

# Afternoon surgery: Connections

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# 72 outputs to test with you today

## We have broadly ordered the outputs into 13 themes as follows:

- We will **cover everything with you today** – with an opportunity for you to comment on your priority areas
- To make it more manageable some, more **specialist topics will be discussed at the afternoon surgery sessions** (connections, digitalisation, workforce resilience, safety)

### Meet the needs of consumers and network users

*Customer service*

*Connections*

*Vulnerability*

### Maintain a safe and resilient network

*Network Performance*

*Business IT Security & Cyber Resilience*

*Safety*

*Workforce resilience*

### Deliver an environmentally sustainable network

*Environment and sustainability*

*Distribution System Operator*

*Innovation*

*Community energy*

*Digitalisation*

*Social contract*



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# Current performance: Connections

**9.44/10**

**Distributed  
Generation  
Customer  
satisfaction**



**17,000**

**Connections  
stakeholders  
engaged**

In activities throughout  
2019/20



**241**

**Regional  
connections  
surgeries**

Customer Service  
during 2019/20



**8.99/10**

**Connection  
customer  
satisfaction**

In Ofgem's broader  
measure of customer  
satisfaction



**Connections  
Customer  
Steering Group**

Expert stakeholders  
informing our decisions  
and improvement plans



# Playback and draft outputs

## Connections

### What we heard from you:

- Reduce the complexity of the connection application process
  - Improve the availability of information, ensuring it is accessible and clearly communicated
  - Help customers with the interpretation of information for those that may not have the required understanding of the energy industry
  - Help customers navigate new and complex information around connecting low carbon technologies
- 
- Timeliness of the connection is key, but reduce lead times where possible
  - Take longer to issue a Connection Offer (within the bounds of Guaranteed Standards of Performance) if this means that fewer assumptions are made and therefore delays reduced.

### And so the outputs we are proposing:

▶ We will develop our connections process and improve availability of information so that customers wishing to connect can easily comprehend the process and follow a simple set of rules to apply for a connection

▶ We will provide new connections quotations and energisation in line with customer expectations

# Playback and draft outputs

## Connections

### What we heard from you:

- Local authorities are keen to engage to help avoid the issue of a constrained grid, both on a local and national level
- Early engagement is key to ensure potential issues are identified upfront and can be planned for



### And so the outputs we are proposing:

Engage with local authorities and local enterprise partnerships to understand their requirements for strategic investment in terms of changes in demand or network use.

- The processes between WPD and IDNOs should be developed to ensure smooth interactions across the contestable connections activity
- Capacity allocation is a priority and WPD should work to improve processes across industry parties



Improve DNO/IDNO/NGET/ESO cross border working practices and promote competition in connections (to ensure that the consumer is best served under the process)

# Connections Strategy

## Connections

### Ofgem's proposed outputs

*Market segments that passed the Competition Test would be exempted*

*The framework proposes to capture customers in market segments that would not be captured by the TTC incentive or Customer Satisfaction Survey*

# Connections Strategy

## Connections

### Connection Principles

Connection Principles	
Connection Principle 1	Support connection stakeholders to make informed decisions by providing accurate, comprehensive and user-friendly information
Connection Principle 2	Deliver value for customers by ensuring simplicity and transparency at all stages of the connections process
Connection Principle 3	Facilitate the delivery of timely and economical connections that meet customers' needs

*"Each strategy should have a clearly articulated vision for meeting major connection customers' needs, with tangible links between the proposed deliverables, the outcomes or the benefits it hopes to deliver and how this compares to its existing service provision."*

Source: Ofgem's SSMC - RIIO-ED2 Sector Methodology Consultation: Annex 1 - Delivering value for money services for consumers

# Connections Strategy

## Connections

### Baseline Standards

*"The baseline standards proposed are to embed an appropriate minimum level of service, and we would expect companies to seek to exceed these standards within their strategies.."*

Source: Ofgem's SSMC - RIIO-ED2 Sector Methodology Consultation: Annex 1 - Delivering value for money services for consumers



# Connections Strategy

## Connections

### Your views are important to us

#### OUTPUTS

- ? Have we interpreted stakeholder feedback correctly? Is anything missing from the outputs proposed?
- ? What specific targets, measures and performance levels do you want to see for each output?
- ? Covid-19: Has there been any change in priorities or emerging issues which will need to be addressed?

#### ? STRATEGY

- ? Do you think the high level Connection Principles capture all aspects of the connections process and meet your expectations?
- ? Do you think having Baseline Standards will be an effective way of encouraging DNOs to develop more stretching initiatives?
- ?

*“Higher standards of performance should be supported by stakeholder engagement to demonstrate the planned behaviour better meets customers' needs.”*

Source: Ofgem's SSMC - RIIO-ED2 Sector Methodology Consultation: Annex 1 - Delivering value for money services for consumers

# Connections Strategy

## Connections

**Thank you**

*For further information  
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