

Connections

The environment we expect to operate in

Electricity Distribution companies are operating in a changing environment:

- **Targeting net zero emissions:** Develop a grid that supports the target of net-zero carbon emissions for 2050 by enabling the rapid roll-out of low carbon technologies, including EVs
- **Connecting customers to the network quickly, efficiently and at least cost:** Offer non-build alternatives that may lead to a smarter, more flexible energy system that manages real-time energy flows
- **Utilising strategic investment:** Develop anticipatory investment so that connections are not delayed, whilst protecting consumers from having to pay for costly new investment in network infrastructure that is not used
- **Connections boundary changes:** Respond to challenges any change in connections boundary brings
- **Innovation in connections:** Develop a strong strategic focus on innovation

Key context

- Predict up to 217,000 EV chargers connected by 2023
- Ability for capacity sharing
- Greater liaison with local planning departments
- Ofgem looking at network access and charging reforms
- Innovative solutions moving towards BAU approach



Connections

The key components for us to devise commitments against

So far we have heard the following from our stakeholders:

- A. Connection application process
- B. Speed and timeliness of the connections process
- C. Allocation and reservation of capacity
- D. Availability of information
- E. Competition in Connections
- F. Transition to DSO
- G. Low Carbon Technology (including EV)
- H. Connection Offers and Agreements
- I. Legal and Consents
- J. [BLANK – for workshop attendees' priority]
- K. [BLANK – for workshop attendees' priority]



Which of these components is most important to you?



Connections

Incentive on Connections Engagement (ICE)

ICE Workplan Development

We use stakeholder feedback to identify **priority areas** to address through our ICE Workplan

Through further engagement we will commit to a set of initiatives to address the priority areas

As the initial set of initiatives are delivered, further improvement areas and additional initiatives may be included within our ICE Workplan throughout the year

We measure the success of the improvements made through a set of Key Performance Indicators (KPIs)

Key context

ICE was introduced under RII0-ED1, with the aim to:

- Replicate the effects of Competition
- Incentivise DNOs to improve the overall customer experience
- Enable Customers to influence a DNOs high level strategy and Workplan of activities



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Relevant Market Segments

CONNECTIONS Relevant Market Segments								
Demand Connections				Distributed Generation		Unmetered Connections		
LV work	HV work	HV & EHV work	EHV work & above	LV work	HV & EHV work	LA work	PFI work	Other work
Connections to metered premises for demand customers at all connection voltages e.g.: <ul style="list-style-type: none">▶ Domestic houses▶ Commercial & industrial units▶ Electric vehicle charging points▶ IDNO networks				Connections to metered premises for generation at all voltages e.g.: <ul style="list-style-type: none">▶ Rooftop solar installations▶ Large scale wind farms▶ Battery storage		Connections to unmetered premises for demand connections for local authorities or private sector e.g.: <ul style="list-style-type: none">▶ Street lights▶ Bus shelters▶ Telecoms kiosks		

Is our balance of focus correct across the market segments?

Key context

- The ICE is designed to capture performance in the Relevant Market Segments of the local connections market
- The ICE does not capture performance in the Excluded Market Segments which are measured and incentivised under the RIIO-ED1 Time to Connect incentive and Customer Satisfaction Survey



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Incentive on Connections Engagement (ICE)

The potential priority areas for our 2020/21 ICE Workplan.

- A. Availability of Information
- B. Transition to DSO
- C. Low Carbon Technology
- D. Competition in Connections
- E. Network Capacity Allocation and Reservation
- F. Communication
- G. [BLANK – for workshop attendees' priority]
- H. [BLANK – for workshop attendees' priority]

Are there any other priority areas we should be considering?



Which of these priority areas is most important to you?

