

# **WPD Stakeholder Event Connections Workshop: Priorities for 2017/18**

# Ofgem Incentive of Connections Engagement (ICE)

Introduced by Ofgem under RII0–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 1<sup>st</sup> 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 2016/17 Update

**Our ICE Workplan for 2016/17 is progressing well with a number of key actions already delivered, some examples are given below:**

- **Major customer senior manager contact:** stakeholders with large numbers of schemes told us that they wanted a single point of contact in WPD to discuss their schemes and related issues. We have now implemented this role, with senior managers appointed for 60 customers across a range of sectors.
- **Providing information on outages and constraints:** from feedback we identified this priority, establishing a stakeholder forum to identify requirements and inform development of the provision of this info. These meetings have led to us established a single point of contact for enquiries related to DG network outage and constraints and have moved from a trial to business as usual in providing a weekly outage notification email for DG owner / operators.
- **Publish suite of agreement documents on website:** to address feedback that customers wanted to have sight of connection related agreements earlier in the process, we created a documents section on our connections webpage with a range of example documents as well as a competition in connections-specific agreements page.

# WPD ICE Workplan

**The WPD ICE Workplan sets 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 2017/18 ICE Workplan**

# 2017/18 ICE Priorities

From the feedback in the Ofgem ICE consultation and our engagement activity throughout the year, we have identified the following priority areas to address:

- ▶ **Availability of information:** further improve information on outages, Statements of Work, work programmes, constraint maps
- ▶ **Consistency:** continue to improve consistency in service and application of policy across WPD areas/teams
- ▶ **Competition in Connections:** refine processes to make improvements to Competition in Connection Code of Practice activities
- ▶ **Services levels:** further improve performance

**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?