

Incentive on Connections Engagement

ICE 2020/21 Plan

Q4—December 2020

Status Update

WPD ICE 2020/21 PLAN

	Action Number & Subject	Initiative Stakeholder	Initiative Outcome	Measure	Target Date (Q2, Q3, Q4, Q1)	Status Update Q4
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 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 Extended to ICE 2021/22 Plan	As per our Sept 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	COMPLETED New Interactivity guidance is now published on our website. Please see the WPD website https://www.westernpower.co.uk/connections-landing/connection-offers-and-agreements/types-of-connection-offer . Updated internal guidance was also published in parallel.
	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 Q3 Sept 2021 New ICE 2021/2022 Plan	The final draft of the Queue Management Good Practice Guidance document has been issued for review. The ENA Queue Management implementation plan will be issued Q1 March 2021. We have begun implementing processes and system changes where required in readiness for the implementation of Queue Management in July 2021.

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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.	<p>Further improve the information available to stakeholders by</p> <p>i) separating out guidance on LV/HV connections from guidance on EHV</p> <p>ii) providing more information relating to pre-application considerations for LV, HV & EHV connections.</p>	Positive feedback on documentation including the website hits.	Q4 Dec 2020	<p>COMPLETED</p> <p>We have published revised guidance documents, with separate guidance for LV and HV compared to EHV. The guidance has been expanded to include pre-application information, the application process and post application information. Pre-application relates to information which may help to inform a customers decision on applying in a particular area, such as capacity maps, connection surgery appointments. The application process covers the information which needs to be provided to request an offer of connection and the types of connection offer available. The post application information covers the processes which may apply once an offer is accepted, such as legal and consents, plant ordering and agreeing dates. A copy of the guidance documents can be viewed at https://www.westernpower.co.uk/downloads-view-reciteme/247567 for LV and HV guidance and https://www.westernpower.co.uk/downloads-view-reciteme/247561 for EHV and 132kV guidance.</p>
	6 Guidance for Smaller Developments	Develop guidance for small developers and house builders giving a practical guide on connections information.	<p>Providing health and safety, technical and practical information to a non-technical customer on requirements to proceed.</p> <p>Review and improve the existing guidance on pre and post-acceptance requirements.</p> <p>Investigate the feasibility of providing more visual guides using social media and develop an implementation strategy.</p>	<p>Number of hits on improved guidance.</p> <p>Completion of social media strategy.</p>	Q4 Dec 2020	<p>COMPLETED</p> <p>Following stakeholder feedback from our CCSG and stakeholder workshops we have revised some of our existing guidance for pre and post connections. We have developed a social media strategy, with our web design partners and our corporate communications to initially create an animated connections guide for our smaller developers to go on our WPD website, implementation, in our next ICE 2021/22 plan.</p> <p>Our guides can be found at https://www.westernpower.co.uk/downloads-view-reciteme/247567 for LV and HV guidance and https://www.westernpower.co.uk/downloads-view-reciteme/247561 for EHV and 132kV guidance.</p>

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Policy Guidance	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 https://www.westernpower.co.uk/allocation-and-reservation-of-capacity 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.
	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 Extended to ICE 2021/22 Plan	Improved information relating to Appendix G and TANM is now published on our website at https://www.westernpower.co.uk/transmission-active-network-management-tanm-and-appendix-g 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 meaningful information, but certain methods are evolving. It may be that this gets rolled over into the 21/22 plan due to further development works being required.
	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 Extended to Q1 March 2021	We have received an initial design guide document from our external consultant and we are now reviewing this to see how we can implement it within the business. To extend to Q1 March 2021.
	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. https://www.westernpower.co.uk/active-network-management-anm
Customer Support						

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Customer Support	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	Information on how we are supporting rural stakeholders through the energy system transition has been included on our website and we are undertaking direct engagement with rural communities to help further support this activity. https://www.westernpower.co.uk/customers-and-community/dso-information-for-local-and-rural-stakeholders The Rural Services Network (RSN) that covers the WPD footprint in England are putting out the information on their weekly bulletin that should be delivered Tuesday 2nd February 2021.
	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 https://www.generation.westernpower.co.uk
	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 ICE 2021/22 Plan—Q2 June 2021	We have completed our trial internally. We have had to extend the target date to end Q2 June 2021 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

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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 Extended to Q1 March 2021	<p>This action has been delayed and will now be completed in Q1 2021. Connection Surgeries continue to be delivered virtually, which was one of the preferred outcomes for this ICE action. For more information on our connection surgeries please go to https://www.westernpower.co.uk/connections-landing/surgery-appointments</p>
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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Communication

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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	<p>Further updates and improvements have been implemented into the website portal for Live Joint ICP applications.</p> <p>Additionally the existing CIRT (Crown Internet Routing and Tracking) online process has been completely updated allowing users to use the Website Portal to track new enquires from application to connection.</p> <p>This new "Enquiry Tracking" website will be released at the end of Q1 March 2021.</p>
	18 - Community Energy Strategy & Action Plan	Requirement to understand WPD's strategy for community energy engagement and commitment to actions	<p>To publish a community energy strategy and action plan providing information on the definition of community energy.</p> <p>To communicate to the stakeholders using this and the WPD website.</p>	Completion of strategy and action plan	Q2 June 2020	<p>COMPLETED</p> <p>Please see our strategy at https://www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy</p>
	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.	<p>Completion of jargon buster for community energy</p> <p>Positive stakeholder feedback on podcast and web page</p>	Q2 June 2020	<p>COMPLETED</p> <p>Please visit our community energy website at https://www.westernpower.co.uk/customers-and-community/community-energy</p>

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Communication

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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>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>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	An update will be produced in Q1 2021 which will take the form of a podcast and cover DUoS charges update, TCR and Access SCR
	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 https://www.generation.westernpower.co.uk If you are making an initial enquiry, you have to ask for an account at email address – wpdswestwalesgen@westernpower.co.uk</p>

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Stakeholder Engagement

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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	COMPLETED Net Zero surgeries can still be requested by our customers on our website at https://www.westernpower.co.uk/connections-landing/surgery-appointments . These are arranged and tracked using the process followed by the connections policy team.
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	Through continued stakeholder engagement, 100% of all Local Authorities and Local Enterprise Partnerships have been successfully engaged. This will be continued throughout 2021.
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	COMPLETED Community Energy Surgeries can still be requested by our customers on our website at https://www.westernpower.co.uk/connections-landing/surgery-appointments . These are arranged and tracked using the process followed by the WPD connections policy team.

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Stakeholder Engagement

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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	<p>COMPLETED</p> <p>An event was held virtually via Zoom on 25th November 2020 on new connections. In total 53 stakeholders attended the workshop representing 45 organisations. There was a wide range of representation including house builders, ICPs, IDNOs, utilities, LCT community, LAs and LEPS. The workshop covered the topics;</p> <ul style="list-style-type: none"> -connections strategy for RIIO-ED2 -supporting the transition to Net Zero (heat pumps & EVs) -digitalisation & data -strategic investment during ED2 <p>The workshop, also provided the opportunity for the attendees to give feedback in the breakout sessions and further endorse via a digital survey throughout the event. The event was well received by the attendees with 91% thought the event was interesting or very interesting on the overall satisfaction of the event. The stakeholders said "it gave an opportunity to engage with other stakeholders and the WPD representatives on the individual topics".</p>
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>Four houses on the estate are now occupied by residents. Once non-disclosure agreements are reached with Sero and Loughborough University (LU), data collection for these can begin in Q1 2021. This will provide data on the behavioural use and loading profiles. LU have since received the site overlay to begin developing their methodology.</p> <p>The feeder monitoring has concluded which tested the restart of 10 heat pumps following outage conditions. Two abnormalities were observed, caused by external factors. The data is to be analysed by January 2021.</p>

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Stakeholder Engagement	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	COMPLETED A contract has now been placed with Brush Transformers to build the packaged substation. The functional specification is available on the innovation project pages of our website. A full design specification has been delayed but will be available in January 2021. The site selection has been finalised, with M5 Exeter Services being the chosen site.
	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 an 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	COMPLETED This is now complete, where CIM files has been produced and made available via our website for each of the four licence areas - http://www.westernpower.co.uk/our-network/energy-data-hub/common-information-model .
Customer Support	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	COMPLETED This action is complete and this data is available here - https://www.westernpower.co.uk/live-data-feed-application-data-view

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Communication	31 NEW Unmetered Connection Offers Enhanced 2020/21 Initiative 16	<p>The respondents from the UMS survey highlighted areas in the unmetered connection offer process that they felt required improvement.</p> <p>Respondents requested simplified unmetered connection offers and some found it difficult to navigate the website and complete the online application.</p>	<p>We will develop a simplified Unmetered Connection Offer.</p> <p>Improve navigation to the Unmetered Connections web page.</p> <p>Review content of the Unmetered Connections web page and provide additional guidance/clarity where necessary.</p>	<p>To undertake a further survey, to quantify if the improvements have been made.</p> <p>Compare webpage hits between the old and new pages.</p>	Q1 March 2021	<p>A simplified Unmetered Connection Offer based on the SSQ offer has been developed and released. Navigation to and around the unmetered connections web pages has been improved. The contents of the unmetered webpages have undergone a full review. Guidance has been simplified and updated where necessary. We will re-survey in February 2021.</p> <p>https://www.westernpower.co.uk/connections-landing/connecting-unmetered-equipment</p>
Stakeholder Engagement	32 NEW Digitalisation Programme Updates	<p>Stakeholders fed back to say they would like to see improvements to data quality, including the heat map information.</p>	<p>To inform customers on the latest data available and digitalisation developments.</p> <p>Provide customers access to the latest available data and help understand, how the data can assist planned developments to support their activities</p>	<p>Releasing new data sets via social media posts and news articles</p>	Q2 June 2021	<p>New versions of the Network Capacity Map with increased detail and accuracy have been provided, along with an updated version of the DFES map. The real-time data map and viewer has been presented for the four licence areas and work is continuing to increase the granularity of data presented.</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

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