

ICE Workplan 2019/20 & High Level Strategy

Ofgem Incentive on Connections Engagement 2019

WPD ICE WORKPLAN 2019/20 & HIGH LEVEL STRATEGY

OUR CONNECTIONS STRATEGY

WPD's connection strategy is underpinned by our stakeholder engagement strategy which ensures we are focused on delivering the connections service our stakeholders require. We listen to what our stakeholders tell us and translate their requirements into a set of overarching connections outputs designed to fulfil those needs.

The fundamental objective of WPD's connections outputs is to provide excellent service for customers connecting to the network whilst facilitating competition in the connections market. These overarching outputs to our connections strategy are used to develop the WPD ICE Workplan. Through our stakeholder engagement we source the feedback we need to formulate a range of initiatives which deliver on the these overarching outputs for our stakeholders. An explanation of the primary connections outputs is provided below:

To provide a faster and more efficient connections service

The key output is to improve the overall time to connect by 20%, whilst still maintaining excellent customer service such that WPD continues to be the top ranked DNO group by customer satisfaction surveys.

To improve communication with customers

This objective centres on delivering outputs that improve how our stakeholders can communicate with us and the information that we can provide them. There is a focus on developing and enhancing online information and interaction for connection customers.

To enhance engagement with major customers

Outputs for this objective centre on ensuring we communicate effectively to gain feedback to better understand the requirements of major customers. Enhancing our engagement leads to improved focus on these customer requirements and drives the development of our priorities for ICE Workplan initiatives.

To achieve guaranteed standards of performance

The target to achieve zero failures of connections GSOPs ensures that we maintain our focus on the core connection activities required at each stage of the connection process.

To enable facilitation of the competitive market

WPD has a key role in the facilitation of competition in connections and it is important that we continue to work with customers and connection providers to ensure that we further develop competition in connections to ensure a level playing field in the connections market.

ICE WORKPLAN

The ICE Workplan takes this high level strategy together with priorities identified through our year-round stakeholder engagement activities and translates them into appropriate initiatives and timescales. The workplan priorities and action areas are discussed with our stakeholders at our Connection Customer Steering Group (CCSG) for refinement and support before a final plan for the regulatory year goes "live". However, the development of the workplan doesn't end there, as we progress the year, we continually review the workplan, listening to the feedback from our stakeholders on our developments and any new requirements they identify. We then update initiatives and add new ones to the plan as necessary, in that sense the plan is a living document continually evolving to meet the needs of our customers.

WPD's ICE Workplan for 2019/20 is set out over the following pages. It is structured into 9 focus areas, with an initial 38 individual initiatives which have been developed from the stakeholder feedback described alongside them in the plan. Each initiative has a target date and corresponding measures required to ensure the outputs of the initiatives deliver successful outcomes for our stakeholders.

Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	Market Segments Applicable		
						DMD ¹	DG ¹	UMS ¹
1. Network Capacity Allocation & Reservation	Continue to improve the provision forecasting and planning 2019-2020 on the network capacity	1.1 Providing LCT forecast information	Develop online functionality to automate the provision of low carbon technology (LCT) forecast information to local enterprise partnerships (LEPs) and local government authorities (LGAs), 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"> ▶ Monitor No. of downloads ▶ Undertake online survey 	✓	✓	▪
	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 and Local Enterprise Partnerships (LEP) planning processes, procedures and timeframes.	1.2 Working together with Local Enterprise Partnerships (LEP)	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	▶ Stakeholder feedback	✓	✓	▪
		1.3 Working together with Local Authority (LA) planning departments	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	▶ No. of participants in webinars	✓	✓	✓
	Continue to develop processes and procedures for capacity allocation and reservation	1.4 Continuing 2018/19 initiative: implement policy regarding allocation and reservation of capacity	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	▶ Stakeholder feedback on new policy implementation	✓	✓	▪

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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.	2.1	DSO Consultation on economic process	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	<ul style="list-style-type: none"> ▶ Feedback received to establish improvements and benefits . ▶ To promote further initiatives within the future ICE workplan. 	✓	✓	▪
		2.2	DSO Commercial arrangements	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	<ul style="list-style-type: none"> ▶ Monitor 3 x piloted areas. ▶ Establish commercial arrangements. 	✓	✓	▪
		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 our flexibility subject matter experts to discuss, electrical, technical and commercial aspects of flexibility within the surgeries.	Q1 2020	<ul style="list-style-type: none"> ▶ Feedback questionnaires within the surgeries 	✓	✓	▪
		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	<ul style="list-style-type: none"> ▶ Number of participants in webinars. 	✓	✓	▪
		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	<ul style="list-style-type: none"> ▶ Completion of plan. 	✓	✓	▪
		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	<ul style="list-style-type: none"> ▶ Completion of flexibility 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.	3.1 Assistance with EHV connect applications	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.	✓	✓	▪
	Improve communications regarding connection work programmes post-acceptance of a connection offer.	3.2 Post-acceptance communications	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.	✓	✓	✓
	Continue to improve online capacity maps giving more granularity, also updating information frequently.	3.3 Network capacity map development	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.	✓	✓	✓
	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).	✓	✓	✓
	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.	✓	✓	✓

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3. Availability of Information	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.	✓	✓	▪
	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.	✓	✓	✓
	WPD should further improve the content of connections information available on the WPD website and make it easier to navigate and locate.	3.8 Further enhance 'Connections Information' on webpages.	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.	✓	✓	✓
	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.	3.9 Improve clarity of process when requesting a modification to a connection	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.	✓	✓	▪
	Publish a guidance document on the information and service provided post energisation of DG, with articular regard to outage planning.	3.10 DG post-energisation guidance	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.	▪	✓	▪

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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 Review A&D fees and collaborate on consistent approach with other DNO's	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.	✓	✓	▪
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 Local teams involvement in innovation projects	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.	✓	✓	✓
	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 .	✓	▪	▪
		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.	✓	▪	▪
		5.4 EV stakeholder engagement	EV Stakeholder Engagement Plan for 2019-2020 : - To engage with Government through Business Environment & Industrial Strategy (BEIS) and Office for Low Emission Vehicles (OLEV) government department/organisation. - To engage housebuilders regarding Superfast Electricity development, through the Renewable Energy Association. - To engage with the stakeholders in varying workshops.	Q3 2019	▶ Stakeholder feedback via survey.	✓	▪	▪
		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.	✓	▪	▪

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WPD ICE WORKPLAN 2019 / 20

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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.	✓	▪	▪
		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.	✓	▪	▪
		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.	✓	▪	▪
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 CIC guidance on variations	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.	✓	✓	✓
		6.2 Update 132kV technical documentation	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.	✓	✓	▪
		6.3 ICP cable identification	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	▶ Review complete ▶ Feedback on any trial undertaken.	✓	✓	✓

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7. Community Energy	Update and improve the WPD website community energy pages to make information more accessible.	7.1 Community energy - website Improvements	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.	▪	✓	▪
	Improve awareness of materials and information made available by WPD to support community energy groups.	7.2 Community energy - social media campaign	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.	▪	✓	▪
	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 Community energy groups	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.	▪	✓	▪
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)	✓	✓	✓
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 Consistency in budget estimates	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.	✓	✓	✓
	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 Connections offer transparency	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.	✓	✓	▪

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Incentive on Connection Engagement

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