

# Ofgem Incentive on Connections Engagement 2019

## Appendix 2: WPD 2019/20 ICE workplan October 2019

In this appendix we have set out WPD's ICE Workplan for 2019/20 including the KPIs for the initiatives. In addition, for this October update, we have provided status updates for initiatives and included new initiatives which have been identified and added to the workplan.

# WPD ICE WORKPLAN 2019 / 20 : OCTOBER UPDATE

Ofgem Incentive on Connections Engagement

| Focus area                                   | Feedback   | Initiative  | Initiative description  | Target Date<br>(Calendar yr.) | Required KPI(s) or Measure(s)   | KPI(s) or Measure (s) Update         | Status    | Initiative Update Q3  |
|--|--|---|---|-------------------------------|---|--------------------------------------|-----------|---|
| 1. Network Capacity Allocation & Reservation | Continue to improve the provision forecasting and planning 2019-2020 on the network capacity   | 1.1<br><b>Providing LCT forecast information</b>                              | Develop online functionality to automate the provision of Low Carbon Technology (LCT) forecast information to Local Enterprise Partnerships (LEP) and Local Government Authorities (LGA), improving access to this information. Provide the ability on our website to download relevant data and to understand the geographic coverage for each of electrical service area (ESA) generated from our Distribution Future Energy Scenarios (DFES).              | Q1 2020                       | <ul style="list-style-type: none"> <li>► Monitor No. of downloads</li> <li>► Undertake online survey</li> </ul> | Pending Measure                      | Ongoing   | Data compiled for populating new website. Website visualisation scoped and in the plan for delivery.  |
|  | Increase collaboration on planning and investment forecasting between WPD and local government planning teams to help ensure sustainability and efficient investment for both parties and WPD to be actively Involved with local government authorities (LGA) and Local Enterprise Partnerships (LEP) planning processes, procedures and timeframes. | 1.2<br><b>Working together with Local Enterprise Partnerships (LEP)</b>       | Further improve the information available on our LGA / LEP webpages setting out the datasets WPD make available to them and how this might help them understand our investment plans. Improve awareness of this information by writing to LEPs and LGAs within WPDs regions, updating them on the information WPD make available as well as the WPD contacts for discussing both long term plans and local contacts for more immediate planning requirements. | Q3 2019                       | <ul style="list-style-type: none"> <li>► Stakeholder feedback</li> </ul>  | Stakeholder Feedback being collated  | Completed | <p>COMPLETED</p> <p>The key contacts at the LA, LEP and LGA have been contacted with an email and flyer to initiate stakeholder engagement forums and to introduce our Energy Data Hub on our website to keep our stakeholders informed on our forthcoming events.</p> <p><a href="http://www.westernpower.co.uk/our-network/network-development">http://www.westernpower.co.uk/our-network/network-development</a></p> |
|  |  | 1.3<br><b>Working together with Local Authority (LA) planning departments</b> | Run a series of webinars for Local Authority Planning Officers across WPDs regions. Deliver a webinar every 6 weeks to explain the information we can provide and the support that we can offer to the LA's. This will include question and answer sessions with the WPD Network Strategy Team.   | Q1 2020                       | <ul style="list-style-type: none"> <li>► No. of participants in webinars</li> </ul>                             | 29 Participants in the first Webinar | Ongoing   | <p>Webinars have been initiated and the first Webinar published on 11th October 2019, 29 participants attended the first webinar.</p> <p>Further Webinar details on dates and how to join</p> <p><a href="http://www.westernpower.co.uk/our-network/network-development">http://www.westernpower.co.uk/our-network/network-development</a> or use the link to catch up on previous webinars</p>                         |

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| 1. Network Capacity Allocation & Reservation | Continue to develop processes and procedures for capacity allocation and reservation   | 1.4<br><b>Continuing 2018/19 initiative: implement policy regarding allocation and reservation of capacity</b> | Continuing 2018/19 initiative: Following the publication of our final decision document in March 2019 we will implement revised 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.               | Q2 2019 to <b>Q1 2020</b>     | ► Stakeholder feedback on new policy implementation  | Major Stakeholder Fed back concerns on elements of the policy. In the process of reviewing with the stakeholder and then requesting feedback from all stakeholders | Extension Required | <b>WPD 'Go-live' on the process and policy for capacity allocation and reservation has been deferred further, while we liaise with a major stakeholder over concerns they have with certain areas of our proposed policy.</b><br><br><b>We are undertaking a review of the process and considering the potential to make some refinements, with the assistance of our stakeholders.</b>   |
|  |  | 2.1<br><b>DSO Consultation on economic process</b>   | Undertake a consultation on our economic processes for recommending which course of investment we take: conventional reinforcement, flexibility, future networks solutions or other. We will document and publish the processes developed in-house and trial them in our April 2019 flexibility tenders. We will seek feedback on these processes in order to identify any improvements which can be made. | Q3 2019                       | ► Feedback received to establish improvements and benefits .<br>► To promote further initiatives within the future ICE Workplan. | Survey within DSO consultation to be completed 22nd November 2019.   | Completed          | <b>COMPLETED</b><br><br><b>The consultation document was completed " Delivering a Flexibility First Approach" by the end September 2019, it gives a broad range of stakeholders an opportunity to respond to the consultation by 22nd November 2019. The consultation paper is on the website;</b><br><a href="http://www.yourpowerfuture.westernpower.co.uk/have-your-say/delivering-a-flexibility-first-approach">http://www.yourpowerfuture.westernpower.co.uk/have-your-say/delivering-a-flexibility-first-approach</a> |
| 2. Transition to DSO                         | Continue to prioritise the transition to quickly become a DSO. Continue to act swiftly to enable customers to participate in and benefit from DSO services and engage on the transition. | 2.2<br><b>DSO Commercial arrangements</b>  | Develop the commercial arrangements needed to use flexibility to provide capacity to facilitate new connections on the network. Identify 3 x locations where this can be piloted and in collaboration with the 3 x providers of flexibility, develop commercial arrangements for moving forward.   | Q1 2020                       | ► Monitor 3 x piloted areas.<br>► Establish commercial arrangements.   | Pending Measure  | Ongoing            | <b>Flexibility volume forecasting and pricing estimation modelling have been completed. Internal offering being developed in preparation for sharing with third parties.</b>  |

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| 2. Transition to DSO | Continue to prioritise the transition to quickly become a DSO. Continue to act swiftly to enable customers to participate in and benefit from DSO services and engage on the transition. | 2.3 Flexibility surgeries          | Run a flexibility surgery in August 2019 and March 2020. Provide potential participants in flexibility the ability to book face to face slots with one of our flexibility subject matter experts to discuss, electrical, technical and commercial aspects of flexibility within the surgeries. | Q1 2020                    | ► Feedback questionnaires within the surgeries | Pending Measure              | Ongoing   | First tranche of flexibility surgeries successfully completed.   |
|                      |  | 2.4 Flexibility webinars           | WPD will host 4 webinars throughout the year in July, August, February and March on flexibility and routes to procurement with WPD. The webinars will cover the routes required to participate in the ability to provide WPD with flexibility services.  | Q1 2020                    | ► Number of participants in webinars.          | Pending Measure              | Ongoing   | First webinars delivered to a wide audience. Webinar videos uploaded to the website for further dissemination opportunities.   |
|                      |  | 2.5 DSO Forward Plan update        | Update WPD's DSO Forward Plan to keep stakeholders informed on our latest steps towards becoming a DSO and informing them of our plans.  | Q2 2019                    | ► Completion of plan.                          | Plan Completed within KPI    | Completed | COMPLETED<br><br>WPD's DSO forward plan was updated and published on our website on 19th June 2019.<br><br><a href="http://www.westernpower.co.uk/smarter-networks/network-strategy/dso-strategy">http://www.westernpower.co.uk/smarter-networks/network-strategy/dso-strategy</a> |
|                      |  | 2.6 Tier 3 BAU flexibility service | Continuing 2018/19 Initiative: Go out to procurement for flexibility on 15 zones in 2019, which can be used as an alternative to reinforcement.  | Q4 2019                    | ► Completion of flexibility zones.             | Pending Measure              | Ongoing   | Second cycle of flexibility procurement completed in 2019 awarded 119MW of flexibility contracts across 17 Constraint Managed Zones.   |

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| 3. Availability of Information | Provide a contact who can assist with connection applications and front-end processes for major schemes. | <b>3.1 Assistance with EHV connect applications</b> | Provide better guidance on the WPD website regarding the option of a Connection Surgery Meeting (or if preferred telephone conversation) with a WPD EHV Network Designer to discuss the application process itself.                   | Q3 2019                       | ► Feedback from stakeholders on pre-application process.    | Awaiting Feedback   | Completed | <b>COMPLETED</b><br><br>Revised Connection Surgery appointments webpage has been developed and went live on 1st October 2019. Web Address : <a href="http://www.westernpower.co.uk/connection-surgery-appointments">http://www.westernpower.co.uk/connection-surgery-appointments</a> . The connection surgery appointments can also be accessed with the WPD stakeholder engagement website <a href="http://www.yourpowerfuture.westernpower.co.uk">http://www.yourpowerfuture.westernpower.co.uk</a> |
|                                | Improve communications regarding connection work programmes post-acceptance of a connection offer.       | <b>3.2 Post-acceptance communication</b>            | Review and improve the existing process on post-acceptance on customer contact. Review whether CROWN prompts can be used to ensure customer contact is made. Roll-out to WPD staff to ensure that they are clear on the expectations. | Q3 2019                       | ► Improved major customer survey feedback.                  | Awaiting Survey Feedback on Constructed Projects from Major Customer Survey | Completed | <b>COMPLETED</b><br><br>The review has been completed and additional Prompts have been incorporated within our Connections database to initiate communication to ensure more effective communication with our customers. A staff briefing was rolled out for implementation on 1st October 2019.   |
|                                | Continue to improve online capacity maps giving more granularity, also updating information frequently.  | <b>3.3 Network capacity map development</b>         | Develop additional functionality on WPDs online capacity map to provide Local Authorities (LA) with improved ability to understand the information within their authority geographic boundaries.                                      | Q3 2019                       | ► Feedback from stakeholders on Network Capacity Map usage. | Very Positive, an increase of 25% on the capacity map since the launch      | Completed | <b>COMPLETED</b><br><br>The information on Local Authority (LA) areas on our Capacity map went live on our website in August 2019. First indications are that it has increased the Capacity Map webpage hits by over 25%<br><br>( 8,221 hits in July, 10,581 hits in August). <a href="http://www.westernpower.co.uk/our-network/network-capacity">http://www.westernpower.co.uk/our-network/network-capacity</a>  |

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| 3. Availability of Information | Provide greater granularity in WPD's Data Portal (online geographic network mapping information).        | 3.4 Mapping data improvements                   | WPD Mapping to engage with stakeholders at June 2019 CCSG to understand the enhancements sought by our stakeholders so they can be considered and evaluated further as WPDs is currently transitioning to a new Geographical Information System (GIS ) mapping system, allowing future enhancements to be considered further. | Q4 2019                    | ► Customer feedback from WPD findings at Customer Connections Steering Group (CCSG). | Feedback from the June CCSG as per status. Follow up on CCSG at the October meeting. | Ongoing | <p>The stakeholder feedback from our June 2019 CCSG was received from our mapping presentation. WPD Mapping Manager attended the October CCSG to respond to the stakeholder feedback.</p> <p>Example of Feedback Question 1. The possibility of more intelligent data provided for LV, also LV data export.?</p> <p>We updated the CCSG and feedback. We will initiate further ICE actions as required.</p> |
|                                | Hold a connections networking event annually, providing useful face-to-face engagement opportunity.      | 3.5 Major customer engagement event             | Relevant CCSG and customer panel steering group members would be invited as a minimum. This event would be used for WPD to brief to this wider group on actions we have taken and hold round table discussions. As a whole we will review the existing structure of events and incorporate this event into the strategy.      | Q4 2019                    | ► Event held and number of attendees.  | Event to go ahead– at present 75 acceptances   | Ongoing | <p>Connections Workshop - date and venue has been agreed and the event will be held on 6th November at Aston Villa FC. An agenda has been produced and an external event company engaged to facilitate the event. Invites went out in October 2019</p>  |
|                                | Provide a guidance document for new connections application forms.                                       | 3.6 Application form guide for a new connection | To produce a clear and concise guidance book/leaflet which can also be viewed on the WPD website. The guide will navigate the customer through the application process, ensuring the guidance helps simplify the process for the customer.  | Q4 2019                    | ► Feedback from Stakeholders on usefulness of guidance.                              | Pending Measure  | Ongoing | <p>Following the internal and external stakeholder engagement, a number of documents are in progress and were reviewed on 7th October to finalise and put in place by the end of the year.</p>  |
|                                | WPD's customer survey for our online application process identified improvements for customer usability. | 3.7 Improve online application process          | WPD Online Application Improvements : Implement improvements to the online application form process taking in account of the feedback provided by stakeholders via the online application survey.   | Q4 2019                    | ► Stakeholder survey.  | Pending Measure  | Ongoing | <p>Updated stakeholder feedback information has been received and collated. Specific themes have been noted and detailed discussion for improvements with the website developer for October 2019.</p>   |

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| 3. Availability of Information | WPD should further improve the content of connections information available on the WPD website and make it easier to navigate and locate.   | <b>3.8</b><br><b>Further enhance 'Connections Information' on webpages.</b>                    | Following the improvements made to the 'Connections Services' pages in 2018/19, we will identify and implement further enhancements to the 'Connections Information' pages on the WPD website. Target is to improve the quality of the information available and remove extraneous content to allow users requiring guidance to easily access and obtain helpful advice about specific connections topics.           | Q3 2019                       | ► Stakeholder survey.      | Survey Ongoing on Webpage       | Completed | <b>COMPLETED</b><br><br>We are continuing to review the content associated with each website page in the 'Information' section and, where appropriate, updating and rationalising text in order to provide a less 'cluttered' appearance. Web pages are being moved and re-titled in order to provide a more logical approach and to help navigation. Go Live date was 30th September 2019.<br><br><a href="https://www.westernpower.co.uk/connections-landing">https://www.westernpower.co.uk/connections-landing</a> |
|                                | Provide easier access for customers who are connected and wish to modify their site (make changes to the equipment). Customers would like to have a simplified application process on modifications to their existing connection. | <b>3.9</b><br><b>Improve clarity of process when requesting a modification to a connection</b> | Improve the information and guidance available on the for customers seeking to modify their existing connection and/or their equipment connected at their site. Provide improved navigation on the WPD website connection pages for modifications, giving more clarity. Review on-line and off-line application forms to ensure they assist customers seeking modifications and improve overall customer experience. | Q4 2019                       | ► Number of web page hits. | Pending Measure                 | Ongoing   | A further discussion was held with the website developer in September 2019 in order to establish principles for information improvement and the detail will be confirmed in October 2019.  |
|                                | Publish a guidance document on the information and service provided post energisation of DG, with particular regard to outage planning.   | <b>3.10</b><br><b>DG post-energisation guidance</b>  | To publish a DG post energisation guidance document providing information including WPD process for outages and constraints and to communicate to the stakeholders using the DGOO workshops and the DG webpages on the WPD website.  | Q4 2019                       | ► Stakeholder feedback.    | Pending Measure                 | Ongoing   | A review has been completed of the DG post guidance and a process to communicate to our customers on outages and constraints on our network is now complete.<br><br><a href="http://yourpowerfuture.westernpower.co.uk/our-engagement-groups/connection-customer-engagement/distributed-generation-owner-operator-forum">http://yourpowerfuture.westernpower.co.uk/our-engagement-groups/connection-customer-engagement/distributed-generation-owner-operator-forum</a>  |



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| 3. Availability of Information | Develop a quarterly KPI pack incorporating measures on outage activity, timeliness and accuracy of notifications. Work with Distributed Generation Owner Operator (DGOO) stakeholders to identify and develop KPIs aligned with their requirements. | 3.11<br>DG Outage KPI pack   | Develop a quarterly KPI pack incorporating measures on outage activity, timeliness and accuracy of notifications. Work with DGOO stakeholders to identify and develop KPIs aligned with their requirements.              | Q1 2020                       | Stakeholder feedback                       | KPI pack published                    | NEW    | New Initiative       |
|                                | Develop information and guidance for DG customers to promote the ability to approach WPD to assess options to enhance their DG connection arrangements in order to reduce curtailment and the impact of planned outages.                            | 3.12<br>DG Connection outage reduction options                       | Develop information and guidance for DG customers to promote the ability to approach WPD to assess options to enhance their DG connection arrangements in order to reduce curtailment and the impact of planned outages. | Q1 2020                       | Stakeholder feedback                       | Positive feedback                     | NEW    | New Initiative       |
|                                | Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.  | 3.13<br>DGOO portal outage reasons                                   | Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.   | Q1 2020                       | Stakeholder feedback                       | Positive feedback                     | NEW    | New Initiative       |
|                                | Seek the inclusion of activity to support notification of planned or unplanned outages affecting unmetered telecoms infrastructure  | 3.14<br>Notification of outages on critical unmetered infrastructure | Develop a trial with a telecoms infrastructure provider to test the feasibility of accurately notifying a customer of planned outages of the unmetered connections to their critical broadband telecoms infrastructure.  | Q2 2020                       | Successful notification of planned outages | More than one successful notification | NEW    | New Initiative       |



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| 4. Assessment & Design Fees                    | Review the application of assessment and design (A&D) fees following the implementation of the Electricity (Connection Offer Expenses) Regulations 2018.                     | 4.1<br><b>Review A&amp;D fees and collaborate on consistent approach with other DNO's</b> | Continuing on from 2018/19: 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 2020                       | ► Stakeholder Feedback on any changes. | Pending Measure                           | Ongoing   | In collaboration with other DNOs we have drawn up a draft methodology for inclusion in our Charging Statement. Each DNO methodology will be subtly different but the structure is the same to aid consistency. Final sign-off may be achieved following the next Commercial Operations Group (COG) Connections working group meeting in October 2019.  |
| 5. Low Carbon Technology and Electric Vehicles | Improve consistency in levels of awareness around WPD staff on the availability of current innovation trials which might benefit a connection customer if they were to join. | 5.1<br><b>Local teams involvement in innovation projects</b>                              | Increase the level of innovation project involvement with local teams and regional Primary System Design designers who are handling connections applications. We will update WPD Innovation governance processes to include briefings for local teams.   | Q3 2019                       | ► No. briefings undertaken.            | 10 briefings to 221 Internal Stakeholders | Completed | <p>COMPLETED</p> <p>The process is finalised, each new project is assessed for relevance of dissemination based on geographical location and the type of project and activities been undertaken.</p> <p>There are currently 10 projects being disseminated on a monthly basis to 221 internal stakeholders.</p> <p><a href="http://www.westernpower.co.uk/innovation">http://www.westernpower.co.uk/innovation</a></p> |

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| 5. Low Carbon Technology and Electric Vehicles | Electric Vehicle (EV) - Feedback from Stakeholder Engagement workshops in Feb 2019 and EV Events, to help to collate the EV strategy 2019, making EV's a priority area with WPD stakeholders and Ofgem. The priority being to provide further information, guidance and assistance on connecting EV's. | 5.2        | EV guidance brochure      | Guidance and advice documents to help stakeholders / customers when they consider EV options for their homes or businesses. To produce a clear and concise brochure for the website, stakeholder engagement events and if a customer requests information to be mailed out.   | Q4 2019                    | ► Stakeholder feedback .                      | Pending Measure                | Ongoing              | During this quarter our set of stakeholder engagement events, based at local WPD depots, have started. These are specifically aimed at Local Authority (LA) and Local Enterprise Partnerships (LEP) representatives. The guide can be found at: <a href="http://www.westernpower.co.uk/downloads-view/29134">http://www.westernpower.co.uk/downloads-view/29134</a> |
|  |  | 5.3        | EV self-assessment        | Self Assessment Project. To produce an EV Application for connection. To allow customers a simple way of providing WPD with site specific service cable and termination information. A generic application form/process that can be used across the UK and for any DNO Network. Engagement of specific stakeholders.  | Q4 2019                    | ► Stakeholder feedback.                       | Pending Measure                | Ongoing              | The Energy Networks Association (ENA) are progressing this product. At present a database of domestic cut-out types with photographs is being developed to provide the background customer data for the application software.   |
|  |  | 5.4        | EV stakeholder engagement | EV Stakeholder Engagement Plan for 2019-2020 :<br>- To engage with Government through Business Environment & Industrial Strategy (BEIS) and Office for Low Emission Vehicles (OLEV) government department/organisation.<br>- To engage housebuilders regarding Superfast Electricity development, through the Renewable Energy Association.<br>- To engage with the stakeholders in varying workshops.  | Q3 2019 to Q1 2020         | ► Stakeholder feedback via survey.            | Target Date Extension Required | Extension Required   | Work in this area has changed direction slightly from the initially drafted actions. With the publication of the two office's OLEV/Department for Transport consultations on EV Charge points and Smart Charging, we have not completed any specific engagement with housebuilders. During this quarter we have responded to the BEIS/OLEV consultations.           |
|  |  | 5.5        | EV ADMD review            | Electric design capacity assumptions, the After Diversity Maximum Demand (ADMD) figures that support to design the network for design capacity have been in place for a significant period of time. The impact of EV's and LCT's will mean that we change these ADMDs. Following the ADMD review/consultation the outputs will be trained out internally with a procedure and process. External Stakeholders will be updated within the stakeholder engagement workshops and communication through Webinar. | Q4 2019                    | ► Stakeholder feedback - internal & external. | Pending Measure                | Ongoing              | The Electric Nation data has now been reformatted into a structure which can be loaded into our network modelling tool. We plan to load this data in October and provide dissemination to our planners towards the end of the year.   |

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| 5. Low Carbon Technology and Electric Vehicles | Electric Vehicle (EV) - Feedback from Stakeholder Engagement workshops in Feb 2019 and EV Events, to help to collate the EV strategy 2019, making EV's a priority area with WPD stakeholders and Ofgem. The priority being to provide further information, guidance and assistance on connecting EV's. | 5.6 EV capacity map       | WPD will produce a network capacity map to indicate capacity that is available across our network to support EV charging. The map is to be published as a heat map showing capacity at each of our local transformers, working alongside our other maps for generation and demand capacity. The capacity mapping for EV will be introduced onto our website with interactivity. To engage with external and internal stakeholders on the website roll-out and produce guidelines. | Q3 2019                       | ► Stakeholder feedback - internal & external. | Collating Feedback           | Completed | <p><b>COMPLETED</b></p> <p>The capacity map was made live on our website on 27th September 2019. Feedback from Stakeholders to be collated for our "Looking Back Report 2019/20".</p> <p><a href="http://www.westernpower.co.uk/our-network/network-capacity-map">http://www.westernpower.co.uk/our-network/network-capacity-map</a></p> |
|  |  | 5.7 EV charging hub       | Public charging hub infrastructure. WPD is developing a hub charging solution to help the deployment of charging infrastructure in car parks and other public locations. The hub charging project once completed will create a design specification for the bespoke charging transformer deployments. To engage with external and internal stakeholders on the website roll-out and produce guidelines.   | Q4 2019                       | ► Stakeholder engagement.                     | Pending Measure              | Ongoing   | <p>Work continues on the design of the transformer and the LV panel.</p>   |
|  |  | 5.8 LV Connect and Manage | The LV Connect and Manage project will show how WPD can provide controls to allow EV's to charge on the network, which could be constrained by parallel charging. To produce/establish set procedures so that this equipment is deployed in a consistent way by our local teams.  | Q4 2019                       | ► Internal training.                          | Pending Measure              | Ongoing   | <p>The set of internal WPD policies to allow Connect &amp; Manage to become a business as usual application are being written. We expect them to be published in October 2019</p>  |

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| 6. Competition in Connections | Improve consistency in approach to variations to CiC connection schemes particularly where there are changes to which party is undertaking elements of the works (i.e. WPD or the independent connections provider (ICP). | 6.1<br><b>CiC guidance on variations</b>           | Publish guidance on the processes to agree changes to CiC schemes. In particular where the ICP requests a change to which party is undertaking the final connection works i.e. from WPD connection to ICP self-connection and vice versa. | Q3 2019                    | ► Stakeholder feedback on guidance.                                 | Awaiting Feedback from Internal and External stakeholders | Completed | <p><b>COMPLETED</b></p> <p>We have developed the final drafts for internal and external guidance that will provide clarity over processes that must be followed when an ICP requests a change to their connection offer. Areas that we have specifically identified are instances where the ICP requests a change to which party is undertaking,</p> <p>a) the final connection works,</p> <p>b) design approval</p> <p>c) any other associated contestable works.</p> <p>The guidance was released in September.</p> |
|                               | Improve information available to support the design of 132kV connections by ICPs.   | 6.2<br><b>Update 132kV technical documentation</b> | Review information available for ICPs on WPD's online technical information library regarding 132kV connections. Updated and / or publish additional information as required to improve information available to ICPs.                    | Q4 2019                    | ► Feedback on documentation .                                       | Pending Measure   | Ongoing   | <p>We are currently reviewing the way we procure equipment at 132kV and who WPD contract. Following the review the intention is to pass our approved suppliers names to our ICPs.</p>   |
|                               | Consider facilitating ICPs undertaking signal injection for cable identification.   | 6.3<br><b>ICP cable identification</b>             | Investigate and review whether WPD can facilitate a trial for ICPs to undertake LV signal injection for the purpose of cable identification. If appropriate undertake a trial with an ICP/s to develop processes and procedures.          | Q2 2019                    | <p>► Review complete</p> <p>► Feedback on any trial undertaken.</p> | Review of Policy Completed                                | Completed | <p><b>COMPLETED</b></p> <p>Review of policy completed and the facility is not currently included within the WPD suite of documents. None of the current ICP connection community came forward to undertake a trial.</p>   |

# WPD ICE WORKPLAN 2019 / 20 : OCTOBER UPDATE

Ofgem Incentive on Connections Engagement

| Focus area          | Feedback   | Initiative   | Initiative description   | Target Date (Calendar yr.) | Required KPI(s) or Measure(s)   | KPI(s) or Measure (s) Update | Status  | Initiative Update Q3   |
|---------------------|--|--|--|----------------------------|---|------------------------------|---------|--|
| 7. Community Energy | Update and improve the WPD website community energy pages to make information more accessible.   | 7.1<br><b>Community energy - website Improvements</b>  | In 2019/2020 WPD will run a workshop which will aim to collect specific feedback on the WPD website. The feedback will then be used to re-design the website accordingly.  | Q4 2019                    | ► Percentage of workshop participants who are happy with the website changes. | Pending Measure              | Ongoing | Workshop has taken place in July as planned. Feedback from participants was very useful and based on it, a list of actions was created to capture what WPD will do to improve the Community Energy pages of the WPD website. The changes to the website are currently being completed by the Stakeholder Engagement team. In November, a survey will be carried out by Regen to capture whether the workshop participants are happy with the website improvements. |
|                     | Improve awareness of materials and information made available by WPD to support community energy groups.   | 7.2<br><b>Community energy - social media campaign</b> | A social media campaign will be run by WPD throughout 2019-2020 ICE period, with the aim to increase awareness of the material and information available to Community Energy Groups.   | Q1 2020                    | ► Increase in the views/downloads of existing material.                       | Pending Measure              | Ongoing | The social media programme of the campaign has been created and is being followed. The campaign is ongoing and is being delivered by our WPD Corporate Communications.   |
|                     | Feedback received from the DSO Communities Consultation has shown that community energy groups require support in order to be able to take advantage of the opportunities available to provide flexibility services. | 7.3<br><b>Community energy groups</b>                  | WPD will run a total of 8 workshops across Q 2019 and Q1 2020, in the areas where we need flexibility services. In these events we will explain how flexibility services work and how they can participate if they are able to offer any services. | Q1 2020                    | ► Percentage of attendees who are happy with the event.                       | Pending Measure              | Ongoing | The first 4 events have been completed and have had good participation. The next 4 events will take place Q1 2020.   |

| Focus area          | Feedback   | Initiative                       | Initiative description  | Target Date<br>(Calendar yr.) | Required KPI(s) or Measure  | KPI(s) or Measure (s) Update  | Status    | Initiative Update Q3  |
|---------------------|--|----------------------------------|---|-------------------------------|---|---|-----------|---|
| 8. Legal & Consents | Improve the transmission of Day 20 reports of legal process progress to new connections customers. | 8.1 Legal and consents reporting | Introduce measures to ensure that customers receive a copy of the Day 20 report relating to the legal process for their connection. | Q2 2019                       | ▶ Customer feedback from Customer Connections Steering Group (CCSG) | Positive Feedback, Following the CCSG in June 2019 final adjustments to the process and Feedback to be completed at CCSG October 2019 | Completed | <p><b>COMPLETED</b></p> <p>Following the recent changes in the legal process, the new process - "collaborative partnership protocol". The process involves our lawyers (Geldard's) sending a 20 day report to the customer's lawyer and the WPD wayleave specialist receiving a 20 day legal report on the progress of the individual scheme indicating any potential issues or the proposal is on track. WPD Customers will be asked if they would consent to the Day 20 report being sent to their lawyers and themselves. To show the individual legal progress.</p> <p>Although the initiative is complete, at the recent June 2019 CCSG stakeholder raised the issued that the customer lawyer may withhold information. In response to stakeholder feedback from the CCSG, the following changes have been made to Day 20 Reports process:</p> <ul style="list-style-type: none"> <li>contact details for WPD Project Manager now included on instruction proforma to WPD's lawyers to ensure PM receives (and forwards onto customer) Day 20 Reports.</li> <li>initial letter from WPD's lawyers to customers' lawyer asks for permission to send Day 20 Reports direct to client.</li> </ul> <p><a href="http://www.westernpower.co.uk/connections-landing/legal-permissions-and-consents">http://www.westernpower.co.uk/connections-landing/legal-permissions-and-consents</a></p> |

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| Focus area                        | Feedback   | Initiative                                    | Initiative description  | Target Date<br>(Calendar yr.) | Required KPI(s) or Measure(s)               | KPI(s) or Measure (s)<br>Update  | Status    | Initiative Update Q3  |
|-----------------------------------|--|---|---|-------------------------------|---|--|-----------|---|
| 9. Connection Offers & Agreements | Improve standardisation of budget estimates providing a consistent approach across WPD to reduce the variation in levels of detail and format.   | 9.1<br><b>Consistency in budget estimates</b> | To review budget estimates template and implement changes as required. Review and update the budget estimate policy and update internal & external guidance, improving consistency of approach across WPD. Communicate to the internal and external stakeholders via various media e.g. website, stakeholder engagement workshops.  | Q3 2019                       | ► Stakeholder feedback internal & external. | Positive Feedback from Internal as easier to complete. Awaiting external stakeholder feedback. | Completed | <b>COMPLETED</b><br><br>New budget estimate letters have been drawn up with the assistance of feedback from planners and stakeholders. We have also created a summary guide document that will be included in each budget estimate sent to help the recipient understand what is and is not included in the indicative costs. It will also inform them of next steps should they wish to proceed. Existing Standard Techniques have been reviewed and a revised an issued 30.09.19. New Letter and Summary Guide implemented on 1st October 2019. |
|                                   | Improve the accuracy of costs within WPD offers and transparency of assumptions, with the assumptions that are made clearly highlighted within the quotation. Ensuring the connection quotation is clear, accountable and concise. | 9.2<br><b>Connections offer transparency</b>  | Following on from an ICE Workplan 2018-19 initiative - Improve information in connection offer letters describing significant design assumptions which may impact on connection charges if the design needs to deviate. Establish clear guidance internally on assumptions that can be made in the design - e.g. route, surface type and technology. To give the customer a clear, concise and accountable connection offer. To review / consider corresponding information on consequences in the new guide document externally. | Q1 2020                       | ► Stakeholder Feedback from CCSG.           | Pending Measure  | Ongoing   | Design Assumptions document is under review, but not ready to be shared with CCSG in October. Document proposed to be agreed by end of 2019, ready to be rolled out for end March 2020.   |