

Ofgem Incentive on Connections Engagement

Key Performance Indicators 2016/17

Quarterly Update

October to December 2016

Contents

Key Performance Area

Key Performance Indicator

Customer Service

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
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 - July to September 2016

Our third quarterly update of our performance to the ICE KPI's for 2015/16 is set out over the following pages. This covers the period 1st April 2016 to 31st December 2016.

Our Key Performance Indicator measures are year to date. Where a KPI is not yet measurable, a status update has been provided. Each KPI page holds a description, target and date of update. In addition, it states whether the KPI is linked to a specific action within our ICE Workplan, providing the action number where applicable, or is an overall metric.

To date, we have provided 386 outage notification emails to customers. Further works are underway to assess the process and timescales for scheduling planned outages for maintenance and improve the outage information provided to customers.

Our KPI for sign up to phase 2 of the data portal was to increase on the 289 users signed up to phase 1. To date, we have 277 users registered and therefore remain on target.

Our lawyers continue to be measured against a set of internal standards for processing legals and consents. They continue to exceed the targets for actioning new instructions and issuing cost undertakings. The execution of documents remain on target at 2 days. At present they have achieved a 16% increase on matters completed within 50 days when compared to 2015. This is below the 20% target but appears to be as a result of increased turn-around times by our customers' lawyers.

A new dedicated ICE page is now available on our website, with the link being provided to CCSG customers and those signed up to receive email updates of website changes. This new page ensures that the performance towards our ICE Workplan can easily

Note: the data included within the quarterly update has not yet been data assured and could be subject to change.

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: 61

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 December 2016:

We now have 61 key customers with an allocated senior manager point of contact. Since implementation, senior managers have already been involved in instances of managing customer queries raised using this process and the feedback is being 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 December 2016:

For the period to the end of December 2016, 91% of actions due have been completed. Four actions remain ongoing beyond Q4 2016;

Improved outage forecast is still in development to determine the criteria to be utilised for inclusion in our connection offers.

Website improvements to publish regular outage/constraint information on WPD's website for registered customers are now finalised and undergoing penetration testing, with a view to launching the improvements in February 2017.

Post outage details are linked to the website improvements and will be available for future outages once the website changes have been implemented.

The SoW trial continues with National Grid and the working group will publish internal standards once the National Working Group publish its recommendations.

An update on the individual actions can be viewed in our Workplan update for Q4 2016.

Western Power Distribution ICE KPIs 2016/2017

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

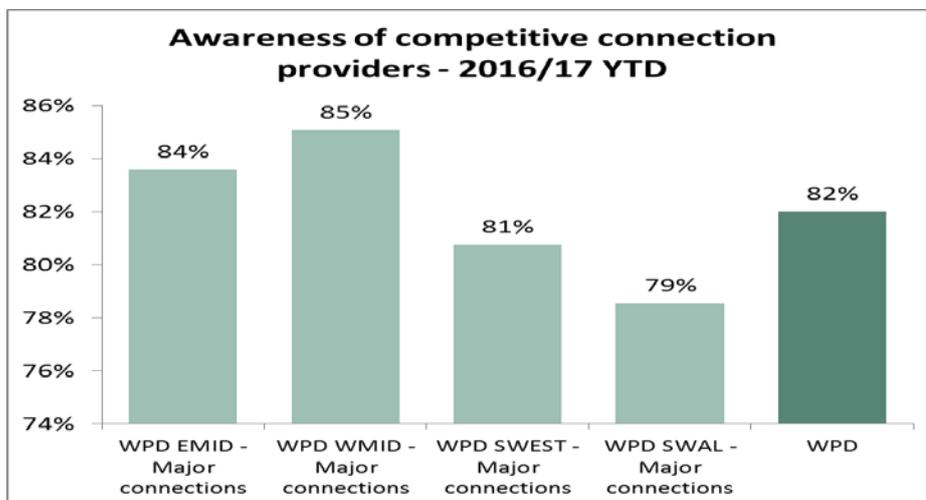
Actual: 82%

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 December 2016:

For surveys conducted year to date, awareness of competitive connection providers averaged at 82% across the 4 WPD licenced areas which is an increase on the year end position for 2015/16.



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 December 2016:

The complaint performance information up to and including December 2016 is shown below.

CONNECTIONS COMPLAINTS

Description	EMID	WMID	SWALES	SWEST	Total
Total number of connections complaints registered with WPD 2016/17	19	18	12	22	71
Number of complaints resolved by the end of the first working day after the complaint was received	17	13	5	17	52
Percentage	89%	72%	42%	77%	70.2%
Number of complaints that took between 2 and 31 days to resolve	1	3	1	1	6
Percentage	5%	17%	8%	5%	8.7%
Number of complaints unresolved after 31 calendar days after the complaint was received including ongoing complaints	1	2	6	4	13
Percentage	5%	11%	50%	18%	21.1%

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

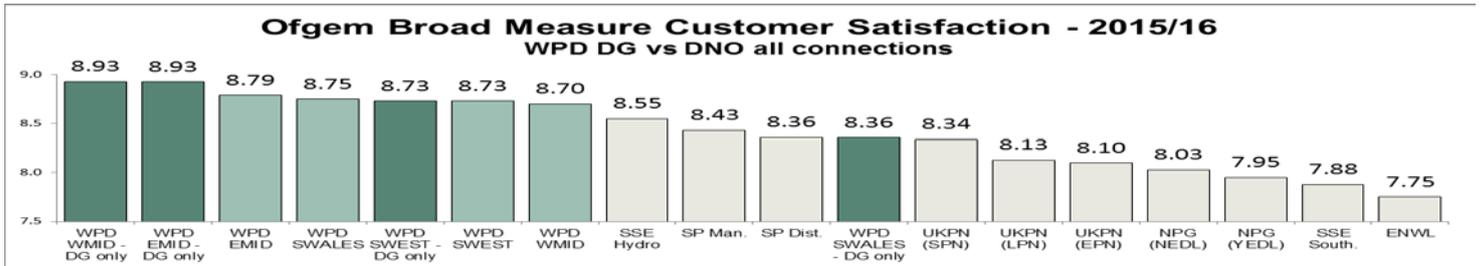
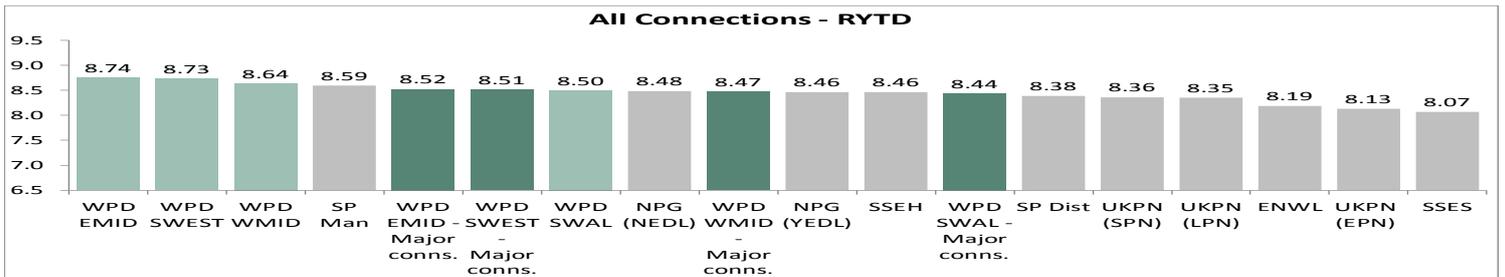
Actual: Major Customers 8.5
DG Customers 8.74

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. As the DG survey is conducted annually, the results for this will be published once the survey has been completed.

Update for December 2016:

Our scores for the Major Customers Vs Broader Measure Customers, and Distributed Generation Vs Broader Measure customers is shown below for the period up to and including December 2016. The average score for major customers across the WPD network is 8.5. The DG survey is conducted annually and 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 December 2016:

In the current year to end December 2016 we have 100% success in meeting our connections service standards.

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 December 2016:

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 December 2016:

The Chairperson at the forum held on 15th July raised the question of hosting regular meetings with DG owner/operators and all attendees positively supported this. A further DG forum was subsequently held on the 28th September and was attended by 19 stakeholders. Actions were agreed for WPD to take on board. The next meeting has been scheduled for January 24th 2017.

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: 386

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 December 2016:

In the period April 1st to September 30th a total of 386 outage notification emails were issued to customers.

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 December 2016:

The DG website portal has been built and tested but not yet released. Improvements were raised following feedback from DG stakeholders and will be developed and included when the portal goes live. The number of registrations will be measured once the new portal is available.

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: 3

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 December 2016:

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 our third update for the 2016-17 ICE Workplan, covering the period up to December 31st 2016.

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

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 December 2016:

Once development has been completed, the number of hits to the new page will be captured.

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: 277

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 December 2016

Development of phase 2 of the Data Portal has been completed and it went live on 2nd August 2016. To date, 277 users have registered to this new version of the data portal.

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: 8.6

Overview:

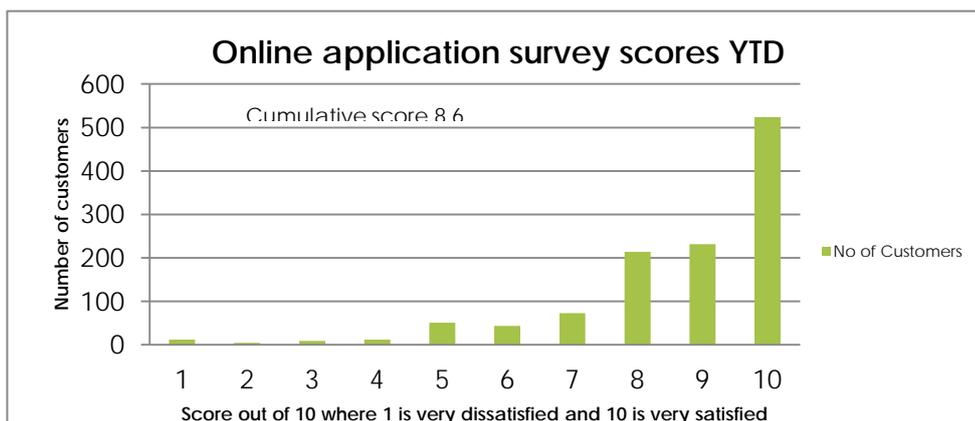
We implemented an online survey in January 2016 for customers using the online application form.

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 December 2016:

Our score for December is 8.8 with the year to date score on target at 8.6.



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: 166

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 December 2016:

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.

Between implementation and quarter end, there were 166 hits on the website page. The number of website page hits will be measured each month going forward. As this is our benchmark year, no target has yet been set.

<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 December 2016:

The Connection Agreement process has been reviewed and changes made to facilitate issuing a draft connection agreement within 20 days of contacting the customer to agree dates. As per our update on the Workplan actions, this is initially being trialled with DG EHV customers who were the original drivers for this amended process. The changes were implemented late into Q4 2016 and therefore measurements against the new targets will be undertaken during 2017.

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 December 2016:

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:

8 studies

5 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 December 2016:

There have been no new requests under the Study & Offer trial since our previous quarterly update. Below are the year to date figures to end of December 2016.

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 December 2016:

The table below captures a broad range of connections stakeholder engagement activities held in the previous quarter, 1st July to 31st December 2016.

Connection Stakeholder Events

Date	Event	Attendance
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
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 - Steve Gough speaking	91
26/10/2016	Connection surgery - South West	1
01/11/2016	Connections bilateral (info from Alison)	3
11-13/10/2016	LCNI Conference (Several presenters from WPD).	1300
10/11/2016	Community Energy Workshop - Birmingham	35
11/11/2016	DG Forum	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 (Graham Halladay)	1
29/11/2016	Renewable futures and the green energy awards (Nigel Turvey speaking)	200
01/12/2016	Stakeholder / DSO (Navigant)	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 (Huw Thomas)	9
13/12/2016	Plymouth Manufacturers Resource Efficiency Meeting - Steve Cross presentation - future networks & connections	10
13/12/2016	MP Event House of Commons	TBC
14/12/2016	Customer panel, including connections - as per Alison Sleightholm	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	Connection account (Good Energy) - as per Alison Sleightholm	6

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.

Period to	Survey	Number of customers
Dec-16	Broad Measure Surveys - Quotations Survey of customers receiving an alteration/connection quotation who fall within the ambit of the quotation accuracy scheme and fall into the following categories: ECGS2A - Single LV service Demand Quotation including service alterations ECGS2B - Small project Demand Quotation	2,349
Dec-16	Broad Measure Surveys - Completed works Survey of customers who fall within the quotation accuracy scheme 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 customer falls into the following category: ECGS6A - Complete works for a single LV service demand or small project demand connection including service alterations	1,690
Annual	DG Survey - Quotations Survey of customers who received an alteration/connection quotation in relation to the installation of Distributed Generation (DG)	341
Annual	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
Dec-16	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	1,295
Dec-16	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	229
Total number of surveys conducted		5,964

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 December 2016:

Our lawyers continue to outperform their KPI to action and allocate new instructions – doing so on the same day that instructions are received. They have improved their performance for issuing costs undertakings – from 3 days to 1 day. This means they are now outperforming their KPI target.

The turnaround time for executing documents under their Power of Attorney is on target. The time taken by our new connection customers' lawyers to reply to our lawyers' initial letter has increased by 14% to 32 days. The time taken by our new connection customers' lawyers to execute and return documents to our lawyers has increased by 52% to 35 days. There has been a 16% increase in matters completed within 50 days. This is less than our target of 20% and is an unfortunate consequence of the increase in the turn-around times by our customers' lawyers. Over the entire legal process, our customers' lawyers are taking an average of 4 times longer than our own lawyers to action responses.

Our lawyers are currently working hard to establish ways of working with our new connection customers' lawyers which will encourage faster turn-around times.

A summary of the performance to end December 2016 is shown below:

Monitoring Point	Draft Target	Actual*	Customers' Lawyers*
Action new instructions	2 days	Day received (Previously – same)	32 days (Previously - 28 days)
Issue cost undertakings	2 days	1 day (Previously - 3 days)	
Execute documents	2 days	2 days (Previously - 4 days)	35 days (Previously - 23 days)
Matters completed within 50 days	20% increase on 2015	16% increase on 2015 (No change)	

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:

105 self determined POC's
 9 self connection HV POC's
 106 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 December 2016:

The volumes for the period April to December 2016 for self-determined points of connection, self-approved designs and HV connections completed by the ICP are shown below.

Volume of Point of Connection (POC) Self-Determinations

Points of Connection	Regulatory Year 2015/16	% of Total
Self Determined POC by ICP	105	2.49%
WPD Determined POC	4109	97.51%
Total POC's	4,214	

Volume of HV Self Connections Completed

HV Connections Completed	Regulatory Year 2015/16	% of Total
HV connected by ICP	9	4.74%
HV for ICP connected by WPD	181	95.26%
Total connected HV POCs	190	

Volume of Self Approved Designs

Design Approvals	Regulatory Year 2015/16	% of Total
ICP Self Approved Design	106	21.20%
WPD Design Approval	394	78.80%
Total Design Approvals	500	

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 December 2016:

We have hosted 4 events during Q4 2016, one in each of the 4 WPD areas, with a total of 125 stakeholders in attendance.

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: 11,953

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.

Update for December 2016:

The number of hits on the website pages between April 1st and December 31st are shown below:

Website page	Number of hits YTD
Alternative Connections	1,353
Community Energy Schemes	317
Innovation	10,283

Western Power Distribution ICE KPIs 2016/2017

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 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 December 2016:

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

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	10	13	1	0	159.43	24.00
	HV	31	35	1	0	39.90	1.50
	LV	0	0	0	0	0.00	0.00
	Total all Voltage Levels	41	48	2	0	199.33	25.50
Alternative - Export Limiting	EHV	0	0	0	0	0.00	0.00
	HV	0	0	0	0	0.00	0.00
	LV	0	0	0	0	0.00	0.00
	Total all Voltage Levels	0	0	0	0	0.00	0.00
Alternative Intertrip	EHV	6	7	0	1	78.28	0.00
	HV	11	13	0	0	22.28	0.00
	LV	0	0	0	0	0.00	0.00
	Total all Voltage Levels	17	20	0	1	100.56	0.00
Alternative Timed	EHV	1	0	1	0	5.00	5.00
	HV	10	41	0	6	7.60	0.00
	LV	1	7	0	3	0.05	0.00
	Total all Voltage Levels	12	48	1	9	12.65	5.00
Alternative Connections Total	EHV	17	20	2	1	242.71	29.00
	HV	52	89	1	6	69.78	1.50
	LV	1	7	0	3	0.05	0.00
	Total all Voltage Levels	70	116	3	10	312.53	30.50
Conventional	EHV	1343	1167	174	43	26316.54	3285.45
	HV	1157	1411	215	214	1904.79	350.99
	LV	789	1211	193	153	34.38	8.95
	Total all Voltage Levels	3289	3789	582	410	28255.71	3645.40
Alternatives as a Percentage of Conventional	EHV	1.3%	1.7%	1.1%	2.3%	0.9%	0.9%
	HV	4.5%	6.3%	0.5%	2.8%	3.7%	0.4%
	LV	0.1%	0.6%	0.0%	2.0%	0.1%	0.0%
	Across All Voltage Levels	2.1%	3.1%	0.5%	2.4%	1.1%	0.8%

This takes us to a cumulative total of 516 alternative offers and 89 acceptances.

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 December 2016:

WPD propose to undertake a trial under which the high Cost Cap (HCC - £200 per kW rule) in paragraph 5.15 of the Statement of Methodology and Charges for Connection (CCCM) will be disapplied. This will enable a group of customers who apply for DG connections within a set time period, and the aggregate capacity sought by these customers exceeds the relevant minimum capacity, to be apportioned a share of the reinforcement costs in proportion to the capacity specified within their connection offer (rather than the majority reinforcement costs being charged to the first customer that triggers the HCC).

WPD believe that if it is successful these arrangements could provide a fairer apportionment of costs between DG customers requiring capacity in the same part of WPD's network, but without exposing the wider customer base to additional costs.

A copy of our request to undertake the trial and Ofgem's associated consultation request are available to view on our website:

<http://www.westernpower.co.uk/connections/generation/trial.aspx>

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: 3 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 December 2016:

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 has commenced construction during this regulatory year. 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

Incentive on Connection Engagement

If you have any questions about this report:

Call us: free on 0845 724 0240

Email: connectionpolmids@westernpower.co.uk

Write to us: Richard Allcock, Connection Policy, Western Power Distribution, Pegasus Business Park, Herald Way, Castle Donington, DE74 2TU

More information can be found on our website at www.westernpower.co.uk/connections

Western Power Distribution (East Midlands) plc, No 2366923

Western Power Distribution (West Midlands) plc, No 3600574

Western Power Distribution (South West) plc, No 2366894

Western Power Distribution (South Wales) plc, No 2366985

Registered in England and Wales

Registered Office: Avonbank, Feeder Road, Bristol, BS2 0TB

