

# Ofgem Incentive on Connections Engagement

Key Performance Indicators 2016/17

## Quarterly Update

January to March 2017

# Contents

## Key Performance Area

Customer Service

## Key Performance Indicator

Senior Manager Contact  
ICE Actions  
Awareness of Competition in Connections  
Complaints  
Customer Surveys  
Guaranteed Standards

Availability of Information and Online Services

DG / DNO Forum  
Interest in DG Owner/Operator Meetings  
Outage Notification  
Outage Constraint Information  
ICE Workplan Updates  
Awareness of ICE Workplan  
Data Portal 2  
Online Applications Survey

Process & Agreements

Interactive Statement of Works Map  
Connection & Adoption Agreements  
Capacity Release  
DG Study & Offer Trial  
Stakeholder Engagement  
Time to Connect  
Legals and Consents

Competition in Connections

Self Determined Points of Connection  
Self Approved Design  
HV POC's completed by ICPs

Community Energy

Attendance at Community Energy Events  
ANM & Innovation Website Hits  
Alternative Connection Offers & Agreements

Future Networks & Innovation

QMEC Trials  
ANM Construction Progress

# Western Power Distribution ICE KPIs 2016/2017

## Summary

Our year end ICE KPI Performance data for the regulatory year April 1st 2016 to March 31st 2017 is set out over the following pages. Each KPI holds a description, target and states whether it is linked to a specific ICE Workplan Action or is an overall metric.

Competition in Connections awareness continues to increase from 77% in 2015/16. Under the ICE Workplan 2016/17, we improved the CiC pages of our website, signposted the new webpages in our initial contact letters to customers and made improvements to the CiC leaflet on the services which can be carried out by third parties. These actions improved visibility for customers on the choices available to them for the delivery of their connections scheme. As a result, by the end of the 2016/17 Workplan period CiC awareness had increased to 82%.

We continue to make improvements to legals and consents processes. We developed a set of service level standards for our external providers of legal services, including an overall metric to increase the number of matters completed within 50 days by 20% compared to 2015/16. Whilst we will continue to drive further improvements within our 2017/18 Workplan, we achieved a 22% increase in matters completed within 50 days during 216/17.

This year, we implemented Senior Manager Points of Contact for major stakeholders. The purpose of this role is to gain an understanding of the range and scope of works a customer undertakes and enable direct escalation of issues, whilst the day to day management of specific connections schemes remains with the local teams. We initially offered this service to the top 50 major customers, with 64 customers benefitting from a senior manager point of contact by the end of the year. Senior managers have been involved in dealing with customer queries raised using this process and the feedback provided has helped to inform our priority areas for 2017/18.

Data Portal 2 is an online system enabling users to request asset information. It has been developed in liaison with stakeholders to deliver improvements on the previous version. We targeted ourselves to increase on the 289 users who were signed up to phase 1, which we exceeded with 368 registered users by March 31st.

Many of the KPI's implemented in 2016/17 were linked directly to specific Workplan Actions to evidence that the completion of those actions delivers improvements for our customers. We will continue with this method for our 2017/18 KPIs.

**Western Power Distribution ICE KPIs 2016/2017**  
**Key Performance Indicators**

**Western Power Distribution ICE Key Performance Indicators 2016/2017**

	Metric	Description	Target	Action Area	Demand Connections	Distributed Generation Connections	Unmetered Connections
1. Customer Service	Senior Manager Contact	Number of Customers with Senior Manager point of contact appointed	2016 / 17 is a benchmark year	1.1	✓	✓	
	Actions arising as a result of Stakeholder engagement	Actions identified within the ICE Workplan to be completed on time	Deliver 100% of actions on time	Overarching	✓	✓	✓
	Awareness of competition in connections	Measure customer awareness of competition in connections through customer survey	Increase on 2015/16 levels of awareness - 77%	Overarching	✓	✓	✓
	Complaint Handling	Measure number of complaints received and the time to resolve them to track our performance.	Target top quartile amongst other DNOs	Overarching	✓	✓	✓
	Customer Survey	Conduct monthly satisfaction survey for large connection customers, covering the market segments under the ICE scope.	WPD Score>8.8	Overarching	✓	✓	✓
	DG Survey	Conduct annual satisfaction survey. Monitor split between DG LV, DG HV and DG EHV segments.	WPD Score>8.8	Overarching		✓	
	Guaranteed Standards	Maintain 100% success in achieving Connections Guaranteed Standards of Performance	100% success	Overarching	✓	✓	✓
2. Availability of information & online services	DG/DNO Forum	Measure number of DG stakeholders attending the initial DG / DNO forum on outages and constraints hosted by WPD	2016/17 is a benchmark year	2.2		✓	
	DG owner/operator meetings	Measure number of stakeholders interested in regular meetings with DG owner/operators	2016/17 is a benchmark year	2.3		✓	
	Outage Notification	Measure number of published email notifications	2016/17 is a benchmark year	2.7		✓	
	Outage / Constraint information	Measure number of website registrations	2016/17 is a benchmark year	2.7		✓	
	ICE Workplan updates	ICE Workplan to be updated on at least a quarterly basis	Minimum 4 published updates during 2016/17	2.9	✓	✓	✓
	Awareness of ICE Workplan	Measure the number of hits on the WPD website ICE page	2016/17 is a benchmark year	2.10	✓	✓	✓
	Data Portal	Measure the number of users signed up to the data portal following roll out of Data Portal 2	Increase on 289 users signed up to Data Portal 1	2.17	✓	✓	
	Online application survey	Conduct survey on user satisfaction for online application facility to assess performance and identify further improvements	Increase on 2015/16 score of 8.6	Overarching	✓	✓	✓
3. Processes & Agreements	Interactive map for SoW and Modification offers from NGET	Measure the number of hits on the interactive map website page	2016/17 is a benchmark year	3.3		✓	
	Connection Agreements & Adoption Agreements	Measure success against updated targets for issuing Connection Agreements and Adoption Agreements	Agreements issued on time against new targets	3.4	✓	✓	
	Capacity release	Measure the capacity released back to the network through reduced customer ASC's under trial	No target set as this is part of a trial	3.6	✓		
	DG feasibility study & offer	Measure the number of Study & Offer schemes requested	2016/17 is a benchmark year	3.11 & 3.12		✓	
	DG feasibility study & offer	Measure the number of Study & Offer schemes progressed from study stage to formal offer	2016/17 is a benchmark year	3.11 & 3.12		✓	
	Stakeholder engagement	Measure the number of stakeholders engaged at events including CCSG, DG Forum, DG workshop and bilateral meetings	Increase on 2015/16 engagement of 2,825 stakeholders	Overarching	✓	✓	✓
	Time to connect	Reduction in overall time to connect by 20% across all market segment of connections.	20% reduction in each market segment per Licence	Overarching	✓	✓	✓
Legals & Consents internal standards performance	Publish performance monitoring information on WPD's website once developed	Targets to be determined when developed	Overarching	✓	✓	✓	
4. Competition in Connections	Volume of PoC self-determinations	Measure the volume of POCs determined by ICPs under trial and business as usual processes. In addition express these volumes as a percentage of the total POCs provided by WPD and ICPs.	Increase on 8 self determined POC's in 2015/16	Overarching	✓		✓
	Volume of HV self-connections	Measure the volume of HV connections by ICPs under trial and business as usual processes. In addition express these volumes as a percentage of the total HV connections for ICP PoCs.	Increase on 10 HV self-connections in 2015/16	Overarching	✓		✓
	Volume of Design self-approvals	Measure the volume of self-approved ICP designs under trial and business as usual processes. In addition express these volumes as a percentage of the total design approval volumes for ICP connections.	Increase on 2 design self-approvals in 2015/16	Overarching	✓		✓
5. Community Energy	Community Energy engagement	Monitor the numbers events held and participants in our Community Energy stakeholder engagement activities.	Host 8 workshops, maintain 593 stakeholders engaged 2015/16	5.1		✓	
	Innovation & Alternative Connections	Measure the number of website hits to information page(s) with connections guide, information on innovative solutions and alternative connections	2016/17 is a benchmark year	5.3		✓	
		Measure the number of website hits to the videos created for the website	2016/17 is a benchmark year	5.4		✓	
	Alternative Connection Offers	Measure the volume of offered and accepted alternative connection offers for DG. In addition, express these volumes as a percentage of the total DG connection offers.	Increase over 2015/16 volumes; 446 quotes 86 acceptances	Overarching		✓	
6. Future Networks & Innovation	Quicker More Efficient Connections	Measure the volume of connections facilitated by trials following QMEC consultations	2016/17 is a benchmark year	6.9	✓	✓	
	ANM scheme construction	Commence construction on 3 Grid Supply Points (10 Bulk Supply Points)	Commence construction	6.10		✓	

### 1. Customer Service Senior Manager Contact

**KPI:**  
Measure the number of customers with Senior Manager point of contact appointed

**Target:** 2016/17 is a benchmark year  
**Action Area:** 1.1

**Actual:** 64

#### **Overview:**

Major customers have asked WPD for a single point of contact for discussing their connection schemes or related issues. WPD agreed to introduce a senior manager level contact for major customers. 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 issues.
- c) Leave the day to day operational interaction with the local teams.

#### **Update for March 2017:**

We now have 64 key customers with an allocated senior manager point of contact. Since implementation, senior managers have been involved in instances of managing customer queries raised using this process and the feedback has been reviewed to help inform our priority areas for our 2017/18 Workplan.

### 1. Customer Service

#### Actions arising as a result of stakeholder engagement

**KPI:**  
Actions identified within the ICE Workplan to be completed on time

**Target:** Deliver 100% actions on time

**Action area:** Overarching

**Actual:** 91%

#### **Overview:**

Our Workplan contains a number of actions, each with a target date for completion. As the plan evolves throughout the year, new actions may also be identified and will also be given a completion target dates. We have committed to completing our actions on time in all instances.

#### **Update for March 2017:**

For the period to the end of March, 91% of actions due have been completed by the target, with 95% of actions being completed within the Workplan period. Four actions remain ongoing and will now continue into our 2017/18 workplan:

The Statement of works trial continues with National Grid and the working group continues to meet to refine the process. We are continuing this trial into 2017/18 with new actions included in our Workplan.

We had insufficient data to review feedback from customers on the issuing of agreements at an earlier stage in the connections process post acceptance of a connection offer. This action has been extended to Q3 2017.

Whilst we have trialled a single HV POC with ICP under new procedures, known as option 4, we are continuing to trial further connections prior to reviewing the trial and presenting to ICP's/IDNO's for business as usual implementation. This initiative has also rolled over into the 2017/18 Workplan.

We also continue to work on our QMEC trial in relation to the £200 per kW rule and await Ofgem's derogation which has also extended this initiative into the 2017/18 Workplan period.

An update on the individual actions can be viewed in our Workplan update for the full 2016/17 year.

## 1. Customer Service

### Awareness of Competition in Connections

**KPI:**  
Measure customer awareness of competition in connections through customer survey

**Target:** Increase on 2015/16 levels of awareness - 77%  
**Action Area:** Overarching

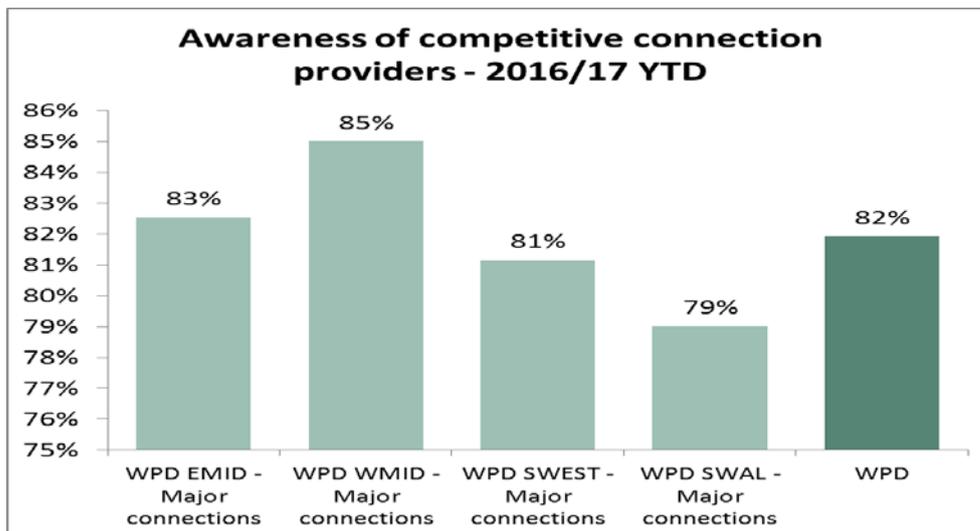
**Actual:** 82%

#### Overview:

The Competition in Connections market continues to grow year on year. We include questions relating to the level of awareness of competition within our major connection and DG connection customer surveys. In 2015/16 an average of 77% of customers had an awareness of competitive connection providers and this set our benchmark for 2016/17.

#### Update for March 2017:

This year we made improvements to the information provided to customers on the choices available to them for the delivery of a connections scheme. We improved the layout and navigation of the CiC connection pages on our website, signposted these new webpages within our initial customer contact letters and made improvements to the CiC information leaflet. In surveys conducted during 2016/17, awareness of CIC had risen to 82%.



## Western Power Distribution ICE KPIs 2016/2017

### 1. Customer Service Complaint Handling: Apr 2016 - Mar 2017 (Connections Only)

**KPI:**  
Measure number of complaints received and the time to resolve them to track our performance

**Target:** Top quartile amongst other DNO's  
**Action Area:** Overarching

**Actual:** 70% resolved within 1 day

#### Overview:

WPD operates a complaints escalation procedure to enable customers to register complaints about connection quotations or delivery. Customers can register complaints via our Contact Centre enquiries line, online, by email, telephone or in writing to WPD's Complaints Department. We measure our performance against the number of complaints resolved by the end of the next working day following receipt of the complaint, and those resolved with 31 calendar days.

#### Update for March 2017:

WPD's complaint performance for the 2016/17 regulatory year is shown below, along with a summary of our performance towards the overall target to remain in the upper quartile amongst DNO's for the 2015/16 period.

#### CONNECTIONS COMPLAINTS

Description	EMID	WMID	SWALES	SWEST	Total
Total number of connections complaints registered with WPD 2016/17	21	22	13	27	83
Number of complaints resolved by the end of the first working day after the complaint was received	19	17	6	20	62
Percentage	90.48%	77.27%	46.15%	74.07%	72.0%
Number of complaints that took between 2 and 31 days to resolve	1	3	1	3	8
Percentage	4.76%	13.64%	7.69%	11.11%	9.3%
Number of complaints unresolved after 31 calendar after the complaint was received including ongoing complaints	1	2	6	4	13
Percentage	4.76%	9.09%	46.15%	14.81%	18.7%

#### Update for 2015/16

We are now able to publicise an anonymised update on the complaints KPI for the 2015/16 Workplan period. We set ourselves a target to be within the upper quartile amongst DNO's for the handling of complaints. At the end of the 2015/16 period, all four WPD regions achieved this target, ranking in positions 1 to 4.

#### WPD Performance

Total Complaints	WMID	EMID	SWEST	SWALES
Number of complaints unresolved by the end of the first working day after which the complaint was received	281	258	519	231
Percentage	14.81%	15.89%	19.54%	24.39%
Number of complaints unresolved after 31 Days after the complaint was received	14	18	39	19
Percentage	0.74%	1.11%	1.47%	2.01%
Number of Repeat Complaints	0	0	1	0
Percentage	0.00%	0.00%	0.04%	0.00%
Number of complaints taken up by the Ombudsman for resolution	0	0	0	0
Number of final decisions issues by the Ombudsman	0	0	0	0
Number of awards given to the complainant by the Ombudsman	0	0	0	0
Percentage	0.00%	0.00%	0.00%	0.00%
<b>Rank</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

#### Other DNO Performance

Number of complaints unresolved by the end of the first working day after which the complaint was received	567	612	310	522	1447	1070	1186	921	4601	2580
Percentage	20.98%	23.31%	27.65%	35.90%	38.54%	40.20%	45.67%	47.01%	48.80%	40.28%
Number of complaints unresolved after 31 Days after the complaint was received	110	111	39	77	219	185	195	179	872	519
Percentage	4.07%	4.23%	3.48%	5.30%	5.83%	6.95%	7.51%	9.14%	9.25%	8.10%
Number of Repeat Complaints	0	0	0	0	0	0	0	0	0	0
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Number of complaints taken up by the Ombudsman for resolution	1	2	0	3	4	4	3	2	15	21
Number of final decisions issues by the Ombudsman	0	1	0	0	0	0	3	2	7	20
Number of awards given to the complainant by the Ombudsman	0	0	0	0	0	0	0	0	0	5
Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%
<b>Rank</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>

# Western Power Distribution ICE KPIs 2016/2017

## 1. Customer Service

Monthly survey of large connection customers & annual DG connection customers survey

**KPI:**  
 Conduct monthly satisfaction survey for large connection customers, covering the market segments under the ICE scope. Conduct annual satisfaction survey for DG customers, monitor split between DGLV, DGHV & DGEHV segments

**Target:** WPD Score >8.8  
**Action Area:** Overarching

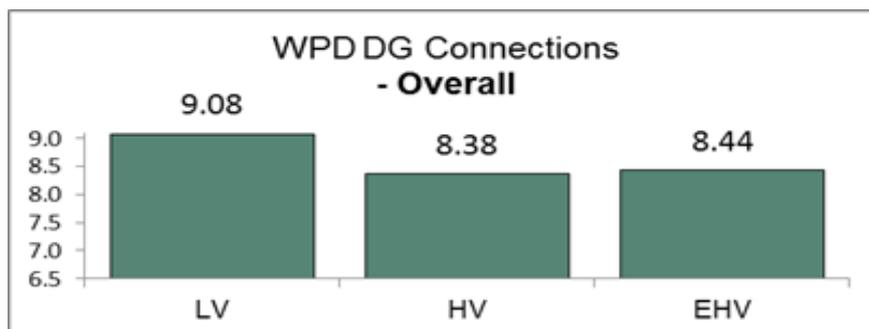
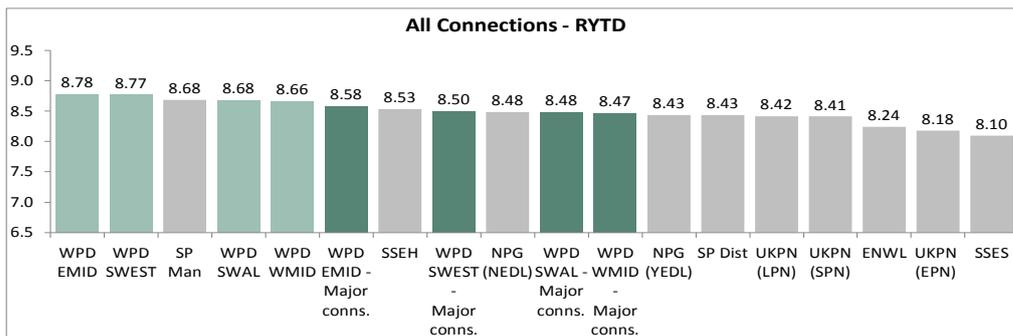
**Actual:** Major Customers 8.51  
 DG Customers 8.74

Overview:

For 2016/17 we continued to set ourselves a stretching target of 8.8 for the Major Connection and DG Connection customer survey results.

Update for March 2017:

Our scores for the Major Customers Vs Broader Measure Customers, and Distributed Generation customers are shown below for the regulatory year 2016/17. The average score for major customers across the WPD network is 8.51. The DG survey is conducted annually and, whilst falling just short of the target, showed an increase in our overall satisfaction score from 8.52 in 2015 to 8.74 in 2016.



## Western Power Distribution ICE KPIs 2016/2017

### 1. Customer Service

#### Meeting our Connections Guaranteed Standards of Service - 2016/17

**KPI:**  
Maintain 100% success in achieving Connections Guaranteed Standards of Performance

**Target:** 100% success  
**Action Area:** Overarching

**Actual:** 100%

**Overview:**

Every year WPD provides around 70,000 budget estimates and quotations and around 30,000 connections. We also make around 10,000 street furniture fault repairs for local authorities.

For every connection, WPD operates under a number of Ofgem standards of service guarantees for providing budget estimates, quotations, scheduling works, commencing works, completing works and energisation, and street lighting repairs. These require us to provide these services within fixed or agreed timescales. In certain circumstances exemptions may apply.

If we fail to meet the standards, we make specified payments.

**Update for March 2017:**

We have 100% success in meeting our connections service standards during the 2016/17 regulatory year.

Area	Connections Services provided to small LV Metered Demand Customers	Connections Services provided to large HV or EHV Metered Demand Customers	Connections Services provided to Metered Generation Customers	Connections Services provided to Independent Connections Providers	Connections and repairs to Unmetered Supplies
East Midlands	✓	✓	✓	✓	✓
West Midlands	✓	✓	✓	✓	✓
South West	✓	✓	✓	✓	✓
South Wales	✓	✓	✓	✓	✓

✓ Denotes 100% success in that Connections Guaranteed Standard of Service area

### 2. Availability of Information & Online Services

#### DG/DNO Forum

**KPI:**

Measure number of DG stakeholders attending the initial DG / DNO forum on outages and constraints hosted by WPD

Target: 2016/17 is a benchmark year

Action Area: 2.2

Actual: 14

**Overview:**

DG Customers have asked WPD to provide information on planned system outages and constraints for both their connected generators and for planned connections. An initial forum will be developed to provide information and gain feedback on DG connection stakeholders requirements for provision of information.

**Update for March 2017:**

The initial forum was hosted by WPD on Friday 15th July and was attended by 14 DG stakeholders. The event covered DG outage concerns, understanding of each other's priorities, outage management and communication.

#### DG owner/operator meetings

**KPI:**

Measure number of stakeholders interested in regular meetings with DG owner/operators

Target: 2016/17 is a benchmark year

Action Area: 2.3

Actual: 14

**Overview:**

WPD agreed to establish interest in hosting regular meetings with DG owner/operators and, if interest is sufficient, agree agenda items.

**Update for March 2017**

The DG owner/operators forum have completed actions publicised in the 2016/17 ICE plan and developed an action plan for 2017/18 based on feedback from forum members during the meeting held on January 24th 2017. These proposed actions include an explanation by WPD of 'power factor and the effect on electricity networks' and a 'just in time' process for managing DG outages.

### 2. Availability of Information & Online Services

#### Outage Notification

**KPI:**  
Measure number of published email notifications

**Target:** 2016/17 is a benchmark year  
**Action Area:** 2.7

**Actual:** 1,772

#### Overview:

Following on from DG customer requests for WPD to provide information on planned system outages and constraints, WPD have agreed to extend the weekly outage notification emails from trial to Business as Usual.

#### Update for March 2017:

In the period April 1st to March 31st a total of 1,772 outage notification emails were issued to customers. We had a significant increase during Q1 2017 following some data cleansing to update missing or incorrect email contact details.

#### Outage constraint information

**KPI:**  
Measure number of website registrations

**Target:** 2016/17 is a benchmark year  
**Action Area:** 2.7

#### Overview:

To further improve communication with DG owners/operators, WPD will publish regular outage/constraint information on the WPD website for registered customers.

#### Update for March 2017:

The DG website portal has been built, tested and released in liaison with DG stakeholders. Due to timing of the release, no users were registered by the 31st March but this KPI will be carried forward into the 2017/18 workplan to continue to deliver online improvements for DG customers.

## 2. Availability of Information & Online Services

### ICE Workplan updates

**KPI:**  
ICE Workplan to be updated on at least a quarterly basis

**Target:** Minimum 4 published updates during 2016/17  
**Action Area:** 2.9

**Actual:** 4

#### Overview:

Customer feedback advised that WPD should do more to make customers aware of the progress being made against the initiatives in the ICE Workplan. In response, WPD will provide regular updates via the WPD website and email alerts will be sent to registered users to provide ICE updates and notices of completed actions. The ICE Workplan should be updated on at least a quarterly basis.

#### Update for March 2017:

Quarterly updates have been added to the WPD website to include updates on our performance to the ICE Workplan Actions and the KPI's. This is now our fourth and final submission for the 2016/17 Workplan.

Once published, customer's who are signed up for website updates are notified via email that the quarterly summary is available. In addition, it is shared directly with members of WPD's Customer Connections Steering Group (CCSG).

### Awareness of the ICE Workplan

**KPI:**  
Measure the number of hits on the WPD website ICE page

**Target:** 2016/17 is a benchmark year  
**Action Area:** 2.10

**Actual:** 173

#### Overview:

A dedicated ICE page is to be developed by Q1 2017 on the WPD website to provide quarterly updates on performance to the KPI's and the actions arising as a result of the ICE Workplan.

#### Update for March 2017:

The dedicated ICE webpage went live on 10/02/17 and had received 173 hits by the end of March 2017.

### 2. Availability of Information & Online Services

#### Data Portal

**KPI:**

Measure the number of users signed up to the data portal following roll out of phase 2.

**Target:** Increase on 289 users signed up to the Data Portal

**Action Area:** 2.17

**Actual: 368**

**Overview:**

The WPD Data Portal is an online application tool enabling users to request asset data. Further developments will be launched in phase 2 of the Data Portal, improving functionality for external users. This new version will also provide registered customers with online access to WPD's linear assets referenced to Ordnance Survey map background data, with search functionality, delivering access akin to that WPD staff would use.

**Update for March 2017:**

Development of phase 2 of the Data Portal has been completed and it went live on 2nd August 2016. By the end of the 2016/17 ICE Workplan period, 368 users have registered to this new version of the data portal.

# Western Power Distribution ICE KPIs 2016/2017

## 2. Availability of Information & Online Services

### Online application survey

**KPI:**

Conduct survey on user satisfaction for online application facility to assess performance and identify further improvements.

**Target:** Increase on 2015/16 score of 8.6

**Action Area:** Overarching

**Actual:** 8.73

**Overview:**

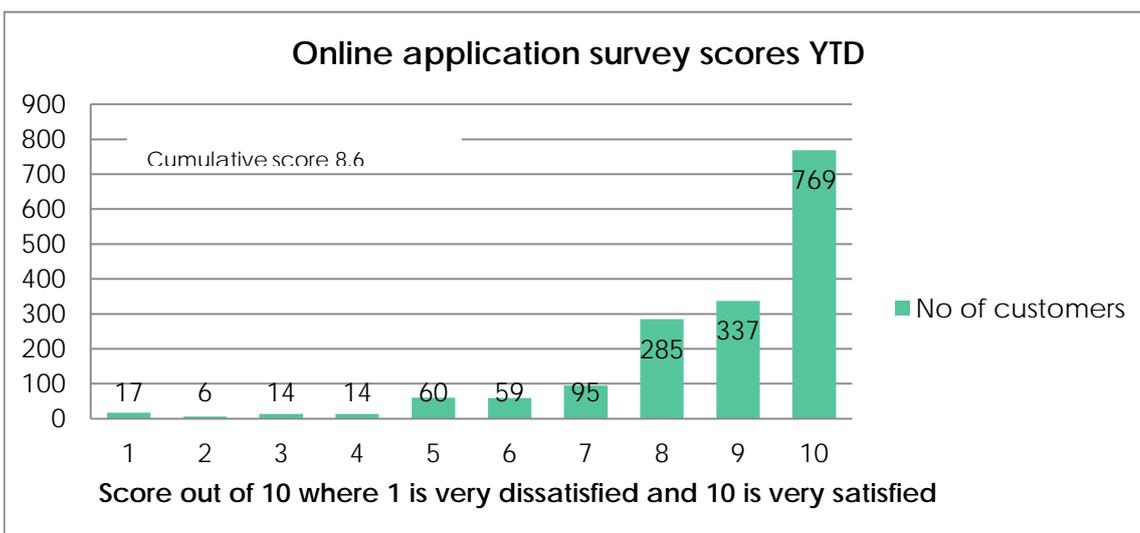
We implemented an online survey in January 2016 for customers using the online application form.

Customers were asked to provide an overall score out of 10, where 1 is very dissatisfied and 10 is very satisfied, for how satisfied they were with the service provided by WPD in relation to the ease of completing the online application form and information provided during the online application process.

Customers are also given the opportunity to leave comments supporting their score which provides WPD with the feedback necessary to consider further improvements to the online applications process going forward.

**Update for March 2017:**

Our score for March is 8.9, with the YTD score above target at 8.73



### 3. Process & Agreements

#### Interactive SOW map

**KPI:**  
Measure the number of hits on the interactive maps website page

**Target:** 2016/17 is a benchmark year

**Action Area:** 3.3

**Actual:** 1,653

#### Overview:

Customers have asked WPD to improve the Statement of Works (SoW) processes and to communicate them better. WPD will therefore develop an interactive map on the WPD website to allow customers to access information on the SoW and Modification offers from NGET.

#### Update for March 2017:

The Interactive Statement of Works Map went live on WPD's website on 20th December, link available below. The map enables customers to navigate around it or search a particular area by town/city or postcode. From implementation to the end of March, the SoW map webpage received 1,653 hits.

<http://www.westernpower.co.uk/connections/generation/generation-statement-of-works-map.aspx>

### Connection Agreements & Adoption Agreements

**KPI:**  
Measure success against updated targets for issuing Connection Agreements & Adoption Agreements

**Target:** Agreements issued on time against new targets

**Action Area:** 3.4

#### Overview:

Customers felt that WPD should provide site specific information for a connection scheme, such as the connection agreement terms, earlier in the process. This ensures that customers have sight of any scheme specific terms earlier than they currently do. WPD will implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage in the process post acceptance of the offer.

#### Update for March 2017:

The trial has now been in progress for approximately three months. However, the low volumes of accepted EHV DG Connection Offers at this point in time has made it impracticable to review the limited feedback and make a reasonable assessment of the benefit. We expect volumes to increase in the coming months at which point we will be able to make a more meaningful assessment that will assist our planned roll-out.

### 3. Process & Agreements

#### Capacity Release

**KPI:**

Measure the capacity released back to the network through reduced customer ASC's under trial

**Target:** No target set as this is part of a trial

**Action Area:** 3.6

**Actual:** 4.8 MVA

**Overview:**

There are a number of existing connectees who are underutilising export capacity. WPD will look to target areas of high unused, but reserved, capacity. We will contact existing connectees who are underutilising export capacity and contact them to discuss reducing their export Agreed Supply Capacity under trial.

**Update for March 2017:**

Since the previous quarterly update, no further customers have come forward following our request to release under-utilised DG capacity back to the network. It remains at just 3 customers with 4.8MVA of capacity being made available for use.

#### DG feasibility Study & Offer

**KPI:**

Measure the number of study & offer schemes requested

Measure the number of study & offer schemes progressed from study stage to formal offer

**Target:** 2016/17 is a benchmark year

**Action Area:** 3.11 & 3.12

**Actual:**

10 studies

6 formal offer requests

**Overview:**

Customers wanted the ability to request feasibility studies ahead of their formal offer without detriment in the interactivity processes. WPD commenced a trial in the East Midlands area during last year's ICE Workplan of a Study & Offer process which is to be completed by the end of 2016. The results of the trial will be reviewed with a view to rolling out across all four WPD areas.

**Update for March 2017:**

There has been a slight increase to the number of requests and those progressing to formal offer following the roll out of the trial to all 4 WPD regions.

### 3. Process & Agreements

#### Stakeholders engaged

**KPI:**  
**Measure the number of stakeholders engaged at events including CCSG, DG Forum, DG workshop and bilateral meetings**

**Target:** Increase on 2015/16 engagement of 2,825 stakeholders

**Action Area:** Overarching

**Overview:**

Stakeholder engagement is important for obtaining feedback about our services and the way we operate. We have committed to engaging with our stakeholders in various formats throughout the course of the year.

**Update for March 2017:**

The table below captures a broad range of connections stakeholder engagement activities held during the year 1st April 2016 to 31st March 2017. These events were either hosted by WPD or were 3rd party events at which WPD were invited to speak or exhibit.

#### Connection Stakeholder Events

Date	Event	DSO Engagement	Community Energy Engagement	Attendance
27/04/2016	Cardiff Energy Conference	✓		50
04/05/2016	Generator meeting on Statement of Works	✓		3
05/05/2016	Network Constraints Welsh Assembly Government/Ofgem	✓		7
05/05/2016	Generator meeting on Statement of Works	✓		4
12/05/2016	Maximising the Value of Solar Assets	✓		25
13/05/2016	Cornwall Community Energy Summit	✓	✓	25
16/05/2016	WWU Future Energy Scenarios	✓		6
16/05/2016	Generator meeting on Statement of Works	✓		2
17/05/2016	Connections forecast/issues - DECC	✓		2
20/05/2016	CBI re network constraints in Wales	✓		2
20/05/2016	IDNO meeting on network policy for connections			4
27/05/2016	Devon & Cornwall Business Council re: network constraints south West	✓		6
10/06/2016	Review of SO/DSO and WPD/Grid interactions / Director bilateral with NGET	✓		1
13/06/2016	Meeting with DECC to discuss policy objectives and forward plans including SO/DSO roles and storage	✓		2
13/06/2016	Connections complaints meeting	✓		2
15/06/2016	Future Energy Scenarios Wales	✓		42
15/06/2016	Stakeholder meeting in Cardiff regarding South Wales strategic network study.			25
16/06/2016	Connection Surgeries			1
20/06/2016	Connections complaints meeting			2
21/06/2016	CCSG	✓		12
21/06/2016	Connection Surgeries			1
23/06/2016	Connection Surgeries			1
28/06/2016	Generator connections review meeting	✓		2
29/06/2016	Connection Surgeries			1
29/06/2016	WPD Customer Panel - Connections update / ICE 2016/17			10
30/06/2016	Storage Forum Bristol	✓		90
06/07/2016	UMS User Group - South West			4
07/07/2016	Connection Surgeries			1
12/07/2016	GDN's re connecting renewables	✓		8
12/07/2016	Connections key account update	✓		2
12/07/2016	Institute of Welsh Affairs	✓		1
12/07/2016	UMS User Group - South Wales			12
14/07/2016	Connections key account update	✓		4
15/07/2016	DG Owner/Operator forum	✓		14
18/07/2016	Connections complaints meeting			3
20/07/2016	Connections complaints meeting			2
20/07/2016	Connection Surgeries			1
31/07/2016	Appointed management point of contact (throughout the year)			64
02/08/2016	Connection Surgeries			1
04/08/2016	Connection Surgeries			1
11/08/2016	Meeting with PhD student re long term investment scenarios	✓		2
11/08/2016	Connection Surgeries			1
15/08/2016	Welsh Assembly Government	✓		3
16/08/2016	Meeting with Ofgem re long term network strategy assessment in the South West	✓		2
17/08/2016	11kV self connect review meeting with ICP/IDNO			4
18/08/2016	Connection Surgeries			1
08/09/2016	Future Networks - A Balancing Act - Victoria Centre, London	✓		140
08/09/2016	Connection Surgeries			1
21/09/2016	ENA Distributed Generation Forum	✓		35
22/09/2016	Connection Surgeries			4
22/09/2016	Webinar held on the methods used and the outcome of the South West study.	✓		23
28/09/2016	DG Owner/Operator forum	✓		19
29/09/2016	Community Energy Workshop - Nottingham	✓	✓	21
30/09/2016	UMS User Group - Midlands			7
06/10/2016	MCCG Seminar			30
06/10/2016	Devon & Cornwall Business Council	✓		155
10/10/2016	OD National Grid	✓		2
10/10/2016	OD DECC	✓		2
11-13 October 2016	LCNI Conference	✓		1300
18/10/2016	CCSG	✓		16
19/10/2016	ICP Seminar on self determination			23
19/10/2016	Community Grid Innovation - Manchester	✓	✓	87
26/10/2016	Community Grid Innovation - Oxford	✓	✓	91

## Connection Stakeholder Events continued

26/10/2016	Connection surgery - South West			1
01/11/2016	Connections bilateral meeting			3
10/11/2016	Community Energy Workshop - Birmingham	✓	✓	35
11/11/2016	DG Workshop	✓		58
15/11/2016	Community Energy Workshop - Cardiff	✓	✓	30
17/11/2016	Community Energy Workshop - Exeter	✓	✓	39
17/11/2016	Meeting with Ofgem re application of power factor in response to NGET issues			1
29/11/2016	Renewable futures and the green energy awards	✓	✓	200
01/12/2016	Stakeholder / DSO	✓		6
07/12/2016	Future Energy Scenarios East Midlands Launch event	✓		10
08/12/2016	Connection Surgeries			3
09/12/2016	UMS user group - South Wales			9
13/12/2016	Plymouth Manufacturers Resource Efficiency Meeting - future networks & connections	✓		10
13/12/2016	Parliamentary reception at the House of Commons	✓		70
14/12/2016	Customer panel, including connections			15
14/12/2016	Connection surgery - south west			1
15/12/2016	Connection surgery - south wales			1
15/12/2016	Connection surgery - south west			1
19/12/2016	Connections key account review			6
01/01/2017	WPD Workshops (6 events across January)	✓		270
06/01/2017	Stakeholder/connections DSO - WAG	✓		35
17/01/2017	UMS User Group - South West			13
17/01/2017	National Grid meeting on connections	✓		24
23/01/2017	Engagement with a 'Big Six Supplier' on the connections/DSO strategy and DSR related innovation projects	✓		1
23/01/2017	Conference call with Ofgem re flexibility	✓		5
24/01/2017	DG Owner/Operator forum	✓		27
25/01/2017	Power responsive steering group	✓		20
25/01/2017	South West Street UMS Lighting engineers meeting			9
31/01/2017	Community Energy - Domestic and small scale energy storage forum - REGEN	✓	✓	75
07/02/2017	Cornwall insight conference on flexibility (DECC & Ofgem included on panel)	✓		300
08/02/2017	Committee on climate change - role of flexibility - workshop 2	✓		20
15/02/2017	West Mids Energy Capital Launch	✓		300
20/02/2017	WAG Event			6
21/02/2017	CCSG	✓		15
22/02/2017	TSO-DSO Project - Updated Webpage and TDI Stakeholder Workshop Feedback - Glasgow	✓		30
24/02/2017	South Wales strategic network investment results webinar			24
24/02/2017	WPD Strategic network Investment webinar			24
28 Feb - 1 Mar 2017	Energy Storage Summit - London	✓		300
03/03/2017	Connections bilateral meeting	✓		2
13/03/2017	WAG Dinner Event Cardiff			40
14/03/2017	WAG smart living workshop Cardiff			120
23/03/2017	Customer Panel	✓		14
28/03/2017	Smart Energy Marketplace - WPD speaker at the conference in addition to exhibiting	✓		150
30/03/2017	Future Electricity Demand Growth in the East Midlands	✓		29
	<b>TOTAL</b>			<b>4,767</b>

## Customer Surveys

Within our planned connection engagement activities for 2015/16 we estimated that we would engage with 2000 large connection customers and 400 Distributed Generation customers for the continued broad measure style surveys.

Below shows the volumes of surveys completed between 1st April and 30th September 2016. The DG customer survey is not yet due and the volumes will be entered once the annual survey has been completed.

Survey	Number of customers
DG Survey - Quotations Survey of customers who received an alteration/connection quotation in relation to the installation of Distributed Generation (DG)	340
DG Survey - Completed Works Survey of customers where all the work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed, and the connection is to facilitate Distributed Generation (DG)	60
ICE/Major Connections Survey - Quotations Survey of all other customers who do not fall under the broad measure or DG surveys who received an alteration/connection quotation	1,748
Ice/Major Connections Survey - Completed Works Survey of all other customers who do not fall under the Broad Measure or DG surveys where all work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed	324
<b>Total number of surveys completed</b>	<b>2,472</b>

## Western Power Distribution ICE KPIs 2016/2017

### 3. Process & Agreements

#### Reduction in overall time to connect by 20% across all market segment of connections

**KPI:**

Reduction in overall time to connect by 20% across all market segment of connections

Target:

20% reduction in each market segment per licence

Action Area: Overarching

**Update March 2017**

WPD's initial time to connect extract from our systems is shown below, including the 2016/17 target set within our business plan towards achieving an overall 20% reduction in the time taken to complete connections across the ED1 period.

The Time to Connect data has not yet been verified and data assured. Therefore the results shown below are subject to change in future submissions. Initial extracts, however, indicate that we are exceeding the target in most of the major customer market segments, with further improvements required for distributed generation connected at low voltage.

<b>Voltage</b>	<b>Average Time to Connect</b>	<b>ED1 Target 2016/17</b>
DGHV	138.16	161.4
DGLV	89.98	50.8
EHV	135.52	284.6
HV	98.38	126
LVAL	85.04	99.9
LVSP	47.64	42.08
LVSS	35.49	52.7
UMC	55.58	55

## Western Power Distribution ICE KPIs 2016/2017

### 3. Process & Agreements

#### Legals & consents internal standards performance

**KPI:**  
Publish performance monitoring information on WPD's website once developed

**Target:** New targets have been devised and are being trialled for actions carried out by our legal representatives involved in securing land rights. The targets are shown below along with actual performance for April to September 2016. Final targets will be set and monitored for both Geldards' and WPD staff in 2017.

**Action Area:** Overarching

#### Overview:

WPD agreed to develop a set of standards for monitoring performance in the legals and consents processes. The monitoring data is to be published on WPD's website in line with the ICE KPI quarterly updates.

#### Update for March 2017:

- With a year-end result for actioning new instructions on the day received, Geldards continue their excellent track record by beating the target of 2 days. The time taken by our customers' solicitors to reply to Geldards' initial letter has reduced by one day to 31 days.
- The target of two days for issuing cost undertakings has been missed by one day. This is under review with Geldards.
- Geldards' turn-around time for executing documents under their Power of Attorney is 2 days behind target and is also under review.
- We are pleased to report an improvement of a key measure of Geldards' performance which is the number of matters completed within 50 days. The target for 2016 was a 20% improvement in the number of matters completed within 50 days compared with 2015. Geldards' actual result is 22%.

It's worth noting the improvement in the two measurements we make of our customers' solicitors actions. We hope these are the early results of a number of new initiatives which we've agreed with Geldards which focus on changing their relationship with our customers' solicitors to a more collaborative arrangement.

A summary of the performance for 2016/17 is shown below:

Monitoring Point	Draft Target	Actual*	Customers' Lawyers*
Action new instructions	2 days	Day received	31 days (Previously - 32 days)
Issue cost undertakings	2 days	3 day	
Execute documents	2 days	4 days	28 days (Previously - 35 days)
Matters completed within 50 days	20% increase on 2015	22% increase on 2015	

## Western Power Distribution ICE KPIs 2016/2017

### 4. Competition in Connections

Volume of PoC self determinations, HV self-connections and Design self-approvals

**KPI's:**

Measure volume of POC's determined by ICP's under trial and business as usual processes.  
 Measure the volume of HV connections by ICP's under trial and business as usual processes.  
 Measure the volume of self-approved ICP designs under trial and business as usual processes.  
 In addition, express each of these volumes as a percentage of the totals for each element provided by WPD & ICP's.

**Targets:**

Increase on 8 self determined POC's in 2015/16  
 Increase on 10 HV self-connections in 2015/16  
 Increase on 2 design self approvals in 2015/16

**Action Area:** Overarching

**Actual:**

172 self determined POC's  
 15 self connection HV POC's  
 188 self approved designs

**Overview:**

To continue to facilitate the development of Competition in Connections, further improvements were made in 2015/16 to enable independent connection providers (ICPs) to determine their own points of connection (POC) and self-approve their designs. In addition, we are capturing the number of HV POC's completed by ICPs.

**Update for March 2017:**

The volumes for the period April 2016 to March 2017 for self-determined points of connection, self-approved designs and HV connections completed by the ICP are shown below. We have seen an increase in take up of these processes during 2016/17.

**Volume of Point of Connection (POC) Self-Determinations**

Points of Connection	Regulatory Year 2015/16	% of Total
Self Determined POC by ICP	172	3.04%
WPD Determined POC	5485	96.96%
<b>Total POC's</b>	<b>5,657</b>	

**Volume of HV Self Connections Completed**

HV Connections Completed	Regulatory Year 2015/16	% of Total
HV connected by ICP	15	6.58%
HV for ICP connected by WPD	213	93.42%
<b>Total connected HV POCs</b>	<b>228</b>	

**Volume of Self Approved Designs**

Design Approvals	Regulatory Year 2015/16	% of Total
ICP Self Approved Design	203	26.13%
WPD Design Approval	574	73.87%
<b>Total Design Approvals</b>	<b>777</b>	

## Western Power Distribution ICE KPIs 2016/2017

### 5. Community Energy

#### Community Energy Engagement Events and attendees

**KPI:**  
Monitor the numbers of events held and participants in our Community Energy stakeholder engagement activities

**Target:** Host 8 workshops, maintain 593 stakeholders engaged as per 2015/16

**Action Area:** 5.1

#### Overview:

We have committed to hosting 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.

#### Update for March 2017:

There have been 9 community energy related events held during the 2016/17 Workplan period. An extract from our table of engagement events for the events which are community energy related is provided below.

Date	Event	Community Energy Engagement	Attendance
13/05/2016	Cornwall Community Energy Summit	✓	25
29/09/2016	Community Energy Workshop - Nottingham	✓	21
19/10/2016	Community Grid Innovation - Manchester	✓	87
26/10/2016	Community Grid Innovation - Oxford	✓	91
10/11/2016	Community Energy Workshop - Birmingham	✓	35
15/11/2016	Community Energy Workshop - Cardiff	✓	30
17/11/2016	Community Energy Workshop - Exeter	✓	39
29/11/2016	Renewable futures and the green energy awards	✓	200
31/01/2017	Community Energy - Domestic and small scale energy storage forum - REGEN	✓	75

## Western Power Distribution ICE KPIs 2016/2017

### 5. Community Energy

#### ANM & Innovation website

**KPI:**

Measure the number of website hits to information page(s) with connections guide, information on innovative solutions and alternative connections.

Measure the number of website hits to the videos created for the website

**Target:** 2016/17 is a benchmark year

**Action Area:** 5.3 & 5.4

**Actual:** 36,918

**Overview:**

Community Energy groups require tailored engagements on the connections process and options available to them when the network is constrained. We agreed to publish a connection guide to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers. In addition we agreed to produce community energy videos which were completed in Q1 2017.

**Update for March 2017:**

The number of hits on the website pages between April 1st and March 31st are shown below, now with the inclusion of the community energy videos which were completed and published in Q1 2017:

Website page	Number of hits YTD
Alternative Connections	1,661
Community Energy Schemes	504
Innovation	24,378
Community Energy videos	10,375

## 5. Community Energy Alternative Connection Offers

**KPI:**  
Measure the volume of offered and accepted alternative connection offers for DG. In addition, express these volumes as a percentage of the total DG connection offers

**Target:**  
Increase over 2015/16 volumes;  
446 cumulative quotes  
**Action Area:** Overarching

**Overview:**  
Due to increasing constraints on the network, a number of alternative connection offers have been made available to customers to facilitate some level of connection to the network. Further information on the types of alternative connections available can be found below the following table. Further information on the types of alternative connections available can be found on our website using the link below.

[Further Alternative Connections information](#)

**Update for March 2017:**

The table below is a record of all offers from 1st April 2016 to 31st March 2017.

Across all Four WPD Licence Areas	Voltage Level	No. Quotes Sent	No. Enquiries Completed	No. Quotes Accepted	No. Sites Energised	Total MW Quotes Sent	Total MW Quotes Accepted
Alternative Active Network Management	EHV	21	17	1	2	376.31	24.00
	HV	65	39	1	1	87.30	1.50
	LV	0	0	0	0	0.00	0.00
	<b>Total all Voltage Levels</b>	<b>86</b>	<b>56</b>	<b>2</b>	<b>3</b>	<b>463.61</b>	<b>25.50</b>
Alternative - Export Limiting	EHV	0	0	0	0	0.00	0.00
	HV	0	0	0	0	0.00	0.00
	LV	2	0	1	0	0.20	0.10
	<b>Total all Voltage Levels</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0.20</b>	<b>0.10</b>
Alternative Intertrip	EHV	5	11	1	2	76.38	9.00
	HV	20	16	0	2	39.28	0.00
	LV	0	0	0	0	0.00	0.00
	<b>Total all Voltage Levels</b>	<b>25</b>	<b>27</b>	<b>1</b>	<b>4</b>	<b>115.66</b>	<b>9.00</b>
Alternative Timed	EHV	1	1	1	0	5.00	5.00
	HV	11	47	0	7	7.72	0.00
	LV	1	6	0	3	0.05	0.00
	<b>Total all Voltage Levels</b>	<b>13</b>	<b>54</b>	<b>1</b>	<b>10</b>	<b>12.77</b>	<b>5.00</b>
Alternative Connections Total	EHV	27	29	3	4	457.69	38.00
	HV	96	102	1	10	134.30	1.50
	LV	3	6	1	3	0.24	0.10
	<b>Total all Voltage Levels</b>	<b>126</b>	<b>137</b>	<b>5</b>	<b>17</b>	<b>592.23</b>	<b>39.60</b>
Conventional	EHV	1650	1548	212	83	34154.79	4004.75
	HV	1466	1788	267	289	2357.31	426.95
	LV	1038	1486	242	198	44.47	11.24
	<b>Total all Voltage Levels</b>	<b>4154</b>	<b>4822</b>	<b>721</b>	<b>570</b>	<b>36556.57</b>	<b>4442.94</b>
Alternatives as a Percentage of Conventional	EHV	1.6%	1.9%	1.4%	4.8%	1.3%	0.9%
	HV	6.5%	5.7%	0.4%	3.5%	5.7%	0.4%
	LV	0.3%	0.4%	0.4%	1.5%	0.5%	0.9%
	<b>Across All Voltage Levels</b>	<b>3.0%</b>	<b>2.8%</b>	<b>0.7%</b>	<b>3.0%</b>	<b>1.6%</b>	<b>0.9%</b>

### 6. Future Networks & Innovation

#### QMEC trials

**KPI:**  
Measure the volume of connections facilitated by trials following QMEC consultations

**Target:** 2016/17 is a benchmark year

**Action Area:** 6.9

#### Overview:

WPD will continue to develop trials to facilitate scenarios delivering anticipatory investments from the Quicker More Efficient Connections consultation and roll these out to trial schemes.

#### Update for March 2017:

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 some 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.

## 6. Future Networks & Innovation

### ANM scheme construction

**KPI:**  
Commence construction on 3 Grid Supply Points (10 Bulk Supply Points)

**Target:** Commence construction

**Action Area:** 6.10

**Actual:** 4 GSP's

**Target:**

Commence construction

**Action Area:** 6.10

**Overview:**

In areas where there are multiple complex constraints affecting a number of customers over a long period of time, full active network management systems will be implemented. Distributed control systems continually monitor all the limits on the network and then allocate the maximum amount of capacity to customers in that area, based on the date their connection was accepted. This Last In, First Out (LIFO) hierarchy prioritises the oldest connections when issuing capacity, but is scalable so that new entrants will get access to the capacity when it becomes available.

**Update for March 2017:**

The following table reflects the current plan for ANM deployment, though the order and dates are subject to change following an annual review of network status and customer enquiries. Indian Queens, Swansea North, Pembroke and Alverdiscott GSP's have commenced construction during this regulatory year. Grendon 2 (Northampton) is currently waiting on customer uptake.

ANM Area	Construction Status
Grendon 1 (Corby)	Started
Bridgwater Street	Started
Grendon 2 (Northampton)	Not Started
West Burton	Not Started
Indian Queens	Started
Swansea North	Started
Pembroke	Started
Alverdiscott	Started