

Ofgem Incentive on Connections Engagement 2019

Appendix 1: WPD 2018/19 ICE workplan

In this appendix we have set out WPD's ICE Workplan for 2018/19 including the additional initiatives added throughout the year with the final status of each initiative and KPI.

| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update | |
|----------------------|---|------------|---------------------------------------|--|---------------------------|-------------------|--|-----------------------------|--|
| 1. Transition to DSO | Continue to engage with stakeholders with information tailored to their knowledge and interest. | 1.1 | DSO Forward Plan & updates | Provide a forward looking plan for implementing WPD's Distribution System Operator (DSO) strategy and inform stakeholders of the immediate steps we are taking towards this transition. | Q3 2018 Revised target | Complete | Following feedback through ENA's Open Networks Advisory Group, all network and system operators agreed to publish information on DSO transition under a coordinated approach. We postponed the release of the DSO Forward Plan to Q3 2018 to enable it to be reviewed in line with the industry and Government publications. The finalised document was published on our website on 30th August 2018, available to view here . Stakeholders were notified via the email updates for website changes. | ► Publish DSO forward plan | The DSO forward plan was published within target on the 30th August 2018. |
| | | 1.2 | DSOF document update | General aim: keeping the distribution system operability framework (DSOF) updated by adding new content throughout the year and maintaining a two year review period for all articles published under the DSOF. More specifically we will republish the distribution system operability framework as a number of discrete articles so that new articles can be added individually and existing articles can be reviewed and updated. | Q2 2018 | Complete | During our DSOF launch events, stakeholders requested that we keep the issued document updated and refreshed with new content. We have undertaken periodic reviews and, as a result, have provided three updates to the DSOF during 2018/19. These updates include the loss of mains protection, changing load profiles and, most recently in November, whole system fault level information. Stakeholders signed up to receive email updates of website changes have been notified of the revised publications. We have now linked the DSOF with WPD's annual NIA external project call which seeks innovative solutions to DSOF challenges and provides access to a funding mechanism. There were 54 responses to the NIA call, of which 11 projects have been selected to either be taken forward or meet for further discussion. The DSOF document will continue to be revised where required to provide more detailed information. A copy of the DSOF is available to view here . | ► DSOF updated periodically | The updated DSOF was updated periodically as required, with 3 updates during 2018/19. The initial update was completed within target, published on the 29th June 2018. |

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| 1. Transition to DSO | Continue to engage with stakeholders with information tailored to their knowledge and interest. | 1.3 | Sign posting for flexibility services | Consult with stakeholders on the information provision and visualisation of distribution flexibility requirements. Following review of consultation responses, WPD will publish a sign posting flexibility document based on the consultation outcomes. | Q3 2018 | Complete | <p>Providing transparency of system needs a key objective in our DSO strategy. Feedback received from our consultation in May 2018 on how we should approach the visualisation and data provision of our system needs identified a number principles and commitments for how we provide signposting data in the future. Signposting is proposed for all areas where we expect load related reinforcement to be required within the next 5 years and our mapping function has been updated to allow the visualisation of monthly requirements to be individually selected. The flexibility requirements information visualisation is also replicated in our Flexible Power site for the constraint managed zones currently under procurement. More information, including the commitments we made in response to the consultation feedback, is available on our website at www.westernpower.co.uk/signposting.</p> | <ul style="list-style-type: none"> ▶ Consultation responses ▶ Feedback from stakeholders on sign posting document | We have received positive feedback to our signposting document, with all respondents agreeing that long-term signalling wot the market would be beneficial and would lead to more informed development of future flexibility. |
| | | 1.4 | Report on mix of conventional and flexible connections delivered | Publish a report on the number of reinforcement schemes triggered, number tendered for flexibility and the split of those deferred by flexibility or progressed with conventional reinforcement. Also report on expressions of interest (Eoi) received, offered, contracted (MW, MWh and service count). | Q1 2019 | Complete | <p>Details from our 2018 procurement of flexibility have been published on our Flexible Power website. Using feedback from our stakeholders, we produced a report to provide transparency of our progress towards actively using flexibility where available. The report includes statistics relating to our usage of flexibility versus conventional reinforcement, the products available and the aggregate amount of flexibility system needs required within WPD. We have also provided the market response to these needs and their current earning potential, with the equivalent spend on conventional reinforcement for comparison. The report is available to view here and will be updated annually.</p> | <ul style="list-style-type: none"> ▶ Report published | The report on flexibility was published within target on the 29th March 2019. |

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| 1. Transition to DSO | Develop the trials, processes and procedures to facilitate the transition to DSO. | 1.5 | Tier 2 BAU (business as usual) flexibility service | Go out to procurement for flexibility on 10 zones in 2018 which can be used as alternative to reinforcement. | Q4 2018 | Complete | <ul style="list-style-type: none"> Responding to requests for more visibility of our needs, with our 2018 flexibility, we published signposting for the future flexibility requirements. Our products for flexibility have now been industry-aligned under ENA's Open Network project. We received over 260MW of flexibility interested in offering services within our regions. Upon further review, we have amended our procurement process for 2019 to be more dynamic which will allow us to complete more procurement cycles whilst remaining compliant with procurement regulations. The progress and statistics can be viewed within the document published under initiative 1.4. | <ul style="list-style-type: none"> Procurement completed for 10 zones | We have completed procurement for 19 zones, exceeding the initial target of 10 zones. |
| | | 1.6 | Tier 3 BAU flexibility service | Go out to procurement for flexibility on 15 zones in 2019 which can be used as alternative to reinforcement. | Q4 2019 | Ongoing: included in the 2019/20 ICE Workplan | <ul style="list-style-type: none"> We have analysed the potential 2019 constraint managed zones and signposting was provided in early February 2019. The 2019 procurement cycle is now underway. | <ul style="list-style-type: none"> Procurement completed for 15 zones | Pending measure |
| | Continue to work with other network and system operators to coordinate approach across the industry. | 1.7 | Development of regional Future Energy Scenarios (FES) | Working with National Grid Electricity Transmission (NGET), contribute to the development of a co-ordinated approach to regional future energy scenarios. Hold a seminar on WPD's FES with the Open Networks Work Stream 1 P5 group. We will also continue to publish regional future energy scenarios for our distribution areas on a two yearly cycle. | Q1 2019 | Complete | <ul style="list-style-type: none"> We complete a full engagement cycle every 6 months consisting of a pre-analysis stakeholder workshop to demonstrate our approach and seek feedback, followed by a webinar explaining results and answering queries. Our strategic investment options highlight areas of our network which will likely be constrained under different future energy scenarios, out to 2023. The South Wales strategic investment options report was published in February 2019, along with the DFES report for South Wales. A subsequent webinar to explain the key developments within the South Wales network and forecasting of large growth demand, generation and/or storage was held on 28th March 2019. A copy of the webinar is available here. | <ul style="list-style-type: none"> Seminar on WPD FES to ON WS1 P5 delivered Reports published | The seminar on WPD FES on WS1 P5 was held within target on the 21st May 2018 and the reports were published by the target date, with South West on the 18th July 18 and South Wales on the 6th March 2019. |

Develop the trials, processes and procedures to facilitate the transition to DSO.

1.5

Tier 2 BAU Go out to procurement for flexibility on 10 zones in 2018 which can be used as alternative to reinforcement.

Complete

Responding to

Procurement completed for 10 zones

We have completed procurement for 19 zones,

1. Transition to DSO

Develop the trials, processes and procedures to facilitate the transition to DSO.

1.5

Tier 2 BAU (business as usual) flexibility service

Go out to procurement for flexibility on 10 zones in 2018 which can be used as alternative to reinforcement.

Q4 2018

Complete

Responding to requests for more visibility of our needs, with our 2018 flexibility, we published signposting for the future flexibility requirements. Our products for flexibility have now been industry-aligned under ENA's Open Network project. We received over 260MW of flexibility interested in offering services within our regions. Upon further review, we have amended our procurement process for 2019 to be more dynamic which will allow us to complete more procurement cycles whilst remaining compliant with procurement regulations. The progress and statistics can be viewed within the document published under initiative 1.4.

Procurement completed for 10 zones

We have completed procurement for 19 zones, exceeding the initial target of 10 zones.

1.6

Tier 3 BAU flexibility service

Go out to procurement for flexibility on 15 zones in 2019 which can be used as alternative to reinforcement.

Q4 2019

Ongoing: included in the 2019/20 ICE Workplan

We have analysed the potential 2019 constraint managed zones and signposting was provided in early February 2019. The 2019 procurement cycle is now underway.

Procurement completed for 15 zones

Pending measure

Continue to work with other network and system operators to coordinate approach across the industry.

1.7

Development of regional Future Energy Scenarios (FES)

Working with National Grid Electricity Transmission (NGET), contribute to the development of a co-ordinated approach to regional future energy scenarios. Hold a seminar on WPD's FES with the Open Networks Work Stream 1 P5 group. We will also continue to publish regional future energy scenarios for our distribution areas on a two yearly cycle.

Q1 2019

Complete

We complete a full engagement cycle every 6 months consisting of a pre-analysis stakeholder workshop to demonstrate our approach and seek feedback, followed by a webinar explaining results and answering queries. Our strategic investment options highlight areas of our network which will likely be constrained under different future energy scenarios, out to 2023. The South Wales strategic investment options report was published in February 2019, along with the DFES report for South Wales. A subsequent webinar to explain the key developments within the South Wales network and forecasting of large growth demand, generation and/or storage was held on 28th March 2019. A copy of the webinar is available [here](#).

Seminar on WPD FES to ON WS1 P5 delivered
Reports published

The seminar on WPD FES on WS1 P5 was held within target on the 21st May 2018 and the reports were published by the target date, with South West on the 18th July 18 and South Wales on the 6th March 2019.

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| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update | |
|--------------------------------|---|------------|---|---|---------|-------------------|---|---|---|
| 2. Availability of information | Further improve information on outages & constraints increasing detail and scope. | 2.1 | Provide historic and forecast outage information and improved curtailment information for DG EHV connections at the point of issue of the connection offer | Develop systems and processes to provide better historical and forecast outage information, for a proposed DG EHV connection at the point of issue of the connection offer. Where the connection offer is for an alternative connection, we will also undertake developments to provide improved curtailment information. This improved information is intended to provide clarity on the likelihood of the level of curtailment. | Q1 2019 | Complete | We discussed with DG stakeholders to identify what they wanted to achieve. As a result, we developed a stakeholder request form to enable enquiries to be submitted about historic outages and this is available to use on the DGOO portal. In addition, we identified a process by which historic and forecast information may be provided to stakeholders within the connection offer. Our Primary System Design teams have access to all of the essential information required to incorporate it into the Connection Offer letter. | <ul style="list-style-type: none"> Feedback from DGOO Forum members on offer information | We requested feedback at the April DGOO forum, which showed that the methodology applied meets the requirements. |
| | | 2.2 | Further develop the WPD DGOO | Continue to develop the WPD DG Owner Operator (DGOO) Forum, developing an action plan with members to deliver further improvements to outage information provision. Host 4 forums including a visit to a WPD Control Centre providing further insight to members. | Q1 2019 | Complete | We have continued to host the DGOO forum, with four meetings held throughout 2018/19. In addition, a site visit was held in South Wales and an open invite to visit WPD's control rooms was made at the January 2019 DGOO forum. | <ul style="list-style-type: none"> New initiatives resulting from forum 4 DGOO forums held including 1 site visit | 4 x DGOO forums and a site visit were held as planned. One new initiative has been identified which has been included in our 2019/20 ICE Workplan, to publish DG post-energisation guidance. |
| | | 2.3 | Continuing 2017/18 initiative: report on lost generation due to outages | Continuing 2017/18 initiative: publish the report developed with the DGOO, on the quantity of generation loss (in MWh) caused due to WPD and National Grid system outages (132kV, 66kV & 33kV only) by generation technology type. | Q2 2018 | Complete | We developed the lost generation information to provide access via the DGOO portal in consultation with forum members. Positive feedback was received and the changes were implemented. At the January 2019 meeting we reminded DGOO members of the availability of this quarterly report and requested further feedback. We received positive comments from members of the DG forum, including that WPD are a leader in this area. A link to the report is available on our website here . | <ul style="list-style-type: none"> Measure annual stakeholder satisfaction with forum and outputs | <p>After every event feedback is requested from attendees using the following two questions:</p> <ol style="list-style-type: none"> Do you feel the forum has met its stated objectives and was effective in raising concerns and implementing change? Out of 5, how would you rate the overall forum? <p>The forum continues to be well received, with an average of 98% of attendees agreeing that the forum met the stated objectives and was effective in raising concerns and implementing change. On average, across the four meetings held, attendees provided an overall score of 4.6 out of 5.</p> |

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| 2. Availability of information | Further improve information on outages & constraints increasing detail and scope. | 2.4 | Further develop the report on lost generation due to outages | Further develop the report on lost generation due to outages to include an estimation of the £ value lost due to outages in the published report. | Q1 2019 | Complete | It was identified that improvements could be made to the calculator when provide lost generation information. We produced a model, using a spreadsheet developed by Regen and in co-operation with generators, which will output lost MW and lost revenue by generator type. The DGOO portal enables straight forward access to this model. The document "Summary of Lost generation due to Constraints 2018" is available in the DGOO login area of our website which contains calculations indicating, by technology, losses in £s. | ► Measure annual stakeholder satisfaction with forum and outputs | See KPI feedback in 2.3. In addition, stakeholders have been positive around the type and quality of information made available to them by WPD. |
| | | 2.5 | Report on reduced DG losses avoided during outages | Develop a report on the amount of DG losses avoided with the processes and procedures which have been developed to reduce the impacts of outages on DG. Develop ways of both quantifying reduced losses and of reporting case studies. | Q4 2018 | Complete | This information is incorporated into the Summary of Lost Generation due to Constraints 2018 report mentioned in ICE initiative 2.4. It provides a YTD and monthly view of % lost and amount of generation available to DG customers. | ► Feedback from stakeholders on report | See KPI feedback in 2.3. In addition, stakeholders stated that they are finding the work done by WPD to identify loss of generation to be helpful. |
| | | 2.6 | DG Constraints information leaflet | Produce a leaflet which will provide guidance to DG customers on how outages and constraints on the distribution system may effect their connections. | Q4 2018 | Complete | A leaflet has been produced which provides guidance to DG customers on how outages and constraints may impact on their connections. We proposed to provide both and electronic and paper version and stakeholders agreed this was a good idea. An electronic version of the leaflet was made available, accessible via the DGOO portal and subsequently a printed version was produced. Whilst no amendments were identified in the initial production, we have agreed to review the leaflet periodically and update as the need arises. | ► Leaflet published by target date | The leaflet was available by the target date. |

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| 2. Availability of information | Further improve information on outages & constraints increasing detail and scope. | 2.7 | Pro-active fault explanation email | In conjunction with the WPD DGOO, develop a pro-active email notification process to provide DG customers with explanations regarding faults on the distribution system which may have effected their connection. | Q3 2018 | Complete | We proposed to email DG members to provide fault information for them to relay to their client and DG stakeholders were in agreement to this process. We developed a familiar pro-forma for use by WPD's control room and implemented the new process. This is sent out on a daily basis in a pro-active manner by WPD's control team to the email addresses provided for each generator affected by a fault the previous day. | ► Feedback from stakeholders on email process | Stakeholder feedback on faults has improved since this email process was implemented. |
| | | 2.8 | Contacts for assistance with DG portal | Provide contact details for users to obtain assistance with the WPD DG portal. | Q2 2018 | Complete | It was established that having a single point of contact would be a good idea. DG stakeholders were provided with updated contact details, including those for Steve Ransom who will act as the WPD point of contact for issues with the DG portal. Feedback received on this approach has been positive. | ► Contacts published by target date | Contact details were published and shared with the DG stakeholders ahead of the target date. |
| | | 2.9 | Present to the WPD DGOO on ANM | Present to the WPD DGOO forum on Active Network Management (ANM) connections and their bearing on outages and constraints. | Q3 2018 | Complete | A presentation was given to the DGOO forum on Active Network Management. Notes, actions and presentations from the forum meetings are available on our website here . | ► Measure annual stakeholder satisfaction with forum and outputs | See KPI feedback in 2.3. In addition, very positive feedback was provided on the presentation, particularly that the information was helpful in understanding ANM. |
| | | 2.10 | Present to the WPD DGOO on operational best practice | Present to the WPD DGOO forum on operational best practice, raising awareness with stakeholders regarding the operation of their connections assets, in particular around outages and constraints. | Q1 2019 | Complete | A series of discussions have been held to present and clarify operational best practice. It was agreed that operational issues arising can be discussed in real time through contacting Steve Ransom, avoiding the need to wait for the quarterly meetings where matters are pressing. No further work in this area has been identified at this time. | ► Measure annual stakeholder satisfaction with forum and outputs | See KPI feedback in 2.3. |

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| 2. Availability of information | Further improve information on outages & constraints increasing detail and scope. | 2.11 | Continuing 2017/18 initiative: DNO best practice on outages and constraints | Continuing 2017/18 initiative: WPD to work with Distributed Generation stakeholders to establish DNO industry good practice initiatives with regard to the management & notification of Network outages and generation constraints. | Q2 2018 | Complete | Following input from all DNO's, the DNO best practice guide was published by the Solar Trade Association. The guidance is available to view here . | ▶ Best practice published by target date | The industry best practice report was published by the Solar Trade Association on 3rd July 2018, with WPD's input being completed by the Q2 target. |
| | Provide greater assistance to customers with understanding what information is made available and how to use it. | 2.12 | Provision of assistance in use of online capacity map and the information available | Develop the means of providing assistance to external users on the use of WPDs online capacity and constraint map tool as well as assistance with the information available through the capacity and constraint map. | Q1 2019 | Complete | We have added help information and guidance to the Network Capacity Map. This includes information on the use of each filter and a 'walk through' function which takes users through the filter selection steps. The final changes were released on 28th March 2019 and communicated to stakeholders via the website updates email for registered users. | ▶ Feedback from stakeholders on the website facilities | Pending measure |
| | Provide facility to report errors or inconsistencies in online capacity and constraint information. | 2.13 | Ability to report errors in online capacity and constraint information | Provide ability for users to report errors or issues with the accuracy of the capacity and constraint information facilities on WPD webpages. | Q3 2018 | Complete | Within the Network Capacity Map, we have implemented a link to allow users to report any suspected data error when viewing detailed data for a substation. This generates an email which automatically captures a reference for the data they have been viewing and allows a free text area to enter the issue they have identified. The changes were implemented on 28th September 2018 and were communicated to stakeholders via the email updates for website changes. | ▶ Feedback from stakeholders on the website facilities | Pending measure |
| | Overlay capacity map with additional useful information. | 2.14 | ANM zones provided in capacity map | Develop additional functionality in the WPD online capacity map to provide information on whether an ANM zone is in place at a particular substation and the ability to search / filter information for ANM zones. | Q1 2019 | Complete | The Network Capacity Map has been further improved with Active Network Management (ANM) zones. This provides users with visibility of active zones when looking at connection opportunities. The change was implemented on the 28th March 2019 and communicated to stakeholders via the email updates for website changes. | ▶ Feedback from stakeholders on the website facilities | Pending measure |

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| 2. Availability of information | WPD should improve the information available on the WPD website and make it easier to navigate and locate. | 2.15 Further enhance connections pages on WPD website | Following the improvements made in Q1 2018, we will review stakeholder feedback, identify and implement further enhancements to navigation and content of the connection pages on the WPD website. | Q1 2019 | Complete | It was identified that further improvements were required to the structure of the connections pages, particularly with the navigation process. We sought to improve the customer experience and ensure users could easily find what they were looking for, with an initial focus on the EV and generation pages. We outlined our proposals at the CCSG and CICG meetings with positive feedback received and no further improvements identified. The improvements were implemented ahead of the target date and a pop-up survey has been created to capture stakeholder feedback on the changes we have made. | ► Stakeholder feedback on website | Pending measure |
| | WPD should provide more information to help customers better understand Use of System charges for their connection projects and any industry changes which may affect them. | 2.16 Distribution Use of System (DUoS) podcast | Produce a podcast on DUoS charging, providing an update on future prices and the developments being made in Ofgem's Charging Futures programme. | Q1 2019 | Complete | We agreed to produce a podcast on DUoS charging to provide an update on future prices and the developments being made in Ofgem's Charging Futures Programme. We undertook two podcasts during the year, the first to update stakeholders on the Ofgem SCR progress and the second one including updated information on April 2020 prices as published in December 2018. We checked with a stakeholder the usefulness of the content. The initial podcast was published on the 11th October 2018 and received 302 views by the end of March. The second podcast was published on the 5th March 2019 and received 155 views by the end of March. The podcasts are available to view at www.westempower.co.uk/our-network/use-of-system-charges . | ► No. of Podcast downloads | The charging statements podcast published on the 11th October 2018 received 302 hits by the end of March 2019. The charging podcast published on the 5th March 2019 received 155 hits by the end of March 2019. |
| | | 2.17 Produce a DUoS Charging Guidance document | Publish a guidance document to enable customers to enhance their understanding regarding the application of DUoS charges for new and augmented LV and HV connections. | Q3 2018 | Complete | We published an initial guidance document and presented it to our customer panel in February. Feedback received in response to the guidance, including that received at the customer panel, identified a requirement for guidance more targeted towards LV and HV connection customers. As a result, a revised version of the guidance document was published on our website on the 13th September 2018 and is available to view here . By the end of March, the document achieved 382 downloads. | ► No. of website hits | The DUOS document has achieved 382 downloads between publication on the 13th September 2018 and the end of March 2019. |

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| 2. Availability of information | Continue to improve the Statement of Works (SoW) process and the information provided to customers at each stage from pre-application to connection. Make further improvements to the mapping information provided by WPD in relation to: DG capacity and constraints including fault level; the connection of storage schemes (demand and export requirements); SoW information. | 2.18 | Continuing 2017/18 initiative: seek feedback on WPD awareness and ownership of SoW Transmission issues. | Continuing 2017/18 initiative: ensure communication is improved and consistent at each stage of the SoW process. Seek feedback from customers on WPD's designer / planner awareness following the internal training in 2017/18 to raise awareness and ownership of SoW Transmission issues. | Q3 2018 | Complete | We continue to provide updates to customers on the Statement of Works status associated with the GSP for their prospective connection. Further improvements for customers have been undertaken in accordance with initiative 5.1. | ▶ Feedback from stakeholders on designer / planner awareness of SOW transmission issues | The limited feedback received to date has all been positive. We will continue to monitor feedback to determine whether further works relating to the SoW process are required in the future. |
| | | 2.19 | Continuing 2017/18 initiative: publish reinforcement plans with network benefits on bi monthly basis with notifications to registered customers. | Continuing 2017/18 initiative: investigate how reinforcement benefits can be presented to customers on the WPD capacity map and the ability to issue notifications to customers registered to receive email updates. Working with our website developers to determine whether a notification can be issued each time a traffic light changes from red to either amber or green. | Q3 2018 | Complete | We have modified the Network Capacity Map to hold a text description of any committed reinforcement scheme that will benefit a substation. This includes the works, capacity to be created and timeframe for completion. Our proposals were shared with stakeholders prior to implementation and communicated once live via the email updates for website changes. | ▶ Increase in number of webpage hits | The capacity map received 21,729 hits during 2018/19, an increase on the 20,754 hits during the previous year. |
| | | 2.20 | Continuing 2017/18 initiative: Provide downloadable constraint map data | Investigate technical options to enable constraint map data to be downloaded for use on external systems. Publish data in available formats and seek feedback from external users. | Q4 2018 | Complete | The data behind our Network Capacity has been made available for download both via the map and via the LTDS registration/login. Our proposals were shared with DG stakeholders prior to implementation and communicated once live via the email updates for website changes. | ▶ No. of data downloads | The capacity map data received 710 downloads during 2018/19. |

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| 2. Availability of information | WPD should voluntarily make commitments regarding the time for delivery of network stability studies on DG schemes. | 2.21 Continuing 2017/18 initiative: review provision of stability information with customers | Continuing 2017/18 initiative: review provision of stability information with those customers provided with data, the adequacy and timely delivery of information. Identify any further improvements which may be required. | Q3 2018 | Complete | This area of work is very specialised and is undertaken by a small number of providers. We continue to work with them to provide data to meet their need. We have not identified any further work to undertake in this area at this time. | ▶ Feedback from stakeholders on the information provided | The stakeholders involved were satisfied with the output. |
| | Improve the information available on the connection of electric vehicles (EVs)  | 2.22 Enhance the information available regarding the connection of EVs | Develop further guidance, policy and process regarding the connection of EVs, improving information available on our website. | Q3 2019 | Complete | EV connections were initially subject to full technical and harmonic analysis. As applications increased, it was identified that this needed to change. Standard design documents were developed using research data which enabled many types of EV charger to move out of the full technical scope. As a result, ST:SD5G enables the connection of more EV's without technical analysis and provides a design solution for connection at fuel forecourts. We discussed these changes with Local Authorities during specific LA engagement sessions during November 2018 and further reviewed with the wider stakeholder group during our January 2019 stakeholder engagement sessions. A guidance document was published in March 2019 targeted at Local Authorities, "Electric vehicle charging & DNO engagement". This is available to view on an improved EV webpage which also contains easy to view graphics on our EV related commitments, WPD's EV Strategy Document and our Getting Electric Vehicles Moving Guide. | ▶ Feedback from stakeholders on the information provided | Pending measure |

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| 2. Availability of information | Undertake further engagement with stakeholders on electric vehicles (EV)  | 2.23 Increase engagement on EV's | Undertake further engagement with stakeholders on EV's. Engage with a broad range of stakeholders with an interest in this area using a range of activities to identify areas where WPD can improve forecasting, information, guidance and process. | Q3 2019 | Complete | We held dedicated EV sessions for Local Authorities during November 2018 during which we shared WPD's EV strategy and guidance document. Following the feedback received during these sessions, the guidance for LA's was updated and reissued. The strategy document was further reviewed during the stakeholder engagement sessions held in January 2019 and published in March 2019. A link to the webpage containing both documents can be found against initiative 2.22. | ▶ No. of EV engagement activities undertaken | We held a total of 8 engagement sessions relating to EV, consisting of two dedicated Local Authority events in November 2018, attended by 130 LA stakeholders and the 6 stakeholder engagement sessions in January 2019, with EV breakout sessions attended by 60 stakeholders. |
| | Provide assistance and guidance on the implementation of ER G98 & G99  | 2.24 Provide information and guidance on ER G98 & G99 | Publish information and guidance to assist customer understanding of the latest requirements for generators connecting to the GB Distribution system as a consequence of the introduction of the new European Connection Codes and the Electricity Network Association's new Engineering Recommendations G98 and G99. Engage customers through a webinar to disseminate information relating to compliance requirements and timescales. | Q1 2019 | Complete | New EREC's G98 and G99 have been implemented to meet the latest requirements for generators under new European Connection Codes. The latest requirements will have an impact on connecting customers and we have identified a need to communicate with them to ensure they are aware of the changes that come in to effect on 27th April 2019. We have developed a stand-alone web page and associated guidance document to assist customer understanding of the latest requirements for generators. We have engaged with customers through a webinar to disseminate information relating to compliance requirements and timescales. Following feedback from participants a Frequently Asked Questions document was subsequently created which was issued to key stakeholders and also placed on the website. We further improved the navigation to the generation webpages, including to the correct G98 and G99 application forms and shared these improvements with the CCSG and CICG members, receiving no adverse feedback. We proceeded to implement the changes to the live website ahead of the target date. | ▶ No. webinar participants and downloads | We had 116 participants dial into the webinar. The guidance document achieved 511 downloads between publication on the 15th August 2018 and the end of March 2019. |

| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update |
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| 3. Network capacity allocation and reservation | Continue to develop processes and procedures for capacity allocation and reservation. | 3.1 Continuing 2017/18 initiative: Review the processes, agreements, terms and conditions relating to how network capacity is offered on new connection and infrastructure schemes, as well as the management of capacity in ongoing schemes following acceptance of a connection or infrastructure offer. | Continuing 2017/18 initiative: due to the wide range of views received on our initial consultation issued in Q4 2017, we will issue a response document setting out these views and ask questions to assist us in further developing our initial proposals. We will produce a final decision document and implement revised procedures and processes. | | | | | |
| | | | We received 21 responses to our consultation and engaged throughout the process with members of the CCSG and CIG stakeholder groups. Our final decision document, achieved 83 downloads in the first month since publication at the end of March 2019. | Revised target Q2 2019 | Ongoing: included in the 2019/20 ICE Workplan | <ul style="list-style-type: none"> ▶ Number of stakeholders engaged ▶ Feedback obtained from stakeholders | <p>We received 21 responses to our consultation and engaged throughout the process with members of the CCSG and CIG stakeholder groups. Our final decision document, achieved 83 downloads in the first month since publication at the end of March 2019.</p> <p>Feedback has been broadly positive of our proposals, with the majority of stakeholders agreeing with the principles we set out, and concern areas were considered prior to publishing our final decision document.</p> | |

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| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update | |
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| 3. Network capacity allocation and reservation | WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner. | 3.2 | Continuing 2017/18 initiative: Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance | Continuing 2017/18 initiative: review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national Distributed Energy Resources (DER) Connections Steering Group as required. | Q4 2018 Revised target | Complete | <p>WPD had an existing guidance document entitled Allowable Changes to applications. As the DER Steering Group was tasked with creating a similar industry agreed good practice guide we decided to review and update our own document, based upon the outcome of the finding of the Steering Group. A draft updated WPD document was prepared. The document was re-badged and included further allowable change scenarios not previously included. Information regarding the work of DER Steering Group and WPD's proposal to update its own guidance was communicated to stakeholders via both the CCSG and CiCG groups. Publication was deferred whilst the DER Steering Group finalised its own good practice guide so that alignment between the two could be verified. Minor changes were made to the document prior to issue and the updated guidance document was issued in December 2018. As the changes were minor and aligned with the industry good practice guide, we did not seek stakeholder feedback but will monitor any comments received in relation to the changes made.</p> <p>The updated guidance document was issued in December 2018 and a link to the document is available here.</p> | <ul style="list-style-type: none"> ▶ Actions and changes identified as a result of this initiative | Minor changes to our existing document were identified to align with the outputs from the national DER working group. These changes were implemented and no further action is required. |
| | | 3.3 | Continuing 2017/18 initiative: trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap prohibits individual DG connections | Continuing 2017/18 initiative: provided that WPD are granted the derogation to our Connection Charging Methodology implement trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap would otherwise be prohibitive to an individual DG connection progressing. Review trial and feedback, making amendments as required to processes and agreements. Assess whether the trial could be implemented as a business as usual process and whether we should seek a change to the Common Connection Charging Methodology. | Q1 2019 | Closed | <p>As a consequence of the QMEC work undertaken by Ofgem we examined a number of potential schemes to allow customers to connect where they might currently be deterred due to significant reinforcement costs. We looked at possible ways of mitigating the effect of the £200/kW rule (or High Cost Cap) that is set out under all DNO's charging methodology statements. We examined the potential to undertake a trial under which the High Cost Cap would be dis-applied so that when a group of DER customers sought a connection within a set time period and the aggregate capacity sought by those customers exceeds the £200 /kW threshold (as if they were treated as a single connection scheme with this capacity), the reinforcement costs would be shared between those customers in proportion to the capacity in their connection offer (rather than being charged to the first customer that triggers the High Cost Cap). As a derogation would be required under the trial arrangements the approach was discussed directly with Ofgem and also with stakeholders at the CCSG. Advice on approach was taken from CCSG members and Ofgem requested further information on the detail of the trial. In light of developments around alternative connections and flexibility, the requirement for this trial has significantly reduced. We have proposed to Ofgem that we agree a template derogation with them for use if a significant High Cost Cap scheme could utilise it in future.</p> | <ul style="list-style-type: none"> ▶ Capacity created as a result of the trial ▶ Volume of connections facilitate by trials | Pending measure |

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| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update | |
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| 4. Legals and consents | Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data. | 4.1 | Continuing 2017/18 initiative: provide online access to project specific legal and consents information | Continuing 2017/18 initiative: improve the transparency of the legal and consents process for customers by enabling them to access project specific information via the online applications system CIRT. | Q4 2018 | Complete | Access to WPD's Crown tracking system via CIRT and Geldard's' HighQ Platform were identified as solutions to our customers' request for increased transparency in the legal process. Interfaces into these 2 systems designed to facilitate customer access. The concept was discussed with stakeholders during meetings. Amendments were made during system development. Stakeholder testing and feedback is underway. CIRT and HighQ are both operational. Impact will be measured after stakeholder testing and feedback. More information is available on our website here . | ► Positive stakeholder feedback | The new processes have been shared with stakeholders at the CCSG. Feedback has been positive with stakeholders welcoming the ability to track the progress of the legals process. |
| | | 4.2 | Continuing 2017/18 initiative: establish internal standards of performance for the legal and consents process | Incorporate internal standards of performance measures into the existing, published KPI table of our external lawyer's performance to provide our customers with end-to-end measurement of WPD's entire legal and consents process. | Q4 2018 | Complete | Internal standards of performance for legal and consents process have been identified. Proposed standards have been agreed with stakeholders. Internal standards are operational and being monitored in monthly management reports. Stakeholder testing and feedback is underway. Impact will be measured A link to the latest report can be found on the website page referenced in 4.1. | ► Positive stakeholder feedback | Feedback on the published internal performance received to date has been positive. |

| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update |
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| 5. Connection offers & agreements | Continue to improve statement of works process. | 5.1 New options for issuing connection offers for DG without SoW requirement | <p>Establish options for issuing of connection offers for DG without a SoW requirement, working with NGET to develop new processes and therefore reduce uncertainty for customers. WPD will establish agreements with NGET for two scenarios to be able to issue connection offers without SoW requirements:</p> <p>a) Where available, allow removal of SoW requirement at a Grid Supply Point (GSP) by utilising Materiality Headroom provided by NGET and,</p> <p>b) By incorporating Planning Limits (by GSP) in line with an enhanced SoW approach.</p> | Q1 2019 | Complete | <p>The rollout of Connect & Manage clauses for NGET issues has been completed for the South West region. This allows offers to be made without Statement of Works (SoW) requirements. As a result we are removing the SoW clauses from offer letters within this region. We published information on this approach which was shared with users registered for email updates. The information is available to view at www.westernpower.co.uk/connections/generation/connect-and-manage</p> | <p>► Enter into revised agreements with NGET at 5 GSPs to send DG connection offers without SoW requirements</p> | <p>We entered into revised Bilateral Connection Agreements at 8 GSP's during March 2019, against a target of revising agreements for 5 GSPs.</p> |
| | Continue to improve consistency in process and procedures across WPD. | 5.2 Post-acceptance pack for connection schemes at EHV and above | <p>Develop and implement an information pack to be issued to customers post-acceptance of their connection offer. The pack will provide important information on all aspects of the connection scheme, with an explanation of the post acceptance and pre - energisation connection process.</p> | Q2 2018 | Complete | <p>A new Acceptance Pack was developed by the target date. From 1st July, all accepted EHV connection schemes receive the new pack which provides guidance and information on the next steps from acceptance through to connection completion. A covering email was sent out with EHV connection offers to notify customers of the new packs.</p> | <p>► Stakeholder feedback on pack</p> | <p>No feedback has been received to date</p> |

| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update |
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| 5. Connection offers & agreements | Implementation of assessment and design fees for connection applications / offers. | 5.3 Continuing 2017/18 initiative: Implementation of A&D fees | Continuing 2017/18 initiative: implement the policy and processes required for the roll out of A&D fees following the Electricity (Connections Charges) Regulations coming in to force. | Q2 2018 | Complete | We identified changes required as a consequence of the proposed implementation of the Electricity (Connection Offer Expenses) Regulations 2018. In accordance with the proposed Regulations we decided to introduce 'up-front' A&D Fees for demand and generation schemes that required work at EHV and voltage above. Our proposed implementation was discussed with stakeholders at our CCSG and CiCG events. No amendments were identified as necessary at this stage. Policies were drafted and processes agreed with internal stakeholders. A website page was developed outlining the forthcoming changes under the regulations. Many DER developers were contacted directly via a mail-drop and a 'Frequently asked Questions' document created to help stakeholder understanding. The Regulations came in to effect on 6th April 2018 and we implemented our new approach in May 2018. Initial impact of the introduction of A&D Fees was discussed with stakeholders at CCSG and CiCG events and stakeholders asked for feedback. Further discussion on the impact of A&D fees is taking place at a national level and WPD is taking part in those discussions. | ► Increased % at e/o Q1 2019 of accepted offers for affected market segments compared to the previous year average | The quotation acceptance rate by Q1 following implementation of the changes was 37.14% against a previous year average acceptance rate of 17.6%. |
| | WPD should provide more certainty of cost upon acceptance, in relation to major connection schemes. | 5.4 Continuing 2017/18 initiative: Establish a guide for customers on the provision of cost variation information | Continuing 2017/18 initiative: following consultation with stakeholders, publish information to provide more clarity on how cost may vary on major connections schemes. | Q4 2018 Revised target | Complete | Although we aim to provide a comprehensive design and cost for the connection works, depending on the size and complexity of the works required there may be occasions where we may need to vary the Connection Charge. This will mainly affect larger HV and EHV connections which require more significant work to enable the connection to our distribution system. A guidance document was published in December 2018 to give an indication of the more common circumstances where this may occur, and a typical range of potential cost variation. The guidance is available to view here . We are now seeking stakeholder feedback. | ► Stakeholder feedback on cost variation information | No feedback has been received to date |

| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update |
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| 5. Connection offers & agreements | WPD should improve the presentation of offers in line with best practice by other DNOs. | 5.5 Continuing 2017/18 initiative: improve presentation and clarity of WPD's connection offers using stakeholder feedback and DNO best practice | Continuing 2017/18 initiative: following engagement with stakeholders on draft templates, WPD will implement revised connection offer template(s) with improved presentation and clarity. | Q2 2018 | Complete | Stakeholder feedback suggested that existing Connection Offers were difficult to navigate and not entirely clear in communicating connection requirements. We worked with an external design consultant to identify improvements to the presentation of the connection offer. We also examined the form of the contract itself to see whether terms and conditions could become more transparent. We outlined our plans for change with CCSG and CiCG stakeholders. No amendments were identified as necessary at this stage. A final form was developed with the help of our external agent and template connection offer created. We demonstrated the new look connection offer to a number of stakeholders and advised them of the changes, including the proposal to remove the general conditions and signpost the recipient to the website for detail. The new-style connection offers were implemented in June 2018. | ► Stakeholder feedback on revised offer format | A survey was undertaken of people who had received new-style connection offers asking them for feedback. Positive feedback has been received and no further actions have been identified. |
| | Review the application of Assessment and Design (A&D) fees following the implementation of the Electricity (Connection Offer Expenses) Regulations 2018  | 5.6 Review A&D fees and collaborate on consistent approach | Review the application of A&D fees in WPD and collaborate with other DNOs via the ENA to identify changes that will improve consistency of application and methodology across DNOs. We will increase transparency by updating guidance as required and communicate to stakeholders seeking feedback on any changes. | Q1 2019 | Ongoing: included in the 2019/20 ICE Workplan | Feedback at industry level from various trade associations has not been entirely favourable and Ofgem have asked all DNO's to consider the whether there is more work to be done to ensure clarity and transparency of approach. The DNO's are working via the ENA to identify any further improvements. In parallel with any changes proposed by the industry, feedback from stakeholders confirmed that further clarity on the application of A&D fees was required. To achieve this, we drafted changes to sections 2, 3 and 4 of WPD's Charging Statement. These changes were implemented by the target date and we will seek further stakeholder feedback. | ► Stakeholder feedback on any changes | As further discussion concerning the impact of A&D Fees is taking place at national level. WPD has introduced a new action in its 2019/20 Workplan to cover any further development required. |

| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update | |
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| 6. Competition in connections | Continue to deliver improvements committed to in last year's workplan. | 6.1 | Continuing 2017/18 initiative: improve online services for ICPs / IDNOs. | Continuing 2017/18 initiative: implement planned developments to WPD's online services for Independent Connection Providers / Independent Distribution Network Operators (ICPs / IDNOs). | Q1 2019 Revised target | Complete | We decided not to improve the existing CIRT process but develop an on-line portal that ICP's could gain access to via a registration process. We have worked with our external website provider and created a specification document outlining development required in liaison with our own internal teams to provide an online application process. ICPs were made aware of the proposals at CICG events and invited to feedback any views. The system was developed further taking account of the feedback received and was user tested by nominated ICPs prior to implementation. The system was live by the target date and all ICPs have been notified and invited to register for access. We are monitoring the number of registrations and continuing to work with ICPs as they utilise the service to obtain feedback. | ► Stakeholder feedback on new online services | We have received positive feedback from ICP's who stated that the system is much easier and user friendly. |
| | | 6.2 | Continuing 2017/18 initiative: improve information published on inspection and monitoring performance. | Continuing 2017/18 initiative: develop an overall table of ICP performance that is anonymised but would enable each ICP to see where they stood in relation to the others. Publish on WPD website and extend table to include WPD number of inspections and pass/fail performance. | Q2 2018 | Complete | A report is now issued to each ICP at the beginning of each month that details the number of inspections that have been undertaken in the previous twelve months on a rolling basis. The tables provide an anonymised graph of ICP performance relating to the WPD Inspection and Monitoring Regime of adoptable assets. They include the four WPD licenced areas and their performance. As part of the ICE action anonymised performance graphs are now published on the WPD web site and received 95 page hits by the end of Q3 2018. The new reports were presented to the CiC Group prior to implementation and are available to view here . | ► No. of hits on webpage | We received 307 webpage hits on the inspection reports page by the end of March 2019 |

| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update | |
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| 6. Competition in connections | Continue to deliver improvements committed to in last year's workplan. | 6.3 | Continuing 2017/18 initiative: improve the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works. | Continuing 2017/18 initiative: work with ICPs to develop and implement improvements to streamline the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works. | Q1 2019 Revised target | Complete | We decided not to improve the existing CIRT process but develop an on-line portal that ICP's could gain access to via a registration process. We have worked with our external website provider and created a specification document outlining development required in liaison with our own internal teams to provide an improved self-jointing/completion process. ICPs were made aware of the proposals at the CIGG events and invited to feedback any views. The system was developed further taking account of the feedback received and was user tested by nominated ICPs prior to implementation. The system was live by the target date and all ICPs have been notified and invited to register for access. We are monitoring the number of registrations and continuing to work with ICPs as they utilise the service to obtain feedback. | ► Stakeholder feedback on new processes | We are awaiting feedback from ICP users. This method complements existing application processes as an alternative option for submitting an application for connection. |
| | | 6.4 | Continuing 2017/18 initiative: Improve CiC information available to new and existing ICPs | Continuing 2017/18 initiative: improve information available to facilitate new entrants and for existing ICPs on WPD's CiC processes and procedures by establishing a new high level guidance and website area giving ICPs an introductory guide informing them of what to expect when operating in WPD's area. | Q2 2018 | Complete | As part of the commitment to improve the information available to facilitate new entrants and for existing ICP's on WPD's CiC process and procedures, we have established a new high level guidance on our website that provides ICP's with an introductory guide providing information on what to expect when operating in WPD's area. We have created a site that provides key contacts, process signposted with where to find more information and what agreements are available. This went live on 29th June 2018 and is available to view here . | ► No. of hits on webpage | 416 webpage hits on the information for ICP webpage by the end of March 2019 |

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| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update | |
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| 6. Competition in connections | Extend HV self-connection to overhead line connections. | 6.5 | Trial ICP HV self-connection to overhead lines | Develop policy procedures and processes to trial the extension of contestability for HV self-connection to overhead line (OHL) connections. Working with interested ICP stakeholders to develop solutions for a business as usual implementation. | Q2 2018 | Complete | The WPD standard technique has been amended to enable an ICP with appropriate knowledge, experience and accreditation to undertake the HV overhead line POC. We are therefore ready to work with an ICP in developing a trial | ► No. of HV OHL connections by ICPs | To date, no ICP has applied to undertake an overhead option 4 connection. |
| | | 6.6 | Extend scope of contestability in disconnections | Collaborate with ICP stakeholders to determine where the scope of contestability of LV disconnections can be expanded in relation to connection schemes. Implement revised procedures and processes as required. | Q1 2019 | Complete | ICP's fed back that they would like WPD to consider extending the scope of contestability in disconnections. An outline process was drawn up and ICP's were invited to take part in a trial to undertake off-site metered LV disconnections associated with regeneration sites. Guidance on the process was made available on the website and the CICG members were provided a further update in April that there had been no take up on this option to date. | ► Feedback from stakeholders | We are awaiting ICP uptake of this trial process. |
| 7. Community energy | The trial of workshop sessions in last year's community energy events was very successful with attendees positively commenting on the interactivity. Therefore, the 2018/2019 events will be structured as workshops where everyone will have the chance to discuss the topics raised and ask questions. | 7.1 | Community Energy Events | Eight Community Energy Events will be held which will provide community energy groups updates on the WPD innovation projects that involve communities. The events will be run as workshops to increase interaction. | Q1 2019 | Complete | Eight community energy events were held throughout the year as planned. The feedback received from these events has identified flexibility markets as a focus area for 2019/20 engagement with community energy stakeholders. | ► Number of attendees. | 317 stakeholders attended the eight WPD community energy events, an increase of 37 when compared to the previous year. Positive feedback was received, with 100% of stakeholders stating that they were Happy or Very Happy with all events. |

| Focus area | Feedback | Initiative | Initiative description | Target Date (Calendar yr.) | Status | Initiative update | Required KPI(s) or Measure(s) | KPI update |
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| 7. Community energy | Last year's trial site visit received excellent feedback with communities welcoming the opportunity to network and develop partnership working in more informal setting. | 7.2 Community Networking Event | The Community Networking event will include a site visit and a networking dinner in order to enable community energy groups to network and share their lessons learnt and success stories. | Q1 2019 | Complete | A community networking event including site visit took place in July 2018. The event was very well received. | ► Number of attendees. | The site visit and network event was almost fully attended, with 29 out of the 30 spaces filled. |
| | Animations have proved a popular tool for communicating complex messages in a simple, easily engaged with format. Topics covered have included the development of decentralised generation and the role of storage. | 7.3 Three animations and case studies focused on shift to DSO, role of flexibility and how WPD addresses the potential challenges of electric vehicles. | The three animations will consist of videos demonstrating clearly what the shift to DSO means, discussing the role of flexibility and presenting how WPD addresses the challenges that could be created in the network due to the increasing number of electric cars. | Q1 2019 | Complete | <p>Animations and case studies were developed to keep the community energy groups informed of changes within the industry. These have been published and promoted via social media.</p> <p>The animations were shared with stakeholders at our community energy events, with very positive feedback received. Attendees states that they helped them to understand concepts they did not have knowledge of previously, such as flexibility services and the transition from DNO to DSO.</p> <p>The animations are available to view on our website here.</p> | ► Number of hits/downloads. | The animations received a total of 8961 views. |
| | In previous community energy and stakeholder engagement events, local and community energy groups have shown considerable interest in the DSO transition and how it could affect them. | 7.4 Consultation on what DSO means for community energy. | This consultation will collect feedback from stakeholders on what the DSO transition means to them and the key areas of the transition that matter to them most. | Q1 2019 | Complete | The DSO consultation was completed successfully and the feedback utilised to develop the actions WPD will need to undertake going forward. The outputs from the consultation were shared in the DSO Consultation report, available to view here . As a result of this consultation process, we have committed to a number of actions which will be included within the 2019/20 ICE Workplan. | ► Number of responses. | We received 49 responses to the DSO consultation, more than anticipated. The feedback provided valuable information on the community group views on what DSO transition means to them and what they would like us to do next. Further actions will now be included in our 2019/20 ICE Workplan. |

OVERARCHING KPI'S

| | Area | Required KPI(s) or Measure(s) | Target | KPI update |
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| Overarching KPIs | Awareness of competition in connections | Measure customer awareness of competition in connections through customer survey | Increase on 2017/18 awareness of 81% | By the end of March 2019, awareness of competition in connections improved to 82% of surveyed customers |
| | Complaints | Measure number of complaints received and the time to resolve them to track our performance | Upper quartile amongst other DNOs | 88% of all complaints received during 2018/19 were resolved within one day with 7% resolved between 2 and 31 days and 4%, accounting for 3 complaints, remaining unresolved after 31 calendar days. In the 2017/18 comparison 3 of the 4 WPD regions occupied the top rankings for complaints performance at positions 1, 2 and 4. |
| | Major Customer Survey | Conduct monthly satisfaction survey for large connection customers, covering the market segments under the ICE scope | Improve on the 2017/18 year end score of 8.65 | We surveyed 1,779 stakeholders, achieving an overall satisfaction score of 8.77 which is an improvement on the survey score achieved during 2017/18. |
| | DG Customer Survey | Conduct a satisfaction survey for DG customers | Improve on the 2017/18 score of 8.83 | We surveyed 397 stakeholders, achieving an overall satisfaction score of 8.71. |
| | Time to Connect | Reduction in overall time to connect by 20% across all market segments of connections during the current business plan period | ► Continue to improve the time taken to complete a connection during 2018/19 in line with business plan targets | WPD remain focused on improving connection services in line with customer requirements and have successfully introduced initiatives such as enhanced visibility on the progress of 3rd party consents (ICE reference 4.1). We are in the process of reviewing the time to connect measure to ensure that we are assessing success in a way that is relevant to customer need. We will therefore publish further data on connection timeframes in our Business Plan Commitments Report which will be published on 31 October 2019 |
| | Connections Guaranteed Standards of Performance | Maintain 100% success in achieving Connections Guaranteed Standards of Performance | 100% success | 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. Throughout the year we have incurred 5 failures of the connections guaranteed standards of performance and learning from these failures has been shared with the relevant WPD teams |
| | Stakeholder Engagement | Measure the number of stakeholders engaged at events including the CCSG, DG forum, DG Workshop and bilateral meetings | Increase on the 2017/18 engagement of 25,163 stakeholders engaged through events and surveys | Throughout the year, we have undertaken surveys and held or participated in connections and DSO related events reaching an audience of 26,339 stakeholders. |
| | 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 2018/18 volumes of: 175 Quotes 27 Acceptances | Whilst we have seen a downturn in the number of quotations, 157 in 2018/19, the proportion compared to total offers remains similar at 6.5% compared to 6.7% in 2017/18. However, we have seen an increase in the number of accepted alternative connection offers, with 64 acceptances received during 2018/19, accounting for 8.9% of all accepted DG connection offers. |