

Ofgem Incentive on Connections Engagement

Key Performance Indicators 2016/17

Quarterly Update

July to September 2016

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Western Power Distribution ICE KPIs 2016/2017

Summary - July to September 2016

Our second 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 30th September 2016. KPI measures may be shown as a year to date or, where not yet measurable, will provide an update on what stage we are at. 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.

During this quarter, we have seen an increase in the take up of a senior manager point of contact, from 23 to 52 major customers benefitting from this service by the end of September. We have also seen an increase in our overall score for the online application process, with the September score of 8.8 bringing our year to date score to 8.59, only slightly below our target of 8.6.

The annual DG customer survey has been carried out within this quarter. Our overall score for this customer group has increased from 8.52 last year to 8.74.

Data Portal 2 is now live and available for use, with 101 customers registering by the end of September, although not all users of Data Portal 1 have taken up the invite to move across to the new version as yet.

The capacity release trial has also seen no further take up, remaining at just the 3 customers reported previously who had agreed to relinquish under-utilised DG capacity back to the network.

Some KPI areas remain in progress with no measures being taken. Developments and processes are underway, in line with our 2016/17 Workplan actions. For example, the creation of new targets for issuing Connection Agreements and Adoption Agreements is due for completion in Q4 2016 and measures against the new targets will be taken once these targets have been implemented.

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: 58

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 September 2016:

We have identified 58 major customers and allocated a senior manager contact. To date, 52 of these have taken up the offer of having a senior manager point of contact, an increase from the 23 who had taken up the offer by the end of Q2 2016. Initial meetings have been held to explain the role and review the customer's schemes. Since implementation, senior managers have already been involved in instances of managing customer queries raised using this process.

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: 71%

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 September 2016:

Between April and September 71% of actions have been completed on time. Three actions remain ongoing beyond Q3, with a total of 88% of actions due now being completed. Requests for improved outage forecast on quotation remain in discussion with DG owners/operators, with further discussions taking place at the most recent DG forum in September ahead of any changes being implemented.

The DG/DNO steering group review of milestones is still in progress, with a guidance document expected to be available during Q4 2016. WPD will review our own connection offer milestones in line with this once the guidance document has been completed.

Development of WPD's website in relation to outages and constraints are also ongoing. Stakeholder feedback and discussions at the DG forums have identified some areas for improvement prior to the new website being made available for registrations.

An update on the status of our actions as published with our October ICE resubmission and can be viewed on our website using the link below:

[Link to October resubmission](#)

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

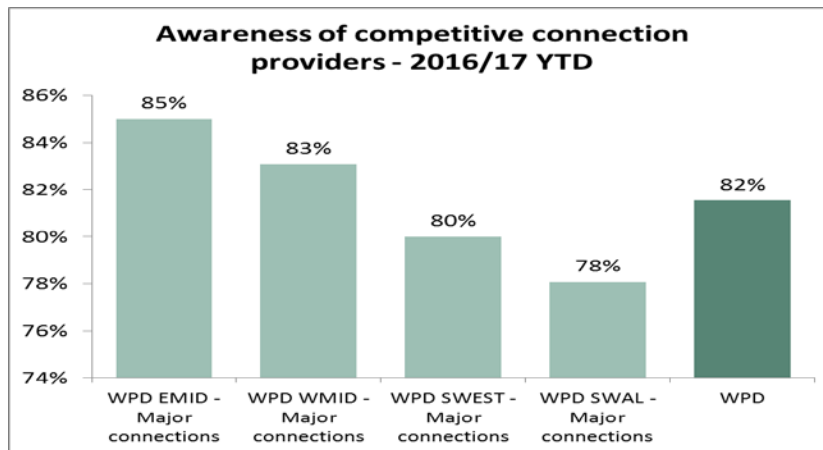
Actual: 82%

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 September

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: 65.7% 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 September 2016:

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

CONNECTIONS COMPLAINTS

Description	EMID	WMID	SWALES	SWEST	Total
Total number of connections complaints registered with WPD 2016/17	13	15	8	15	51
Number of complaints resolved by the end of the first working day after the complaint was received	11	11	2	12	36
Percentage	85%	73%	25%	80%	65.7%
Number of complaints that took between 2 and 31 days to resolve	1	3	0	1	5
Percentage	8%	20%	0%	7%	8.6%
Number of complaints unresolved after 31 calendar days after the complaint was received including ongoing complaints	1	1	6	2	10
Percentage	8%	7%	75%	13%	25.7%

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

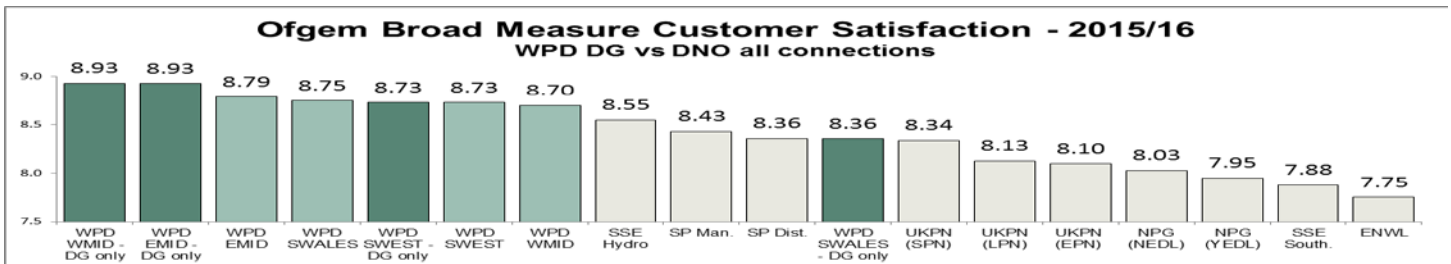
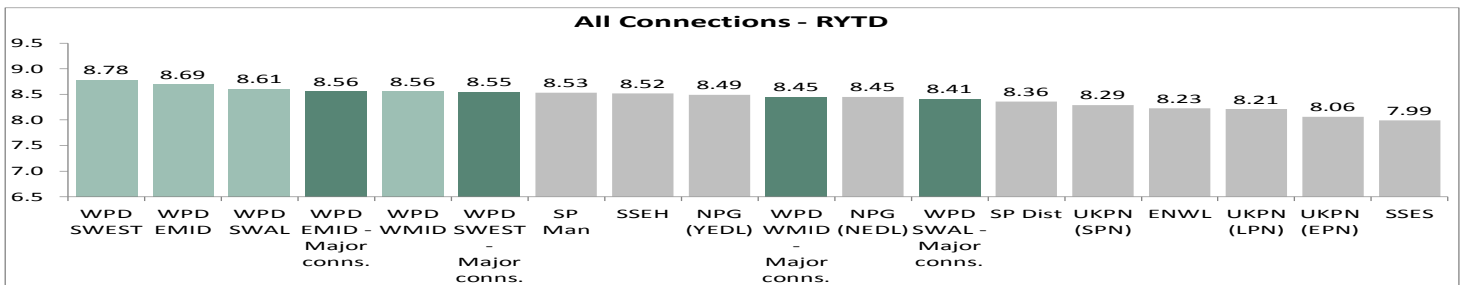
Actual: Major Customers 8.49
 DG Customers 8.74

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 September 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 September 2015/16. The average score for major customers across the WPD network is 8.49. 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 September 2016:

In the current year to end September 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 September 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 September 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.

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: 360

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 September 2016:

In the period April 1st to September 30th a total of 360 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 September 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: 2

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 September 2016:

This is our second quarterly update covering the period to 30th September 2016. It will be published on our website alongside the existing Q2 April to June 2016 update and emailed directly to our Connections Customer Steering Group members.

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 September 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: 101

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 September 2016

Development of phase 2 of the Data Portal has been completed and it went live on 2nd August 2016. Up to and including September 2016 a total of 101 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: 8.6

Overview:

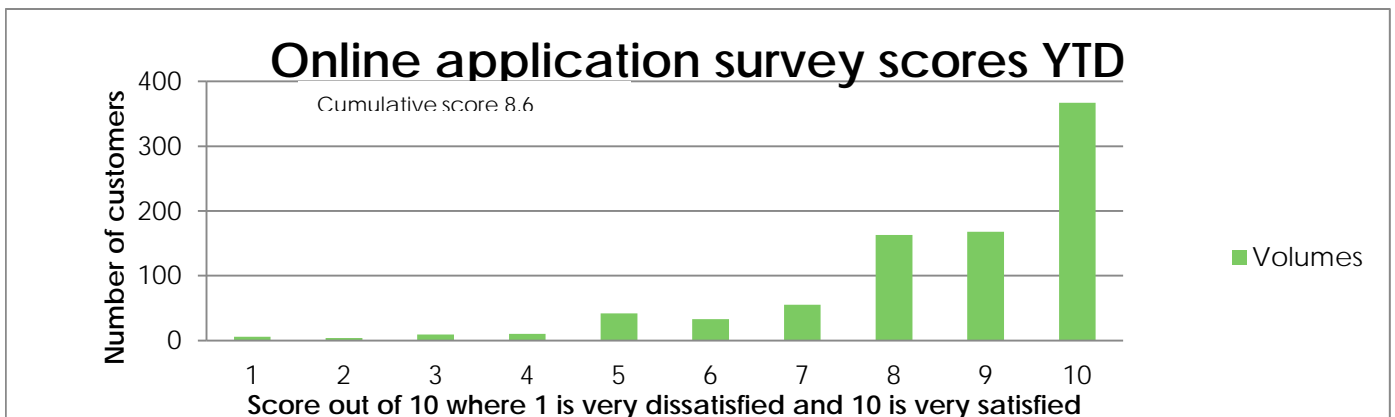
We implemented an online survey in January 2016 for customers using the online application form.

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 September 2016:

Our score for September is 8.8, above our target, but the year to date score is currently 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

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 September 2016:

The Interactive Statement of Works Map has not yet been implemented on WPD's website. The target date for development is Q4 2016. Once the map is available, numbers of website hits to the map page will be reported.

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 September 2016:

The Connection Agreement process is currently being reviewed to determine new target dates/timescales for issuing the documents to customers. Once the new target is set, measures will be taken to determine whether they are being issued on time.

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 September 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 September 2016:

To date there have been 8 studies with considerations for a number of alternative options, with 5 requests to progress specified options through to formal offer stage.

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 September 2016:

The table below captures a broad range of connections stakeholder engagement activities held in the previous quarter, 1st July to 30th September 2016.

Connection Stakeholder Events

Date	Event	Attendance
06/07/2016	UMS User Group - South West	4
07/07/2016	Ofgem Horizon	30
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	IDNO meeting	3
20/07/2016	IDNO meeting	2
20/07/2016	Connection Surgeries	1
31/07/2016	Appointed management point of contact	50
02/08/2016	Connection Surgeries	1
04/08/2016	Connection Surgeries	1
11/08/2016	Meeting 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 (including presentation by Robert Symons)	35
22/06/2016	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	35
30/09/2016	UMS User Group - Midlands	7

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
Sep-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	1,586
Sep-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	1,140
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
Sep-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	884
Sep-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	156
Total number of surveys conducted		4,167

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 September 2016:

Geldards continue to action new instructions on receipt, exceeding the target of 2 days. They also maintained the 3 day average for issuing cost undertakings. Data viewed for August and September (2 days and 1 day respectively) indicates that this will soon fall within the 2 day target. The average timescale for executing documents increased to 4 days over the summer months due to a temporary shortage of Geldards attorneys. At 16%, Geldards are on target to achieve a 20% increase on the number of matters completed within 50 days compared to 2015 by year end.

Customer lawyer's performance has declined this quarter with the average time taken to action Geldards initial letter increasing from 20 to 28 days and the average time taken to execute and return documents increasing from 17 to 23 days.

A summary table of performance monitoring can be viewed below:

Monitoring Point	Draft Target	Actual*	Customers' Lawyers*
Action new instructions	2 days	Day received (Previously – same)	28 days (Previously - 20 days)
Issue cost undertakings	2 days	3 days (Previously - 3 days)	
Execute documents	2 days	4 days (Previously - 2 days)	23 days (Previously - 17 days)
Matters completed within 50 days	20% increase on 2015	16% increase on 2015	

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:

85 self determined POC's

4 self connection HV POC

1 self approved design

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 September 2016:

There have been 85 self determined points of connection received in the first quarter of this regulatory year, each with a self-approved design. These all relate to the bus shelter trial scheme to change from unmetered to metered supplies. No self-determined points of connection requests have been raised via the CIRT process during this regulatory year. To date, there has only been one self-approved design received via the CIRT process. There have been 4 HV self connections carried out between April and September 2016.

Volume of Point of Connection (POC) Self-Determinations

Points of Connection	Regulatory Year 2015/16	% of Total
Self Determined POC by ICP	85	2.95%
WPD Determined POC	2794	97.05%
Total POC's	2,879	

Volume of HV Self Connections Completed

HV Connections Completed	Regulatory Year 2015/16	% of Total
HV connected by ICP	4	2.92%
HV for ICP connected by WPD	133	97.08%
Total connected HV POCs	137	

Volume of Self Approved Designs

Design Approvals	Regulatory Year 2015/16	% of Total
ICP Self Approved Design	86	23.31%
WPD Design Approval	283	76.69%
Total Design Approvals	369	

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 September 2016:

There are currently 4 WPD Community Energy Events planned for October and November. Further updates will be provided once the events have taken place.

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: 7,919

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 September 2016:

The number of hits on the website pages between April and September are shown below:

Website page	Number of hits YTD
Alternative Connections	921
Community Energy Schemes	229
Innovation	6769

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 September 2016:

The table below is a record of all offers from 1st April 2016 to 30th September 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	7	10	1	0	103.48	24.00
	HV	26	14	0	0	31.35	0.00
	LV	0	0	0	0	0.00	0.00
	Total all Voltage Levels	33	24	1	0	134.83	24.00
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	3	4	0	0	64.38	0.00
	HV	9	5	0	0	15.78	0.00
	LV	0	0	0	0	0.00	0.00
	Total all Voltage Levels	12	9	0	0	80.16	0.00
Alternative Timed	EHV	0	0	0	0	0.00	0.00
	HV	10	34	0	3	7.60	0.00
	LV	1	3	0	3	0.05	0.00
	Total all Voltage Levels	11	37	0	6	7.65	0.00
Alternative Connections Total	EHV	10	14	1	0	167.86	24.00
	HV	45	53	0	3	54.73	0.00
	LV	1	3	0	3	0.05	0.00
	Total all Voltage Levels	56	70	1	6	222.63	24.00
Conventional	EHV	968	759	129	31	17514.68	2350.99
	HV	804	981	148	159	1378.89	241.45
	LV	566	913	141	120	25.43	6.43
	Total all Voltage Levels	2338	2653	418	310	18918.99	2598.86
Alternatives as a Percentage of Conventional	EHV	1.0%	1.8%	0.8%	0.0%	1.0%	1.0%
	HV	5.6%	5.4%	0.0%	1.9%	4.0%	0.0%
	LV	0.2%	0.3%	0.0%	2.5%	0.2%	0.0%
	Across All Voltage Levels	2.4%	2.6%	0.2%	1.9%	1.2%	0.9%

This takes us to a cumulative total of 502 alternative offers and 87 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 September 2016:

No trials have yet commenced although works are underway to get the first trial up and running. Volumes will be provided once trials are in place.

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: 2 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 September 2016:

The following table reflects the current plan for ANM deployment, though the order is subject to change following an annual review of network status and customer enquiries.

ANM Area	Construction Status
Corby 1	Started
Bridgwater Street	Started
Corby 2	Not Started
West Burton	Not Started
Indian Queens	Not Started

Incentive on Connection Engagement

If you have any questions about this report:

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