



Serving the Midlands, South West and Wales

Connection Customer Steering Group

24th October 2017

Connection Customer Steering Group

Welcome

- Housekeeping
 - No planned fire alarm test

Agenda

Chief Executive's Update

- Robert Symons

Incentive on Connections Engagement Update

- Alison Sleightholm

Coffee

Legals and Consents: update and feedback

- Bruce Pollard

Lunch

Applications and offers for energy storage schemes

- Tim Hughes

WPD Innovation - Storage

- Faithful Chanda

Summary, feedback and next steps

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Connections Overview

Robert Symons

Chief Executive

24th October 2017

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ICE Update

Alison Sleightholm

Regulatory & Government Affairs Manager

24th October 2017

Ice Update

- **ICE Penalty Consultation**
 - Ofgem have identified potential penalties for failing to meet the minimum requirements of ICE for all DNOs
- **ICE October Re-submission:**
 - In response to feedback from the CiC Workshop and Ofgem's ICE Consultation, new workplan commitments have been identified
 - WPD are taking the opportunity to submit a revised workplan

Ice Penalty Notice

- Following the submission of DNOs Looking Forward and Looking Back reports, Ofgem sought and reviewed stakeholder feedback
- Areas were identified in each DNOs ICE activities where stakeholders have raised specific issues
- For WPD issues were identified in 2 key areas of our ICE submission:
 - HV Self-Connect Process for ICPs
 - Engagement with local councils over their regional development plans
- Each DNO may not have met the minimum criteria for ICE and may therefore be eligible for a penalty:
 - Total penalty exposure for WPD = £2.09M
 - Total penalty across all DNOs = £13.89M (out of possible £25.84M)

ICE Penalty Notice

Key initiatives identified for potential penalty:

HV Self-Connect Process for ICPs

- WPD included a commitment to implement new policies and procedures as required to improve the self-connect process for HV customers, or to revise its proposals and present the updates to it's ICP and IDNO stakeholders.
- In our Looking Back report for 2016-17, WPD reported that this commitment had not been completed and would be carried forward to our 2017/18 ICE Workplan.
- One stakeholder reported that it does not consider WPD has provided reasonable justification of why this commitment was not achieved on time.
- Ofgem believe that we may not have met the ICE minimum criteria in demonstrating that we have undertaken our work plan of activities and not provided a reasonable and well justified explanation as to why we failed to complete one of the actions on time.

WPD's view

- WPD did not fail to meet this action.
- There were two possible outcomes to the trial to implement new policies & procedures or revise our proposals and present an update to IDNOs and ICPs. Following feedback from the ICPs taking part and trial scheme outcomes, WPD undertook the latter to revise the process and share with IDNOs and ICPs prior to implementation.

ICE Penalty Notice

Engaging with local councils over the development of their regional plans

- WPDs strategy in respect of connections and connections customer engagement is focused on listening to what our customers tell us in terms of their requirements and translating that into a set of connections outputs designed to fulfil those needs.
- Two councils indicated they have had difficulty in engaging with WPD over the development of their plans for their regions and that the information WPD provided did not have enough detail to usefully inform the strategic plans.
- Ofgem believe that we may not have met the ICE minimum criteria in demonstrating that we have implemented a robust and comprehensive strategy for engaging with connection stakeholders.

WPD's view

- WPD did not fail to meet this action
- We undertake a robust and comprehensive rolling programme of connections stakeholder engagement which includes local authorities.
- When identified as a priority area by stakeholders at our January 2017 stakeholder events, we revised our approach to our strategic network investment engagement to ensure housing and commercial demand development stakeholders were better incorporated.
- In addition, a significant amount of 'business as usual' engagement takes place between local authorities and our local teams responsible for the relevant area.

Ice Penalty Notice

Consultation and decisions:

- Ofgem published a consultation on the proposed penalties and requested stakeholder responses by the 18th September 2017
- The responses are now being reviewed and the next steps are outlined below:

Penalty stage	Deadline
Penalty notice to be issued by Ofgem where they consider a DNO has not met the minimum criteria	End of October 2017
Affected DNOs to make any final representations	Within 28 days of penalty notice
Ofgem to issue their final decision	30 th November 2017

October Re-Submission

Workplan Re-Submission

- WPD is taking the opportunity to submit an updated ICE Workplan
- Additional actions identified as a result of feedback from both the CiC Workshop and Ofgem's ICE Consultation
- Areas for improvement relate to feedback directed specifically at WPD and in consideration of feedback directed at other DNOs

Key changes

- Further improvement initiatives identified within 5 of WPDs 10 focus areas
- Creation of 55 additional specific actions
- Following a CiC Workshop, a significant increase in the number of actions relating to Competition in Connections activities

Updated focus areas

1. Availability of information
2. Customer service
3. Connection offers & agreements
4. Competition in connections
5. Legals & consents

October Re-Submission

Key Improvement Areas

Below are some examples of further improvement areas identified for our October re-submission

- **Availability of Information**
 - Internal training to raise awareness and ownership of SoW/Transmission issues
 - Guidance for connection customers on Distribution Use of System Charges
- **Offers & Acceptances**
 - Presentation of a Connection Offer
- **Competition in Connections**
 - Design approval processes
 - Improvements or alternatives to the online CIRT system
 - CiC HV Matrix Design
 - Improved information and guidance for ICPs on available CiC services

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Coffee

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Legals and Consents

Bruce Pollard
Consents & Wayleaves Manager

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Lunch

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Applications and offers for energy storage schemes

Tim Hughes
Connection Policy Manager

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WPD Innovation - Storage

Faithful Chanda

Innovation & Low Carbon Networks Engineer

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WPD CCSG **Wrap up – Summary and Next Steps**

Alison Sleightholm & Richard Allcock

Summary

- Issues and feedback captured from today

Next Steps

- ICE Update submitted and published end of October
- Ofgem decision on ICE penalties published end of October
- Dates for 2018 Workshops:

	Potential CCSG breakout sessions:
13 th Feb 2018	• TBC
26 th Jun 2018	
16 th Oct 2018	