

Ofgem Incentive on Connections Engagement

Workplan Actions 2016/17

Quarterly Update

October to December 2016

Western Power Distribution ICE KPIs 2016/2017

Summary - October to December 2016

WPD's connection stakeholder engagement strategy produces the wide range of engagement with customers required for us to understand their key priority areas.

Following feedback from these engagement activities, we can develop actions necessary to tackle priority issues. Our Incentive for Connections Engagement (ICE) Workplan sets out the engagement activities we will undertake throughout the year and focusses on delivering the actions identified.

Completion of existing Workplan Actions and further customer feedback has resulted in additional actions being identified. These will commence during the 2016/17 Workplan period, with some areas continuing into our 2017/18 Workplan. WPD now has a combined total of 74 lead actions and associated sub-actions.

91% of actions due to date have been completed. Four actions remain outstanding beyond their target date but continue to be developed with a view to completing by the end of this regulatory year.

A summary of our performance towards the actions can be found in the attached tables. Where performance can be measured and targets have been set, these will be included in our Key Performance Indicator update.

Western Power Distribution ICE KPIs 2016/2017

Key Actions Delivered

A selection of the key actions delivered this quarter are set out below:

Initiative/Action	Output	Benefit
3.3 Statement of Works	Develop interactive map on the WPD web site to allow customers to access information on the SoW and Modification offers from NGET.	The interactive map showing statement of works information has now gone live on the website and is available at Interactive map
3.14 Legals and Consents	Publish monitoring information on WPD's website.	WPD developed internal standards of performance for its new connections legal process. As part of this, the performance of our external lawyers is being monitored and regularly reviewed. The performance monitoring is included within our KPI's and published directly on our website. Performance monitoring
4.2 Contestability of works	Look at ways of illustrating contestability and provide further information on the WPD website giving guidance on contestability of connections activities.	An illustration of a development site has been provided on our website to identify the varying work elements required in a connections scheme and advise on whether or not they are contestable activities. A table of contestability and some FAQ's have also been provided. Link to contestability table Link to FAQ Link to illustration of contestability
4.4 HV Self-connect process	Identify potential improvements in the WPD HV Self-Connect process and policy. Produce proposals to present to ICP/IDNO stakeholders.	Through conducting an initial trial on a HV self-connect job, the process can be trialled and reviewed prior to proposing new policy to the IDNO's for implementation.

Western Power Distribution ICE KPIs 2016/2017

Summary of Q4 October - December Actions

Action	Summary
(Key actions highlighted)	
2.8	WPD agreed to publish post-outage details. We have been working on website improvements which have been altered following customer feedback. The website changes are now due to be launched in February 2017 and the post-outage details will be available for future outages. Changes have already been made to WPD's network management system to facilitate improved recording of accurate outage times.
2.11	WPD agreed to review the information available at the application stage and identify improvement actions. The review has now been completed and 4 sub-actions identified, including to review and improve the CiC leaflet sent with quotations, amend initial customer contact communication to signpost to the connection pages of our website.
3.1	WPD agreed to communicate the Statement of Works (SoW) process to stakeholders. Communication has been ongoing and WPD have presented to at various events including the Connection Customer Steering Group (CCSG) and the DG forum in Cardiff. We have also spoken to various individual developers and received positive feedback from those involved. Providing updates to our stakeholders on the status and outcome of the trial Statement of Works process. In addition we are now publishing information on our website to provide status updates for all Bulk Supply Points.
3.2	WPD agreed to continue the trial of the SoW process and, following completion of the trial, publish internal standards and monitors to measure performance against those standards. The trial is ongoing with National Grid and the national working group continues to meet to refine the process. We will look to publish internal standards once the working group publish its recommendations. We expect this to be some time in Q3 2017.
3.3	WPD agreed to develop an interactive map on our website to allow customers to access information on the SoW and Modification Offers from National Grid. The interactive map has now gone live and can be viewed at: Link to map
3.4	WPD agreed to develop and implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage of the process, post acceptance of the offer.

Western Power Distribution ICE KPIs 2016/2017

Summary of Q4 October - December Actions








- 3.7 WPD agreed to review the trial of requesting the release of under-utilised capacity and develop a business as usual process. Whilst the trial revealed that customers were reluctant to voluntarily relinquish capacity, WPD will continue to undertake an assessment on an annual basis to monitor any change in customer circumstances and help to identify customers not previously contacted.
- 3.10.1 WPD agreed to update our published guidance for any further changes resulting from the best practice document proposed by the DG/DNO steering group with regards to the application of milestones. The guidance has now been updated to reflect the application of milestone's in WPD's existing connection offers. A new sub-action has been proposed to introduce additional milestones in future connection offers and a further update of the guidance document will be undertaken.
- 3.13 WPD agreed to update the alternative connection offer letters and document the changes made which address the consultation responses on curtailment assessment. On review, WPD's alternative connection offer letters were found to already be compliant with the best practice guidelines.
- 3.14 WPD agreed to publish monitoring information on the legals and consents activity on our website. The performance monitoring information is included within our KPI's and has also been published on our website.
[Link to performance monitoring information.](#)
- 4.1 WPD agreed to review the Competition in Connections pages on our website and make improvements to navigation. The pages have been amended to separate out information relevant to customers, information relevant to ICP's and IDNO's and further information relevant to all. A quick link table is on the main CiC page, split into these three categories, to provide easy access to individual information pages.
- 4.2 WPD agreed to look at ways of illustrating contestability and provide further information on our website, giving guidance on contestability of connections activities. A table of contestability and some FAQ's have been published. In addition we have provided an illustration of a development site to identify the varying work elements required and advise on whether or not they are contestable activities.
[Link to contestability table](#)
[Link to FAQ](#)
[Link to illustration of contestability](#)


Western Power Distribution ICE KPIs 2016/2017

Summary of Q4 October - December Actions



- 4.4 WPD agreed to identify potential improvements in the HV Self-connect process and policy, and to produce proposals to present to ICP/IDNO stakeholders. A meeting was held between WPD and an interested IDNO with proposals to take forward - an option for the IDNO to work to WPD's DSR's for HV switching and their own DSR's for carrying out the connection works. It was well received. We agreed we would treat it as a trial and identify a self-connect job in the new year to implement and amend the process as required. Once this job is completed and reviewed, we will agree with the IDNO the route to share the proposal with the wider IDNO stakeholders. WPD will then publish the amended policies for all IDNO's to use.
- 6.4 WPD agreed to carry out a South Wales strategic network study which has now been completed. A report summarising the study is currently in preparation for publication in the new year.
- 6.5 WPD agreed to commence work on the Midlands Strategic network study. Draft scenarios for the East Midlands have been completed and presented at a stakeholder event held on 7th December. The feedback from that event is being incorporated into the scenarios to be used.


Focus Area	Feedback	Initiative	Specific Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	Status	Comment
1. Customer service	Major customers have asked WPD for a single point of contact for discussing their connection schemes or related issues	For major customers a senior manager level contact (at Distribution Manager or above level) will be allocated to that customer. Their role will be to : a. Liaise with the customer to understand the range and scope of works that they propose to undertake with WPD. b. Act as a senior escalation point of contact to either resolve issues or get the most appropriate person in WPD to contact that customer in order to resolve the issue. c. Leave day to day operational interaction with the teams.	1.1	Implement senior manager contact roles and make this service available to major customers.	Q2 2016	Number of customers with Senior Manager Appointed	Complete	As at 25th October 2016, a total of 60 major customers have been allocated a senior manager point of contact.
			1.2	WPD's CROWN system to be updated to improve the communication with the customer regarding operational points of contact within WPD.	Design and implement CROWN improvements	Q2 2016	Action completed on time	Complete
	WPD have some inconsistency of service between teams / areas / voltages of connection.	Investigate areas of inconsistency in process across WPD and identify further actions to address them. Continue to implement new or updated policy, training and briefings to improve consistency across teams.	1.3	Identify areas of inconsistency where new / updated policy is required or where policy is being inconsistently applied. Identify by: 1) Analysis of customer complaints 2) Feedback from stakeholder events.	Q1 2017	Number of actions identified.	Ongoing	
			1.3.1	Policy required regarding cables to be used at the connection boundary interface.	Q1 2017	Action completed on time	Ongoing	This action has been identified by stakeholders as an area of inconsistency in approach.
			1.4	Update policy and procedure where required, to resolve issues of inconsistency which are identified.	Q1 2017	Actions identified are completed on time	Ongoing	
			1.5	Ensure briefings and training are carried out where inconsistency in application of policies and procedures are identified.	Q1 2017	Actions identified are completed on time	Ongoing	
			2.1	WPD to explore outage impact and requirements from individual Distributed Generation owner/operators.	Q2 2016	Action completed on time	Complete	WPD held an initial forum with DG stakeholders on 15th July 2016 to agree a way forward and identify requirements.
	DG Customers have asked WPD to provide information on planned system outages and constraints for both their connected generators and for planned connections.	WPD will engage with DG Connection stakeholders to establish their requirements for provision of information on outages and constraints. A forum will be developed to provide and gain regular feedback. New processes will be developed to facilitate the provision of improved outage forecasts for new connections and to provide regular updates for connected customers.	2.2	WPD to host initial DG/DNO forum to discuss network outages and constraints.	Q2 2016	Measure – Attendance numbers for DG stakeholders	Complete	At the above forum outages and constraints were discussed in detail, and information that WPD could provide regularly was agreed in principle.
			2.3	Establish interest in hosting regular meetings with DG owner/operators and agree agenda items.	Q2 2016	Measure – Number of interested stakeholders	Complete	The forum on the 15th July 2016 was well received, and a further meeting was held on 29th September 2016. Additional meetings will be agreed as required by the group.
			2.4	WPD to share outage management policy with interested DG customers.	Q2 2016	Action completed on time	Complete	Proposed policy shared verbally at Forum, although it is subject to change based upon feedback received.
2.5			WPD to facilitate 'single point of contact' for enquiries relating to DG network outage & constraints for 132kV & 33kV networks.	Q3 2016	Action completed on time	Complete	At present, a single contact has been identified for all enquiries relating to DG. There are plans to include generator 'Single Points of Contact' in 2017 as part of the outage planning function.	
2.6			WPD to provide improved outage forecast on quotation.	Q3 2016	Action completed on time	Ongoing	WPD Primary System Design liaising with Control Outage Management team on outage forecasting, criteria to be formalised.	
2.7			WPD to develop improved communication options in association with DG owner/operators. 1. Extend weekly outage notification from trial to Business as Usual. 2. Publish regular outage/constraint information on WPD website for registered customers.	Q3 2016	Measure 1. Increasing number of published email notifications 2. Increasing number of website registrations	Ongoing	1. Completed, email publications increasing month on month, trial has migrated to Business as Usual for DG owners/operators that have requested notification. 2. Website improvements have been completed, website is due to undergo penetration testing Jan/Feb, to ensure security of customer & WPD data. Website launch February 2017	
2.8			WPD to publish post-outage details.	Q4 2016	Action completed on time	Ongoing	Post outage details are to be available for future outages following launch of the website. Changes to WPD network management system (POF) have been completed to facilitate recording of accurate outage times.	

WPD should provide a year ahead outage programme for planned maintenance work.	Investigate the process for planned maintenance and scheduling of planned outages. Implement a method of notifying customers of known planned outages and processes to ensure the information is updated regularly to remain as accurate as possible	2.6.1	Assess the current process and timescales for scheduling planned outages for maintenance.	Q1 2017	Action completed on time		New action which will link in to the improved outage forecast on quotation.
		2.6.2	Update policy and processes to provide advanced views of planned maintenance work throughout the year, to include keeping the information provided up to date.	Q1 2017	Action completed on time		WPD policy requires an update in relation to outage planning, system outage requests, generator constraints, temporary contingency and sequence schemes. A revised version has been issued for comment ahead of implementation. WPD's Outage Management System (OMS) has been updated to provide DG outage information and a process introduced to minimise duplicate outages.
		2.6.3	Ensure briefings and/or training are carried out, where necessary, to implement policy changes.	Q3 2017	Action completed on time		Training to be provided to appropriate staff following issue of the revised outage policy.
WPD should do more to make customers aware of the progress being made against the initiatives in the ICE Workplan	Provide regular updates via the WPD website and email alerts sent to registered users to provide ICE updates and notices of completed actions.	2.9	Improve and update the ICE section of the WPD website making information more accessible. Update the ICE Workplan quarterly.	Q1 2017	ICE Workplan updated on at least quarterly basis measure number of hits on WPD website to the ICE page	Ongoing	
		2.10	Include completed ICE actions in email updates sent to registered users on the WPD website. Link to ICE Workplan in these emails	Q1 2017	Measure number of hits on WPD website to ICE page	Ongoing	
WPD should make sure that applicants are clear on what information is available – and where – at the earliest possible stage in an application.	WPD will review the information provided to customers at the connection application stage to identify any improvements that can be made. We will ensure customers know what information is available to them on the connection process. This will include the review and update of the information leaflet provided to connection customers.	2.11	Carry out review of information provided to customers at the connection application stage with stakeholders and identify improvement actions.	Q4 2016	Actions as a result of the review. action completed on time.	Complete	Information available at the application stage has been reviewed and improvements identified. New sub actions to: Review and improve the CiC leaflet sent with quotations Amend the email issued following the initial contact customer prompt to signpost customers to connection pages of the website for further information
		2.12	Carry out specific improvements as identified and required.	Q1 2017	Action completed on time	Ongoing	New sub-actions to be delivered during Q1 2017
		2.12.1	Make improvements to the CiC information leaflet which is issued with quotations.	Q1 2017	Action completed on time.		New sub-actions to be delivered during Q1 2017
		2.12.2	Develop a simple online costing tool to enable customers to determine an average price for works ahead of requesting a quotation.	Q1 2017	Action completed on time.		New sub-actions to be delivered during Q1 2017
		2.12.3	Provide a script for contact centre staff on where to find more information on connections activities.	Q1 2017	Action completed on time.		New sub-actions to be delivered during Q1 2017
		2.12.4	Add signposting to the connections pages on our website into the initial contact email issued when customers have submitted an application for connection.	Q1 2017	Action completed on time.		New sub-actions to be delivered during Q1 2017
		2.13	Communicate improvements to customers as they are implemented.	Q1 2017	Action completed on time	Ongoing	New improvements to be communicated on website and email updated when completed in Q1 2017
The WPD technical information website (providing detailed technical specifications and policies to registered users) could be improved by having an index of documents.	WPD to develop an index on the Technifo website	2.14	Develop and implement index facility on the technical information website. www.westernpowertechinfo.co.uk	Q3 2016	Action completed on time	Complete	Index facility is now available on the technical information website.
WPD should improve the information provided online about capacity and constraints. WPD should explore the potential to provide information that drills down to substation level, similar to other DNOs.	WPD will review our online DG capacity information – heat maps, capacity maps, capacity register – and engage with stakeholders to get feedback on what we currently provide, what best practice is amongst other DNOs and what they would want to see. WPD will also launch further developments to the WPD Data Portal (online application enabling users to request asset data) to improve functionality for the external users.	2.15	WPD will investigate heat/capacity map information provided by other DNOs and survey stakeholders' views on best practice approach and their views on the information currently made available by WPD.	Q2 2016	Action completed on time	Complete	Investigation was carried out by Regen SW on behalf of WPD. The report produced will be reviewed to determine development and improvement requirements.
		2.16	Implement developments and changes as identified in the review.	Q1 2017	Actions identified completed on time	Ongoing	
		2.17	Rollout WPD Data Portal 2 providing registered customers with online access to WPD's linear assets referenced to Ordnance Survey map background data (restricted to a max. A3 print size at 1:1250 scale), with search functionality delivering access akin to that WPD staff would use.	Q3 2016	Number of users signed up to Data Portal	Complete	Data Portal 2 went live on 2nd August 2016. It is available for new registrations and all existing users of Data Portal 1 have been invited to move over. To date, 101 users are registered to DP2 which has increased functionality for users. Information on Data Portal 2 can be found here.

		2.18	Ensure a date of last update is provided along with date of next planned update in published heat maps, capacity maps etc. WPD will also put a date of next planned update on the website email alerts informing customers of changes.	Q2 2016	Action completed on time	Complete	This has been implemented as planned.
WPD should improve the transparency and communication around the legal and consents process for connections.	WPD will investigate the feasibility of providing project specific legal and consents status to customers. We will also look to further develop the information provided to customers early in the connection process following on from the related action in the 2015/16 ICE Workplan.	2.19	WPD will evaluate whether information from the legal and consents performance monitoring can be put into WPD's Crown system, in order to enable customers to access this via the WPD CIRT online connection application and tracking system.	Q1 2017	Evaluation complete if feasible, commit to action in 2017/18 ICE Workplan	Ongoing	
		2.20	WPD will review our information leaflet regarding the legal and consents process to update in line with stakeholder feedback. We will also look at whether an additional leaflet is required which is tailored to customers accepting and progressing a connection offer.	Q3 2016	Action completed on time	Complete	The leaflet has been reviewed and, as a result, a new action has been identified to update and improve the information this leaflet provides to customers.
		2.20.1	Implement changes to the information leaflet regarding the legal and consents process in line with stakeholder feedback.	Q1 2017	Action completed on time	Ongoing	Following a review of the legal and consents information leaflet we have identified improvements.
Customers have asked WPD to improve the Statements of Work (SoW) processes and better communicate the process	Following the implementation of a new WPD process for SoW in the 2015/16, WPD will make further developments to this process based on stakeholder feedback and the outcomes of NGET's national working group and trials.	3.1	Communicate SoW process to stakeholders. Presenting at events including the CCSG, WPD DG Workshop, DG Forum and in bilateral meetings with DG customers	Q4 2016	Number of Stakeholders engaged	Complete	Communication has been on going and WPD have presented to customers at the CCSG and WPD DG Forum. The SoW process was also covered at the DG forum in Cardiff by the working group. WPD have also spoken to various individual developers and received positive feedback from those involved. Updating our stakeholders on the status and outcome of the trial SoW process is now business as usual. In addition we are now publishing information on our website to provide status updates for all Bulk Supply Points. The process will be reviewed following the outcome of the National Working Group.
		3.2	Continue the trial of the SoW process and following completion of trial publish internal standards and monitors to measure performance against those standards.	Q4 2016	Monitoring information published	Ongoing	WPD continues to operate the trial with NG and the national working group continues to meet to refine the process. We will look to publish internal standards once the National Working Group publish its recommendations. We expect this to be some time in Q3 2017.
		3.3	Develop interactive map on the WPD web site to allow customers to access information on the SoW and Modification offers from NGET.	Q4 2016	Number of hits on the website page	Complete	The interactive map showing statement of works information has now gone live on the website and is available at https://www.westernpower.co.uk/Connections/Generation/Generation-Statement-of-Works-map.aspx .
WPD should provide site specific information for a connection scheme such as the connection agreement terms, earlier in the process.	WPD will implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage of the process post acceptance of offer. This will ensure that customers have sight of any scheme-specific terms in these agreements earlier in the connection process than they currently might do. WPD will also publish a suite of generic agreement templates on the WPD website to enable customers to view the standard terms they can expect for their schemes.	3.4	Develop and implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage of the process post acceptance of offer.	Q4 2016	Measure success against updated targets for issuing Connection Agreements and Adoption Agreements.	Complete	Internal standards for sending Site Specific Adoption Agreements have been introduced. With regards to Connection Agreements we had a slight change of direction. As detailed information for completion of the CA is not always available at an early stage, WPD have implemented a process to send out a draft agreement within 20 days of contacting the customer to agree dates. The draft will include a pro-forma for technical details to be provided to WPD for completion of the final connection agreement for signatory. The draft CA enables the customer to have early sight of the T&C's they will be signing up to on energisation of their connection. As this action resulted following feedback from generation customers, predominantly for the larger sites, we will initially be trialling this new draft CA process for DG EHV customers with view to rolling out to the wider customer groups at a later date. Target dates for sending out Agreements will be monitored through our enquiry 'Routing & Tracking' system.
		3.4.1	Review customer feedback on the issuing of Connection Agreements at an earlier stage with a view to rolling out to DGHV and DG Alternative connection offers in 2017/18.	Q1 2017	Action completed on time		New sub action following change of direction on 3.4 to be delivered in Q1 2017.

3. Processes & Agreements

		3.5	Publish a suite of generic agreement templates on the WPD website - including connection offers, general T&Cs, connection agreements, framework access and adoption agreements with site specific schedules and novation agreements.	Q3 2016	Action completed on time	Complete	A new documents page has been created for connections related documents, This page includes example documents as follows: EHV Dual offer letter, HVLV dual offer letter, Budget estimate, HV Connection Agreement, LV Connection Agreement, Novation In addition, the competition in connection agreements page, has been amended to include updated versions of the Framework Network Access and Adoption Agreement (FNA&AA) and Bilateral Connection Agreement (BCA), plus a description of the Extensions of Contestability (EOC) with links to example EOC agreements.
WPD should develop a framework for identifying applications that reserve capacity. This framework should be trialled in areas of high unused, but reserved, capacity.	This issue is linked to WPDs existing work relating to queue management and Ofgem's guidance on DCP 115 (underutilisation of capacity). WPD will look to trial by targeting an area with existing connectees underutilising export capacity outside of a provisional 'bandwidth' (kVA or %age of usage) and contacting these customers to discuss reducing their export Agreed Supply Capacity (ASC). The results and outcomes of the trial will determine what business-as-usual process can be implemented to release this underutilised capacity back to the network.	3.6	Develop and implement trial to release underutilised capacity from customers agreeing to reduce their ASCs.	Q2 2016	Measure the capacity release back to the network by these customer reductions (no target set since this is a trial)	Complete	WPD approached 113 HV and EHV connected DG customers with maximum export capacities greater than 1MVA who had remained below 75% of their MEC in a continuous 12 month period since January 2014. This had a potential recovery of 280MVA, although to date only 3 customers have agreed to reduce capacities to a total of 4.8MVA.
		3.7	Review trial and develop a business as usual process to be rolled out across WPD.	Q4 2016	Action completed on time	Complete	Whilst the trial revealed that customers were reluctant to voluntarily relinquish capacity WPD will continue to contact customers who are under-utilising capacity. We will undertake an annual assessment of each Licence area and stagger the process such that we pick up one area each quarter and then continue on a rolling basis. Our assessment will monitor any change in customer circumstances and help us to identify customers not previously included.
		3.8	Roll out process and communicate to stakeholders.	Q1 2017	Action completed on time measure capacity released as a result of this process	Ongoing	to be carried out in Q1 once BAU process is implemented
		3.9	Look at further refinement of connection offer milestones to ensure capacity is reserved appropriately. This will link in with the findings and best practice proposed by the national DG DNO working group looking at this issue.	Q3 2016	Action completed on time	Complete	WPD has reviewed its use of milestones whilst work with the DG/DNO steering group is ongoing to draft a best practice document for industry use. Milestone proposals have been put forward to customers for comment by the steering group and any feedback received will be considered towards the final document.
Engage with other DNOs about a UK-wide framework on project milestones and the point to terminate an offer.	WPD will continue to participate on the national DG Working Group addressing these issues and implement changes as required.	3.9.1	Implement new milestones into demand and generation connection offers (excluding LVSSA, LVSSB and unmetered supplies)	Q1 2017	Action completed on time		New action following on from the best practice document.
		3.10	Issue further guidance on WPD website as required when refinements and changes made.	Q3 2016	Action completed on time	Complete	Guidance is available on our website here under the heading Guidance on Extension of Validity Acceptance.
		3.10.1	Update WPD's published guidance for any further changes resulting from the best practice document proposed by the DG/DNO steering group.	Q4 2016	Action completed on time	Complete	The published guidance has been updated to reflect best practice in the application of milestones with regards to WPD's existing connections offers. A new sub action is required as we will be introducing additional milestones as a result of the best practice guide in Q1 2017 under action 3.9.1.
		3.10.2	Further update WPD's published guidance following implementation of new milestones in action 3.9.1 and share with stakeholders.	Q1 2017	Number of additional milestones implemented.		New action following on from the best practice document.
WPD should facilitate the ability for DG customers to be able to request feasibility studies ahead of their formal offer without detriment in the interactivity processes.	WPD will complete the trial rolled out in the previous year's ICE Workplan, of the WPD Study&Offer process in the East Midlands and following review, rollout to across WPD	3.11	Complete East Midlands trial and review feedback.	Q3 2016	number Study&Offer schemes requested number of Study&Offer schemes progresses from study stage to formal offer	Complete	Trial complete, currently reviewing feedback from customers and WPD staff to identify improvements before wider relaunch.
		3.12	Roll out to wider WPD regions and communicate to stakeholders.	Q4 2016	number of Study & Offer schemes requested number of Study & Offer schemes progresses from study stage to formal offer	Complete	Due to the limited take up of the trial within the East Midlands region, WPD has agreed to extend the trial to the remaining three Licence areas in place of a business as usual roll out. The expansion will help us to gather further feedback and informative data such that we can make a more informed decision as to how the process can become business as usual.

			3.12.1	Extend the Study and Offer trial to all 4 WPD licence areas for a 3 month period.	Q1 2017	number of Study & Offer schemes requested number of Study & Offer schemes progresses from study stage to formal offer		New sub-action as a result of low take up on the trial within the East Midlands region to extend the trial to all 4 licence areas in place of a business as usual roll out.
	WPD should provide a consistent approach for displaying curtailment information for Alternative Connections.	The recent ENA Consultation on curtailment assessment listed a number of best practise guidelines on the presentation of information.	3.13	Update Alternative Connection offer letters and document the changes made which address the consultation responses.	Q4 2016	Action completed on time	Complete	Alternate connections offer letters have been reviewed and found to be compliant with the best practice guidelines following the recent consultation on curtailment assessment.
	WPD should publish performance monitoring data on legals and consents for connections activities.	WPD will publish performance monitoring information on the legals and consents activity. We will carry out engagement with stakeholders to gain feedback on the information for consideration for further improvement actions as required.	3.14	Publish monitoring information on WPD's website.	Q4 2016	Information published online when developed Published in line with quarterly ICE KPI publication	Complete	The performance monitoring information was shared with stakeholders in our recent report and now features on our external website.
3.15			WPD to review internal monitoring information to identify areas for improvement leading to improvements in time to connect	Q1 2017	Number of actions identified.	Ongoing		
3.16			WPD will engage with stakeholders to share and review the monitoring structure and process at events such as the CCSG workshops.	Q2 2016	Number of engagement events Number of attendees	Complete	At the CCSG meeting in June WPD engaged stakeholders in discussion about its progress and future intentions regarding its Legal Process Tracker. The good feedback received will be incorporated into future developments of the system.	
4. Competition in Connections	Provide information about which elements are contestable and which are not.	WPD will review our website to ensure the currently available information is more prominent and easier to find. We will investigate whether an FAQ or worked examples could be used to further illustrate which elements of the connection works are contestable.	4.1	Review website CiC information pages, make improvements to navigation.	Q4 2016	Action completed on time	Complete	The pages have been reviewed and amended to improve navigation, with separate pages containing information relevant to customers, information relevant to ICP's/IDNO's and overall further information. A quick link table split into these three categories provides easy access to individual information pages.
			4.2	Look at ways of illustrating contestability and provide further information on the WPD website giving guidance on contestability of connections activities.	Q4 2016	Action completed on time	Complete	A table of contestable/non-contestable activities and some FAQ's have been published on the website. In addition, we have provided an illustration of a development site to identify the varying work elements required and advise on whether or not they are contestable activities.
	Continue to facilitate the development of competition in connections (CiC).	Continue to develop processes and procedures in line with the change proposals implemented via the CiC Code of Practice governance process.	4.3	Ensure WPD has the policies, procedures and services in place to comply with approved CiC CoP Modifications as required.	Q1 2017	Compliance with modification by implementation date	Ongoing	No modifications to policies, procedures and services are required following the most recent published version 1.3 of the CiC CoP.
	In Bilateral meetings with ICP/IDNO stakeholders and responses to the Ofgem ICE Consultation, feedback expressed concern that WPD were behind other DNO's in relation to the HV self connect processes, particularly with regard to the Authorisation processes and options.	Use feedback from engagement with ICP / IDNO stakeholders to investigate the processes for all 3 HV self-connect authorisations options and identify actions to improve the process for ICPs/IDNOs. Present proposals to ICP/IDNO stakeholders and implement new or updated policy and/or processes as appropriate.	4.4	Identify potential improvements in the WPD HV Self-Connect process and policy. Produce proposals to present to ICP/IDNO stakeholders.	Q4 2016	Action completed on time	Complete	A meeting was held between WPD and an interested IDNO with proposals to take forward in the HV self-connect process - an option for the IDNO to work to WPD's DSR's for HV switching and their own DSR's for carrying out the connection works. It was well received. We agreed we would treat it as a trial and identify a self-connect job in the new year for us to trial the process on and amend if required. Once this job is completed and reviewed we will agree with the IDNO the route to share the proposal with the IDNO stakeholders. We will then publish the amended ST's for all IDNO's to use.
4.5			Should proposals be acceptable to stakeholders, implement new policies and procedures as required, or revise proposals and present update to ICPs/IDNOs.	Q1 2017	Action completed on time	Ongoing		
5. Community Energy	Community Energy groups require tailored engagement on the connections process and options available to them when the network is constrained.	We will host eight community energy workshops in 2016/17 (2 per licence area) with a focus on innovative solutions for areas where reinforcement costs are prohibitive, such as storage, demand side response and alternative connections.	5.1	Host eight workshops	Q1 2017	No of attendees and overall satisfaction	Ongoing	
			5.2	Produce a report on community energy engagement for innovation	Q3 2016	Report produced and action taken	Complete	A guide has been produced to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers.
			5.3	Publish the guide on the WPD website	Q3 2016	No. of website hits	Complete	The guide is available to view on our website here.
			5.4	We will develop you-tube video covering alternative connection, demand response, storage and local supply models	Q1 2017	No. of website hits	Ongoing	
			6.1	Complete strategic network study for the South West.	Q2 2016	Action completed on time	Complete	A report on our study in the South West licence area is available on our website here.

6. Future Networks & Innovation	WPD should seek to engage on their approach to future forecasting with stakeholders including: technology companies, academia, generators, developers, membership organisations and wider industry stakeholders such as other DNOs, GDNs, water companies and energy companies.	Further to an initial DG forecasting event which WPD held in 2015, we will complete the strategic network study for the South West in the first half of 2016. We will hold further stakeholder events on the scenarios being used and on the outcomes of the study. This will be followed by a strategic network study for South Wales with the East and West Midlands to follow into 2017.	6.2	Hold stakeholder events on the scenarios being used and the outcomes of the South West study.	Q3 2016	Measure no. attendees and satisfaction	Complete	A webinar was held on 22nd September with 23 stakeholders taking part. A recording of the webinar is available on our website here.
			6.3	Hold stakeholder events for the South Wales study.	Q3 2016	Measure no. attendees and satisfaction	Complete	A meeting regarding the South Wales study took place on 15th June and was attended by 25 stakeholders.
			6.4	Carry out South Wales strategic network study.	Q4 2016	Action completed on time	Complete	Study work to identify the potential future issues on the S Wales strategic network under four scenarios has been completed. A report summarising the study is currently in preparation for publication by the end of January.
			6.5	Commence work on Midlands Strategic network study.	Q4 2016	action completed on time	Complete	Draft scenarios for the East Midlands network have been completed and presented at a stakeholder event held on 7th December. The feedback from that event is being incorporated into the scenarios to be used.
	Do more to promote the innovative projects that WPD is undertaking to raise awareness among stakeholders.	WPD will launch a newsletter to keep stakeholders informed on WPDs Innovation Projects and provide an email update facility on our website.	6.6	Produce regular innovation newsletter to be issued quarterly.	Q2 2016	Quarterly newsletter produced, available for download on website and emailed to registered stakeholders Date: 1 May (Spring); 1 August (Summer); November (Autumn); 1 Feb 17 (Winter)	Complete	A guide has been produced to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers. A copy of the latest newsletter can be viewed here.
	Develop and implement trials to facilitate the scenarios in Ofgem's Quicker and More Efficient Connections review	WPD will continue to develop trials to facilitate scenarios delivering anticipatory investment from the QMEC consultation and roll these out to trial schemes	6.7	Develop trial frameworks and agreements	Q3 2016	Action completed on time	Complete	Draft agreement developed to support trial for using aggregated export capacities of multiple customers to avoid triggering £200/kW.
			6.8	Request derogations from Ofgem as required to facilitate trial conditions.	Q3 2016	Action completed on time	Complete	Derogation from our charging methodology is required and has been submitted to Ofgem, now awaiting consultation.
			6.9	Roll out trials and communicate to stakeholders.	Q1 2017	Capacity created as a result of the trial Volume of connections facilitate by trials	Ongoing	Ofgem requested stakeholder comments for the derogation request. The letter of request and WPD's derogation request were published on WPD's website, included in email updates to registered users and shared with CCSG members.
	Continue with planned deployment of Active Network Management (ANM) schemes to facilitate connection of generation under alternative connection arrangements.	WPD will continue with the ANM deployment as planned.	6.10	Building of ANM assets to commence on 3 Grid Supply Points (GSPs) during plan period.	Q1 2017	commence construction on 3 GSPs (10 Bulk Supply Points)	Ongoing	

Incentive on Connection Engagement

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