



# Major Connections Strategy RII0-ED2

Appendix 1 - Baseline Expectations  
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# Introduction

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**DNO's are required to develop a Major Connections Strategy (MCS) as part of their business plan that sets out how they will deliver quality services for major connections customers during RIIO-ED2.**

**Our MCS will adhere to three high-level principles and 20 associated baseline expectations. The baseline expectations are intended to embed an appropriate minimum level of service.**

**This document identifies the services that we will provide in relation to each of the baseline expectations. We consider these to be a minimum benchmark and endeavour to exceed them where possible to ensure we meet the needs of our connections customers.**

**As an appendix, this document should be read in conjunction with our MCS.**

# Connection Principles

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**Three high level principles have been established by the electricity regulator, Ofgem. These form the core of our MCS and act as the framework under which we will deliver our proposed initiatives as a vehicle to providing excellent customer services.**

**The three high level Connection Principles are as follows:**

1

**Connection Principle**

Support connection stakeholders prior to application by providing accurate, comprehensive and user-friendly information.

2

**Connection Principle**

Deliver value for customers by ensuring simplicity and transparency through the applications process.

3

**Connection Principle**

Facilitate the delivery of timely and economical connections that meet customers' needs.



# Baseline expectations

Associated with the high level Connection Principles are twenty baseline expectations which have been agreed with Ofgem. We must meet all of the baseline standards as a minimum and, where possible, look to exceed them.

Against each baseline expectation are a number of initiatives which, when applied, ensure we will deliver a service which meets the minimum standards and where possible exceeds them to deliver a connections service which fulfils the needs of our customers. A summary of the 20 baseline expectations is set out below.

High Level Principle 1	
1	Provide access to up to date and relevant information to enable a connection stakeholder to decide whether, and where, to connect to the distribution network. This should include, but not be limited to, graphical network records that show the location, size and type of assets.
2	Communicate a clear connections process for all customers. This should include providing clarity of DNO, customer and third-party responsibilities. This should also include providing clarity on how issues that arise can be raised and resolved.
3	Provide clear explanations of the types of connection products available, the associated costs of each and the information that would need to be provided by the customer to make an application. Where appropriate, this should also include the provision of generation information on the potential implications for a customer's connection offer if they change their own requirements, if other customers are seeking to connect in the same area or if they do not accept an offer within its validity period.
4	Provide support and help to customers through appropriate channels which should include, but not be limited to, connections surgeries.
5	Have robust processes in place to proactively engage with stakeholders. This should include how the DNO plans to both identify and address connections issues.
6	Provide clearly signposted information on capacity available to enable points of connection to be identified.
7	Provide guidance that explains to customers the criteria to allow an unmetered connection to be made, ensuring compliance with the Unmetered Supply Regulations.
8	Provide support in the form of tailored pre-application communication to suit different stakeholder needs.
High Level Principle 2	
9	Have clear and simple customer application process, which accounts for the particular needs of different groups of customers and which can be shaped by the parties involved. This should include but not be limited to, providing options for how customers can apply for new connections and ensure these are clearly communicated.
10	Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the application process. This should include the provision of various channels through which customers can access support or help.
11	Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of connection offers.
12	Have processes in place to help customers identify how they could make changes to their connection requirements, that would meet their needs and allow them to get connected more quickly or cheaply.
13	Specifically, in relation to flexible connection customers, provide clarity around conditions and circumstances of current and future curtailment associated with a connections offer.
14	Provide guidance that explains to customers the criteria to allow a DG connection to be made to ensure compliance with relevant Engineering Recommendations (G98/G99).
15	Have in place options for 'fast track' reconnections of critical infrastructure such as internet cabinets that have been damaged in road traffic incidents or similar.
High Level Principle 3	
16	Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the delivery process. Ensure various channels are available for customers to access support or help.
17	Complete any cost reconciliation in a timely manner.
18	Where there are slow moving projects and where these may impact on other customers, have processes in place for releasing capacity that is not being used.
19	Have processes in place for the promotion of certain types of customers (such as storage) in connection queue in circumstances where they will help others connect more quickly/cheaply.
20	Provide access to services that facilitate the delivery of timely and economical connections such as 'rent a jointer' services.

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## Relevant Market Segments and the Competition Test

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**Our MCS document describes the Relevant Market Segments introduced under RIIO-ED1 and the impact of the Competition Test. These market segments will remain relevant during RIIO-ED2.**

Section 2 of our MCS sets out the Relevant Market Segments as agreed under RIIO-ED1. These segments will not change in RIIO-ED2.

Section 3 of our MCS describes the Competition Test and how it gave network operators the ability to lift price regulation if they could demonstrate that competition was successfully effective.

It should be noted that not all baseline expectations apply to all Relevant Market Segments in the scope, nor do they apply where WPD has passed the Competition Test against the Relevant Market Segment.

In this Appendix, we identify the market segments to which the baseline expectations apply.

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## Non-contestable services

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**We are still responsible for completing non-contestable connection activities in Relevant Market Segments that have passed the Competition Test. To ensure that we deliver best practice in the provision of non-contestable activities, our MCS captures these activities, even where these have passed the Competition Test.**

Non-contestable connection activities are those services that only the network operator can provide and are not generally open to competition. Typically this might be carrying out any works for reinforcement of our distribution system where the conditions for such activity being contestable work are not met.

We understand that even where we have passed a Relevant Market Segment, there will be a non-contestable element of the works and that as a consequence we have a responsibility to deliver best practice and excellent customer service for those non-contestable works.

We will seek as a minimum to meet the baseline expectations for performance where they impact on the delivery of non-contestable services even where we have passed the Relevant Market Segment.



# Understanding this document

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**This appendix sets out the relevant Connection Principle, its associated baseline expectations and a description of the service initiatives we are committing to provide both now and in the future in relation to those expectations.**

**We will identify the Relevant Market Segments to which each baseline expectation applies; green indicating it does apply and white indicating it is not applicable.**

For each of the baseline expectations we will describe the expectation itself, the commitment area it applies to, how we currently meet the minimum expectation and finally those future improvements that we are committing to undertake in order to meet the evolving needs of the customer throughout RIIO-ED2.

## Target dates

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**Whilst our aim is to provide a MCS which sets out the improvements we will make during the business plan period RIIO-ED2, we recognise that some identified initiatives should not be unduly delayed. Therefore some of these initiatives will be delivered during the remainder of RIIO-ED1, although they will be continually reviewed, refined and measured through RIIO-ED2.**

**Where we have indicated future improvements for each of the baseline expectations we have set a target date for completion. As our thinking evolves we will refine the target levels.**



# Measuring success

When delivering new initiatives it is important to measure performance in order to evidence that real benefits have been provided to our customers through the improvements we have made.

Some initiatives will lend themselves to specific measures whereby we can capture information to clearly evidence an improvement in that commitment area. Where this is the case we have set out the specific metric to be applied.

In other areas it may be difficult to measure improvements without exposing customers to numerous surveys relating to multiple individual documents. An example might be where we are looking to publish new or improved guidance. Rather than inundate customers with multiple surveys relating to individual elements, we will look to capture overall satisfaction in key areas such as website information. Where this is the case we will note against the improvement areas that performance will be measured using the overall metrics, which are set out below:

Metric area	Performance measure
Customer satisfaction	Overall major customer satisfaction score >90%
Awareness of competition	80% of connection customers aware of competition
Connection guaranteed standards of performance	100% compliance with connection guaranteed standards of performance
Stakeholder engagement	Increase in the annual number of stakeholders engaged during RIIO-ED2 compared to final year RIIO-ED1
Published information	Website information satisfaction score >90%
Time to Quote and Time to Connect for LCT	Improve performance by 1% from RIIO-ED1 Level (small schemes)

# Connections Principle 1

Baseline expectation 1		Relevant Market Segments						
Provide access to up to date and relevant information to enable a connection stakeholder to decide whether, and where, to connect to the distribution network. This should include, but not be limited to, graphical network records that show the location, size and type of assets.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Charging	<ul style="list-style-type: none"><li>• Statements of Methodology and Charges for Connection</li><li>• Use of System Charging Statements</li><li>• Guidance document and podcast to help customers’ to understand WPD’s charges for using our distribution system.</li></ul>							
Data	<ul style="list-style-type: none"><li>• Easy to access asset data available through Dataportal2 including guidance on how to locate and understand the information provided</li><li>• Real time and historic network data provided via the Live Data Viewer</li><li>• Long Term Development Statement (LTDS) published and regularly updated</li><li>• Access to the Common Information Model (CIM) to provide a consolidated view of our network assets and their connectivity</li><li>• Access to generation outage report.</li></ul>							
Guidance	<ul style="list-style-type: none"><li>• Connecting low carbon technology, such as EV charging and heat pumps including WPD’s EV strategy</li><li>• Connecting energy storage</li><li>• Connecting community energy</li><li>• Flexible connections, e.g. Active Network Management</li><li>• Statement of Works process</li><li>• Guest user access to technical policy and engineering documents.</li></ul>							
Maps	<ul style="list-style-type: none"><li>• Electric vehicle capacity map</li><li>• Flexibility map providing visibility of locations for which we are seeking flexibility solutions</li><li>• Distribution Future Energy Scenarios map to outline the range of credible futures for growth.</li></ul>							
	Future improvements							
	Description	Benefits provided		Target		Metric		
Guidance	Update guidance on installation of EV charging and heat pumps to clarify the steps to be taken.	Clearer understanding of the process for connecting low carbon equipment with easy to understand step by step.		RIIO-ED1		Overall metrics.		



Baseline expectation 2		Relevant Market Segments						
Communicate a clear connections process for all customers. This should include providing clarity of DNO, customer and third-party responsibilities. This should also include providing clarity on how issues that arise can be raised and resolved.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Competition in Connection	<ul style="list-style-type: none"><li>Guidance on extent/availability of ICPs to undertake works under CiC</li><li>Guidance on any necessary agreements that will need to be in place, e.g. Bilateral Connection Agreement.</li></ul>							
Roles and Responsibilities	<ul style="list-style-type: none"><li>Guidance on the roles and responsibilities for obtaining permissions and consents</li><li>Advice on the different roles and responsibilities of market participants, including customers, ICPs and IDNOs.</li></ul>							
Building Network Operators	<ul style="list-style-type: none"><li>Guidance on the process for connecting multiple occupancy buildings (BNOs).</li></ul>							

Future improvements				
	Description	Benefits provided	Target	Metric
Roles and Responsibilities	Improve availability of information so that customers wishing to connect can easily comprehend the process.	Increased understanding of the process for obtaining a connection.	RIIO-ED2	Customer satisfaction for ease of process greater than 90%.
Competition in Connection	Work with ICPs and IDNOs to minimise the number and scope of non-contestable services.	Through ICP/IDNO liaison and trial arrangements we can further reduce the reliance on WPD input services to facilitate competitive connections.	RIIO-ED1/ RIIO-ED2	Reduction in the number of non-contestable activities by 2028.
Roles and Responsibilities	Provide animations setting out the connections process and associated roles and responsibilities.	Increased understanding of the roles of WPD, customers, ICPs and IDNOs.	RIIO-ED2	Overall metrics.



Baseline expectation 3		Relevant Market Segments						
Provide clear explanations of the types of connection products available, the associated costs of each and the information that would need to be provided by the customer to make an application. Where appropriate, this should also include the provision of generation information on the potential implications for a customer’s connection offer if they change their own requirements, if other customers are seeking to connect in the same area or if they do not accept an offer within its validity period.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Guidance	<ul style="list-style-type: none"><li>• Guidance on the types of connection offer available, e.g. budget estimate</li><li>• Signpost connection charging statements containing associated costs for different types of offer</li><li>• Guidance on the Electricity (Connection Charges) Regulations, known as Assessment &amp; Design Fees</li><li>• Guidance on connection options in terms of security and associated costs.</li></ul>							
Capacity Allocation & Reservation	<ul style="list-style-type: none"><li>• Guidance on allocation and reservation of capacity for multiple demand connections.</li></ul>							
Application Process	<ul style="list-style-type: none"><li>• Guidance on completing the connections application forms</li><li>• Guidance on the process relating to interactive connection requests</li><li>• Guidance on allowable changes to connection requests.</li></ul>							
	Future improvements							
	Description		Benefits provided		Target		Metric	
Capacity Allocation & Reservation	Publish guidance on allocation and reservation for large scale generation connections.		Understanding the method of reserving capacity to enable a phased ramp up as large scale generators build out.		RIIO-ED1		Overall metrics.	
Application Process	Improve guidance on the information needed to submit an application for connection.		Ensure customers provide all relevant information at the outset to reduce potential delays in issuing a connection offer.		RIIO-ED1		Reduction in number of requests for further information by 2028.	



Baseline expectation 4		Relevant Market Segments						
Provide support and help to customers through appropriate channels which should include, but not be limited to, connections surgeries.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Indicative pricing tools	<ul style="list-style-type: none"><li>• Provide an interactive costing tool</li><li>• Provide indicative guide price tables.</li></ul>							
Customer support services	<ul style="list-style-type: none"><li>• Provide connections surgery appointments</li><li>• Provide community energy surgery appointments</li><li>• Provide net zero surgery appointments.</li></ul>							
Website information	<ul style="list-style-type: none"><li>• Dedicated connections area of the website for information</li><li>• ‘Chatbot’ facility to direct users to the most relevant area of the website.</li></ul>							

Future improvements				
	Description	Benefits provided	Target	Metric
Indicative pricing tools	Improve interactive costing tool to combine with mapping system, allowing a cost to be determined from a pin location.	More accurate price indication or the required supply location based on network location and available capacity.	RIIO-ED2	Interactive pricing tool satisfaction score >90%.
Customer support services	Provide an 'Any Questions' request a call back service.	Dedicated queries line for general connection related enquiries.	RIIO-ED2	Overall metrics.
Customer support services	Provide a 'Strategic Planning Information' request service for local authorities and LEPs.	Dedicated information relevant to a LA or LEP area.	RIIO-ED2	Increase in the number of requests by 2028.
Website information	Continually review and improve connections related website information.	Information remains up to date and easily accessible for both new entrants and existing experienced customers.	RIIO-ED1/ RIIO-ED2	Overall metrics.





Baseline expectation 5		Relevant Market Segments						
Have robust processes in place to proactively engage with stakeholders. This should include how the DNO plans to both identify and address connections issues.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Annual workshop	● Annual Connections Workshop to discuss connections matters.							
Regular targeted meetings	● Hold regular meetings with expert stakeholders under the Customer Connections Steering Group (CCSG) ● Hold regular meetings with Local Authorities and Local Enterprise Partnerships to discuss network strategy ● Hold regular meetings with generation owners through the Distributed Generation Owner Operator Forum (DGOO).							
	Future improvements							
	Description		Benefits provided		Target		Metric	
Core Commitment 14	Hold 90 local energy surgeries per year for local authorities, supporting them to deliver their local area energy plans.		Enables more accurate WPD forecasts whilst assisting LAs and LEPs to develop their own local area energy plans.		RIIO-ED2		Overall metrics.	
Regular targeted meetings	Engage with other industry participants to improve cross party working practices and facilitate efficiencies in connections.		Ensure customers obtain the most cost effective connection option.		RIIO-ED2		Overall metrics.	
Regular targeted meetings	Broaden engagement on network strategy to include housing and commercial developers, and strategic landowners.		Ensure strategic network planning accounts for the plans and needs of large scale developers and landowners.		RIIO-ED2		Overall metrics.	

Baseline expectation 6		Relevant Market Segments						
Provide clearly signposted information on capacity available to enable points of connection to be identified.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Maps	• Generation EHV constraint maps • Network capacity map for large scale developments • EV capacity map.							
Capacity registers	• Embedded capacity register • Generation capacity register.							

Future improvements				
	Description	Benefits provided	Target	Metric
Maps	Improve EV Capacity Map to show capacity at distribution level.	Better understanding of the likelihood for triggering reinforcement or identifying connection opportunities, such as where and how to connect.	RIIO-ED2	Overall metrics.



Baseline expectation 7		Relevant Market Segments						
Provide guidance that explains to customers the criteria to allow an unmetered connection to be made, ensuring compliance with the Unmetered Supply Regulations.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Guidance	<ul style="list-style-type: none"><li>Guidance on eligibility for a connection to be unmetered.</li></ul>							
Technical information	<ul style="list-style-type: none"><li>Technical information relating to standard arrangements for unmetered connections through standard technique SD5P.</li></ul>							
	Future improvements							
	Description	Benefits provided		Target		Metric		
Guidance	Improve guidance on eligibility for a connection to be unmetered, including the implementation of unmetered EV charge points.	Better understanding of unmetered low carbon technology options.		RIIO-ED1		Overall metrics.		



Baseline expectation 8		Relevant Market Segments						
Provide support in the form of tailored pre-application communication to suit different stakeholder needs.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Guidance	<ul style="list-style-type: none"> <li>Guidance on connecting low or high voltage connections</li> <li>Guidance on connecting EHV or above connections</li> <li>Guidance on connecting energy storage</li> <li>Guidance for community energy</li> <li>Guidance on connecting electric vehicle charging or heat pump.</li> </ul>							
Publication formats	<ul style="list-style-type: none"> <li>Application forms and guidance documents available in braille or audio format upon request.</li> </ul>							

Future improvements				
	Description	Benefits provided	Target	Metric
Guidance	Provide guidance on the eligibility criteria and end-to-end process for unmetered connections.	Better understanding of the application process, timescales and potential costs.	RIIO-ED1	Overall metrics.
Guidance	Improve guidance for connecting heat pumps.	Improved understanding of the application process, timescales and potential costs.	RIIO-ED1	Overall metrics.
Guidance	Provide jargon buster for connections related terminology and acronyms.	Improved new user journey with better understanding of terminology used in the industry.	RIIO-ED1	Overall metrics.



## Connections Principle 2

Baseline expectation 9		Relevant Market Segments						
Have clear and simple customer application process, which accounts for the particular needs of different groups of customers and which can be shaped by the parties involved. This should include but not be limited to, providing options for how customers can apply for new connections and ensure these are clearly communicated.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Online services	<ul style="list-style-type: none"><li>• Provide an on-line application form</li><li>• Online portal for ICP/IDNO applications.</li></ul>							
Guidance	<ul style="list-style-type: none"><li>• Signpost ENA guidance on the process for applying for EV charge points and heat pumps</li><li>• Guidance on applying for an unmetered connection</li><li>• Guidance on applying for generation/storage including G98, G99 and G99 Fast Track</li><li>• Guidance on applying for a modification to an existing connection.</li></ul>							
	Future improvements							
	Description	Benefits provided		Target		Metric		
Guidance	Provide WPD guidance, aligned with the ENA information, on the process for applying for EV charge points and heat pumps.	Information immediately available to WPD customers without directing to the ENA website.		RIIO-ED1		Overall metrics.		

Baseline expectation 10		Relevant Market Segments						
Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the application process. This should include the provision of various channels through which customers can access support or help.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Points of contact	<ul style="list-style-type: none"> <li>Provide major customers with a senior manager point of contact for them to liaise with</li> <li>Provide team contact details upon acceptance of a connection offer.</li> </ul>							
Scheme tracking	<ul style="list-style-type: none"> <li>Tracking progress of specified tasks for ICP works via on-line portal.</li> </ul>							

Future improvements				
	Description	Benefits provided	Target	Metric
Points of contact	Provide customers with a single point of contact in our planning team at the quotation stage.	Dedicated contacts with knowledge of the progress of an application for connection.	RIIO-ED1	Overall metrics.
Points of contact	Contact customers who have a senior manager point of contact on a regular basis.	Regular checkpoint to identify areas for improvement and ensure we continue to hold the correct contact details.	RIIO-ED1	Overall metrics.
Points of contact	Provide customer service training to dedicated points of contact, to include methods of tailoring communication to suit the customers' needs.	Consistency of approach between regions in the service and methods of communication provided.	RIIO-ED1	Overall metrics.



Baseline expectation 11		Relevant Market Segments						
Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of connection offers.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Connection cost breakdown	• Provide clear connection offer cost breakdowns tailored according to type of customer.							
Guidance	• Guidance on potential variations to the connection charge.							
Connection Offers	• Highlight any assumptions that have been made in the connection offer.							
	Future improvements							
	Description	Benefits provided		Target		Metric		
Connection cost breakdown	Review the breakdowns with stakeholder input to identify whether any improvements can be made.	Clarity of breakdown to suit customers needs.		RIIO-ED2		Overall metrics.		
Guidance	Provide guidance on the assumptions that may be made in a connection offer and the impact this may have on the connection works or associated costs.	Understanding the potential impacts may encourage applicants to provide more accurate information at the outset.		RIIO-ED1		Overall metrics.		

Baseline expectation 12		Relevant Market Segments						
Have processes in place to help customers identify how they could make changes to their connection requirements, that would meet their needs and allow them to get connected more quickly or cheaply.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Connection options	<ul style="list-style-type: none"> <li>Active Network Management options offered to applicants within ANM zones where the cost of reinforcement is greater than £600k and the works will take longer than 18 months to complete</li> <li>Provide capacity sharing options (where appropriate) to avoid reinforcement costs and delays.</li> </ul>							

Future improvements				
	Description	Benefits provided	Target	Metric
Core commitment 15	Increase the number of flexible connection offers made by lowering the reinforcement cost threshold to >£75k per MW and works that will take more than 12 months to complete.	Maximise the efficiency of the existing network and keep costs for connection customers low.	RIIO-ED2	Overall metrics.
Information	Publish information relating to diversity that can be applied to specific applications, e.g. EV charge points and heat pumps.	Improve accuracy of required capacity to better facilitate customers understanding of where and how to connect.	RIIO-ED2	Overall metrics.
Information	Provide tipping point information for the capacity that could be provided whilst avoiding the need to trigger reinforcement.	Increased choice for customers to enable them to change their requirements to obtain a quicker and cheaper connection.	RIIO-ED2	Overall metrics.

Baseline expectation 13		Relevant Market Segments						
Specifically, in relation to flexible connection customers, provide clarity around conditions and circumstances of current and future curtailment associated with a connections offer.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Outages	<ul style="list-style-type: none"><li>Indicate anticipated system outage conditions that the connection may be curtailed for</li><li>Indicate anticipated level of curtailment according to connection type at the connection offer stage</li><li>Provide information relating to historic outages on the relevant section of network upon request which may indicate potential future curtailment.</li></ul>							
Future improvements								
	Description	Benefits provided		Target		Metric		
Outages	Provide historic outage information for EHV connections at the application stage.	Information readily available without being requested.		RIIO-ED1		Overall metrics.		



Baseline expectation 14		Relevant Market Segments						
Provide guidance that explains to customers the criteria to allow a DG connection to be made to ensure compliance with relevant Engineering Recommendations (G98/G99).		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Application process	<ul style="list-style-type: none"> <li>Provide guidance on G98 eligibility criteria and notification procedures</li> <li>Provide guidance on G99 eligibility criteria and connection procedures (including 'fast-track').</li> </ul>							
Commissioning process	<ul style="list-style-type: none"> <li>Provide advice on commissioning requirements, e.g. witness testing.</li> </ul>							
Statement of Works	<ul style="list-style-type: none"> <li>Provide guidance on the requirement to provide securities and liabilities under the SoW process.</li> </ul>							

Future improvements				
	Description	Benefits provided	Target	Metric
Commissioning process	Improve guidance on commissioning process, including which documents should be provided to WPD and at which stage in the process for each generator type.	Improved understanding of the end to end generation connection process.	RIIO-ED1	Overall metrics.



Baseline expectation 15		Relevant Market Segments						
Have in place options for ‘fast track’ reconnections of critical infrastructure such as internet cabinets that have been damaged in road traffic incidents or similar.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Guaranteed Standards	<ul style="list-style-type: none"><li>Ensure compliance with the Electricity (Connection Standards of Performance) Regulations 2010.</li></ul>							
Reconnection process	<ul style="list-style-type: none"><li>Informal arrangement for local managers to prioritise reconnection of critical infrastructure.</li></ul>							
	Future improvements							
	Description	Benefits provided		Target		Metric		
Reconnection process	Formalise arrangements for expediting the reconnection of critical infrastructure, including internet cabinets.	Consistent approach in all areas for fast track reconnection.		RIIO-ED2		90% reconnected within agreed fast track timescales.		

# Connections Principle 3

Baseline expectation 16		Relevant Market Segments						
Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the delivery process. Ensure various channels are available for customers to access support or help.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Competition in Connection	<ul style="list-style-type: none"><li>Tracking progress of specified tasks for ICP works via on-line portal including notifying them of approval to proceed with live jointing</li><li>Processes to allow ICPs to operate on WPD network under their own DSRs.</li></ul>							
Legal Permissions and Consents	<ul style="list-style-type: none"><li>Online tracking of legal permissions and consents process to view progress made and whether the current outstanding task is with WPD or Customer lawyers.</li></ul>							
	Future improvements							
	Description	Benefits provided		Target		Metric		
Point of Contact	Provide customers with a single point of contact with one of our technicians at the connection delivery stage.	Dedicated contacts with knowledge of the two key stages of the connections process.		RIIO-ED1		Overall metrics.		





Baseline expectation 17		Relevant Market Segments						
		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Complete any cost reconciliation in a timely manner.								
Commitment area	Currently available							
Payments	<ul style="list-style-type: none"> <li>Provide advice on payment terms</li> <li>Allow payment through our online connections portal for small services.</li> </ul>							
Refunds	<ul style="list-style-type: none"> <li>Online tracking of legal permissions and consents process to view progress made and whether the current outstanding task is with WPD or Customer lawyers.</li> </ul>							
Variations	<ul style="list-style-type: none"> <li>Onsite variations available to agree work changes and additional costs in real time with the site contact to enable the works to continue as planned and reduce the reconciliation of costs at the end of the project.</li> </ul>							

Future improvements				
	Description	Benefits provided	Target	Metric
Payments	Improve online services to allow online payments for larger connections.	Payment options aligned irrespective of size or value of connection scheme.	RIIO-ED2	Overall metrics.
Variations	Advise customers as soon as is reasonably practicable if we become aware of the requirement to amend the Connection Charge at any point during the course of the scheme.	Keeping the customer informed in a timely manner and reducing reconciliation timescales at the end of the project.	RIIO-ED2	Overall metrics.

Baseline expectation 18		Relevant Market Segments						
Where there are slow moving projects and where these may impact on other customers, have processes in place for releasing capacity that is not being used.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Connection Offers	<ul style="list-style-type: none"> <li>Include milestones in Connection Offers in accordance with good industry practice.</li> </ul>							

Future improvements				
	Description	Benefits provided	Target	Metric
Capacity Allocation & Reservation	Undertake a capacity review with connected customers who are underutilising capacity on an enduring basis.	Unutilised capacity released for use by others whilst demand customers will see a reduction in capacity charges.	RIIO-ED1	Unutilised capacity returned to the network.

Baseline expectation 19		Relevant Market Segments						
Have processes in place for the promotion of certain types of customers (such as storage) in connection queue in circumstances where they will help others connect more quickly/cheaply.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
DG Consortium	• Facilitate sharing of information for potential DG connections consortiums.							
Connection queues	• Connections queues managed fairly in accordance with ENA guidance on allowable changes and interactivity.							
	Future improvements							
	Description		Benefits provided		Target		Metric	
DG Consortium	Promote the option of DG consortium option.		Raised awareness may increase the take up of this approach to reducing timescales and/or costs.		RIIO-ED1		Increased take up of DG consortium approach.	
Connection queues	Manage network connections queues more effectively for flexible assets such as storage that can bring wider system benefits.		Reduction in timescales and/or costs for connection where flexible assets are promoted to make capacity available to others.		RIIO-ED1/ RIIO-ED2		Overall metrics.	



Baseline expectation 20		Relevant Market Segments						
Provide access to services that facilitate the delivery of timely and economical connections such as ‘rent a jointer’ services.		Demand				Generation		UMS
		LV	HV	HV/EHV	EHV and above	LV	HV and above	Other
Commitment area	Currently available							
Online services	<ul style="list-style-type: none"><li>• Online portal to enable ICPs to submit live jointing requests and receive approval in a timely manner</li><li>• Access provided to WPD network information through project tracker to minimise WPD input services</li><li>• ICPs can submit design at the time of issuing a jointing notification to enable them to proceed without requiring advanced design approval, reducing the timescales for low risk, high volume connections.</li></ul>							
	Future improvements							
	Description	Benefits provided		Target		Metric		
Rent-a-jointer	Evaluate the need to re-introduce rent-a-jointer services.	Services provided as required to better facilitate competition in connections.		RIIO-ED1		Publication of process if deemed required.		





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