

Western Power Distribution CCSG ICE Workplan 2014/2015

Issue	WPD initiative(s)	Actions	Status update	source of new action	Target Date	commentary	Connection Process Area
Collaborate on industry issues	Work with ENA and other groups to help address issues having an effect across the industry		Ongoing action - continue in 2015/16 workplan	DG Forum	Apr'15		All
Improve online application functionality	Implement staged CIRT (web-based tool for application and tracking) functionality for all connections enquiries / customers i.e. non-Competition In Connections applications	Develop and implement online payment and offer functionality. Quotation will be emailed with ability to accept and pay online.	System in final stages of testing prior to launch in May'15		Nov'14		Information & Application
		Implement job tracking functionality for large / high volume customers	Ongoing - continue in 2015/16 workplan		Apr'15		Information & Application
Improve awareness of website services including updates & changes	Implement user email alert for website updates and changes	Develop functionality to sign up for website change alerts in five categories including connections.	Complete Jun'14: customers can sign up for email alerts for areas they are interested in, inc. connections.		Jun'14		Information & Application
		Refine update service: combine email alerts into single email, improve quality of content to describe changes, stop sending nil update mails and minor page format change updates.	Complete: Dec'14 will also have ongoing refinement		Apr'15		
	improve accessibility of website info and services	Revise connection webpages to make navigation easier and add further information relating to agreements, offers, CiC and Trials	Complete Jun'14: Updated connections pages live end of June. Seeking feedback from CCSG on next stage of improvements		Jun'14		Information & Application
Improve availability of Network information	Review network information currently available to customers and assess further requirements where necessary	Review to cover: asset location / mapping, heat/constraint maps & DG capacity map	Complete: as well as actions below, capacity heat maps now updated more regularly		e/o Mar'14		Information & Application
	Implement access to further network information for customers	publish guidance on what network information is currently made available by WPD	Complete Jun'14: brochure of available info available. Further network data availability under development		Nov'14		Information & Application
		Provide asset data (HV and above) for external use with Google Earth	Complete Dec'14: part of new Data Port service		Sept'15		Information & Application
		Provide asset data (HV and above) in range of GIS and CAD file formats	Complete Dec'14: part of new Data Port service		Sept'15		Information & Application
Improve assistance of customers wishing to apply for connections	Implement a programme of Connection Surgeries following on from last year's trial		Complete Apr'14: surgeries planned on three dates. Advertised on web and various external publications. Expanded to 4 dates in 2015 (up to 16 workshops)		Jun'14		Information & Application
	hold workshop event for community energy schemes to better understand their requirements		Complete Jun'14: workshop held 3rd June '14.		Jun '14		Information & Application
	Develop an engagement plan for Community Energy Scheme customers with events covering all WPD regions		Ongoing - expected Apr 2015	Stakeholder workshops	Nov'14		Information & Application
	Produce a customer friendly guide to connecting a community energy scheme and review info available on our website		Complete Dec'14: guide published on website 4th Dec	community energy workshops	Nov'14		Information & Application
	Facilitate a series of workshops focused on Community Energy schemes and stakeholders		Complete Oct'14: workshop held in October, 3 more planned in Feb 2015	community energy workshops	Nov'14		Information & Application
Engagement and Communication	Expand existing connection surgeries to hold specific CiC sessions.		Complete: new ad for 2015 surgeries includes ICPs and this has been sent out to ICP contact list	CiC Plan	Nov'14		Information & Application
	Hold specific DG workshop		Complete: Workshop held 26th Nov'14	DG Forum	Nov'14		Information & Application
	Split DG survey to separate results for major schemes	Analyse split of 2014 survey. Carryout next DG survey with split for Major DGEHV schemes with significant sample size to assess service levels specific to this segment	Ongoing: 2014 survey split analysed. Continued action in 2015/16 workplan	DG forum and CCSG	Oct'15	following comments at DG Forum that service levels for DG EHV schemes needed improvements we agreed to analyse this with a separate survey	Information & Application
Timely Dispute Resolution Process	Staff training refresh on process/procedure for interface with ICP/IDNOs		Complete: Staff training refresh on treating independents in line with our values	CiC Plan	Dec'14		Information & Application
Behaviour of Upstream Operator doesn't cause loss of work	Ensure staff are refreshed on making consistent offers and solutions for CiC and S.16 offers and to discuss schemes with ICPs.		Complete: staff refreshed on making consistent offers and solutions for CiC and S.16 offers and to discuss schemes with ICPs	CiC Plan	Dec'14		Information & Application

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Improve information provided in formal offers and consistency	assess whether further information could be provided to improve the offer letter, in particular the cost breakdown, timescales and milestones. Implement improvements identified		Offer letters under review. Aim is to help the customer identify key aspects more easily. New letters will be rolled out when dual offers extended to demand connections. Expected Apr '15		Nov'14		Quotation & Acceptance	
	Consult on Offer letter improvements - send out questionnaire to stakeholders	Review and update Offer Letter following consultation responses to improve clarity and structure of the document.	Complete Jul'14: responses are being fed in to offer letter review and improvements below.	sub-action	July'14		Quotation & Acceptance	
	Extend Dual Offers to other connection types in addition to DG EHV launched in Dec 2013	extend to all DG connection types		Complete May'14: Dual offers extended to DG HV and LV applications in May 2014.	sub-action	Nov'14		Quotation & Acceptance
		extend to demand connections (excluding small schemes SSA and SSB)		Ongoing: offer letters developed CROWN developments underway to accommodate dual-offer process. Expected Apr'15	sub-action and CIC plan	Apr'15		Quotation & Acceptance
	Letters of Authority to make connection requests	Ensure policy is made clear to staff and externally (not required for ICP/IDNOs unless it is a DG scheme or existing accepted scheme in place).		ongoing: internal guidance issued to Staff	CiC plan	Oct'14		Quotation & Acceptance
	Better transparency: Ensure offer letter breakdowns have minimal / no 'miscellaneous' charges in them.	refresh WPD planners on offer breakdowns and cost descriptions		ongoing: as part of new offer letter rollout	CiC plan	Dec'14		Quotation & Acceptance
		include template version number on offer letters		ongoing will be included in new offer letters which are rolling out with the dual offers for demand. Expected April'15	CCSG feedback	Dec'14	request at CCSG to help with tracking version of offer letter terms	Quotation & Acceptance
	Develop and implement a suite of alternative connection methods and offers for DG connections to avoid high reinforcement costs or network issues with export constraints.	develop alternative connection methods, standard offer letters and standard connection agreement templates following stakeholder workshops in 2013 and consultation.		Complete Sep'14: three alternative methods have been introduced with alternative offers. This has been trained out across all WPD regions implemented Sept'14.	DG Workplan	Oct'14		Quotation & Acceptance
		publish example offers and agreements for alternative connections on website with guidance		Complete Feb'15: section explaining alternative connection options is on WPD with example offer on website	CCSG feedback	Nov'14	CCSG and DG forum feedback was that WPD needed to promote these new offerings more	Quotation & Acceptance
		investigate issues surrounding delivery of intertrip schemes		ongoing carry-forward on 2015/16 workplan	CCSG feedback	Dec'14	concern raised at CCSG regarding time and cost of intertrip schemes	Quotation & Acceptance
	Consult on processes regarding interactivity, acceptance validity, payments and reservation of capacity	WPD to consult with stakeholders on the approach it takes	Publish consultation	complete: consultation issued 3rd Mar'14		e/o Feb'14		Quotation & Acceptance
		Implement a clear strategy and communicate to stakeholders.	Publish decision document	complete: decision document published Jun'14.		Jun'14		Quotation & Acceptance
Implement and communicate new procedure to avoid extensions of interactive queues delaying offer acceptance			Complete: guidance published on website 10th Dec '14	sub-action	Nov'14		Quotation & Acceptance	
Implement and communicate guidance on interactive queue ordering in relation to: - Joint 1st place/allowing multiple successful connections in a queue - Joint 1st place & interactive sub-queues - Joining interactive queue due to new minimum scheme - Queues for 'Smart' offers an interaction with conventional queues - Interaction of 'Smart' offers with cancellation of an acceptance in a conventional queue				Complete: guidance published on website 10th Dec '14	sub-action	Nov'14		Quotation & Acceptance
Introduce notification of potential interactivity on CiC schemes at POC information stage			complete	sub-action	Nov'14		Quotation & Acceptance	
Use of Section 22 Agreements / Consortia-connections: develop process to allow sharing of information between developers who may wish to enter into a consortium-type arrangement for their connections				Complete: sharing facility implemented on website 2nd Dec '14	sub-action	Nov'14		Quotation & Acceptance
Acceptance Validity: publish guidance on milestones and valid extension criteria on WPD website				Complete: guidance published on website 10th Dec '14	sub-action	Nov'14		Quotation & Acceptance
Payments: publish guidance on payment policy - stage payments in line with incidence of expenditure, initial payment for fees		ensure stage payments are linked to project timescales / milestones and this is clear to customer		Complete: guidance published on website 6th Feb '15	sub-action	Nov'14	CCSG feedback - stage payments need to be clear in terms of how they are linked to progress and timing of works.	Quotation & Acceptance

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	Visibility of post acceptance queue: publish information on accepted but not yet connected DG schemes at HV and above		Complete: Capacity register made available on website 28th Nov '14	sub-action	Nov'14		Quotation & Acceptance
	Changes to application and effect on queue position: establish and publish list of changes to schemes which are allowable whilst maintaining queue position		Complete: guidance published on website 10th Dec '14	sub-action	Nov'14		Quotation & Acceptance
	Reservation of Capacity - infrastructure: develop and implement policy on DG infrastructure schemes		Ongoing, carry-forward into 2015/16 workplan: new terms have been drafted so that they form part of a connection offer rather than additional separate agreement. Will launch with internal and external guidance communication	sub-action	Nov'14		Quotation & Acceptance
	Reservation of Capacity - excess capacity: implement changes to offers and agreements to restrict capacity in excess of installed DG being reserved.		Ongoing, carry-forward into 2015/16 workplan: offer and connection agreement terms now prepared ready for launch with internal and external guidance.	sub-action	Nov'14		Quotation & Acceptance
	Combined Feasibility/Offer process: develop and implement process		ongoing: development ready for testing in WPD CROWN system. carry-forward to 2015/16 workplan	sub-action	Nov'14		Quotation & Acceptance
Acceptance of e-signatures	implement policy to allow acceptance of electronic signatures for agreements	implement acceptance of scanned signatures Connection Agreements	Complete Sep'14: Process now implemented for Connection Agreements.		Nov'14		Quotation & Acceptance
		implement acceptance of scanned signatures for Adoption Agreements and IDNO Bilateral Connection Agreements	Ongoing: currently looking at issue surrounding need for physical signature where land transfers are involved. Expected Apr'15	CCSG feedback	Apr'15		Quotation & Acceptance
improving the process of gaining legals and consents	identify and implement improvements to connections legals process to improve timescales, consistency and transparency for customers		Complete Jun'14: improvements identified. Reviewed Land Rights (Wayleave v. Easement) policy for consistency – Jun'14 – Presented new land rights Matrix and examples to CCSG - June 2014		Nov'14		Quotation & Acceptance
		Roll out improvements within WPD	Complete: Rolled out and briefed Staff – July'14 Held Briefings at senior manager meetings - Aug & Sep'14	sub-action	Nov'14		Quotation & Acceptance
		work with WPD's solicitors to improve processes	Ongoing, range of improvements identified and being reviewed in regular ops meetings between WPD and our Solicitors. Further improvements included as action in 2015/16 workplan	sub-action	Apr'15		Quotation & Acceptance
		Provide further guidance to customers on processes	Complete: Consents & Legals Summary Leaflet for Offers produced with input from customers	sub-action	Oct'14		Quotation & Acceptance
Extension of contestability - Point of Connections (POC) self-assessment	Trial and implement process to allow self assessment of POC for Independent Connection Providers (ICPs)	establish a trial for LV POCs	Complete trial commenced Sept '14: process and network information availability developed. Initial LV trial commenced with 3 ICPs to trial self PoC selection up to 70kVA		Nov'14		Quotation & Acceptance
		develop trial to incorporate majority of LV schemes i.e. up to 250kVA (~100 plots)	Ongoing, carry-forward into 2015/16 workplan	CiC Plan & CCSG feedback	Apr'14	feedback received through CCSG and at MCCG workshop was that a self-POC at this scope would incorporate the majority of schemes	Quotation & Acceptance
	Trial 'hot-desk' and drop-in service for ICPs at WPD offices - give ability to ICPs to self-assess and optioneer their own POC design. Initial trial in East Midlands		Ongoing, carry-forward into 2015/16 workplan	CiC Plan	Jun'15		Quotation & Acceptance

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Design Approval	Self Design Approval: trial and implement process for ICPs to Self-certify design up to the same level as self POC assessment.		Ongoing, carry-forward into 2015/16 workplan	CiC plan	Trial by end Nov'14, Roll out Apr'15		Quotation & Acceptance
Extension of contestability - connection reinforcement	Develop trial and procedures to facilitate ICPs carrying out connections reinforcement	develop trial approach and principals for discussion with ICPs and Ofgem	Complete: Trial principles developed.	sub-action	July'14		Quotation & Acceptance
		hold stakeholder workshop to present principals of trial and get ICP feedback	Complete: Discussion held with Ofgem on principals of trial. Workshop with ICPs in July.	sub-action	July'14		Quotation & Acceptance
		Develop agreements and issue to ICPs for feedback prior to final drafting	Complete Apr'15: offer letter agreement issued to ICPs as consultation on WPD website.	sub-action	Nov'14		Quotation & Acceptance
		Roll out trial with volunteer ICPs	Ongoing, carry-forward into 2015/16 workplan	sub-action	Nov'14		
Link Box Policy	Review policy on link box requirement for LV IDNO Connections and implement change	communicate policy internally and externally	Complete: new policy implemented 1st Nov '14	CiC plan	Nov'14		Quotation & Acceptance
Improve communication in unmetered connections	implement process to notify LAs of programmed dates for UMS connection works (potentially via online application system)		ongoing - linked to online work tracking action carry-forward in 2015/16		Nov'14		Construction & Connection
	investigate ability to notify UM customers of planned outages		Difficult without unique identifier. Sought input from U/M reps on potential solutions. No solution identified - action closed		Jun'14		Construction & Connection
Expand service for IDNO network emergency support	rollout ability to support Independent Network Operators (IDNOs) networks for fault repair service across WPD regions	develop contractual arrangements	Complete Apr'15: Contractual arrangements developed in conjunction with IDNO representatives. Internal policy developed and issued. Final comments received from IDNO rep and reviewed. Final version issued to IDNOs.	sub-action	Nov'14		Construction & Connection
		roll out service offering to IDNOs	Complete Apr'15: Service available for all IDNOs to request	sub-action	Apr'15		Construction & Connection
Improve Consistency of process	implement training and briefings to improve consistency across teams		ongoing. Already identified areas in wayleave and legal process where consistency required and changes have been briefed out. Continued action in 2015/16 workplan		Nov'14		Construction & Connection
	implement new internal standards on customer contacts and brief staff; refresh on importance of quality of information when contacting customer. New CROWN prompts to contact customers at: - within 1 day of application (changed from 2 days) - every 10 days in quotation prep period - 7 days after sending a connection offer to the customer		Complete: new prompts implemented on the 6th Oct '14	Broader measure survey and DG Forum	Oct'14	feedback in our broader measure and at the DG forum was that communication needed to be improved to keep customers informed of progress on their schemes. The new Crown prompts and briefings ensure consistency	Construction & Connection
	Investigate service provided post acceptance. Implement improvements identified along with staff training		ongoing continued action in 2015/16 workplan	DG forum and CCSG	Apr'15	feedback at DG forum and CCSG that improvements needed to service provided after connection offer acceptance, particularly for DG EHV schemes.	Construction & Connection
Improve and consolidate inspection and monitoring (I&M) processes	Consult on and develop integrated I&C process		Complete: process developed, ICPs informed at PFR workshop in July. New regime being rolled out in stages across WPD started in Oct '14		Nov'14		Construction & Connection
	Extend new I&M process to allow for Self-Inspection by ICPs		I&M process being developed further so that it can be extended to self approval. Continued action in 2015/16 workplan.	CiC Plan	Q4 2015		Construction & Connection