



Incentive on Connections Engagement (ICE)

Western Power Distribution's
- Looking Forward Report
October 2020 Update

What We Do

We are a Distribution Network Operator (DNO). This means we own and operate the plant, electricity 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 Scilly Isles off 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 they play in powering the lives of the people and communities they 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

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Introduction

We are living and working in challenging times, we know that sadly the Coronavirus will be with us for some time, which means we will all need to continue to live our lives differently. At WPD, we have continued to work 24/7 to keep the power flowing to our 7.9 million customers across our region; ensuring vital energy reaches hospitals, factories, supermarkets and other essential services.

We have taken a careful and a considered approach to providing connection work, always following the latest Government guidelines. Like everyone, we have had to change the way we work in response to the outbreak and working life within WPD looks very different now to the way it looked at the beginning of March – and it will continue to do so. Our aim remains the same: to deliver the energy and support needed by our customers to get us through these difficult times.

When the lockdown began on 23rd March, we limited our activities to essential works only. In England, the government encouraged the construction industry to re-open on 10th May.

On 14th May, we introduced a phased restart of customer-driven work (connections). From the beginning of July, we have provided our full range of services and continue to do so despite local lockdown restrictions being imposed in some areas.

The WPD ICE 2020/21 plan is evolving throughout the year as new requirements are identified.

Our overriding strategic principle of “engagement leads to action” is typified by the new initiatives we are committing to in our current ICE plan.

Our stakeholders have fed back on areas where their priorities have increased, such as the area of digitalisation and data and we are responding to these with new initiatives to improve our services and increase engagement.

This October update sets out to inform and update our stakeholders and customers of our progress we are making against existing initiatives, the new commitments and of the engagement activity, which is informing our improvements in both this current ICE period and into the next.

We believe that delivering on these actions will enhance our connections customers experience and ensure that we maintain momentum toward performance excellence. We will not stop there however; we will continue to engage with you throughout the year and introduce new actions based on your feedback.

I trust that you find our updated ICE Plan suitably stretching and reflective of your needs.

Your views are very important so please do not hesitate to contact us with regard to our ICE Plan by contacting us at wpdconnpolicysupport@westernpower.co.uk



A handwritten signature in black ink, appearing to read 'G. Halliday', written over a light blue background.

Graham Halliday
Operations Director

Stakeholder Engagement Strategy

Our overriding strategic principle of “engagement leads to action” is typified by our commitment to introduce four new initiatives under this October resubmission document.

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.



“WPD does all these very well and has a clear, robust and effective strategy.”

Stakeholder quotation from ICE 2019/20 consultation on ‘How the DNO has engaged with connections stakeholders over the last regulatory year’.

ICE Reasons for Resubmission

Under the ICE Incentive DNOs are able to update the ‘Looking Forward’ section of their ICE plan and resubmit it to Ofgem in October of the submission year. When providing the update, the DNO must explain the reasons for the resubmission.

Every October we prepare and issue a resubmission document that is designed, not only to update stakeholders on our progress against existing initiatives, but also to provide details of new initiatives that we have committed to following stakeholder feedback over the course of the current ICE year. In doing so stakeholders can stay in touch with developments and measure our progress.

We think it is important that our ICE plan is not static and should evolve over the course of the year. We create new initiatives as a result of additional stakeholder feedback that reflect their needs.

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 previous page – do you agree, is there anything to add?
- 3) Blank page – what can we do to deliver under the priorities?

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



How your Feedback Shapes our Future

Our ICE 2020/21 Plan has a range of initiatives covering a broad range of topics that fall under four key connections areas:



Policy Guidance



Customer Support



Communication



Stakeholder Engagement

These initiatives are designed to deliver improvements in our connection activity for our stakeholders.

In 2020/21 so far, we have completed 10 of the initial 28 initiatives. A full update on the status of all these initiatives is provided in our ICE status update plan on our ICE web page. We have also updated our ICE 2020/21 Plan, for the October submission to include our 4 new actions.



These are to be found on our dedicated stakeholder website:
www.westernpower.co.uk/ice



Engagement update

Our engagement programme expands through the year as events are planned and new requirements for activities are identified.

In our 'Looking Forward' report, we set out the events we had planned for 2020/21 and explained that this initial schedule would expand as we identify new engagement opportunities through the development of our ICE initiatives and as new priorities are identified.

The table on the next page sets out some of the additional engagement activities we have undertaken and have planned along with their expected stakeholder reach and the market sector broadly represented.



New 2020/21 Engagement Activities

Activity	Description	Reach	Connections Area			
			UMS	MD	DER	ICP
Capacity, Allocation and Reservation Webinar	Webinar to implement the new process for capacity, allocation and reservation. The webinar was conducted in September 2020.	47		•		•
Distribution Future Energy Scenarios (DFES) Webinars	A webinar to disseminate learning and share knowledge in all four WPD licence areas in May 2020.	266		•	•	•
Local Authority DFES Engagement Bi-laterals	Local Authority (LA) 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.	130		•	•	•
Load Indices Workshop	Discussion on Load Indices and Flexibility in July 2020.	30	•	•	•	•
Net-Zero South Wales Webinar	Members from Regen, WPD and Wales and West Utilities (WWU) answered stakeholder questions around the pathway to net zero.	326		•	•	•
The New Targeted Charging Review (TCR) Podcast	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.	100		•	•	•
WPD Innovation Showcase	Our virtual conference will disseminate on a range of Innovation projects, following a technical theme. Events December 2020.	200		•	•	•

Key for Connection Areas **UMS** - Unmetered Supply **MD** - Metered Demand **DER** - Distribution Energy Resources **ICP** - Independent Connection Providers



Actions Update Introduction

Six months into our 2020/21 ICE Plan, we want to tell you more about the initiatives that we have completed and those where we have made significant progress.

We have been working hard to complete the initiatives in our ICE Plan within the set target dates and some we have already completed so we are now seeking feedback from stakeholders on whether or not they believe we have delivered on them. In other initiatives, we have been making good progress as we continue to refine and develop them to ensure they meet stakeholder expectations.

In this section, we tell you more about the initiatives and how we have achieved our goals so far. For more information, follow the links provided against some of the initiatives.



1 Heat Pump Strategy

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	MD UMS DER ICP	Q2 Jun 2020

Outcomes

- ✓ Heat pump strategy completed

The 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. It describes research; development and deployment activities carried out during the current electricity distribution price control period and planned. It also explains the rationale behind current innovation projects and business initiatives.

Furthermore, it describes future activities including the transition of early-stage solutions into business as usual practice. The Strategy documents our vision for heat pump connections for a range of customer types.

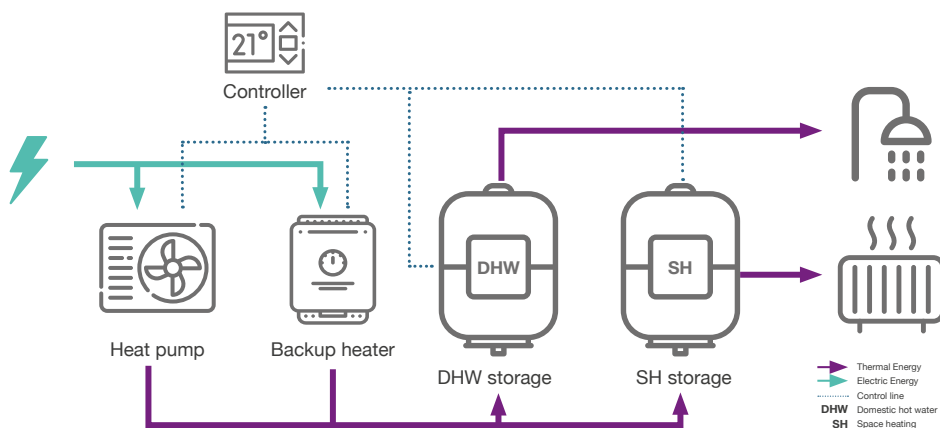
It provides detail on the roadmap to achieve this vision. For heat pumps to work efficiently the buildings they are installed in need to be 'energy efficient',

the 'energy efficiency first' principle should apply to all, including renewable heating technologies. This is best defined in the implementing Regulations of the Ecodesign Directive 2009/125/EC, which set minimum energy efficiency requirements.

The impact of CO₂ emissions is being mainly addressed through the decarbonisation of heating and transport.

Tackling emissions from heating will need to be considered in the same way as we are already dealing with transport emissions.

To reach the 2050 targets set in the Governments Clean Growth Strategy and the Future Homes Standard WPD need to ensure that the availability of the electricity network helps make that societal change.



To view our Heat Pump Strategy please visit our website at:
www.westernpower.co.uk/heat-pump-strategy

4 Connections Queue Management

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Improve transparency with regards 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.	MD UMS DER ICP	Q3 Sep 2020

Outcomes

- ✓ Initiative extended to Q1 March 2021

Queue management is the process by which network companies manage contracted connections against limited capacity and are able to:

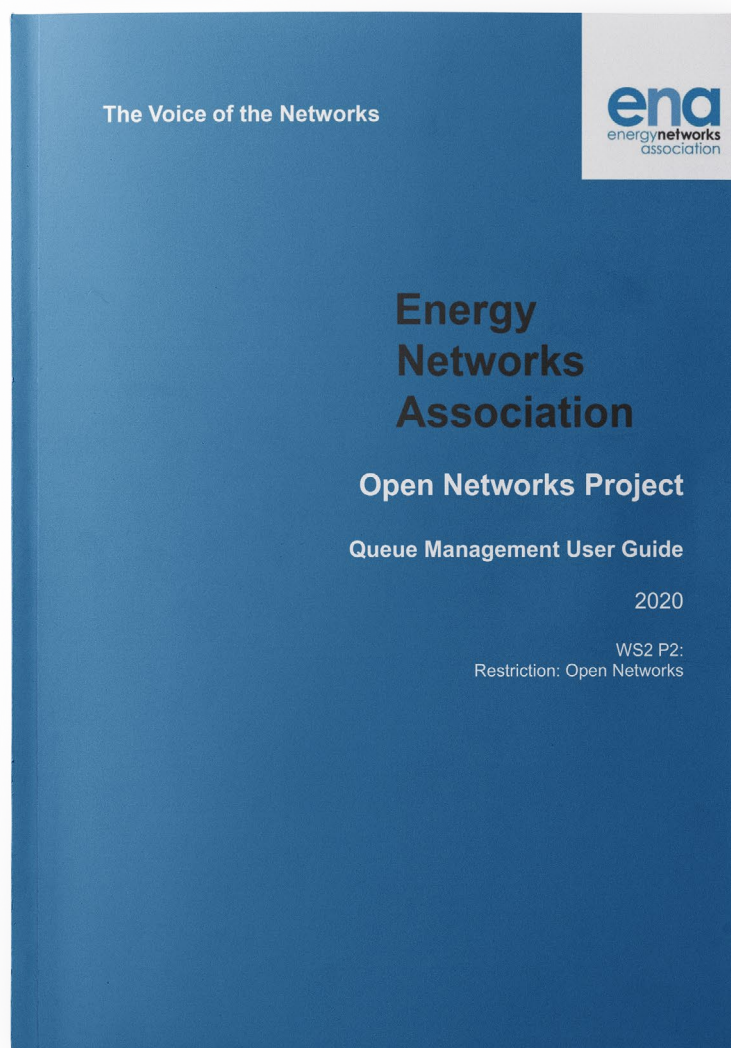
- a) Take action on contracted projects if they are not progressing against agreed milestones;
- b) Enable projects to progress more quickly where capacity is made available; and
- c) Utilise flexible resources in connection queues to better utilise the available capacity.

The ENA and industry parties are working, through consultation, to develop a Good Practice Guidance document that will improve transparency and consistency of the queue management process for connections.

There has been much discussion on the proposal to introduce a system to move customers up or down a connections queue according to their scheme progress. The application of 'tolerances'; a mechanism that establishes a level of flexibility to queue management and recognises that there may be some delays which can lead to milestones not being achieved, has created a lot of discussion.

The ENA working group tasked with creating the Good Practice Guidance document is continuing to refine and develop the solutions to ensure the best outcome for network companies and customers alike and it is hoped to reach a decision before the end of 2020.

We shall continue to take part in the ongoing discussion and will be ready to update our own policy and processes according to the final outcome to ensure we have a consistent approach to queue management and can inform our customers regarding that approach.



7 Capacity, Allocation & Reservation Continuing 2019/20 Initiative: 1.4

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	MD UMS DER ICP	Q3 Sep 2020

Outcomes

- ✓ Internal training completed – All relevant staff have received training and associated policy and guidance documentation
- ✓ Completed a webinar in September 2020, with 47 attendees – webinar recording can be viewed at www.westernpower.co.uk/allocation-and-reservation-of-capacity

The capacity, allocation and reservation webinars covered four key stages in the provision of capacity to new connections customers.

- Initial application requirements
- Connection offer letter changes
- Post acceptance requirements, including milestones
- Reservation of capacity post-acceptance and post energisation.



Throughout the webinar, we conveyed our rationale for arriving at our latest policy decisions so that customers have a good understanding of our working practices going forward and to receive feedback on them.

We have updated our website to carry information relating to our policy changes and published a customer guidance document covering the key stages.

We shall continue to review the effectiveness of the amended policy as it begins to take effect and our stakeholders feedback on their experiences.

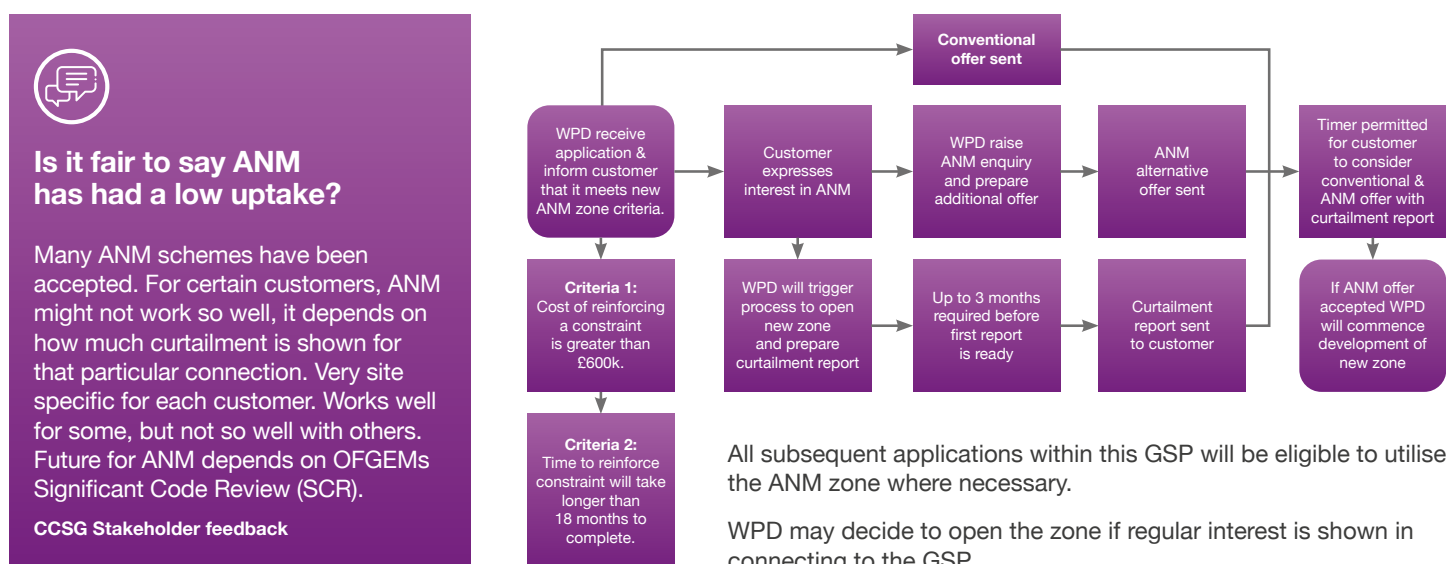
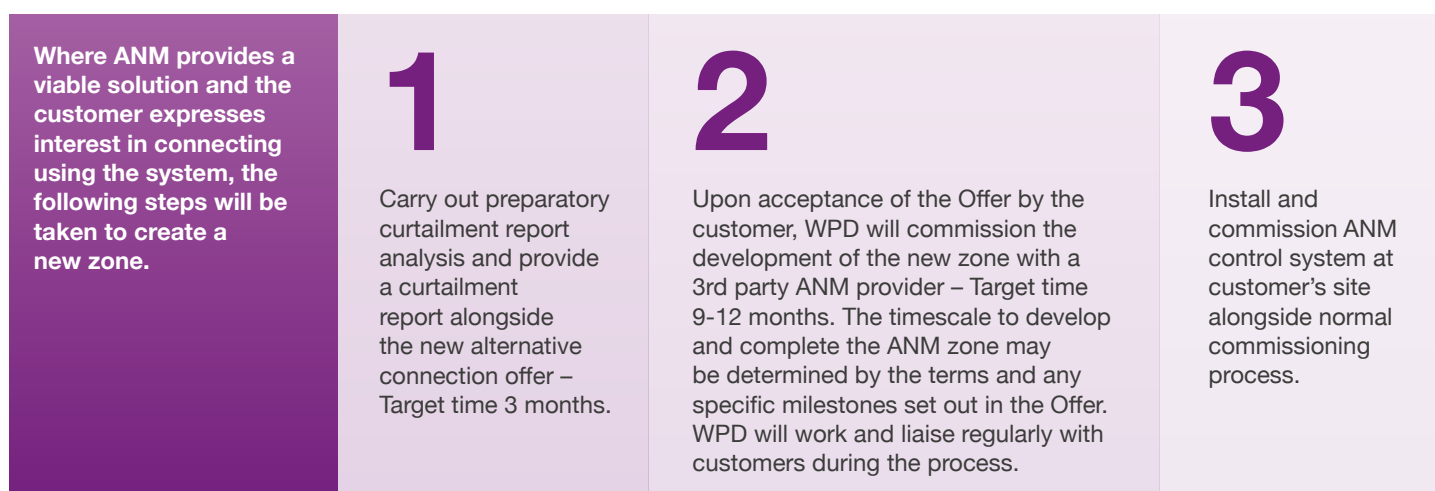
10 Opening ANM Zones

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	MD UMS DER ICP	Q3 Sep 2020

Outcomes

- ✓ Internal and External guidance completed – www.westernpower.co.uk/active-network-management-anm
- ✓ Presented 'Opening New ANM Zones' at CCSG in June 2020, positive feedback

Customers can now get easier access to ANM zones with the new process that has been implemented. Zones will be opened based on need rather than on a fixed roll-out plan. This means that all WPD network areas are ready to be opened for quoting, where the reinforcement criteria has been met. This is earlier than the previously published date of 2021.



12 Distributed Generation KPI Pack

Continuing 2019/20 Initiative: 3.11

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	Stakeholders feedback & web hits on DGOO webpage.	MD UMS DER ICP	Q3 Sep 2020

Outcomes

- ✓ The Distribution Generation KPI pack is now available from 30th September 2020 on generation.westernpower.co.uk

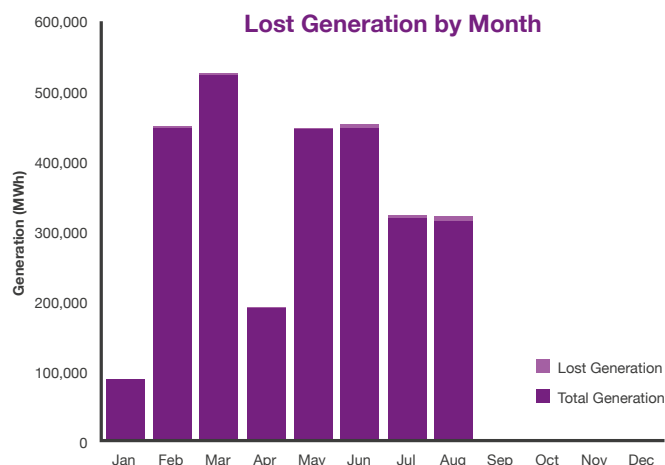
As part of the 2019/20 ICE Plan, we have been working with the Distributed Generation (DG) community to develop a quarterly KPI pack incorporating measures on outage activity, timescales and accuracy of data.

Over the last two Distributed Generation Owner Operator (DGOO) forums, we have been identifying and developing KPIs aligned with their requirements.

Some of the data is now available on our generation portal: generation.westernpower.co.uk

The DGOO forum also indicated they are interested in the Lost Generation report. This report indicates how much generation was lost within the WPD's four license areas due to outages on our network.

The report is also available on our webpage for a period of January 2020 – August 2020.



KPI: Measure the number of Short Notice Outages

Overview: Following on from discussions with DG customers at recent DG forums, WPD have been asked to measure the number of short notice outages received with less than four weeks' notice that have affected DG sites (interruption to supply or constraint) connected to WPDs network.

Target: To minimise the number of short notice outages that affect DG sites. The number of Short Notice outages from August 2020 are shown below.

South West & Wales		
		% of Total
No. of Short Notice Outages requested	86	
No. of Short Notice Outages requested by a DG customer	3	3.5%
No. of Short Notice Outages requiring Generator Constraints	22	25.58%
Total number of DG sites affected by the above outages	28	

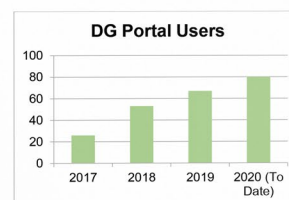
East Midlands		
		% of Total
No. of Short Notice Outages requested	58	
No. of Short Notice Outages requested by a DG customer	1	1.7%
No. of Short Notice Outages requiring Generator Constraints	8	13.8%
Total number of DG sites affected by the above outages	8	

West Midlands		
		% of Total
No. of Short Notice Outages requested	57	
No. of Short Notice Outages requested by a DG customer	1	1.8%
No. of Short Notice Outages requiring Generator Constraints	6	10.5%
Total number of DG sites affected by the above outages	7	

KPI: Measure number of users on WPD DGOO Portal

Overview: WPD created the DG portal in 2016/17 to improve communication with DG operators / owners with regards to outage / constraint information.

Target: To increase the number of registered users each year from when the DG portal was introduced in 2016/17. The total number of registered users now stands at 80.



westernpower.co.uk

13 Unmetered Infrastructure Notification

Continuing 2019/20 Initiative: 3.14

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	MD UMS DER ICP	Extended to Q4 Dec 2020

Outcomes

- ✓ Completed our trial internally, and we now have the capability to notify planned outages affecting unmetered telecom 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.

A major telecommunications company requested that we implement a process that would allow the notification of planned outages that affect their unmetered telecoms infrastructure.

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; we have now extended the ICE action on implementation due to an unmetered supplies user group (UMSUG) meeting in August 2020. Our stakeholder now has to clarify an issue with the UMSUG and the supplier volume allocation group (SVG) on changing of telecom cabinets from metered to unmetered cabinets to initiate the final implementation of the ICE action.

We will continue with our alliance with the major communications company and await further instruction on the outcome from the meeting.



15 Internal Communication on Connection Policy

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	MD UMS DER ICP	Q3 Sep 2020

Outcomes

- ✓ Introduced new ways of communicating connection policy to relevant staff and completed a new policy dissemination hub.

Stakeholders told us that across our four licensed areas we were sometimes inconsistent in our approach to applying policy.

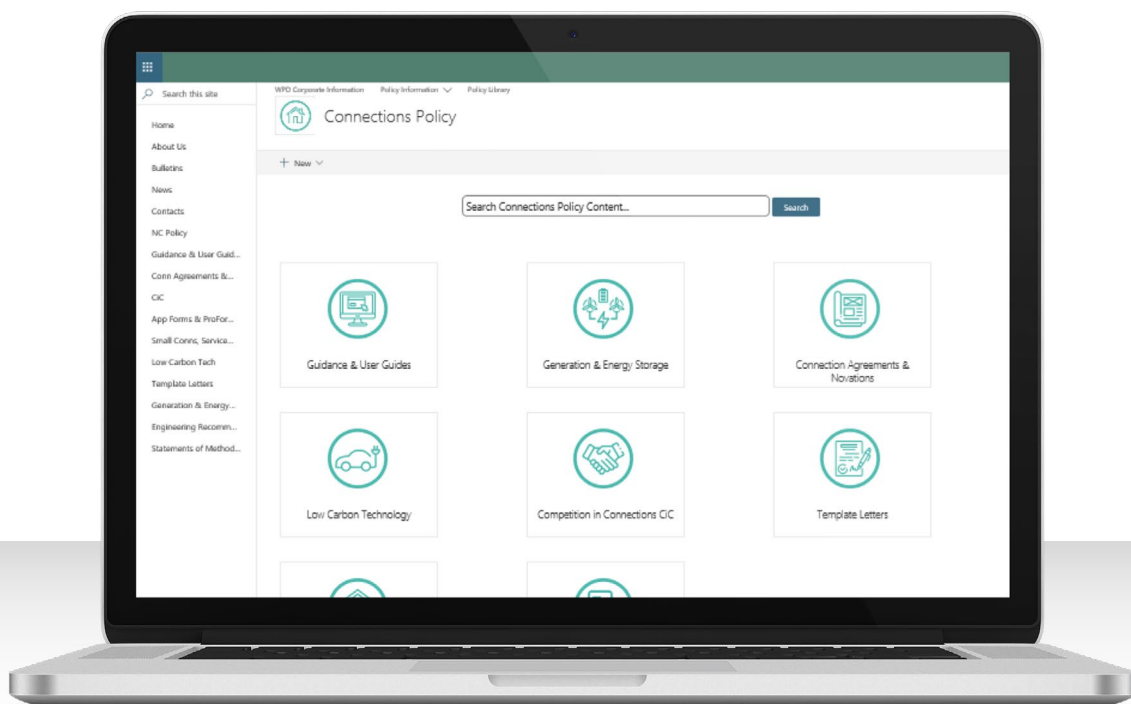
Stakeholders told us they were sometimes receiving a different message relating to policy according to where in the country they were looking to connect. Feedback suggested that relevant WPD staff were drawing on different information to substantiate their responses.

We are confident that our initial training programme is robust but evidence suggested that communication of updated policy or process was less effective so we undertook to re-examine this.

As a consequence we have committed to provide alternative means of communicating changes, i.e. not just to issue dry policy

document updates but, particularly where policy changes fundamentally, to communicate through short visual and audible presentations. This has become particularly relevant where Covid-19 has prevented us from disseminating policy via face-to-face presentations.

We have also developed a central policy dissemination hub which seeks to draw all policy in to one, easily navigable area that relevant staff can access and locate information. The hub should promote consistency of approach which, we believe, will ultimately help the end user. We will monitor stakeholder's feedback relating to their ongoing experiences in this area.



16 Unmetered Connection Offer

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Create simplified Connection Offers for unmetered connections.	Undertake a survey to ask for feedback on the unmetered connections process. We will document and publish the survey in order to identify any improvements which can be made to develop further actions for implementation in Q4 2020.	Publish survey results and further actions for implementation in December 2020.	MD UMS DER ICP	Q2 Jun 2020

Outcomes

- ✓ Completed our UMS survey in May 2020
- ✓ Published the full survey and associated summary document on our website via the following link:
www.westernpower.co.uk/connections-landing/unmetered-connections

An unmetered connection is a supply to equipment which has its consumption estimated and does not require a meter, for example street lights, traffic signals and some communications cabinets.

In May 2020 we invited customers who had applied for an unmetered connection within the previous 6 months to participate in a survey on the unmetered connections offer process.

We asked nearly 400 stakeholders for their views and experiences when requesting an unmetered connection and received feedback from 16, the majority of who were positive in their response.

Some respondents however, did highlight areas in the unmetered connection offer process that they felt required improvement. For example, some of the respondents found it difficult to navigate the website and complete the online application form.

Respondents were in general agreement that the unmetered connection offer should be simplified for smaller schemes/connections and felt that the full dual offer was not necessarily the best solution for these schemes.

The Unmetered Connection Offer – Survey & Feedback document at:
www.westernpower.co.uk/downloads/131377

As a consequence of the feedback we have committed to improve the customer experience in three ways.

Based on the feedback received we will;

- Create a simplified Unmetered Connection Offer,
- Improve navigation to the Unmetered Connections Web Page,
- Review content of the Unmetered Connections web page and provide additional guidance/clarity where necessary.

These improvements have been drawn together as a new ICE commitment 31 under our October resubmission.



“Sometimes the online form has gremlins in it which require reformatting.”

Stakeholder comment

18 Community Energy Strategy & Action Plan

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	MD UMS DER ICP	Q2 Jun 2020

Outcomes

- ✓ WPD Net Zero Communities Strategy, including the action plan was completed in April 2020

Our Net Zero Communities 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.

The community energy strategy is for community and local energy organisations to set out what we have already done, what we are doing now, our plans for the future and how stakeholders can get involved.

It is based on engagement with community and local energy stakeholders in our area over the past seven years at over 40 events with 1,381 participants, and feedback from consultations and online engagement.

The strategy helps us at WPD to record our work, plan for the future and set measures for success. We are a regulated monopoly so this strategy also helps Ofgem, our energy regulator; learn more about our collaborative work with communities in our licence area.

Community energy in our area

43%

of community energy groups are in our areas

12,000+

members combined

97

community energy organisations

100 MW

community-owned renewable capacity



40

community events

1381

participants



£500k

Coronavirus funding for communities



20+

online resources

8 animations, 6 case studies, 4 podcasts, 6 guides, 2 consultations



£10.7m

annual savings for 18,652 fuel poor customers



6

Community innovation projects

What we plan to do next

Support communities to get net zero

- Collaborating on local energy planning
- Reporting on our carbon footprint
- Carbon reporting on services we buy
- Surgeries with connection teams
- More accessible data

Ongoing engagement and collaboration

- Four events and two webinars a year
- Jargon buster
- Funding community innovation projects
- Work together to alleviate fuel poverty

Remove barriers

- Consult communities on business plan
- Policy support



Please see our strategy at:

www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy

19 Community Energy and Innovation Jargon Buster

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Help understanding 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 clear and concise understanding of both worlds, giving the outcome on a podcast.	Completion of jargon buster for community energy. Positive stakeholder feedback on podcast and webpage.	MD UMS DER ICP	Q2 Jun 2020

Outcomes

- ✓ Jargon Buster Guide implemented in June 2020

We have published our new Distribution Networks and Innovation Jargon Buster to help our communities get involved in innovation. This document aims to explain the terms and background information needed to understand a little more about how Distribution Networks operate and how innovation is carried out within WPD.

It should be noted that the document is based on WPD's processes, but the general requirements will be similar across all Distribution Network Operators.

The document is laid out in the following sections:

- Electricity Sector
- Low Carbon Context
- Networks and Requirements
- Connections
- Innovation
- Flexibility.

Each section is then split into further subsections of terms relating to a specific area. This is to clearly show how processes and components work together and also to help the reader to find the terms they need as they develop their knowledge.

The main aim of the document is to provide background information on networks and their operation, innovation and flexibility.

www.westernpower.co.uk/downloads/130261

We have also implemented:

- Community energy animations via youtube 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 :
www.westernpower.co.uk/customers-and-community/community-energy

20 Promote Collaborative Partnership Protocol Process

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Update customers on the legal collaborative partnership protocol process.	To encourage customers to use 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.	MD UMS DER ICP	Q3 Sep 2020

Outcomes

- ✓ Two easy to follow guides have been updated on our website
 - New Connections legal process guide www.westernpower.co.uk/downloads/168106
 - Getting status information about the legal process relating to your connection a guide on How to access High Q Wayleaves Case Management System www.westernpower.co.uk/getting-status-information-about-the-legal-process-relating-to-your-connection

Our New Way of Working

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.

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;

Step 1

Geldards to action and allocate new instructions within 2 working days of receipt.

Step 2

Our customers' legal representatives to reply to Geldards' initial letter/email within 5 working days of receipt.

Step 3

Our customers' legal representatives to reply to Geldards' title queries within 10 working days of receipt.

Step 4

Geldards to issue progress reports within 2 working days of day 20 in 80% of cases.

Step 5

Geldards to execute documents under WPD Power of Attorney within 2 working days of engrossment.

Step 6

Our customers to execute and return engrossed documents to Geldards (via their legal representatives) within 10 working days of receipt.

The second guide provides guidance on the how to gain online access to Geldards' case management system, so that our customers, their legal representatives and any independent connections providers instructed by our customers can track the progress on their matters.

We also measure performance of the legal permissions and consents process relating to new connections and publish monthly reports to our customers.

The report provides information on the performance of our own staff.

In consultation with our customers, we have agreed a range of performance measures for our own activities across a range of transaction types. We have agreed with our customers an overall target of 80% compliance on own activities across all measures. Our compliance during June 2020 was 98.3%.



Legal Process - Standards of Performance can be found at: www.westernpower.co.uk/legal-process

22 Distributed Generation Owner Operator Portal Continuing 2019/20 Initiative: 3.13

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	MD UMS DER ICP	Q2 Jun 2020

Outcomes

- ✓ DGOO portal enhanced with a planned outage field, made live 30th September 2020

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.

Opposite is a screenshot of where the new field appears on a planned outage in the DG Portal.

This new field will be populated in the OMS by an Outage Planner whenever there is a change in date/duration of an outage that affects a DG customer so the customer has an idea of why the change has occurred.



generation.westernpower.co.uk

contact us for a request for your login details:
wpdswestwalesgen@westernpower.co.uk

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Sites

- > Planned outages
- > Historic outages

Planned outages

Based on outages currently planned on WPD's system the following constraints will need to be applied to your sites.

Site Name	Start Date	Duration (Days)	Permitted Export (MW)	Reason for Outage	Outage status
Shooters Bottom 33kV Solar Park	05/10/2020	5	0	Maintenance of Overhead Network	Approved

Engineer in charge & Contact Details

Reasons for change

S38610 Glinoy, Martyn (mglinoy@westernpower.co.uk)

Disclaimer

The information provided to you in this email about constraints is based on information available to WPD at the time, and is subject to change. Please note that only constraints necessary for planned outages are set out in this email. Other constraints may be necessary in the event of an unplanned outage or if the prevailing system conditions change. You should contact us before taking, or refraining from taking, any action on the basis of any information in this email about any constraint.

Explanatory notes

Constraint Types are defined as follows:

Full - The site in question is required to be fully constrained (i.e. a constraint to an import / export of zero) for the outage in question. NOTE: A full constraint does not necessarily mean an interruption of supply to the site.

Partial - The site in question is required to constrain its import / export to a specified amount for the duration of the outage.

Switching time - The site in question is required to be constrained for specified time periods whilst switching is carried out to reconfigure the network for the outage and while restoring the network to normal running arrangement.

None - No constraint is currently expected to be required by this site for the outage in question.

Outages in italics are part of this year's outage plan but are yet to have exact dates finalised.

Constraints should be confirmed by letter from local teams which will include relevant contact details for any queries.

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New ICE 2020/21 Plan Initiatives

Our stakeholders have fed back on areas that they would like us to focus on for the remainder of the current ICE plan year. We are responding to this by creating new initiatives to improve our services and information.

We have added a further 4 new initiatives to the ICE Plan. New action 31 has been developed as a consequence of feedback from our unmetered connections customers, received as a result of the survey we undertook under original action 16. The other three new actions are dedicated to the availability and improvement of the data from our network. Areas that we want to improve on include Common information Models (CIM), real-time power flow data access and digitalisation data updates. Achieving these initiatives will help us to our overall aim of providing open data. Further information is given below.

From automation to monitoring, WPD has gradually been increasing the amount of digital technologies that operate and develop the network.

Now these technologies are set to play an increasingly vital role in converting data into meaningful insight that not only benefits customers but also connects renewable, low carbon technologies and enhances network performance.

We have seen significant increases in distributed, renewable forms of generation connecting directly to our network, such as solar, wind, heat pumps and energy storage. We have taken proactive steps to adapt to this change by embracing innovative solutions, technologies and commercial arrangements to make optimal use of existing network capacity. Community to add to and enhance the data sets available.

Digitalisation applies to the whole energy industry, not just network operators, but our central position in the energy delivery chain - independent from energy service providers, suppliers and generating companies - means our role is critical.

We are working with other network companies and our stakeholders.

Examples of open data already being used include the Future Energy Scenarios, where data allows the forecasting of system needs and identification of flexibility markets.

Meanwhile, the OpenLV project, which was hosted by WPD, has made LV substation data available to community groups, university researchers and businesses.

The project will publish its final report later this year but early indications are that open data will be vital in making sure that the poorest in society will not be left behind by the transition to a net zero carbon future.

New ICE 2020/21 Plan Initiatives

	Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area			
						MD	UMS	DER	ICP
Customer Support	29 NEW Common Information Models	Understand any system improvements, to ensure the accuracy of the underlying network information.	We will share our network asset and connectivity information in a recognised standard format that will facilitate the wider use of our network data to inform customers' new connection and operation decisions. This will enable customers improved access to our network asset and connectivity information that can be used to understand in greater detail our network to inform their network connection and utilisation decisions.	CIM files (asset & network information) available for download of the 132kV to 11kV network.	Q1 March 2021	•		•	•
	30 NEW Real-Time Power Flow Data Access	Improve Real-time data access for each of WPD licence areas.	To provide and enable customers to understand real-time power flow data on our network. Enabling generator and community energy groups to make informed decisions, from planning the connection of new load and generation on the network to operational decisions.	Demand, import and generation information available for our four licence areas; historic views of data and extract facility available.	Q1 March 2021	•		•	•
Communication	31 NEW Unmetered Connection Offers Enhanced 2020/21 Initiative 16	The respondents from the UMS survey highlighted areas in the unmetered connection offer process that they felt required improvement. Respondents requested simplified unmetered connection offers and some found it difficult to navigate the website and complete the online application.	We will develop a simplified Unmetered Connection Offer. Improve navigation to the Unmetered Connections web page. Review content of the Unmetered Connections web page and provide additional guidance/ clarity where necessary.	To undertake a further survey, to quantify if the improvements have been made. Compare webpage hits between the old and new pages.	Q1 March 2021		•		•
Stakeholder Engagement	32 NEW Digitalisation Programme Updates	Stakeholders fed back to say they would like to see improvements to data quality, including the heat map information.	To inform customers on the latest data available and digitalisation developments. Provide customers access to the latest available data and help understand, how the data can assist planned developments to support their activities.	Releasing new data sets via social media posts and news articles.	Q2 June 2021	•		•	•

Key for Connection Areas **MD** - Metered Demand **UMS** - Unmetered Supply **DER** - Distribution Energy Resources **ICP** - Independent Connection Providers

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.

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



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