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# Incentive on Connections Engagement

## ICE 2020/21 Plan

### Q3—September 2020

### Status Update

# WPD ICE 2020/21 PLAN

	Action Number & Subject	Initiative Stakeholder	Initiative Outcome	Measure	Target Date (Q2, Q3, Q4, Q1)	Status Update Q3
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 - Please see our heat pump strategy <a href="https://www.westernpower.co.uk/heat-pump-strategy">https://www.westernpower.co.uk/heat-pump-strategy</a>
	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	As per our June 2020 commentary, the Connection & Use of System Code (CUSC ) modification has not been given priority to proceed and this ICE action is likely going to be rolled over into the 21-22 plan.
	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	We are updating our Connections Interactivity process in line with the new ENA Interactivity Process Guide. The update includes changes to our internal processes, new documentation and additional communications during the offer process with Customer's who's offers may be affected by interactivity. We will be issuing new guidance at the end of Q4 2020, which will be available on the website, to ensure customers are given a clear understanding of WPD's interactivity process and how it will apply to their connection offers.
	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 Extended to Q1 March 2021	Queue management is the process by which network companies manage contracted connections against limited capacity and are able to:  a) Take action on contracted projects if they are not progressing against agreed milestones;  b) Enable projects to progress more quickly where capacity is made available; and  c) Utilise flexible resources in connection queues to better utilise the available capacity.  The ENA and industry parties is working, through consultation, to develop a Good Practice Guidance document that will improve transparency and consistency of the queue management process for connections.

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Policy Guidance

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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 to discuss how we might best deliver post- acceptance guides. We are now firming up our ideas and have a clear plan to move to the next stage of the development.
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 are developing some existing guidance for completing the connections application form by simplifying and expanding on it.  We are in the process of developing and exploring the visual guides, we are still interested in the video/Utube option, but we are investigating the possibility of an animation guide for parts of the process.
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	COMPLETED  We held a webinar prior to implementation with our external stakeholders, a recording of which can be viewed on our website at <a href="https://www.westernpower.co.uk/allocation-and-reservation-of-capacity">https://www.westernpower.co.uk/allocation-and-reservation-of-capacity</a>  In addition we published a guidance document for our external stakeholders, plus an FAQ document which incorporates the queries raised following our webinar. These can also be viewed at the above website location. We will survey stakeholders for qualitative feedback on the information made available on the website.

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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	Improved information relating to Appendix G and TANM will be published by 30th Sept 2020. We are undertaking further work to look at options for publishing levels of curtailment. The work so far shows that this is a very complex thing to do in a way that will give customers
	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 had a number of meetings with our external consultant in order to develop the design guide, and we are on track for completing this at the end of the year.
	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	COMPLETED  The new process will be updated on the website by 30th Sept. <a href="https://www.westernpower.co.uk/active-network-management-anm">https://www.westernpower.co.uk/active-network-management-anm</a>
	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. For more information please see our DSO Forward Plan— <a href="https://www.westernpower.co.uk/downloads/40678">https://www.westernpower.co.uk/downloads/40678</a>
	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	COMPLETED  The Distribution Generation KPI pack is now available from 30th September 2020 on <a href="https://www.generation.westernpower.co.uk">https://www.generation.westernpower.co.uk</a>
	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 Extended to Q4 Dec 2020	Completed our trial internally infrastructure. We have extended the target date to Q4 December 2020 awaiting external guidance from the major communications company to verify the implementation of metered cabinets being converted to unmetered cabinets from the UMSUG meeting.

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Communication	14 Connection Surgeries	Implement voluntary 5 day standard process for pre- quotation 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 survey will be issued now in October. Connection Surgeries continue to be delivered virtually. For more information on our connection surgeries please go to <a href="https://www.westernpower.co.uk/connections-landing/surgery-appointments">https://www.westernpower.co.uk/connections-landing/surgery-appointments</a>
	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	<p>COMPLETED</p> <p>We have now implemented the use of WPD's 'SharePoint' system to enable internal policy information to be stored in a common area. The system works much like an intranet system to allow easy navigation, includes a search functionality and provides the opportunity to add 'News' items when policy is amended or replaced.</p>
	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 have completed the initial action 16, but in our October, ICE Plan submission we are going to include an enhanced action following on from the feedback received from the UMS survey. See new action 31</p>

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	Action Number & Subject	Initiative Stakeholder	Initiative Outcome	Measure	Target Date (Q2, Q3, Q4, Q1)	Status Update Q3
Communication	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	WPD's information resources (IR) and website team have implemented ongoing improvements and multiple update releases to improve the appearance, navigation, usability and efficiency of the website. A new major update is due to further increase the ease of navigation and limit upload times in light of direct user feedback.
	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  Please see our strategy at <a href="https://www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy">https://www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy</a>
	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  Please visit our community energy website at <a href="https://www.westernpower.co.uk/customers-and-community/community-energy">https://www.westernpower.co.uk/customers-and-community/community-energy</a>

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	Action Number & Subject	Initiative Stakeholder	Initiative Outcome	Measure	Target Date (Q2, Q3, Q4, Q1)	Status Update Q3
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>COMPLETED</p> <p>We have now implemented the New Connections Legal process guide outlines a series of practical steps that our customers and their legal representatives should consider taking if they wish to avoid delays in securing connections to our network.</p> <p>The key elements of the process/protocol are a shared commitment to act expeditiously with the aim of completing as many new connections matter as possible within 50 days of legals being instructed.</p> <p><a href="https://www.westernpower.co.uk/legal-process">https://www.westernpower.co.uk/legal-process</a></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 updated our stakeholders at the Customer Connections Steering Group (CCSG) in October 2020. Please see presentation pack at <a href="https://www.yourpowerfuture.westernpower.co.uk/our-engagement-groups/connection-customer-steering-group">https://www.yourpowerfuture.westernpower.co.uk/our-engagement-groups/connection-customer-steering-group</a>
	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	<p>COMPLETED</p> <p>WPDs Outage Management System has been updated to include a new field called 'Reason for Change' and this field now appears on the DG portal when a Planned Outage is viewed.</p> <p>The DG portal can be accessed at <a href="https://www.generation.westernpower.co.uk">https://www.generation.westernpower.co.uk</a> If you are making an initial enquiry, you have to ask for an account at email address – <a href="mailto:wpdswestwalesgen@westernpower.co.uk">wpdswestwalesgen@westernpower.co.uk</a></p>

## WPD ICE 2020/21 PLAN

Stakeholder Engagement

Action Number & Subject	Initiative Stakeholder	Initiative Outcome	Measure	Target Date (Q2, Q3, Q4, Q1)	Status Update Q3
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 <a href="https://www.westernpower.co.uk/connections-landing/surgery-appointments">https://www.westernpower.co.uk/connections-landing/surgery-appointments</a> and a new process to track the booked appointments is in discussion to be put in place.
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	Local Authorities (LA 's) engagement sessions run by our Distribution Managers to better share our DFES data, understand the requirements/ambition/confidence for net zero from the LA stakeholders and use this to inform our future investment plans. Stakeholder Engagement was held in July 2020 and had 130 LA's in attendance, 83% of overall LA's
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 Surgeries can now be requested by our customers on our website at <a href="https://www.westernpower.co.uk/connections-landing/surgery-appointments">https://www.westernpower.co.uk/connections-landing/surgery-appointments</a> and a new process to track the booked appointments is in discussion to be put in place.
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	Connections Workshop - date and venue has been agreed and the event will be held on 25th November virtually. An agenda has been produced  -connections strategy for RIIO-ED2  -strategic investment during ED2  -supporting the transition to Net Zero  -digitalisation & data  An external event company is engaged to coordinate the workshop. Invites to go out in October 2020

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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	<p>The project has re-started but compared to pre-lockdown the work is slow. The estate now has a number of visitor houses for viewing so that the public can have a look at that houses prior to purchasing.</p> <p>On 1st October 2020 WPD will be installing some monitoring equipment on a feeder with 10 houses, these 10 houses will then have their heat pumps switched on so WPD can monitor the current drain on the feeder, this can then give us a view on the likely load caused by a long outage caused by a storm or black start event.</p>
	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	<p>The Functional Specification for the new compact substation has been finalised. Work is now underway to finalise the design and build contract with Brush. We have also been assessing possible locations for the new substation at the trial site in Exeter MSA. The final location of the substation will be determined following discussions with Moto. The Site Selection and System Capacity Optimisation reports have also been updated and finalised following review.</p>

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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](mailto:wpdconnpolicysupport@westernpower.co.uk)

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