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Incentive on Connections Engagement

ICE 2020/21 Plan

Q2—June 2020 Update

WPD ICE 2020/21 PLAN

	Action Number & Subject	Initiative Stakeholder	Initiative Outcome	Measure	Target Date (Q2, Q3, Q4, Q1)	Status Update Q2
Policy Guidance	1 Heat Pump Strategy	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	COMPLETED Heat pump strategy was completed in June 2020 - Heat pumps are a key part of our plans to achieve net zero by 2050. The strategy sets out how we will ensure heat pump owners are able to connect in a way that suits them. Please see our heat pump strategy https://www.westernpower.co.uk/heat-pump-strategy
	2 Statement of Works (SoW)	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	Action ongoing as awaiting the outcome of working group CMP298, which is seeking to update the SoW process to facilitate aggregated assessment of relevant and collectively relevant embedded generation. This modification hasn't been given priority by the CUSC Panel, so is not likely to be concluded before the end of this year.
	3 Connections Interactivity	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	In June we discussed with our CCSG members the work being undertaken by the ENA under Open Networks and how interactivity processes will change. Work has commenced on analysing any internal system changes required and plans to draw up revised and improved guidance begun.
	4 Connections Queue Management	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	In June we discussed with our CCSG members the work being undertaken by the ENA under Open Networks and how queue management processes will change. Work has commenced on analysing any internal system changes required and plans to draw up revised and improved guidance begun.

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Policy Guidance	5 LV, HV & EHV Post Acceptance Guidance	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	We have been liaising both internally and with our website developers and discussing how we might best deliver post- acceptance guides.
	6 Guidance for Smaller Developments	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	We have been liaising both internally and with our website developers and discussing how we might best deliver visual guides. Initially we are looking to concentrate on simple services and service alterations and then widen the scope to small developments.
	7 Capacity, Allocation & Reservation Continuing 2019/20 Initiative: 1.4	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	Development of our revised processes is now well on the way and final testing of IT systems to support it is being undertaken. We anticipate unveiling the revised process during the Autumn.

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Customer Support	8 Network Capacity Map for ANM	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 & feedback/survey on the improvements completed	Q4 Dec 2020	We have been investigating options for how predicted curtailment can be presented, either on the Network Capacity Map or through information on the website. We have also be looking at making information relating to TANM clearer, especially in its linkage to Appendix G.
	9 EHV Tower Connections	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	We have been reviewing connection offers issued recently which contained tower tee offs, to get a baseline of similarities and differences in relation to tower connections. We have also engaged a consultant to prepare a design guide for internal use, to assist with optioneering and consistency.
	10 Opening ANM Zones	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	We presented 'ANM - Opening New Zones' at the June 20 CCSG. Following a review of the feedback an internal and external guidance will be produced in August 20. We have also rolled out a data cleansing tool internally, which feeds into curtailment reports for new zones, a key requirement for being able to open new zones.
	11 DSO Information for Local/Rural Stakeholders	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	As part of the DSO strategy feedback, we are in the process of collating DSO information for the local/rural community for our webpages.
	12 Distributed Generation KPI Pack Continuing 2019/20 Initiative 3.11	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 & web hits on DGOO webpage	Q3 Sept 2020	We have been liaising both internally and with our DGOO stakeholders, discussing how we might best deliver our DG KPI's. To keep updated on DGOO, please see our webpage at https://www.yourpowerfuture.westernpower.co.uk/our-engagement-groups/customer-engagement/distributed-generation-owner-operator-forum
13 Unmetered Infrastructure Notification Continuing 2019/20 Initiative: 3.14	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	Action ongoing but potential delays due to Covid-19 for the trial implementation on the feasibility of accurately notifying a customer of planned outages on unmetered telecoms	

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14 Connection Surgeries	Implement voluntary 5 day standard process for pre-quotations connections surgeries	<p>Produce and consult with stakeholders on the questionnaire and get approval.</p> <p>Issue questionnaire and collate feedback.</p> <p>Review and investigate the connection surgeries process on how we provide and deliver our connections surgeries and make improvements if necessary following questionnaire feedback.</p> <p>Each surgery customer to be asked to complete approved satisfaction feedback/survey.</p> <p>Trial "virtual" surgeries for customers who find it difficult to attend our offices.</p>	<p>Produce questionnaire - end June 2020</p> <p>Issue questionnaire - end July 2020</p> <p>Trial virtual connection surgeries - end Aug 2020</p> <p>Review connection surgeries - end Nov 2020</p>	Q4 Dec 2020	The questionnaire has begun to be developed and is planned to be issued in early September. As a result of Covid-19 restrictions, connection surgeries have all been remote for the last 4-5 months, so an official trial may no longer be required.
15 Internal Communication on Connection Policy	Develop consistency of response relating to connections service across all four of WPD's distribution areas.	<p>Review and improve the existing process for disseminating connection policy</p> <p>Develop a central on-line Policy Dissemination hub for our Planners to allow easier navigation to WPD policies and processes.</p>	<p>Ensure delivery and all Planners are familiar with the new hub and how to use it.</p> <p>Positive stakeholder feedback</p>	Q3 Sept 2020	Initial investigation has been undertaken and outline plans drawn up to utilise a version of WPD's 'SharePoint' system that will allow internal policy supporting information to be found in one area that will be more easily navigable for the user.
16 - Unmetered Connection Offers	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	<p>COMPLETED</p> <p>We completed our UMS survey in May 2020 and have published the full survey and associated summary document on our website via the following link: www.westernpower.co.uk/connections-landing/unmetered-connections</p> <p>Based on the feedback received we will;</p> <p>a) Look to provide a simplified offer based on our SSQ type offer for smaller unmetered connections,</p> <p>b) Conduct a review of the unmetered connections pages available on our website,</p> <p>c) Make changes where necessary to provide additional clarity/guidance on the unmetered connection process'</p> <p>d) Conduct a review of the online application process</p> <p>e) Where appropriate, make changes to enhance the online application process</p> <p>The feedback actions to be implemented by Q4 December 2020 and a full update in the ICE report 2021.</p>

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17 ICP & IDNO Web based Application Service	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	We are currently liaising with our IT and website development teams and mapping out 'user journeys' to ensure the application process is smooth easily navigable.
18 - Community Energy Strategy & Action Plan	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	COMPLETED WPD Net Zero Communities Strategy, including the action plan was completed in May 2020 - The strategy sets out the work we have done in collaboration with community energy groups over the past seven years. A comprehensive action plan covers our whole licence areas with 26 actions. Please see our strategy at https://www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy
19 Community Energy and Innovation Jargon Buster	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	COMPLETED On our community energy website, we have updated our guides and information, to give a better understanding of community energy and innovation. We have implemented - Community energy animations via u-tube to give clear guidance - podcasts, to give individual innovation project information - upgraded our guides and information on the website. Please visit our community energy website at https://www.westernpower.co.uk/customers-and-community/community-energy

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Communication	20 Promote Collaborative Partnership Protocol Process	Update customers on the legal collaborative partnership protocol process	<p>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.</p> <p>The guide will navigate the customer through the legal process, ensuring the guidance helps streamline the process for the customer.</p>	<p>To gain a positive uptake of the legal collaborative partnership process</p> <p>Positive stakeholder feedback</p>	Q3 Sept 2020	<p>We promoted our Legal webpage on 06.07.20, directing our customer to our legal collaborative process and the new compliance measure. We agreed a target with our customers of 80%. Our compliance in June 2020 was 98.3%.</p> <p>https://www.westernpower.co.uk/legal-process</p>
	21 The New Targeted Charging Review (TCR) Information on Prices	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	Target status on track. We will update our stakeholders at the next CCSG in October 2020 of any developments.
	22 Distributed Generation Owner Operator Portal Continuing 2019/20 initiative: 3.13	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	We are having weekly meetings, ending in July 2020. To frame and construct a new web site with our web designers.

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Stakeholder Engagement

Action Number & Subject	Initiative Stakeholder	Initiative Outcome	Measure	Target Date (Q2, Q3, Q4, Q1)	Status Update Q2
23 Net Zero Surgeries	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	Net Zero surgeries can now be requested by our customers on our website at https://www.westernpower.co.uk/connections-landing/surgery-appointments
24 Local Authorities Engagement	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	LA and LEP's presentation developed in June 20, to enable WPD Distribution Managers and Team Managers to disseminate.
25 Community Energy Surgeries	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	Community energy appointments can now be requested by our customers on our website at https://www.westernpower.co.uk/connections-landing/surgery-appointments
26 Major Customer Engagement Event	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.	85% positive feedback from major customer event.	Q4 Dec 2020	Due to Co-vid 19 we have pushed back the date for the Major Customer Event until the end of November or beginning of December. We are still hoping it may be face to face but alternative provisions are being considered for a 'virtual' meeting

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Stakeholder Engagement	27 Heat Pump Trial	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	Due to the Covid 19 Lockdown this project went into lockdown with no work being undertaken on site, the project has recently started back up again but the project is some 3 months behind schedule. The objective are still as planned, namely, we are partners on a project estate of circa 250 homes in which each house has a complete suite of LCT's. We are monitoring the heat pumps and other technologies in these homes, so the profiles can be used to see the network loading and look to reduce the losses on the LV service cables and out of balance on the LV mains and unit transformers.
	28 Motorway Services EV Charging	Requirement to work with partners to develop quicker and more efficient connections to EV charge-points in motorway service areas.	Requirement to work with partners to develop quicker and more efficient connections to EV charge-points in motorway service areas.	Identify a suitable site and design a proposal to completion	Q4 Dec 2020	WPD's "Take Charge" NIA project was registered in May 2020. This project will work with Brush Transformers and Moto Hospitality to develop a packaged 33/11kV substation which can be used at motorway services. The project will run in to 2021 when the substation will be built, but a specification will be completed by the end of 2020. https://www.westernpower.co.uk/innovation/projects/take-charge

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If you would like to share your thoughts and feedback throughout the year, please contact our Connections Policy Team at wpdconnpolicysupport@westernpower.co.uk

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