



# Looking Back, Looking Forward Report

May 2020

Incentive on Connections  
Engagement (ICE)



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# Who We Are and What We Do

**Western Power Distribution is a Distribution Network Operator (DNO). This means we own and operate the plant, cables and lines that bring the electricity to approximately 8 million homes and businesses across the South West, South Wales and East and West Midlands.**

Our network spans from the North Lincolnshire coast in the east to the tip of Cornwall in the South West. Our role is to keep the power flowing by operating our network assets effectively.

We are on hand 24 hours a day, 365 days a year, whatever the weather, maintaining the equipment so that our network remains reliable and fixing it when it gets damaged or is faulty.

Our priority is to deliver a safe and secure supply to your property so that you never have to worry. In addition, if you need a new or modified connection we have expert teams ready to design and construct solutions according to your needs. Our dedicated team of more than 6,500 employees are proud of the role we play in powering the lives of the people and communities we serve.



**225,000km**

**Cables and overhead lines**



**1,389,000**

**Poles and towers**



**188,000**

**Transformers**



## What we do



**Keep the lights on**

by operating our network assets effectively



**Maintain equipment**

so that the network remains reliable



**Fix the network**

if equipment gets damaged or is faulty



**Connect customers**

by upgrading existing networks or building new ones



**Operate a smart system**

by managing two-way power flows and flexibility services

Incentive on Connections Engagement

# Section 1:

## Introduction



# Overview

**We are now in to the sixth year of the current price control period that runs from 2015 to 2023 known as RIIO-ED1; a regulatory framework set by Ofgem to drive clear outcomes for stakeholders and to provide strong incentives for DNO's such as WPD to perform well.**

Ofgem's Incentive on Connections Engagement (ICE), introduced under RIIO-ED1, is specifically focused on the area of connections and 2020/21 sees the creation of our sixth annual ICE Plan.

Our ICE 2020/21 Plan has a range of initiatives developed in line with our connections strategy, using the input from our broad range of connection stakeholders, through our ongoing programme of stakeholder engagement activities.

This year, more than ever before, we have endeavoured to employ the use of 'co-creation', a method under which we try not to influence the outcome but allow stakeholders to form their own actions. This helps us to understand where their priorities are so that we can focus on areas that are really important to them.

We are particularly grateful to our Connection Customer Steering Group panel, a group of expert stakeholders from across the spectrum of connections customers, who provide well-informed input into proposed initiatives and help us to refine them in to robust actions.

It is important to us that all of our stakeholders have the opportunity to engage with our ICE Plan so we value all feedback whether it be from experts or those with limited knowledge of the industry. We aim to make the ICE Plan clear and concise to ensure that it is accessible for all stakeholders and easy to understand.

Each initiative has a target date for completion and a column indicating the measures we will use to identify success.

Updates are published quarterly, indicating the status of each initiative so that you can see how we are progressing. Sometimes we will extend the target date for completion but only as a consequence of the need for further stakeholder feedback.

The ICE Plan will evolve throughout the year so, where stakeholder engagement identifies further initiatives, we will add them to the ICE Plan. The new initiatives are clearly identifiable when we publish updates so that you can easily track our progress.

This Looking Back, Looking Forward report covers all four of our licensed distribution areas in the South West, South Wales, East Midlands and West Midlands.



**"RIIO-ED1"**

Revenue = Incentives + Innovation + Outputs  
(Electricity Distribution 1)

## Relevant Market Segments

**We are incentivised to set out our engagement and improvement plans against specified Relevant Market Segments (RMS), particularly those areas that Ofgem believe it is not demonstrated that there is adequate competition in the provision of connections services.**

It is however, important to us that we engage with all connection stakeholders and our continual improvement is aimed at all market segments (see table below). Our engagement strategy and ICE Plans therefore cover the full range of connection stakeholders and connections activities and are not just targeted at those required by the ICE incentive. In this report, we have identified which of the Relevant Market Segments we are targeting each of our engagement or improvement actions against.

CONNECTIONS Relevant Market Segments								
Demand Connections				Distributed Generation		Unmetered Connections		
LV work	HV work	HV & EHV work	EHV work & above	LV work	HV & EHV work	LA work	PFI work	Other work
Connections to metered premises for demand customers at all connection voltages e.g.: <ul style="list-style-type: none"> <li>• Domestic houses</li> <li>• Commercial &amp; industrial units</li> <li>• Electric vehicle charging points</li> <li>• IDNO networks</li> </ul>				Connections to metered premises for generation at all voltages e.g.: <ul style="list-style-type: none"> <li>• Rooftop solar installations</li> <li>• Largescale windfarms</li> <li>• Battery storage</li> </ul>		Connections to unmetered premises for demand connections for local authorities or private sector e.g.: <ul style="list-style-type: none"> <li>• Street lights</li> <li>• Bus shelters</li> <li>• Telecoms kiosks</li> </ul>		

## Report Structure

**This report is structured around three main components;**



### Introduction

Our **Introduction** outlines our strategy for engaging with connections stakeholders.

It explains how we reach out to customers and seek feedback so that we can monitor how well we are performing and how we can improve in future.

This feedback is used to develop our ICE Plan year on year and is under constant review.



### Looking Back

Our **Looking Back report** describes those actions that we committed to in 2019/20 and the outcomes from those actions.

We explain how we achieved those outcomes and discuss any learning points. Some actions were incomplete and carried over to the 2020/21 year.

We explain why that is the case and outline our new targets for completion.



### Looking Forward

Our **Looking Forward report** sets out our plans for the coming regulatory year 2020/21.

We describe each new action and explain what stakeholder feedback has driven us to focus on the specific area and how we intend to address it.



# Introduction

**Meaningful stakeholder engagement is extremely important to us and we never underestimate its significance. Across our business, stakeholder engagement is embedded in our approach because all of us understand that to deliver successfully for customers we need to first listen and then act on feedback. Delivery of our ICE Plan is core to this philosophy.**

We want to continue to be the best at what we do. To do that we must listen to our stakeholders and staff, working together to build a connections strategy for the future. We actively seek out challenging feedback from our stakeholders. Engagement is part of everyone's role and that starts with me. I personally attend WPD's Customer Engagement Group (CEG), which enables me to hear first-hand what our stakeholders want from us and I ensure there is Director level involvement at meetings such as our Connection Customer Steering Group (CCSG). Through these engagement groups we are looking to drive further improvements and shape the connection customers service, not only now, but also looking ahead to the next distribution price control period for 2023-2028, known as RII0-ED2.

Each year our engagement strategy evolves as new requirements are identified. Our overriding strategic principles of "engagement leads to action" is typified by our continuing delivery of ICE actions. Looking back on 2019/20, we have delivered significant service improvements for our customers through the completion of 38 ICE initiatives. The strength of this strategy has been its longevity: it has provided the foundation to enable us to be flexible and quickly adapt to significant shifts in industry and in stakeholders' focus.

Looking forward we face a range of challenges in the coming years, but change is exciting. WPD has a critical role to play to enable the UK to meet its target for net zero carbon emissions, whilst maintaining the exceptional levels of safety, network reliability and customer service that our customers have come to expect.

Our stakeholders have told us that community energy, electric vehicle infrastructure and development of low carbon technologies is very high on their agenda. We are responding to that feedback by including new initiatives

to improve our services and increase information and guidance. In this years' ICE Plan we have 28 initiatives categorised across four key areas – Policy Guidance, Customer Support, Communication and Stakeholder Engagement.

The transition from Distribution Network Operator (DNO) to Distribution System Operator (DSO) remains at the forefront of our plans and is essential to driving performance and efficiency from our network. Using flexibility services to deliver quicker, more efficient and cheaper connections is key to this transition. Our "Flexible Power" brand is part of this evolution and on 1st July 2019, following a successful trial of Constraint Management Zones (CMZs), we launched them as business as usual. These CMZs enable a greater volume of demand, generation and energy storage to be connected, creating a more efficient and flexible network that benefits all customers and empowers them to be at the centre of the energy revolution.

I appreciate that, at this time, the nature of the Covid-19 pandemic is a huge concern for all of us and I recognise that for some of our customers it will create many difficulties and challenges.

We will continue to work collaboratively with our customers and I give you all my assurance that we will balance what we are able to do operationally with the absolute requirement to maintain the safety of both WPD staff and the customers we serve.

Finally, if I had one message to relay it is that the Directors and I are listening and we want your ongoing input to help us continue to improve in the future.



A handwritten signature in black ink, appearing to read 'Phil Swift', with a stylized flourish at the end.

**Phil Swift**  
CEO Western Power Distribution

# Our Connections Strategy

**Our fundamental objective is to provide excellent service for customers connecting to the network whilst facilitating competition in the connections market. These overarching connections outputs help us to achieve that goal.**

In April 2015, we published a detailed Business Plan for the eight-year regulatory period from April 2015 to the end of March 2023. This period is known as RIIO-ED1 using the Revenue = Incentives + Innovation + Outputs framework. In the Business Plan, we specified 76 commitments across six categories, including ten commitments relating to connections that focus on five key areas. These five key areas are outlined 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.

Our connections 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.



# Our Stakeholder Engagement Strategy

**Our core engagement strategy determines how we engage and ensures that we are continuously focused on improving in our goal to be the best DNO in the UK.**

The foundation of our engagement strategy is built on six strategic principles, which we believe are key to ensuring we engage effectively and with purpose. The principles drive our engagement, building stakeholder relationships and trust that help us to create and deliver an ICE Plan with meaningful outcomes.



## Engagement must lead to action

We never host talking shops or tick-box exercises. We always engage for a reason and feedback drives outputs.



## Engagement is everyone's responsibility at WPD

Core connections engagement activities are centrally coordinated, but delivery is embedded locally and led by those who will be directly responsible for acting on the feedback.



## Utilise a range of engagement methods but face-to-face is always best

We tailor to suit stakeholder preferences to maximise reach. Direct interaction is preferred for discussion/dissemination of complex issues with other methods complementing rather than substituting for this.



## Be transparent about feedback and accountability

We publish all presentations, reports and actions - stakeholders can see how their feedback is directly incorporated into WPD's ICE Plan and track the success of the initiatives they generate.



## Build long-term relationships with stakeholders

We earn trust by continually demonstrating that feedback leads to action. As stakeholders' knowledge and confidence grows, the breadth of their influence and ability to critically challenge will increase.



## Collaborate wherever possible, but if it slows progress, take the lead

We share best practice openly, learn from others and encourage co-delivery in common areas. If industry is slow to act we do not wait but will share our learning to inform industry wide solutions.

## Well established and effective

**Our stakeholder engagement strategy is firmly entrenched in our culture. Established in 2007, the strategy firmly underpins our connections improvement activity, driving how and why we engage.**

It is fundamental to how we do business and drives a continual cyclical engagement programme. Its longevity has established a mature and effective approach, which has built long-term stakeholder relationships facilitating meaningful engagement with vital feedback and challenge.

The fundamentals of our approach are enduring, and guided by steadfast principals providing its foundations. However, to maintain effectiveness, the strategy is evaluated and updated each year with sign-off from our CEO and Directors.

This ensures that our engagement approach continues to deliver effectively our initiatives, demonstrating we are adaptable to changes in the connections environment and better positioned to meet our stakeholders' priorities and expectations.

# Our Stakeholder Engagement Strategy

## Identifying stakeholders

We continually review and refresh our stakeholder mapping to make sure that we have the right mix being holistic and inclusive for the full range of connections activity. We understand that different stakeholders have differing levels of knowledge, interest and availability so we tailor our methods to be most appropriate and effective.

## Embedded

Our well-established core engagement strategy has helped our staff to understand and recognise the importance of the role they each play in its success.

Staff directly responsible for the area deliver our stakeholder engagement thus improving communication channels and better informing the decisions we make. Establishing these direct local stakeholder relationships underpins the effectiveness of our engagement and our ability to respond decisively.

## Developed and agile

In ensuring that our engagement leads directly to action and is not just simply confirming predefined proposals, we are able to build trust with stakeholders and their willingness to commit their time to regular engagement activities.

This results in long-term relationships, building knowledge and quality of engagement with an ability to have more scrutiny and challenge.

Through this, we are able to have detailed conversations driving improvements through two-way feedback and collaboration.

This well-developed engagement provides a strong foundation but also allows us to be flexible and agile in identifying and quickly incorporating new stakeholder priorities.



### Identify stakeholders

- Recognise emerging stakeholders
- Maintain stakeholder contacts



### Understand their needs

- Identify the range of interest areas from unmetered to DER



### Always engage with a purpose

- Avoid talking shops, demonstrate we have listened via the actions we undertake



### Range of methods

- Use a variety of mechanisms e.g. expert panels, workshops, surveys etc.
- Tailor to suit the audience



### Listen, act and measure benefits

- Engage on priorities ICE Plan identified
- Publish ICE 2020/21 Plan, KPIs and updates



### Use feedback to improve service

- Short-term: policies, procedures, processes
- Long-term: shape our strategic priorities



### Make feedback available

- Publish finding and WPD's response
- Clear line of sight to ICE 2020/21 Plan



# Stakeholder Engagement Strategy Independent Assessment

**To confirm that our engagement strategy remains appropriate and effective it undergoes external assessment every year under the Customer Service Excellence Standard (CSE) scheme. This assessment benchmarks the quality and range of WPD's engagement and the effectiveness of our customer service across multiple leading industries.**

The assessor reviews our stakeholder and customer vulnerability strategies, policies, improvement plans, stakeholder engagement (including engagement with hard-to-reach customers), published information (in leaflets and online) and all customer contact methods.

The assessment validates the continued effectiveness of our engagement but also provides important challenge and feedback driving continual improvement. They examined evidence reviewing our engagement strategy against 57 service elements.

The result was 45 service elements achieving the highest "compliance plus" rating, with no partial or non-compliant elements, making WPD the top performer in the UK (out of 600 companies).



**COMPLIANCE PLUS**  
Stakeholder engagement strategy

**45/47 COMPLIANCE PLUS RATINGS**

- no non or partial compliance ratings
- top UK performer (out of 600 companies)

In this roundtable discussion we will ask you to consider the following questions...

- 1) Blank page – what are the priorities you want delivered under each topic?
- 2) Review the priorities other stakeholders have started to fill in on the blank page – do you agree, is there anything you want to add?
- 3) Blank page – what do you think we should be doing to deliver under each topic?

Topic group 1a	Topic group 1b
<ul style="list-style-type: none"><li>• Network reliability</li><li>• Network resilience (to severe weather)</li><li>• Cyber resilience</li></ul>	<ul style="list-style-type: none"><li>• Whole systems approach to net zero</li><li>• Innovation and new services</li></ul>



# Engagement Methods

**We aim to have the industry leading stakeholder engagement programme meaning our engagement must be meaningful, leading to substantive improvements for customers and enabling them to hold us to account for our performance. To deliver this we must have an engagement programme, which is comprehensive, extensive and tailored to be inclusive of a broad range of stakeholders.**

Our approach is firstly to engage face-to-face wherever possible, providing scope for in-depth discussion on complex and high priority issues. This can vary from one-to-one connection surgeries to large workshops and engagement events.

However, we recognise that stakeholders are time constrained and not all have the ability to attend events. Therefore, we need to be flexible in our approach and utilise a range of methods to ensure we meet our aims and deliver a programme, which is inclusive of all stakeholders views and tailored to suit their needs.

We will consult on larger issues in order to obtain feedback and inform our decision making process. Consultation encourages a more in depth discussion and allows stakeholders to describe in detail their aspirations and concerns. Through feedback we are able to reach a 'minded to' position that can be discussed further and refined as necessary before becoming part of policy or process.

Because our stakeholders have a broad range of knowledge and interests we understand that a one-size-fits-all approach does not deliver long-term meaningful engagement and so we use a variety of tailored methods to ensure we reach as many stakeholders as possible.

The table on page 13 shows how we identify stakeholder's by their knowledge and interest to tailor the methods of engagement delivery. We seek to extend our reach by taking advantage of contemporary methods such as webinars, podcasts, social media and online videos.

These methods enable us to gather feedback through comments, interactions and polls, gaining views from a broader stakeholder base. Our ICE Plan and updates are shared on our social media channels to continue to raise awareness and encourage further feedback. This year updates via Webinar/Twitter alone reached over 27,000 users.

In early 2019 we introduced a bespoke stakeholder engagement website [www.yourpowerfuture.westernpower.co.uk](http://www.yourpowerfuture.westernpower.co.uk) for us to provide all of our customers the opportunity to engage with us.

In October 2019 a connection page was implemented which covers our ICE engagement, stakeholder engagement, surveys, reports and plans from previous years to present.

Click on the link to go straight to our ICE page:  
[www.westernpower.co.uk/ice](http://www.westernpower.co.uk/ice)



**27,000 users**

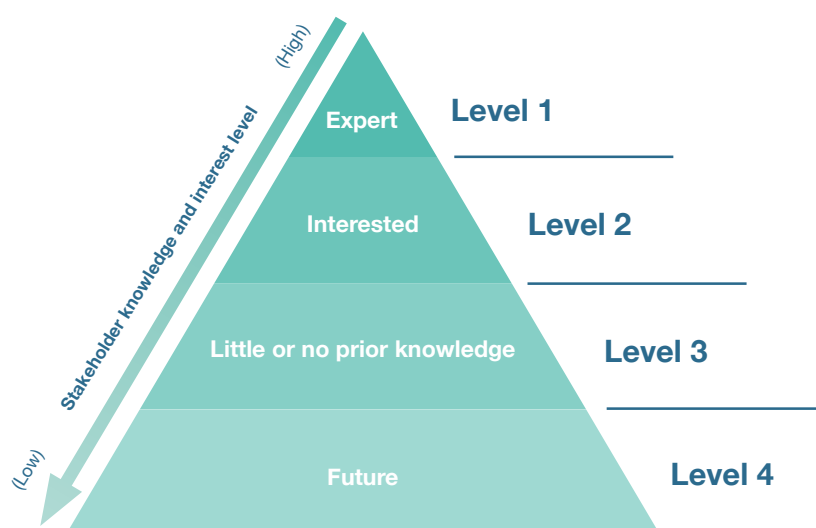
Interacted with this year updates via Webinar and Twitter alone.



# Tailoring our Methods and Approach

**We tailor our engagement methods to our stakeholders, understanding that they have a broad range of knowledge and interest. We also value the time they are able to commit when engaging with us and recognise that not all stakeholders have the availability to attend events.**

Therefore a one-size-fits-all approach does not deliver long-term meaningful engagement and so we use a variety of tailored methods to continually improve the quality of our interactions. The table (below) shows how we identify stakeholders by their knowledge and interest to tailor the topic methods and of engagement delivery.



Stakeholder Level	Engagement methods:	
<b>Level 1: Expert</b> Stakeholders we work closely with to build their knowledge to an 'expert' level, or those who already have an in-depth knowledge of connections activities.	<ul style="list-style-type: none"> <li>• CCSG</li> <li>• Stakeholder workshops</li> <li>• Consultations</li> <li>• Bilateral meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Industry working group</li> <li>• External industry events</li> </ul>
<b>Level 2: Interested</b> Stakeholders who interact regularly with WPD for connections activities and have a sizable knowledge and interest in this area.	<ul style="list-style-type: none"> <li>• Stakeholder workshops</li> <li>• Consultations</li> <li>• Bilateral meetings</li> <li>• DG Survey</li> </ul>	<ul style="list-style-type: none"> <li>• Connection Surgeries</li> <li>• Community energy events</li> </ul>
<b>Level 3: Little or no prior knowledge</b> Stakeholders who may only interact once or occasionally for connections activities and have little knowledge of WPD or this area.	<ul style="list-style-type: none"> <li>• DG &amp; customer surveys</li> <li>• Connection Surgeries</li> <li>• Annual stakeholder &amp; ICE reports</li> </ul>	<ul style="list-style-type: none"> <li>• Website</li> <li>• Media awareness campaign</li> <li>• Social Media</li> </ul>
<b>Level 4: Future</b> Stakeholders who may want connections in the future and may have no knowledge of WPD or this area.	<ul style="list-style-type: none"> <li>• Connections Surgeries</li> <li>• Annual stakeholder &amp; ICE reports</li> <li>• Community energy events &amp; guide</li> </ul>	<ul style="list-style-type: none"> <li>• Media awareness campaign</li> <li>• Social media</li> <li>• Website</li> </ul>

# Identifying and Adapting to New Priorities

**Stakeholder priorities evolve over time and one thing that is at the forefront of everyone's mind is the UK's decarbonisation target of net zero emissions by 2050. Low carbon technologies have a big part to play in this and whilst we have been harnessing these technologies for some years now the rate of change means that we constantly need to identify and adapt new priorities.**

The Government's Road to Zero strategy sets the ambition that almost every car and van will be zero emission by 2050 and that the planned date for ending the sale of petrol and diesel vehicles will be 2035.

This transition to electric vehicles means that demand for charge points is rising and we need to be ready to meet that demand. Stakeholders are telling us that this is one of their top priorities so we have been engaging with developers and local authorities to understand their needs and plans for the future. By working together, we can predict future energy scenarios and develop a strategy to make sure we meet the demand.

Charging at home or at work has been one consideration but we are also looking at how we can help people to charge whilst en-route and in this respect we are liaising with motorway service area owners to discuss how we can provide infrastructure to help the deployment of rapid charge points. Innovation is key and we will be trialling new initiatives throughout 2020/21 to provide quicker and cheaper connections.

The increase in demand brought about by the electrification of vehicles and heating (through the use of heat pumps) means that we need to be ready to meet that challenge. Our stakeholders are telling us that we need to act quickly to transition and deliver connection services they can participate in.

In conjunction, we have seen an increasing importance placed on strategic investment and forecasting in relation to availability of network capacity for new developments. We will continue to invest in the network but prioritise non-network solutions through the use of flexibility.

Our stakeholder engagement strategy has enabled us to identify and act on these priorities.

Our ICE Plan for 2020/21 builds on actions conceived in 2019/20 and reflect these new priorities.



## As a result of this, our engagement focus has adapted:

- Strengthen links with local development – continue to develop relationships with local government and local enterprise partnerships to aid improved understanding of strategic network requirements and challenges. Building trust and understanding with our stakeholders.
- Ensure amenities are available for drivers to conveniently charge their EVs – act quickly to deliver guidance and solutions to facilitate the provision of EV charging infrastructure.
- To support the uptake of heat pumps, explaining the options for connection and detail actions to support roll-out.
- Giving critical information on the new targeted charging review (TCR), keeping the stakeholder informed on the new process and prices.
- Supporting the small-scale energy projects by introducing net-zero surgeries, to support delivery.

Incentive on Connections Engagement

# Section 2:

## WPD ICE Looking Back Report 2020



# Introduction

**The last regulatory year 2019/20 has proven to be a very busy and productive time for us as we continue to deliver improved customer service in the area of connections.**

During this time we completed 38 initiatives which were developed following stakeholder feedback. The ICE Plan is intended to evolve throughout the year as new initiatives are identified. Our over-riding strategic principle of 'engagement leads to action' is typified by four further initiatives that we added to the ICE Plan under our October 2019 ICE resubmission. These initiatives were developed as a consequence of ongoing discussion with our stakeholders.

Our Distributed Generation Owner Operator Group asked for a number of enhancements in the way we deliver information and guidance which resulted in three new initiatives. A major telecommunications company asked us for prior notification of outages affecting critical unmetered infrastructure so we agreed to trial a process to see how this could work in a business as usual environment.

**During 2019/20 we focused on a number of key areas for delivery;**



**Network capacity allocation and reservation**



**Low carbon technology and Electric Vehicles**



**Transition to DSO**



**Competition in Connections**



**Availability of information**



**Legal and consents**



**Assessment and Design fees**



**Connection Offer and Agreements**

You told us that these were your priority areas and so we focused on them and endeavoured to deliver initiatives that met this key criteria. Stakeholders have told us that we have delivered on many areas but there are some that we need to develop further and these will be carried over to our 2020/21 ICE Plan.

It is important to us that we deliver what you want and so we will continue to work on these commitments. The principles for ensuring the fair allocation and reservation of network capacity has been particularly difficult but, thanks to continued stakeholder dialogue, we will shortly be in a position to amend policy and processes.

Qualitative, and challenging engagement with stakeholders is crucial to the success of our organisation. It helps define what our priorities must be; it influences our future and reveals real opportunities for improvement in the ever-changing market.

**"To build a truly stakeholder-led plan you must consult extensively at every stage, including establishing the priorities of the stakeholders from the outset."**

Stakeholder feedback

This "Looking Back" report provides more detail on each initiative and an overview of the work completed.

**We hope that you find it interesting and informative.**

# Engagement Summary 2019/20

**Our connections engagement is comprehensive wide reaching and effective. It has helped us to identify the activities our stakeholders think are most important and to gain their insight in delivering initiatives with positive benefits for our customers.**

We always engage with a purpose and it is vital to WPD that the expansion of engagement does not diminish the quality and continues to drive our actions. Our customer enduring panels such as CCSG and Distributed Generation Owner Operator (DGOO) continue to inform our processes and can be relied upon to provide ongoing challenge and detailed feedback.

We have continued to engage intensively and comprehensively using various methods that include both broad measures and through stakeholder groups focused on specific topics. This year for example we ran Electric Vehicle (EV) workshops across the country for over 700 stakeholders and forged new relationships with a range of stakeholders interested in connecting, owning and operating EV infrastructure, including vehicle manufactures, charge point manufacturers, installers and operators. Forecasts vary but it is predicted that as many as 36 million EVs could be on our roads by 2040 so we need to ensure that the network is ready to support them.

Our engagement events targeted at local authorities has led to better understanding between us such that we know what their plans are for supporting EVs and we can use that information to develop our plans, our updated EV strategy being the foundation of this work.

This year we have continued to expand the range of engagement methods we utilise to ensure that we can engage with hard-to-reach stakeholders or those with limited availability.

Our use of webinars on specific topics, such as the provision of flexibility services through the advent of Flexible Power, has proved successful.









The use of podcasts, social media outlets and surveys has also meant that we have kept in contact with as many stakeholders as possible.

When developing our 2019/20 ICE Looking Forward work plan, we contacted 3578 connections stakeholders to seek their feedback on our proposals via a feedback survey following our events.

We commissioned independent market research provider to contact 1752 major customers on pre and post connections and 384 distributed generation customers to seek their detailed feedback and their experience of working with us. We also presented on ICE topics to 40 attendees at our Customer Connections steering Group (CCSG) throughout the year. We took them through each of our proposed actions and outcomes and asked them to endorse our plans.








The table below sets out a summary of the engagement activity undertaken by WPD during 2019/20 with our connections stakeholders. For each activity, the table gives a brief description, the number of stakeholders engaged with this activity through the year and the market sector the stakeholders broadly represented.

## Surveys








































Activity	Description	Reach	Market Sector
Major Customer Survey	A WPD commissioned monthly customer satisfaction survey of connections customers covering the market segments under the ICE scope. The style of the survey remains in line with that conducted under the Ofgem Broad Measure Survey.	1752	   
DG Survey	A WPD commissioned customer satisfaction survey of Distributed Generation connections customers. The style of the survey remains in line with that conducted under the Ofgem Broad Measure Survey.	384	   

Total **2,136**

## Our Engagement Activities 2019/20

Activity	Description	Reach	Market Sector
<b>Customer Connections Steering Group (CCSG)</b>	Attended by a broad representation of connection stakeholders three times a year, the CCSG covers a varied range of connections related topics and feeds into the development of our Incentive Connections Engagement (ICE) Plan.	40	   
<b>Customer Panel</b>	Customer panel meetings provide feedback on the effectiveness of WPD's initiatives and methods of addressing consumer issues and concerns.	56	   
<b>WPD CiC Group</b>	The CiC group brings together representatives from Independent Connection Providers and Independent Distribution Network Operators to discuss topics specifically affecting the competitive connections market.	4	   
<b>WPD DG Owner Operator Forum</b>	Three meetings held throughout 2019/20. The forum enables WPD to gain an understanding of DG owner/operator needs to develop actions to improve the services we provide.	58	   
<b>WPD Stakeholder Workshops</b>	Workshops covering a wide range of topics, including connections, held at various locations across all 4 WPD licence areas.	389	   
<b>WPD Local Investment Workshops</b>	In Autumn 2019, WPD's Distribution Managers hosted the second series of stakeholder workshops throughout the regions. The eleven workshops had in attendance councillors, council planning officers, developers and others involved in the growth agenda. The workshops designed to provide local stakeholders with an update on their local network investment obtain feedback on where stakeholders saw capacity challenges result of local development and strengthen working relationships between WPD and local stakeholders.	Over 250	   
<b>WPD Connections Workshop</b>	WPD Connections Workshop held in November 2019 focusing on connections future markets including EV's capacity, capacity allocation and reservation.	89	   
<b>Community Energy Events</b>	WPD held eight community energy workshops. In these events, we explained how flexibility services work and how they can participate if they are able to offer any services.	182	   
<b>Connection Surgery Appointments</b>	Connection surgeries held to facilitate customers having face-to-face discussion with one of our engineers about their connection requirements.	241	   
<b>Capacity Allocation &amp; Reservation Webinar</b>	Webinar to discuss the new process for capacity, allocation and reservation. The webinar was conducted on 17th June 2019.	29	   
<b>Electric Vehicle events</b>	WPD hosted four dedicated electric vehicle events for local authorities in addition to taking part in the EV Energy Taskforce five meetings responding to government questions on mandating of smart charging. WPD also promoted our EV strategy and electric nation results, to two Hybrid and EV conferences.	1,376	   
<b>Low Carbon Networks &amp; Innovation Conference</b>	An industry event held in October 2019 to share information and feedback on innovation projects including innovative connection related projects.	1070	   



Activity	Description	Reach	Market Sector
<b>Cennex LCV</b>	Promote WPD Electric Vehicle strategy and Electric Nation results.	4300	   
<b>Future Networks Events</b>	The Future Networks Conference included a WPD presentation on domestic flexibility and future Flex projects, enabling knowledge share and disseminate. In addition, WPD's Future Networks Manager interviewed by New Power, providing information on energy storage, network flexibility, low carbon technologies and network performance and disseminated information relating to future networks with the use of webinars.	385	   
<b>Future Heat Conference</b>	The Future Heat Conference included how to accelerate heat decarbonisation over the next 10 years; Developing collaborations and a decentralised approach; Ways to utilise new technology solutions and innovations; What the roadmap to 2030 should look like.	350	   
<b>Strategic Network Investment</b>	WPD held eleven workshops allowing LAs and developers to forge relationships with WPD's Distribution Managers and to share message on growth agenda, EVs and decarbonisation.	260	   
<b>WPDs Balancing Act Conference</b>	WPD held two conferences in June 2019 and November 2019, including a presentation on Facilitating Neutral Markets: Signposting Distribution System Needs. Signposting will provide information on WPD's distribution system needs in areas, which we expect to become constrained for demand in the near future.	305	   
<b>Utility Week Live</b>	We exhibited throughout the week at the May 2019 event. In June 2019, we presented at the Utility Week Congress.	5150	   
<b>Power responsive annual event</b>	The 5th annual power responsive event in June 2019, it included discussions on demand side flexibility, markets for the energy system and an ability to engage with flexibility providers. We also disseminated learning and knowledge share.	300	   
<b>ENA Electricity Innovation Forum</b>	The forum aimed at stakeholders who are interested in the outcomes of current innovation projects and looking to get involved in future innovation activities with the Electricity Networks.	100	   
<b>MPs whose constituencies are in the WPD area</b>	We sent two WPD newsletters to the MP's - Issue 1 April 2019: Subjects included EVs, local investment, and local contact data. Issue 2 July 2019: Subjects included reassurance that WPD is already working on the government's net zero emissions goal, what we do for vulnerable customers, and finances.	362	   
<b>Cornwall Local Energy Market</b>	We engaged in discussions on the progress made for bringing flexible, smart solutions to the UK, providing knowledge share and engagement.	25	   
<b>Local Authorities BCBC Smart Energy Plan</b>	Bridgend County Borough Council (BCBC) and Energy Systems Catapult (ESC) have been working together, alongside other partners, under the Smart Systems and Heat programme, which aims to accelerate innovations that decarbonise domestic heating to market.	90	   
<b>Other Stakeholder Engagement</b>	WPD have taken part in other connection related engagement activities, including presenting at the Renewable Energy event on DSO and DER revenue opportunities.	Over 1015	   

Activity	Description	Reach	Market Sector
<b>Energy Strategy Workshops</b>	Other stakeholder engagement includes involvement in energy strategy workshops held by Local Enterprise Partnerships and local MP meetings to discuss WPD's innovation work in specific regional areas.	301	UMS MD DER ICP
<b>Senior Manager Contacts</b>	Major customers have a senior manager point of contact allocated within WPD. This contact may be include discussions on issues relating to specific projects and overarching discussions on policies or processes.	83	UMS MD DER ICP
<b>Flex Consultation Glasgow</b>	Explain the ability of flexible power and gain potential customers.	10	UMS MD DER ICP
<b>National Grid Connections Convention</b>	Connections for HV network for generators.	40	UMS MD DER ICP
<b>Distribution Charging Methodologies Development Group Forum</b>	To share with the industry issues or changes to DUOS Charging.	200	UMS MD DER ICP
<b>RIIO-ED2 Decarbonisation and the Environment Working Group</b>	To consider the appropriate arrangements for the Environmental Action Plan in ED2.  Review the stress-tested scenarios and the implications for the ED2 arrangements.	50	UMS MD DER ICP
<b>CIRED 2019</b>	Disseminate learning from Project Entire.	1500	UMS MD DER ICP

Total **17,345**




# ICE Plan Outcomes 2019/20

**When developing our ICE plan we consult with stakeholders to ensure the activities and outcomes we are proposing will benefit a broad and inclusive range of connections customers and stakeholders and not just the individual or group requesting the change.**

WPD has delivered 38 ICE initiatives in 2019/20 that seek to enhance the customer experience by providing improvements to existing services, creating new services, making more information available and expanding engagement opportunities.

The broad range of completed initiatives benefit the full range of connections relevant market segments, from improvements to the flexibility services for demand connections to improved outage information for generation customers.

WPD's approach to ICE is to develop ICE plan initiatives which not only tackle relatively 'quick-wins', which still provide important improvements, but also to develop stretching initiatives which may require longer to deliver with target dates set beyond the current ICE period.

As such, we have completed a number of initiatives on target from the previous year and have commenced work on four initiatives, which will continue into next year.

Over the following pages of this section, we highlight key outcomes from the delivery of the plan initiatives together with the engagement, which has driven them.

We explain how the initiatives developed, provide examples of how we collaborate with stakeholders to deliver effective improvements and detail some of the key outcomes for our customers.

To view our summary update document of ICE 2019/20 Plan (quarter 1). Please go to [www.westernpower.co.uk/ice](http://www.westernpower.co.uk/ice)





# 1.1 Providing Low Carbon Technology (LCT) Forecast Information

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to improve the provision forecasting and planning 2019-2020 on the network capacity.	<p>Develop online functionality to automate the provision of low carbon technology (LCT) forecast information to local enterprise partnerships (LEP) and local authorities (LA), improving access to this information.</p> <p>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).</p>	<p>To monitor downloads and web page survey.</p> <p>Number of downloads &amp; positive feedback.</p>	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q1 March 2020

## Outcomes

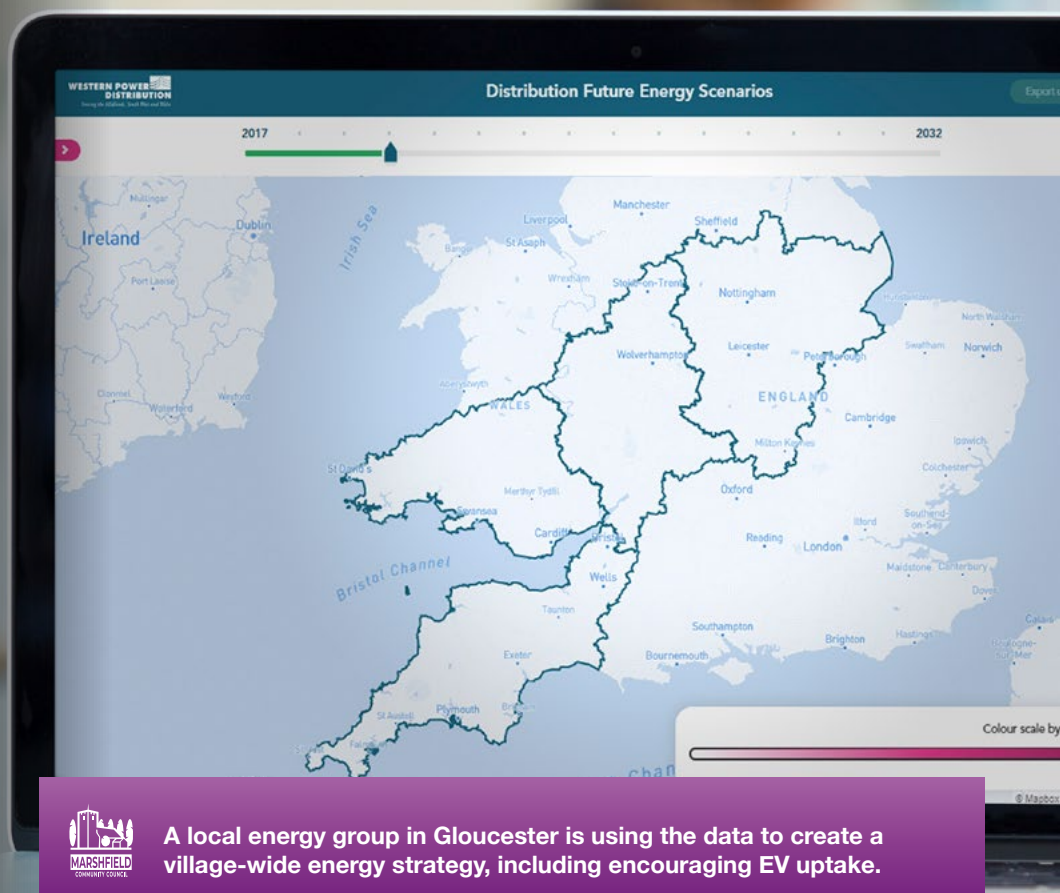
- ✓ **2,976** hits/downloads of WPD's DFES data.
- ✓ **65%** of the LAs in our area supported to develop their local energy plans.
- ✓ **Positive** feedback received.

**Stakeholders told us they wanted better access and information on future energy scenarios relating to the forecasted uptake of different technology types such as generation sources and electric vehicles.**




The Distribution Future Energy Scenarios (DFES) outline the range of credible futures for the growth of the distribution network. Broadly aligning with the National Grid Future Energy Scenarios, these encompass the growth of demand, storage and distributed generation, also low carbon technologies such as Electric Vehicles and Heat Pumps.

The DFES map provides a visual representation of the scenario projections which WPD use for long term strategic network planning.

This map displays the scenario projection at an Electricity Supply Area (ESA) and Local Authority Area and can be manipulated by the user for different scenarios.



## 1.2 Working Together with Local Enterprise Partnerships (LEP)

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	<p>Further improve the information available on our local government authorities (LGA) /local enterprise partnerships (LEP) webpages setting out the datasets WPD make available to them and how this might help them understand our investment plans.</p> <p>Improve awareness of this information by writing to LEPs and LGAs within WPD's 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.</p>	<p>Stakeholder feedback.</p> <p>To receive positive feedback on webpage information.</p>	  	Complete - Q3 Sept 2019

### Outcomes

The Attentiveness rating for the four webinars (attentiveness rating is a percent of the attendee's interest during the webinar).

- ✓ DFES & EVs – 60.14%
- ✓ Flexible Power & Flexibility – 42.94%
- ✓ Positive feedback from the webinars.
- ✓ Mapping – 56.12%,
- ✓ Interactive Cost Tools & Strategic Investment – 31.91%

**In 2019 stakeholders told us it was not always easy to find the information we make available. Those less experienced in interacting with WPD, found the presentation of data online confusing.**

In July 2019 we were the first DNO to launch an interactive Energy Data Hub. Building on collaborative work with the government's energy data taskforce (EDT), it meets their key recommendations.

We added to this with extensive engagement to co-design to make our data available. It provides simple access via a single location to 27 data resources WPD have initially shared and is now adding to.

To increase awareness, in addition to the website newsletter and social media, we delivered four webinars with 73 stakeholders from local government associates and LEP's, explaining the hub and our approach to publishing system data.

The key contacts at the LA, LEP and LGA were 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, which include four webinars.



## 1.3 Working Together with Local Authority (LA) Planning Departments

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	<p>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.</p> <p>This will include question and answer session with the WPD Network Strategy Team.</p>	Number of participants in webinars.	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q1 March 2020

### Outcomes

- ✓ 73 Participants attended the four webinars.
- ✓ DFES & EVs - 29 Participants
- ✓ Flexible Power & Flexibility - 16 Participants
- ✓ Mapping - 17 Participants
- ✓ Interactive Cost Tools & Strategic Investment - 11 Participants.

**Stakeholder feedback suggested that we should increase our engagement with Local Authorities to improve their understanding of our forecasting information and energy scenario planning. They were eager to use it to improve their own planning as well as provide input to WPD to help us update our projections.**

We delivered a total of 4 webinars to introduce the Energy Data Hub, provide additional information and offer support to LA's.

LA's have told us that transparency of our forecasting and capacity information is vital to help them develop their own plans. Many are not experienced in interpreting network data, so we were asked by the LA's to present in a more user-friendly way, so we went for webinars as it can capture a larger geographical area. The reaction has been positive.



# 1.4 Implement Policy regarding Allocation and Reservation of Capacity

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to develop processes and procedures for capacity allocation and reservation.	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.	Stakeholder feedback on new policy implementation.  Positive stakeholder feedback.	DMD DG UMS	Complete - Q3 Sept 2019

## Outcomes

- ✓ Introduce new policy and processes.

## Stakeholder feedback on new policy implementation following implementation

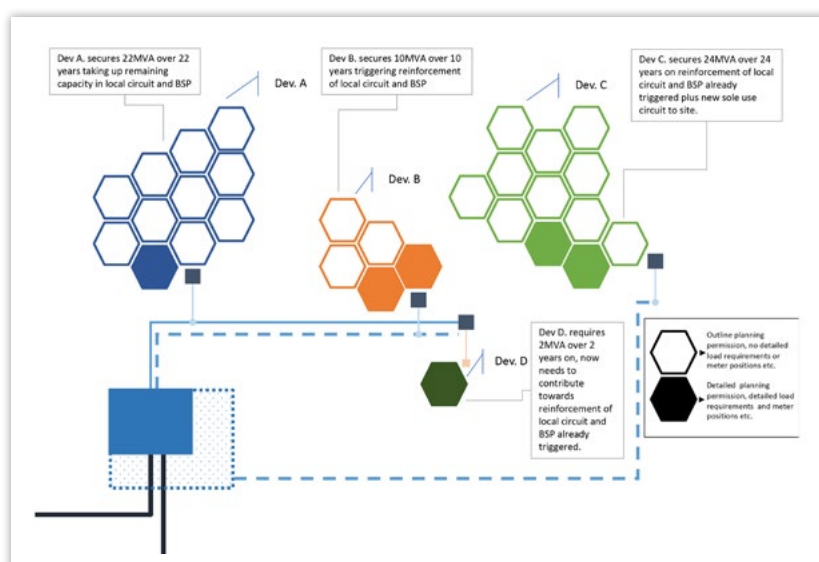
**When we consulted with our stakeholders regarding the allocation and reservation of capacity relating to multiple demand connections, the feedback suggested that we did need to evaluate how we administer the queue management process and ensure that customers allocated capacity under contract were not holding on to that capacity when they had no immediate requirements and effectively blocking others who wished to utilise it.**

Our conundrum has been how best to balance the needs of all customers; ensuring we can recover capacity from those that are not progressing their scheme whilst providing assurance to those that have longer build out scenarios, that the capacity they require will be available in the future.




We consulted with stakeholders and issued our decision document in March 2019, which outlined our plans to implement revised processes. This was generally well received but some stakeholders felt that it potentially left their schemes in jeopardy if they failed to progress in accordance with prescribed milestones. They also questioned our methodology for applying charges where the scheme was determined as 'speculative'.

As a consequence we delayed implementing any changes and continued to refine our proposals based on stakeholder feedback in order to find the best balance. Our position has not changed, we want to ensure that those customers who hold capacity but are not utilising it, do not do so to the detrimental effect of others in the connections queue. However, we think we now have a more balanced approach which protects everyone's interests. We are finalising details and will publicise our new policy and processes in the summer of 2020.

## Example scenario



## 2.1 DSO Consultation on Economic Process

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	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.	Feedback received to establish improvements and benefits made within the initiatives. To promote further initiatives within the future ICE Plan.  Positive stakeholder feedback.	  	Complete - Q3 Sept 2019

### Outcomes

- ✓ Published Flexibility Consultation Survey on website.
- ✓ 8 responses from survey received, all responding positively.

**Stakeholders have been quick to spot the benefits of the transition from DNO to DSO and have encouraged us to expedite this process so that they are able to participate in and benefit from DSO services.**

We promised to undertake a consultation on our economic processes for recommending which course of investment we take. As a consequence, we published our DSO flexibility consultation, 'Delivering a Flexibility First Approach' in September 2019 and sought feedback on the processes, which have been developed to recommend the use of flexibility as an enduring alternative to conventional reinforcement and to ensure these outcomes are transparent, predictable and justified.

DSO capabilities have been developed across a number of aspects to best enable a smarter and more flexible energy system. Within the consultation document, work supporting these strategic outcomes was summarised and we asked stakeholders for their views on the proposals presented. It was important that we obtained a broad range of stakeholders' opinions and we were keen to get the feedback on the specific questions. The consultation closed on November 2019.

**WPD sees there being four key enablers for us to deliver on a Flexibility First approach**

### Visibility

- Forecasting of system needs
- Publication of flexibility data
- Signposting to where flexibility services will be required

### Accessibility

- Multiple routes to market
- Access options for a wide range of participants
- Low barriers to entry

### Sustainability

- Investable flexibility products
- Ensures value of flexibility to realised
- Aligned to decarbonisation

### Transparency

- Open processes
- Auditable decisions
- Consistent outcomes




These four considerations will underpin the methodology for how we assess and recommend the course of investment to take.



**"Feedback from our recent engagement with stakeholders identified the benefits that variable contract lengths can offer to different types of providers and we're pleased we are able to facilitate this within the next round."**

WPD Network  
Strategy Manager  
Ben Godfrey

## 2.2 DSO Commercial Arrangements

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	<p>Develop the commercial arrangements needed to use flexibility to provide capacity to facilitate new connections on the network.</p> <p>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.</p>	<p>Monitor 3 x piloted areas.</p> <p>Establish commercial arrangements.</p> <p>Feedback on commercial arrangements.</p>	  	Complete - Q1 March 2020

### Outcomes

- ✓ Learning from commercial discussions has been fed back into the proposed model and a commercial implementation is planned in 2020.

**Active Network Management has been used in export constrained areas to provide accelerated network access to new generators, whilst avoiding the need for reinforcement. Flexibility is already being extensively used to defer or avoid load related reinforcement in demand constrained areas.**

The commercial mechanism for using flexibility to provide accelerated access to the network has been developed. WPD is able to project a cost for annual flexibility requirements and apportion these to new connecting customers using the standard connection charging methodology.

This allows new demand connections triggering thermal overloads to connect ahead of reinforcement as long as there is sufficient flexibility within the local area to offset the additional requirements.



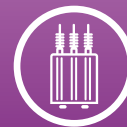
# 29

Significant reinforcement schemes assessed



# 3

Potential reinforcements deferred






# 122

Primary substations where flexibility sought



## 2.3 Flexibility Surgeries

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	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.	Feedback questionnaires within the surgeries.  Positive feedback.	  	Complete - Q1 March 2020

### Outcomes

- ✓ Feedback via questionnaires from surgeries was positive and met customer expectations.
- ✓ The two flexibility surgeries completed had 12 attendees.

**Flexible Power has been created by WPD to deliver the procurement of demand response services. We build relationships that generate income for local businesses and can enable us to accommodate increasing demand for electricity without having to build a larger network.**

We engage with our customers in a various ways, as a result our customers benefit from this face to face interaction.

The customers come from varying markets; Domestic Customer, Community or Cooperative, Industrial Customer or Aggregator.

Feedback via questionnaires from the surgeries was positive and met customer expectations. Attendees particularly liked the chance to meet the WPD team face to face. Customers also thought that the format and content of the surgeries gave a high level of communication on the information and knowledge supplied.

It was opportunity to challenge the flexibility process and beneficial in assisting them with electrical, technical and commercial aspects of flexibility.

No improvements were suggested for the content & format of the surgeries only that they should continue in the future as BAU.

### Flex Provider Experience



Simple tendering process



Straightforward contracts and payment terms






Responsiveness of the Flexible Power team



Extra revenue stream that is stackable and compliments day to day business



## 2.4 Flexibility Webinars

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	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.	Number of participants in webinars.	  	Complete - Q1 March 2020

### Outcomes

- ✓ Total number of participants across all webinars was 82.

### The webinars included “Removing Barriers to Participation to Flexibility” WPD have reduced the minimum level of entry for flexibility providers.

Following feedback from stakeholders, participation in Flexible Power now only requires a minimum assets run time of one hour, rather than the previous requirement of two hours.

This reduction means that asset types that may have a restricted run time, such as energy storage can now participate. We hope this will encourage further participation from energy storage owners, particularly in the domestic market.

In addition we also want to encourage low carbon technologies such as solar PV and wind to participate in Flexible Power. We delivered 4 webinars.

Total number of participants across all webinars 82. Completed webinars are available to stream from WPD’s website.



Minimum run times  
reduced to one hour



Minimum asset  
size removed



Liabilities capped  
and mutual



Flexible Power portal  
investment for increased  
asset operability



## 2.5 DSO Forward Plan Update

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	Update WPD's DSO Forward Plan to keep stakeholders informed on our latest steps towards becoming a DSO and informing them of our plans.	Completion of plan.	DMD DG UMS	Complete - Q2 June 2019

### Outcomes

- ✓ WPD's DSO forward plan was updated and published on our website on 19th June 2019.
- ✓ [www.westernpower.co.uk/smarter-networks/network-strategy/dso-strategy](http://www.westernpower.co.uk/smarter-networks/network-strategy/dso-strategy)

**As part of keeping our stakeholders informed, we committed to this ICE initiative to update our DSO Forward Plan, ensuring that customers could participate and benefit from the DSO and engage in the transition.**

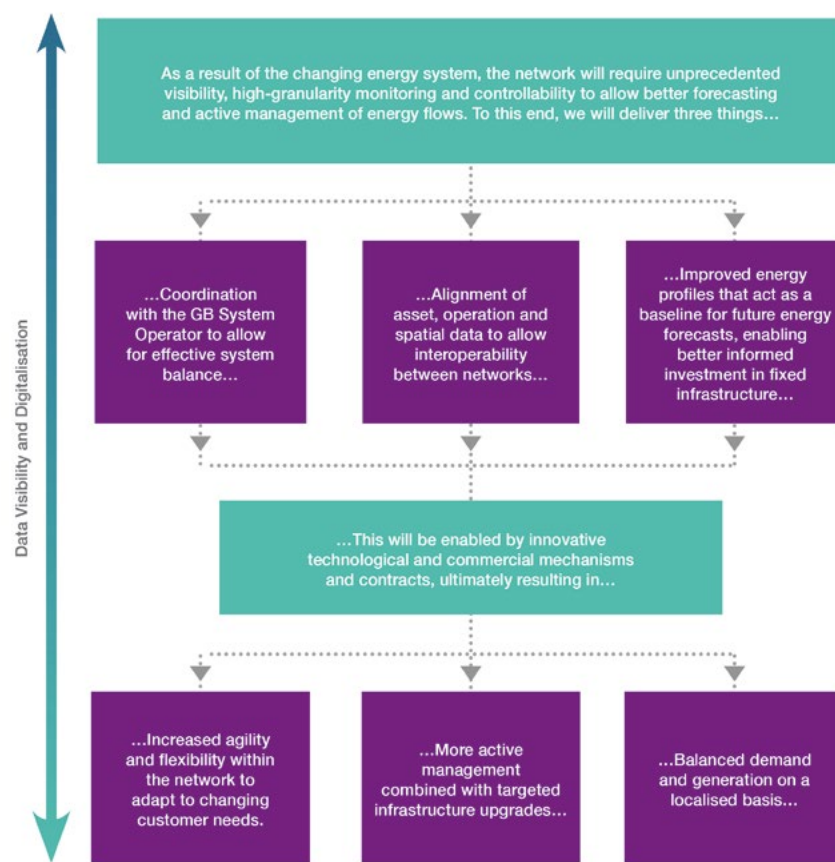
It is vital that we enable our stakeholders to be informed on our latest steps towards becoming a DSO and informing them of our latest plans and our DSO strategy. We published our DSO 'Forward Plan' in June 2019.

As part of the publication, we have implemented a Forward Plan roadmap to give a clear indication of the next steps.

In February 2020 our DNO transition to DSO document was also updated. It provides a more comprehensive view than our forward plan. As the markets for flexibility have developed our plan has been revised, with now established solutions replacing earlier views for the future.

Our transition document also updates all projects we are undertaking to deliver the DSO transition, with timescales and costings.

### What does the transition to a distribution system operator look like?



We believe that, because the majority of services that will enable the network to be more flexible will be connected at a distribution level, it would be most appropriate for regional DSOs to have full operational responsibility for managing constraints on the regional transmission network within limits set by the GB System Operator – allowing whole system planning on a regional basis.



## 2.6 Tier 3 BAU Flexibility Service

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	Continuing 2018/19 Initiative: Go out to procurement for flexibility on 15 zones in 2019, which can be used as an alternative to reinforcement.	Completion of flexibility zones.	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q4 Dec 2019

### Outcomes

- ✓ Completed 35 Flexibility Zones.

**Our second cycle of flexibility procurement completed in 2019 sought flexibility across 35 Constraint Managed Zones. We awarded 119MW of flexibility contracts across 17 Constraint Managed Zones.**

At the beginning of 2019 we removed the minimum asset size for participation restriction, meaning any sized asset can participate either directly with us or via an aggregator.

Flexibility providers to Flexible Power currently range from 6kW to 12MW and we hope these changes will lead to further participation from a wide ranging market demographic.



**“The results of this latest procurement round show a large increase in the amount of participants, proving confidence in the DSO flexibility markets is growing and its evident that more providers are able to participate confidently in distribution flexibility.”**

WPD Network Strategy Manager, Ben Godfrey

## 3.1 Assistance with EHV Connection Applications

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Provide a contact who can assist with connection applications and front-end processes for major schemes.	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.	Feedback from stakeholders on pre-application process.  Positive feedback.	DMD DG UMS	Complete - Q3 Sept 2019

### Outcomes

- ✓ Revised Connection Surgery appointments webpage developed and went live on 1st October 2019.
- ✓ 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.

**Some stakeholders told us that it wasn't always easy to talk to someone with the requisite knowledge prior to application, particularly for larger projects at higher voltages that tend to be more complex.**

They were particularly keen to talk about issues such as the process itself, timescales for connections, technical considerations and the legal process. Customers can request a connection surgery appointment with one of our design engineers who has local knowledge of the network and can advise on connection strategy.

We updated our website page and raised the profile of this service, allowing customers to either telephone or email us for an appointment. We promise to call customers back within 2 working days to discuss their scheme and the options available to them.

As a consequence we have seen a 73% increase in surgeries from the previous year.

[www.westernpower.co.uk/connection-surgery-appointments](http://www.westernpower.co.uk/connection-surgery-appointments)



## 3.2 Post Acceptance Communications

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Improve communications regarding connection work programmes post-acceptance of a connection offer.	<p>Review and improve the existing process on post-acceptance on customer contact.</p> <p>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.</p>	<p>Improved Major Customer survey feedback.</p> <p>Positive feedback.</p>	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q3 Sept 2019

### Outcomes

- ✓ Major Customer Survey - post acceptance has increased to 88% satisfied from on average 60%.
- ✓ The question "Overall how satisfied were you with the service provided?" 50% awarded a 10/10 (Feb 2020 data).

**Stakeholders told us that once they accepted their Connection Offer they sometimes received 'radio silence' and were not sure whether everything was progressing.**

They told us that we were inconsistent, some teams being proactive and others not so.

We reviewed our approach and decided to support this initiative by creating additional prompts within our Connections tracking database to initiate contact with the customer and to ensure our communication is more effective.

Staff training was rolled out for implementation on 1st October 2019 to remind staff about the importance of establishing a single point of contact with the customer and also to keep them regularly informed throughout the works.



**Post acceptance has increased to 88% satisfied from on average 60%**





### 3.3 Network Capacity Map Development

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to improve online capacity maps giving more granularity, also updating information frequently.	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.	Feedback from stakeholders on NCM usage.  Positive feedback.	DMD DG UMS	Complete - Q3 Sept 2019

#### Outcomes

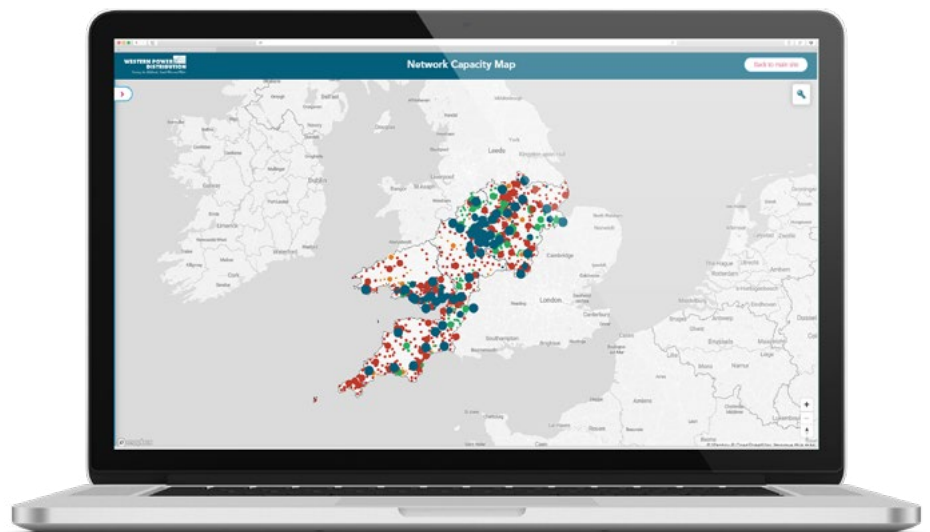
- ✓ Feedback is positive as the Capacity Map webpage hits have increased by over 28%.

**Stakeholders told us that they liked our online Capacity Maps. The Capacity Maps provides an indication of the networks capability to connect large-scale developments to major substations.**

On the map we have colour gradings to guide the user to areas of the network where a connection is more likely to be achieved without significant reinforcement. The map also displays National Grid Transmission's (NGT) Statement of Works responses applicable to each site which may further restrict connection availability.

However, Local Authorities requested additional granularity so that they could more easily understand the information presented. We undertook to review and improve the Capacity Map and information on Local Authority areas 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).

Following subsequent stakeholder feedback we have learned the data can only go so far in meeting the requirements of our customers and that in order to be truly useful, additional action needs to be taken to interpret and transform it into meaningful information. Therefore in addition we have implemented a reporting tool that allows stakeholders to flag data issues to us, so we can work together to improve accuracy/caveat appropriately.



## 3.4 Mapping Data Improvements

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Provide greater granularity in WPD's Data Portal (online geographic network mapping information).	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 GIS Mapping system, allowing future enhancements to be considered further.	Customer feedback from WPD findings at CCSG.  1. Attendance and discussion recorded at next CCSG (June).  2. Attendance and discussion recorded in Autumn CCSG recording feedback.	DMD DG UMS	Complete - Q4 Dec 2019

### Outcomes

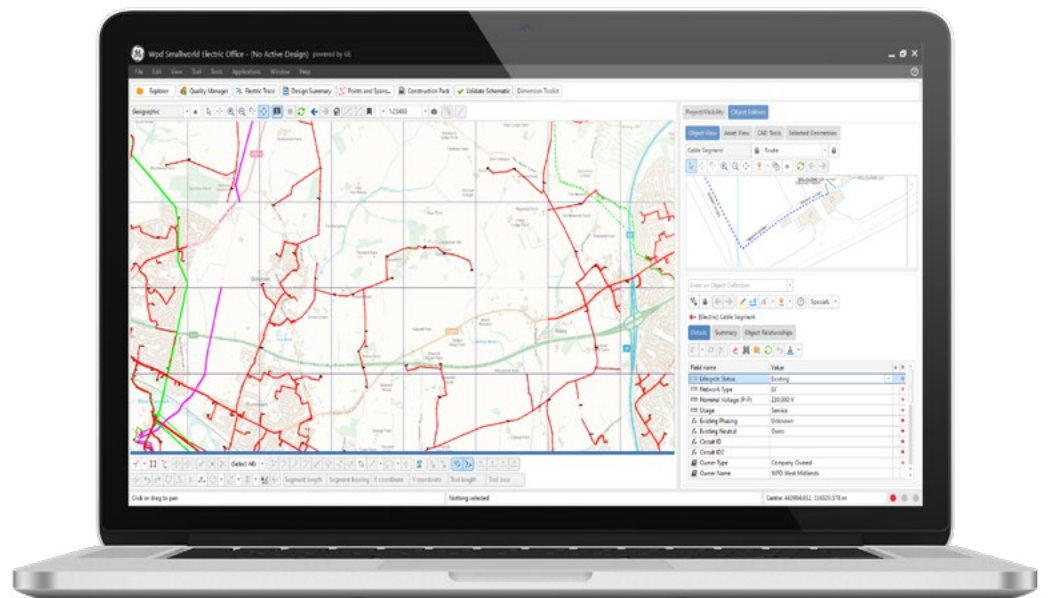
- ✓ 25 Stakeholders over the 2 x CCSG workshops (June 2019 and October 2019).
- ✓ Stakeholder feedback in June 2019 CCSG was clarified in the October 2019 CCSG - Completed.
- ✓ At present no further actions required.
- ✓ Further ICE actions may arise once the GIS Mapping system goes live proposed 2021.

**We are currently undertaking a major GIS system upgrade. During 2019/2020, our current Micro station CAD based system data is being migrated to the GE Electric Office Geographical Information System (GIS).**

There will be significant advantages for WPD when we move to the new system. In terms of data provision the two key advantages are:

- It will be quicker and easier to produce datasets for download.
- We will be able to provide an option for downloading the LV dataset.

It is important to us that we keep stakeholders up to date when making significant changes such as this, as they have access to the Data Portal system and can feed back on their own thoughts for improvement. Expert stakeholders from our CCSG have been kept up to date with developments and we will follow up with further engagement in future ICE Plans as the GIS project advances.



**“The new system will provide greater granularity in WPD's Data Portal (online geographic network mapping information).”**

WPD Records Manager, Peter Young.

**“We are keen to be updated on GIS.”**

Stakeholder comment at CCSG June 19 (BT).

## 3.5 Major Customer Engagement Event

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Hold a connections networking event annually, providing useful face-to-face engagement opportunity.	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.	Event held and number of attendees.  Minimum of 20 attendees at the event.	DMD DG UMS	Complete - Q4 Dec 2019

### Outcomes

- ✓ Major Customer Engagement Event held November 2019.
- ✓ 89 stakeholders attended.
- ✓ 98% of stakeholders – strongly agreed they had the opportunity to make their points and ask questions.

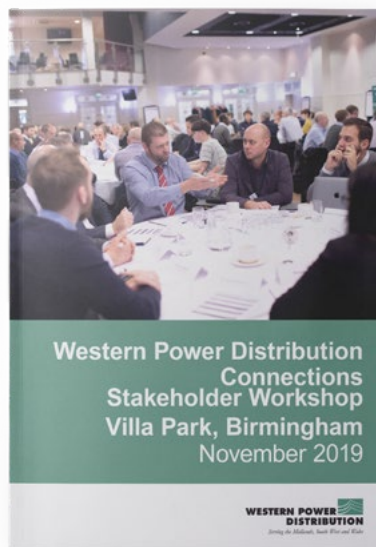
**An event was held at Aston Villa Football Ground on 6th November 2019 specifically for new connections' customers. In total 89 stakeholders attended the workshop, representing 48 organisations.**

There was a wide ranging representation including house builders, ICPs, IDNOs, universities, consultants, utilities and Local Authorities. Our primary objective was to present to stakeholders on what we are doing in key areas of the connections arena and then to workshop on each topic so as to obtain their thoughts and concerns. The three workshops covered:

- Workshop One: the connections process and Our Business Plan Priorities for ED-2 (2023–2028)
- Workshop Two: Facilitating Electric Vehicles and Other Low Carbon Technologies
- Workshop Three: How Our Network Can Support The Growth in Housing, Infrastructure And Commercial Developments.

We also had a secondary objective, as we wanted to allow time at the event to enable the attendees to network with each other so that they could discuss common issues and best practice. We were keen to initiate this as it resulted from direct feedback from our customers and was achieved by having interactive sessions and extended breaks between sessions.

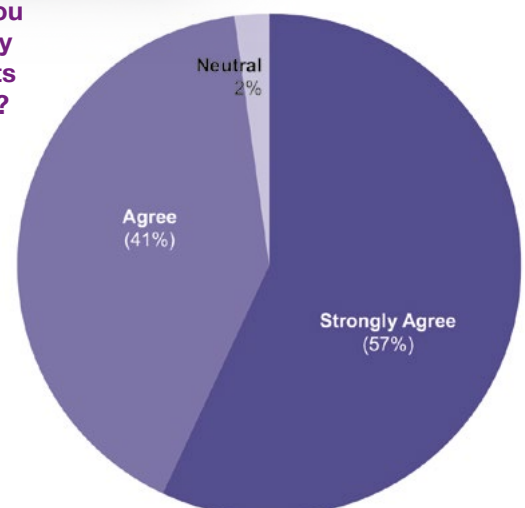
The event was well received by the attendees and it was clear they benefited from having the opportunity to have discussions with other organisations in their field/sector. As a consequence of the positive feedback we have committed to hold a further event in 2020.



**"Very informative, great way to meet new people, share ideas and find out what is going on. A great event."**




Stakeholder comment

**Did you feel that you had the opportunity to make your points and ask questions?**





## 3.6 Application Form Guide for a New Connection

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Provide a guidance document for new connections application forms.	<p>To produce a clear and concise guidance book/leaflet which can also be viewed on the WPD website.</p> <p>The guide will navigate the customer through the application process, ensuring the guidance helps simplify the process for the customer.</p>	<p>Feedback from Stakeholders on usefulness of guidance.</p> <p>Positive Feedback.</p>	  	Complete - Q4 Dec 2019

### Outcomes

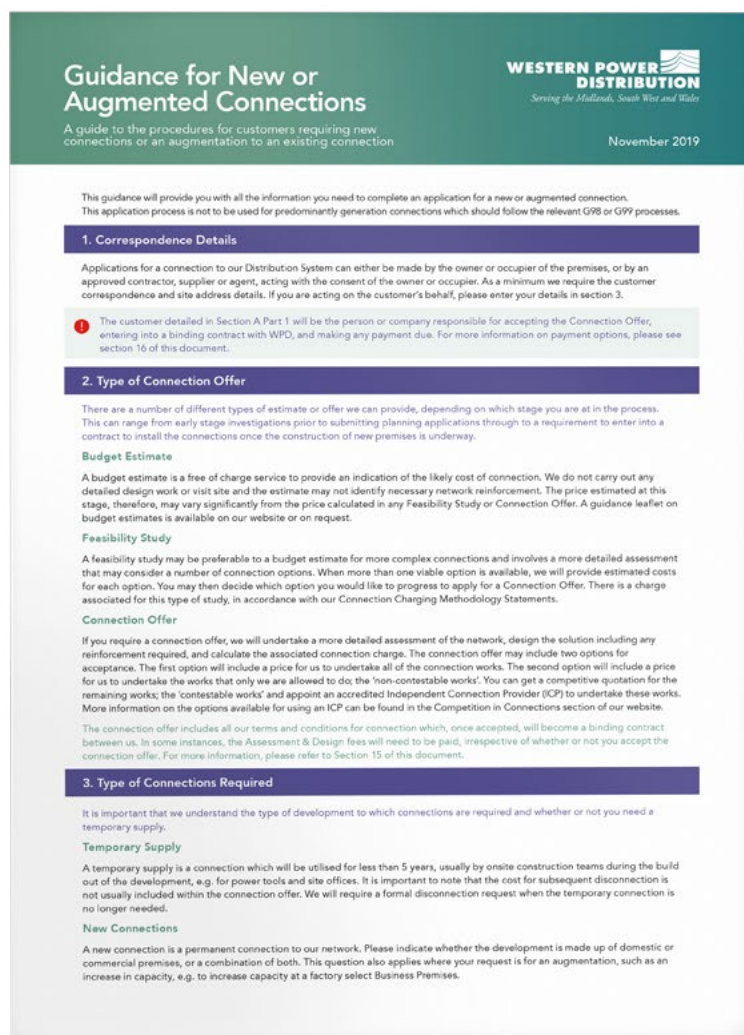
- ✓ Positive feedback with an average of 9.5/10.
- ✓ No suggestions of further enhancements.

**Stakeholders told us that it wasn't always clear what level of information was required when completing an application for connection form and that they didn't understand some of the jargon used.**

We previously amended the application form itself to make it easier to complete but we committed to provide the associated guidance document for those applicants who still wanted a little help. The new guidance document was published in December 2019.

It provides step-by-step advice as it guides the applicant through each section of the application form. It is available alongside the downloadable application form on our website and available to internal teams who can issue a copy on request.

Following its publication we surveyed customers on the new guidance document. Responses were very positive and stakeholders scored it highly. In addition we asked stakeholders whether we should include anything else within the guidance document and to date there have been no suggestions for further improvements.



## 3.7 Improve On-Line Application Process

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
WPD's customer survey for our online application process identified improvements for customer usability.	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.	Stakeholder survey.  Survey to have a positive > 8 score out of 10.	DMD DG UMS	Complete - Q4 Dec 2019

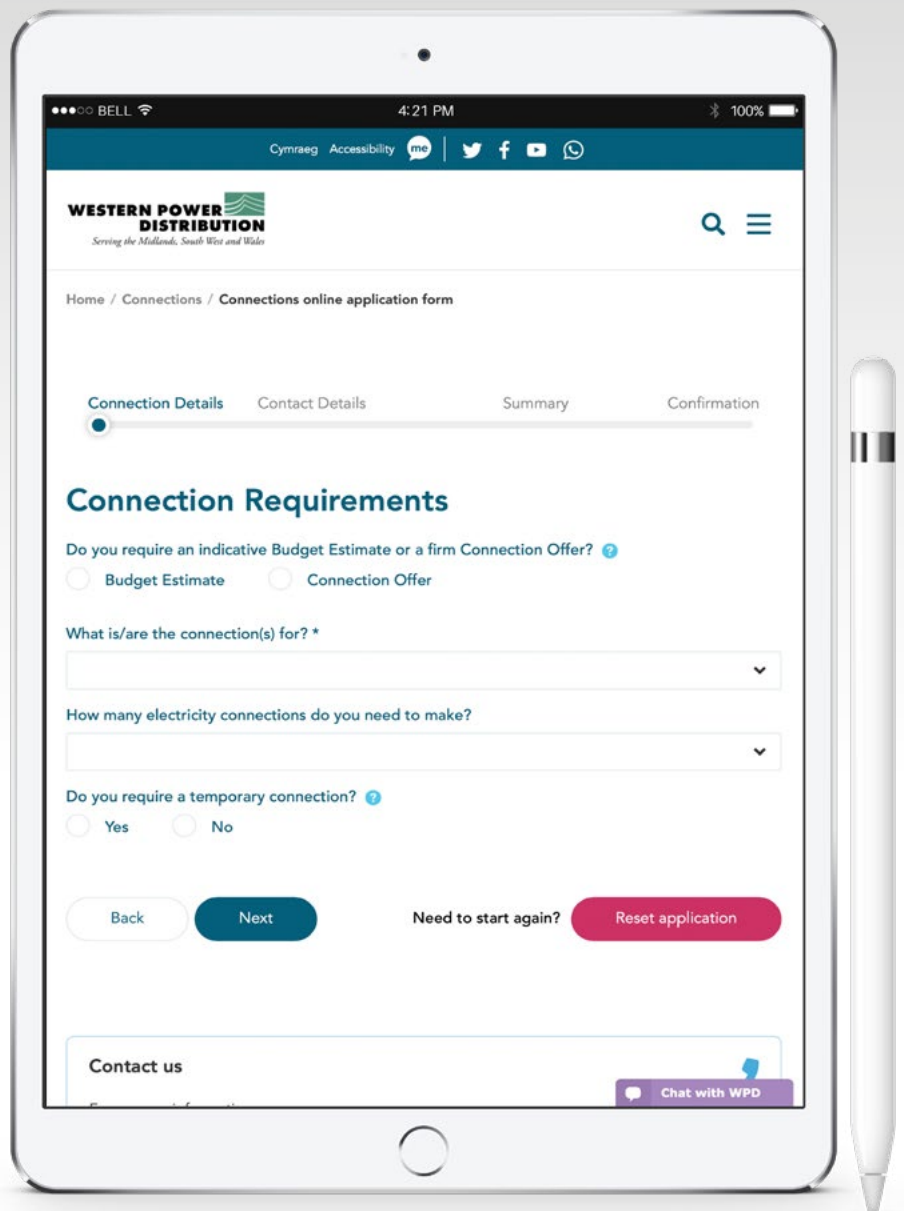
### Outcomes

- ✓ In Q1 – 2019, we received 733 survey responses for the online application process with an average score of 8.6 out of 10.
- ✓ Exceeding our target of 8/10.




**Our stakeholders told us that our online application process was 'clunky' and limitations relating to the input of information made it frustrating at times. We undertook to survey applicants to better understand the extent of their concerns.**

With that information, 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.

In addition, we have improved the guidance provided throughout the online application process, utilising the guidance content produced for initiative 3.6.



## 3.8 Further Enhance 'Connections Information' on Webpages

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
WPD should further improve the content of connections information available on the WPD website and make it easier to navigate and locate.	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.	Stakeholder survey.  Survey to have a positive > 8 score out of 10.	  	Complete - Q3 Sept 2019

### Outcomes

- ✓ Implementation of a toggle function to move between 'services' and 'information' pages easily.
- ✓ Whilst we have received positive verbal feedback from stakeholders, we have had very little response to the survey.

### Following on from the improvements made to the connections services webpages, we agreed to implement improvements to both navigation and content for the connections related information on our website.

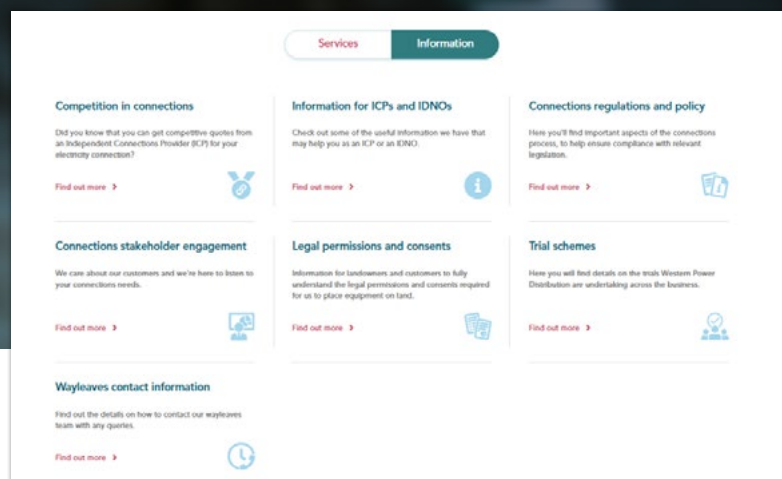
Whilst the improvements to the 'Connections Services' section of the website were welcomed, enabling users to quickly locate and commence a request for a specific service such as an application to connect new premises, our stakeholders identified that the associated information was not always easy to locate.

This applied both in terms of navigating to the correct page and in locating specific content within the page of a particular subject.

They told us the information pages content was 'text heavy' and difficult to follow.

In the previous version of our website, users needed to scroll down the page, past the services options, before they were able to view the information options available. To minimise the amount of page scrolling required, we have introduced a 'toggle' function, which allows website users to quickly move between different areas of the website, such as Connection Services and Connection Information.

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.





## 3.9 Improve Clarity of Process when Requesting a Modification to a Connection

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	<p>Improve the information and guidance available on the for customers seeking to modify their existing connection and/or their equipment connected at their site.</p> <p>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.</p>	Number of web page hits.	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q4 Dec 2019

### Outcomes

- ✓ New dedicated information page on the website providing guidance on modification applications.
- ✓ Application form developed for modification applications.
- ✓ The new 'Modify your existing connection' page received 1,987 hits by 31st March 2020.

Feedback received through the ENA Open Networks project indicated that DNO's needed to do more to provide information relating to the process for applying to modify an existing connection. Most of the existing guidance focused around new connections.

We reviewed our processes and as a result, developed a new simplified application form specifically for customers who want to apply to modify an existing connection.

We also developed a new dedicated information page on the website, providing guidance on the different 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 application form were implemented during December 2019.

## 3.10 DG Post Energisation Guidance

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Publish a guidance document on the information and service provided post energisation of DG, with particular regard to outage planning.	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.	Stakeholder Feedback.  Webpages hits.	DMD DG UMS	Complete - Q1 March 2020

### Outcomes

- ✓ 3 Downloads since launch 20/03/2020 to 31/03/2020 on the Distributed Generation portal website.

### WPD operate a Distributed Generation Online Portal where users can view upcoming outages/export constraints and access general background information for each generator site.

Stakeholders requested more information on how the portal works and what to expect when using it.

The DG post energisation guide went live 20th March 2020 and is now available on the Distributed Generation Online Portal - [generation.westernpower.co.uk](http://generation.westernpower.co.uk)

The guide explains what outage information can be provided via the portal.

Generation customers accessing the portal can view upcoming outages/export constraints and access general background information for each generator site.

The information at present is focussed on generator connections at 33kV, 66kV and 132kV. A Four Week Report is sent out by our Control Centre every Friday and updated on the portal. This report details any export constraints/ interruptions to supply that a DG customer can expect at their generation site within the next four weeks.

The above notifications are indicative only, with the final notice being given via a written constraint/interruption notification from the WPD person responsible for undertaking the work on our system.



To sign up to the portal please contact [wpdswestwalesgen@westernpower.co.uk](mailto:wpdswestwalesgen@westernpower.co.uk)

## 3.11 DG Outage KPI Pack – New Action Oct 19

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	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.	Stakeholder Feedback.  KPI pack published.	DMD DG UMS	<b>IN PROGRESS</b> ICE 2020/21 Plan NEW Number 12 - Q3 Sept 2020

### Outcomes

- ✓ Continuing Initiative in ICE 2020/21 Plan - Action 12.

**Development of the quarterly KPI pack has proven problematic but work is continuing to find a solution. On the 23rd April 2020, we had a Webinar with DG Forum members hosted by Regen SW and chaired by Merlin Hyman.**

WPD tabled having a KPI document to be available, following development by consultation, at each quarterly meeting.

Some positive feedback was had, but it's believed that additional discussion and consultation with the Forum needs to take place to ensure that members are fully on board with the concept/format and contents.

It is anticipated that by the next DG Forum meeting, the structure of the document will be finalised and a resolution can be found.



## 3.12 DG Connection Outage Reduction Options – New Action Oct 19

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	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.	Stakeholder feedback. Positive feedback.	DMD DG UMS	Complete - Q1 March 2020

### Outcomes

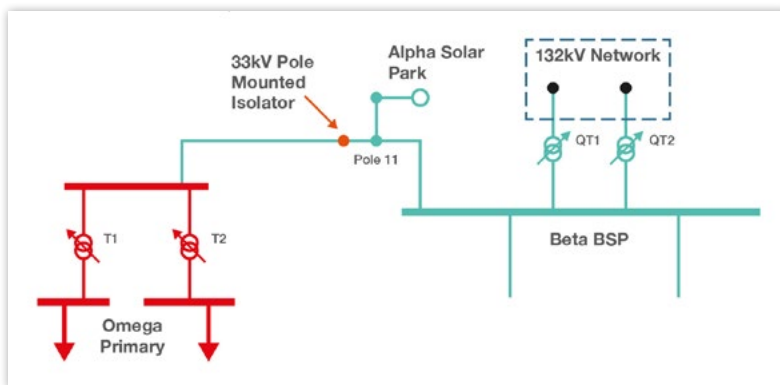
- ✓ DGOO Forum on 8th October 2019 presented information and guidance for DG customers:
  - WPD Communication to address outages/constraints
  - Reducing outage impact on DG customers
- ✓ Customers praised the communication and the outage portal from WPD.

**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.**

Sometimes it will be necessary for a DG site to be de-energised if it falls within the points of isolation (POI) being established to allow work to be undertaken safely. POI generally comprise of isolators at substations and pole mounted switches on our overhead network.

If additional POI were established on either side of a DG site it may benefit the availability of the site under certain outage conditions. An example is shown.

For an outage on the circuit between Omega BSP and Beta BSP, Alpha Solar Park would encounter an interruption to supply. If a 33kV Pole Mounted Isolator were to be installed (at a cost to the DG customer), this could potentially reduce the number of times Alpha Solar Park would encounter an interruption. When work was being undertaken between Omega Primary and the new 33kV isolator, Alpha Solar Park could remain on supply from Beta BSP.



If you would like any information regarding upgrading your connection please contact the WPD South West & Wales generator inbox [wpdswestwalesgen@westernpower.co.uk](mailto:wpdswestwalesgen@westernpower.co.uk)

### 3.13 DGOO Portal Outage Reasons – New Action Oct 19

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.	Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.	Stakeholder feedback.  Positive feedback.	DMD DG UMS	<b>IN PROGRESS</b> ICE 2020/21 Plan NEW Number 22 - Q3 Sept 2020

#### Outcomes

- ✓ Continuing Initiative in ICE 2020/21 Plan - Action 22.

#### A DGOO member requested an enhancement of the DGOO portal to include the data/information for changes to planned outages.

The stakeholder has raised the issue in the DGOO October 2019 forum saying:

**“inconsistencies in outage communication from WPD, relating to different information being provided by local engineers and through the outage notification process.”**

To improve on the inconsistencies we have engaged with our web designer to design Portal/ Web enhancements for the DGOO portal so the information is clear, concise and accurate.

The action was an October 2019 submission and to enhance the webpage we have moved it forward into our ICE 2020/21 Plan under action number 22.



## 3.14 Notification of Outages on Critical Unmetered Infrastructure

### – New Action Oct 19

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Seek the inclusion of activity to support notification of planned or unplanned outages affecting unmetered telecoms 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.	Successful notification of planned outages.  More than one successful notification.	DMD DG UMS	<b>IN PROGRESS</b> ICE 2020/21 Plan NEW Number 22 - Q3 Sept 2020

#### Outcomes

- ✓ Continuing Initiative in ICE 2020/21 Plan - Action 13.

**We have been in discussion with a major telecommunications company with regard to a request to support a notification of planned outages that affect their unmetered telecoms infrastructure.**

We understand that supporting telecommunications infrastructure is of critical importance and open lines of communication are key to ensuring the its going resilience.

We agreed to develop a trial to test the feasibility of implementing a robust notification system.

In preparation for the trial, our control system Incident Reporting and Information System (IRIS) was updated in April 2020 to start the process of notifying our network control of planned outages on unmetered connections.

IRIS feeds into our CROWN system and we have trialled a scenario, where the data flow passes through to the electricity supplier.

The initial trial is now complete and a further field trial will soon commence in South Wales.

We are aiming for trial go live date in September 2020.





## 4.1 Review A&D Fees on Consistent Approach with other DNO's

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Review the application of assessment and design (A&D) fees following the implementation of the Electricity (Connection Offer Expenses) Regulations 2018.	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.	Stakeholder feedback on any changes.  Positive feedback.	DMD DG UMS	Complete - Q1 March 2020

### Outcomes

- ✓ Positive Feedback - 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.

**Stakeholders have told us that they want more clarity concerning the application of A&D Fees to Connection Offers. We have been working to improve the level of information available on A&D Fees so as to provide clarity.**

As a consequence we amended Section 4 of our Statement of Methodology and Charges for Connection (Information specific to us) in October 2019 to include more detailed 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.

DNOs 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.

### Guidance for Customers – 'Connection Offer Expenses' Frequently Asked Questions

#### Overview

If a customer's proposed connection requires work at 22kV and above ("Extra High Voltage"), we will charge for the time we take preparing the offer for connection in accordance with the Electricity (Connection Offer Expenses) Regulations 2018. The connection offer expenses are often referred to as assessment and design fees, or as we describe them here, the 'A&D Fees'.

We understand customers may have questions relating to the implementation process; therefore we've produced this FAQ document to help you understand what the implications are when you submit an application.

#### Implementation of the Regulations

##### When will WPD implement the Regulations?

The Regulations will be effective from 1st May 2018. Certain applications received on or after this date will be subject to the Regulations.

##### Will WPD implement the Regulations for all applications for connection?

No, only for applications for new and augmented generation and connections that require an element of works at EHV. This includes any diversionary or upstream reinforcement works required on the distribution system. Applications for other connections that require only High Voltage or Low Voltage works are currently exempt although we will review the success or otherwise of our targeted approach which will inform our decision on the application of A&D Fees in the future."

##### Do I need to pay the A&D Fees even if I don't accept the Connection Offer?

Yes, if your scheme requires Extra High Voltage works as described above. This is a fundamental shift from the existing process that did not allow DNOs to charge the customer directly unless they accepted the Connection Offer.

##### Will I have to pay for a Budget Estimate or Feasibility Study?

Budget Estimates will continue to be free of charge, although we will keep this under review. Feasibility Studies will remain chargeable and fees charged in accordance with our Statement of Methodology and Charges for Connection to the Distribution System ("the Statement").

##### What do the A&D Fees cover?

The A&D Fees cover our costs, reasonably incurred when undertaking an assessment of the impact of the proposed connection on the distribution system, designing the connection works and preparing the Connection Offer.

##### Will I be liable for any other fees?

Yes, if you accept the Connection Offer and want to progress the scheme we will ask you to make a further payment to secure your connection and cover our immediate costs. This charge will cover things such as, any survey associated with overhead lines, route marking prior to construction, negotiation with third parties and acquisition of consents.

Additional charges may be applied in relation to the effect of the proposed connection on the transmission system, owned by National Grid. These charges may include cancellation charges should you decide not to progress the scheme, or you reduce your capacity requirements. In these cases you will be required to post some form of security against the cancellation charge.

## 5.1 Local Teams Involvement in Innovation Projects

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	<p>Increase the level of innovation project involvement with local teams and regional PSD planners who are handling connections applications.</p> <p>We will update WPD Innovation governance processes to include briefings for local teams.</p>	<p>No. briefings undertaken.</p> <p>All trials involving customer participation are communicated to local teams.</p>	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q3 Sept 2019

### Outcomes

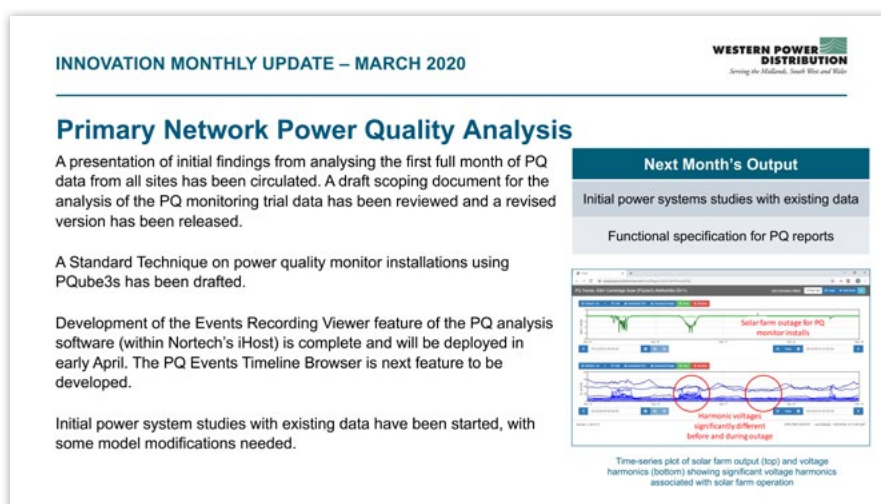
- ✓ We have had 12 projects from April 2019 - September 2019, with direct customer participation.
- ✓ Briefed monthly internally to 274 stakeholders.

**In a Stakeholder Surgery in February 2019, we had feedback that our staff had inconsistent levels of awareness of the current innovation trials in the WPD area and the availability to join the trials, which may benefit a connection customer.**

We agreed as an ICE Initiative to increase the level of innovation project involvement with our local team planners and regional Primary Systems Design (PSD) planners who are handling connections applications. We have updated WPD Innovation governance processes to include briefings for local teams and PSD.

The revised process ensures each new project is assessed for relevance of dissemination based on geographical location and the type of project and activities being undertaken. There are currently 12 projects being disseminated throughout WPD areas as of 30th September 2019.

Currently we have 274 internal stakeholders that have attended the monthly briefings. 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.



**Figure 2:** example of the monthly project update shared with internal stakeholders

## 5.2 EV Guidance Brochure

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to make Electric Vehicles (EVs) a priority area, providing further information, guidance and assistance on connecting EVs.	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.	Stakeholder feedback.  Webpage hits and stakeholder engagement workshops feedback.	<b>DMD</b> <b>DG</b> <b>UMS</b>	Complete - Q4 Dec 2019

### Outcomes

- ✓ Our 'Getting Electric Vehicles Moving' guide has been updated and re-issued on our website.
- ✓ Our bespoke EV stakeholder event in November 2019.
- ✓ We have had 116 document downloads since the re-launch.

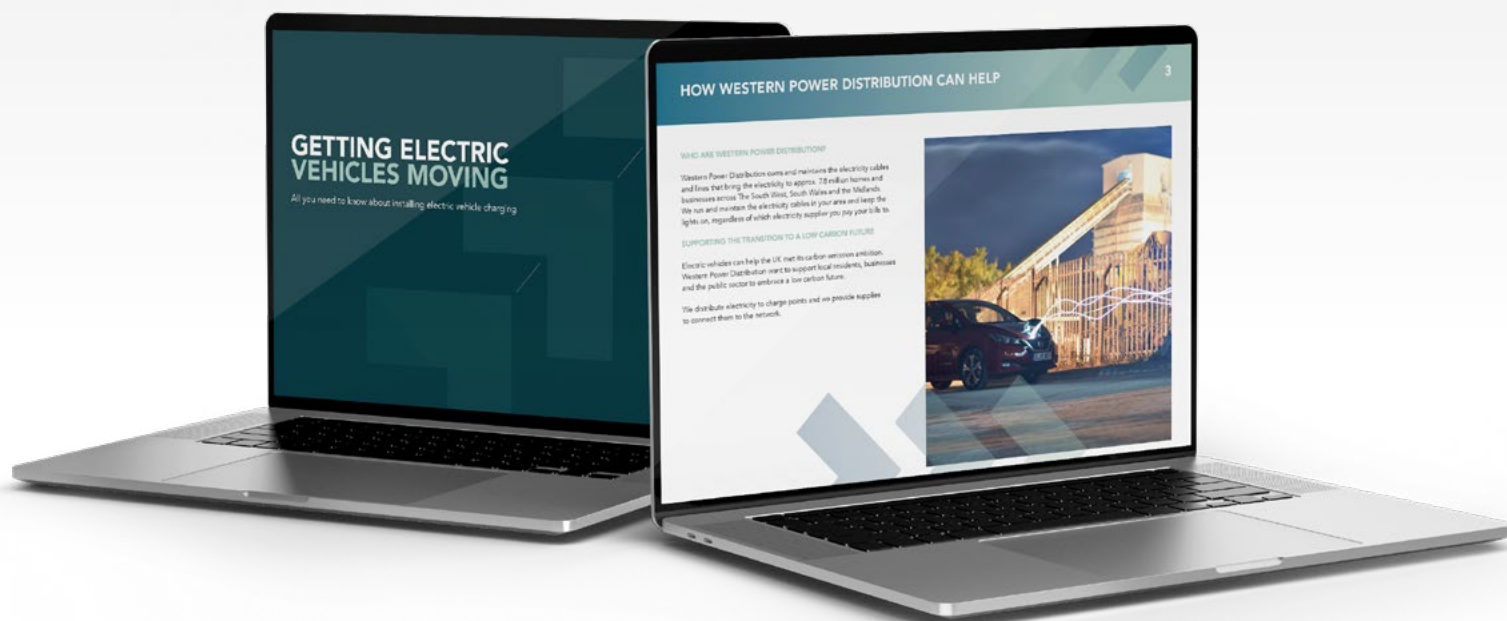
**Electric vehicles (EV) can help the UK meet its carbon emissions ambition. We are working to support local residents, businesses and the public sector to embrace a low carbon future.**

Our "Getting Electric Vehicles Moving" guide has been updated and re-issued on our website. This revision includes items added because of feedback during the year.

The guide lets you know;

- Why charge points matter so much to your electricity network
- What the different kind of charge points are and what they do
- The quickest, most efficient and economical way of connecting charging points to the electric network

The guide also takes you through in a clear and concise way, the cost of connecting charge point to the electricity network, provision of capacity and how long it takes to connect a new charge point.





## 5.3 EV Self-Assessment

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to make Electric Vehicles (EVs) a priority area, providing further information, guidance and assistance on connecting EVs.	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.	Stakeholder feedback.  Positive feedback.	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q1 March 2020

### Outcomes

- ✓ Positive Feedback on the development of being able to access information on a domestic charger and suitability for an individuals service.

**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.**

The iIdentify project uses the Smart Phone camera, plus the Geolocation of the Smart Phone to detect the address location of the property.

The customer takes a photo of their meter position and Artificial Intelligence is used to identify the asset combination inside the meter box.

A national steering group is to be established to share results and continue the project for further cut-out and disruptive technology data return.

It is envisaged that by the end of 2020 the identification element will be complete and rolled out.



## 5.4 EV Stakeholder Engagement

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to make Electric Vehicles (EVs) a priority area, providing further information, guidance and assistance on connecting EVs.	Stakeholder Engagement Plan for 2019-2020: <ul style="list-style-type: none"> <li>To engage with Government through Business Environment &amp; Industrial Strategy (BEIS) and Office for Low Emission Vehicles (OLEV) government department/organisation</li> <li>To engage house builders regarding Superfast Electricity development, through the Renewable Energy Association</li> <li>To engage with the stakeholders in varying workshops.</li> </ul>	Stakeholder feedback via survey.  Positive feedback.	DMD DG UMS	Complete - Q1 March 2020

### Outcomes

- ✓ 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.

**In collaboration with the Electric Nation team we held a conference on 16th July 2019 at the British Motor Museum, Gaydon. The event, entitled – ‘Smart Charged – The Results of the Electric Nation Smart Charging Trial’, allowed us to unveil the findings of the Electric Nation team’s ground-breaking smart charging trial.**

673 EV drivers were enrolled into this world leading trial and the data from the trial was used to understand the impact of EV charging on the local electricity networks. The trial tested customer attitudes towards smart charging regimes and Time of Use tariffs. The project team disseminating key project results and learning, and what this means for WPD’s network and the wider electricity network.

The event also allowed us to introduce our EV Strategy and the key targeted commitments for EV in 2019/20.

In addition we have had more formal stakeholder engagement with BEIS, house builders, local authorities and LEPs and more recently, engaged with Motorway Service Operators to better understand their requirements for the installation of rapid EV chargepoints.

This work has led to the development of a new ICE initiative for 2020/21 under which we will be working with our partners to trial innovative ways to provide quicker and cheaper connections.



  
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NATION**

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VEHICLE  
YOUR  
SMART  
CHARGE

FOR MORE INFORMATION VISIT

## 5.5 EV ADMD Review

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to make Electric Vehicles (EVs) a priority area, providing further information, guidance and assistance on connecting EVs.	<p>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.</p> <p>The impact of EVs 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.</p>	<p>Stakeholder feedback - internal &amp; external.</p> <p>Positive feedback.</p>	<div> <div>DMD</div> <div>DG</div> <div>UMS</div> </div>	<p>Complete - Q4 Dec 2019</p>

### Outcomes

- ✓ Design documentation for our LV design tool and our design policies has been shared with ICPs and our own planners.

**For many years we have used a set of After Diversity Maximum Demand (ADMD) figures to design the backbone network that supports housing developments.**

It has allowed for the efficient and economic connection of traditional gas and electrically heated homes.

The impact of LCTs will change the design model. We have used the data from our innovation projects to calculate a new ADMD which includes allowances for EV charging and other LCTs.

Our low voltage network design tool now includes EV profiles derived from Electric Nation details.

We were pleased to share our LV design tool with our stakeholders both internally and externally, through stakeholder engagement workshops and webinars.

**"All aspects were covered and all relevant to both my role and company."**

EV Stakeholder





## 5.6 EV Capacity Map

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to make Electric Vehicles (EVs) a priority area, providing further information, guidance and assistance on connecting EVs.	<p>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.</p> <p>To engage with external and internal stakeholders on the website roll-out and produce guidelines.</p>	<p>Stakeholder feedback - internal &amp; external.</p> <p>Positive feedback.</p>	<div> <div>DMD</div> <div>DG</div> <div>UMS</div> </div>	Complete - Q3 Sept 2019

### Outcomes

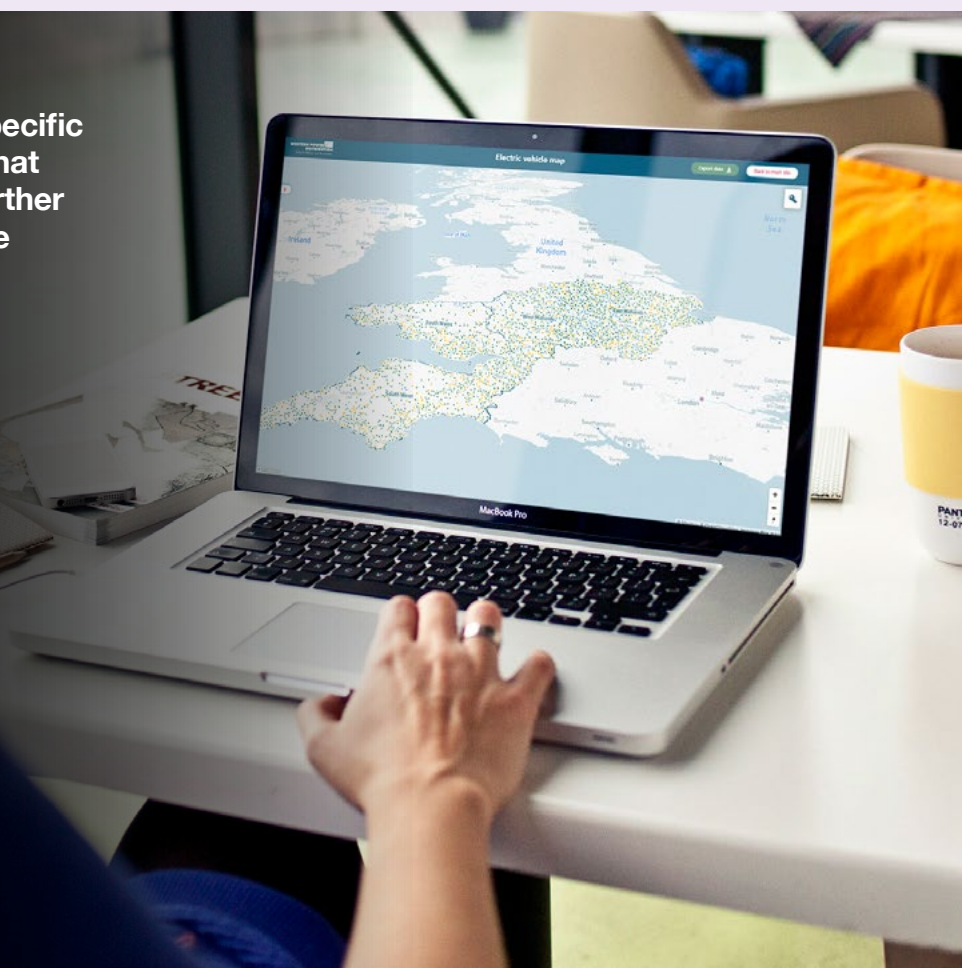
- ✓ 6,571 map views up to the end of Q1 March 2020.
- ✓ WPD launched the EV capacity map. It is now live on our website within the EV connection section. [www.westernpower.co.uk/ev-capacity-map](http://www.westernpower.co.uk/ev-capacity-map)
- ✓ The capacity map was made live on our website on 27th September 2019.

### Feedback from our stakeholder engagement in February 2019 and specific EV events, stakeholders expressed that their priority was for us to provide further information, guidance and assistance on connecting EV.




We agreed and implemented the ICE initiative in the 2019/20 ICE Plan, to produce a network capacity map to indicate capacity that is available across our network to support EV charging. The intention of the map is to facilitate a growing volume of both demand and new connections to our network quickly and efficiently.

The calculations behind the map look at the headroom between maximum demand and nameplate rating of distribution transformers.

It converts that headroom into kWhs and divides by 35kWh as a standard EV charge to give a total theoretical number of charge events available. It then divides this by the number of customers on the transformer.



## 5.7 EV Charging Hub

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to make Electric Vehicles (EVs) a priority area, providing further information, guidance and assistance on connecting EVs.	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.	Stakeholder engagement.  Web page hits.	  	Complete - Q1 March 2020

### Outcomes

- ✓ 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 development plans.

**Local authorities are likely to establish charging hubs in car parks, supermarkets and other off street locations. These provide a large single point load connection to our network using a bespoke transformer.**

However, it is likely that these locations will not be in continual use and there will be times of the day when no charging occurs. We are working with a transformer manufacturer to develop a low loss version of our standard units, which will reduce the network running costs of these locations.

WPD have already designated sites for the proposed installation of charging hubs, these include Local Authorities and BP Chargemaster. These EV Charging hubs will be used to charge passing vehicles and also to provide a charging facility for the EVs of people living nearby who do not have off-street parking. We expect that similar hub facilities will be used by commercial and public transport operators and are exploring ways in which we can apply our technology to these locations.

The full design of the padmount unit has proved more complicated than was envisaged but, by working with our Network Services team, these issues have been addressed and now the various standard techniques have been modified to allow the connection of padmounts to be used for EV charging.

Discussion with the manufacturers of the padmount transformer and stand-alone LV metering panel/joint customer Residual-current Circuit Breaker with Overcurrent protection (RCBO) panel is continuing and is ready to go into production when required.



**“EV priority is to provide further information, guidance and assistance on connecting EV.”**

Stakeholder comment

## 5.8 EV Connect and Manage

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to make Electric Vehicles (EVs) a priority area, providing further information, guidance and assistance on connecting EVs.	<p>LV connect and manage project. The project will show how WPD can provide controls to allow EVs to charge on the network, which could be constrained by parallel charging.</p> <p>To produce/establish set procedures so that this equipment is deployed in a consistent way by our local teams.</p>	<p>Internal training.</p> <p>Feedback on training positive.</p>	<p>DMD DG UMS</p>	Complete - Q4 Dec 2019

### Outcomes

- ✓ Feedback positive to our new procedure from our local teams.

### Our LV connect and manage project shows how we can provide controls to allow EVs to charge on a network which could be constrained by parallel charging.

This was a first response to capacity issues on our network and will be used as a rapid resolution to problems whilst a more enduring solution is developed.

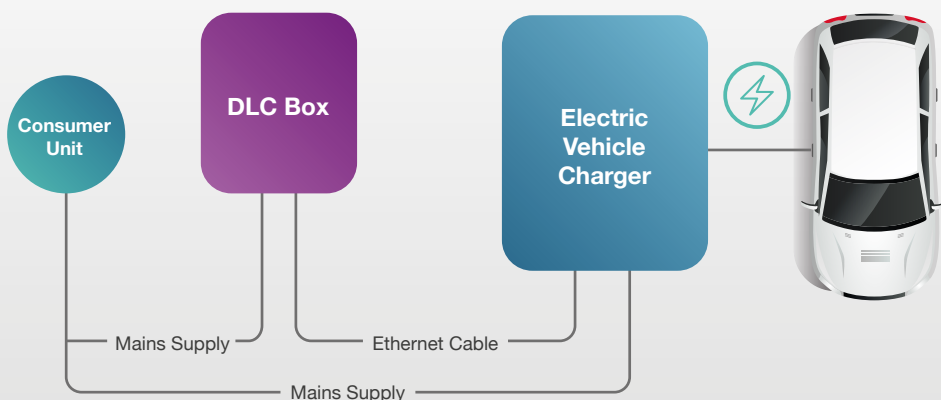
We established a set of procedures so that this equipment is deployed in a consistent way by our local teams.

The new internal standard technique: FD1A “Process for installing a domestic load controller to manage EV charging” went live in December 2019 and will be used by our local teams.

The standard technique describes the installation and commissioning procedure for installing the Domestic Load Controller (DLC) box into a customer’s premises.

This introduction of the EV load management solution is covered by our policy POL:FD1 and associated Standard Techniques.

This new document has been disseminated by our Team Managers and remains in the toolkit ready for use as and when potential overloads are identified.





## 6.1 CiC Guidance on Variations

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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)).	<p>Publish guidance on the processes to agree changes to CiC schemes.</p> <p>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.</p>	<p>Internal training.</p> <p>Stakeholder feedback on guidance.</p> <p>Positive feedback.</p> <p>Feedback on training positive.</p>	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q3 Sept 2019

### Outcomes

- ✓ 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.
- ✓ Feedback at the Feb 2019 CCSG was positive.

**We have developed both internal and external guidance that is designed to provide clarity relating to processes to agree variations to who undertakes contestable work when working with Independent Distribution Network Operators (IDNO's) and Independent Connection Providers (ICP's).**

Feedback has shown that, where an IDNO or ICP requests a change to the responsibility for undertaking contestable works associated with a scheme, the process to reach agreement has not been clearly defined resulting in confusion between the IDNO/ICP and WPD.

As an example, it may have been agreed that WPD will undertake physical connection of the contestable works to the existing distribution system but then the IDNO/ICP decides to undertake the works themselves. This means that the Connection Offer (and potentially the Site Specific Adoption Agreement) need to be amended to reflect the change in works and Connection Charge.

We have developed an agreed variation process that can be utilised for changes in who undertakes;

- the physical connection to the existing distribution system;
- the design approval;
- other associated contestable works.

The process was shared with ICP's and IDNO's in September 2019 in a connection bulletin and our local teams were provided guidance in order to ensure customers see a consistent approach.



To take advantage of this service ICPs can contact WPD Connection Policy team:  
[wpdconnections@westernpower.co.uk](mailto:wpdconnections@westernpower.co.uk)

## 6.2 132kV Technical Documentation Update

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Improve information available to support the design of 132kV connections by ICPs.	<p>Review information available for ICPs on WPD's online technical information library regarding 132kV connections.</p> <p>Update and/or publish additional information as required to improve information available to ICPs.</p>	<p>Feedback on documentation.</p> <p>Number of hits on ICP webpage following update.</p>	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q1 March 2020

### Outcomes

- ✓ The updated policy document CA4/2-Relating to the cable to be used on the 66/132kV system.
- ✓ Downloaded 28 times up until the end of March 2020 on our website.

At our CiCG Forum in April 2019 one stakeholder advised that information to assist with design was sparse at 132kV when compared to the information available at 33kV level. They asked if 132kV information could be refreshed in line with existing Engineering Recommendation G81 relating to LV and HV contestable connections.

We reviewed the existing suite of documents available online and updated and expanded the information regarding assets rated at 132kV, specifically the cable used on the 66/132kV system.

Standard Technique CA4/2, relating to the cable to be used on the 66/132kV was updated and reissued to our Technical Information website; an area where ICP's can freely access our design and construction specifications.



### Additional Information

Our Technical information webpages are split into categories to help the customer find the correct information;

- ✓ Unmetered
- ✓ Streetlighting
- ✓ Low Voltage
- ✓ 11,000 Volt
- ✓ 33,000 Volt
- ✓ 66,000 Volt
- ✓ 132,000 Volt



## 6.3 ICP Cable Identification

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Consider facilitating ICPs undertaking signal injection for 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.	Review complete.  Feedback on Any Trial Undertaken.  Questionnaire/ Survey on ICP trial.	DMD DG UMS	Complete - Q2 June 2019

### Outcomes

- ✓ Review of policy completed.
- ✓ Procedures to undertake trial identified and completed.

**We reviewed our Standard Technique NC2L/10 which describes the process that should be adopted to ensure that WPD and ICP staff meet the requirements of the Framework Network Access and Adoption Agreement which must be implemented between WPD and an ICP where the ICP is to carry out HV and LV mains and service works for metered and unmetered connections.**

Some ICP's had told us that they would like the potential to undertake LV signal injection for the purpose of cable identification. The process is intended to provide the ICP with a service to identify the correct LV cable by the use of intrusive signal injection techniques (the LV Grumbler, NADIR or equivalent).

The ICP took responsibility for the application of our normal cable identification procedure in circumstances where non-intrusive techniques are not reasonably practical (i.e. where extensive excavation is required).

To prevent any confusion between the parties a schedule of Site Responsibilities has been prepared.

To initiate the process we required an ICP to trial the process but as of yet no current ICP has come forward to participate.

We will continue to monitor stakeholder feedback to see if there is a specific reason for this.





## 7.1 Community Energy - Website Improvements

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Update and improve the WPD website community energy pages to make information more accessible.	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.	Percentage of workshop participants who are happy with the website changes.  More than 80% of the workshop participants are happy with the changes made to the WPD website after the workshop.	DMD DG UMS	Complete - Q4 Dec 2019

### Outcomes

- ✓ 80% of the participants were happy with the website changes. Survey carried out by Regen.

**The website workshop took place on the 17th July 2019 in Bristol and aimed to get feedback from 13 key community energy groups on the community pages of our website and some of the interactive tools on other parts of the website.**




The workshop included exercises for participants to complete based on our website, an online survey filled out on the day and roundtable discussions to get participants' feedback on their experience of interacting with the website. This provided valuable learning on how the WPD website could be improved to make it easier for communities to navigate through it and find the information they need.

More specifically, several key themes emerged throughout the workshop as participants interacted with the website. These included a glossary of terms to help users understand energy system jargon, links to external organisations where communities can go for further support, clearer signposting for some of our online tools such as maps, personal contact information for relevant WPD engineers and more prominence of WPD's strategy.

Following the workshop, our website was updated to reflect the feedback collected and a survey was then conducted to measure whether the workshop attendees were happy with the updated website. This has indicated that more than 80% of the workshop participants were happy with the website changes.



## 7.2 Community Energy - Social Media Campaign

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Improve awareness of materials and information made available by WPD to support community energy groups.	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.	<p>Increase in the views/downloads of existing material.</p> <p>The views/downloads of existing material increase by 20%.</p>	  	Complete - Q1 March 2020

### Outcomes

- ✓ The Social Media campaign completed in March 2020.
- ✓ The result was an impressive 180% increase in views/downloads which was well above the 20% increase target.

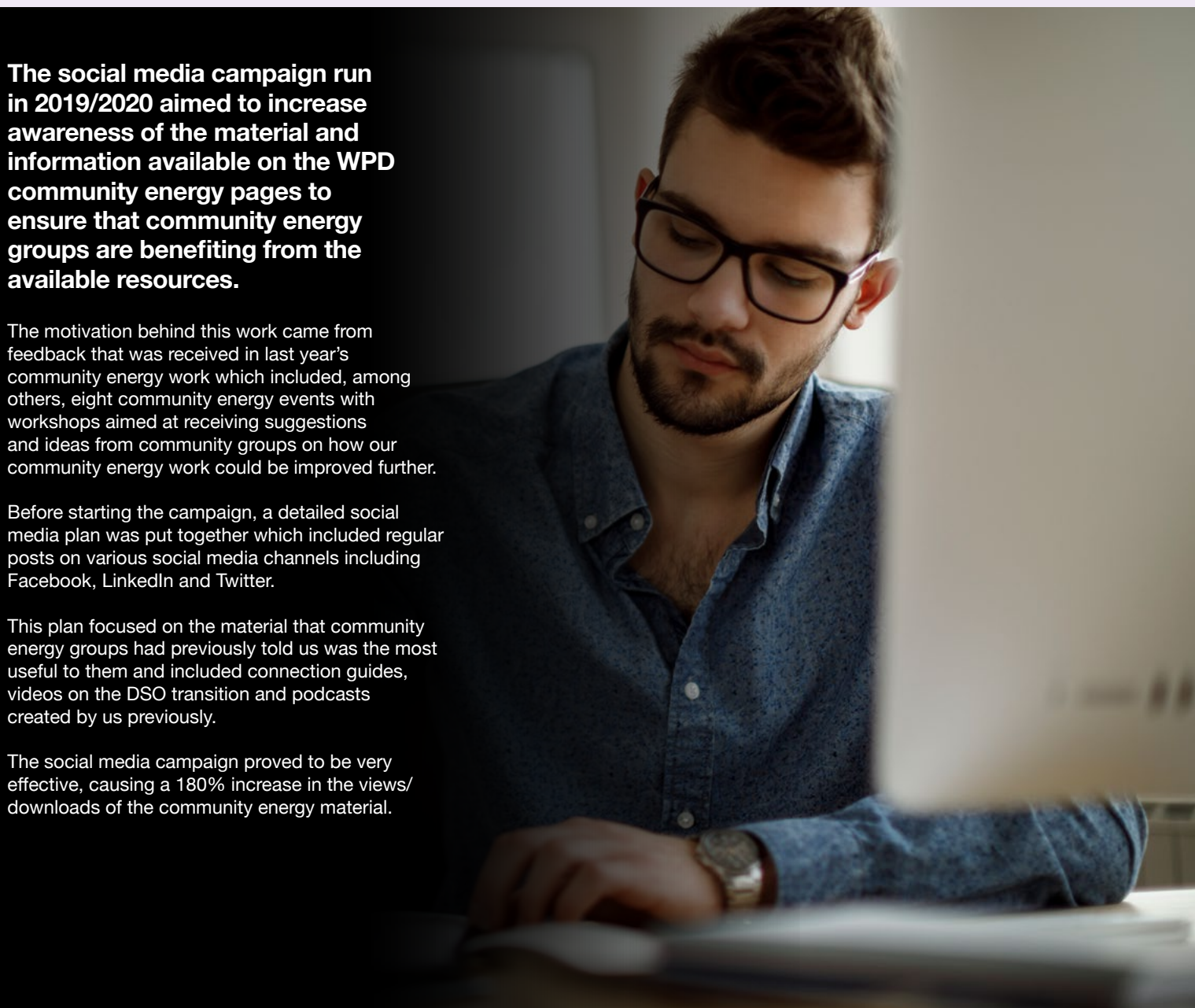
**The social media campaign run in 2019/2020 aimed to increase awareness of the material and information available on the WPD community energy pages to ensure that community energy groups are benefiting from the available resources.**

The motivation behind this work came from feedback that was received in last year's community energy work which included, among others, eight community energy events with workshops aimed at receiving suggestions and ideas from community groups on how our community energy work could be improved further.

Before starting the campaign, a detailed social media plan was put together which included regular posts on various social media channels including Facebook, LinkedIn and Twitter.

This plan focused on the material that community energy groups had previously told us was the most useful to them and included connection guides, videos on the DSO transition and podcasts created by us previously.

The social media campaign proved to be very effective, causing a 180% increase in the views/downloads of the community energy material.





## 7.3 Community Energy Groups

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	<p>WPD will run a total of 8 workshops across Q 2019 and Q1 2020, in the areas where we need flexibility services.</p> <p>In these events we will explain how flexibility services work and how they can participate if they are able to offer any services.</p>	<p>Percentage of attendees who are happy with the event.</p> <p>More than 90% of the attendees are happy with the event.</p>	<div>DMD</div> <div>DG</div> <div>UMS</div>	Complete - Q1 March 2020

### Outcomes

- ✓ 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.

**In 2019/2020 eight community energy events, called ‘Local Energy a Flexible Future’ events, were run in the areas where there is a need for flexibility and the events aimed to inform community energy groups about how flexibility services work and how community energy groups can participate.**

The events were held in Lincoln, Stafford, Exeter, and Bridgewater in July 2019 and in Birmingham, Leicester, Carmarthen and Bristol in March 2020. Each of the eight events followed broadly the same structure, with Regen introducing its beginners guide to flexibility followed by presentations on Flexible Power from WPD staff and a workshop discussion session to finish the morning. After lunch, there was a presentation from a community energy representative to share learnings from their latest projects, then a talk from a WPD network engineer on our innovation programme.

The workshops facilitated lively discussion, providing the opportunity for a helpful dialogue between WPD, community energy groups and other local energy stakeholders. Community energy representatives outlined what they see as the role of communities in the smart energy revolution and what they offer in our future energy system.

They were then able to discuss what they see as the barriers preventing communities from providing flexibility services, and shared ideas about how we could further support community and local energy.

More than 180 stakeholders attended the events and provided great feedback with all of the attendees being happy with the events.





## 8.1 Legal and Consents Reporting

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Improve the transmission of Day 20 reports of legal process progress to new connections customers.	Introduce measures to ensure that customers receive a copy of the Day 20 report relating to the legal process for their connection.	Customer feedback (from CCSG).  Positive feedback from CCSG on 11th June 2019.	DMD DG UMS	Complete - Q2 June 2019

### Outcomes

- ✓ The completed initiative was presented at the recent June 2019 CCSG.
- ✓ In response to customer feedback from the CCSG, the changes completed July 2019.
- ✓ Positive Feedback following the changes.

### More new connections than ever are now being completed within WPD's target of 50 days – an increase of 74% since 2016.

This is thanks to an innovative new process– known as the Collaborative Partnership Protocol – devised by Consents and Wayleaves staff and Geldards, WPD's lawyers. It aims to deliver speedier connections by cutting delays in the new connections legal process. When a customer applies for a new connection for which land or land rights for WPD's equipment is needed, it is Geldards who engage with the customer's lawyers.

Before the protocol's introduction, delays caused by customers' lawyers meant few matters were completed within the 50 day target.

The Connection Customers Steering Group (CCSG) identified these delays as an issue. It was identified that customers were often unaware of how inactive their lawyers have been.

A principal element of the protocol is a traffic light-coded 'Day 20 report', sent to the customer and their lawyers.

If the report is coded red, the connection is behind the 50-day target and acts as a wake-up call. We hope future changes will increase the number of 50 day completions further by moving more of the legal work into our domain rather than our customers'.

# 74%

**Increase in connections completed within 50 days.**



**"To reduce delays, we have made important changes to the way Geldards interact with customers' lawyers, making it more collaborative and less adversarial. After all, we all want the same thing which is completion as quickly as possible."**

Bruce Pollard, Consents and Wayleaves Manager

## 9.1 Consistency in Budget Estimates

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Improve standardisation of budgets estimates providing a consistent approach across WPD to reduce the variation in levels of detail and format.	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.	Stakeholder Feedback Internal & External.  Survey at CCSG & Internal Training.	DMD DG UMS	Complete - Q3 Sept 2019

### Outcomes

- ✓ Positive Feedback both internally and externally on the simplified budget estimate template.
- ✓ Guidance for internal staff completed and issued.
- ✓ Survey at the CCSG October 2019 positive.

**Following on from our Stakeholder Surgery in February 2019 and our Major Customer Survey 2019, stakeholder's feedback indicated a requirement for standardisation around budget estimates, providing a consistent approach across WPD, as stakeholders fed back that currently budget estimates varied in terms of the level of detail and in the format.**

We agreed to review the budget estimates template and implement changes as required. We also decided to update our internal policy and review both internal and external guidance with a view to improve consistency of approach across WPD.

Following an internal and external consultation, we have improved the visual presentation of the Budget Estimate template letter and amended the content therein. We have also developed an associated summary guide to help the applicant understand what is, and is not included, in the Budget Estimate. The guide also provides advice on next steps should the customer wish to proceed to a formal Connection Offer.

Existing Standard Techniques were reviewed and revised and the new letter and Summary Guide implemented on 1st October 2019. This change was communicated to our internal and external stakeholders via various media including our website and through stakeholder engagement workshops. This led to positive feedback with stakeholders agreeing the guide is well structured and provides more clarity on what is involved.

### NEW Budget Estimate Letter for all Voltages

**WESTERN POWER DISTRIBUTION**  
Serving the Midlands, South West and Wales

### Budget Estimate

<Customer Name>  
<Customer Address 1>  
<Customer Address 2>  
<Customer Address 3>  
<Customer Address 4>

Western Power Distribution  
<WPD Address 1>  
<WPD Address 2>  
<WPD Address 3>  
<WPD Address 4>

Telephone: <tel>  
Email: <email>  
Date: <date>

Our ref: <ref>

Dear <name>,

Budget Estimate for electricity connection works by Western Power Distribution (South West/South Wales/East Midlands/West Midlands) plc ("WPD") for a <MW>MW <Connection/PV Array/Battery Etc> at <Site Address>

Thank you for your recent enquiry. I am pleased to provide an indication of WPD's likely costs to carry out the connection works for you ("the Budget Estimate").

Our estimate for this work is based upon the information you have provided and is shown below.

Estimated Connection Charge	Contestable works	Non-Contestable works
<cont_charge>	<cont_charge>	<non_cont>
<vat_charge>	<vat_charge>	<vat_charge>
<total_charge>	<total_charge>	<total_charge>

Non-Contestable works are those works that only WPD can undertake. It is possible for you to get someone else to quote for the contestable part of the works. For further information please visit our website: <https://westernpower.co.uk/Connections/Competitions/Connections.aspx>

Your supply will have the following electrical characteristics

Voltage	
Phase	
Agreed Import Capacity	
Agreed Export Capacity	

**"The letter is easier to understand and having the cost on the front page is good."**

Stakeholder comment

## 9.2 Connections Offer Transparency

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	<p>Follow on Action from ICE Workplan 2018-19 - Improve information in connection offer letters describing significant design assumptions which may impact on connection charges if the design needs to deviate.</p> <p>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.</p> <p>To review /consider corresponding information on consequences in the new guide document externally.</p>	<p>Stakeholder feedback from Customer Connections Steering Group (CCSG).</p> <p>Positive feedback.</p>	<div> <div>DMD</div> <div>DG</div> <div>UMS</div> </div>	Complete - Q1 March 2020

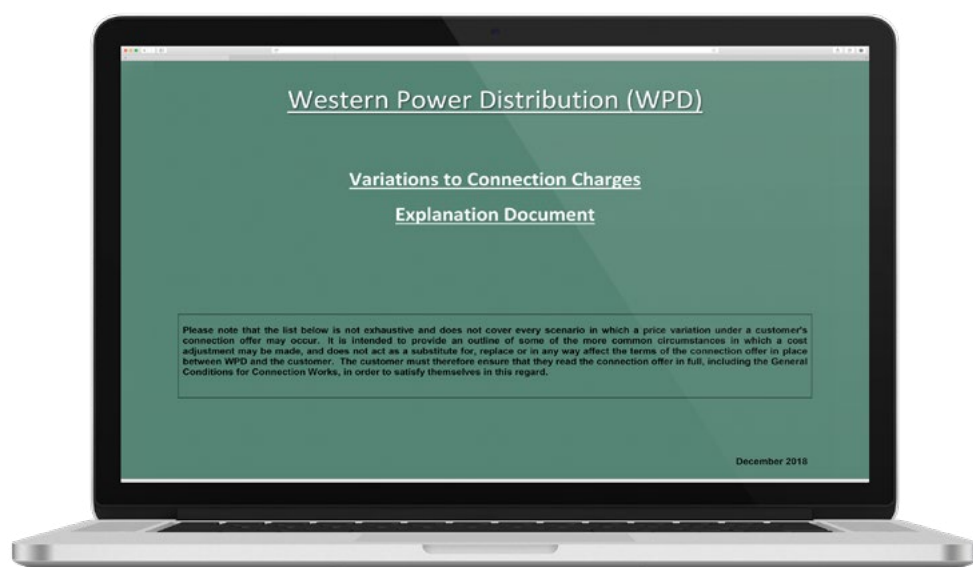
### Outcomes

- ✓ “Connection Offer Transparency” was presented at the CCSG on the 26th February 2020 for 13 x stakeholders.
- ✓ The feedback from the CCSG in February 2020 was positive.

**Stakeholders commented that within the Connection Offer, particularly for large more complex connections, a lot of design assumptions were made which introduced uncertainty for the customer as it was not clear what effect any changes once the final assessment was made might have.**

We have developed a narrative document for inclusion with Connection Offers for larger connections which explains what variations might occur and the impact of design assumptions which might affect the connection charge.

The feedback was positive and stakeholders commented on it being “clear and concise”. It was also commented that the document reduced the level of uncertainty and increased confidence in the design assumptions made.



We hope you find this “Looking Back” report informative and as always, we encourage you to give your feedback on our report and tell us what you think [wpdconnpolicysupport@westernpower.co.uk](mailto:wpdconnpolicysupport@westernpower.co.uk)



Incentive on Connections Engagement

# Section 3:

## WPD ICE Looking Forward Report 2020

# Introduction

**In this section we set out our plan of action for 2020/21. We have created 28 new activities, forged on customer feedback, that we believe will improve the service our connections customers receive.**

Looking forward we face a range of challenges in the coming years and central to this WPD has a critical role to play to enable the UK to meet its target for net zero carbon emissions, whilst maintaining the exceptional levels of safety, network reliability and customer service that our customers have come to expect. The transition from Distribution Network Operator (DNO) to Distribution System Operator (DSO) also remains at the forefront of our plans and is essential to driving performance and efficiency from our network.

We want to thank you for your continued interest and engagement over the past 12 months. Your feedback has allowed us develop 28 new initiatives that we have categorised across four key areas – Policy Guidance, Customer Support, Communication and Stakeholder Engagement.

These initiatives have been developed through a continuous cycle of collaboration and ‘co-creation’ and focus on both short term ‘quick-wins’ and longer term strategic plans. You told us that community energy, electric vehicle infrastructure and development of low carbon technologies is very high on your agenda. We are responding to that feedback by including new initiatives to improve our services and increase information and guidance in these areas.

In the Engagement Activity section of this report we explain our strategy for stakeholder engagement, how it underpins our ICE activity allowing us to identify our stakeholders’ requirements, share knowledge and obtain the feedback required to maximise the impact of the improvements we undertake. Much of the engagement we do is through face-to face meetings, whether that be with expert groups such as the CCSG or workshops aimed at the wider customer base. We believe this is the best way to communicate and understand the needs of our stakeholders.

We also set out some of the key stakeholder engagement activities we will be undertaking, explain how our outputs and measures have been developed and look at some of the key priorities for the year.

We are confident that our strategy for stakeholder engagement and consultation has helped us to develop a robust and exciting ICE Plan for 2020/21. However, ongoing engagement is key to the success of the ICE process and we encourage all our customers and stakeholders to continue to contribute to our service improvement plans. Our 2020/21 ICE Plan will evolve and expand throughout the year as we continue to engage with stakeholders and identify new areas requiring action. It is only through this continued dialogue that we can ensure we understand and fulfil your connection needs.



**“Excellent approach to capture important views from a range of diverse customers.”**

Stakeholder – Major Customer event November 2019

# Our Approach

**We operate an effective and competent approach to our programme of connections engagement that contributes to our overarching strategy for stakeholder relations.**

Feedback from our connections customers and stakeholders that we capture for ICE is also fed into our wider stakeholder engagement strategy via established reporting channels including our Strategic Stakeholder Engagement Management Group. Led by our Operations Director, each area of our business is required to develop an annual strategic engagement plan and report on progress against that plan.

This group is helping to raise awareness of engagement activities taking place across our business and to identify any areas of overlap or potential for collaborative working. It also underlines the importance that we place on effective stakeholder engagement.

This group of critical stakeholders provides expert challenge on our strategic business priorities and helps set the agenda for our future direction.

In 2019, we launched a series of Executive-led stakeholder workshops in the format of roundtables focusing on key emerging energy issues. Stakeholders taking part brought valuable insight and worked together with our senior team to consider solutions and identify next steps.

We have also created our RIIO-ED2 Customer Engagement Group which will provide expert challenge and drive us to be as ambitious as possible when formulating our future plans.

Our approach to stakeholder engagement continues to align with the principles of our Stakeholder Engagement core strategy.

Over time, stakeholder views and priorities change so we follow a cyclical process.





# Development of the ICE Plan

**The foundation of any ICE Plan is built upon on an analysis of stakeholder feedback sourced through a full range of engagement in the period leading up to its development.**

We use this feedback to identify what the key priorities are for stakeholders which in turn enables us to determine where we should focus our activities. Once we have developed a set of priorities we check back with our stakeholders through various routes, including our CCSG and various stakeholder events, to help us ensure we have captured their views correctly.

Using these priorities as a framework, we engage further to develop a set of initiatives, involving WPD senior managers with expertise in relevant areas who can hone the initiative and who will ultimately be responsible for its delivery.

The initiatives follow a framework structure to ensure consistency of approach and quality (see right) and need to be specific, measurable, achievable, relevant and time-bound (or 'SMART') so that it is clear to stakeholders what we are intending to achieve and to be able to easily assess whether we have delivered.

Although we will undertake 'quick-wins' where identified by stakeholders, the majority of our ICE initiatives are intended to be stretching to ensure that we deliver maximum benefits to the customer.

We set target completion dates and specific measures to assess the impact and success of the initiatives.

The plan does not stand still during the year, it expands as new priorities emerge and as the cycle of engagement, delivery and feedback generates further initiatives.



## Standard structure of initiatives:

When developing each of our new initiatives we endeavour to follow a well-defined set of steps that will include stakeholder interaction throughout the process. This means we have consistency of approach and an increased chance of delivering exactly what the stakeholder wants.

Our criteria for developing each initiative is set out below:



### Identify improvements

Assess the issue stakeholders have raised and identify improvements



### Design the solutions

Create plan of actions which will deliver improvements



### Check with stakeholders

Seek feedback on the solution ensuring we understand and will meet the requirement



### Amend where required

Update actions if required based on feedback



### Develop improvements

Deliver the actions required



### Test with stakeholders

Seek input where possible for development/testing.  
Gain feedback on finished solution



### Implement

Deliver improvements and communicate to stakeholders



### Seek stakeholder feedback

Ascertain if we have met their requirements and identify any further improvements



### Measure impact

Use feedback, performance data, surveys, attentiveness on webinars etc. To demonstrate the effectiveness and stakeholder's satisfaction.

# Engagement Activity in 2020/21

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**Our programme of stakeholder engagement is vital to the success of the development of our ICE Plan. It means that we can readily identify the areas our stakeholders want us to focus on and ensures we develop initiatives that will enable us to build toward our overall strategy of providing excellent customer service. Our 2020/21 engagement is designed to help us obtain input from a full range of stakeholders representing all areas of connections activity.**

In 2020/21, we will continue to undertake a full and robust programme of stakeholder engagement with methods tailored to stakeholders needs.

Enduring activities such as our CCSG, DGOO and major connections workshop will continue to provide the detailed discussion and challenge of expert stakeholders representing their areas of connections activity, thus ensuring our plans and direction are well informed.

We will continue to focus on targeted engagement, enabling discussion on specific topics to improve the level of detail of input from stakeholders.

Whilst we believe that face-to-face engagement is the best method for detailed discussion, we will continue to expand our use of other methods such as webinars, videos and social media. Something that has become more relevant in these unprecedented times.

It is important that we are able to reach as many stakeholders as we can so these methods ensure that our engagement continues to be broad and inclusive of all stakeholder groups.



## A wide range of engagement events throughout the year

We have an extensive range of engagement activity planned throughout 2020/21. Some of the key activities we have planned are set out in the timetable opposite. As we progress through the year the timetable will expand as new events are planned and engagement requirements arise.

### Timeline of events 2020-21

#### APR | 2020

Welsh Gov't Meeting      DGOO Forum

Future Networks Conference

#### MAY | 2020

DFES Webinar      CEG Meeting

Utility Week Live      Community Surgeries

#### JUN | 2020

Customer Panel      CCSG Surgeries

Connection Surgeries

#### JUL | 2020

DGOO forum      Net Zero Surgeries

Flexible Power Workshops (x3)      CEG Meeting

#### SEP | 2020

CEG Meeting      LCV Conference

Major Communications workshop      Customer Panel

Solar Storage Live      CIRED

#### OCT | 2020

WPD's Balancing Act Conference      CCSG Workshop

Community Energy Workshops (x2)      LCNI

#### NOV | 2020

CEG Meeting      Utility Week Live

WPD Stakeholder Workshop (x6)

#### DEC | 2020

Customer Panel      Connections Surgeries

Unmetered Supply User group

#### JAN | 2021

WPD Stakeholder Workshop (x6)      CEG Meeting

#### FEB | 2021

CCSG Workshop

#### MAR | 2021

WPD Stakeholder Workshop (x6)      Community Surgeries



## Our Engagement Activities 2020/21

Activity	Description	Reach	Market Sector
Major Customer Survey	A WPD commissioned monthly customer satisfaction survey of connections customers covering the market segments under the ICE scope. The style of the survey remains in line with that conducted under the Ofgem Broad Measure Survey.	2,000	UMS MD DER ICP
DG Survey	A WPD commissioned customer satisfaction survey of Distributed Generation connections customers. The style of the survey remains in line with that conducted under the Ofgem Broad Measure Survey.	400	UMS MD DER ICP
Customer Connection Steering Group (CCSG) & competition in Connections Group (CiCG)	Panel of experts across the connections market to inform, influence and feedback on WPD connections plans and activities. The outputs from this group also feed into our overarching customer panel.	45	UMS MD DER ICP
Customer Engagement Group (CEG)	WPD's independent Customer Engagement Group providing input and challenge to our proposals around areas such as our transition to DSO as we plan for RIIO-ED2.	38	UMS MD DER ICP
Customer Panel	Customer panel meetings help to inform WPD's strategy and action plans for a variety of areas.	56	UMS MD DER ICP
WPD DGOO Forum	Four meetings are planned throughout 2019/20 The forum enables WPD to gain an understanding of DG owner/operator needs to develop actions to improve the services we provide.	60	UMS MD DER ICP
UMS User Groups	Meetings held for Local Authorities in the Midlands, South West and South Wales, allowing the LAs to discuss connection issues and feedback on performance.	50	UMS MD DER ICP
WPD Stakeholder Workshops	6 Workshops covering a wide range of topics, including connections, held at various locations across all 4 WPD licenced areas.	650	UMS MD DER ICP
WPD Local Strategic Network Investment Event	2 Strategic Network Investment Stakeholder Events June 2020 & December 2020.	100	UMS MD DER ICP
Community Energy Surgeries	Hold Community Energy Surgeries so that stakeholders can request bi-lateral meetings.	120	UMS MD DER ICP
Net Zero Surgeries	Stakeholders will be able to request bi-lateral meetings with a local multi-disciplinary team to help facilitate progress towards decarbonisation.	100	UMS MD DER ICP
Local Authorities Engagement	Pro-actively engage with all local authorities to share our Distribution Future Energy Scenario (DFES) data.	130	UMS MD DER ICP
Major Customer Engagement Event	This event will be used to brief stakeholder on our ICE activity and seek feedback and discussion in September 2020.	75	UMS MD DER ICP
Balancing Act Conference	Our conference will disseminate on a range of Innovation projects, following a technical theme. Events June 2020 and November 2020.	360	UMS MD DER ICP
Electric Vehicle events	A range of EV engagement events including CENEX Low Carbon Vehicle Event 2020. The 12th Annual low Carbon Vehicle Event, Ride & Drive and WPD targeted engagement events.	2,500	UMS MD DER ICP
DSO Information for Local/Rural Stakeholders	Raise awareness regarding how rural areas might be impacted as we move to a DSO.	120	UMS MD DER ICP
CIRED	International Conference on Electricity Distribution to be held provisionally September 2020.	1000	UMS MD DER ICP
Utility Week Live	To exhibit at Utility Week Live in November 2020.	4000	UMS MD DER ICP
Low Carbon Networks & Innovation Conference	An industry event to be held in October 2020 to share information and feedback on innovation projects including innovative connection related projects.	1000	UMS MD DER ICP

Total **12,804**

# The ICE 2020/21 Plan

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**Our ICE 2020/21 Plan has been developed around the priority areas identified by our stakeholders and will deliver a set of initiatives across a full range of connections activities.**

We have initially identified 28 initiatives in our ICE 2020/21 Plan, which will deliver new engagement activities, new services and improvements across a range of connections areas. The key priorities are set out below and the plan aims to deliver initiatives addressing each of these.

Some of the key priorities this year build on themes from previous years, following stakeholder feedback asking us to do more. The potential increase in heat pump installations was identified as a priority in October 2019 so we have responded by adding an initiative specifically targeting this area.

Our stakeholders also want us to focus on other areas that they see as high priority, including the potential to connect other low carbon technologies. (LCT).

The ICE initiatives we set often stretch over more than one ICE period and in this year's plan there are a number of initiatives continuing from last year.

We provide a summary below of the key themes of the initiatives in the ICE 2020/21 Plan against the ICE stakeholder priorities we have established for this year.







## Policy Guidance

**Policy Guidance is the first key area of our ICE Plan. We understand that giving clear and concise advice is critical to ensuring that both our external stakeholders and our own staff clearly understand processes and policies for the delivery of connections. We have 7 initiatives in Policy Guidance that will deliver in this area.**

We are committed to continually driving improvements, focusing on delivering quality policy guidance on our connections services and innovating in line with changing requirements.

By involving stakeholders every step of the way, we continue to ensure that our policies are developed in a meaningful and effective way. We work hard to ensure that consistent information is accessible and relevant.

One initiative that we have carried over from last years' ICE Plan following stakeholder feedback is the development of policy and guidance relating to capacity allocation and reservation. This is a key area so we delayed release as we want to make sure that it is balanced in approach and clarifies the process.



We have also taken a commitment to improve our guidance to smaller developments and to investigate the feasibility of using social media forums for displaying our guidance.

**“Could you have more leaflets on connections so that small developers and householders can understand it?”**

Stakeholder comment WPD  
Stakeholder Workshop –  
Cornwall Feb 2020



## Policy Guidance

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
<b>1 Heat Pump Strategy</b>	Understand WPD's heat pump strategy.	To support the up-take of heat pumps we will issue a Heat Pump Strategy. The document will explain the options for connection and detail the actions we are taking to support roll out.	Positive stakeholder feedback on Heat Pump strategy.	Q2 June 2020	MD UMS DER ICP
<b>2 Statement of Works (SoW)</b>	Statement of Works (SoW) - Provide guidance relating to how the SoW process will develop following codification.	To update external guidance document, information on WPD's website and template letters following the outcome of CMP298, which is designed to formally codify the Appendix G process into CUSC and is expected to conclude at the end of 2020.	Updated document issued to stakeholders. Positive feedback from stakeholders through a questionnaire in relation to the updated document.	Q4 Dec 2020	MD UMS DER ICP
<b>3 Connections Interactivity</b>	Improve transparency with regard to how WPD facilitates its connections interactivity process.	Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of interactivity principles. Have regard to concurrent work being undertaken by the ENA following Open Network consultation on the policy mechanisms and implement any changes as necessary.	Provide clear and concise information to our stakeholders via various means including the website.	Q4 Dec 2020	MD UMS DER ICP
<b>4 Connections Queue Management</b>	Improve transparency with regard to how WPD facilitates its connections queue management process.	Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of queue management principles. Have regard to concurrent work being undertaken by the ENA following Open Network consultation on the policy mechanisms and implement any changes as necessary.	Provide clear and concise information to stakeholders via various means including the website.	Q3 Sept 2020	MD UMS DER ICP
<b>5 LV, HV &amp; EHV Post Acceptance Guidance</b>	Expand the Post-acceptance Guidance Document delivered in 2019 to include pre-application considerations.	Further improve the information available to stakeholders by: i) separating out guidance on LV/HV connections from guidance on EHV ii) providing more information relating to pre-application considerations for LV, HV & EHV connections.	Positive feedback on documentation including the website hits.	Q4 Dec 2020	MD UMS DER ICP
<b>6 Guidance for Smaller Developments</b>	Develop guidance for small developers and house builders giving a practical guide on connections information.	Providing health and safety, technical and practical information to a non-technical customer on requirements to proceed. Review and improve the existing guidance on pre and post-acceptance requirements. Investigate the feasibility of providing more visual guides using social media and develop an implementation strategy.	Number of hits on improved guidance. Completion of social media strategy.	Q4 Dec 2020	MD UMS DER ICP
<b>7 Capacity, Allocation &amp; Reservation Continuing 2019/20 Initiative: 1.4</b>	Continue to develop processes and procedures for capacity allocation and reservation.	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.	100% training completed. Positive feedback on external publication on website.	Q3 Sept 2020	MD UMS DER ICP

## Customer Support

**Customer support is the second key area of our ICE Plan. As a responsible company, it is essential we deliver services our customers highly value. We have 6 initiatives in the customer support area that offer a range of services to assist our customers so they can get the most out of the product /area provided.**

As we are a customer driven company, customer support is very important. We understand the benefits of providing timely, empathetic help that keeps the customer's needs at the forefront of every interaction.

One of our actions seeks to support customers in rural locations who want more information relating to DSO services. We want to improve awareness to the rural community within our region and help them to understand and become part of the movement to DSO in their area.

At our WPD Connections Workshop in November 2019, it was made clear by our stakeholders that we should adopt a role facilitating better communication between house builders, EV charge point manufacturers, suppliers and local authorities, including those who were adjacent to each other, in order to provide a strategic approach to connections. However, challenges such as a lack of clarity about who should pay for new connections resulted in a certain degree of uncertainty, particularly in **rural areas** where there is a reliance on government funding.

This uncertainty is seen as being exacerbated by a lack of knowledge of network capacity – an area where it was thought WPD should provide more support.

By providing support, we can dispel uncertainty and improve awareness and knowledge of our network.

## Customer Support

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
<b>8</b> <b>Network Capacity Map for ANM</b>	Continue to improve the network capacity map - Transmission ANM and curtailment levels for the different DG technologies.	Continue to improve the Network Capacity Map to provide better information for Transmission ANM (TANM) and explore options for providing indicative curtailment information.	CCSG presentation and feedback/survey on the improvements completed.	Q4 Dec 2020	MD UMS DER ICP
<b>9</b> <b>EHV Tower Connections</b>	Improve consistency across all four of WPD's licence areas regarding EHV tower connection design.	Undertake a review of design philosophy in relation to connections to towers across the four licensed areas to establish best practice where there is an inconsistency of approach.	Undertake review of Connection Offers issued to compare against finalised design guidance.	Q4 Dec 2020	MD UMS DER ICP
<b>10</b> <b>Opening ANM Zones</b>	Provide easier access for customers who use ANM zones.	Improve the way ANM zones are opened by using a more flexible and responsive method, rather than on a specific programme. This will include changed external and internal guidance.	Positive feedback from stakeholders on changes to ANM zones method and usefulness of guidance.	Q3 Sept 2020	MD UMS DER ICP
<b>11</b> <b>DSO Information for Local/Rural Stakeholders</b>	Raise awareness regarding how rural areas might be impacted as we move to a DSO.	Further improve the information available on DSO webpages setting out local/rural DSO information and how this might help them understand our investment plans. Improve awareness of this information by writing to rural areas within WPDs regions, updating them on the information WPD make available as well as the WPD contacts for discussing both long term plans.	Completion of improvement on DSO web pages.  Positive stakeholder feedback on improved webpages.	Q1 March 2021	MD UMS DER ICP
<b>12</b> <b>Distributed Generation KPI Pack Continuing 2019/20 Initiative 3.11</b>	Develop a quarterly KPI pack incorporating measures on outage activity, timeliness and accuracy of notifications. Work with Distributed Generation Owner Operator (DGOO) stakeholders to identify and develop KPIs aligned with their requirements.	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.	Stakeholder feedback and web hits on DGOO webpage.	Q3 Sept 2020	MD UMS DER ICP
<b>13</b> <b>Unmetered Infrastructure Notification Continuing 2019/20 Initiative: 3.14</b>	Seek the inclusion of activity to support notification of planned or unplanned outages affecting unmetered telecoms 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.	Positive feedback on updates to changed planned work.	Q3 Sept 2020	MD UMS DER ICP





## Communication

Communication is the third key area of our ICE Plan. This is critical to success, as it is the imparting and exchanging of information in a clear and concise format that means there is less scope for confusion.

Communication is simply the act of transferring information from one place, person or group to another.

We have created 9 initiatives in this area, which include the promotion of our legal collaborative approach, assisting our customers in a quicker more effective legal process and liaising with our Unmetered Supply customers on planned outages.

We have two further initiatives relating to Community Energy. It was noted at our Connections Workshop held in Birmingham in November 2019 that greater collaboration could make it easier for more community energy projects to be rolled out across the network.

To improve communication we will create a Community Energy strategy and action plan by June 2020.



























**“I can understand where you’re going with this new approach; it’s about being upfront with your communication – which is good.”**

Housing developer

**“There needs to be better communications and engagement. I’d like to see more meetings and I want it to be easier to get information and challenge quotes for connections infrastructure.”**

Housing developer

## Communication

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
<b>14</b> <b>Connection Surgeries</b>	Implement voluntary 5 day standard process for pre-quotation connections surgeries.	Produce and consult with stakeholders on the questionnaire and get approval.  Issue questionnaire and collate feedback.  Review and investigate the connection surgeries process on how we provide and deliver our connections surgeries and make improvements if necessary following questionnaire feedback.  Each surgery customer to be asked to complete approved satisfaction feedback/survey.  Trial "virtual" surgeries for customers who find it difficult to attend our offices.	Produce questionnaire - end June 2020.  Issue questionnaire - end July 2020.  Trial virtual connection surgeries - end Aug 2020.  Review connection surgeries - end Nov 2020.	Q4 Dec 2020	   
<b>15</b> <b>Internal Communication on Connection Policy</b>	Develop consistency of response relating to connections service across all four of WPD's distribution areas.	Review and improve the existing process for disseminating connection policy.  Develop a central on-line Policy Dissemination hub for our Planners to allow easier navigation to WPD policies and processes.	Ensure delivery and all Planners are familiar with the new hub and how to use it.  Positive stakeholder feedback.	Q3 Sept 2020	   
<b>16</b> <b>Unmetered Connection Offers</b>	Create simplified Connection Offers for unmetered connections.	Undertake a survey to ask for feedback on the unmetered connections offer process. We will document and publish the survey in order to identify any improvements which can be made and develop further actions for implementation in Q4 2020.	Publish survey results and further actions for implementation in December 2020.	Q2 June 2020	   
<b>17</b> <b>ICP &amp; IDNO Web based Application Service</b>	Develop the on-line application process for ICP's and IDNO's.	To further develop our website based application service for connections for our ICP's and IDNOS, with the facility to track the schemes progress from initial application through to connection.	Increase in number of stakeholders using the on-line application process.	Q1 March 2021	   
<b>18 -</b> <b>Community Energy Strategy &amp; Action Plan</b>	Requirement to understand WPD's strategy for community energy engagement and commitment to actions.	To publish a community energy strategy and action plan providing information on the definition of community energy.  To communicate to the stakeholders using this and the WPD website.	Completion of strategy and action plan.	Q2 June 2020	   
<b>19</b> <b>Community Energy and Innovation Jargon Buster</b>	Help understanding of terms commonly used in community energy and innovation.  To quantify the acronyms and dialogue used.	To simplify the jargon world of acronyms within innovation and community energy.  To give a clear and concise understanding of both worlds, giving the outcome on a podcast and simple web page.	Completion of jargon buster for community energy.  Positive stakeholder feedback on podcast and web page.	Q2 June 2020	   

## Communication

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
<b>20</b> <b>Promote Collaborative Partnership Protocol Process</b>	Update customers on the legal collaborative partnership protocol process.	To encourage customers to use the legal collaborative partnership protocol process initiated in 2019 we will produce a clear and concise guidance document that may be viewed via the WPD website.  The guide will navigate the customer through the legal process, ensuring the guidance helps streamline the process for the customer.	To gain a positive uptake of the legal collaborative partnership process.  Positive stakeholder feedback.	Q3 Sept 2020	MD UMS DER ICP
<b>21</b> <b>The New Targeted Charging Review (TCR) Information on Prices</b>	Update stakeholders on Ofgem Targeted Charging Review (TCR) and Significant Code Review (SCR) regarding changes to the connection charging boundary.	Following the outcome of the TCR Distribution Connection and Use of System Agreement (DCUSA) process expected to be in Q2 2020 we will engage and inform our stakeholders via a podcast of the TCR prices that will be set in December 2020. We will also discuss any movement in the Ofgem access and forward looking charges SCR.	Number of counts on TCR podcast.	Q1 March 2021	MD UMS DER ICP
<b>22</b> <b>Distributed Generation Owner Operator Portal Continuing 2019/20 initiative: 3.13</b>	Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.	Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.	Stakeholder feedback on KPI pack published on website.	Q3 Sept 2020	MD UMS DER ICP





## Stakeholder Engagement

**Stakeholder engagement is our fourth key area and has 6 initiatives. We are speaking to the full spectrum of people impacted by our connections strategy now and in the future.**

It is important that we continue our stakeholder engagement throughout the year in order to communicate effectively and to ensure that our ICE Plan evolves.

Our Connections Workshop held in 2019 was judged a success, helping us to understand our stakeholders needs and we are keen to replicate and build upon that by holding another event this year.

Connection surgeries are also a very beneficial way for us to interact. We will be enabling surgeries for community energy customers and to support delivery of small-scale energy projects.

We also want to engage with selected partners in order to develop quicker and more efficient connections to rapid EV charge-points in motorway service areas.

Engagement underpins our decision making and everyone at WPD has a role to play.

If we are to achieve our goal of being the best in the eyes of our customers, we must never presume to know what they want.



























**“Your process has evolved year-on-year and continues to keep pace with changes in the political and social environment.”**

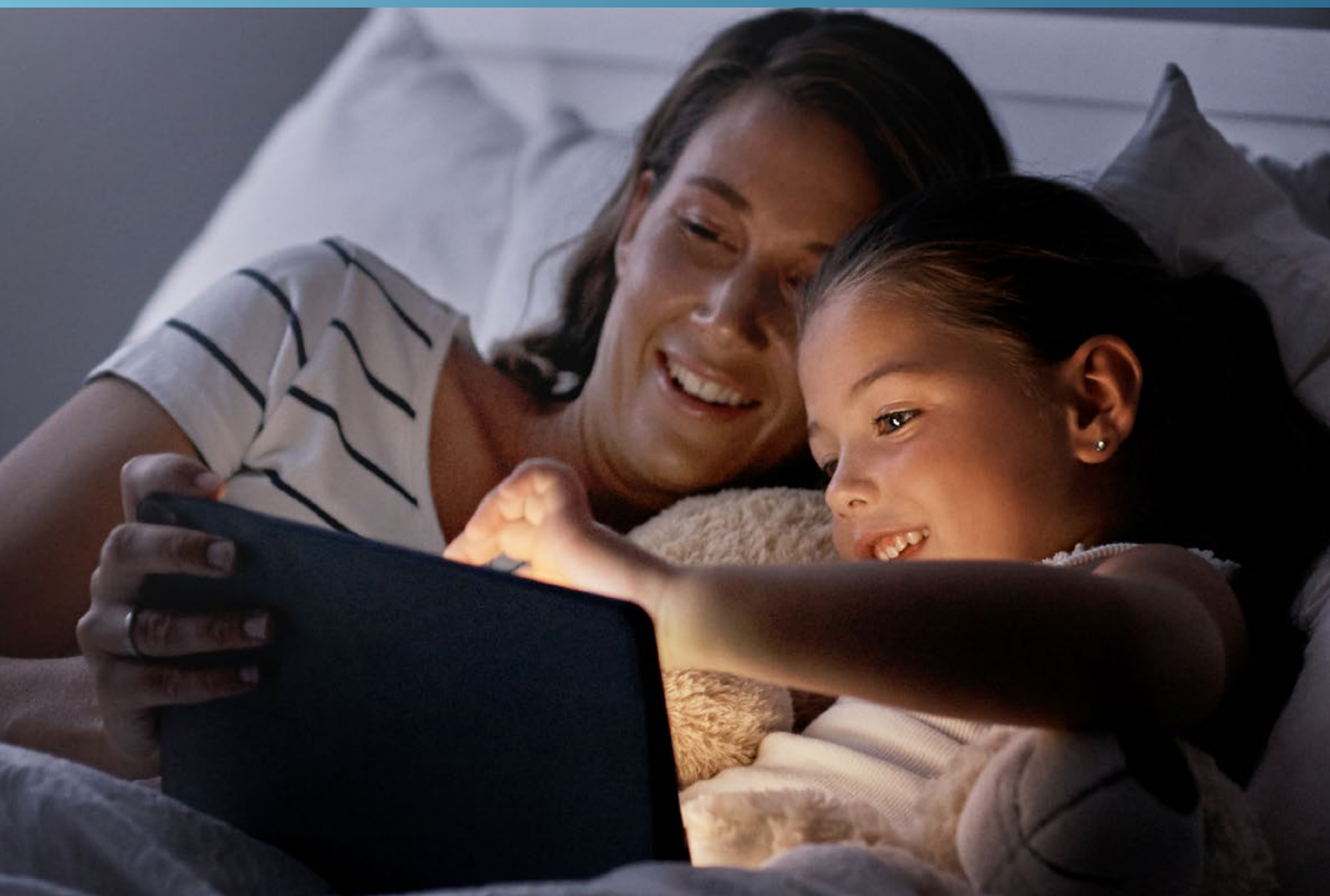
WPD stakeholder at a workshop in Swansea, February 2020.



## Stakeholder Engagement

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
<b>23</b> <b>Net Zero Surgeries</b>	Stakeholders will be able to request bi-lateral meetings with a local multi-disciplinary team to help facilitate progress towards decarbonisation.	Net Zero Surgeries – Stakeholders will be able to request bi-lateral meetings with a local multi-disciplinary team to support delivery of small-scale energy projects. The availability of these will be publicised on our website, where a request can be made directly.	Following a request for a meeting they will be arranged within 3 days and carried out within 3 weeks.  Meetings delivered within the timescales agreed.	Q1 March 2021	   
<b>24</b> <b>Local Authorities Engagement</b>	Pro-actively engage with all local authorities to share our Distribution Future Energy Scenario (DFES) data.	Pro-actively engage with all local authorities operating within WPD's licence areas to share our DFES data and discuss energy strategies.  Engagement will be undertaken by WPD Distribution Managers and team members.	80% of LA's attend engagement meetings.	Q1 March 2021	   
<b>25</b> <b>Community Energy Surgeries</b>	Hold Community Energy Surgeries so that stakeholders can request bi-lateral meetings.	Community Energy Surgeries – Stakeholders will be able to request bi-lateral meetings with a local multi-disciplinary team to support delivery of small-scale energy projects.  The availability of these will be publicised in our Community Energy Strategy and on our website, where a request can be made directly.	Following a request for a meeting they will be arranged within 3 days and carried out within 3 weeks.  Meetings delivered within the timescales agreed.	Q1 March 2021	   
<b>26</b> <b>Major Customer Engagement Event</b>	Hold a second connections networking event, providing useful face-to-face engagement with a networking opportunity for WPD connection stakeholders.	Hold an event in Autumn 2020 to brief with a wide spectrum of stakeholders on WPD's connection strategies and actions we have taken or about to take in 2020 and the future.  Encourage round table discussion to generate feedback and potentially develop further initiatives.	85% positive feedback from major customer event.	Q4 Dec 2020	   
<b>27</b> <b>Heat Pump Trial</b>	Understand the impact of higher levels of heat pumps on the distribution system.	To understand the network impact of Heat Pumps, and to assess the practicalities of installation we are working with a partner to develop new houses with LCT heating systems. The learning from this project will inform a revision to our Heat Pump Strategy document in 2021.	Completion of Trial.	Q1 March 2021	   
<b>28</b> <b>Motorway Services EV Charging</b>	Requirement to work with partners to develop quicker and more efficient connections to EV charge-points in motorway service areas.	To understand motorway services operators in their plans to develop EV charging at their sites. To develop with them a suitable innovative connection arrangement for the capacity they need. To work with OLEV Project RAPID to develop solutions.	Identify a suitable site and design a proposal to completion.	Q4 Dec 2020	   





# The Success of the ICE 2020/21 Plan

**To assess whether we have successfully met stakeholders' expectations, it is important that we understand the impact our ICE incentives have on the services we provide to our customers. Alongside our ICE initiatives, we set out measures to monitor the impact and obtain feedback from stakeholders since they are best placed to tell us if we have met their needs.**

We recognise that, for some initiatives, we cannot always set measurable targets for determining the impact of improvements we have undertaken. Where it is difficult to define an exact measure we will still survey our stakeholders and look for positive feedback.

These measures have been developed with the commitment of WPD Operations Director and continue to be embedded in the way in which we manage improvements in our connection services.



**“Conversations are free and we encourage you to talk to us early.”**

Alison Sleightholm,  
WPD Resources and External  
Affairs Director.





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