



Incentive on Connections Engagement (ICE)

Western Power Distribution
- Looking Forward Report
October 2021 update

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 8 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.

The distribution network sits between National Grid's transmission network and our customers. The drive towards a low carbon economy has led to increasing levels of generation directly connected to our distribution network along with new forms of electricity demand, including electric vehicles, heat pumps and battery storage.

In addition, if you need a new or modified connection we have expert teams ready to design and construct solutions according to your needs. Our dedicated team of more than 6,500 employees are proud of the role they play in powering the lives of the people and communities they serve.

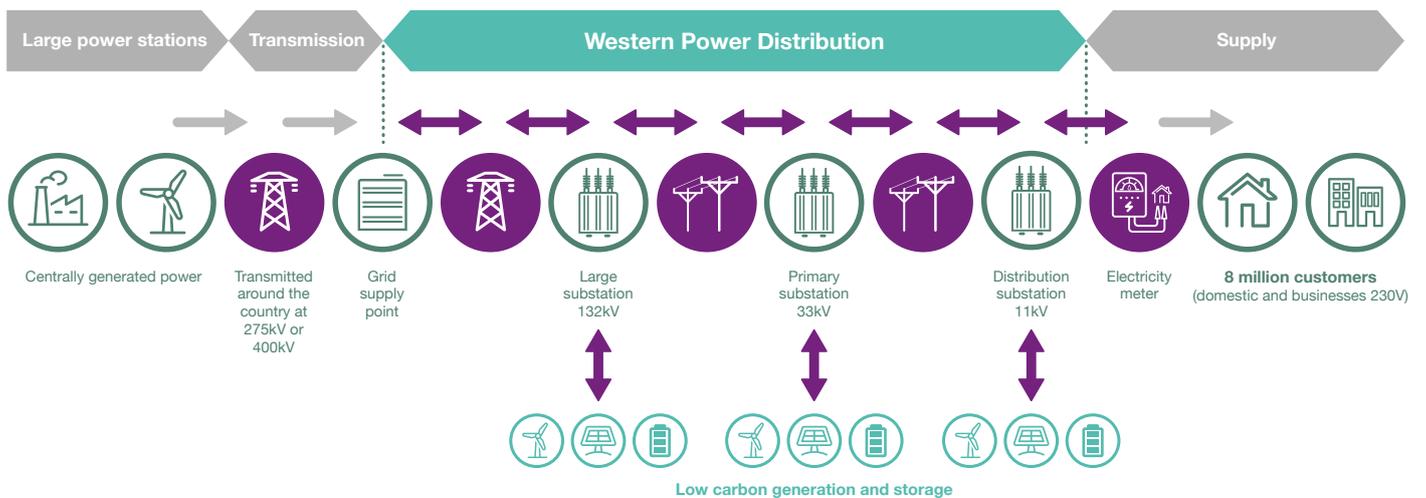


Our key responsibilities

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 geographical area of some 55,500km² serving over 8 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.

Contents

Introduction.....	4
Our Stakeholder Engagement Strategy	5
Our resubmission reasons.....	7
How your feedback shapes our future	8
New 2021/22 engagement activities update	9
Actions update introduction.....	10
Actions update.....	11
Our new updated ICE 2021/22 Plan initiatives...	20
The plan.....	21

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Introduction

Welcome to our ICE 2021/22 October submission. During this time, we have continually developed our engagement strategy, built lasting relationships and earned stakeholder trust. Our simple philosophy is to listen to what our customers are saying and develop this feedback into meaningful actions that we can deliver on, therefore improving levels of service in the connections arena.

During the pandemic, we have continued to innovate and find ways of lowering the carbon footprint, and we will now play a pivotal role in driving the green recovery. We will strive to develop innovative ways to deliver new connections in the light of government targets to achieve net zero greenhouse gas emissions in the UK by 2050. Connecting low carbon technologies such as electric vehicles, renewable energy sources and heat pumps will be integral to this.

As a Distribution Network Operator and Distribution System Operator, our updated ICE Plan recognises this fact as we continue to focus on actions that will help toward the decarbonisation programme, for example through facilitating collaboration with local authorities and community energy groups to deliver local energy plans.

Although delivering our ICE actions remains at the forefront of our thoughts, we are also looking toward RII0-ED2 and the opportunities that it brings, specifically the need to create a Major Connections Strategy. We think the development of a well crafted strategy that looks toward 2028 and beyond will allow us to be more ambitious in our approach to developing initiatives that serve as a catalyst for ground breaking improvements in customer service. We have already undertaken significant levels of stakeholder engagement to help us understand what they want and to translate that into our strategy and we will continue to engage with them to ensure we continually improve what we do.

Listening and responding to our stakeholders is central to our connections business and is crucial to the continuous improvement and development of our long term Operational Strategy.

This October update proposes to inform and update our stakeholders and customers of the progress we are making, also to include the three new initiatives we have introduced, which is informing our improvements in both this current ICE period and into the next. We believe that delivering on these actions will enhance our connections customers experience and ensure that we maintain momentum toward performance excellence.

I trust that you find our updated ICE Plan suitably stretching and reflective of your needs.

Your views are very important so please do not hesitate to contact us with regard to our ICE Plan by contacting us at wpdconnpolicysupport@westernpower.co.uk



A stylized, handwritten signature in white ink, appearing to read 'G. Halladay'.

Graham Halladay
Operations Director

Our Stakeholder Engagement Strategy

Our overriding strategic principle of “engagement leads to action” is typified by our commitment to introduce three new initiatives under this October resubmission document.

Our well established and effective 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.

The fundamentals of our approach are enduring, and guided by seven principals. 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.

- **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.

Identifying stakeholders

We continually review and refresh our stakeholder mapping to make sure that we have the right mix being holistic and inclusive for the full range of connections activity.

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 the 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

In 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.

Our Stakeholder Engagement Strategy

Feedback

Debriefing on feedback to our external and internal stakeholders following an engagement helps us build on the momentum and helps demonstrate intent to incorporate insights.

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

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.



“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 quotation

Our resubmission reasons

Under the ICE Incentive DNOs have an opportunity to update their looking forward section of their ICE Submission and are able to make a resubmission to Ofgem in the October of the submission year. When providing the update, the DNO must explain the reasons for the resubmission.

Every October, we prepare and issue a resubmission document that is designed, not only to update stakeholders on our progress against existing initiatives, but also to provide details of new initiatives that we have committed to following stakeholder feedback over the course of the current ICE year. In doing so stakeholders can stay in touch with developments and measure our progress.

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 Major 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.



How your feedback shapes our future

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

The ICE Plan is intended to evolve throughout the year as new initiatives are identified. Our overriding strategic principle of 'engagement leads to action' is typified by the addition of three further initiatives to the ICE Plan under our October 2021 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.

Our ICE 2021/22 Plan has a range of initiatives covering a broad range of topics that fall under four key connections areas:



Policy guidance



Customer support



Communication



Process improvement

These initiatives are designed to deliver improvements in our connection activity for our stakeholders.

In 2021/22 so far, we have completed nine of the initial 20 initiatives. A full update on the status of these initiatives is provided in the plan update section in our ICE 2021/22 Plan, which can be found on our dedicated stakeholder website.



These are to be found on our dedicated stakeholder website:
www.westernpower.co.uk/ice



New 2021/22 engagement activities update

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. Our customer enduring 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 comprehensive, 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.

Our engagement programme expands through the year as events are planned and new requirements for activities are identified. In our 'Looking Forward' Report, we set out the events we had planned for 2021/22 and explained that this initial schedule would expand as we identify new engagement opportunities through the development of our ICE initiatives and as new priorities are identified.

The table below sets out some of the additional engagement activities we have undertaken and have planned along with their expected stakeholder reach and the market sector broadly represented.

New engagement activities 2021/22

Activity	Description	Reach	Connections area			
			UMS	MD	DER	ICP
Distribution Future Energy Scenarios (DFES) webinars	A virtual meeting to disseminate learning and share knowledge in all four WPD licence areas in June and July 2021.	80		•	•	•
Ofgem EFFS demonstration	Discussion on answering questions and dissemination learning on project Electricity, Flexibility and Forecasting Systems (EFFS). Virtual meeting in April 2021.	20		•	•	•
OHL Power Pointer (OHLPP) workshop	Internal Stakeholders on the BAU transition of the OHLPP smart navigation solution. Two online workshops in June 2021.	60		•	•	•
The role of 5G for utilities and the energy sector	WPD and Nokia had a break out session to discuss our LTE Connecting Futures Project and was also an opportunity to hear views from other participants on the advances in 5G and how the widespread use of the technology could benefit industry and the wider society. Virtual meeting in April 2021.	30	•	•	•	•
WPD innovation showcase	Dissemination of learning from the innovation team. June 2021.	70		•	•	•

Key for connection areas **UMS** - Unmetered Supply **MD** - Metered Demand **DER** - Distribution Energy Resources **ICP** - Independent Connection Providers

Actions update introduction

Six months into our 2021/22 ICE Plan, we want to tell you more about the initiatives that we have completed and those where we have made significant progress.

We have been working hard to complete the initiatives in our ICE Plan within the set target dates and some we have already completed so we are now seeking feedback from stakeholders on whether or not they believe we have delivered on them. In other initiatives, we have been making good progress as we continue to refine and develop them to ensure they meet stakeholder expectations.

We have delivered nine ICE initiatives in the first six months of 2021/22 Plan and strive 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 policy guidance improvements to communication for a wide spectrum of customers.

In this section, we tell you more about the initiatives and how we have achieved our goals so far. For more information, follow the links provided against some of the initiatives.

 **403** completed ICE actions from 2015 - 2021

 **9/20** ICE 2021/22 Plan initiatives delivered so far

 **260** stakeholders reached following new engagement activities in 2021/22



3 Connections queue management

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Improve transparency with regard to how WPD facilitates its connections queue management process.	<p>Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of queue management principles.</p> <p>Have regard to concurrent work being undertaken by the ENA following Open Network consultation on the policy mechanisms and implement any changes as necessary.</p> <p>(Continuation from ICE 2020/21 Plan Action 4)</p>	Provide clear and concise information to stakeholders via various means including the website.		Q2 June 2021

Outcomes

- ✓ WPD Guidance – go live June 2021.
- ✓ Our new guidance will provide distributed generator customers with clear detail on WPD’s approach to implementing the new ENA queue management process.

Following industry consultations throughout 2019 to 2021, regarding connection queue management, the Energy Networks Association (ENA) published the Queue Management User Guide (2021). The purpose of the guide was to create an industry-wide agreed process, based on the existing processes set out in the ENA Fair and Effective Management of DNO Connection Queues: Progression Milestones (2016), that all network companies will use to manage connection queues.

Our New WPD queue management guidance is based on new industry wide guidance. This new guidance ensures WPD customers have a clear and constant approach to milestones and queue management that is agreed across the industry. 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 and reservation guidance, will improve consistency, transparency and fair application of queue management for WPD customers across both generation and demand.



 WPD Guide
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>

5 Heat pump trial

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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.	MD UMS DER ICP	Q3 Sept 2021

Outcomes

- ✓ Completion of trial September 2021.

As an electricity distribution system operator, our approach is to ensure that a suitable electrical system exists for all the heating requirements in all situations. The principle is simple, the heat pump infrastructure requires higher volumes of energy and it is our job to provide the conduit for this energy.

We have used smart meter data to understand the use profiles of heat pumps on estates in Lincolnshire and South Wales. As a result, we expect to be able to reduce the demand assumptions that we use for heat pumps which will allow more to connect to our networks. This work will now pass into 'Business as Usual' (BAU) as an update to design policy and will be referenced in our next Heat Pump Strategy.



Our latest Heat Pump Strategy is at: <https://www.westernpower.co.uk/downloads-view-reciteme/273052>



Peter White, WPD System Development Engineer said:

“Our strategy outlines how we will ensure that the electricity network is ready and available to help us all to make this huge, but vital, societal change.”



10 Digitalisation programme updates

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Provide improvements to data quality, including the heat map information.	<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>	Releasing new data sets via social media posts and news articles.		Q2 June 2021

Outcomes

- ✓ Released new data sets – 50 in September 2021.
- ✓ Ongoing social media posts as data and digitalisation evolves.

Digitalisation of the energy system is at the heart of our transition to build a smart and efficient energy system, supporting the UK’s clear commitment to net zero carbon emissions by 2050.

We have updated our website to carry information relating to our latest data and digitalisation developments published. We continue to review the effectiveness of the data as it begins to take effect and our stakeholder’s feedback on their experiences.



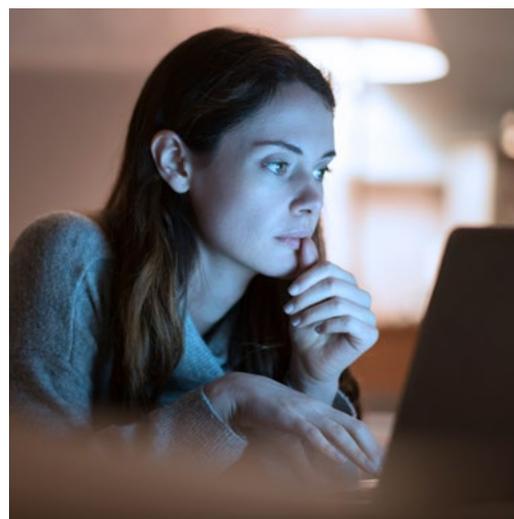
We became the first Distribution Network Operator (DNO) to implement a standardised data catalogue, based on CKAN, the world’s leading open source data management system; <https://connecteddata.westernpower.co.uk>.

So far we have released 50 open datasets, which is well over 100 data resources, each of which come with standardised metadata (based on the Dublin Core standard) and associated data dictionary. We have six data groups on our Connected Data Portal webpage;

- Demand.
- Flexibility.
- Future Energy Scenario’s.
- Generation.
- Innovation.
- System and network.

We continue to actively triage our datasets to understand whether they are open, public, shared or closed. As we move forwards we are now expanding Connected Data Portal to include data beyond that triaged as open, included public and shared using registration and access control functionality.

Our volume of accessible data through the Connected Data Portal will increase, using our regular and better internal stakeholder engagement and guided by external engagement to deliver better value to our customers.



We also welcome any direct engagement and feedback via wpddigitalisation@westernpower.co.uk

Please also see our new webpage 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

11 EREC G99 operational notification process

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Provide clarity on how the G99 process works on the ground and with onsite 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.	MD UMS DER ICP	Q3 Sept 2021

Outcomes

- ✓ Guide developed September 2021.
- ✓ Link to guide on website:
<https://www.westernpower.co.uk/connections-landing/connecting-generation-or-energy-storage/get-connected>

Engineering Recommendation G99 ‘Requirements for the connection of generation equipment in parallel with public distribution networks on or after 27 April 2019’ (EREC G99) is an industry document that provides requirements for the connection process from standards of functionality to site commissioning, such that customers, manufacturers and generators are aware of the requirements that will be made by the local DNO before the power generating facility will be accepted for connection to the distribution network.

Customers connecting generation to our network need to install their equipment in compliance with EREC G99. The tasks undertaken to get connected differ dependant on the size of the generating capacity. In general, the bigger the power generating module, the more complex the connection requirements.

We have developed a short guidance document that focuses on the information exchanges that occur between the customer and WPD from the initial planning stage, through design and construction and ending at energisation, testing and witnessing.

G99 divides generators and battery storage systems into four classes (A-D) and the compliance requirements will vary for each type.

Type A generators or storage: <1MW and <110kV

Type B generators or storage: 1MW – 10MW<110kV

Type C generators or storage: 10MW – 50MW< 110kV

Type D generators or storage: 50MW + <110kV

Our guidance document explains which forms need to be completed to evidence compliance and which operational notifications should be submitted according to generation type.



We have written a guidance document ‘G99 Connection Procedures’ which is available on our website via the following link
<https://www.westernpower.co.uk/connections-landing/connecting-generation-or-energy-storage/get-connected>

12 Competition in Connections (CiC) understanding

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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

Outcomes

- ✓ Review completed.
- ✓ Connections website updated in September 2021.

We undertook a review of the existing information published about the role of ICPs and IDNOs. Although the information provided was accurate, we recognised that customers who are unfamiliar with competitive connections would not know to look for it.

We have updated the primary connections website page, www.westernpower.co.uk/connections-landing, with a banner which promotes that customers have a choice in who constructs or owns the new network.

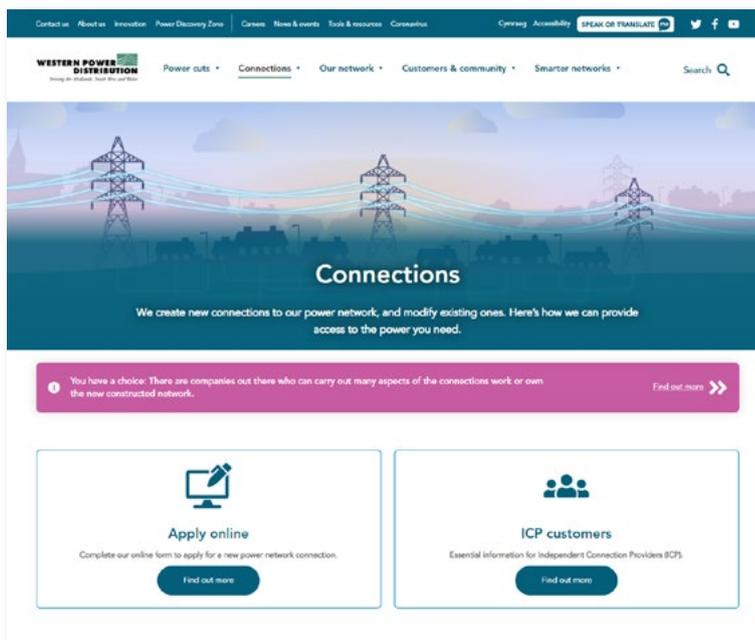
This then takes them to www.westernpower.co.uk/connections-landing/competition-in-connections/information-for-customers which sets out what an ICP is and what an IDNO is.

Links are included to enable customers to locate ICP and IDNO companies operating in WPD’s area.

The IDNO information has been refined to provide clarity that connectees will be customers of the IDNO and not WPD, and that the IDNO will be responsible for its operation, repairs and maintenance.

Hopefully we will receive positive feedback for our ICE report May 2022.

If you would like to share your thoughts and feedback, please contact our connections policy team at: wpdconnpolicysupport@westernpower.co.uk



 Stakeholder comments before review from major customer survey comments April 2021.

“Not sure where or how to get information about contestable and non-contestable providers.”

“Because we did not know we could. We thought we had to go to WPD.”

13 Connections jargon buster

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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

Outcomes

- ✓ Jargon buster guide/factsheet on website September 2021.
- ✓ Link to website: <https://www.westernpower.co.uk/downloads-view-reciteme-430870>

The jargon buster aims to give simple, plain English explanations of typical words and phrases used in the electricity connections world. The guide is to help our customers understand what they read or hear when in the process of applying for a new or augmented connection.

Our connections jargon buster helps to explain what many terms mean to enable customers to make an informed choice about the products and services that could help their connection. Getting to grips with connections application processes can be difficult when you are also trying to run a business or you are a one off customer and you may encounter words, terms and phrases that are hard to understand. With our jargon buster we explain the nitty-gritty in plain English.

Looking forward, we will also introduce to the new connections website a new search page for the connections jargon, that can be filtered in alphabetical order or by the various connection areas e.g. flexibility, innovation, low carbon technology.

Our key challenge moving forward and evolving our jargon buster is we don't want the user to have to leave a page online to understand a term or phrase. We are now investigating the best interface to allow users to see those descriptions in the context of the page. Our website designer is now working on this concept, **we have raised a continuation ICE action in this October ICE 2021/22 resubmission – Action 22.**

Connecting dwellings or commercial premises

We aim to make connecting to our network as straightforward as possible.

Whether it's a small domestic dwelling, infrastructure managed and maintained by WPD, a housing estate, a small business or a large commercial development, we can complete the entire connection process. You can choose a competitive connection provider to do some of the work.

If you would like to know more about the process there are links to further information at the bottom of this page.

 Stakeholder comment in major connections survey August 2021.

“WPD use a lot of electrical terminology that the average person does not understand.”

16 Domestic LCT acceptance

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Make it as easy as possible for customers to connect LCTs and reduce times to provide approval to install LCT equipment.	<p>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.</p> <p>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.</p>	Update of LCT acceptance policy documents.	<div style="display: flex; gap: 10px;"> <div style="background-color: #4a4a8a; color: white; border-radius: 50%; padding: 2px 5px;">MD</div> <div style="background-color: #c0c0c0; border-radius: 50%; padding: 2px 5px;">UMS</div> <div style="background-color: #c0c0c0; border-radius: 50%; padding: 2px 5px;">DER</div> <div style="background-color: #c0c0c0; border-radius: 50%; padding: 2px 5px;">ICP</div> </div>	Q3 Sept 2021

Outcomes

- ✓ Completed – LCT acceptance policy in place and operating.

Following a successful trial we have now implemented a streamlined acceptance process for domestic Low Carbon Technologies (LCTs). All EV and most HP applications will now get a quicker response from us, with any remedial works following on as a separate task. This means customers can connect their equipment without undue delay. Our internal policy was issued in September 2021 and brings the trial into a BAU solution across the business.

Specific notification requirements for LCTs allow us to obtain information relating to the cut out and termination in a customer’s home. In most cases the installation of a LCT is a notifiable event under Part P of the Building Regulations so installers are suitably qualified to provide a simple assessment of our equipment.

The generic assessments that have been made in relation to load approval at domestic premises. The two key factors that must be considered before any load increase may be accepted.

- **Equipment ratings must not be exceeded.**
- **The load must not cause significant voltage or harmonic disturbances which affect other customers.**

Now we have identified a suitable application process, we are looking to develop a web-based service for assessing requests for additional load at domestic premises as a result of LCT installations, facilitating a same day response to approve connections where pre-determined load acceptance criteria are met. We have included this as a new action in our ICE October resubmission - Action 23 for a Q2 2022 delivery.



17 Network Capacity Map for ANM - provision of indicative curtailment for ANM

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
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

Outcomes

- ✓ ANM Curtailment report now published on our website at: <https://www.westernpower.co.uk/anm-curtailment-reports>
- ✓ 15 ANM reports available.

We have investigated options for how predicted curtailment can be presented, either on the Network Capacity Map or through information on the website. We have now introduced our new ANM curtailment report webpage.

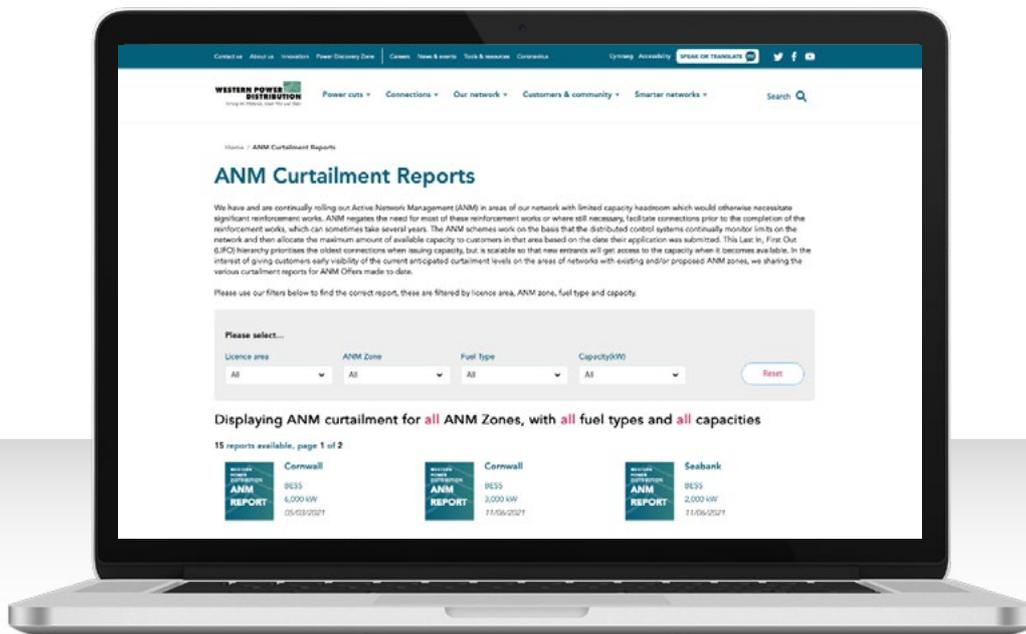
Our webpage will continually be rolling out Active Network Management (ANM) in areas of our network with limited capacity headroom which would otherwise necessitate significant reinforcement works. ANM negates the need for most of these reinforcement works or where still necessary, facilitate connections prior to the completion of the reinforcement works, which can sometimes take several years.

The ANM schemes work on the basis that the distributed control systems continually monitor limits on the network and then allocate the maximum amount of available capacity to customers in that area based on the date their application was submitted.

This last in, first out hierarchy prioritises the oldest connections when issuing capacity, but is scalable so that new entrants will get access to the capacity when it becomes available. In the interest of giving customers early visibility of the current anticipated curtailment levels on the areas of networks with existing and/or proposed ANM zones, we are now sharing the various curtailment reports on our website for ANM offers made to date.



WPD Website – ANM Reports
www.westernpower.co.uk/anm-curtailment-reports



20 Developers guide through visual context

Stakeholder feedback	Our action	Measures of success	Connection areas	Target date
Provide enhanced guidance for inexperienced developers wishing to apply for connections.	<p>Following on from our initiative from ICE 2020/21 Plan - Action 6.</p> <p>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.</p>	Number of hits on the website area.	<div style="display: flex; gap: 10px;"> <div style="background-color: #4a4a8a; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">MD</div> <div style="background-color: #d9d9d9; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">UMS</div> <div style="background-color: #d9d9d9; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">DER</div> <div style="background-color: #4a4a8a; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">ICP</div> </div>	Q2 June 2021

Outcomes

- ✓ Connections Animation Guide launched July 2021.
- ✓ 273 Hits on the animation in first three months.

Following stakeholder feedback from our CCSG and stakeholder workshops we undertook to develop guidance for smaller developers and house builders who may have little experience or knowledge of the connections process. This work was completed in parallel with our commitment to improve the post-acceptance guidance by including pre-application information.

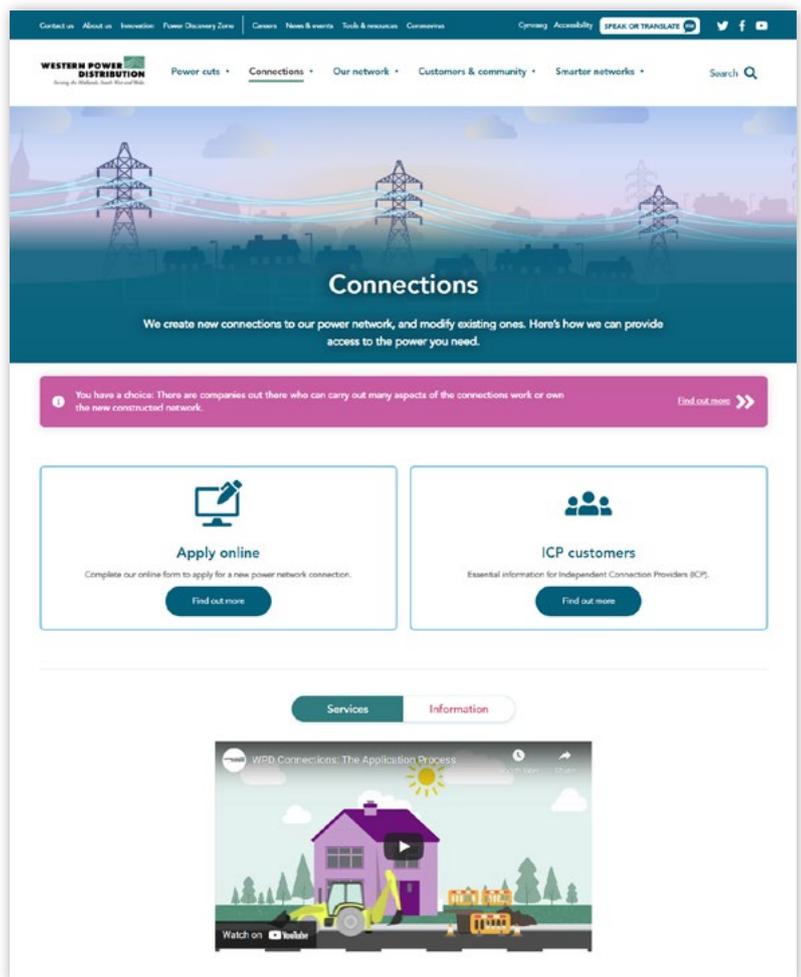
We have now provided visual guides using the social media tools that are available to us as a means to convey health and safety, technical and practical information in an easily accessible format.

The visual guides are in the form of animations as it was believed to be 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.

Since the launch of the animation in July, we have had 273 hits on the Connections Animation Guide. We have placed the animation front and centre of our connections landing page.



www.westernpower.co.uk/connections-landing

Our new updated ICE 2021/22 plan initiatives

Our stakeholders have fed back on areas that they would like us to focus on for the remainder of the current ICE Plan year. We are responding to this by creating three new initiatives to improve our services and information.

New Action 21 **ICP and IDNO safety and compliance event**

This action is to investigate hosting a WPD safety and compliance conference for all registered ICPs and IDNOs in our four licence areas.

Our stakeholders have fed back to say “the number of ICP operatives that are active in WPD’s area has increased year on year. They would like WPD to be proactive in ensuring that all the ICPs/ IDNOs can share best practice with WPD on procedural and compliance elements.”

New Action 22 **Connections jargon buster advancement**

This action has evolved from our connections Jargon buster Action 13, we will enable the user to immediately access descriptions relating to electrical and technical terms without leaving the relevant connection page.

We will add a jargon buster search facility for the individual word on our website.

New Action 23 **Web-based domestic LCT acceptance**

This action has been developed as a consequence of feedback from our connections customers, received as a result of the completion of Action 16 - domestic LCT acceptance.

We have now undertaken to improve the automatic acceptance process for domestic LCTs by creating an enhanced web-based notification and application process.

Completing these initiatives will help us to meet our stakeholders’ needs. It is important that we understand the impact our ICE incentives have on the services we provide to our customers and whether they do deliver the intended benefits so we will seek feedback from our stakeholders following implementation.



The plan

	Action number and subject	Initiative stakeholder feedback	Initiative outcome	Measure	Target date (Q2;Q3;Q4;Q1)	Connections area				
						MD	UMS	DER	ICP	
Customer support	21 NEW Independent Connection Providers safety and compliance event	Stakeholders fed back to say the number of ICP operatives that are active in WPD's area has increased year on year. They would like WPD to be proactive in ensuring that all the ICPs/IDNOs can share best practice with WPD on procedural and compliance elements.	We will investigate hosting a WPD safety and compliance conference for all registered ICPs and IDNOs in our four licence areas.	Collate all safety and compliance issues and communicate outcomes.	Q1 March 2022					
Communication	22 NEW Connections jargon buster advancement	WPD use a lot of electrical and technical terminology that the average person does not understand.	We will develop a simplified web-based jargon buster. That will enable the user to immediately access descriptions relating to electrical and technical terms without leaving the relevant connection page. We are investigating the best interface to allow users to see those descriptions in the context of connection pages.	Webpage hits on new jargon buster 'search' facility pages.	Q1 March 2022					
Process improvement	23 NEW Web-based domestic LCT acceptance	Make it as easy as possible for customers to connect LCTs and reduce times to provide approval to install LCT equipment.	Provide a web-based service for assessing requests for additional load at domestic premises as a result of Low Carbon Technology (LCT) installations, facilitating a same day response to approve connections where pre-determined load acceptance criteria are met.	Positive feedback from stakeholders on the improvements completed.	Q2 June 2022					

Key for Connection Areas MD - Metered Demand UMS - Unmetered Supply DER - Distribution Energy Resources ICP - Independent Connection Providers

If you would like to share your thoughts and feedback, please contact our connections policy team at: [wpcconnpolicysupport@westernpower.co.uk](mailto:wpdconnpolicysupport@westernpower.co.uk)



Stakeholder quotation – Utility Week September 2021

“Stakeholder management is the number one critical risk. Getting buy-in from various stakeholders involved is not an easy task and the stakeholders must be excited for any essential business change.”

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