

WPD Stakeholder Event Connections Workshop

ICE Priorities for 2018/19

Ofgem Incentive of Connections Engagement (ICE)

Introduced by Ofgem under RIIO–ED1, with the aim to:

Replicate the effects of competition

Incentivise DNOs to improve the overall customer experience

Enable customers to influence a DNO's high level strategy and work plan of activities

- The Incentive came into force 1st April 2015
- ICE requires DNOs to submit evidence (for different connection market segments including DG) that they have:
 - Engaged with a broad range of customers
 - Responded to the needs of their customers
 - Set relevant performance indicators
 - Developed a forward-looking work plan to improve performance
 - Reported actual performance against indicators and work plan

WPD ICE 2017/18 Update

Our ICE Workplan for 2017/18 is progressing well with a number of key actions already delivered, some examples are given below:

- **Interactive costing tool:** an interactive costing tool has been developed and is available on our website at www.westernpower.co.uk/connections/interactive-costing-tool. This enables users to obtain a simple budget estimate by entering a few key details.
- **Study & Offer:** a trial process has now been made business as usual across WPD's four regions for generation connections of 5MVA and above.
- **Local Authorities & Local Enterprise Partnerships:** we have undertaken actions to improve engagement and ensure awareness of information available, including a new webpage that provides information for LGAs/LEPs <https://www.westernpower.co.uk/About-us/Our-Business/Our-network/Network-Development.aspx>, LGAs/LEPs are now able to submit a request to set up a face to face meeting with WPD relating to strategic planning in their specific area.
- **WPD CiC Group:** we have established a new group of stakeholders focussed on competition in connections who will help to inform WPD's improvement activities in this area.
- **Collaborative Partnership Protocol:** working with our solicitors, we have developed proposals facilitating a new way of working with customers' solicitors for the shared goal of completing legals quickly for the benefit of a common customer.

WPD ICE 2017/18 Update

There are also a number of key actions in progress in our ICE Workplan for 2017/18 :

- **Website development:** we are developing a revised 'Connections' section for our website, overhauling presentation and simplifying navigation for users. This update is being undertaken with help from stakeholders who are testing and feeding back on the new pages.
- **Queue and capacity management:** we are currently consulting on issues regarding the allocation and reservation of capacity on the network with the intention to develop new policy and procedure to ensure a fair and consistent approach for customers: www.westernpower.co.uk/Connections/New-Connections/Capacity-allocation-and-reservation.aspx
- **Connection offers and agreements:** following stakeholder feedback we are developing new offer letter templates to improve presentation and clarity.
- **Availability of information – use of system charges:** we have published a 'Distribution Charging Overview' guidance document and will also be holding a webinar on this topic with opportunity for stakeholder feedback.

WPD ICE Workplan development

The WPD ICE Workplan sets out the actions which we will undertake each year in order to deliver the service improvements required by our stakeholders in line with the priorities they have helped us to identify.

- The WPD ICE Workplan is created using input from our stakeholders including the WPD CCSG panel along with our broad range of connection stakeholders.
- We use Stakeholder discussions and feedback to prioritise the issues and to identify and formulate a set of actions to address them
- The initial set of actions develop though the year, progressing into further actions where identified which are added.
- A set of Key Performance Indicators with targets are set to measure our performance and that the ICE Workplan actions deliver the required improvements.

We would like to use this session to discuss the priorities and the actions you want to see us implement in our 2018/19 ICE Workplan

Current ICE workplan priorities

Our current workplan consists of initiatives designed to meet the priorities we have identified via our stakeholder interactions both before and during the workplan period:

- ▶ **Availability of information:** further improve information on outages & constraints, the SoW process, communicating work programmes, improve constraint & capacity information including demand and storage capacity.
- ▶ **Customer service:** continue to improve consistency in service and application of policy across WPD teams including SoW, design approval, pre-connection information and post-acceptance communication.
- ▶ **Competition in Connections:** refine processes to make improvements to Competition in Connection Code of Practice activities including HV self-connection, design approval and other self-service activities.
- ▶ **Transition to DSO:** develop policies, processes and technology facilitating a move to DSO. Engage with stakeholders on the development of the DSO role.

2018/19 ICE Priorities

Taking on board stakeholder feedback up to now, we have identified the following areas to focus on as priorities for our ICE improvement activities in our next workplan:

- ▶ **Availability of information:** further improve information on outages & constraints increasing detail and scope, improve constraint & capacity information adding additional layers to existing services, provide assistance with understanding available information.
- ▶ **Customer service:** continue to improve consistency in service and application of policy across WPD teams. Improve speed and accuracy of response to connection requests
- ▶ **Competition in Connections:** continue to engage CiC stakeholders in ongoing development of service improvements
- ▶ **Transition to DSO:** Continue to engage with stakeholders with information tailored to their knowledge and interest. Develop information signposting where flexibility services are required in the short and long term. Continue to work with other network and system operators to coordinate approach.

We are seeking your views on:

- Which of these action areas should have the highest priority?
- Do you have any views on how we could improve in these areas?
- What actions would you like to see?