

Incentive on Connections Engagement 2019

WPD ICE Workplan 2019/20

Focus area	Action Number & Subject	Our Action	Target Date (Calendar yr.)	Status	Measure	Measure Update	D M D	D G	U M S	Action Update
1. Network Capacity Allocation & Reservation	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	Complete	<ul style="list-style-type: none"> ▶ Monitor No. of downloads ▶ Undertake online survey 	2,976 hits/downloads of WPD's DFES data 65% of the LAs in our area supported to develop their local energy plans. Positive feedback received	X	X		<p>The front end visualisation for the website with updated data as per most recent Distribution Future Energy Scenarios (DFES) work.</p> <p>www.westernpower.co.uk/future-energy-scenarios-launch.</p> <p>On to the website in March 2020</p>
1. Network Capacity Allocation & Reservation	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	Complete	<ul style="list-style-type: none"> ▶ Stakeholder feedback 	The Attentiveness Rating for the four webinars (attentiveness rating is a percent of the attendees interest during the webinar) DFES & EV's – 60.14% Mapping – 56.12% Flexible Power & Flexibility – 42.94% Interactive Cost Tools & Strategic Investment – 31.91%	X	X		<p>The key contacts at the LA, LEP and LGA have been contacted with an email and flyer to initiate stakeholder engagement forums and to introduce our Energy Data Hub on our website to keep our stakeholders informed on our forthcoming events.</p> <p>http://www.westernpower.co.uk/our-network/network-development</p>

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1. Network Capacity Allocation & Reservation	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	Complete	► No. of participants in webinars	73 Participants attended the four webinars. 1. DFES & EV's - 29 Participants 2. Mapping - 17 Participants 3. Flexible Power & Flexibility - 16 Participants 4. Interactive Cost Tools & Strategic Investment - 11 Participants.	X	X	X	<p>Delivered a total of 4 webinars introducing the Energy Data Hub and provided additional information and support that WPD offer to LGAs and LEPS.</p> <p>1. DFES & EV's - 29 Participants</p> <p>2. Mapping - 17 Participants</p> <p>3. Flexible Power & Flexibility - 16 Participants</p> <p>4. Interactive Cost Tools & Strategic Investment - 11 Participants.</p> <p>Completed webinars have been saved and available to stream from WPD's website- https://www.flexiblepower.co.uk/news-and-events</p>
	1.4 Continuing 2019/20 initiative: implement policy regarding allocation and reservation of capacity	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.	Q3 2020	ICE 2020/21 Plan NEW Number 7	► Stakeholder feedback on new policy implementation	Continuing Initiative in ICE 2020/21 Plan	X	X		<p>'We have continued to engage with one of our major stakeholder's on this matter and, following useful dialogue, we have identified some refinements that will be made to the proposed policy.</p> <p>Policy and process changes will be worked through in early 2020 and communicated to internal and external stakeholders during the next quarter. It is important that the amended process is effectively communicated so we will hold a webinar, liaise through various workshops, update the website and prepare associated literature, including guidance documents, Standard Techniques, etc. The revised target is now Q3 2020.</p>

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2. Transition to DSO	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	Complete	<ul style="list-style-type: none"> ▶ Feedback received to establish improvements and benefits . ▶ To promote further initiatives within the future ICE Plan. 	8 responses received, all responding positively. Published Consultation Document on website; www.yourpowerfuture.westernpower.co.uk/ .	X	X		<p>The consultation document was completed "Delivering a Flexibility First Approach" by the end September 2019, it gives a broad range of stakeholders an opportunity to respond to the consultation by 22nd November 2019.</p> <p>The consultation paper is on the website; https://www.flexiblepower.co.uk/news-and-events</p>
	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	Complete	<ul style="list-style-type: none"> ▶ Monitor 3 x piloted areas. ▶ Establish commercial arrangements . 	Learning from commercial discussions has been fed back into the proposed model and a commercial implementation is planned in 2020	X	X		<p>A methodology has been developed to provide annual estimated costings for using flexibility as an alternative to conventional reinforcement. A Net Present Value cost benefit analysis has been developed to allow savings of the flexibility vs conventional reinforcement to be calculated.</p> <p>An approach as to how to forecast and apportion costs has been created to inform the proposed commercial model.</p> <p>These have been positively received and feedback from a number of stakeholders on the application and apportionment of risk, liability and charges have been incorporated in the most recent commercial template.</p>

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2. Transition to DSO	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 of our flexibility subject matter experts to discuss, electrical, technical and commercial aspects of flexibility within the surgeries.	Q1 2020	Complete	<p>► Feedback questionnaires within the surgeries</p> <p>Feedback via questionnaires from surgeries was positive and met customer expectations.</p> <p>The two flexibility surgeries completed 12 attendees.</p>	X	X		<p>The two flexibility surgeries completed. 12 x attendees.</p> <p>Feedback via questionnaires from surgeries was positive and met customer expectations. Attendees particularly liked the chance to meet the WPD team face to face. Also thought that the format & content of the surgeries gave a high level of communication on the information & knowledge supplied. It was an opportunity to challenge the flexibility process and beneficial in assisting them with electrical, technical & commercial aspects of flexibility.</p> <p>No improvements were suggested for the content & format of the surgeries only that they should continue in the future as BAU.</p>
	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	Complete	<p>► Number of participants in webinars.</p> <p>Total number of participants across all webinars 82.</p>	X	X		<p>Delivered a total of 4 webinars. Total number of participants across all webinars 82. Completed webinars are available to stream from WPD's website.</p> <p>To catch the webinars, see website - https://www.flexiblepower.co.uk/news-and-events</p>
	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	Complete	<p>► Completion of plan.</p> <p>WPD's DSO forward plan was updated and published on our website on 19th June 2019.</p>	X	X		<p>WPD's DSO forward plan was updated and published on our website on 19th June 2019.</p> <p>www.westernpower.co.uk/smarter-networks/network-strategy/dso-strategy</p>
	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	Completed	<p>► Completion of flexibility zones</p> <p>Completed 35 Flexibility Zones</p>	X	X		<p>Second cycle of flexibility procurement completed in 2019, we awarded 119MW of flexibility contracts across 17 Constraint Managed Zones.</p>

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3. Availability of Information	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	Complete	► Feedback from stakeholders on pre-application process.	In total 241 connection surgeries in the ICE 2019/20 year. Generally positive feedback and an increase of 73% of surgeries from the previous year. Following constructive feedback, we have included a further ICE Action for 2020/21 for connection surgeries. NEW ICE 2020/21 ACTION - NUMBER 3 to further enhance connect surgery appointments.	X	X		Revised Connection Surgery appointments webpage has been developed and went live on 1st October 2019. Web Address : www.westernpower.co.uk/connection-surgery-appointments . The connection surgery appointments can also be accessed with the WPD stakeholder engagement website www.yourpowerfuture.westernpower.co.uk In total 241 x connection surgeries in the ICE 2019/20 year. Generally positive feedback and an increase of 73% of surgeries from the previous year.
	3.2 Post-acceptance communication	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	Complete	► Improved major customer survey feedback.	Major Customer Survey - post acceptance has increased to 88% satisfied from on average 60%, with the question Overall " how satisfied were you with the service provided?" 50% awarding a 10/10 (Feb 2020 data)	X	X	X	The review has been completed and additional Prompts have been incorporated within our Connections database to initiate communication to ensure more effective communication with our customers. A staff briefing was rolled out for implementation on 1st October 2019.
	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	Complete	► Feedback from stakeholders on Network Capacity Map usage.	Feedback is positive as the Capacity Map webpage hits have increased by over 28%	X	X	X	The information on Local Authority (LA) areas on our Capacity map went live on our website in August 2019. First indications are that it has increased the Capacity Map webpage hits by over 25% (8,221 hits in July, 10,581 hits in August). http://www.westernpower.co.uk/our-network/network-capacity

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3. Availability of 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	Complete	► Customer feedback from WPD findings at Customer Connections Steering Group (CCSG).	25 Stakeholders over the 2 x CCSG workshops June 2019 and October 2019. Stakeholder feedback in June CCSG was clarified in the October 2019 CCSG. At present no further actions required.	X	X	X	<p>WPD will follow up with further engagement in future ICE Plans. 25 x Stakeholders over the CCSG in June 2019 and October 2019.</p> <p>Stakeholder comment in CCSG June 19 "Keen to stay invited & updated on GIS" (BT)</p> <p>Further ICE actions may arise once the GIS Mapping system goes live proposed 2021.</p>
	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	Complete	► Event held and number of attendees.	Major Customer Engagement Event 89 stakeholders where in attendance.	X	X	X	<p>An event was held at Aston Villa Football Ground on 6th November 2019 on New Connections. In total 89 stakeholders attended the workshop, representing 48 organisations.</p> <p>There was a wide ranging representation including house builders, ICPs, IDNOs, Universities, Consultants, Utilities and Local Authorities</p> <p>The conference covered the topics of RIIO - ED2, Electric Vehicles, Network Infrastructure and also provided the opportunity for the attendees to network. The event was well received by the attendees and it was clear they benefited from having the opportunity to have discussions with other organisations in their field/sector.</p>
	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	Complete	► Feedback from Stakeholders on usefulness of guidance.	<p>Positive feedback with an average of 9.5 / 10 with no suggestions of further feedback.</p> <p>The guidance can be viewed on our website at www.westernpower.co.uk/connections-landing/connecting-dwellings-or-commercial-premises/apply-by-post-or-email</p>	X	X		<p>The new guidance document has been finalised and released for use in December 2019. It is available alongside the downloadable application form on our website and available to internal teams who can issue a copy on request.</p> <p>Content from this guidance has also been used towards improvements for the online application process, under initiative 3.7.</p> <p>We surveyed customers on the new guidance document and asked for an overall score out of 10. From the responses received, our average score is 9.5.</p>

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3. Availability of Information	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	Complete	► Stakeholder survey.	During Q1 we received 733 survey responses for the online application process with an average score of 8.6 out of 10, therefore exceeding our target of 8/10.	X	X	X	<p>A number of improvements have been implemented into the online application process, including expanding the capacity for attaching more documents, enabling a grid reference to be entered for sites without an allocated postcode and producing a summary of the entry at the end of the process which the customer can save and refer back to.</p> <p>In addition, we have improved the guidance provided throughout the online application process, utilising the guidance content produced for initiative 3.6.</p> <p>www.westernpower.co.uk/connections-landing/connections-online-application-form</p>
	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	Complete	► Stakeholder survey.	Whilst we have received positive verbal feedback from stakeholders, we have had very little response to the survey. One stakeholder completed the survey with a score of 6/10 but identifying no areas for further improvement.	X	X	X	<p>We are continuing to review the content associated with each website page in the 'Information' section and, where appropriate, updating and rationalising text in order to provide a less 'cluttered' appearance. Web pages are being moved and re-titled in order to provide a more logical approach and to help navigation. Go Live date was 30th September 2019.</p> <p>https://www.westernpower.co.uk/connections-landing</p>
	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	Complete	► Number of web page hits.	Following implementation in mid-December, the new 'Modify your existing connection' page received 1,987 hits by 31st March 2020.	X	X		<p>The reviewed the process for modifying existing connections. As a result, a new bespoke application form was developed which enables a simplified approach to requesting changes to an existing connection.</p> <p>In addition, a new dedicated information page on the website provides guidance on the types of modifications which may be requested and the supporting information we would expect to receive with the application. Both the new information page and the new application form were implemented during December 2019.</p> <p>Our website at www.westernpower.co.uk/modifications-to-an-existing-connection</p>

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3. Availability of Information	3.13	DGOO portal outage reasons	Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.	Q32020	ICE 2020/21 Plan NEW Number 22	► Positive stakeholder feedback.	Continuing Initiative in ICE 2020/21 Plan		X		Portal/Web enhancements remain outstanding and need to be commuted to September 2020.
	3.14	Notification of outages on critical unmetered infrastructure	Develop a trial with a telecoms infrastructure provider to test the feasibility of accurately notifying a customer of planned outages of the unmetered connections to their critical broadband telecoms infrastructure.	Q3 2020	ICE 2020/21 Plan NEW Number 13	► Successful notification of planned outages ► More than one successful notification	Continuing Initiative in ICE 2020/21 Plan		X		Planned trial to notify an identified customer on planned outages to UMS (broadband telecoms) infrastructure. Aiming for trial go live date of September 2020
	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	Complete	► Positive Stakeholder Feedback on any changes.	Open dialogue has shown that stakeholders view the addition of information concerning the application of A&D Fees as an aid to transparency and understanding.	X	X		Section 4 of our Statement of Methodology and Charges for Connection (Information specific to us) was updated in October 2019 to include reference to the calculation of A&D Fees. The new content serves to provide information relating to the Electricity (Connection Offer Expenses) Regulations 2018 and how we apply them. It also describes the work that the A&D Fees cover, how they are applied to Connection Offers and the basis for their calculation, thus providing additional clarity and transparency to our approach for levying the A&D Fees. DNO's have had open dialogue with stakeholders on this matter through various fora. Consequently, the DNO's have collaborated and worked with the ENA to ensure a consistent approach has been made to presenting this information within Section 4 of the Statement.
4. Assessment & Design Fees											

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3. Availability of Information	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	Complete	► Stakeholder feedback.	3 Downloads since launch 20/03/2020 to 31/03/2020 on the Distributed Generation portal website		X		<p>The DG post energisation guide went live 20th March 2020 and is now available on the Distributed Generation Online Portal - www.generation.westernpower.co.uk. This is where users can view upcoming outages/export constraints and access general background information for each generator site.</p> <p>To sign up to the portal please contact email address - wpdswestwalesgen@westernpower.co.uk.</p>
	3.11	DG Outage KPI pack	Develop a quarterly KPI pack incorporating measures on outage activity, timeliness and accuracy of notifications. Work with DGOO stakeholders to identify and develop KPIs aligned with their requirements.	Q3 2020	ICE 2020/21 Plan NEW Number 12	► Stakeholder feedback. ► KPI Pack Published.	Continuing Initiative in ICE 2020/21 Plan		X		<p>WPD are seeking consultation at the next DGOO group meeting (provisionally June 2020) to discuss ideas for an effective KPI. With COVID 19, obtaining effective feedback is a challenge.</p> <p>www.yourpowerfuture.westernpower.co.uk/our-engagement-groups/connection-customer-engagement/distributed-generation-owner-operator-forum</p>
	3.12	DG Connection outage reduction options	Develop information and guidance for DG customers to promote the ability to approach WPD to assess options to enhance their DG connection arrangements in order to reduce curtailment and the impact of planned outages.	Q1 2020	Complete	► Positive Stakeholder feedback.	DGOO Forum on 8th October 2019 presented 1. WPD Communication to address outages/ constraints 2. Reducing outage impact on DG customers Customers praised the communication and the outage portal from WPD.		X		<p>WPD have presented to the DGOO group on - How it is possible for them to mitigate outage impacts by investing a relatively small capital sum such that their connection becomes more flexible and better able to deal with an outage.</p> <p>Indicative costs were presented at the presentation and with the Post-Energisation information sheet both have been placed on the portal. Also we have sent to DGOO forum members a hardcopy paper format.</p> <p>DGOO portal - www.yourpowerfuture.westernpower.co.uk/our-engagement-groups/connection-customer-engagement/distributed-generation-owner-operator-forum</p>

5. Low Carbon Technology and Electric Vehicles

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5. Low Carbon Technology and Electric Vehicles	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	Complete	► No. briefings undertaken to local teams	From April 2019 - September 2019, we have had 12 projects with direct customer participation and they are briefed monthly internally to 274 stakeholders	X	X	X	<p>The process is finalised, each new project is assessed for relevance of dissemination based on geographical location and the type of project and activities been undertaken.</p> <p>There are currently 10 projects being disseminated on a monthly basis to 221 internal stakeholders.</p> <p>www.westernpower.co.uk/innovation</p> <p>Our "Getting Electric Vehicles Moving" guide has been updated and re-issued on our website. This revision includes items added as a result of feedback during the year. Web address - https://www.westernpower.co.uk/downloads-view/68779</p> <p>We plan to close this as a WPD action as it has developed into a UK wide project developed through the ENA. Creating a UK wide application gives customers a more flexible solution as it does not rely on knowledge of individual DNOs. There has been progress in the generation of the Self Assessment Smart Phone Application. It will now draw on SPEN's NIA project "iIdentify". The output from this project will be used for the ENA Self Assessment App.</p> <p>In addition to the more formal stakeholder engagement with BEIS and house builders, local authorities and LEPs we have also been engaging with Motorway Service Operators.</p> <p>We plan to close this formal action regarding stakeholder engagement but continue to engage with new stakeholder groups as they emerge.</p>
	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	Complete	► Webpage hits and stakeholder engagement workshops feedback	Our "Getting Electric Vehicles Moving" guide has been updated and re-issued on our website. It was also featured at our bespoke EV stakeholder event in November 2019. We have had 116 document downloads since the launch.	X			
	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	Complete	► Stakeholder feedback.	Positive Feedback on the development of being able to access information on a domestic charger and suitability for an individuals service.	X			
	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 house builders regarding Superfast Electricity development, through the Renewable Energy Association. - To engage with the stakeholders in varying workshops.	Q3 2019 extend to Q1 2020	Complete	► Positive Stakeholder feedback	Stakeholder engagement via WPD routes, ENA EV forums and the more bespoke one to one approach with motorway service operators has been completed. Positive feedback and ongoing feedback as the market evolves.	X			

5. Low Carbon Technology and Electric Vehicles

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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	Complete	► Stakeholder feedback - internal & external.	Design documentation for our LV design tool and our design policies has been shared with ICPs and our own planners	X				Our low voltage network design tool now includes EV profiles derived from Electric Nation details. The capacity map was made live on our website on 27th September 2019. Feedback from Stakeholders to be collated for our "Looking Back Report 2019/20". www.westernpower.co.uk/our-network/network-capacity-map The full design of the padmount unit has proved more complicated but is now due by the end of January 2020. The stand alone LV metering panel / joint customer RCBO panel is already passed final GA stage and is ready to go into production when required. We have moved the target date to end March 2020 (Q1) to account for the design delays. The new internal standard technique: FD1A "Process for installing a domestic load controller to manage EV charging" went live in December 2019 and to be used by our local teams.
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	Complete	► Stakeholder feedback - internal & external.	WPD launched the EV capacity map is now live on the EV connection webpage Stakeholder feedback ""EV priority is to provide further information, guidance and assistance on connecting EV". 6,699 map views up to he end of Q1 March 2020	X				
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 extend to Q1 2020	Complete	► Stakeholder engagement.	Stakeholder Engagement - 230 LA stakeholders - To understand our local investment plans, learn about our EV strategy, discuss the impacts of specific schemes and deliver coordinated local	X				
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	Complete	► Internal training.	Feedback positive to our new procedure from our local teams.	X				

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6. Competition in connections	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	Complete	<p>► Stakeholder feedback on guidance.</p> <p>Open dialogue has shown that stakeholders view the provision of guidance on how the variation process works when an ICP requests a change as an aid to transparency and understanding of the process.</p> <p>Internal and external feedback at the February 2019 CCSG as positive.</p>	X	X	X	<p>We have developed the final drafts for internal and external guidance that will provide clarity over processes that must be followed when an ICP requests a change to their connection offer. Areas that we have specifically identified are instances where the ICP requests a change to which party is undertaking,</p> <p>A. the final connection works</p> <p>B. design approval</p> <p>C. any other associated contestable works.</p> <p>The guidance was released in September 2019.</p>
	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 extend to Q1 2020	Complete	<p>► Feedback on documents.</p> <p>The policy document CA4/2-Relating to the cable to be used on the 66/132kV system. It has been downloaded 28 times up until the end of March 2020 on our website.</p>	X	X		<p>All the 132kV components specifications are now published on our website .</p> <p>The WPD Technical web site for the specification of 132kV cable as detailed in Policy Document:CA4/2 which was updated in June 2019.</p> <p>https://www.westernpower.co.uk/downloads/39607.</p>
	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	Complete	<p>► Review complete</p> <p>► Feedback on any trial undertaken.</p> <p>None of the current ICP connection community came forward to undertake a trial.</p> <p>We will continue to monitor feedback .</p>	X	X	X	<p>Review of policy completed and the facility is not currently included within the WPD suite of documents. None of the current ICP connection community came forward to undertake a trial</p>

Focus area	Action Number & Subject	Our Action	Target Date (Calendar yr.)	Status	Measure	Measure Update	D M D	D G	U M S	Action Update
7. Community Energy	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	Complete	► More than 80% of the workshop participants are happy with the changes made to the WPD website after the workshop.	The survey carried out by Regen indicated that more than 80% of the participants were happy with the website changes.		X		This has been successfully completed. The survey carried out by Regen indicated that more than 80% of the participants were happy with the website changes. Our website- www.westernpower.co.uk/customers-and-community/community-energy
	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	Complete	► The views/downloads of existing material increase by 20%.	The Social Media campaign completed in March 2020, has resulted in an impressive 180% increase in views/downloads which was well above the 20% increase target.		X		The social media campaign has been successfully completed in March 2020. The campaign has resulted in an impressive 180% increase in views/downloads which was well above the 20% increase target. Our website- www.westernpower.co.uk/customers-and-community/community-energy
	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	Complete	► Percentage of attendees who are happy with the event.	We received great feedback from the attendees showing that 100% of the attendees were happy with the events. 182 stakeholders attended the Community Workshop Events.		X		All events have been successfully completed and we have received great feedback from the attendees showing that 100% of the attendees were happy with the events. In total 182 stakeholders attended the Community Workshop Events. To find out about our events - www.westernpower.co.uk/customers-and-community/community-energy

Focus area	Action Number & Subject	Our Action	Target Date (Calendar yr.)	Status	Measure	Measure Update	D M D	D G	U M S	Action Update
8. Legal & Consents	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	Complete	<div>► Customer feedback from Customer Connections Steering Group (CCSG)</div> <div>The initiative was presented complete at the recent June 2019 CCSG stakeholder raised the issued that the customer lawyer may withhold information.</div> <div>In response to customer feedback from the CCSG, the changes have been completed.</div> <div>Positive Feedback following the changes.</div>	X	X	X	<div>Following the recent changes in the legal process, the new process - "collaborative partnership protocol". The process involves our lawyers (Geldard's) sending a 20 day report to the customer's lawyer and the WPD wayleave specialist receiving a 20 day legal report on the progress of the individual scheme indicating any potential issues or the proposal is on track. WPD Customers will be asked if they would consent to the Day 20 report being sent to their lawyers and themselves. To show the individual legal progress.</div> <div>Although the initiative is complete, at the recent June 2019 CCSG stakeholder raised the issued that the customer lawyer may withhold information. In response to stakeholder feedback from the CCSG, the following changes have been made to Day 20 Reports process:</div> <div>. contact details for WPD Project Manager now included on instruction proforma to WPD's lawyers to ensure PM receives (and forwards onto customer) Day 20 Reports.</div> <div>.initial letter from WPD's lawyers to customers' lawyer asks for permission to send Day 20 Reports direct to client.</div> <div>http://www.westernpower.co.uk/connections-landing/legal-permissions-and-consents</div>

Focus area	Action Number & Subject	Our Action	Target Date (Calendar yr.)	Status	Measure	Measure Update	D M D	D G	U M S	Action Update
9. Connection Offers & Agreements	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	Complete	► Stakeholder feedback internal & external.	Positive Feedback both internally and externally on the simplified budget estimate template. Internal training completed. Survey at the CCSG October 2019 positive.	X	X	X	New budget estimate letters have been implemented with the assistance of feedback from planners and stakeholders. We have also created a summary guide document that will be included in each budget estimate sent to help the recipient to understand what is and is not included in the indicative costs. It will also inform customers of next steps should they wish to proceed with the connection. Existing Standard Techniques have been reviewed and revised, it was issued 30.09.19. New Letter and Summary Guide implemented on 1st October 2019.
	9.2	Connections offer transparency Following on from an ICE plan 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	Complete	► Positive Stakeholder Feedback from CCSG.	The feedback from the CCSG in February 2020 was positive and commented on it being "clear and concise".	X	X		"Connection Offer Transparency" was presented at the CCSG on the 26th February 2020 for 13 x stakeholder's. The feedback was positive and commented on it being "clear and concise". The internal guidance for EHV connection offer transparency's due to be distributed in April 2020 and an external guide to be implemented.

Connection Areas KEY

DMD	Demand Connections
DG	Distributed Generation
UMS	Unmetered Supplies

Incentive on Connection Engagement 2019

If you have any questions about this report:

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