



# Our Looking Back, Looking Forward Report

May 2021

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Incentive on Connections  
Engagement (ICE)

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

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# Who We Are and What We Do

**Western Power Distribution (WPD) is a Distribution Network Operator (DNO) and a Distribution System Operator (DSO), responsible for distributing electricity to 7.9 million customers. We look after a network of wires, poles, pylons, cables and substations, distributing electricity to homes and businesses across the West Midlands, East Midlands, the South West and South Wales.**

Our distribution network sits between National Grids transmission network and our customers. We are responsible for ensuring the network remains safe and reliable and for providing customers with new and modified connections.



## Our key responsibilities

We do not buy or sell electricity, or send any bills to electricity customers. Traditionally, what we do is simple and comprises of four key tasks:



we operate our network assets effectively to 'keep the lights on' for our customers;



we maintain our assets so that they are in a condition to remain reliable;



we fix our assets if they get damaged or are faulty;

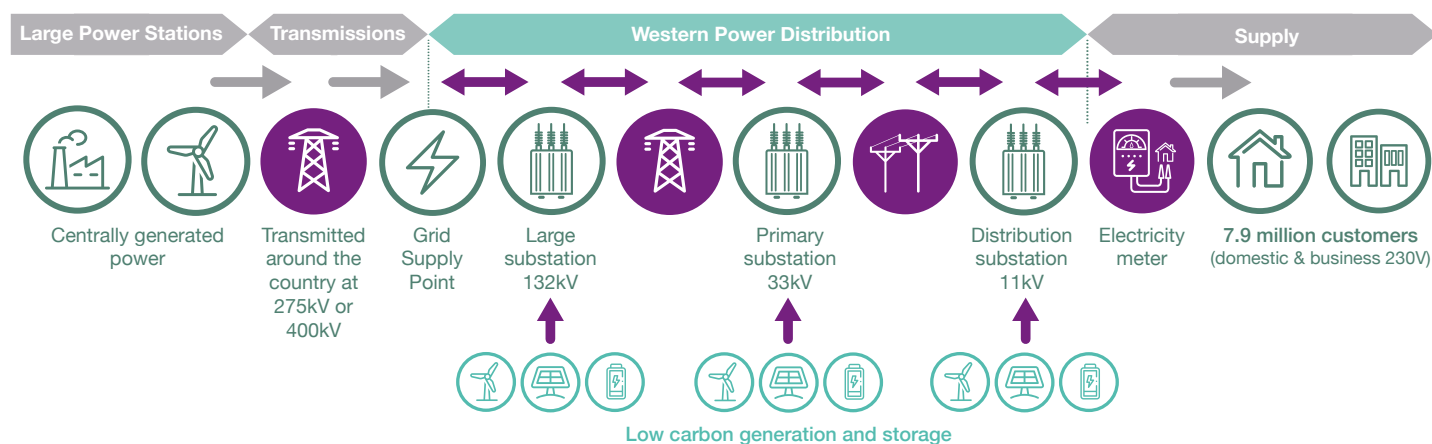


we upgrade the existing networks or build new ones to provide additional electricity supplies or capacity to our customers;



The network we operate covers a geographic area of some 55,500km<sup>2</sup> serving over 7.9 million customers and is the largest in the UK.

The energy system is undergoing a huge transition because of the changes to electricity generation and use, including the growth of distributed generation and the increasing popularity of electric vehicles and heat pumps. These changes and the associated increases in demand have required us to develop new processes and systems, including adopting flexible solutions to manage different power flows on the network. To continue to operate a smarter, more efficient energy system, we are carrying out the functions of a Distribution System Operator.





Incentive on Connections Engagement

# Section 1:

## Introduction





# Overview

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

Ofgem's Incentive on Connection Engagement (ICE), introduced under RIIO-ED1, is specifically focused on the area of connections and 2020/21 heralded the creation of our sixth annual ICE Plan. Our ICE Plans have been created as a result of stakeholder engagement.

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

This report comprises both a looking back section for regulatory year 2020/21 and a looking forward section for regulatory year 2021/22, explaining our customer engagement strategy and connection activity improvement plans, in line with the requirements of the ICE incentive. The report covers all four of our Distribution Network Operator areas; the South West, South Wales, East Midlands and West Midlands.

Our ICE Plans include a number of initiatives that have been created as a result of stakeholder engagement. Each initiative has a target date for completion and an associated metric indicating the measures we will use to identify success. Updates are published quarterly, indicating the status of each initiative so that you can see how we are progressing. Sometimes we will extend the target date for completion but only where it is caused as a consequence of the need for further stakeholder feedback and industry led guidance.

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



## "RIIO-ED1"

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





# Report Structure

We have structured the document into three sections.



## Introduction

Including an introduction from our Chief Executive, WPD's connections stakeholder engagement strategy, and connections strategy.



## Looking Back

Covering the review of our engagement activities, delivery of our ICE Plan and performance against our outputs and measures in 2020/21.



## Looking Forward

Covering our planned engagement activities, the development of our ICE Plan and the outputs and measures for 2021/22.







# Introduction

**I am pleased to share with you our ‘Looking Back, Looking Forward’ report 2021. This document showcases all that we have achieved during the last year and that which we hope to deliver going forward.**

Each year over 70,000 new or augmented connections are carried out across WPD. Our customers rely on us to deliver these connections in a timely and efficient manner. It is therefore hugely important for our customers that we continually improve these connection services and have the flexibility to adapt to new areas of priority.

Last year we were in the grip of the Covid-19 pandemic and at the time I said that it would create difficulties and challenges for all us. I gave you my assurance that we would balance what we were able to do operationally with the absolute requirement to maintain the safety of both WPD staff and the customers we serve. I am proud to say that, with your support, we achieved this and although we are not yet out of the woods, we are delivering connections services on a business as usual basis.

Each year our engagement strategy evolves as new requirements are identified. Our overriding strategic principles of “engagement leads to action” is typified by our continuing delivery of ICE actions. The strength of this strategy has been its longevity; it has provided the foundation to enable us to be flexible and quickly adapt to significant shifts in industry and in stakeholders’ focus. Looking back on 2020/21, we have delivered significant service improvements for our customers through the completion of 27 ICE initiatives that are highlighted here in our Looking Back section. No mean feat given the circumstances.

We are now well placed to forge ahead and, central to our task, is the requirement to ensure we meet the Government’s ambition that almost every car and van will be zero emission by 2050 and that 600,000 heat pump installations will be made per year by 2028.

It’s clear that we have many challenges ahead if we are to connect such large volumes of Low Carbon Technology (LCT). Stakeholders are telling us that this is one of their top priorities so we have been engaging with developers and local authorities to understand their needs both now and in the future and consider how we can best facilitate the anticipated significant

increase in take up of Electric Vehicles (EVs) and Heat Pumps. We are already focusing on the task to ensure our distribution system is capable of supporting the Government initiative over the coming years. As a DNO and a DSO, we will strive to develop innovative ways to deliver new and augmented connections during a period of significant increase in the number and type of LCTs.

We will continue to invest in the network to ensure that the system is efficient and reliable but also prioritise solutions which minimise the time and expense associated with conventional network reinforcement schemes, such as using flexibility services to manage peak loads. Our role as a DSO is pivotal in this respect. To enable a greater volume of demand, generation and storage to be connected, our networks are becoming smarter and more active. Creating a more efficient and flexible system will benefit all customers and empower them to be at the centre of the energy revolution.

Following extensive stakeholder engagement we have created 20 initiatives categorised across four key delivery areas – Policy Guidance, Customer Support, Communication, and Process improvement. We will build on these initiatives throughout the year and add to them as new priority areas arise. You can read about them in our Looking Forward section which provides a link to the 2021/22 ICE Plan itself.

Finally, while we have already started setting out our business plan for the next distribution price control period commencing in 2023 (known as RIIO-ED2), and are in the process of developing an associated connections strategy, we will not let that distract us from the immediate task in hand. We will continue to focus on the issues of the moment and remain committed to delivering excellent customer service in the short term as well as the long. We will achieve this by ensuring our ICE Plan is created through robust stakeholder engagement.



**Phil Swift**  
CEO Western Power Distribution



# ICE Headlines



## 394

ICE actions completed  
from 2015 - 2021.



## 16,151

Stakeholders engaged  
in connections  
2020 - 2021.



## 2119

Stakeholders surveyed  
in 2020 - 2021.



## 557

Connection Surgeries  
in 2020 - 2021.



## 9,700

Stakeholders over 2 years  
fed into WPDs RIIO-ED2  
Business Plan.







# Relevant Market Segments

In accordance with ICE, this report explains our engagement and improvement plans for each of the Relevant Market Segments (RMS) that we have not previously passed under Ofgem’s Competition Test.

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

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





# Our Connections Strategy under RIIO-ED1

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

Our strategy in respect of connections customer engagement is built upon well-established principles. Our simple ethos is to listen to what our customers tell us in terms of their requirements and translate that into a set of high-level connection objectives designed to fulfil those needs. We then take these high level objectives and create more specific initiatives for inclusion in the ICE Plan that focus on key deliverables and how we measure our success.

At the start of this current distribution price control period (RIIO-ED1) we set out five key connections objectives that our strategy is built upon. These objectives are shown below;

<b>To provide a faster and more efficient connections service</b>	The key output is to improve the overall time to connect by 20%, whilst still maintaining excellent customer service such that WPD continues to be the top ranked DNO group by customer satisfaction surveys.
<b>To improve communication with customers</b>	This objective centres on delivering outputs that improve how our stakeholders can communicate with us and the information that we can provide them. There is a focus on developing and enhancing online information and interaction for connection customers.
<b>To enhance engagement with major customers</b>	Outputs for this objective centre on ensuring we communicate effectively to gain feedback to better understand the requirements of major customers. Enhancing our engagement leads to improved focus on these customer requirements and drives the development of our priorities for ICE Plan initiatives.
<b>To achieve guaranteed standards of performance</b>	The target to achieve zero failures of connections GSOPs ensures that we maintain our focus on the core connection activities required at each stage of the connection process.
<b>To enable facilitation of the competitive market</b>	WPD has a key role in the facilitation of competition in connections and it is important that we continue to work with customers and connection providers to ensure that we further develop competition in connections to ensure a level playing field in the connections market.

Our aim is to deliver an exceptional connections service for our customers. To help us in our quest, high quality, frequent and challenging engagement with our stakeholders is therefore crucial to achieving this. As part of our approach we have to take into account the differing needs of our stakeholders and tailor our engagement accordingly.

To ensure that we cater for all our connections customers' needs we engage with stakeholders by various means, including connection stakeholder workshops, connection surgeries and regular expert panel meetings.







# Our Stakeholder Engagement Strategy

## Well established and effective

Our stakeholder engagement strategy is firmly entrenched in our culture. Established in 2007, the strategy underpins our connections improvement activity, driving how and when we engage. It is fundamental to how we do business and drives a continual cyclical engagement programme allowing us to build long-term stakeholder relationships and facilitate meaningful engagement with robust feedback and challenge.



### Identify stakeholders

- Recognise emerging stakeholders
- Maintain stakeholder contacts



### Understand their needs

- Identify the range of interest areas from unmetered to DER



### Always engage with a purpose

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



### Range of methods

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



### Listen, act and measure benefits

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



### Use feedback to improve service

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



### Make feedback available

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

The foundation of our approach is built on seven guiding principles. However, to maintain effectiveness, the strategy is evaluated and updated each year with sign-off from our CEO and Directors.

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

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

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



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



# Our Stakeholder Engagement Strategy

## Identifying stakeholders

We understand that different stakeholders have differing levels of knowledge, interest and availability so we tailor our methods to be most appropriate and effective.

## Embedded

Our well-established core engagement strategy has helped our staff to understand and recognise the importance of the role they each play in its success. Staff directly responsible for each area deliver our stakeholder engagement thus improving communication channels and better informing the decisions we make. Establishing these direct local stakeholder relationships underpins the effectiveness of our engagement and our ability to respond decisively.

## Developed and responsive

By ensuring that our engagement leads directly to action and is not just simply confirming predefined proposals, we are able to build trust with stakeholders and their willingness to commit their time to regular engagement activities. This results in long-term relationships building knowledge and quality of engagement with an ability to have more scrutiny and challenge. Through this, we are able to have detailed conversations driving improvements through two-way feedback and collaboration.

## Feedback

Debriefing our external and internal stakeholders following engagement helps us build momentum and demonstrate intent to feedback into actions.

	Debrief on Feedback	Outline Next Steps
External Stakeholders	<ul style="list-style-type: none"><li>• Summarise and quote stakeholder feedback.</li><li>• Highlight both areas of agreement and disagreement among stakeholders.</li></ul>	<ul style="list-style-type: none"><li>• Set expectations of when and how feedback will be integrated.</li><li>• Set timelines for future engagements and action updates.</li></ul>
Internal Stakeholders	<ul style="list-style-type: none"><li>• Develop a summary of insights that captures stakeholder feedback.</li><li>• What perspective were represented?</li><li>• What risks and concerns emerged?</li><li>• What are outcomes and impacts?</li></ul>	<ul style="list-style-type: none"><li>• Align internally and decide when, who and how to further engage.</li><li>• Review and decide on stakeholder feedback recommendations.</li></ul>

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





# Our Stakeholder Engagement Strategy Independent Assessment

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

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

## CSE Standard

A stringent, annual two-day audit covering five criteria. Each element is assessed and awarded one of four ratings: 'Compliance Plus' (UK-wide best practice); 'Compliance'; 'Partial Compliance'; or, 'Non-Compliance'. The assessor reviews 100+ items of evidence, including:

- WPD's stakeholder and vulnerability strategies, policies and improvement plans.
- Stakeholder engagement, including with hard-to-reach customers.
- Published information in leaflets and online and all customer contact methods.

Interviews are undertaken with senior management, front-line staff and Customer Panel members and inbound and outbound live customer calls are listened to.

CUSTOMER  
SERVICE  
EXCELLENCE



Top UK performer  
(out of 600 companies)



No non or partial  
compliance ratings



45/57  
'Compliance Plus'  
Ratings





# Our Engagement Methods

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

Our preferred approach is firstly to engage face-to-face wherever possible, providing scope for in-depth discussion on complex issues and high priority issues. However, these past twelve months have proven a challenging time for all in the face of the Covid-19 pandemic and it has forced us to consider new ways of engagement. Thanks to the resilience and hard work of our staff, we have kept to our engagement plan and continued to deliver connections even through these most testing of times.

Many of our staff have been working from home but this has not affected our ability to engage effectively with our connections stakeholders and develop the processes and policies needed to deliver on our 2020/21 ICE Plan. Engagement during the last year has changed but by using various virtual platforms, we have managed to keep in touch and obtain the important feedback from you that helps us to ensure we remain on-track.

Much of our recent stakeholder engagement has been focused on our plans for the next distribution price control period from 2023 – 2028, known as RIIO-ED2. We are currently putting our Business Plan together and we are pleased to confirm that part of our task is to create a Connections Strategy that sets out our vision for RIIO-ED2.

ICE however, continues to be hugely important to us during this current price control period and we will continue to focus on the immediate task in hand, as we hope you can see from the initiatives we have included in this plan.

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



**27,000** users

Interacted with this years updates via Webinar and Twitter alone.

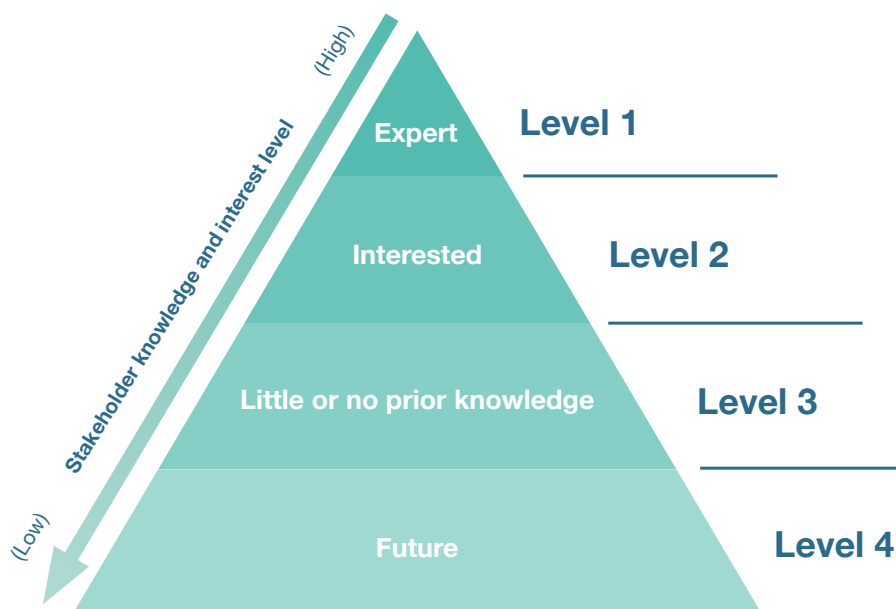




# Our Methods and Approach

We understand that a one-size-fits-all approach does not always deliver long-term meaningful engagement and so we use a variety of methods to ensure we reach as many stakeholders as possible.

The table below shows how we identify stakeholders by their knowledge and interest to tailor the methods of engagement delivery.



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

We seek to extend our reach by taking advantage of contemporary methods such as webinars, podcasts, social media and online videos. These methods enable us to reach a broader stakeholder base and gather feedback through comments, interactions and polls.

Details of our ICE Plan and associated updates can be found on our bespoke stakeholder engagement website: <https://yourpowerfuture.westernpower.co.uk> The use of social media channels helps us to share news, raise awareness and encourage further customer feedback.





# Our Stakeholder Priorities

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

The Government's Road to Zero strategy sets the ambition that almost every car and van will be zero emission by 2050 and that the planned date for ending the sale of petrol and diesel vehicles will be 2030. This transition to electric vehicle means that demand for charge points is rising and we need to be ready to meet that demand. Stakeholders are telling us that this is one of their top priorities so we have been engaging with developers and local authorities to understand their needs and plans for the future. By working together, we can predict future energy scenarios and develop a strategy to make sure we meet the demand.

Charging at home has been a major consideration so we are looking at how we can help customers to install Low Carbon Technology (LCT) equipment. Our goal is to make it as easy as possible for customers to notify us of their intentions and reduce times to provide approval to install LCT equipment. We will adopt an automatic acceptance process for most domestic LCTs.

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

In conjunction, we have seen an increasing importance placed on strategic investment and forecasting in relation to availability of network capacity for new developments.

Our Data and Digitalisation programme is focused on providing customers access to the latest available data and to help users understand how the data can be utilised to support their own assessment activities.

## As a result of this, we have identified a number of key areas of focus. We will:



- Strengthen links with all stakeholders – continue to develop relationships with local government and local enterprise partnerships to aid improved understanding of strategic network requirements and challenges. Build trust and understanding with our data and digitalisation programme.
- Ensure customers are able to receive approval to connect LCT in quick time – act quickly to deliver solutions to facilitate the provision of EV charging.
- Support unmetered connections, by providing external and internal guidance in the options for a connection.
- Provide analytical information on the new 'Live Data Viewer' map.
- Support the application process for major connections at 33kV and above by providing advice at application stage regarding available capacity and alternative connection options for avoiding costly network reinforcement works.





Incentive on Connections Engagement

# Section 2:

## WPD ICE Looking Back Report 2020/21





# Introduction

**We want to create memorable customer experiences by acting proactively, providing best practice and delivering exceptional customer services.**

The last regulatory year 2020/21 has proven to be difficult and challenging in the face of the Covid-19 pandemic. Through the hard work of our staff and the willingness of our stakeholders to interact in less than ideal circumstances, we have still managed to complete 27 initiatives. The ICE Plan is intended to evolve throughout the year as new initiatives are identified. Our over-riding strategic principle of 'engagement leads to action' is typified by the addition of four further initiatives to the ICE Plan under our October 2020 ICE resubmission. These initiatives were developed as a consequence of ongoing discussion with our stakeholders.

Quality, frequent and challenging engagement with our stakeholders is crucial to the success of any organisation. It helps us to establish our priorities and key areas of focus; it influences our future and reveals real opportunities for improvement in the ever-changing electricity sector.

**During 2020/21 we focused on a number of key areas for delivery;**



**Policy  
Guidance**



**Communication**



**Customer  
Support**



**Stakeholder  
Engagement**

Our Policy Guidance area sought to introduce initiatives that enable us to give clear and concise direction for internal and external customer alike. Specific areas that we looked at included interactivity, queue management and capacity allocation and reservation. Developing policies in these areas meant that stakeholders had clarity of process and better understood the guiding principles that we work to.

Supporting the customer in their connections journey is very important to us and we understand the need to provide timely and clear advice that is tailored to the customers' specific needs. Our work in this area included making information available at pre-application stage such as improving network capacity maps and raising awareness as to how rural areas might be impacted as we move to DSO.

Communication is the third key area of our ICE Plan. This is critical to success, as it requires us to impart and exchange information in a clear and concise format that means there is less scope for confusion. In this area we have sought to improve timescales for providing connection surgeries and further developed our online enquiry tracker for ICPs and IDNOs.

Stakeholder engagement is an important area that we continue throughout the year in order to communicate and listen effectively. This ensures our ICE Plan evolves as customers continue to feed back to us. Our Connection's Workshop held in November 2020 was considered a success, as it helped us understand our stakeholder's needs and priorities. We have now committed to hold this event annually.

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

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



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

Stakeholder feedback





# Our Engagement Activity Summary

**We always engage with a purpose and it is vital to us that the expansion of engagement does not diminish the quality and continues to drive our actions. Customer panels such as CCSG and DGOO continue to inform our processes and can be relied upon to provide ongoing challenge and detailed feedback.**

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

We have continued to engage intensively and comprehensively using various methods that include both broad measures and through stakeholder groups focused on specific topics.

This year we have continued to expand the range of engagement methods we utilise to ensure that we can access hard-to-reach stakeholders or those with limited availability. Our use of virtual platforms has proved successful. The use of podcasts has also helped us to convey updates and messages. For example, our podcast covering the new Targeted Charging Review (TCR) attracted over 220 downloads in the first month of going live. Social media outlets and surveys have also allowed us to reach as many stakeholders as possible.

When developing our 2020/21 ICE Looking Forward Plan, we contacted more than 1588 connections from stakeholders to seek their feedback on our proposals.

We commissioned an independent market research provider to obtain views from more than 1735 major customers on pre and post connections services and 384 distributed generation customers to seek their detailed feedback of their experience of working with us. We also presented on ICE topics to 42 attendees at our Customer Connections Steering Group (CCSG) throughout the year. We took them through each of our proposed actions and outcomes and asked them to endorse our plans.

The table below sets out a summary of engagement activities with our connections stakeholders during 2020/21. For each activity, the table gives a brief description, the number of stakeholders engaged with this activity through the year and the market sector the stakeholders broadly represented.

## Surveys

Activity	Description	Reach	Market Sector
<b>Major Customer Survey</b>	A WPD commissioned monthly customer satisfaction survey of connections customers covering the market segments under the ICE scope. The style of the survey remains in line with that conducted under the Ofgem Broad Measure Survey.	1,735	
<b>DG Survey</b>	A WPD commissioned customer satisfaction survey of Distributed Generation connections customers. The style of the survey remains in line with that conducted under the Ofgem Broad Measure Survey.	384	

**Total 2,119**



## Our Engagement Activities 2020/21

Activity	Description	Reach	Market Sector
<b>Customer Connections Steering Group (CCSG)</b>	Attended by a broad representation of connection stakeholders three times a year, the CCSG covers a broad range of connections related topics and feeds into the development of our Incentive Connections Engagement (ICE) Plan.	42	
<b>Customer Panel</b>	Customer Panel meetings provide feedback on the effectiveness of WPD's initiatives and methods of addressing consumer issues and concerns.	56	
<b>WPD DG Owner Operator Forum</b>	Four meetings were held throughout 2020/21. The forum enables WPD to gain an understanding of DG owner/operator needs to develop actions to improve the services we provide.	106	
<b>WPD Stakeholder Workshops</b>	Workshops covering a wide range of topics, including connections, for the RIIO-ED2 commitments were held at various locations across all 4 WPD licenced areas in November 2020, on a virtual platform.	86	
<b>WPD Stakeholder Workshops</b>	Workshops covering a wide range of topics, granular feedback generated on a wide range of topics including digitalisation and connections, in February 2021, on a virtual platform.	479	
<b>WPD Local Authorities Workshops</b>	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.	130	
<b>WPD Connections Workshop</b>	WPD Connections Workshop held in November 2020 focusing on connections future markets including EV capacity, capacity allocation and reservation.	53	
<b>Community Energy Events</b>	WPD held two community energy workshops. Ensures community energy groups are aware of the flexibility service opportunities that exist in their areas and how to participate. Allowed follow up engagement with delegates.	92	
<b>Connection Surgery Appointments</b>	Connection surgeries are held to facilitate customers having virtual/telephone discussion with one of our engineers about their connection requirements.	557	
<b>Capacity Allocation &amp; Reservation Webinar</b>	Webinar to implement the new process for capacity, allocation and reservation. The webinar was conducted in September 2020.	47	
<b>WPD Investment Workshops</b>	WPD hosted eleven events dedicated to electric vehicle, local investment and DFES, enabling 206 stakeholders to virtually meet our teams, understand our network investment plans, learn about our EV strategy, discuss the impacts of specific schemes and deliver co-ordinated local development plans.	206	
<b>Energy Networks Innovation Conference</b>	WPD sponsored industry event was held in October 2020 to share information and feedback on innovation projects including innovative connection related projects.	1,000	



Activity	Description	Reach	Market Sector
<b>Genex LCV</b>	Promote WPD Electric Vehicle strategy and Electric Nation results. Online conference in November 2020.	4,479	UMS MD DER ICP
<b>Future Heat Conference</b>	The Future Heat Conference included how to accelerate heat decarbonisation over the next 10 years; Developing collaborations and a decentralised approach; Ways to utilise new technology solutions and innovations; What the roadmap to 2030 should look like. Held February 2020.	424	UMS MD DER ICP
<b>WPD Innovation Showcase Event formally known as Balancing Act Conference</b>	WPD held one conference in December 2020, shared learning from our portfolio of innovation projects.	130	UMS MD DER ICP
<b>Heat and Flexibility Webinars</b>	Shared our learning from heat and flexibility innovation projects ahead of the Flexibility in GB report expected in 2021.	127	UMS MD DER ICP
<b>Utility Week Live Online</b>	We digitally exhibited throughout the week at the September 2020 event-Operational Excellence & Innovation.	5,250	UMS MD DER ICP
<b>Members of Parliament (MPs) whose constituencies are in the WPD area</b>	28 political engagements and MP visits e.g. political meetings, policy teach-ins, site visits and wider engagement with key policy makers. Providing awareness and advice to MPs about issues such as achieving a decentralised, decarbonised energy system.	28	UMS MD DER ICP
<b>Senior Manager Contacts</b>	Major customers have been allocated a senior manager point of connection within WPD. This contact may include discussions on issues relating to specific projects and overarching discussions on policies or processes.	86	UMS MD DER ICP
<b>National Grid Connections Virtual Convention</b>	Future Energy Scenarios 2020 - key messages and significant findings from analysis, held July 2020.	45	UMS MD DER ICP
<b>CIRED 2020 Workshop Online</b>	Disseminate learning for 'How to implement flexibility in the distribution system?'.	980	UMS MD DER ICP
<b>Targeted Charging Review (TCR) Podcast</b>	Useful information for suppliers and major users discussed, including details on recent price changes and Ofgem charging projects. 220 downloads in its first month-March 2021.	220	UMS MD DER ICP
<b>WPD - Fortnightly website update newsletters sent by email</b>	Useful information and new initiatives promptly shared with stakeholders including launch of new data hub and connection updates. 998 customers registered.	998	UMS MD DER ICP
<b>WPD Flexibility Services Webinar Events</b>	Four 'Flexibility Services' webinar events covered the routes required to participate in the ability to provide WPD with flexibility services. Published online for future streaming.	60	UMS MD DER ICP
<b>Green Recovery Webinar Events</b>	Four regional Green Recovery Webinars held allowing 170 attendees to learn about the project timescales and process for identifying potential areas where network restrictions could be addressed and led to 213 call for evidence applications.	170	UMS MD DER ICP

**Total 16,151**





# ICE Plan Outcomes 2020/21

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

We have delivered 27 ICE initiatives in 2020/21 that seek to enhance the customer experience by providing improvements to existing services, creating new services, making more information available and expanding engagement opportunities. We have sought to deliver benefits to the complete spectrum of connections customers, from improvements to unmetered connection offers, to improved outage information for generation customers.

Our approach is to develop ICE Plan initiatives which not only tackle relatively 'quick-wins', but still provide important improvements. However, we also develop stretching initiatives

which may require longer to deliver with target dates set beyond the current ICE Plan period. As such, we have completed a number of initiatives on target from the previous year and have commenced work on five initiatives, which will continue into next year.

Over the following pages of this section, we highlight key outcomes from the delivery of the plan initiatives together with the engagement, which has driven them. We explain how the initiatives developed, provide examples of how we collaborate with stakeholders to deliver effective improvements and detail some of the key outcomes for our customers.



# 1 Heat Pump Strategy

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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	Q2 June 2020

## Outcomes

- ✓ Heat Pump Strategy was published in June 2020 [www.westernpower.co.uk/heat-pump-strategy](http://www.westernpower.co.uk/heat-pump-strategy)
- ✓ 1,147 web hits on Heat Pump Strategy.
- ✓ 4,656 downloads on Heat Pump Strategy.

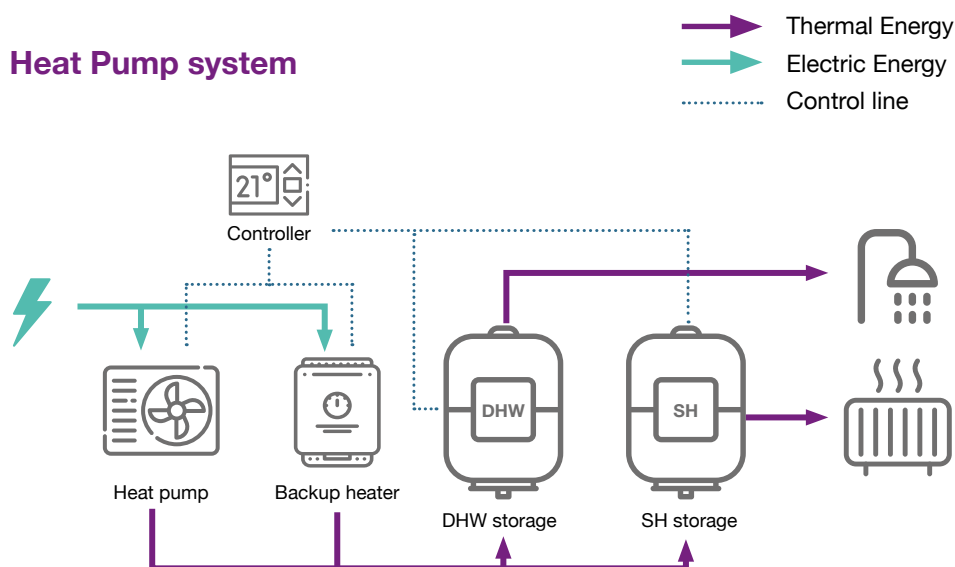
**Our Heat Pump Strategy was published in June 2020. Facilitating Heat Pumps is a key part of our plans to help achieve Government net zero emissions by 2050. The Strategy sets out how we will ensure heat pump owners are able to connect in a way that suits them.**

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.

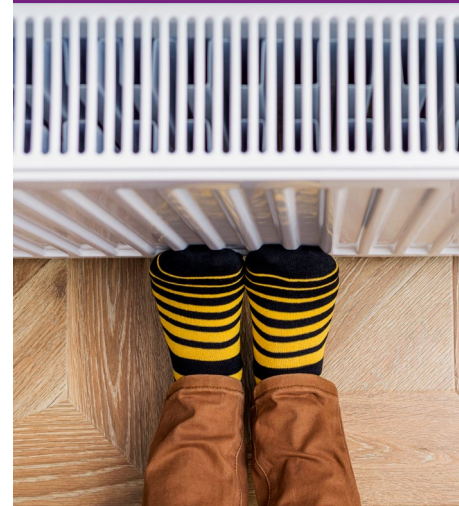
It describes research development and deployment activities carried out during the current electricity distribution price control period and planned for the future. It also explains the rationale behind current innovation projects and business initiatives.

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 Eco-design Directive 2009/125/EC, which set minimum energy efficiency requirements.

## Heat Pump system



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](http://www.westernpower.co.uk/heat-pump-strategy)



## 2 Statement of Works (SoW)

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	DER ICP	Q4 Dec 2020 Extended to ICE 2021/22 Plan Q4 Dec 2021 - Action 4

### Outcomes

- ✓ Action ongoing as awaiting the outcome of working group CMP298, which is seeking to update the SoW process to facilitate aggregated assessment of relevant and collectively relevant embedded generation. This modification hasn't been given priority by the CUSC Panel. **See ICE 2021/22 Plan action 4.**

**WPD is required (under the Connection and Use of System Code) to make a request for a Statement of Works (SoW) to National Grid Electricity Transmission plc ("NGET") in relation to the potential impact of connection of embedded generation on the National Electricity Transmission System (NETS).**

Recent SoW requests made by WPD to NGET have highlighted potential constraints on the NETS that require mitigation. This is due to the cumulative impact of connecting new generation to the distribution system. NGET often require WPD to impose conditions on generator sites in many areas to modify the operating characteristics of the generator units. This may include, without limitation, a requirement to operate at a specific power factor, to have the capability of operating within a power factor range and/or to constrain the export capability to zero at certain times.

Following the highlighted issues a working group, led by National Grid ESO was set up;

**CMP298:** Updating the Statement of Works process to facilitate aggregated assessment of relevant and collectively relevant embedded generation. The outcome from the working group was due to conclude by the end of 2020, but due to the unforeseen circumstances of the pandemic it is still at the working group stage, so therefore we have continued the action into the new ICE plan under action 4.



Due to the increased levels of embedded generation connections the process for assessing their overall impact on the transmission system needs to be revised allowing the system operator to recognise the changes caused by multiple small scale connections and plan accordingly.

### 3 Connections Interactivity

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER ICP	Q4 Dec 2020

#### Outcomes

- ✓ New Interactivity Guidance is now published. Please see the WPD website [www.westernpower.co.uk/downloads-view-reciteme/233893](http://www.westernpower.co.uk/downloads-view-reciteme/233893)
- ✓ Updated internal guidance was also published in parallel.
- ✓ **8,302** web hits.
- ✓ **178** downloads.

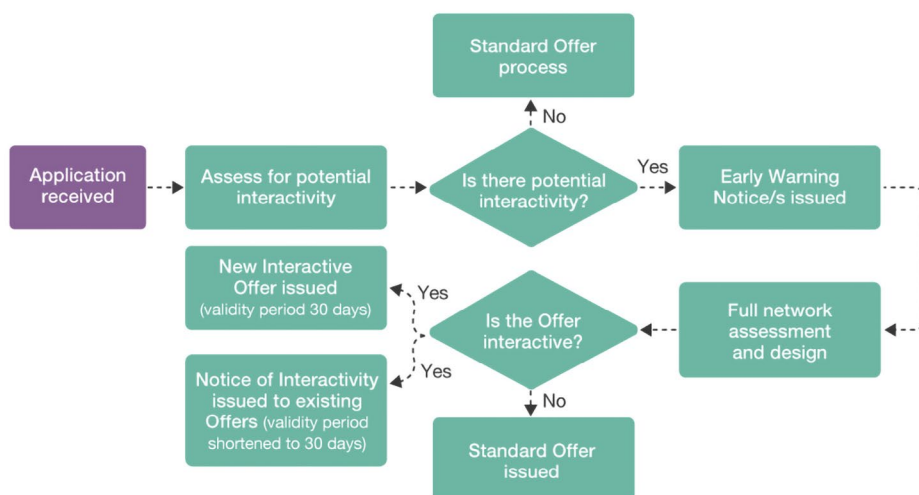
**There are occasions where network companies receive two or more applications for connection which make use of the same part of the network but where not all the applicants can be connected without network reinforcement.**

The resulting connection offers are referred to as interactive connection offers and interactivity is the process through which network companies determine which application will be able to connect to the network.

An ENA Open Networks project was set up and a working group convened (WS2 P3) in order to agree an industry standard approach to interactive processes and, following extensive consultation, in December 2020 an ENA Interactivity Process Guide was published. The guide includes a description of the new process that will apply consistently across transmission and distribution. As part of our ICE initiative we supported the working group and determined to consult with our own stakeholders on the potential changes to our processes.

In June 2020 we discussed with our Customer Connections Steering Group (CCSG) members the work being undertaken by the ENA under Open Networks and how interactivity processes will change. Work commenced on analysing any internal system changes required and plans to draw up revised and improved guidance began.

We updated 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 whose offers may be affected by interactivity. We issued new guidance at the end of December 2020, which is available on our website, to ensure customers are given a clear understanding of WPD's interactivity process and how it will apply to their connection offers.



## 8,302

web hits on WPD Interactivity Guidance

## 178

downloads on WPD Interactivity Guidance

## 4 Connections Queue Management

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER ICP	Q3 Sept 2020 Extended to Q3 Sept 2021

### Outcomes

- ✓ The ENA Queue Management implementation plan has been communicated via an ENA Webinar held on 17th May – to brief stakeholders on the QM Implementation Process.
- ✓ We have begun implementing processes and system changes where required in readiness for the implementation of the revised Queue Management Process guide in July 2021.

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

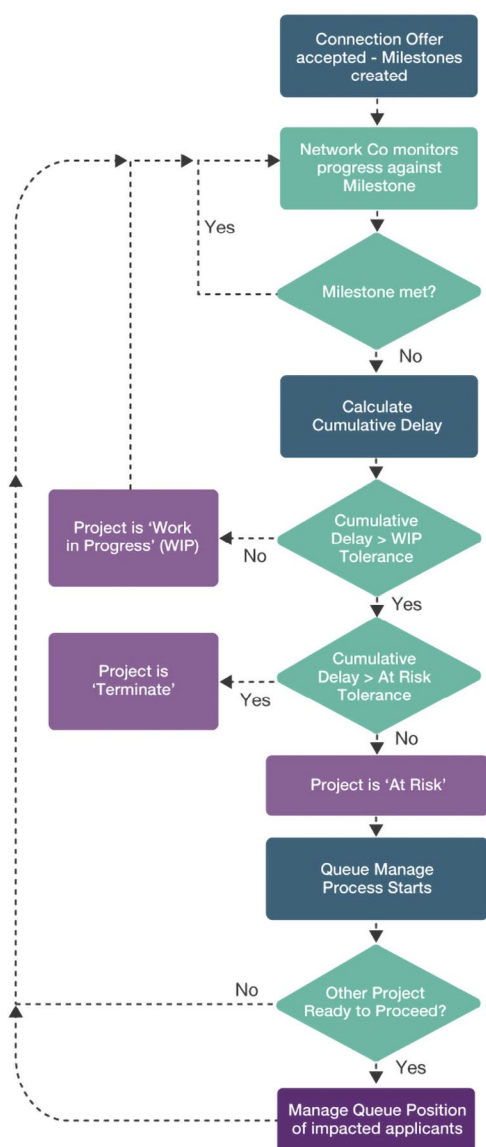
- Take action on contracted projects if they are not progressing against agreed milestones;
- Enable projects to progress more quickly where capacity is made available;
- Utilise flexible resources in connection queues to better utilise the available capacity.

The ENA and industry parties have worked 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 been at the centre of that 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 have played an active part in the ongoing discussion and will be ready to update our own policy and processes in accordance with the Good Practice Guide to ensure we have a consistent approach to queue management.



See Queue Management User Guide V4 Dec 2020 – <https://www.energynetworks.org/industry-hub/resource-library/open-networks-2020-ws2-p2-queue-management-user-guide.pdf>



## 5 LV, HV & EHV Post Acceptance Guidance

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER ICP	Q4 Dec 2020

### Outcomes

- ✓ Published revised guidance documents, separate guidance for LV and HV compared to EHV in December 2020.
- ✓ WPD - Guidance for Connections at HV and LV Voltage Downloads - **243**
- ✓ WPD - Guidance for Connections at EHV or 132kV Downloads - **185**



We have published revised guidance documents, with separate guidance for LV and HV compared to EHV.  
**LV and HV guidance - [www.westernpower.co.uk/downloads-view-reciteme/247567](http://www.westernpower.co.uk/downloads-view-reciteme/247567)**  
**EHV and 132kV guidance - [www.westernpower.co.uk/downloads-view-reciteme/247561](http://www.westernpower.co.uk/downloads-view-reciteme/247561)**

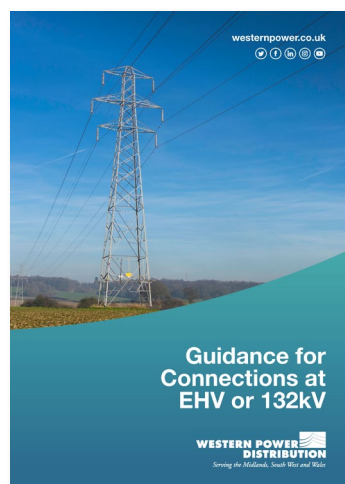
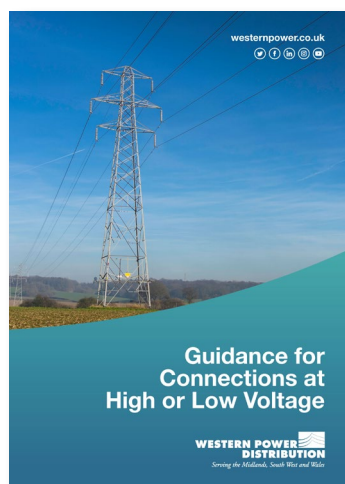
**We understand that the connections process is complex and that there are significant amounts of information to take into account when determining where and how to connect to the Distribution Network.**

Stakeholders informed us that we could improve guidance relating to application considerations and that combining LV/HV and EHV considerations was sometimes confusing as different parameters existed. We liaised both internally and with our website developers to discuss how we might best enhance our existing post-acceptance guides to deliver these improvements. We firmed up our ideas and created a clear plan to move to the next stage of the development.

The guidance has been enhanced and expanded to include:

- **pre-application information**
- **the application process**
- **post application information**

Pre-application relates to information which may help to inform a customer's 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.



## 6 Guidance for Smaller Developments

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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>	MD ICP	Q4 Dec 2020

### Outcomes

- ✓ Developed a social media strategy, with our web design partners and our corporate communications team to initially create an animated connections guide for our smaller developers to appear on our website. Implementation will take place in June 2021 (see our ICE 2021/22 Plan – Action 20).
- ✓ WPD - Guidance for Connections at HV and LV Voltage Downloads - **243**



Following stakeholder feedback from our CCSG and stakeholder workshops we have revised some of our existing guidance for pre and post connections. Our guides can be found at [www.westernpower.co.uk/downloads-view-reciteme/247567](http://www.westernpower.co.uk/downloads-view-reciteme/247567) for LV and HV guidance and [www.westernpower.co.uk/downloads-view-reciteme/247561](http://www.westernpower.co.uk/downloads-view-reciteme/247561) for EHV and 132kV guidance.

We completed our media strategy and included the announcement of our Connections guidance on the WPD Website Newsletter and twitter, also on our connections webpage.

### Following stakeholder feedback from our CCSG and stakeholder workshops, we have developed guidance for smaller developers and house builders who may have little experience or knowledge of the connections process.

This work was done in parallel with our commitment to improve the post-acceptance guidance by including pre-application information. Our guides can be found at:

[www.westernpower.co.uk/downloads-view-reciteme/247567](http://www.westernpower.co.uk/downloads-view-reciteme/247567) for LV and HV guidance and;  
[www.westernpower.co.uk/downloads-view-reciteme/247561](http://www.westernpower.co.uk/downloads-view-reciteme/247561) for EHV and 132kV guidance.

We also undertook an assessment of the viability of providing more visual guides using the social media tools that are available to us as a means to convey health and safety, technical and practical information in an easily accessible format. In drawing up our strategy we decided visual guides in the form of animations is the best way to convey the message to stakeholders and that by breaking them down in to parts will help those with little or no understanding of the process. The animation will take the viewer through the step by process for obtaining a new connection:-

#### Step 1 – Application process

#### Step 2 – Pre-quote site visit

#### Step 3 – Getting a quotation

#### Step 4 – Preparing your site

#### Step 5 – Work begins on site

Each step will provide relevant details, i.e. the time scale to get a quotation, methods of application and site safety information when the work begins. Please follow our progress for action 20 at [www.westernpower.co.uk/ice](http://www.westernpower.co.uk/ice) on the quarterly status updates.



“Good to see No.20 (support for inexperienced developers). I’ve repeatedly talked about supporting any and all ‘inexperienced connectors’ many times.”

CCSG stakeholder comment following the publication of our ICE 2021/22 Plan



## 7 Capacity, Allocation & Reservation

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to develop processes and procedures for capacity allocation and reservation.	Following the publication of our final decision document in March 2019 we will implement revised processes, agreements, terms and conditions relating to how network capacity is offered on new connection and infrastructure schemes, as well as the management of capacity in ongoing schemes following acceptance of a connection or infrastructure offer.	100% training completed.  Positive feedback on external publication on website.	MD ICP	Q3 Sept 2020

### Outcomes

- ✓ Held a webinar following implementation on 23rd September 2020 with our external stakeholders, a recording of which can be viewed on our website at [www.westernpower.co.uk/allocation-and-reservation-of-capacity](http://www.westernpower.co.uk/allocation-and-reservation-of-capacity)
- ✓ Completed webinar in September 2020, with 47 attendees – webinar recording can be viewed at [www.westernpower.co.uk/allocation-and-reservation-of-capacity](http://www.westernpower.co.uk/allocation-and-reservation-of-capacity)
- ✓ Published a guidance document for our external stakeholders, plus an FAQ document which incorporates the queries raised following our webinar.
- ✓ All internal training completed.
- ✓ Since Go-Live **284** web hits.

### The capacity, allocation and reservation webinars covered four key stages in the provision of capacity for housing and commercial developments requiring multiple connections over an extended period of time;

- Initial application requirements;
- Connection offer letter changes;
- Post acceptance requirements, including milestones for progression;
- 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 stakeholder's feedback on their experiences.







## 9 EHV Tower Connections

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER ICP	Q4 Dec 2020 Extended to Q1 March 2021

### Outcomes

- ✓ Reviewed connection offers issued which contained tower tee offs, to get a baseline of similarities and differences in relation to tower connections.
- ✓ Tower tee off design guidance document received from external consultant, giving consistent principles to apply across the business.

### We engaged a consultant to prepare a design guide for internal use, to assist with optioneering and consistency.

We 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.

This new guidance will be implemented through 2021 to improve consistency in tower design principles for connection offers.

WPD will implement these tower connection guidance principles into the business in 2021 through the following steps:

#### Step 1

A series of workshops with the 132kV WPD delivery teams to help understand which of the possible methods of tower connection identified in the guidance document are deliverable, taking into account WPD's operational policies and the types of existing assets.

#### Step 2

To develop a consistent costing structure, to take into account the design principles from the guidance document plus the input from the delivery teams.

#### Step 3

Allow our planners to prepare connection offers on the basis of this new guidance.



# 10 Opening ANM Zones

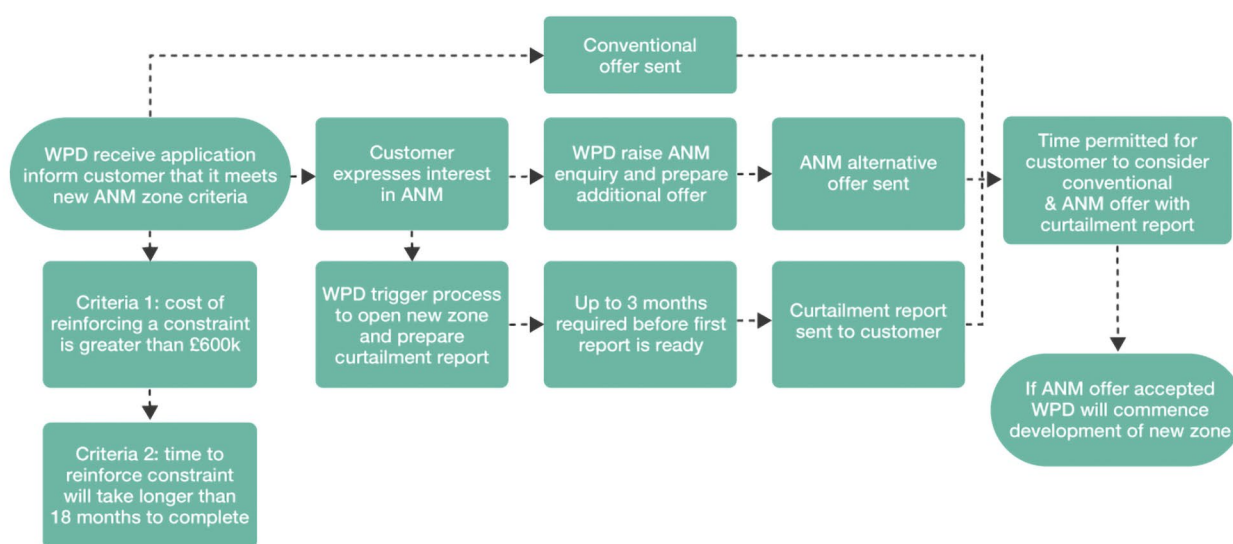
Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Provide easier access for customers who use ANM zones.	Improve the way ANM zones are opened by using a more flexible and responsive method, rather than on a specific programme. This will include changed external and internal guidance.	Positive feedback from stakeholders on changes to ANM zones method and usefulness of guidance.	MD DER ICP	Q3 Sept 2020

## Outcomes

- ✓ The new process was updated on the website by 30th September 2020.  
[www.westernpower.co.uk/active-network-management-anm](http://www.westernpower.co.uk/active-network-management-anm)
- ✓ 957 web hits Since Go Live.

**We presented 'ANM - Opening New Zones' at the June 2020 CCSG. Following implementation of the new process - ANW zones, both an internal and external guidance was produced in September 2020. We have also rolled out a data cleansing tool internally, which feeds into curtailment reports for new zones. A key requirement for being able to open new zones.**

Following implementation of the new process customers can now get easier access to ANM zones. Zones will be opened based on need rather than on a fixed roll-out plan. This means that all our 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.



Where ANM provides a viable solution and the customer expresses interest in connecting using the system, the following steps will be taken to create a new zone:

1. Carry out preparatory curtailment report analysis and provide a curtailment report alongside the new alternative connection offer – Target time 3 months.
2. Upon acceptance of the Offer by the customer, WPD will commission the development of the new zone with a 3rd party ANM provider – Target time 9-12 months. The timescale to develop and complete the ANM zone may be determined by the terms and any specific milestones set out in the Offer. WPD will work and liaise regularly with customers during the process.
3. Install and commission ANM control system at customer's site alongside normal commissioning process.

All subsequent applications within the GSP area will be eligible to utilise the ANM zone where necessary. WPD may decide to open the zone if regular interest is shown in connecting to the GSP.



# 11 DSO Information for Local/Rural Stakeholders

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Raise awareness regarding how rural areas might be impacted as we move to a DSO.	<p>Further improve the information available on DSO webpages setting out local/rural DSO information and how this might help them understand our investment plans.</p> <p>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.</p>	<p>Completion of improvement on DSO web pages.</p> <p>Positive stakeholder feedback on improved webpages.</p>	<div>MD</div> <div>DER</div> <div>ICP</div>	Q1 March 2021

## Outcomes

- ✓ As part of the DSO strategy feedback, we collated DSO information for the local/rural community for our webpages.
- ✓ Following new webpage - 55 web hits.

**We want to raise awareness on how our move to a more active electricity system may help and support rural areas achieve Net Zero emissions. We want to ensure that rural areas are not left behind as a result of the transition to DSO.**

Our network covers densely populated residential areas and widely dispersed rural communities from the Wash in Lincolnshire down through South Wales, Lands' End and the Isles of Scilly in Cornwall.

The UK's electricity system is undergoing a rapid period of change as distribution network customers invest in generation and alter their consumption behaviours to reduce future carbon emissions. The target to reach a Net Zero level of carbon emissions is now enshrined in legislation and UK homes and businesses are beginning to move to lower carbon forms of generation (solar, battery, etc.), heating (Heat Pumps) and mobility (electric vehicles).

To enable a greater volume of demand our networks are becoming smarter and more active. 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. We can support these developments through our Community Energy surgeries, which are one to one sessions with local energy groups or interested stakeholders who are seeking to develop projects connecting to our network.

We have over 12,000 customers in rural areas, within our four licence areas, and continue to communicate to these customers directly. The Rural Services Network (RSN) that covers the WPD footprint in England put out the information on their weekly bulletin during February 2021. Smart technology including smart metering will help rural communities harness renewable energy and benefit from energy that is cheaper, more efficient and more secure.



[www.westernpower.co.uk/customers-and-community/dso-information-for-local-and-rural-stakeholders](http://www.westernpower.co.uk/customers-and-community/dso-information-for-local-and-rural-stakeholders)



# 12 Distributed Generation KPI Pack

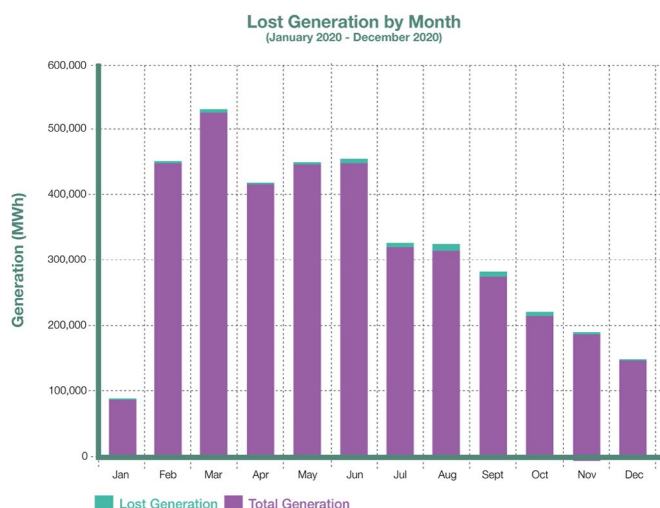
Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Develop a quarterly KPI pack incorporating measures on outage activity, timeliness and accuracy of notifications. Work with Distributed Generation Owner Operator (DGOO) stakeholders to identify and develop KPIs aligned with their requirements.	Develop a quarterly KPI pack incorporating measures on outage activity, timeliness and accuracy of notifications. Work with DGOO stakeholders to identify and develop KPIs aligned with their requirements.	Stakeholder feedback and web hits on DGOO webpage.	DER ICP	Q3 Sept 2020

## Outcomes

- ✓ The Distribution Generation KPI pack is now available from 30th September 2020 on <https://generation.westernpower.co.uk>
- ✓ 122 web hits on Generator Portal.

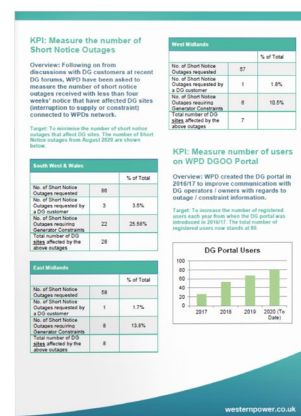
We created a Distributed Generation (DG) portal in 2016/17, to improve communication with DG operators/owners with regards to the outages and constraint information. From 2017 to 2020 the number of registered users utilising the DG Portal has increased from 20 to over 80 users.

We have been working with the Distribution Generation community to develop a quarterly KPI pack incorporating measures on outage activity, timescales and accuracy of data that can be viewed on the DG portal.



During 2020, the Distributed Generation Owner Operator (DGOO) forum identified and developed KPIs that aligned with their requirements.

The DGOO forum also indicated they are interested in a 'Lost Generation' report. This report indicates how much generation was lost within WPD's four licence areas due to outages on our network. The report is also available on our webpage for the period January 2020 – December 2020.



Criteria	Value
Total generation of all >=33kV connected wind and solar sites (MWh)	3,823,282 MWh
Total lost generation of all >=33kV connected wind and solar sites (MWh)	29,375 MWh
Percentage lost wind and solar generation as a result of network outages	0.77%



The data is now available on our generation portal <https://generation.westernpower.co.uk>



# 13 Unmetered Infrastructure Notification

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Seek the inclusion of activity to support notification of planned or unplanned outages affecting unmetered telecoms infrastructure.	Develop a trial with a telecoms infrastructure provider to test the feasibility of accurately notifying a customer of planned outages of the unmetered connections of the unmetered connections to their critical broadband telecoms infrastructure.	Positive feedback on updates to changed planned work.	UMS	Q3 Sept 2020 - Extended to Q4 Dec 2020 Extended to Q1 March 2021

## Outcomes

✓ **COMPLETE** – Trial complete on notifying planned outages on unmetered connections.

**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 April 2020, in preparation for the trial, our control system Incident Reporting and Information System (IRIS) was updated 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.

We extended the ICE action whilst our major telecommunications company stakeholder had meetings with the unmetered supplies user group (UMSUG) and their supplier. Following these meetings the stakeholder has indicated that they are hoping to develop the trial further during this year.





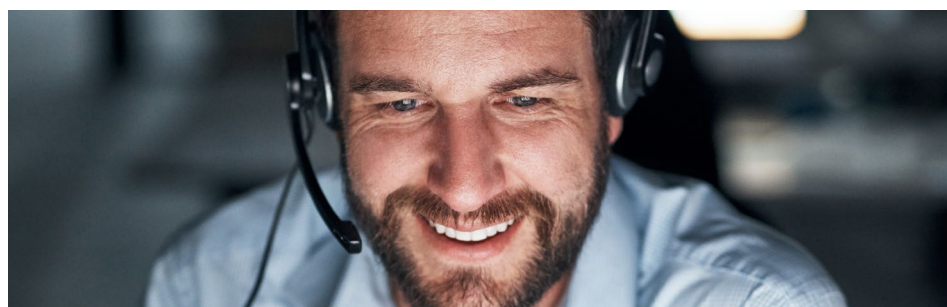


# 14 Connection Surgeries

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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>	<div>MD</div> <div>DER</div> <div>ICP</div>	Q4 Dec 2020 Extended to Q1 March 2021

## Outcomes

- ✓ As a result of Covid-19 restrictions, connection surgeries have all been remote for the last year.
- ✓ Connection surgeries questionnaire completed.



**We received a number of responses to our connection surgery questionnaire, all from companies who extensively use the surgeries for connections to the EHV network.**

Highlights from the questionnaire are below;

- **Book a Connection Surgery** - Email is currently used to book a surgery, but questionnaire respondents would like an option to book on an online booking system. We will look into the viability of an online booking system.
- **Speed of response** - Most respondents were happy with an acknowledgment within 2-3 days and a surgery within 1-2 weeks. 95% of Connection surgeries customer contacted within 3 days.
- **How we engage** - In view of the likely relaxing of Covid restrictions later in 2021, the questionnaire asked customers for their preference of format. Most respondents said that video conference was their preference, with a face to face visit perhaps once a year.
- **Appointment Timescale** - In terms of timescales, an hour seems to be generally sufficient, but up to 2 hours may be required for a large number of sites.



## 241

Connection Surgeries  
in 2019/20



## 557

Connection Surgeries in  
2020/21 = 67% increase



## 95%

of Connection surgeries  
customer contacted within  
3 working days

# 15 Internal Communication on Connection Policy

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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 online 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>	MD DER ICP	Q3 Sept 2020

## Outcomes

- ✓ Implementation of WPD's 'SharePoint' system to enable internal policy information to be stored in a common area.
- ✓ Positive Feedback received.

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

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.

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.

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.



**Connections SharePoint Page Go-Live First Six Months (Oct 2020-March 2021)**



**3,054 users**

Number of users accessed the site – regardless of the number times that they visited the site e.g. they only count once.

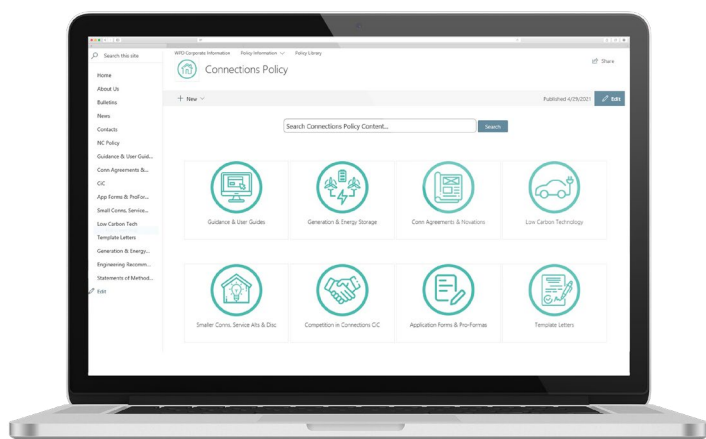


**5,214 users**

Number of times any user has clicked on any piece of information on the site.



Essentially SharePoint is a WPD-dedicated internal website just for staff.





We have now implemented the use of WPD's 'SharePoint' hub system to enable internal policy information to be stored in a common area. SharePoint is an incredibly powerful platform that enables staff to find information, complete a task or find people to help them.

The system includes a search functionality and provides the opportunity to add 'News' items when policy is amended or replaced.

We will monitor stakeholder's feedback relating to their ongoing experiences in this area.



# 16 Unmetered Connection Offers

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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

## Outcomes

- ✓ We completed our UMS survey in May 2020 and have published the full survey and associated summary document on our website via the following link: [www.westernpower.co.uk/connections-landing/unmetered-connections](http://www.westernpower.co.uk/connections-landing/unmetered-connections)
- ✓ Following feedback on our UMS connections offers, we created a new action in our October 2020 submission (Action 31) to enhance the customer experience.

**An unmetered connection is a supply to equipment which 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.

The majority of respondents were positive in their feedback. 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 and felt that the full dual offer was not necessarily the best solution for these schemes.

**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. This has been consolidated in to new ICE Action 31 that we intend to deliver by Q1 March 2021.



The Unmetered Connection Offer – Survey & Feedback document at:  
[www.westernpower.co.uk/downloads/131377](http://www.westernpower.co.uk/downloads/131377)



# 17 ICP & IDNO Web based Application Service

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Develop the online 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 online application process.	UMS ICP	Q1 March 2021

## Outcomes

- ✓ New "Enquiry Tracking" website released at the end of Q1 March 2021. Following feedback our UMS connections offers, we enhanced the original action to a new action in our October 2020 submission – Action 31.
- ✓ Enquiry tracker since go live – **49 enquiries**
- ✓ **50%** more enquires on a monthly basis than CIRT system monthly figure (319 CIRT enquiries annually).

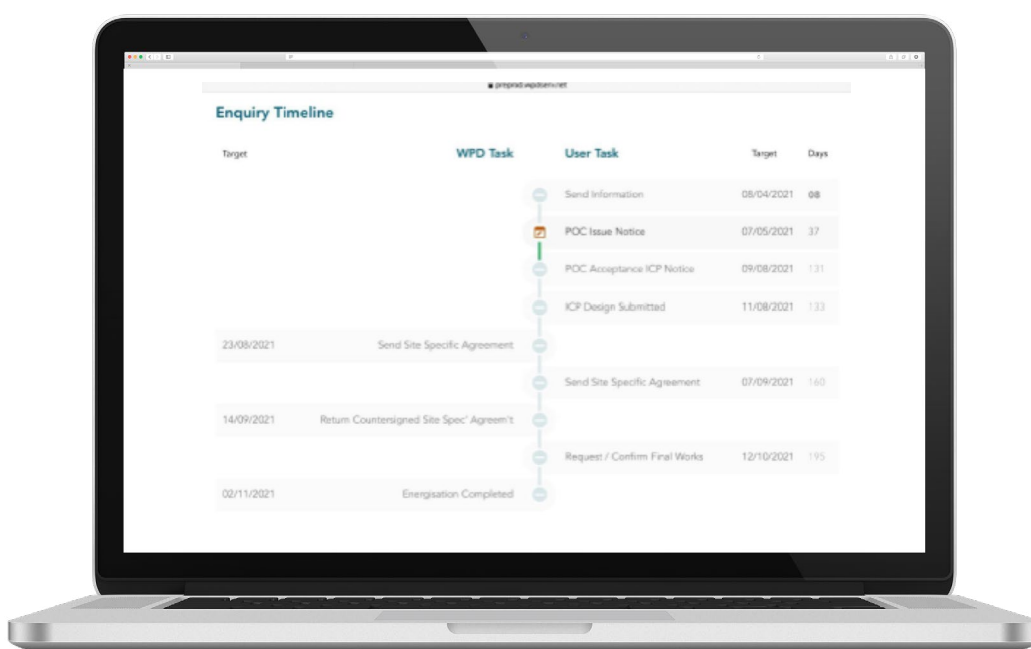
## We have committed to further develop our website based online application service for connections for ICP's and IDNOS.

The existing CIRT (Crown Internet Routing and Tracking) online process has been completely updated allowing users to use the Website Portal to track new enquiries from initial application through to connection.

Our website team have implemented ongoing improvements and multiple update releases to improve the appearance, navigation, usability and efficiency of the website. This new system is called Enquiry Tracker and has been developed with the help of ICP's to ensure we meet their needs.

The full launch went live as of 31st March 2021. New and existing ICP/IDNO customers will now be encouraged to move away from the existing CIRT process and move their online applications to the new Enquiry Tracker.

The example below illustrates the Enquiry Tracker timeline produced for the customer for a typical enquiry.



This new "Enquiry Tracker" website went live in March 2021.

For further information on how to register please email [wpdcirt@westernpower.co.uk](mailto:wpdcirt@westernpower.co.uk)



# 18 Community Energy Strategy & Action Plan

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER UMS	Q2 June 2020

## Outcomes

- ✓ WPD Net Zero Communities Strategy, including the action plan was completed in May 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 covering all four licence areas was created which included 26 actions.**

The community energy strategy is for community and local energy organisations. It sets out what we have already done, what we are doing now, our plans for the future and how you 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 to record our work, plan for the future and set measures for success.

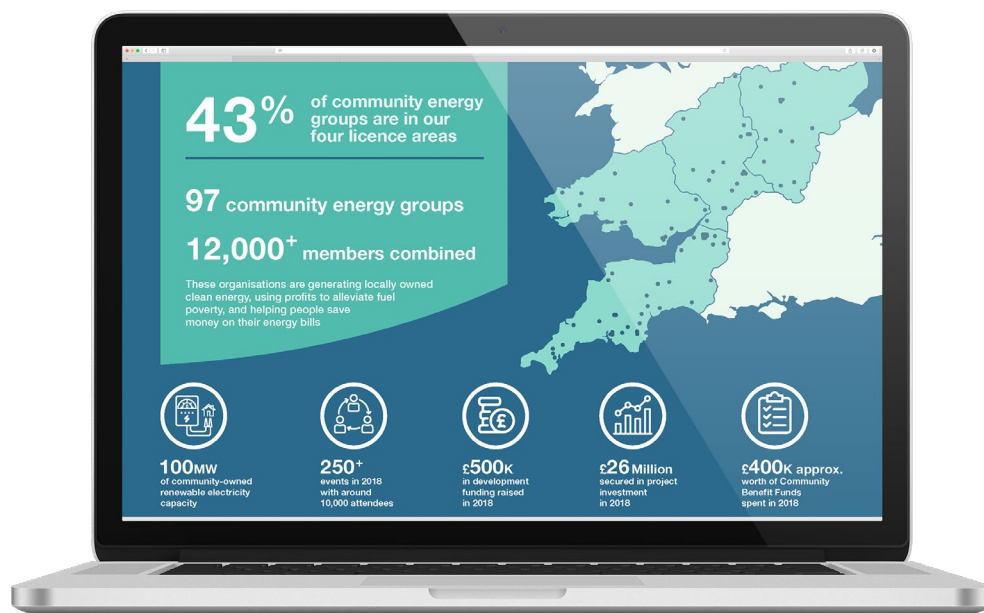
We are a regulated monopoly so this strategy also helps Ofgem, our energy regulator; learn more about our collaborative work with communities in our licence area.



**"It's great to come to these events and keep up to date with what's going on."**

Participant at our Leicester **"Communities and the smart energy revolution"** event in March 2020

**26**  
actions in  
Community  
Energy Plan



Please see our strategy at  
[www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy](http://www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy)

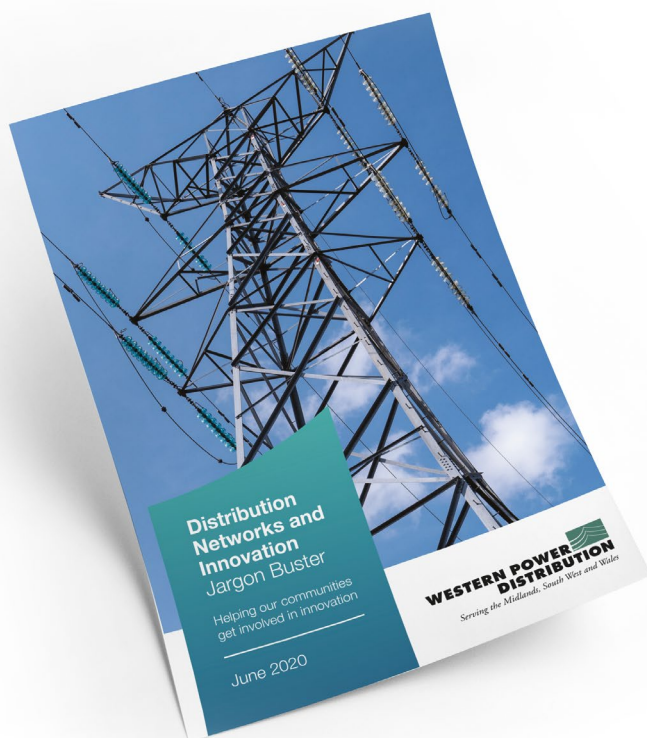
# 19 Community Energy and Innovation Jargon Buster

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER	Q2 June 2020

## Outcomes

- ✓ Updated our guides and information, to give a better understanding of community energy and innovation, including jargon buster.
- ✓ Webpage Animations - **4,163** views.
- ✓ Podcasts for Community Energy - **3,793**
- ✓ Guides Downloads - **5,190**

On our community energy website, we have updated our guides and information, to help customers better understand the work we are undertaking around community energy and innovation.



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 our distribution network operates and how innovation is carried out within WPD.

Although the document is based on WPD's processes, 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. View the document at

[www.westernpower.co.uk/downloads/130261](http://www.westernpower.co.uk/downloads/130261)

## We have implemented

- Community energy animations via Youtube to give clear guidance.
- Podcasts, to give individual innovation project information.
- Upgrades to our guides and information on the website.



Please visit our community energy website at [www.westernpower.co.uk/customers-and-community/community-energy](http://www.westernpower.co.uk/customers-and-community/community-energy)





## 20 Promote Collaborative Partnership Protocol Process

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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>	<div>MD</div> <div>DER</div> <div>UMS</div>	Q3 Sept 2020

### Outcomes

- ✓ We promoted our legal webpage on 06.07.20, directing our customer to our legal collaborative process and the new compliance measure.
- ✓ We agreed a target with our customers of 80% compliance on own activities across all measures. Our compliance in June 2020 was 98.3%.
- ✓ Positive Stakeholder Feedback.

## 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** Our legal representatives, 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](http://www.westernpower.co.uk/legal-process)



"with our connection work, we provide information on the legal process and that's done in a high-level infographic way, to give people an overview. That's what people want".

Stakeholder Feedback at WPD Customer Connections Workshop, Nov 2020.

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.

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.

[www.westernpower.co.uk/legal-process](http://www.westernpower.co.uk/legal-process)

# 21 The New Targeted Charging Review (TCR) Information on Prices

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER ICP	Q1 March 2021

## Outcomes

- ✓ Updated our stakeholders at the CCSG in October 2020.
- ✓ 200 downloads of the podcast in the first month - The system charging podcast can be found at [www.westernpower.co.uk/our-network/use-of-system-charges](http://www.westernpower.co.uk/our-network/use-of-system-charges)

## Ofgem's Targeted Charging Review (TCR) is set to make changes to Distribution Use of System (DUoS) tariffs that will impact consumers from April of next year. We want to help businesses prepare.

Ofgem are revising the way in which consumers are charged for electricity network costs and stakeholders told us that they were unsure how this would affect them in future. We undertook to provide advice by means of creating a Podcast that consumers could access and gain clarity on how the recovery of DUoS charges will change.

In our Podcast our Income Manager, Simon Yeo and Senior Analyst Dave Wornell described how changes to the structure of DUoS charges are being made now in readiness for implementation in April 2022. DUoS charges cover our costs of maintaining the distribution networks that supply electricity to your premises. Ofgem will be implementing changes to these charges to ensure costs continue to be distributed fairly. The costs are split in to two parts; one, residual, which is the cost of maintaining the electricity network and two, forward looking, which covers the cost of expanding the network. The change only involves the residual charge.

Dave explained that the residual charge will become a fixed per site charge for both common distribution charging methodology (CDCM) customers (connected at LV or HV) and EHV distribution charging methodology (EDCM) customers with effect from April 2022. He also described the impact of DCUSA Change Proposal DCP268; a change proposal that moves all tariffs to be billed on a red, amber or green time band basis and DCPs 341/342 that serve to remove residual charges from battery storage sites. Consumers will be allocated to a specific band for residual charges based on size and the band will determine how much DUoS they will pay from April 2022. This means the standing charge will go up but the unit costs will go down.

Simon and Dave also discussed what consumers should do if they wanted to know what band they were allocated to or what to do if they believed they had been allocated to the wrong band.

## Bandings

As part of the change, Non-Domestic Customers have been divided into five nationally created bands for each tariff group. The tariff group bands are;

- LV Non Domestic (NHH)
- LV Sub Half Hourly
- LV Half Hourly
- HV Half Hourly
- EHV

Bands have been allocated based on;

- NHH Sites – annual consumption (kWh).
- HH sites (all voltages) – 24 months average

Maximum Import Capacity (MIC) for the period between July 2018 and July 2020. Domestic Customers will not be banded. The same residual charges will apply to all Domestic Customers. The table to the below denotes the bands and boundary thresholds.

Band	KWh/kVA	Boundary Thresholds
Domestic Aggregated	-	-
Non-Domestic Aggregated Band 1	KWh	0 to 3571
Non-Domestic Aggregated Band 2	KWh	3571 to 12553
Non-Domestic Aggregated Band 3	KWh	12553 to 25279
Non-Domestic Aggregated Band 4	KWh	25279 to ∞
LV Site Specific Band 1	kVA	0 to 80
LV Site Specific Band 2	kVA	80 to 150
LV Site Specific Band 3	kVA	150 to 231
LV Site Specific Band 4	kVA	231 to ∞
LV Sub Site Specific Band 1	kVA	0 to 80
LV Sub Site Specific Band 2	kVA	80 to 150
LV Sub Site Specific Band 3	kVA	150 to 231
LV Sub Site Specific Band 4	kVA	231 to ∞
HV Site Specific Band 1	kVA	0 to 422
HV Site Specific Band 2	kVA	422 to 1000
HV Site Specific Band 3	kVA	1000 to 1800
HV Site Specific Band 4	kVA	1800 to ∞
EDCM Band 1	kVA	0 to 5000
EDCM Band 2	kVA	5000 to 12000
EDCM Band 3	kVA	12000 to 21500
EDCM Band 4	kVA	21500 to ∞



A copy of the DCUSA document can be found on the following website [www.dcusa.co.uk](http://www.dcusa.co.uk)

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

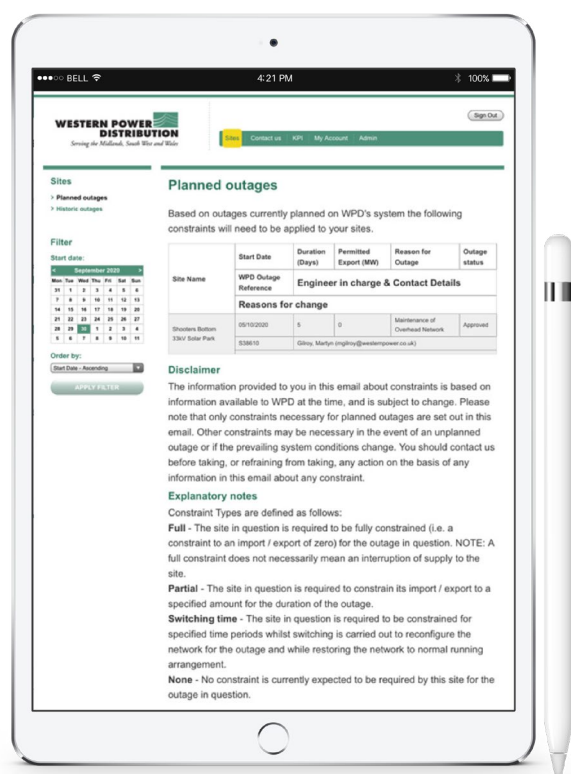
Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.	Enhance DGOO portal to be able to record and communicate reasons for changes to planned outages.	Stakeholder feedback on KPI pack, published on website.	DER ICP	Q3 Sept 2020

### Outcomes

- 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.

**WPDs Outage Management System (OMS) has been updated to include a new field called 'Reason for Change'. This field now appears on the DG portal when a Planned Outage is viewed.**

Below 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.



The DG portal can be accessed at <https://generation.westernpower.co.uk>

If you are making an initial enquiry, ensure to request an account with [wpdswestwalesgen@westernpower.co.uk](mailto:wpdswestwalesgen@westernpower.co.uk)



### SEE NEW ACTION 18 on ICE 2021/22 Plan

To work with our consultants to establish a firm framework with a view to deliver a solution. Proposed solution is that updates created within the portal will auto-generate an email to the relevant party.





## 23 Net Zero Surgeries

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	<div>MD</div> <div>DER</div> <div>UMS</div> <div>ICP</div>	Q1 March 2021

### Outcomes

- ✓ Net Zero surgeries can now be requested by our customers on our website at [www.westernpower.co.uk/net-zero-surgeries](http://www.westernpower.co.uk/net-zero-surgeries)
- ✓ 100% Delivered in Timescales.

### The energy system and how people interact is transforming. Customers are able to generate, store and consume electricity by adopting new lower carbon technologies.

A clear intent has been set by the UK's National Government to reach net zero by 2050 – reducing carbon emissions to zero is an objective we want to work with all our stakeholders to achieve. We can now assist in providing an understanding of:

- **Process**
- **Timescales**
- **Technical Considerations**
- **Consents/Legal Requirements**
- **Possible Network Constraints**

Involved with either making a single connection to the network in a particular area or a more strategic approach to decarbonisation across a region.



Net Zero surgery appointments can now be used to discuss your plans with one of our engineers or planners, to discuss your scheme and options available to you. To book an appointment either go to the website (address above) or email [wpdconnectappoint@westernpower.co.uk](mailto:wpdconnectappoint@westernpower.co.uk)

## 24 Local Authorities Engagement

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER UMS	Q1 March 2021

### Outcomes

- ✓ Stakeholder Engagement was held in July 2020.
- ✓ 100% of LA's engaged.

**This Government has ambitious plans for creating new homes and businesses across the UK. To make this happen significant investment is required in infrastructure such as transport links and provision of utilities.**

We want to be pro-active and help the Local Authorities (LAs) and Local Enterprise Partnerships (LEPs), so they can make a better economic appraisal and project forward looking plans for delivery.

Our local area Distribution Managers have run engagement sessions to better share our Distribution Future Energy Scenarios (DFES) data, understand the requirements/ambition/confidence for net zero from the LA stakeholders and use this to inform our future investment plans.

In July 2020 we successfully engaged with all LAs and LEPs in our four licence areas.

This will be continued throughout 2021.



**130 Local Authorities  
in attendance**





## 25 Community Energy Surgeries

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Hold Community Energy Surgeries so that stakeholders can request bi-lateral meetings.	<p>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.</p> <p>The availability of these will be publicised in our Community Energy Strategy and on our website, where a request can be made directly.</p>	<p>Following a request for a meeting they will be arranged within 3 days and carried out within 3 weeks.</p> <p>Meetings delivered within the timescales agreed.</p>	<p>MD DER UMS</p> <p>ICP</p>	Q1 March 2021

### Outcomes

- ✓ Community energy appointments can now be requested by our customers on our website at [www.westernpower.co.uk/connections-landing/surgery-appointments](http://www.westernpower.co.uk/connections-landing/surgery-appointments)
- ✓ Delivered meetings in timescales.

### Community energy covers aspects of collective action to reduce, purchase, manage and generate energy.

Community energy groups can also play a key role in projects and trials led by others, such as Local Authorities, energy companies and network operators. Their excellent links to the local people and businesses means they are trusted intermediaries.

Community energy projects have an emphasis on local engagement, local leadership, democratic control and local community benefits.

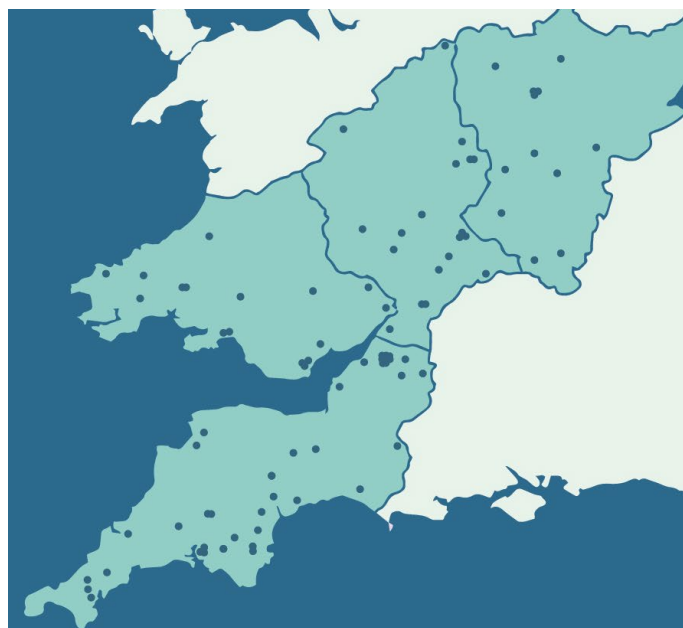
As a Distribution Network Operator we are committed to accelerating Net Zero in the communities across our four licence areas. We know community energy organisations play a vital role in driving Net Zero emissions transition because they work from the ground up, bringing their friends, neighbours and wider communities with them.



We have released our WPD Net Zero communities strategy ([www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy](http://www.westernpower.co.uk/customers-and-community/community-energy/communities-strategy)), this aims to help set out the work we have done in collaboration with community energy groups, but also the future possibilities of project assistance.



To enhance our support we have released Community Energy Surgeries, which can be requested by our customers on our website [www.westernpower.co.uk/connections-landing/surgery-appointments](http://www.westernpower.co.uk/connections-landing/surgery-appointments). These are to help and support in the initial stages of a forthcoming project, to ensure all parties have a full understanding of the project.



### Community energy in our area

43%

of community energy groups are in our areas

12,000+

members combined

97

community energy organisations

100MW

of community-owned renewable capacity





## 26 Major Customer Engagement Event

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Hold a second connections networking event, providing useful face-to-face engagement with a networking opportunity for WPD connection stakeholders.	Hold an event in Autumn 2020 to brief with a wide spectrum of stakeholders on WPD's connection strategies and actions we have taken or about to take in 2020 and the future.  Encourage round table discussion to generate feedback and potentially develop further initiatives.	85% positive feedback from major customer event.	MD DER UMS	Q4 Dec 2020

### Outcomes

- ✓ A connections workshop was held virtually via Zoom on 25th November 2020 on new connections. In total 53 stakeholders attended the workshop representing 45 organisations.
- ✓ **91% of the attendees** thought the event was interesting or very interesting on the overall satisfaction of the event.

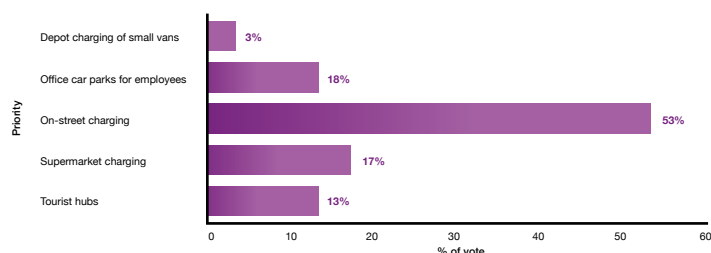
### We hosted a connections stakeholder workshop in November 2020, to seek feedback from stakeholders on a number of topics.

There was a wide range of representation of stakeholders including house builders, ICPs, IDNOs, utilities, LCT community, LAs and LEPs. WPD gave four short presentations covering;

- **connections strategy for RIIO-ED2**
- **supporting the transition to Net Zero (heat pumps & EVs)**
- **digitalisation & data**
- **strategic investment during ED2**

Each presentation was followed by round-table discussions giving the opportunity for the attendees to provide feedback. In addition, stakeholders were asked to vote in an online poll on a number of propositions.

### What do you think we need to prioritise next in terms of our electric vehicle strategy?



Feedback from the event was collated by an independent facilitator and a report produced that we used to plan improvements to connections services for the remaining price control period and in to RIIO-ED2.

<https://yourpowerfuture.westernpower.co.uk/our-future-business-plan>

### The workshop covered the topics;

- **Workshop One:** connections strategy for RIIO-ED2
- **Workshop Two:** supporting the transition to Net Zero (heat pumps & EVs)
- **Workshop Three:** digitalisation and data
- **Workshop Four:** strategic investment during ED2



**“Thanks for making the effort to engage meaningfully”**

**“It gave an opportunity to engage with other stakeholders and the WPD representatives on the individual topics”**

**“Please keep us informed on progress. We are most grateful to be kept in touch with and hope that your plans include support for novel business models.”**

Stakeholder feedback

## 27 Heat Pump Trial

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD	Q1 March 2021 Extended to ICE 2021/22 Plan Q3 Sept 2021 - Action 5

**Due to Covid-19 this project was delayed with no work being undertaken on site. The project has recently recommenced but the project is some 3 months behind schedule.**

The objective is still as planned, namely, we are partners on a project estate of circa 250 homes in which each house has a complete suite of LCT's such as generation, heat pumps, electric vehicles and energy storage.

We are monitoring the heat pumps and other technologies in these homes, so the profiles can be used to see the network loading and look to reduce the losses on the LV service cables and out of balance on the LV mains and unit transformers.

Although the project has re-started, compared to pre-lockdown the work is slow although a number of houses on the estate are now occupied. However, in October 2020 we installed some monitoring equipment on a feeder with 10 houses. These houses then had 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 following a long outage caused by a storm or black start event.

Two abnormalities were observed, caused by external factors. The data is to be analysed and we will update on the outcomes in our Q3 September 2021 status updates on Action 5.

Data collection has begun and Loughborough University will complete the analysis of monitored data on the behavioral use and loading profiles.





## 28 Motorway Services EV Charging

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Requirement to work with partners to develop quicker and more efficient connections to EV charge-points in motorway service areas.	To understand motorway services operators in their plans to develop EV charging at their sites. To develop with them a suitable innovative connection arrangement for the capacity they need. To work with OLEV Project RAPID to develop solutions.	Identify a suitable site and design a proposal to completion.	MD ICP	Q4 Dec 2020

### Outcomes

- ✓ Suitable site identified.
- ✓ Design proposal completed and contract placed – available January 2021.

**Large fuel retailers and service area operators will have to provide public charging points if they are going to cater for the predicated increase in volumes of electric vehicles (EVs). Some of this demand will be met by uprating LV mains. We have also looked at innovative ways of creating network capacity for EV charging through initiatives such as Hub Charging and EV filling Station projects.**

With the hub charging solution developed, a contract has now been placed with a transformer manufacturer to build the packaged substation. A tailored package solution developed and built by a leading manufacturer in switchgear and transformers, will be installed at a Motorway Service Area (MSA) within one of our licence areas.

It will be connected to an existing 33kV network within the vicinity of the selected MSA and deliver supplies to both the existing and new charging infrastructure. The new solution will provide up to 20MVA of capacity and will be specifically tailored towards the requirements of the new rapid chargers and the need to integrate with future Battery Energy Storage Solutions (BESSs) and Distributed Generation (DG).

Now we have identified a suitable site and the design proposal is complete, we will be running a six month trial to evaluate the performance of the new solution and capture the associated learning following connection to the live network. Working alongside the MSA operator, we will assess how the new solution performs against the original aims of the project and verify the benefits that have been generated.

Information on the technical performance of the solution will be regularly reported both internally within WPD and externally to the wider industry via a number of dissemination events.



Please see the 'Take Charge' project web page for further details  
[www.westernpower.co.uk/innovation/projects/take-charge](http://www.westernpower.co.uk/innovation/projects/take-charge)



The functional specification is available on the innovation project pages of our website  
[www.westernpower.co.uk/downloads-view-reciteme/231508](http://www.westernpower.co.uk/downloads-view-reciteme/231508)





## 29 Common Information Models – New October 2020 ICE Plan

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Understand any system improvements, to ensure the accuracy of the underlying network information.	<p>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.</p> <p>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.</p>	CIM files (asset and network information) available for download of the 132kV to 11kV network	<div>MD</div> <div>DER</div> <div>ICP</div>	Q1 March 2021 Completed Dec 2020

### Outcomes

- ✓ Completed Early December 2020 - CIM files has been produced and made available via our website for each of the four licence areas - [www.westernpower.co.uk/our-network/energy-data-hub/common-information-model](http://www.westernpower.co.uk/our-network/energy-data-hub/common-information-model)

### The Energy Data Hub has been created to enable easy access to all of the existing data that we currently share with the industry regulator and the customer.

The aims of energy data sharing are to unlock value from data within the energy system, drive innovation in new products, services and businesses and produce more efficient, cost effective systems that work for consumers and realise the benefits of clean energy.

Achieving a modern, digitalised energy system will require greater data visibility, infrastructure and asset visibility, operational optimisation, open markets and agile regulation.

The Common Information Models (CIM) provide a complete and consolidated view of our network assets and their connectivity. The models bring together a huge range of datasets from different types of energy infrastructure equipment, sensors and assets, including transformers, circuit breakers, wires and cables.

The CIMs can be used in power system tools or using freely available web based CIM tools, meaning that our network and its assets can now be viewed schematically whilst being able to understand their detail and properties. The data will support customers and stakeholders to more easily use our network data to make informed decisions for their interactions with and connection to our network.

The CIM data released so far covers the South West and Wales at Extra High Voltage (EHV) level (33kV to 132kV) and we have now developed a CIM that includes EHV and 11 kV data (EHV and HV) to provide more of our network assets and connectivity data in a standard format for all four licence areas.



# 30 Real-Time Power Flow Data Access – New October 2020 ICE Plan

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER ICP	Q1 March 2021 Completed Dec 2020

## Outcomes

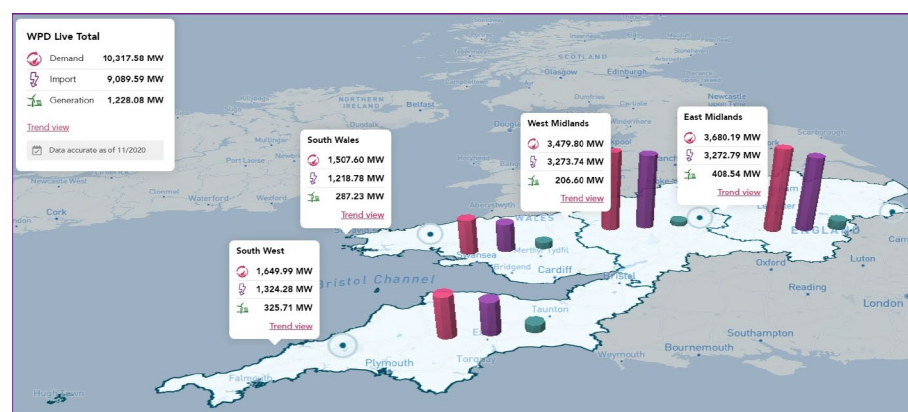
- ✓ Action completed in December 2020.
- ✓ Data is available here - [www.westernpower.co.uk/our-network/live-data-feed-application-map](http://www.westernpower.co.uk/our-network/live-data-feed-application-map)
- ✓ 3,829 web hits since January 2021.

## Live Data Viewer, provides live and historic data for demand, import and generation for each of our four licence areas.

The release of our Real-Time Power Flow Data Access signals a new wave of our ground-breaking digitalisation programme. The new data access tool gives the customers and stakeholders access to live data on energy production and use across the region.

It will allow customers, academics and innovators to view live data information on electricity demand import and generation across our network. The solution will also display historic data, supporting in-depth comparisons and research by third parties.

Users will be able to dive into the data, accessing generation split by key types such as solar and wind, providing a deep understanding of the make-up of energy on the network in real-time.



## Our ambition is that the real-time data resource will provide three key benefits to network stakeholders;

### Better Connections and Planning

Customers, local councils and low carbon energy developers will have greater information to make informed decisions, helping to plan where to most efficiently connect new EV charging stations, solar or wind farm generation, or where capacity is available for a new housing development.

### Supporting Cutting Edge Research

The real-time data will also help academics and researchers to better understand the operation of the UK electricity network. In combination with other datasets, our real-time data will help researchers monitor the UK energy network's response to live events, such as storms and surges in demand, enabling them to more accurately forecast the UK's future energy and infrastructure needs.

### Democratising Innovation

Echoing the success of TfL's open data policy supporting innovative services like City mapper, we are aiming to foster a new generation of smart, low carbon energy innovators. These data-led innovators could develop technologies that automatically help customers to minimise their fuel bills or plan a new grid connection. By allowing greater access to its network data, we are empowering a wider group of energy innovators to develop the next big idea.



"Feedback from our customers and stakeholders makes it clear that access to real-time data is a key area of interest. Understanding what is happening across the network on a real-time basis will become increasingly important to our customers, helping them make better operational decisions."

Jonathan Berry, WPD Data and Digitalisation Manager



## 31 Unmetered Connection Offers – Enhanced 2020/21 Initiative 16

NEW October 2020 ICE Plan Action

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
<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>	<p>DER ICP</p>	Q1 March 2021

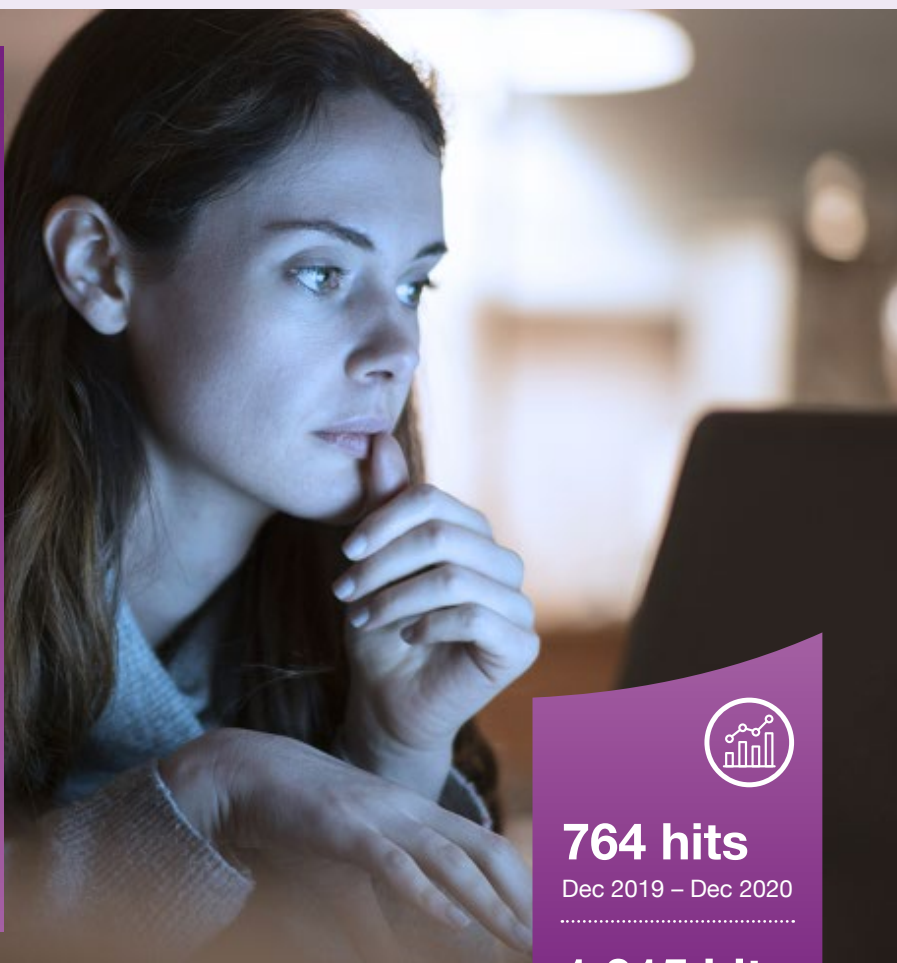
### Outcomes

- ✓ Survey Completed
- ✓ **188%** percent increase in web hits in the first four months of the new webpage

**Following a survey of unmetered connections customers (see ICE Action 16) we undertook to improve a number of elements relating to pre and post application processes.**

A simplified Unmetered Connection Offer based on the Simple Service Quotation (SSQ) already utilised for smaller metered connections has been developed and released. The revised connection offer is more concise and easier to understand.

Navigation to and around the unmetered connections web pages has been improved. The contents of the unmetered webpages have undergone a full review allowing stakeholders to find relevant information more quickly. Guidance has been simplified and updated where necessary. A further survey was issued to over 400 Unmetered Connection Customers in February 2021, requesting feedback to our updates on the Unmetered Connections webpages and the Unmetered Connection Offer. Feedback received was positive and suggested customers were satisfied with the changes.



### 764 hits

Dec 2019 – Dec 2020

### 1,015 hits

Jan 2021 – Apr 2021



[www.westernpower.co.uk/connections-landing/connecting-unmetered-equipment](http://www.westernpower.co.uk/connections-landing/connecting-unmetered-equipment)



## 32 Digitalisation Programme Updates – New October 2020 ICE Plan

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
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.	MD DER ICP	Q2 June 2021 on ICE 2021/22 Plan - Action 10

### Outcomes

- ✓ WPD Website Newsletter, Issued fortnightly.
- ✓ Tweets.
- ✓ WPD Digitalisation and Data new web page.

**We are committed to digitalising our business to ensure that we remain an efficient and effective operator of our network and deliver data and solutions in the right format, at the right time to customers and stakeholders to meet their needs and ambitions.**

Our focus to improve our data management, increase network insight and operation and to presume data as open will ensure that we deliver these aims to further improve our business efficiency, turn our data into information to benefit customers, deliver insight for network capacity and connection planning and new service propositions.

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.

We use all the social media platforms to announce to our stakeholders and customers on the ever evolving Data and Digitalisation journey.



We also welcome any direct engagement and feedback via [wppdigitalisation@westernpower.co.uk](mailto:wppdigitalisation@westernpower.co.uk)



Please also see our new webpage [www.westernpower.co.uk/smarter-networks/digitalisation-and-data](http://www.westernpower.co.uk/smarter-networks/digitalisation-and-data)



To sign up for our WPD Website Newsletter, please go to [www.westernpower.co.uk/innovation/contact-us-and-more/register-for-website-updates](http://www.westernpower.co.uk/innovation/contact-us-and-more/register-for-website-updates)



Incentive on Connections Engagement

# Section 3:

## WPD ICE Looking Forward Report 2021/22





# Introduction

**Our ICE 2021/22 Plan consists of 20 improvement initiatives that have been co-created with the help of our stakeholders.**

In this looking forward section we set out the stakeholder engagement activities we will be undertaking in the coming year, explain how our ICE Plan outputs and measures have been developed and look at some of the key priorities for the year. Whilst this section sets out our plans for 2021/22, it is a starting point rather than conclusion. Our ICE Plan and engagement activities will evolve and expand through the year as we identify new areas requiring action.

While Covid-19 has proven a challenge for us we haven't let it curtail our stakeholder engagement programme. We have continued to gather feedback through various means including virtual events and workshops, surveys and one-to-one discussions. This has helped us to draw our suite of initiatives together and test and refine them with our stakeholders prior to embedding them in our 2021/22 ICE Plan.

The twenty initiatives cover a wide spectrum of connections activities and are built around four key areas of delivery; Policy Guidance, Customer Support, Communication and Process Improvement. Within the ICE Plan we set a target date for delivery and state how we will measure our success.

Our 2021/22 curriculum of stakeholder engagement will provide the springboard for our connections stakeholders to inform and collaborate on our connections improvement initiatives and long term strategic plans. In this section we explain our stakeholder engagement strategy, how it underpins our ICE activity allowing us to identify our stakeholders' requirements, share knowledge and obtain the feedback required to maximise the impact of the improvements we undertake.

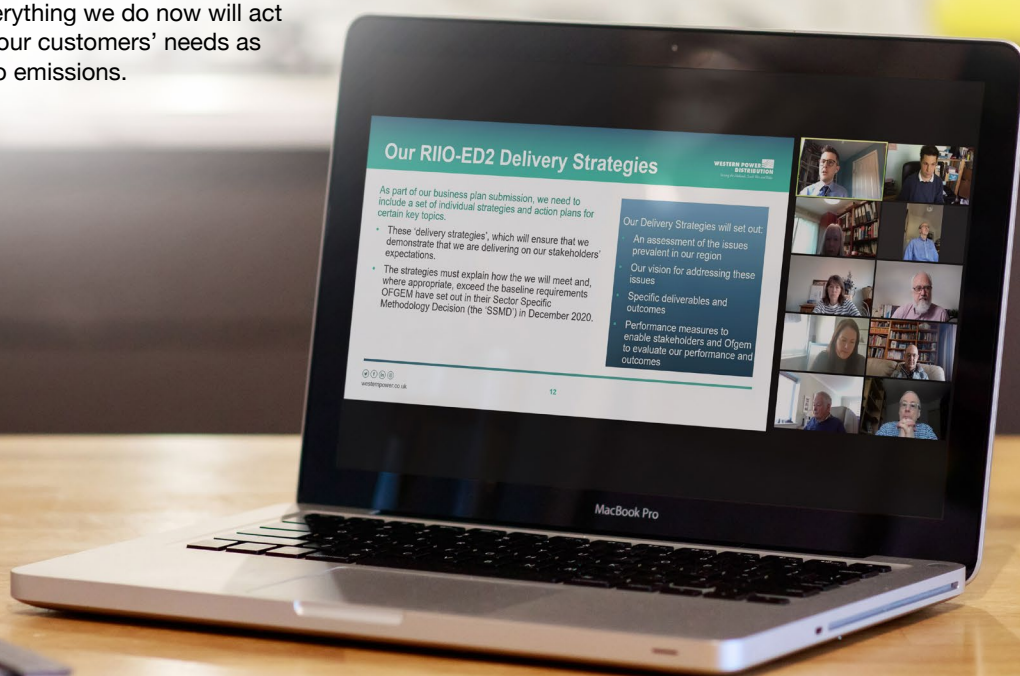
We recognise that it is important that we identify not only the areas of immediate concern for our stakeholders but also the emerging challenges that will impact our ability to provide a safe and secure network in the future. Everything we do now will act as a stepping stone toward meeting our customers' needs as the industry evolves to meet Net Zero emissions.

The electrification of transport and heat and our ability to cope with an associated increase in capacity requirements is central to our future energy strategy. We will invest in our network to support the increase in volumes but also use flexibility and innovative solutions where it delivers the greatest benefits to customers. This is incredibly important for our customers and will lead to lower network costs, fewer delays waiting for connections to the network and a more resilient and safer electricity supply.

Our area of focus is the availability of pre-application information for customers. This includes the improvement of data quality in areas such as heat maps and more accurate historical curtailment information. Our design engineers will become more pro-active in contacting the customer to give advice on options for connection.

When it comes to the application and delivery process we will make it as easy as possible for customers to connect LCTs and reduce times to provide approval to install LCT equipment. Our Enquiry Tracker will allow the customer to track individual schemes stage by stage, manage two-way activities and upload and exchange documents.

We believe our 2021/22 ICE Plan will improve our customers' experience and address the feedback we received from our stakeholders. However, ongoing engagement is key to the success of the ICE process and we encourage all our stakeholders to continue to contribute to our service improvement plans. It is only through continued dialogue that we can ensure we understand their needs and how best we can support them and to the long-term growth and viability of their businesses.







# Our Approach

**Our approach is always to engage with a purpose and collaborate with stakeholders to co-create our action plans.**

Feedback from our connections customers and stakeholders that we capture for ICE is also fed into our wider stakeholder engagement strategy via established reporting channels including our Strategic Stakeholder Engagement Management Group. Led by our Operations Director, each area of our business is required to develop an annual strategic engagement plan and report on progress against that plan. This group is helping to raise awareness of engagement activities taking place across our business and to identify any areas of overlap or potential for collaborative working. It also underlines the importance that we place on effective stakeholder engagement.

This group of critical stakeholders provides expert challenge on our strategic business priorities and helps set the agenda for our future direction. We are also working on the creation of our RIIO-ED2 Connections Strategy, which will provide stakeholders the opportunity to challenge and drive us to be as ambitious as possible when formulating our future plans.

Our approach to stakeholder engagement continues to align with the principles of our Stakeholder Engagement core strategy. Over time, stakeholder views and priorities change so we follow a cyclical process.





# Development of the ICE Plan

**Our ICE Plan begins with analysis of stakeholder feedback sourced through a full range of engagement activity in the year leading up to its development. We use this feedback to identify what the key priorities are for stakeholders to determine where we should focus our activities.**

These priorities are checked back with our stakeholders to ensure we captured them correctly, at our CCSG, major customer connections event and annual stakeholder workshops.

We use these priorities and further engagement to develop a set of initiatives designed with the help of WPD senior managers who will be responsible for their delivery. The initiatives follow a framework structure to ensure consistency of approach and quality (see right) and need to be specific, measurable, achievable, relevant and time-bound (or 'SMART') so that it is clear to stakeholders what we are intending to achieve and to be able to easily assess whether we have delivered.

Although we will undertake 'quick-wins' the majority of our ICE initiatives are intended to be stretching to ensure that we deliver maximum benefits to the customer. We set target completion dates and specific measures to assess the impact of the initiatives.

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



## Standard structure of initiatives:

To ensure that WPD delivers an ICE plan with initiatives meeting the requirements of our stakeholders, we use a standard structure of actions we aim to undertake when delivering an improvement initiative. This provides consistency and ensures we include stakeholders throughout the process.

The steps below set out the standard structure of actions for our ICE initiatives:



### Identify improvements

Assess the issue stakeholders have raised and identify improvements



### Design the solutions

Create plan of actions which will deliver improvements



### Check with stakeholders

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



### Amend where required

Update actions if required based on feedback



### Develop improvements

Deliver the actions required



### Test with stakeholders

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



### Implement

Deliver improvements and communicate to stakeholders



### Seek stakeholder feedback

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



### Measure impact

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



With these steps we can demonstrate the improvements delivered and describe the impact they have had with the support of our stakeholders. Whilst there may be initiatives which do not lend themselves to each of these steps, our updates will be clear on reporting the steps we have undertaken.



# Our Engagement Activity in 2021/22

**Our programme of stakeholder engagement is vital to the success of our ICE activity. It helps us to understand the areas our stakeholders want us to focus on, ensures we develop initiatives with the most successful outcomes and informs our decisions on long-term plans. Our 2021/22 engagement will ensure that we obtain input from a full range of stakeholders representing all areas of connections activity.**

Our engagement strategy ensures that engagement is fundamental to how we operate and for ICE it is central to the creation of the plan, which leads to positive outputs for our customers. This fully embedded approach has enabled us to develop enduring engagement with stakeholders, building their trust through delivering on their input and feedback.









In 2021/22, we will continue to undertake a full and robust programme of stakeholder engagement with methods tailored to stakeholders needs. Enduring interactions such as our CCSG, DGOO and major customer connections workshop will continue to facilitate the detailed discussion and challenge of expert stakeholders representing their areas of connections activity, ensuring our plans and direction are better informed.

Following on from last year, we will continue to have an increased focus on targeted engagement enabling discussion on specific topics to improve the detail of input from stakeholders.

Whilst we will continue to favour face-to-face engagement for detailed discussion, we will continue to expand our use of other methods such as virtual platforms, webinars, videos and social media.

It is important that we embrace this technology to ensure that our engagement continues to be broad and inclusive of all stakeholder groups.

## Surveys

Activity	Description	Reach	Market Sector
Major Customer Survey	A WPD commissioned monthly customer satisfaction survey of connections customers covering the market segments under the ICE scope. The style of the survey remains in line with that conducted under the Ofgem Broad Measure Survey.	2,000	   
DG Survey	A WPD commissioned customer satisfaction survey of Distributed Generation connections customers. The style of the survey remains in line with that conducted under the Ofgem Broad Measure Survey.	400	   

Total **2,400**





## Our Engagement Activities 2021/22

Activity	Description	Reach	Market Sector
<b>Customer Connection Steering Group (CCSG) &amp; Competition in Connections Group (CiCG)</b>	Panel of experts across the connections market to inform, influence and feedback on WPD connections plans and activities. The outputs from this group also feed into our overarching customer panel.	45	UMS MD DER ICP
<b>Customer Engagement Group (CEG)</b>	WPD's independent Customer Engagement Group providing input and challenge to our proposals around the plan for RIIO-ED2.	38	UMS MD DER ICP
<b>Customer Panel</b>	Customer panel meetings help to inform WPD's strategy and action plans for a variety of areas.	56	UMS MD DER ICP
<b>WPD DGOO Forum</b>	Four meetings are planned throughout 2021/22 The forum enables WPD to gain an understanding of DG owner/operator needs to develop actions to improve the services we provide.	60	UMS MD DER ICP
<b>UMS User Groups</b>	Meetings held for Local Authorities in the Midlands, South West and South Wales, allowing the LA's to discuss connection issues and feedback on performance.	50	UMS MD DER ICP
<b>WPD Stakeholder Workshops</b>	8 Workshops covering a wide range of topics, in November 2021 and February 2022 including connections, held at various locations across all 4 WPD licenced areas.	650	UMS MD DER ICP
<b>WPD Local Strategic Network Investment Event</b>	2 Strategic Network Investment Stakeholder Events June 2021 and December 2021.	100	UMS MD DER ICP
<b>Connection Surgeries</b>	Hold Connection Surgeries so that stakeholders can request bi-lateral meetings.	550	UMS MD DER ICP
<b>Community Energy Surgeries</b>	Hold Community Energy Surgeries so that stakeholders can request bi-lateral meetings.	100	UMS MD DER ICP
<b>Net Zero Surgeries</b>	Stakeholders will be able to request bi-lateral meetings with a local multi-disciplinary team to help facilitate progress towards decarbonisation.	100	UMS MD DER ICP
<b>Local Authorities Engagement</b>	Pro-actively engage with all local authorities to share our Distribution Future Energy Scenario (DFES) data.	130	UMS MD DER ICP
<b>Major Connection Customer Engagement Event</b>	This event will be used to brief stakeholder on our ICE activity and seek feedback and discussion in October 2021.	75	UMS MD DER ICP
<b>WPD Innovation Showcase Event</b>	Our conference will disseminate on a range of Innovation projects, following a technical theme. Events June 2021 and November 2021.	360	UMS MD DER ICP
<b>Electric Vehicle events</b>	A range of EV engagement events including CENEX Low Carbon Vehicle Event 201. The 13th Annual low Carbon Vehicle Event, Ride & Drive and WPD targeted engagement events.	2,500	UMS MD DER ICP
<b>DSO Information for Local/Rural Stakeholders</b>	Raise awareness regarding how rural areas might be impacted as we move to a DSO.	120	UMS MD DER ICP
<b>CIRED</b>	International Conference on Electricity Distribution to be held provisionally October 2021.	1000	UMS MD DER ICP
<b>Utility Week Live</b>	To exhibit at Utility Week Live in November 2021.	4,000	UMS MD DER ICP
<b>WPD Flexibility Services Webinar</b>	Flexibility Services webinars to cover the routes required to participate in the ability to provide WPD with Flexibility Services.	75	UMS MD DER ICP
<b>Low Carbon Networks &amp; Innovation Conference</b>	An industry event to be held in October 2021 to share information and feedback on innovation projects including innovative connection related projects.	1,000	UMS MD DER ICP

Total **11,009**





## A wide range of stakeholder engagement events throughout the year

We have an extensive range of engagement activity planned throughout 2021/22. Some of the key activities we have planned are set out in the timetable below. As we progress through the year the timetable will expand as new events are planned and engagement requirements arise.

### Timeline of events 2021/22

#### APR | 2021

Midlands  
UMS User  
Group

DGOO  
Forum

Future  
Networks  
Conference

#### MAY | 2021

LV Connect  
& Manage  
Event

Utility  
Week Live

Wales  
Energy  
Conference

Entire  
Webinar

#### JUN | 2021

CIRED  
2021

Customer  
Panel

WPD's  
Innovation  
Showcase Event

CCSG  
Workshop

Local Strategic  
Network Investment  
Event

#### JUL | 2021

DGOO  
Forum

Electric  
Nation Event

Local  
Strategic  
Network  
Investment  
Event

Community  
Energy  
Workshops  
(x3)

#### SEP | 2021

CENEX 2021  
Electric Vehicle

Customer  
Panel

Major  
Communications  
Customer Event

#### OCT | 2021

DGOO  
Forum

CCSG  
Workshop

Community  
Energy  
Workshops (x2)

Low Carbon  
Networks  
Conference

Local Strategic  
Network Investment  
Event

#### NOV | 2021

Community  
Energy  
Workshop (x3)

CiC  
Group

WPD  
Stakeholder  
Workshop (x8)

WPD's  
Innovation  
Showcase  
Event

#### DEC | 2021

Customer  
Panel

Local  
Authorities  
Event

Major  
Customer  
Survey

Distributed  
Generation  
Survey

#### JAN | 2022

WPD  
Stakeholder  
Workshops  
(x8)

#### FEB | 2022

Local  
Strategic  
Network  
Investment  
Event

CCSG  
Workshop

#### MAR | 2022

Community  
Energy  
Workshops  
(x2)

Customer  
Panel



# The ICE 2021/22 Plan

**Our ICE 2021/22 Plan has been developed around the four key areas identified by our stakeholders and will deliver a set of initiatives across a full range of connections activities.**

The format of the ICE 2021/22 Plan has been designed to be simple, straightforward and most importantly, accessible to all of our stakeholders.

Our external stakeholders are central to our ICE Plan to ensure that we are meeting their requirements and that they are clear on what improvements we are delivering for them. The format helps us understand actions are clearly defined and stakeholders can see where these have come from and which market sectors they will deliver for.

Each of the actions are numbered for ease of reference and have a target date to track progress.

The market sectors to which the action relates are identified in three columns, identified simply as unmetered services (UMS), demand connections (DMD), Distribution Energy Resources (DER) and Independent Connection Providers (ICP). As updates are published new actions will be clearly identified along with additional status updates on existing actions.

The actions in the ICE Plan have been grouped into a series of four headline areas. We provide a summary below of the key themes of the initiatives in the ICE 2021/22 Plan against the ICE stakeholder priorities we have established for this year.

ICE Plan Categories Key	Actions in each area
Policy Guidance	5 actions
Customer Support	5 actions
Communication	5 actions
Process Improvement	5 actions







## Policy Guidance

**Policy Guidance is the first key area of our new ICE Plan. We understand that giving a clear, plain English speaking and concise guidance is critical to ensuring that both our customers and our own staff clearly understand processes and policies for the connections services journey. We have five initiatives in policy guidance that we will deliver in this area.**

We are committed to continually driving improvements, delivering quality policy guidance in the constantly changing electricity distribution market. Involving our stakeholders in engagement every step of the way, we want to ensure that our policies are developed and enhanced in a meaningful and effective way.

One initiative that we are aiming to deliver is to improve information surrounding the implementation of cancellation charges relating to wider works on the transmission system (Action 2). Stakeholders have told us they need better information with regard to the potential requirement for liabilities and securities relating to larger connections having an impact on the transmission system. We are going to work collaboratively with other DNOs and the ENA to produce a good practice guide to drive improvements and consistency in approach.



**“Improve information sharing with regard to potential requirement for liabilities and securities relating to larger EHV connections having impact on the transmission system.”**

Stakeholder feedback



## Policy Guidance

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
<b>1</b> <b>Unmetered Connection Eligibility</b>	Provide clarity on policy relating to eligibility as an unmetered connection.	Further improve transparency and communication on information “when do you need a meter in street furniture”.  Provide external and internal guidance in a plain English statement on the website page and an internal bulletin.	Guides developed by target date.	Q4 Dec 2021	MD UMS DER ICP
<b>2</b> <b>Cancellation Charge relating to NGESO Wider Works</b>	Improve information sharing with regard to potential requirement for liabilities and securities relating to larger connections having impact on the transmission system.	To work collaboratively with all DNOs and ENA on a good practice guide to drive some improvements and consistency, to form the best working practice for WPD.  To produce and share information on a WPD best practice guide with links to our connections webpage.	Provide a best practice guide by target date.	Q1 Mar 2022	MD UMS DER ICP
<b>3</b> <b>Connections Queue Management</b>	Improve transparency with regard to how WPD facilitates its connections queue management process.	Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of queue management principles.  Have regard to concurrent work being undertaken by the ENA following Open Network consultation on the policy mechanisms and implement any changes as necessary.  (Continuation from ICE 2020/21 Plan Action 4).	Provide clear and concise information to stakeholders via various means including the website.	Q2 June 2021	MD UMS DER ICP
<b>4</b> <b>Statement of Works (SoW)</b>	Provide guidance relating to how the Statement of Works (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.  (Continuation from ICE 2020/21 Plan Action 2).	Updated document issued to stakeholders.  Positive feedback from stakeholders through a questionnaire in relation to the updated document.	Q4 Dec 2021	MD UMS DER ICP
<b>5</b> <b>Heat Pump Trial</b>	Understand the impact of higher levels of Heat Pumps on the distribution system.	To understand the network impact of Heat Pumps, and to assess the practicalities of installation we are working with a partner to develop new houses with LCT heating systems. The learning from this project will inform a revision to our Heat Pump Strategy document in 2021.  (Continuation from ICE 2020/21 Plan Action 27).	Completion of Trial.	Q3 Sept 2021	MD UMS DER ICP





## Customer Support

**Customer support is the second key area in our ICE Plan. It is essential we deliver services that meet and exceed our customers' expectations. We have five initiatives in the Customer Support area that provide a range of services for our customers, that aim to help and inform them so that they are not left confused or frustrated during the connections process.**

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

One way that we want to support customers is through digitalisation of data. Digitalisation of data is a major part in our plan to help the Government achieve Net-Zero. In our ICE Plan we have introduced the 'Real-time Power Flow Data' initiative that gives the customer the ability to view and download from our Live Data Viewer, live and historic data for demand, import and generation for each of our four licence areas.

The release of our Real-Time Power Flow Data Access signals a new wave of our ground-breaking digitalisation programme, and as we make further developments we are committed to ensure our customers are aware by releasing news of new data sets via social media posts and news articles.

Information awareness for our network is critical to our many stakeholders to help them make the formal or informal decisions about the viability of new connections.

**In our WPD Connections Workshop in November 2020, stakeholders made it clear that – “simplicity is the key idea here. Customers need to be given information in a simple manner”.**







## Customer Support

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
6 <b>Interactive Costing Tool</b>	<p>Set up some kind of an outline platform with mapping of cables and assets. That way, customers would be able to self-serve and work out whether their scheme would be suitable.</p> <p>Provide a provision for a "Self Service Budget Estimate". E.g. detailed enough information for connections customers to carry out their own assessment on a budget basis.</p>	<p>Development of a customer-friendly online LV self-serve budget estimates costing tool (LV 210kVA).</p> <p>Users will have access to a new automated tool that will allow them to self-serve and generate their own LV budget estimate.</p>	<p>Number of users from target implementation date.</p> <p>Stakeholder Feedback.</p>	Q1 March 2022	<div>MD</div> <div>UMS</div> <div>DER</div> <div>ICP</div> <p>(LV only)</p>
7 <b>'Enquiry Tracker' Process for Non ICP Customers</b>	<p>Provide definitive updates including timescales through an online portal. This would allow users to see progress without having to contact WPD and being passed through several departments every time an update is needed.</p>	<p>Expansion of 'enquiry tracker'/online application process to include non-ICP major customers.</p> <p>To trial the online 'enquiry tracker' with repeat major connection customers. Survey and review feedback, before full roll-out.</p> <ul style="list-style-type: none"> <li>• Create &amp; route connection enquiries</li> <li>• Enable tracking of individual schemes stage by stage</li> <li>• Manage two-way activities</li> <li>• Upload and exchange documents.</li> </ul>	<p>Positive survey feedback on enquiry tracker.</p> <p>Number of customers making use of the new process.</p>	Q1 March 2022	<div>MD</div> <div>UMS</div> <div>DER</div> <div>ICP</div>
8 <b>Scoping of Flexible Connections</b>	<p>Provide more clarity on availability of specific flexible connection options and volunteer up the most suitable consideration for a connection.</p>	<p>To provide additional customer facing documentation to recognise the changing energy use of customers and the ability of flexible connections to provide an alternative to conventional reinforcement, providing targeted advice and guidance to customers.</p>	<p>Improved number of hits to the webpage.</p>	Q1 March 2022	<div>MD</div> <div>UMS</div> <div>DER</div> <div>ICP</div>
9 <b>Recording and Provision of Historical Curtailment Information Relating to Active Network Management (ANM) systems</b>	<p>Improve the level of curtailment information.</p>	<p>To provide a high level measure of network congestion in active ANM zones by recording the number of half-hourly time periods during which an ANM system issued curtailment signals to customers.</p>	<p>Availability of "Periods Constrained" data for each ANM zone, updated on a quarterly basis.</p>	Q1 March 2022	<div>MD</div> <div>UMS</div> <div>DER</div> <div>ICP</div>
10 <b>Digitalisation Programme Updates</b>	<p>Provide 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>(Continuation from ICE 2020/21 Plan Action 32).</p>	<p>Releasing new data sets via social media posts and news articles.</p>	Q2 June 2021	<div>MD</div> <div>UMS</div> <div>DER</div> <div>ICP</div>



## Communication

**Communication is our third key area of our ICE Plan and is critical to our plan to impart and exchange of information in a simplified and concise format. We are seeking to establish the most effective channels of communication and access for all of our stakeholders and customers and with particular benefit to connection customers.**

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

At our Connections stakeholder Workshop in November 2020 it was noted that stakeholders felt that the design engineer should be more pro-active in contacting the customer to discuss and advise on the options for the proposed connection.

As a first step in our goal to improve communication, our action is to provide an improvement in the application process for major connections at 33kV and above by taking the customer through those options.

For example, the process will allow us to inform a customer of the potential to reduce capacity required so as not to trigger reinforcement. In doing so, a customer can make an informed choice as to whether to proceed with their full capacity and pay for reinforcement, or to reduce capacity and avoid reinforcement.



## Communication

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
<b>11</b> <b>EREC G99 Operational Notification Process</b>	Provide clarity on how the G99 process works on the ground and with on-site testing.	To review and improve transparency of the G99 operational notification process including timescales, on when we issue the documentation or commissioning, energisation and witness information to the generator/customer.  Develop a guide with clear implementation timescales both internally and externally, provide clear links on our website.	Positive feedback.	Q1 March 2022	MD UMS <b>DER</b> ICP
<b>12</b> <b>Competition in Connections (CiC) Understanding</b>	Sometimes customers struggle to understand the whole network ownership, especially the Independent Distribution Network Operators (IDNO) interface. They understand they can go to a Connections Provider but not necessarily understand the IDNO possibilities and what that means to them.	Undertake a review and improve the existing information on CiC.  Update the connections webpage to enhance clarity in relation to the options available to customers.	Positive feedback from customers.	Q1 March 2022	MD UMS <b>DER</b> ICP
<b>13</b> <b>Connections Jargon Buster</b>	Provide clarity surrounding the use of technical terms by explaining terms in greater detail.	Provide granular information for customers and stakeholders to find connections and technical acronyms in a jargon buster guide/factsheet on the WPD Connections website.	Positive feedback.	Q1 March 2022	MD UMS <b>DER</b> ICP
<b>14</b> <b>Connections Planning - Internal Communication</b>	Create best practice and consistency throughout WPD on Connections process and policy, to ensure customers receive an excellent service.	Develop communication pathways between the policy team, front line design engineers and planners to ensure customers received a consistent approach across our four distribution areas.  Collaborate with internal connections representatives, to understand any feedback, concerns or constructive suggestions, on connection areas for improvement/change.	Actions and changes identified as a result of this initiative.	Q1 March 2022	MD UMS <b>DER</b> ICP
<b>15</b> <b>Reinforcement Trigger Level</b>	Create something that identifies 'tipping points' where connection costs change.  Allow the planner/designer to be pro-active in contacting the customer giving feedback on the connection. (Tipping point).	Improve the application process for major connections at 33kV and above to provide the reinforcement trigger level for relevant customer applications.  The process will allow WPD to inform a customer of the level of reduction in capacity required to not trigger reinforcement, so that a customer can make an informed choice as to whether to proceed with their full capacity and pay for reinforcement, or to reduce capacity and avoid reinforcement.	Positive feedback from stakeholders on the improvements completed.	Q2 June 2021	MD UMS <b>DER</b> ICP





## Process Improvement

Process improvement is our fourth key area and has 5 initiatives. We are speaking to the full spectrum of stakeholders impacted by our processes. We work collaboratively with them and ask them to identify where they think we can improve our processes to make them more efficient and less of an administrative burden.

Process improvement also impacts our own people at WPD and so continuously engaging with them helps to develop best practice. Our staff are talking to customers every day so by liaising with them we can ensure that we are obtaining the best and most informed feedback possible. We then test our proposals with them to ensure that they do deliver improvements in process that will benefit both our staff and customers alike.

One of our actions is to prepare for the increased volume in connection of low carbon technologies such as electric vehicles and heat pumps. The work which we would normally complete as part of the acceptance process, such as network modelling, will now, in some cases, be completed in retrospect thus allowing customers to connect quicker, while we still ensure that the network remains fit for purpose.



**“For WPD you need to have a full menu of options, at motorway service stations and outdoor retail you won’t have an issue with setting these things up but what about the domestic home? That’s the worry.”**

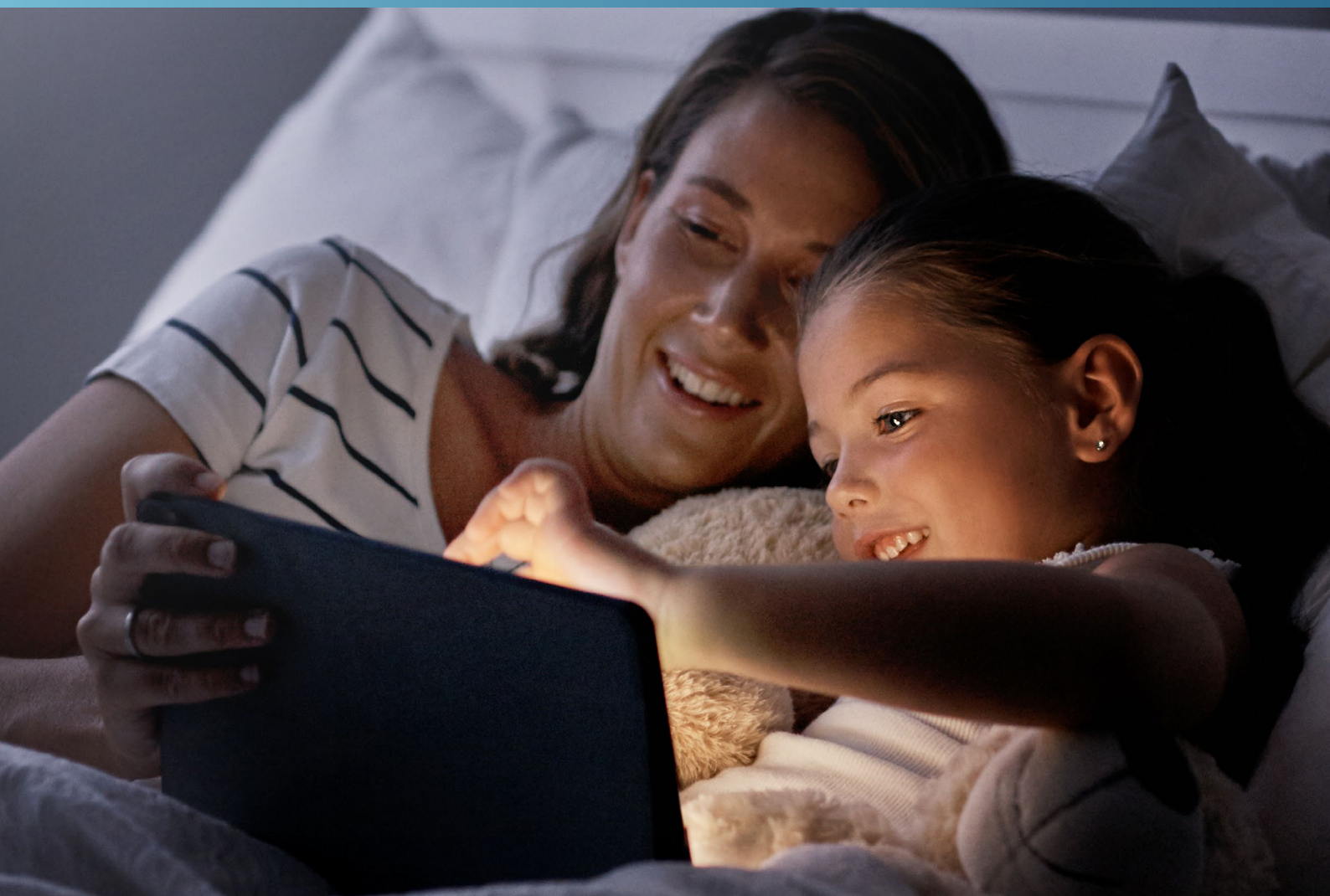
Storage and renewables provider/installer



## Process Improvement

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
<b>16</b> <b>Domestic LCT Acceptance</b>	Make it as easy as possible for customers to connect LCTs and reduce times to provide approval to install LCT equipment.	To prepare for increased volumes of LCT notifications and connections we plan to adopt an automatic acceptance process for most domestic LCTs. The work which we would normally complete as part of the acceptance process, such as network modelling, will now be completed in retrospect for connections where reinforcement works are socialised. We will also make more use of data provided by installers to assess the service which feeds the customer.  Any works to upgrade the service connection will also be completed in retrospect. Some LCTs with a known high level of duty on our network will be excluded from the automatic process.	Update of LCT acceptance policy documents.	Q3 Sept 2021	
<b>17</b> <b>Network Capacity Map for ANM - Provision of Indicative Curtailment for ANM</b>	Continue to improve the network availability/headroom capacity map data - Transmission ANM and curtailment levels for the different DG technologies.	Continue to improve the Network Availability Capacity Map to provide better information for Transmission ANM (TANM) and explore options for providing indicative curtailment information.  (Continuation from ICE 2020/21 Plan Action 8).	Positive feedback from stakeholders on the improvements completed.	Q3 Sept 2021	
<b>18</b> <b>Provision of Outage Information for DER Customers</b>	Provide e-mail communication to DER customers for any new outage plans and altered plans going forward so that the DER community do not have to log into our portal to check to see if there was anything new that would be of relevance to them.	To work with our consultants to establish a firm framework with a view to deliver a solution. Proposed solution is that updates created within the portal will auto-generate an e-mail to the relevant party.	Positive feedback on the revised DG portal.	Q4 Dec 2021	
<b>19</b> <b>Smart Meter Load Data</b>	Improve LV data through Smart Metering, to help with capacity levels and connectivity for new connections.	To generate load profiles from feeders with Smart Metering data to improve accuracy of current load profiles. This will provide better data visibility and enhanced modelling, allowing more accurate feeder analysis and earlier identification of potential capacity constraints. Improved data will optimise network assessment, identify reinforcement works ahead of need and increase our ability to accommodate new connections and the installation of LCT's.	Feedback of progress to stakeholders, and use of profiles in WPD planning tools.	Q1 March 2022	
<b>20</b> <b>Developers Guide through Visual Context</b>	Provide enhanced guidance for inexperienced developers wishing to apply for connections.	Following on from our initiative from ICE 2020/21 Plan - Action 6.  We will improve information available to facilitate new entrants on our processes and procedures for a connection application by establishing a new customer focussed guide on our website area, including the provision of animated guidance.	Number of hits on the website area.	Q2 June 2021	





# The Success of the ICE 2021/22 Plan

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

We recognise that, for some initiatives, we cannot always set measurable targets for determining the impact of improvements we have undertaken. We will however, where applicable, continue to survey our stakeholder to receive feedback from them in response to the improvements we aim to deliver.

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



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

Alison Sleightholm,  
WPD Resources and External  
Affairs Director.





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