

Incentive on Connections Engagement

ICE 2022/23 Plan

Q3 – September 2022 update



nationalgrid

NATIONALGRID ICE 2022/23 PLAN

Action number & subject	Initiative stakeholder feedback	Our Commitment	Measure	Target date (Q2, Q3, Q4, Q1)	Status update Q3
1 ICP virtual audits	Better transparency of post acceptance inspections programme – clarity on when an engineer will be appointed, provision of a programme/works schedule for the ICP installations, in relation to the inspections.	Investigation of adoption of virtual audits/inspections as part of CiC inspection policy. Run a series of trials for virtual audits across NGs regions, in a phased approach.	To trial a new virtual audit process. Positive stakeholder feedback	Q4 Dec 2022	We are liaising both internally and externally with a real-time media companies, our data and digitalisation team and our website developers. We are reviewing how we will carry out our inspection audits to offer a more timely response.
2 Statement of Works	Provide guidance relating to how the Statement of Works process will develop following codification.	To update external guidance document, information on NG's website and template letters following the outcome of CMP298, which is designed to formally codify the Appendix G process into CUSC. Following the improvements made we will identify and implement any further enhancements to the 'Connections Information' pages on the NG website.	Updated document issued to stakeholders. Positive feedback from stakeholders through a questionnaire in relation to the updated document.	Q4 Dec 2022	We are proactively working with NGESO and NGET on the improvements to Statement of Works (SoW) process, also working towards a reform that will enable distribution customers to secure transmission capacity, as we await for CMP298 outcome from Ofgem. Our website content will be reviewed further following the codification of the Appendix G process. https://www.nationalgrid.co.uk/our-network/statement-of-works
3 G99 application advice	Update through information on how the G99 process is working on the ground, office studies and on-site testing.	Provide improved guidance advice for customers on completing applications when applying for G98 or small G99 installations. Include example application forms and schematic drawings.	Complete guidance for customers. Example scenarios produced on our website.	Q3 Sept 2022	We have been working with our web developers and the DG community to provide improved guidance to our customers when applying for a G98 or small G99 installations.

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Customer support

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<p>4</p> <p>Distribution Use of System (DUoS) advice/information</p>	<p>In connection offers there's no information on when payment needs to be made or standing charges. It's only when the application is accepted that we are told when it should be paid by. It would be good to have clarity during the application stage.</p>	<p>Pro-actively sign post in the Connection Agreement (CA) to the charging methodology.</p> <p>Simplifying and improve the 'use of system charges' web page to enable our relevant staff to sign post customers to the system charging information.</p>	<p>Update the Connection Agreement by Q3 2022</p> <p>Completion of implementation of the 'use of system charges' web page.</p>	<p>Q4 Dec 2022</p>	<p>We have now agreed a paragraph /additional clauses for our Connection Agreement referencing Use of System charges and will be adding to our Connection Agreements.</p>
<p>5</p> <p>EV charging mobility</p>	<p>EV charging for non-domestic customers i.e. large public charging/airports/distribution/large retail/bus and transportation. Also for disabled car charging facilities.</p>	<p>We will undertake some pilot schemes, in partnership with mobility charities, consumer groups and local authorities. Exploring data and evidence to identify the needs for accessibility for disabled drivers, the analysis will help recommend the most effective intervention.</p> <ul style="list-style-type: none"> - Outline an implementation plan with practical ideas that can be put forward for trial. - Define an engagement plan to socialise findings with relevant parties. - Support engagement and develop well-rounded views of differing needs. 	<p>Updated document issued to stakeholders.</p> <p>Implement stakeholder engagement plan.</p>	<p>Q1 March 2023</p>	<p>EV charging for Motability customers - we have committed to work in partnership with mobility charities, community groups and local authorities to identify the needs of disabled motorists in relation to different types of EV charging.</p> <p>In our Electric Vehicle Strategy December 2022, we have 11 actions to deliver alongside practical trials that will enhance NGED's EV and vulnerability strategies - https://www.nationalgrid.co.uk/downloads-view-reciteme/603176</p>
<p>6</p> <p>Electric heating online portal</p>	<p>It would be great to have improved visibility of upcoming changes to policies and standards, as it takes time to get equipment manufactured.</p> <p>Access to policy and specification documents needs to be made easier.</p>	<p>Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of electric heating.</p> <p>We will develop an online knowledge base for our staff, installers and electrical contractors with practical guidance and technical information on a electric heating portal.</p>	<p>Review existing guidance - end July 2022</p> <p>Implement online knowledge base - end Dec 2022</p>	<p>Q4 Dec 2022</p>	<p>We are liaising both internally and externally and our website developers, discussing how we might best deliver improvements to our webpages on electric heating, including some case studies/scenarios of electric heating.</p> <p>We have now evolved our Heat Pump strategy into a Low Carbon heating strategy April 2022.</p> <p>Now available at https://www.nationalgrid.co.uk/downloads-view-reciteme/614534</p>

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Communication	7 Customer portal	<p>Being able to check your application progress is a positive thing, using a portal is a good idea for certain kinds of customer that are more often that not a one off interaction.</p> <p>An ongoing portal of advice and conversation would be great.</p>	<p>To develop a web based customer portal for an end to end scheme progression during the application process, through to delivery and connection.</p> <p>Initially for our smaller customers (1-4/69kVA), to establish a quality service for our customers before releasing to the larger customers.</p> <p>Following the survey, feedback and trial from last years ICE action 7- Enquiry Tracker for non-ICPs. We will enable all major customers to have access to the tracker, and to further monitor feedback.</p>	85% positive feedback from our customers.	Q1 March 2023	Development of our web based customer portal for an end to end scheme progression during the application process, through to delivery and connection is under way with our internal data and digitalisation team and external web designer.
	8 Interactive map	Data is critical to everybody in terms of making decisions. It's really essential that they have a centralised mapping functionality that is interactive for customers. This will save us time and help with our customer experience.	To engage with our stakeholders to understand the digital customer journey cases for which they would require an online mapping tool, and develop a new solution that can empower them to realise those journeys .	Completion of Stakeholder engagement.	Q1 March 2023	<p>The Next Generation Maps project is underway. The results of our stakeholder engagement activity have been translated into a phased development plan.</p> <p>Software development for phase one is expected to complete in November 2022, and we are currently working on data process automation which will transport data from our asset management and geographic information systems onto a staging platform where it will be accessible by our stakeholders.</p>
Process improvement	9 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.	<p>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.</p> <p>Develop a mobile app functionality to automate the provision of low carbon technology (LCT) application process</p>	Positive feedback from stakeholders on the improvements completed.	Q4 Dec 2022	<p>Initial conversations and meetings with the website development team has begun. We are looking to develop a web-based service for assessing requests for additional load at domestic premises as a result of Electric Vehicle installations, facilitating a real-time response to approve connections where pre-determined load acceptance criteria is met.</p> <p>Internal specifications and scope devised, to go live in December 2022.</p>

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Process improvement	10 Connection Agreement reduction of Authorised Supply Capacity (ASC)	It makes our lives a lot easier to not have to pick up the phone.	Develop a process for reduction of Authorised Supply Capacity (ASC) in the Connection agreement process to be available as an online application.	Completion of online application	Q4 Dec 2022	In December 2022, we are looking to enable an online form allowing customers to request a decrease in capacity. Internal specifications and scope formulated.
	11 Interactive video solutions	We are seeing an increase in all applications, and the systems you have in place aren't up to the task for what is coming in the future.	Investigate the development of an interactive video call option to replace some site visits to ensure that the customer experience is faster, safer, easier and more efficient. To enable our staff to give a new customer experience that enables our connections staff to focus on the customer needs and requirements.	Completion of interactive video solution	Q4 Dec 2022	We are liaising both internally and externally with our data and digitalisation team and external video solution companies. We are reviewing how we will carry out some site visits to offer a more timely response for our customers.
Stakeholder engagement	12 Developer engagement event	Please keep us informed of progress. We are most grateful to be kept in touch with.	Hold an event in spring 2023 to brief a wide spectrum of developer/builder stakeholders on NG's connection strategies, ED2 and the Net Zero future. Encourage round table discussion to generate feedback and potentially develop further initiatives.	85% positive feedback from housing developer/builder customer event.	Q1 March 2023	As part of the stakeholder feedback, we are in the process of collating specific developer requirements for the developer forum agenda.

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Stakeholder engagement

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13 Customer engagement report	<p>I like the idea of each region having a specific contact point. That would provide a consistent approach.</p> <p>The connections process is very good, but the correct point of contact can be tricky.</p>	<p>Enhance the provision of named/nominated lead customer relationship contact points for returning customers across all four NG licence areas.</p> <p>To provide nominated NG customer relationship leads to customers.</p>	<p>The provision of nominated NG customer relationship leads/point of contact to customers.</p>	<p>Q1 March 2023</p>	<p>We are continuing to review this so that we can deliver a consistent approach to applying the contact points for all four licence areas.</p>
14 Community energy schemes	<p>Support a growth in community energy schemes by facilitating their access to available funding streams.</p>	<p>Publicise new case studies as they arise on our website and newsletter.</p> <p>- Develop a process for innovation referrals and promote at events and community surgeries.</p> <p>- Publish a guide to Network Innovation Allowance (NIA) projects for communities, to encourage community groups to come forward with projects, offering a digital call with network innovation engineers.</p>	<p>Deliver a small community generation/demand demonstrator including funding</p>	<p>Q1 March 2023</p>	<p>On our Community Energy webpage we have a dedicated page with the Net Zero communities strategy, guides and information to explore ways of generating, supplying and using energy more effectively.</p> <p>Progress towards our guide to NIA projects has been initialised. We do have articles and case studies, including our innovation project and forth-coming event news.</p> <p>In June 2022 we introduced a webpage to 'Getting finance for community energy' - https://www.nationalgrid.co.uk/news-and-events/latest-news/getting-finance-for-community-energy. We are committed to providing support every step of the way.</p> <p>To learn more about our community activities, please email our community energy engineer Faithful Chanda - fchanda@nationalgrid.co.uk</p> <p>https://www.nationalgrid.co.uk/customers-and-community/community-energy/</p>

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If you would like to share your thoughts and feedback throughout the year, please contact our Connections Strategy team at nged.connpolicysupport@nationalgrid.co.uk

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