with the group to promote harmonisation of best practice policies. WPD to implement changes where appropriate.	CCSG feedback and request	Complete: WPD has initiated and led an ENA Working Group to harmonise legal and consents procedures / policies. • WPD prepared and circulated a template for completion by Working Group members to summarise their processes and policies to facilitate a comparison. WPD shared its own processes and policies as a part of that exercise. • There has been some success in Working Group meetings and we will continue to engage and lead for best practice. • WPD has recently been approached by another DNO for more detailed, individual discussions about its processes and policies.	Q1 '16	On target	✓	✓	✓
1.9	Investigate pre-application service and availability of advice to assist customers before commencing the application process. Identify further actions as necessary to improve service.	WPD DG workshop feedback	Complete: WPD have expanded the series the connection surgeries we host for customers looking to apply for a connection as well as expanding the engagement programme for Community Energy customers including those seeing information before applying for their scheme.	Q1 '16	On target	✓	✓	✓
1.10	Work with NGET to clarify Statement of Works process for both individual and bulk applications. Publish updated guidance on our website.	CCSG feedback and request	Ongoing: WPD continue to work on national working group looking at the SoW process with NGET and WPD are currently trialling a modified SoW process with NGET this will carry over to our 2016/17 ICE Workplan. WPD have published information and guidance on the SoW process including flowcharts and the NGET SoW responses for each of the WPD GSPs where a SoW application has been made.	Q3 '15	Ongoing Partially complete	▪	✓	▪
1.10.1	Move to individual application SoW process	New sub action	Complete: Following further review, discussion with NGET and feedback from stakeholders, WPD have implemented a new SoW process with a monthly assessment and SOW submission process working in parallel with the NGET trial process (see action 1.10). Information and guidance on the process has been published on the WPD website and policy documents have been produced for WPD staff to ensure consistency of process.	Q3 '15	Completed in year beyond target date	▪	✓	▪
1.11	Carry out strategic network study for the South West, hold DG Forecasting engagement events with stakeholders to assist with and communicate this work	NEW ACTION: feedback from DG stakeholders following constraints experienced in the South West.	Ongoing: two stakeholder events held in Sept'15 and Feb'16. Further to the initial DG forecasting events which WPD held in 2015 and 2016, 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 included in our 2016/17 ICE Workplan.	Q1 '16	Ongoing Partially complete	▪	✓	▪



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						Market Segments Applicable		
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2. Availability of information & Online services								
No.	Action	Reason for action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
2.1	Implement web-based application and job tracking functionality for large / high volume customers including unmetered supplies for Local Authorities	Ongoing development from 2014/15 initially from CCSG and other stakeholder workshop feedback	Complete: customers with fixed IP address can register for CIRT to make an application, upload/download information and track scheme progress. Rollout to trial customers being planned.	Q1 '16	On target	✓	✓	✓
2.1.1	Conduct a trial of application system with a developer	New sub action	Ongoing: WPD are seeking customers to trial the CIRT system.	Q1 '16	Ongoing	✓	✓	✓
								
2.2	Improve availability of Network information. Implement access to further network information for customers by geographic and capacity information. Make improvements following further assessment of feedback on developments delivered last year. E.g. information required to facilitate self-POC assessment by ICPs.	Ongoing development using feedback from CCSG, WPD DG workshop and other engagement on the initiatives completed in the 2014/15 plan (i.e. capacity register, online mapping, provision of asset data etc.)	Complete: new information rolled out as part of CiC CoP providing network information to enable self-determination of point of connection. The WPD Data Portal (stage 1) : Provides registered users such as DG developers, ICPs and design consultants with a facility to download a geographical representation of our linear assets (HV and EHV) for planning and design purposes, in a variety of CAD & GIS data formats and sizes to load into their systems including for example Google Earth.	Q1 '16	On target	✓	✓	✓
2.3	Develop existing online DG capacity register further by moving to a monthly update and adding further information to show monthly changes in both connected DG and accepted not yet connected DG	Feedback from engagement with Welsh Assembly Government and Community Energy Wales	Complete: Following an initial development to provide monthly updates, the Generation Capacity Register has been further improved to report the month-on-month change in each category of generation and the scope expanded to include Offered-not-yet-Accepted generation.	Q3 '15	On target	•	✓	•
2.4	Review the information available to independent connection providers and developers on our technical information website to ensure it has the appropriate information to facilitate the design process and also to review the communication of this information.	CCSG feedback to improve existing service	Complete: In August we asked all users for their views on the website, asking if it contained the right information, if they felt things should be added and if the structure and style was OK. We had 18 replies of which 10 were fully satisfied, 4 wanted a better search function and 3 wanted a change of layout to include an "A-Z" page of documents. These improvements have been made to the website in September'15.	Q1 '16	On target	✓	✓	✓

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2. Availability of information & Online services									
No.	Action	Reason for action	End of Year Status	Target Date (calendar yr.)	Progress against target date				
2.5	Update WPD connections website to explain more clearly roles and responsibilities for the connections process with simple diagrams. Including the process for transitional arrangements from 'standard' application to alternative connection application	WPD DG workshop feedback	Complete: New process flowchart available on website Oct '15. Alternative connections information available on website and brought to customers' attention in connection offers.	Q1 '16	On target	✓	✓	✓	
2.6	Develop CIRT (web-based tool for application and tracking) to enable the posting of Offer letters on CIRT for customers to download rather than emailing or physically posting.	CCSG feedback	Complete: Sept '15 as part of CoP CIRT upgrade	Q1 '16	On target	✓	✓	•	
2.7	Investigate capability of allowing multiple contact addresses per enquiry to be entered into the online applications system and CIRT	CCSG feedback	Complete: Sept '15 as part of CoP CIRT upgrade	Q1 '16	On target	✓	✓	•	
2.8	Develop online register for ICPs to be able to upload details of the services they can offer in WPD's areas	MCCG action list	Complete: an online ICP register was made available in Oct'15 with ICPs able to submit their details to be made available to website users for them to access.	Q3 '15	Completed in year beyond target date	✓	✓	✓	
2.9	Publish detailed flow-charts showing WPDs land rights acquisition process	MCCG action list	Complete: new information published on the WPD Technical information website including: process flow charts, 'who does what' tables, policy documents, guidance and associated proformas. These will be continually reviewed using stakeholder engagement e.g. the CCSG. Stakeholder feedback via the CCSG, DG Workshop and also direct contact has been excellent (e.g. email from key stakeholder DG Workshop attendee - "WPD's availability and presentation of land rights information is now best practice across all GB DNOs").	Q3 '15	On target	✓	✓	✓	
2.10	WPD to consider what information could be made available regarding outages for generators due to connections works on the network.	New Action request from CCSG	Complete: WPD presently trialling outage notification to generator owner / operators weekly. Looking at making access via web portal for generator owners/operators to view forthcoming outages. The trial is ongoing and following initial feedback we are now developing this into actions for the 2016/17 ICE Workplan.	Q1 '16	On target	•	✓	•	
2.11	WPD to develop guidance for stakeholders on applying for connections for battery storage schemes including defining the minimum information required in an application, along with accompanying policy as required.	New Action from WPD DG workshop	Complete: WPD have published a supplementary application form for energy storage systems for customers to be able to provide the additional information required for these applications. No further policy changes were required.	Q1 '16	On target	✓	✓	•	



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3. Service provided post Connection Offer Acceptance									
No.	Action	Reason for action	End of Year Status	Target Date (calendar yr.)	Progress against target date				
3.1	Improving the process of gaining legals and consents: identify further improvements to streamline processes and improve transparency and communication to ensure customers are kept informed of status and progress	Feedback from CCSG, DG workshop and other engagement	Complete: A significant effort has been made to streamline and improve WPD's legal and consents procedures. Improvements include: <ul style="list-style-type: none"> • Improvements to our legal instruction process. • Improvements in our process interfaces with our external lawyers (e.g. electronic transfer of funds for land transactions). • As mentioned above in section 1.8, changes and improvements have been presented to and discussed with external stakeholders at the following: <ul style="list-style-type: none"> • CCSG • DG Workshop • Face to face meetings with IDNOs. 	Q1 '16	On target	✓	✓	✓	
3.2	Develop set of internal standards and/or monitors for the WPD legals and consents process to help improve speed and efficiency.	Feedback at DG workshop and CCSG and MCCG action list	Complete: WPD has introduced a new set of performance monitoring for its internal staff in connection with the legal process. The following are now in place: <ul style="list-style-type: none"> - A new company policy document to ensure compliance with the new standards. - A new tracking database to record the progress of transactions. - A suite of management reports to monitor compliance against the new policy. - Revised performance monitoring for our external lawyers. These have been extremely well received by the CCSG and other external stakeholders.	Q1 '16	On target	✓	✓	✓	
3.3	Investigate service provided post acceptance. Implement improvements identified along with staff training	Ongoing initiative building on action in 2014/15 based on feedback from DG Forum and CCSG	Ongoing: following the results of feedback from the DG Survey, the major customer survey, connections surgeries and events such as our DG Workshop we will be developing further actions for our 2016/17 Workplan	Q2 '16	Not due	✓	✓	✓	
3.4	Improve transparency and communication of post-acceptance timetable. Look at providing further information to customers regarding the schedule / timetable for their connection scheme.	Feedback at DG workshop and CCSG	Ongoing: WPD are developing our Crown system to be able to provide customers the specific contacts for each stage of the connection process. These contacts will be able to provide information on the connection scheme timetable. This is included in our 2016/17 ICE Workplan.	Q2 '16	Not due	✓	✓	•	
3.5	Investigate areas of inconsistency in process across WPD and identify further actions to address them. Continue to implement training and briefings to improve consistency across teams.	Ongoing initiative building on action in 2014/15 based on feedback from DG Forum and CCSG	Ongoing: WPD have tackled inconsistency in process in a range of areas: training for all teams on Inspections and monitoring rolled out, various new guidance issued to teams on excess capacity management, detailing project issues in offer letters for example and briefings on CiC CoP. Other actions taken to address specific areas of inconsistency include: MPAN issue, Wayleaves and G59 witness testing. We will continue this as a standing action in our ICE Workplan as we receive feedback around this issue.	Q1 '16	Ongoing Partially complete	✓	✓	✓	

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4. Extension of Contestability								
No.	Action	Reason for action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
4.1	Continue trial and implement process to allow self assessment of POC for Independent Connection Providers (ICPs) for the majority of straightforward connections	Ongoing development from 2014/15 plan linking with CoP requirements	Complete: as part of CiC CoP developments and implementation Sept'15	Q3 '15	On target	✓	▪	✓
4.2	Continue to trial procedures to facilitate ICPs carrying out connections reinforcement. Instigate changes to make activity contestable subject to successful trial	Ongoing development from 2014/15 plan	Complete: trial period came to an end without any take up by ICPs. WPD will keep the trial open and monitor any changes raise through the CIC CoP.	Q1 '16	On target	✓	✓	▪
4.3	Extend Inspection and monitoring regime to enable self-inspection by Independent Connection Providers	Building on completed action in 2014/15 to implement consolidated I&M regime based on feedback from CCSG and on MCCG action list	Complete: updated process, guidance, policy and agreement implemented to facilitate ICPs moving through to a self-inspection regime.	Q1 '16	On target	✓	✓	✓
4.4	Develop and implement new design approval regime with ability for suitably accredited ICPs to self-approve their own contestable designs where applicable to connection type	Ofgem CoP requirement	Complete: as part of CiC CoP developments and implementation Sept'15	Q3 '15	On target	✓	✓	✓
4.5	Develop and publish a set of simple designs and guidance for simple HV and LV connections to allow submission by ICPs without need for design approval	MCCG action list	Complete: A WPD generic design process has been made available for EHV generation customers, and lower voltage works have been overtaken by the wider impact of the connections COP so no generic process is required.	Q3 '15	On target	✓	▪	▪
4.6	Develop and implement effective procedures to allow ICPs to carry out disconnections on Brownfield sites	MCCG action list	Complete: updated policy published covering the ability for ICPs to carry out metered disconnections.	Q1 '16	On target	✓	▪	▪

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5. Offers & Agreements								
No.	Action	Reason for action	End of Year Status	Target Date (calendar yr.)	Progress against target date			
5.1	Investigate use of e-signature for Novation Agreements and implement where possible	CCSG feedback building on action in 2014/15 plan	Complete: sign and scan process rolled out for Novation Agreements	Q4 '15	On target	✓	✓	✓
5.2	Combined Feasibility/Offer process for DG connections: develop and implement process to utilise feasibility application date in offer letter interactive queue.	2014 interactivity consultation feedback, action carried-forward from 2014/15 plan	Ongoing: new Study & Offer process rolled out as trial for EHV DG connections in the East Midlands. The WPD website has been updated with information on this and the associated app form. Learning points from the trial will be used to rollout the process to wider the WPD area.	Q3 '15	Ongoing Partially complete	▪	✓	▪
5.3	Reservation of Capacity - infrastructure: develop and implement policy on DG infrastructure schemes with associated offer letter	2014 interactivity consultation feedback, action carried-forward from 2014/15 plan	Complete : WPD website updated to advertise the availability of the infrastructure arrangement for DG connection schemes. A new template infrastructure letter has been developed through two trial schemes to facilitate the arrangements.	Q3 '15	On target	▪	✓	▪
5.4	Reservation of Capacity - excess capacity: implement changes to offers and agreements to restrict capacity in excess of installed DG being reserved.	2014 interactivity consultation feedback, action carried-forward from 2014/15 plan	Complete: connection offer and connection agreement terms developed and implemented with guidance to staff for consistency	Q3 '15	On target	▪	✓	▪
5.5	Develop and implement information to include in offers to help customers to speed up the legal process by providing preparatory information they can gather together and pass to their legal advisors.	CCSG feedback	Complete: Offer letters now include both a summary document that outlines the main types of legal consents that may be required and also a pro-forma document that is completed by the customer and returned with the Offer acceptance. The pro-forma requests landowner/legal representative contact details and serves to expedite the transfer of any on-site land rights.	Q1 '16	Completed May '16	✓	✓	✓
5.6	Investigate whether an 'important information' box can be provided in the offer covering letter to highlight project specific issues to flag up to customers particularly where they are receiving regular or high volumes of offer letters.	CCSG Feedback	Complete: important information box now included in offer letters and guidance issued to staff to ensure consistent approach to its use.	Q1 '16	On target	✓	✓	✓
5.7	 Standardise approach when requote and offer letter variations are issued by planners	New action - CCSG June 2015	Complete: new policy developed and issued relating to the process for varying or terminating accepted Connection Offer Agreements with new template letters for WPD staff to use to ensure consistency of approach.	Q1 '16	On target	✓	✓	✓
5.8	 WPD to review rules on changes to applications and accepted schemes to tighten up on areas of uncertainty. Re-publish these rules on the WPD website and re-communicate to WPD staff to ensure consistency.	NEW ACTION - Feedback at WPD DG Workshop and from CCSG on inconsistency of service teams / areas/ voltages regarding treatment of changes	Complete: the guidance on extension of offer letter acceptance validity and on allowable changes to applications has been further refined and published on the WPD website in Mar'16	Q1 '16	On target	✓	✓	✓

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							Demand	DG	UMS
6. Innovation									
No.	Action	Reason for action	End of Year Status	Target Date (calendar yr.)	Progress against target date				
6.1	Continue planned deployment of Active Network Management schemes to facilitate connection of generation under alternative connection arrangements. Building of ANM assets to commence on 4 BSP Groups during plan period	Ongoing development	Complete: 4 BSP Groups active	Q1 '16	On target	▪	✓	▪	
6.2	Investigate issues surrounding delivery of intertrip schemes for alternative connections	CCSG feedback action carried-forward from 2014/15 plan	Complete: WPD have developed and issued a new policy setting out the options for telecommunications connections which are to be established for generation connections to the WPD network. The Policy ensures that a uniform approach is taken across all WPD regions. The policy has been made available on the WPD techinfo website.	Q4 '15	On target	▪	✓	▪	
6.3	Ensure protection settings, fault current and background harmonics data available within a target date for DG connection schemes.	New action - CCSG June 2015	Complete: WPD issued a new policy document (SD1F) in Sep'15 providing the process and timescales for requesting this information from WPD within five working days where the information is available on the WPD systems, or up to six weeks where monitoring equipment needs to be fitted on site to collect data.	Q1 '16	On target	▪	✓	▪	



Incentive on Connection Engagement

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