



# Incentive for Connections Engagement

## WORKPLAN ACTIONS

Quarterly Update

April – June 2016

# Western Power Distribution ICE KPIs 2016/2017

## Summary - April to June 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.

Within our Looking Forward submission, we have developed the priorities for 2016/17 following feedback we have received at the Customer Connections Steering Group (CCSG), WPD stakeholder workshops, The WPD DG Workshop and other customer interactions.

In 2016/17 we committed to 58 specific actions, grouped into six headline areas:

- Customer Service
- Availability of information and online services
- Processes & Agreements
- Competition in Connection
- Community Energy
- Future Networks & Innovation

The actions are numbered for ease of reference back to our ICE Workplan and the Key Performance Indicators used to measure our performance. Each action has been given a completion target throughout the year. All actions due in the quarter April – June 2016 have now been completed.

A summary of our performance towards the actions can be found in the attached tables.

# 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
1.1 Senior Manager Contact	Implement senior manager contact roles and make this service available to major customers.	55 major customer identified and appointed a senior manager point of contact. Initial meetings held throughout July in which role was explained and initial discussions held regarding ongoing and/or upcoming scheme.
2.1 - 2.4 DG Forum, outage impacts and outage management policy	WPD to explore outage impact and requirements with DG owners/operators. Hold a DG forum to discuss network outages and constraints. Establish interest in holding regular meetings. Share outage management policy.	DG forum held 15th July Further meeting agreed for 29th September. Proposed outage management policy shared verbally at the forum, with improvements identified following feedback.
3.6 Capacity Release	Develop and implement trial to release underutilised capacity from customers agreeing to reduce their ASCs.	88 HV and 25 EHV connected DG customers contacted who had not exceeded 75% of their maximum export capacity in a continuous 12 month period since January 2014. 4.8 MVA recovered to date.
6.1 Strategic Network Review	Complete a strategic network study for the South West following our initial DG forecasting event held in 2015.	The report following our strategic network study can be reviewed at:  <a href="http://www.westernpower.co.uk/About-us/Our-Business/Our-network/Strategic-network-investment.aspx">www.westernpower.co.uk/About-us/Our-Business/Our-network/Strategic-network-investment.aspx</a>  A webinar is scheduled for 22nd September at 2.00pm. To register, please email:  <a href="mailto:wpdnetworkstrategy@westernpower.co.uk">wpdnetworkstrategy@westernpower.co.uk</a>
6.10 Alternative Network Management	Continue with the ANM deployment as planned.	WPD have made 14 alternative connection offers for a cumulative export capacity of 16.95MW in the period April to June 2016. Of the offers issued, 3 are for active network management, 3 for soft intertrip and 8 for timed connections. More information on the alternative connection offers available can be found at:  <a href="#">Further Alternative Connections information</a>

# Western Power Distribution ICE KPIs 2016/2017

## Summary of Q2 April - June Actions

Action  
(Key actions  
highlighted)

**1.1** During previous stakeholder engagements sessions, customers expressed an interest in having a senior manager point of contact. WPD agreed to implement this and subsequently allocated a senior manager to 55 major customers. The purpose of the role is to act as a senior point of escalation to ensure any issues are promptly resolved and to hold high level discussions on works they propose to undertake with WPD. The day to day operational interaction with teams, e.g. obtaining quotations and scheduling works, is to remain with the local teams.

1.2 For the purpose of delivering a connections service, there may be several WPD members of staff involved, from planners designing the connections work and preparing the offer letter to wayleave officers negotiating land rights to technicians scheduling the physical works. To ensure the customer is kept informed regarding operational points of contact within WPD, improvements have been made to our Crown database system which enables staff contact details to be entered and a letter issued to the customer with contact updates throughout the lifetime of an enquiry.

**2.1-2.4** DG customers have asked WPD to provide information on planned system outages and constraints for both their connected generators and for planned new connections. To enable the information provided to be improved, WPD sought to explore outage impact and requirements with individual DG owner/operators. A DG forum was held on 15th July to identify the requirements and agree a way forward. Outages and constraints were discussed in detail and it was agreed that a further meeting would be held on 29th September. During the forum WPD verbally shared a proposed outage management policy with the interested DG customers. Following the feedback received at this event, some amendments to the policy will be made prior to issue.

2.15 Customer feedback requested that we explore the potential to provide a level of information regarding capacity and constraints that drills down to substation level, similar to other DNO's. As a result, WPD agreed to investigate heat/capacity map information provided by other DNO's. This investigation has been carried out on our behalf by Regen SW, the findings of which will now be reviewed.

2.18 Customers also requested that the date of last update is provided along with the date of the next planned update on published heat maps, capacity maps etc. This allows the customer to have an understanding on how recent the data is and whether there are any imminent updates likely. This amendment to our published maps has now been implemented. In addition, the date of the next planned update will be included on the website email alerts issued to inform customers of changes to related website pages.

## Western Power Distribution ICE KPIs 2016/2017

### Summary of Q2 April - June Actions

#### 3.6

In response to Ofgem's guidance on DCP 115 (underutilisation of capacity), WPD agreed to develop and implement a trial to release underutilised export capacity from customers agreeing to reduce their ASC's. WPD identified 88 HV and 25 EHV customers with a maximum export capacity greater than 1MVA who had not exceeded 75% of their MEC in a continuous 12 month period since January 2014. The potential recovery was in the region of 280MVA. Whilst some have asked for more information, many customers have refused to reduce their ASC. To date, only 3 customers have agreed to a reduction in their ASC, releasing 4.8MW back onto the network.

#### 3.16

Performance targets have been developed with our legal representatives to share with our stakeholders. These include acting on new instructions within 2 working days to achieving a 20% increase in the number of legal matters completed within 50 working days. A breakout session on legals and consents was held at the Customer Connections Steering Group (CCSG) in June in which the newly developed targets and initial findings were shared.

#### 6.1

Further to an initial DG forecasting event held by WPD in 2015, we agreed to carry out a strategic network study for the South West and hold further stakeholder events on the scenarios being used and the outcomes of the study. A webinar event is being arranged for September 23rd, the details of which will be issued to interested stakeholders. The study has been completed and a report available at:

[www.westernpower.co.uk/About-us/Our-Business/Our-network/Strategic-network-investment.aspx](http://www.westernpower.co.uk/About-us/Our-Business/Our-network/Strategic-network-investment.aspx)

#### 6.6

To promote the innovative projects that WPD is undertaking, we have launched a newsletter to keep stakeholders informed on WPD's Innovation projects. Two newsletters have been published on our website to date with copies emailed to registered stakeholders. The newsletters can be viewed at:

[www.westernpower.co.uk/About-us/Innovation-Low-Carbon.aspx](http://www.westernpower.co.uk/About-us/Innovation-Low-Carbon.aspx)

Western Power Distribution ICE KPIs 2016/2017

Workplan Actions

Focus Area	Feedback	Initiative	Specific Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	Action Completed?	Comments
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	Yes	55 customers were identified and invited to initial meetings during Q2 in which their nominated Senior Manager explained the role of the senior point of contact.
			1.2	Design and implement CROWN improvements	Q2 2016	Action completed on time	Yes	The CROWN system upgrade was completed and released to the business in Q2. Staff contact details can entered into the system and customers will be sent a letter with contact updates throughout the lifetime of an enquiry.
	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.	Not due	
			1.4	Update policy and procedure where required, to resolve issues of inconsistency which are identified.	Q1 2017	Actions identified are completed on time	Not due	
			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	Not due	
2. Availability of information and online services	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.	2.1	WPD to explore outage impact and requirements from individual Distributed Generation owner/operators.	Q2 2016	action completed on time	Yes	Sean Sullivan held a Forum with stakeholders on 15th July to agree way forward and identify requirements.
			2.2	WPD to host initial DG/DNO forum to discuss network outages and constraints.	Q2 2016	Measure – Attendance numbers for DG stakeholders	Yes	At the above Forum, Outages and constraints were discussed in detail, and possible 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	Yes	The Forum on the 15th July was well received, and a future meeting for the 29th September has been agreed. Possible future meetings will be agreed as the group feel necessary.
			2.4	WPD to share outage management policy with interested DG customers.	Q2 2016	Action completed on time	Yes	Proposed policy shared verbally at Forum which is subject to change based upon feedback
			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	Not due	
			2.6	WPD to provide improved outage forecast on quotation.	Q3 2016	Action completed on time	Not due	
	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.	2.7	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	Not due	
			2.8	WPD to publish post-outage details.	Q4 2016	Action completed on time	Not due	

2. Availability of information and online service	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	Not due	
			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	Not due	
	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.	Not due	
			2.12	Carry out specific improvements as identified and required.	Q1 2017	Action completed on time	Not due	
			2.13	Communicate improvements to customers as they are implemented.	Q1 2017	Action completed on time	Not due	
	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 Techno website	2.14	Develop and implement index facility on the technical information website. www.westernpowertechinfo.co.uk	Q3 2016	Action completed on time	Not due	
	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	Yes	The investigation was carried out by ReGen SW, the findings of which are to be reviewed.
			2.16	Implement developments and changes as identified in the review.	Q1 2017	Actions identified completed on time	Not due	
			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	Not due	Data Portal phase 2 went live on 02/08/2016 and the number of users signed up will be collated for future reporting.
			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	Yes	This process has now been implemented.
	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	Not due	
			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	Not due	

3. Processes & Agreements	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	Not due	A session was held at the CCSG to brief the group on the Statement of Works process. Also held a separate meeting with a DG owner to talk through the new process.
			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	Not due	Trial on going and stakeholder feedback is being collated for review.
			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	Not due	On going development work
	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.	Not due	
			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	Not due	
	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)	Yes	WPD approached 88 HV and 25 EHV connected DG customers with a MEC of 1MVA+ who had not exceeded 75% of their MEC in a continuous 12 month period since January 2014. WPD identified a potential recovery of approximately 280MVA. 3.4MVA has been recovered to date.
			3.7	Review trial and develop a business as usual process to be rolled out across WPD.	Q4 2016	Action completed on time	Not due	
			3.8	Roll out process and communicate to stakeholders.	Q1 2017	Action completed on time measure capacity released as a result of this process	Not due	
	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	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	Not due	Connection offer milestones refined and published on our website
			3.10	Issue further guidance on WPD website as required when refinements and changes made.	Q3 2016	Action completed on time	Not due	
	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	Not due	
			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	Not due	
	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	Not due	
	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	Not due	
			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.	Not due	



3. Processes & Agreements	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.	3.16	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	Yes	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	Not due						
			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	Not due						
	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	Not due						
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	Not due	The first 4 community energy workshops have been arranged as follows: 29 October Nottingham 10 November Birmingham 16 November Cardiff 17 November Exeter					
			5.2	Produce a report on community energy engagement for innovation	Q3 2016	Report produced and action taken	Not due	The 2 ENA events on innovation for community energy have been arranged for October 19 and 26					
	Community Energy groups require tailored engagement on the connections process and options available to them when the network is constrained.	We will update the WPD connection guide 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	Not due						
			5.4	We will develop you-tube video covering alternative connection, demand response, storage and local supply models	Q1 2017	No. of website hits	Not due						
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.	6.1	Complete strategic network study for the South West.	Q2 2016	Action completed on time		Report available on our website at : <a href="http://www.westernpower.co.uk/About-us/Our-Business/Our-network/Strategic-network-investment.aspx">http://www.westernpower.co.uk/About-us/Our-Business/Our-network/Strategic-network-investment.aspx</a>  Stakeholders who have shown an interest in this area were emailed with following message:  Dear all, Following the Strategic Investment Options for Further Growth of DG and Demand in the South West event on 3rd February 2016, WPD has now completed network studies assessing the impact of future DG and demand growth on the subtransmission network in our South West licence area. We have written a report about these studies, which can be found on our website: <a href="http://www.westernpower.co.uk/About-us/Our-Business/Our-network/Strategic-network-investment.aspx">http://www.westernpower.co.uk/About-us/Our-Business/Our-network/Strategic-network-investment.aspx</a> If you have any questions about the report, please email <a href="mailto:wpdnetworkstrategy@westernpower.co.uk">wpdnetworkstrategy@westernpower.co.uk</a>					
								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	Not due	Webinar event being arranged for 23rd September
								6.3	Hold stakeholder events for the South Wales study.	Q3 2016	Measure no. attendees and satisfaction	Not due	First event on scenario development held on 15th June in Cardiff with 25 attendees
								6.4	Carry out South Wales strategic network study.	Q4 2016	Action completed on time	Not due	
	6.5	Commence work on Midlands Strategic network study.	Q4 2016	action completed on time	Not due								

6. Future Networks & Innovation	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)	Yes	Plans and processes are in place to produce a quarterly update of the Innovation Newsletter
	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	Not due	
			6.8	Request derogations from Ofgem as required to facilitate trial conditions.	Q3 2016	Action completed on time	Not due	
			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	Not due	
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)	Not due		



**Incentive on Connections Engagement**

If you have any queries about this update:

**Call us:** free on 0845 724 0240

**Email:** [connectionpolmids@westernpower.co.uk](mailto:connectionpolmids@westernpower.co.uk)

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

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

[www.westernpower.co.uk](http://www.westernpower.co.uk)