

WPD Competition in Connections Group: Terms of Reference

Introduction

Western Power Distribution (WPD) are setting up this group in order to better facilitate the continued development of its Competition in Connection services and to establish, ahead of need, a enhancements to include with its Incentive on Customer Engagement (ICE) work plan during the current RIIO-ED1 price control period.

The ICE incentive is designed to encourage DNOs to properly engage with, understand and deliver the requirements of connections customers. This has to be demonstrated to the Regulator and validated by customers in the form of consultation by the Regulator annually.

ICE requires each DNO to submit evidence of how they meet minimum requirements for each market segment, including how they have:

- Engaged with broad range of customers;
- Responded to the needs of their customers;
- Set relevant forward looking performance indicators;
- Develop a forward looking work plan to improve performance;
- Subsequently report actual performance against performance indicators and work plan.

Through the learning gained from the WPD Connections Customer Steering Group (CCSG), WPD have recognized the benefit this process can have and the need for this kind of engagement with stakeholders in the ever-developing Competition in Connections market. The establishment of the WPD Competition in Connections (CiCG) group will provide a focus on the specific needs of the stakeholders in this area of connections.

Purpose

- Provide feedback on the effectiveness of the WPD Competition in Connections service and plan for future developments
- Act as a source of and a sounding board for new ideas
- Advise and draw attention to key issues of current or emerging CiC concerns
- Influence WPD's strategic objectives and future plans for connections services
- Influence and feedback on WPDs connections performance indicators
- Support and facilitate joint-working between WPD and CiC stakeholders
- Develop tactical solutions to issues identified where there is benefit to the wider CiC customer group
- Drive industry best practice

Composition

The CiCG will consist of a panel of connections 'experts' representing the CiC market segment. Each panel member will represent their own views and the views of their colleagues within their market segment(s).

The CiCG will be attended by senior WPD management.

Meeting Frequency

The CiCG will meet on a rolling three times per year cycle with each event focusing on a specific area of CiC activity.

Each of the meetings will follow the following format:

1. WPD to provide an update on progress against the agreed CiC actions in the ICE plan
2. Identification of further area(s) for improvement
3. Share ideas and options relevant to the area of improvement
4. Develop an agreed action for the next review meeting

Deliverables

Each year the CiCG will deliver an agreed performance improvement plan for WPD's CiC service. This plan will form part of the wider ICE submission for WPD.