

Incentive on Connections Engagement

ICE 2021/22 Plan

Q1—March 2022

status update

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WPD ICE 2021/22 PLAN

Action number & subject	Initiative stakeholder feedback	Initiative outcome	Measure	Target date (Q2, Q3, Q4, Q1)	Status update Q1
1 Unmetered connection eligibility	Provide clarity on policy relating to eligibility as an unmetered connection	<p>Further improve transparency and communication on information “when do you need a meter in street furniture”.</p> <p>Provide external and internal guidance in a plain English statement on the website page and an internal bulletin.</p>	Guides developed by target date	Q4 Dec 2021	<p>COMPLETE</p> <p>Under our ICE 2021/22 Plan, we committed to publish guidance on street furniture connections, most importantly, when is a meter required in an item of street furniture.</p> <p>As a consequence we have now published a Street Furniture guidance document on our website;https://www.westernpower.co.uk/connections-landing/connecting-unmetered-equipment</p> <p>We have had 521 downloads on our guide from January 2022—March 2022.</p>
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.	<p>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.</p> <p>To produce and share information on a WPD best practice guide with links to our connections webpage.</p>	Provide a best practice guide by target date.	Q1 March 2022	<p>COMPLETE</p> <p>We have created a dedicated page on our website for Cancellation Charge process. Cancellation Charge calculator has been created to allow a customer to review their Wider Cancellation Charge liability. We have had 23 hits on our cancellation calculator from March 2022.</p> <p>https://www.westernpower.co.uk/our-network/statement-of-works/cancellation-charge-information</p> <p>We have also created a Resource Library that includes guidance documents on this matter.</p> <p>https://www.westernpower.co.uk/our-network/statement-of-works/sow-resource-library</p>
3 Connections queue management	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	<p>COMPLETE</p> <p>Following the issue of the ENA queue management guide we have amended our own WPD specific guidance document. Our new guidance provides customers with clear detail on WPD’s approach to implementing the new ENA Queue Management process. We have had 551 downloads on our guide. WPD Guide – https://www.westernpower.co.uk/downloads-view-reciteme/232207</p>

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Policy guidance	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.	Updated document issued to stakeholders. Positive feedback from stakeholders through a questionnaire in relation to the updated document.	Q4 Dec 2021 - extension to Q4 Dec 2022 Extension due to CMP298 being extended pending a final industry decision	We have reviewed and updated Statement of Works information on our website— https://www.westernpower.co.uk/our-network/statement-of-works Appendix G information page has been revised to allow customers to easily navigate through each GSP in our license area. We have also created a csv download option for all Appendix G information. https://www.westernpower.co.uk/our-network/statement-of-works/appendix-g-information We are investigating further improvements and enhancements to the information pages following the formal codification of the Appendix G process into CUSC.
	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	COMPLETE 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 BAU as an update to design policy and will be referenced in our next Heat Pump Strategy. www.westernpower.co.uk/downloads-view-reciteme/353149
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	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	COMPLETE Following finalisation of technical data and architectural requirements, development is now underway to build the self-serve budget estimate tool. The web development team have enabled the customer user journey to ensure a simple and seamless user experience. In testing we have had 300 users internal and external stakeholders, the feedback is positive with just a few enhancements before go-live 1st July 2022

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Customer support	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.	<p>Expansion of 'enquiry tracker'/online application process to include non-ICP major customers.</p> <p>To trial the on-line 'enquiry tracker' with repeat major connection customers. Survey and review feedback, before full roll-out.</p> <ul style="list-style-type: none"> • Create & route connection enquiries • Enable tracking of individual schemes stage by stage • Manage two-way activities • Upload and exchange documents 	<p>Positive survey feedback on enquiry tracker</p> <p>Number of customers making use of the new process.</p>	Q1 March 2022	<p>COMPLETE</p> <p>Invitations to participate in the trial of the online enquiry tracker were issued to a selection of major connection customers.</p> <p>Trial participants have been provided with logins to the enquiry tracker to allow them to submit and interact with their connection enquiries.</p> <p>The trial will last 6 months to allow participants to test the full end to end connections process.</p>
	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	<p>COMPLETE</p> <p>We have developed a leaflet to provide information to customers on the Flexible Connection options available to them and when they may be offered. This includes the use of timed connections, export limitation schemes and load managed connections being offered when a pre-determined threshold is met. It further details how load managed connections may be implemented, including through Active Network Management and Soft Intertrip Schemes.</p> <p>In addition, the leaflet explains that we will also provide customers with trigger point information for certain types of connections. This enables customers to make informed choices about whether they wish to reduce their capacity requirements or consider a flexible solution to mitigate against the costs or timescales for reinforcement.</p> <p>We have had 60 downloads of our guide from March 2022. The leaflet can be found at www.westernpower.co.uk/downloads-view-reciteme/540250</p>

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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	COMPLETE ANM historical curtailment data is now available on WPD's website. Presently Q4 2021 data is available, this is due to be updated quarterly. We have had 157 hits on our web page from March 2022. Data link is here: https://connecteddata.westernpower.co.uk/dataset/active-network-management-anm-curtailment
	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 improved quality data available on our Connected Data Portal - https://connecteddata.westernpower.co.uk We have had over 35,000 hits on our connected data web pages. We also share information through all of 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	COMPLETE We reviewed our current Operational Notification processes in place. We discussed on how best to improve transparency in this area. We have written a guidance document 'G99 Connection Procedures' which went live on our website in September 2021. Follow link https://www.westernpower.co.uk/connections-landing/g99-connection-procedures

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Communication	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.	<p>Undertake a review and improve the existing information on CiC.</p> <p>- Update the connections webpage to enhance clarity in relation to the options available to customers.</p>	Positive feedback from customers.	Q3 Sept 2021	<p>COMPLETE</p> <p>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 where to look for it.</p> <p>We have updated the home connections website page, https://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 https://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.</p>
	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	<p>COMPLETE</p> <p>The Jargon Buster aims to give simple, plain English explanations of typical words and phrases used in the electric connections world. The initial guide is to help our customers understand what they read or hear in the process of applying for a new or augmented connection. We have investigated the best interface to allow users to see those descriptions in the context of the webpage, see ICE action 22.</p> <p>We have had 694 views on our jargon buster glossary https://www.westernpower.co.uk/downloads-view-reciteme/430870</p>

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Communication	14 Connections planning - internal communication	Create best practice and consistency throughout WPD on Connections process and policy, to ensure customers receive an excellent service.	<p>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.</p> <p>Collaborate with internal connections representatives, to understand any feedback, concerns or constructive suggestions, on connection areas for improvement/change.</p>	Actions and changes identified as a result of this initiative.	Q1 March 2022	<p>COMPLETE</p> <p>This has been actioned as follows: -</p> <ol style="list-style-type: none"> 1. Following us holding an inaugural "Planner Efficiencies" meeting which was held in January 2022, this meeting was a success and now takes place on a monthly basis. This is chaired by a Network Services Manager (NSM) and consists of planners from WPD's 4 DNO areas plus colleagues from Connections Strategy, Data and Digitalisation, Mapping and Records, Finance and IT. The meeting provides updates on company initiatives which will benefit the planners and is an opportunity for staff to raise concerns and constructive suggestions which can then be actioned. 2. The Connections Strategy Team has been enhanced and a new Connections Strategy team structure and contact list has been circulated. Connections Strategy Engineers are now responsible for dedicated specialist areas and this allows internal and external customers to contact the relevant Engineer for specialist advice. 3. Following the changes in the 2 above, we updated the Community Forum pages on the WPD intranet so that Connections Strategy related queries get routed to the relevant Engineer for advice to be provided.
	15 Reinforcement trigger level	<p>Create something that identifies 'tipping points' where connection costs change</p> <p>Allow the planner/designer to be pro-active in contacting the customer giving feedback on the connection. (Tipping point).</p>	<p>Improve the application process for major connections at 33kV and above to provide the reinforcement trigger level for relevant customer applications.</p> <p>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.</p>	Positive feedback from stakeholders on the improvements completed.	Q4 Dec 2021	<p>COMPLETE</p> <p>Trigger point information went live on the 6th December 2021. We are now providing customers with reinforcement trigger point information whenever they trigger significant reinforcement where a reduction in their otherwise requested capacity could negate the need for reinforcement. This is being provided and included in the Point of Connection (PoC) information that is formally sent to customers prior to the formal offer. The customers are given an opportunity to revise their requested capacity.</p> <p>We have advised 150 customers with trigger point information.</p>

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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.	<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	Q3 Sept 2021	<p>COMPLETE</p> <p>Following a successful trial we have now implemented a streamlined acceptance process for domestic LCTs. All EV and most HP applications will now get a quick response from us, with any remedial works following on as a separate task. We have been contacted by 19,356 customers from October 2021 to March 2022.</p> <p>Our internal policy was issued in September 2021 and brings the trial into a BAU solution across the business.</p>
	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	<p>COMPLETE</p> <p>Website page designed, and report format set. We are now sharing all previous curtailment reports, both Transmission and Distribution, to provide indicative curtailment from previous schemes. Stakeholders are able to identify and look at various types of DG schemes.</p> <p>We have 15 ANM reports available.</p> <p>https://www.westernpower.co.uk/anm-curtailment-reports</p>
	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	<p>COMPLETE</p> <p>At our Distributed Generation Owner Operator (DGOO) Forum in January 2021, stakeholders requested an instant notification be sent to them whenever there was a change in status to one of the outages affecting their Distributed Generation (DG) sites.</p> <p>WPDs DG Portal has been updated to send customers an email notification whenever an outage is created, amended or cancelled. The customer is then invited to log in to their DG portal account to view the change that has occurred.</p> <p>Please visit https://generation.westernpower.co.uk to access the portal.</p>

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Process improvement	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	<p>COMPLETE</p> <p>The Smart Metering Team in Plymouth have started gathering smart meter data from all substations with ≥80% penetration ahead of transposing the data in to usable profiles.</p> <p>Additional alterations and updates have been required to our database, and the project is due to start producing profiles in Q2 of 2022.</p>
	20 Developers guide through visual context.	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.	Q2 June 2021	<p>COMPLETE</p> <p>A simplified connections guide in the format of an animation has been developed and released on our connections webpage -</p> <p>https://www.westernpower.co.uk/connections-landing</p> <p>Our guide is to facilitate new entrants into the connections area and provides a brief overview of</p> <ul style="list-style-type: none"> - The application process - Preparing the site - Work begins on site <p>We have had 1,445 hits on the connections application process animation from July 2021.</p>

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Customer support	21 NEW Independent Connection Providers Safety & 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 assurances that all the ICPs/IDNOs are fully conversant with procedure and compliance requirements.	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	COMPLETE A selection of 11 of the larger ICP organisations have been invited to WPD Safety, Health and Environment Conferences that are being held during May 2022. Feedback will be obtained about future direction of events.
	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	COMPLETE Our website developers have now delivered connections jargon buster advancement and fact sheet online. The key challenge we had was to not make the user have to leave a page online to understand a word or jargon. We have a two customer facing website tools: - An interactive glossary page - Interactive in-page tool tips
	23 NEW Domestic LCT acceptance web-based	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 Extended to ICE 2022/23 Plan - Q4 Dec 2022	Project initialisation is underway to develop the project scope. Success criteria and analysis has been undertaken to understand the data sets that are required to provide the required functionality. Potential solutions are underway in order to ensure the web based service delivers the greatest value, simplicity and suitability for customers.

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If you would like to share your thoughts and feedback throughout the year, please contact our Connections Policy Team at wpdconnpolicysupport@westernpower.co.uk

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