WPD ICE 2021/22 PLAN

	Action Number & Subject	Initiative Stakeholder Feedback	Initiative Outcome	Measure	Target Date (Q2, Q3, Q4, Q1)	Status Update Q2
Policy Guidance	**1** **Unmetered Connection Eligibility**	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	We are liaising both internally and externally with our website developers, discussing how we might best deliver the 'when do you need a meter in street furniture guide'.
	2 **Cancellation Charge relating to NGESO Wider Works**	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 March 2022	We are part of the Open Networks, WS2 Product 5 (User Commitment) group that first met March 21. Development of the good practice guide is ongoing while the group continues to discuss and identify a consistent approach to applying cancellation charges.
	3 **Connections Queue Management**	Improve transparency with regard to how WPD facilitates its connections queue management process.	Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of queue management principles. Have regard to concurrent work being undertaken by the ENA following Open Network consultation on the policy mechanisms and implement any changes as necessary. (Continuation from ICE 2020/21 Plan Action 4)	Provide clear and concise information to stakeholders via various means including the website.	Q2 June 2021	**COMPLETE** Following the issue of the ENA queue management guide we have amended our own WPD specific guidance document. Our new guidance will provide Customers with clear detail on WPD's approach to implementing the new ENA Queue Management process. This new WPD guidance, combined with our recently released Capacity Allocation & Reservation Guidance, will improve consistency, transparency and fair application of queue management for WPD Customers across both Generation and Demand. WPD Guide – https://www.westernpower.co.uk/downloads-view-reciteme/232207 & ENA Queue Management User Guide Dec 2020 v4 – https://www.energynetworks.org/industry-hub/resource-library/open-networks-2020-ws2-p2-queue-management-user-guide.pdf

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4 Statement of Works (SoW)	Provide guidance relating to how the Statement of Works 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 2021. (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	Action is ongoing as we are 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. The working group is asking for views on its proposals via a formal consultation which opened on the 12th August and closes on 10th September.
5 Heat Pump Trial	Understand the impact of higher levels of Heat Pumps on the distribution system.	To understand the network impact of Heat Pumps, and to assess the practicalities of installation, we are working with a partner to develop new houses with LCT heating systems. The learning from this project will inform a revision to our Heat Pump Strategy document in 2021. (Continuation from ICE 2020/21 Plan Action 27)	Completion of Trial	Q3 Sept 2021	This trial has now become part of an Network Innovation allowance (NIA) project, being run by two Innovation Engineers within WPD. The Innovation team is currently putting the scope of the project together. WPD is collaborating with the Welsh Government's Optimised Retrofit Program (ORP). The NIA project aims to develop LV models of heat pump demand by building fabric archetypes. This aligns with the Net Zero and best values goals in the 2020 Innovation Strategy by ensuring robust estimations of the decarbonisation return on investment of heat pump retrofitting. It will support the following Innovation Strategy priorities: • Low Carbon Heat – supporting the mass-market scale up of heat pump adoption through improved modelling of network requirements (e.g. reinforcement, flex capacity required) to enable heat pump retrofits; • Digitalisation – integrating third-party data collection into WPD's demand modelling to deliver better value for money to customers; • Decarbonisation – supporting the development of the novel Pathway to Zero and Building Renovation Passports concepts to achieve decarbonisation of buildings.

Policy Guidance

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Customer Support	6 Interactive Costing Tool	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. 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.	Development of a customer-friendly online LV self-serve budget estimates costing tool (LV 210kVA). Users will have access to a new automated tool that will allow them to self-serve and generate their own LV budget estimate.	Number of users from target implementation date. Stakeholder Feedback	Q1 March 2022	We have been liaising both internally and with external developers , to identify how we might best deliver a budget estimate costing tool (LV 210kVA). The developer is currently formulating ideas for further discussion
	7 'Enquiry Tracker' Process for Non ICP Customers	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.	Expansion of 'enquiry tracker'/online application process to include non-ICP major customers. To trial the on-line 'enquiry tracker' with repeat major connection customers. Survey and review feedback, before full roll-out. • Create & route connection enquiries • Enable tracking of individual schemes stage by stage • Manage two-way activities • Upload and exchange documents	Positive survey feedback on enquiry tracker Number of customers making use of the new process.	Q1 March 2022	We are currently liaising with our IT and website development teams and mapping out 'user journeys' to ensure the application process is smooth and easily navigable.
	8 Scoping of Flexible Connections	Provide more clarity on availability of specific flexible connection options and volunteer up the most suitable consideration for a connection.	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.	Improved number of hits to the webpage	Q1 March 2022	As part of the stakeholder feedback, we are in the process of collating flexible connections information for our connection webpages.

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Customer Support	**9** **Recording and Provision of Historical Curtailment Information Relating to Active Network Management (ANM) Systems**	Improve the level of curtailment information.	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.	Availability of "Periods Constrained" data for each ANM zone, updated on a quarterly basis	Q1 March 2022	Initial (trial) attribute changes were made in our PowerOn system in April to capture ANM set point values and pass them to the Time Series Data Store (TSDS). This initial data capture, limited to the South West and South Wales license areas, will be analysed and further changes made if necessary. Once confidence in the data capture has been established, changes can be rolled out to the Midlands license areas.
	10 **Digitalisation Programme Updates**	Provide 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. (Continuation from ICE 2020/21 Plan Action 32)	Releasing new data sets via social media posts and news articles	Q2 June 2021	**COMPLETE** The outcome is we provide more and better quality data available on our Connected Data Portal - https://connecteddata.westernpower.co.uk and shared through all our social media channels, including LinkedIn and Facebook, to reach our various data user stakeholders.
Communication	**11** **EREC G99 Operational Notification Process**	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.	Q3 Sept 2021	Internal communications have begun to identify and review the current Operational Notification Processes in place. Discussions are ongoing on how best to improve transparency in this area.

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12 **Competition in Connections (CiC) Understanding**	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.	Q3 Sept 2021	Initial investigation has been undertaken and outline plans drawn up to review our current CiC information, to ensure it will be more easily navigable and available information on CiC to our customers.
13 **Connections Jargon Buster**	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	Q3 Sept 2021	We have been liaising both internally and with our website developers to discuss how we might best deliver a connections jargon buster guide and fact sheet online. We are now firming up our ideas and have a clear plan to move to the next stage of the development. Our key challenge is we don't want the user to have to leave a page online to understand a word. We are investigating the best interface to allow users to see those descriptions in the context of the page.
14 **Connections Planning - Internal Communication**	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	A Terms of Reference (ToR) document is currently being drawn up which will form the framework around which the Connections Policy Team will communicate with Network Services and Primary System Design Teams. The ToR will set out a procedure for ensuring that Teams are briefed, not only on immediate changes to policy or process, but also on changes that are planned for the future. Opening up communication pathways will encourage two-way conversations, allow Teams to provide essential feedback and become invested in any proposed changes.

Communication

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Communication	**15** Reinforcement Trigger Level	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.	Q4 Dec 2021	Still in progress. We are Investigating several options and determining which ones would be most beneficial for customers and could be rolled out swiftly.
Process Improvement	**16** Domestic LCT Acceptance	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	We have developed a set of acceptance rules based on generic information for LCTs. Policies to introduce this as BAU have been developed and are currently being trialled across six of WPD's local office areas. Subject to a successful trial we expect the policies to be issued during Q3 to achieve the target action date.
	17 Network Capacity Map for ANM - Provision of Indicative Curtailment for ANM	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	Still in progress. We are looking at various formats and avenues on how the information could be presented for customers.

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Process Improvement	**18** **Provision of Outage Information for DER Customers**	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	We have been working with our web developers and the DG community to provide notifications to customers whenever an outage is created, changed or cancelled in WPDs Outage Management System. This project is now in its final stages and will begin a 'soft launch' with a select number of customers over the coming weeks in order to check it is all working as planned. We will then be in a position to introduce the new email notification feature to every customer registered on our DG Portal.
	19 **Smart Meter Load Data**	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	Currently aggregated consumption data from 85 monitored substations is being analysed by Loughborough University to compare readings from Smart Meters with actual monitored substation data. This is then going to be aggregated against the percentage of smart meters on the feeder and a profile created for current penetration. Profiles will then be created for full penetration depending on profile class of customers. Next steps are to see the profiles generated and compare against known data and penetration percentages
	20 **Developers Guide through Visual Context.**	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	COMPLETED A simplified connections guide in the format of an animation has been developed and released on our connections webpage -https://www.westernpower.co.uk/connections-landing Our guide is to facilitate new entrants into the connections area and provides a brief overview of The Application Process Preparing the Site Work begins on Site We will survey our stakeholders to see if the animation is beneficial to the smaller developers.

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