

CCSG

Customer Connections Steering Group CCSG

Tuesday 30th June 2020



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CCSG- Introduction

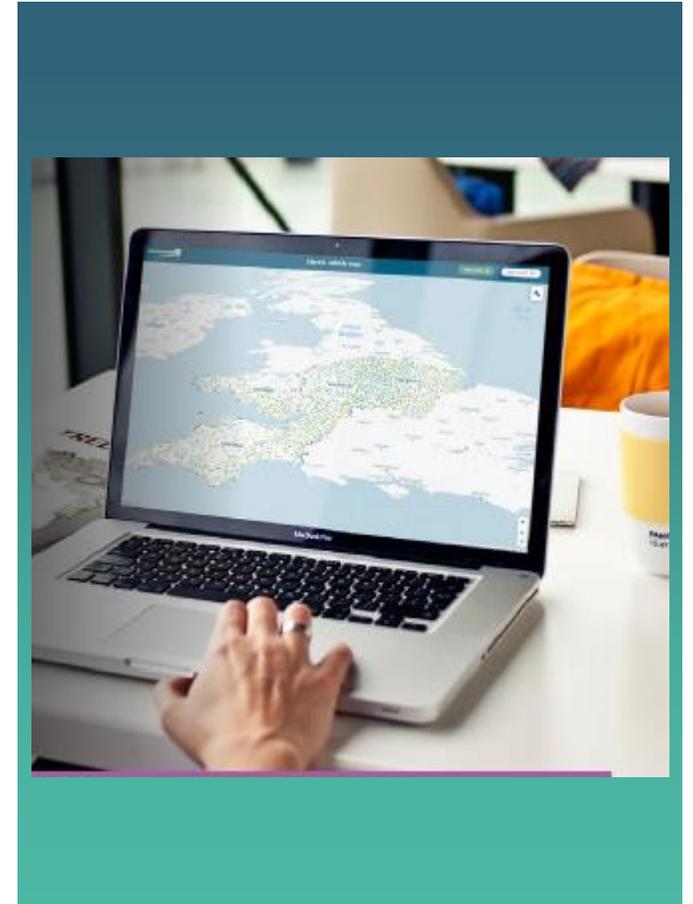
Agenda

Introduction to CCSG	Tim Hughes	10:00 – 10:10
Director's Update	Alison Sleightholm	10:10 – 10:30
ANM – Opening New Zones	Pete Aston	10:30 – 11:00
Refreshment / Comfort Break		11:00 – 11:10
Work of the Open Networks – Interactivity and Queue Management	Grant Rogers	11:10 – 11:40
ICE – Looking Forward	Penny Carolan	11:40 – 12:10
Summary & Feedback	Tim Hughes	12:10 – 12:30



Zooming Guide

- Feedback & Question – How it works
 - Use Zoom Chat throughout presentation - we will answer the questions at the end of each presentation
- Feedback questionnaire emailed at the end of the meeting



Director's update: Our Response to COVID-19

Alison Sleightholm

Resources & External Affairs Director

Connections Customer Steering Group, June 2020

COVID-19: Our Response

- Responding to an unprecedented rapidly changing landscape

Feb 2020: First UK transmission of the virus

16 March: PM advises against non-essential travel, asks people to avoid pubs and work from home if possible

20 March: PM announces closure of schools, all pubs, restaurants and gyms

23 March: Televised address imposes a UK-wide lockdown and the vulnerable asked to 'shield' for 12 weeks

10 May: Lockdown measures eased in England; "return to work if you can"

14 May: WPD & Trade Unions joint statement – **phased restart of customer-driven work (connections)** where customers able to provide a safe site. Followed by gradual recommencement of capital works programme

1 June: Some schools and shops re-open (social distancing measures in place)

- WPD response centred around three pillars:

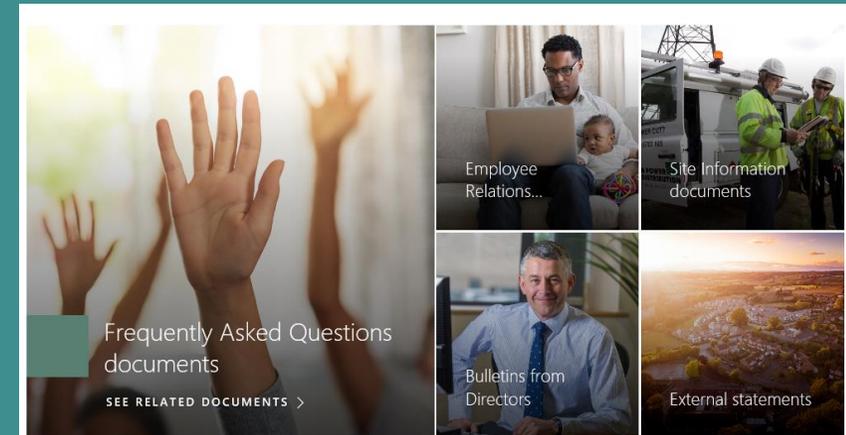


COVID-19: Our staff

- Staff who can work from home will continue to do so for the time being – 60% of our workforce are essential workers and not able to do so
- Field staff worked throughout, maintaining social distancing measures and time spent in depots minimised
 - Implemented processes and PPE (all fully risk assessed) to allow them to continue to work safely whilst maintaining supply reliability and recommencing connections activity
 - 220 additional small vans hired to ensure we could maintain social distancing
- We have implemented social distancing protocols at all WPD sites. Non-essential visits to WPD sites stopped. Telephone and video conferencing heavily utilised
- We doubled our remote servers to cope with the additional capacity for homeworkers, who have been provided with desks and IT equipment
- Specific FAQ issued to staff on new connections queries

Online portal created to provide information and support for all staff (available on PCs and iPads)

- Bulletins from CEO, Directors and trade unions
- Mental health support and key contacts for help advice
- FAQs in addition to Government guidance



COVID-19: Our customers

- As lockdown began on 23 March (until the government advised otherwise on 10 May) Worked with government, Ofgem and DNOs to agree continuing essential services:
 - Responding to power cuts
 - Limited planned works only where there is a safety or reliability concern
 - Maintained critical connections work only where it provides support to key service providers to the Covid-19 outbreak such as hospitals and health care facilities.
 - Non-essential connections work suspended. Connections offers could still be accepted to secure capacity, ahead of the lifting of restrictions. Offer letter milestones extended on agreement with customer by 1 month where delayed by Covid-19.
 - Processing connections applications, issuing offers, design approvals continued as BAU, including guaranteed standards.
- As lockdown is eased from 10th May WPD worked with trade unions and have begun planning and undertaking further connections work where safe to do so

Keeping customers informed

- Coronavirus – FAQ published online and regularly updated as government advice and WPD operations adapted.
- A customer guide has been created and is shared with customers should we enter their property – it helps their understanding of the protocols we follow to keep them and staff safe
- Specific advice has been issued to staff who must enter a property where someone is self-isolating or infected to restore supply or deal with an urgent safety issue
- We remain here 24/7 for our customers with fully operating control rooms and contact centres



COVID-19: supporting our communities

- Priority Services Register data proactively offered to 673 Local Authorities and community groups
 - Allows them to reach and support the most in need
 - Robust GDPR compliant process in place
 - > 630,000 records sent to Severn Trent Water to aid targeting support during water outages
 - > 90,000 records sent to health, community and LA contacts
- All our consumer vulnerability partners assured funding was still available and could be topped up. 'Local Action Fund' innovation schemes were extended
 - New support services to offer access to food, prescriptions, online shopping
 - Loneliness and isolation support arranged via befriending schemes
- Standalone App developed for field staff to immediately refer customers in need of support to a community partner

£500k In This Together Fund was rapidly established

- Fund launched to support communities hit hardest by the coronavirus outbreak within our operating region
- Independent panel of WPD's customer collaboration Panel members set criteria and assessed applications
- In two months WPD designed and promoted the scheme, processed applications and distributed £500k to local organisations delivering support and services to the most vulnerable in our communities



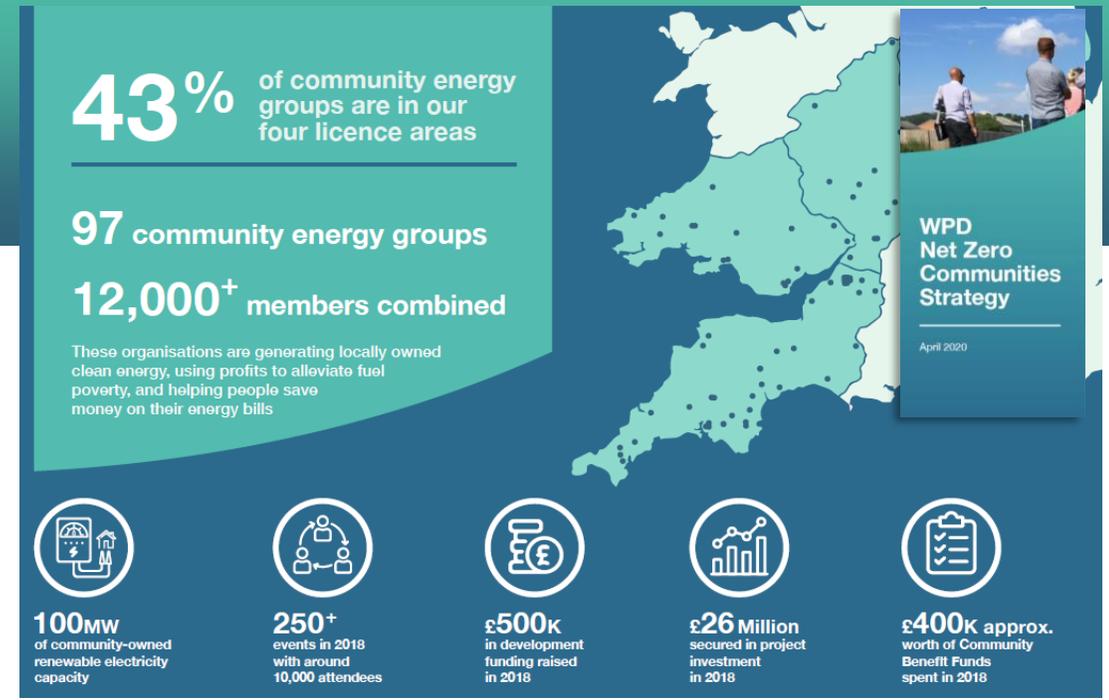
COVID-19: Next steps

- WPD will closely monitor government updates and guidance
- We are continuing to work with Ofgem and our trade unions to ensure we provide the best response to the pandemic
- As construction work resumed in England (as encouraged by the Government on 10 May) we resumed customer-driven works followed by a phased resumption of our capital programme
 - Where this involves works on sites we will follow government guidance for example in relation to distancing protocols and hygiene measures,
- We will work with connections customers to review individual schemes as required where they have been impacted by COVID-19
- We have risk assessed every office and put preparations in place for when office staff return
- Our procurement team are constantly working to ensure we have the PPE and hand washing facilities required and hygiene packs will be provided as staff return to the office



Ongoing activities: update

- WPD Net Zero Communities Strategy launched
 - Sets out how our engagement over the past 7 years has informed our strategy to support communities in their net zero ambitions.
- EV strategy and strategy summary published
 - Updated EV strategy reflecting the engagement which has informed our plans and updated forecasts
 - Summary sets out the immediate steps WPD are taking through innovation, BAU initiatives and commitments to meet the demands of all EV users
- DFES Interactive map launched
 - DFES projections now published on interactive map.
 - Allows visualisation of each scenario and technology's impacts on regions or Local authority areas across each year out to 2032.
 - Data can be filtered in multiple factors and exported
- “Build Back Better” – actively reviewing our response to the Green agenda as UK emerges from Coronavirus



Everything you need to know about our **Electric Vehicle Strategy**

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Active Network Management (ANM) – Opening New Zones

Pete Aston
Primary Systems Design (PSD)
Manager



CCSG – Opening new ANM zones

Overview

- ICE actions for 20/21 relating to ANM
- Brief history of ANM in WPD
- Existing ANM zones
- Proposal for opening new zones
- Next steps and questions



CCSG – Opening new ANM zones

ICE actions for 20/21 relating to ANM

▪Action 1, Network Capacity Map Development for ANM (Dec 2020)

“Continue to improve the Network Capacity Map to provide better information for Transmission ANM (TANM) and explore options for providing indicative curtailment information.”

▪Action 5, Working on the improvement to opening ANM zones (Sept 2020)

“Improve the way ANM zones are opened by using a more flexible and responsive method, rather than on a specific programme. This will include changed external and internal guidance.”



CCSG – Opening new ANM zones

Brief history of ANM in WPD

- **Pre-2010. ANM roll out in Orkney.**
- **2011-2013. Development of the first ANM systems in WPD as part of innovation trials.**
Lincolnshire Low Carbon Hub (Skegness), Corby
Also other alternative connections: timed, soft-intertrip
- **2014. Deployment as business as usual (policies, specifications, training, etc.)**
- **2015 – 2020. Further opening of zones and development of policies**



CCSG – Opening new ANM zones

Open ANM zones

- 16 zones open for quoting
- Mixture of Distribution ANM (DANM) and Transmission ANM (TANM)
- Multiple zones in each licence area
- Shown on website and Network Capacity Map <http://www.westernpower.co.uk/anm-further-info>



CCSG – Opening new ANM zones

Open ANM zones

ANM zone	DANM	TANM	Quoting since	System in development since	System live since
East Midlands					
Bicker Fen	Yes	Yes	Skegness LCH DANM Feb-14; full GSP system Nov-16	Skegness LCH 2011; full GSP Nov-19	Original system faulty; new system expected end 2020
Grendon	Yes	No	Corby System Jan-14; full GSP Apr-15	Corby system May-14; full GSP system May-20	Original system faulty; new system end 2020
Staythorpe	No (pending)	Yes	Apr-15	Jan-19	Expected end 2020
West Burton	No	Yes	Aug-18	Jan-20	Mid-2021
West Midlands					
Ironbridge & Shrewsbury	Yes	No	May-19	Expected Oct 2020	Expected end 2021
Cellarhead	Yes	No	Sep-18	Jan-16 (innovation project)	Expected end 2021
Feckenham	Yes	Yes	Nov-18	Jul-18	Expected end 2020
South Wales					
Pembroke DANM	Yes	No	Nov-16	Jan-18	Expected mid-2021
Swansea North TANM	No	Yes	Jul-16	Oct-17	Jun-19
Pyle TANM	No	Yes	Jun-16	Jan-19	Expected end 2020
Rassau TANM	No	Yes	Feb-19	Expected Jan-21	Expected end 2021
Upper Boat 33kv	No	Yes	Jun-18	Expected Jan-22	Expected end 2022
South West					
Cornwall	Yes	Yes	Jan-15	Jan-14	Jan-20
South Devon	Yes	Yes	Jul-16	Sep-17	Expected end 2020
Bridgwater	Yes	Yes	Dec-14	Dec-14	Jul-19
Seabank	Yes	Yes	Jun-19	Expected Jan-21	Expected mid-2021



CCSG – Opening new ANM zones

Open ANM zones

Active Network Management

In areas where there are multiple complex constraints affecting a number of customers over a long time period, full active network management systems will be implemented. Distributed control systems continually monitor all the limits on the network and then allocate the maximum amount of capacity to customers in that area, based on the date their connection was accepted. This Last In, First Out (LIFO) 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.

An example of the Connection Offer for this alternative connection can be found [here](#).

The following table reflects the current plan for ANM deployment, though the order and dates are subject to change following an annual review of network status and customer enquiries.

GSP Group Earthing type	Active BSP Group	Quoting from	Building during
Bicker fen	Skegness	Active	Active
Grendon	Corby Northampton	Active Active	Active Active
Bridgwater	All	Active	Active
West Burton	Horncastle	Active	Active
Indian Queens	Truro	Active	Active
Swansea North	Swansea	Active	Active

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Alternatively, view by [Local authority areas](#) Hide <

Supply Type
Select all

Capacity Mode
Show all...

Connection potential
Select all

Capacity (MVA)
Capacity (MVA)

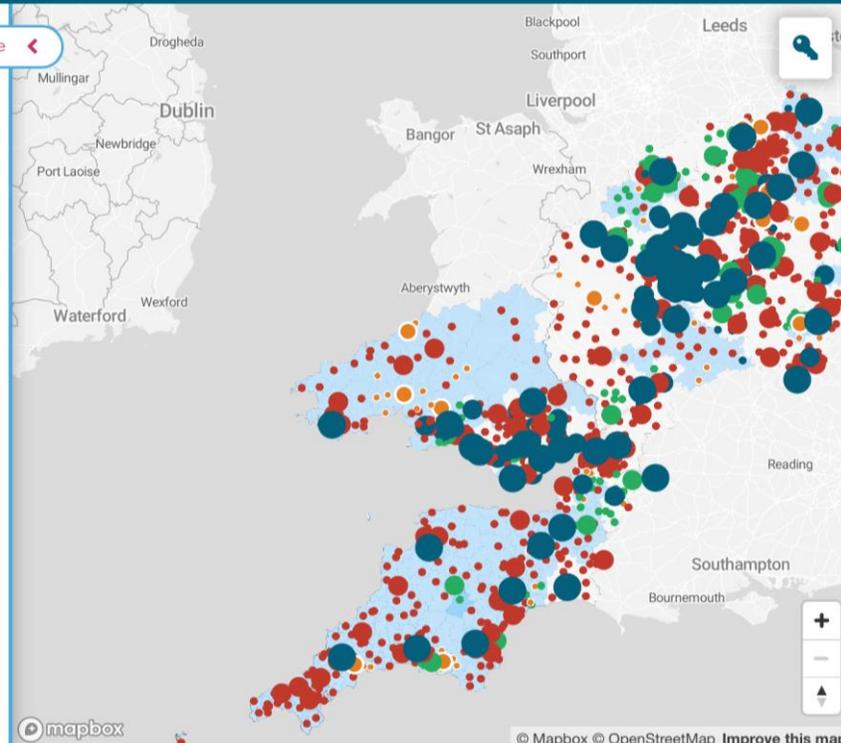
Location

Show substation pins

Show Active Network Management Zones

Network Capacity Map

[Back to main site](#)



CCSG – Opening new ANM zones

Existing process for opening ANM zones

- Based on a pre-defined roll out of certain zones
- All GSPs by 2021
- Using a guideline £100,000/MW or 2 year timescale threshold for the conventional reinforcement to trigger ANM

East Claydon	All	November 2019	November 2020
West Burton	All	November 2019	November 2020
Pyle	Pyle	April 2020	April 2021
Remaining GSPs requiring ANM	Actual GSP will be dependent on applications and any resultant constraint	January 2021	November 2021



CCSG – Opening new ANM zones

Proposal for opening new zones

- No pre-defined roll out of zones
- A flexible, needs-based approach to trigger new zones at time of offer issue
- New zones based on revised financial criteria, likely an absolute value of approximately £500k
- A reduced timescale criteria of 18 months
- A published flow diagram to explain the process
- This will result in some zones being opened earlier than before, but without investing in systems where they are not needed.



CCSG – Opening new ANM zones

Next steps

- Take feedback from this session – June 20
- Prepare the internal and external guidance on the new process – Jul-Aug 20
- Update the website with the revised process – Sept 20

Any
question's?



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CCSG

Comfort Break
see you in 10 minutes



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Work of the Open Networks – Interactivity and Queue Management

Grant Rogers
Connections Policy
Engineer



Queue Management

Queue Management – Workstream 2 Product 2

The Open Networks Project consulted stakeholders on Queue Management in 2019.

Following feedback from the 2019 consultations the Queue Management Process Guide was published for consultation to stakeholders in April 2020.

- **Monitoring the progress of contracted (e.g. accepted) connection customers against their contracted offer milestones**
- **Managing the customers' position in the contracted connections queue when progress is delayed beyond the milestone deadlines within their offer**
- **Terminating offers where extended milestone breaches are observed**
- **Applying the total “cumulative delay” approach to contractual milestones regarding both queue position and/or termination**

The Voice of the Networks



Energy Networks Association

Open Networks Project

Queue Management Process Guide

15th April 2020

WS2 P2:
Restriction: Open Networks



Queue Management

Existing process

- Following stakeholder engagement in 2016 the *Fair and Effective Management of DNO Connection Queues: Progression Milestones Best Practice Guide* was issued
- Since this publication ENA milestones have been adopted by all UK DNO's
- DNO's, in line with the guide, monitor milestones
If offer milestones are missed;
 - if possible milestones can be extended (appropriate and fair to do so)
 - If extension isn't possible the offer is terminated
- This process currently acts as a form of queue management

Existing Milestones

- Initiate statutory consents (including planning)
- Secure statutory consents (including planning)
- Land Rights
- Commence and progress works
- Project construction



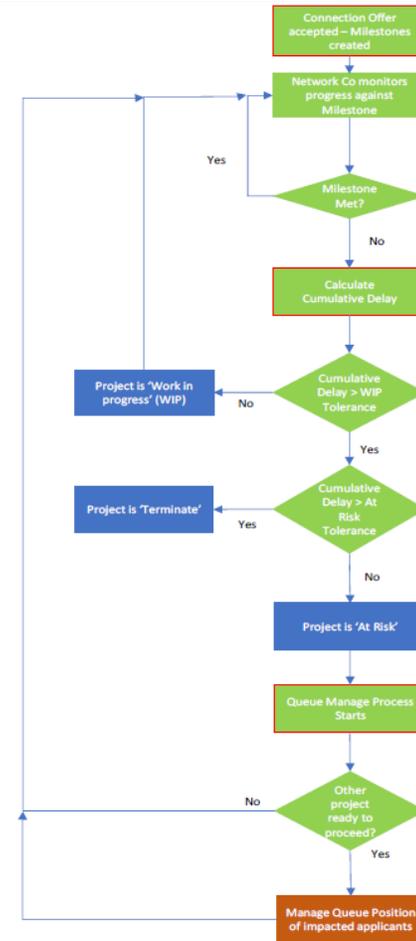
Queue Management

Queue Management – New Process

The proposed new queue management process involves monitoring the progress of contracted connection customers and, where applicable, managing their position in the connections queue by moving their offer's position in the queue or terminating the offer.

Main changes

- The ability to move Customers that are in breach of their contractual milestones “down” the contracted connections queue
- The introduction of cumulative delay
- The application of tolerances to the milestones



ENA Queue Management Consultation – link here

[https://www.energynetworks.org/assets/files/ONP-WS2-Queue%20Management%20User%20Guide%20\(Consultation\)-PUBLISHED.pdf](https://www.energynetworks.org/assets/files/ONP-WS2-Queue%20Management%20User%20Guide%20(Consultation)-PUBLISHED.pdf)

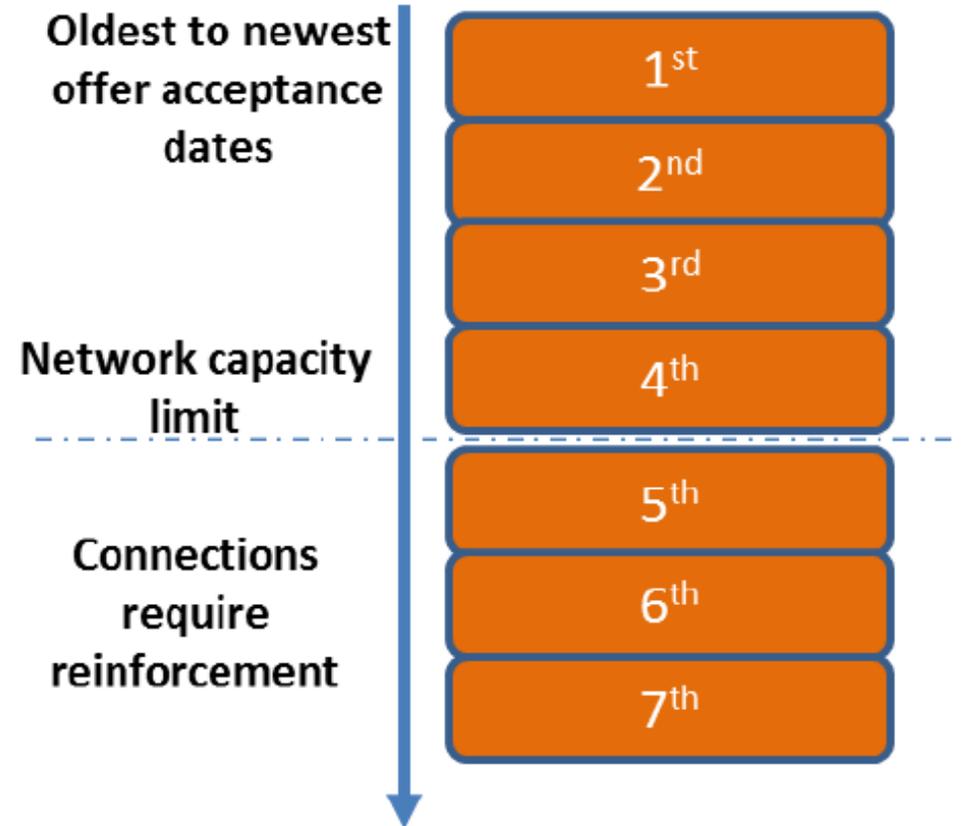


Queue Management

The connections queue

The contracted (accepted) connections queue will work on the same basic principles as it does currently in the initial stages, however there will be some distinct changes as projects progress. For example;

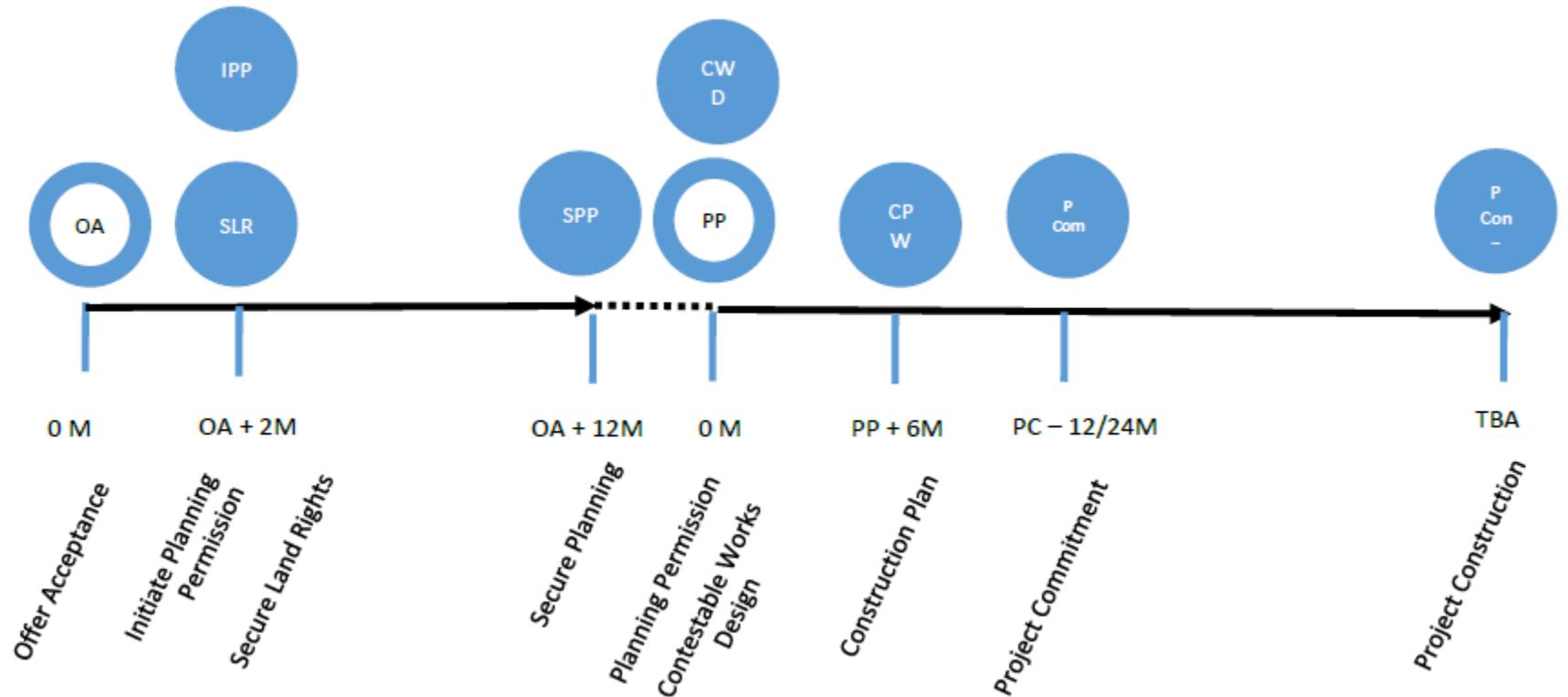
- Customers can be moved down the connection queue based on delayed milestones
- Subsequently, faster moving Customers have the potential to move up the queue *if* the Customer in front is in breach of their milestones *and* the cumulative delay is sufficiently high
- Termination will still be applicable however, unlike the existing process, in the new process customers' offers will have, in most cases, moved down the connections queue prior to termination



Queue Management

Cumulative delay

- Milestone breaches will work on a “cumulative delay” basis.
- Each delay, at each stage, will contribute to the overall delay timescale that will be compared to the allowable tolerances (discussed on the next slide)
- For example a 2 month delay at each of the 5 milestones would equate to a 10 month total “cumulative delay”



Queue Management

Tolerances

- **Work In Progress** – the project can proceed without any intervention
- **At Risk** – the projects position in the queue can be changed
- **Termination** – the network company is able to terminate the contract

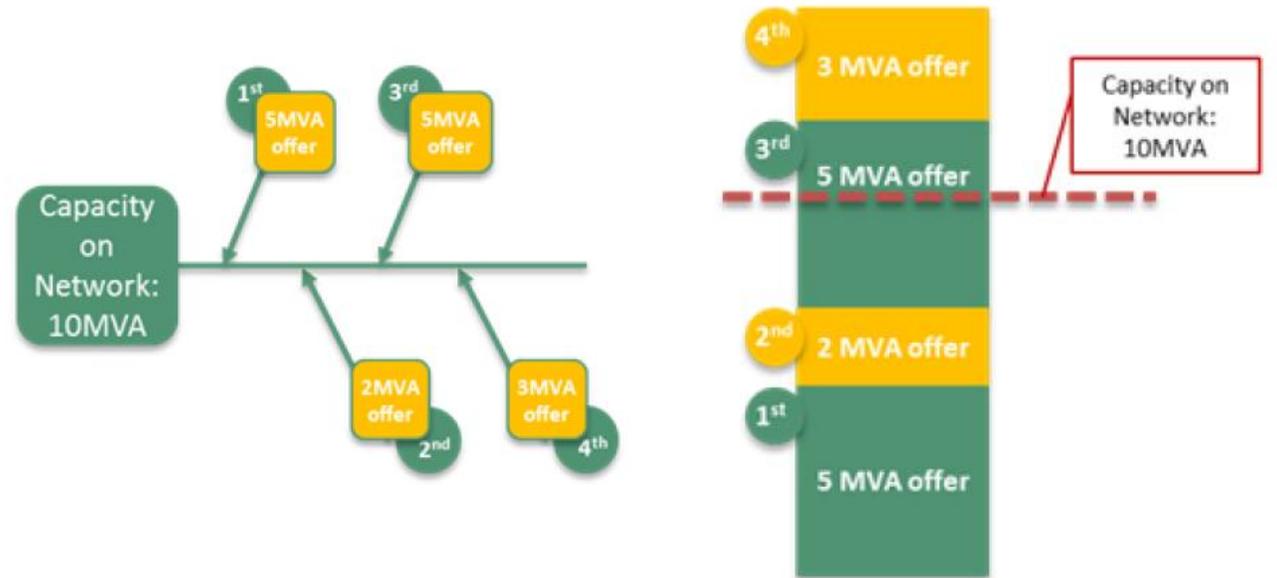
Project status	LV & HV	EHV & 132kV	275kV, 400kV & offshore 132kV
Work in Progress	65 working days or less. (Approx 3 months.)	130 working days or less. (Approx 6 months.)	260 working days or less. (Approx 12 months.)
At Risk	Greater than 65 working days. (Approx 3 months.)	Greater than 130 working days. (Approx 6 months.)	Greater than 260 working days. (Approx 12 months.)
Termination	Greater than 152 working days. (Approx 7 months.)	Greater than 304 working days. (Approx 14 months.)	Greater than 608 working days. (Approx 28 months.)



Application Interactivity

What is interactivity and why is an interactive process needed?

- Where DNO's receive two or more applications for connection which make use of the same part of the network and/or same network assets but where not all the applicants can be connected. This can be due to network capacity limitations, physical POC's, network constraints etc in both the existing and future network.
- The resulting connection offers are referred to as interactive and interactivity is the process used to determine which application/s will be able to connect to the network if accepted.
- An interactive process is required to ensure that decisions made in how connections are allocated are transparent, consistent, simple to administer and fair for all customers involved.



Application Interactivity

Existing Processes

Company name	Notification prior to issue of offer	Process	Length of moratorium period	Offers issued during interactivity	Timing of offer acceptances	Multiple acceptances allowed?	Unsuccessful applications	Offers issued after moratorium	Appendix G headroom
ENWL	Informal	MP*	10	Extension	During or after MP*	Yes	All invited to reapply	Offer subject to MP outcome	In development
NG ESO	Informal	MP*	5	N/A – all offers issued prior to MP*	After MP*	Yes	By default are reissued with an offer	New MP* triggered	N/A
NPG	Informal	MP*	10	Extension	During or after MP*	Yes	All invited to reapply	No process	In development
SPEN	Informal	MP*	10	Extension	During or after MP*	Yes	All invited to reapply	Develop multiple options	N/A
SSEN	Informal	MP*	10	Extension	During or after MP*	Yes	All invited to reapply	Develop multiple options	Not interactive
UKPN	Yes – formal process	30-day acceptance period	N/A	30-day acceptance	Before 30-day acceptance	Yes	New application	N/A	Interactive
WPD	Informal	MP*	10	No extension	During or after MP*	Yes	All invited to reapply	Formal defined process	Not interactive

Excerpt from Open Networks Project Phase 2 2018 Project Initiation Document

Table 2: summary of main differences in interactivity process used by each network company

(*Moratorium Period)

- Across the industry Network Operators apply interactively via their own processes
- These processes are based largely on the same principles however variances exist between each network operators' approach
- Variances include;
 - Use of Moratorium Period
 - Moratorium Period length
 - Validity Extension
 - Acceptance timing
 - Reapplication



Application Interactivity

ENA Open Networks – Workstream 2 Product 3

The 2019/2020 Open Networks Workstream 2 (Customer Information Provision & Connections) is concerned with establishing consistent Interactivity processes within and across all network companies (Product 3)

- **Initial consultations noted gaps in existing processes that required new processes to be developed**
- **Feedback showed clear support for “Conditional Interactivity” among stakeholders**
- **The publication of the new Interactivity Process Guide became a key deliverable**
- **The guide sets out the industry-wide agreed process that WPD and all network companies will use and apply consistently to manage interactivity**

Stakeholder Feedback

- **Require consistency across network operators**
- **Improved levels of information**
- **Better transparency**



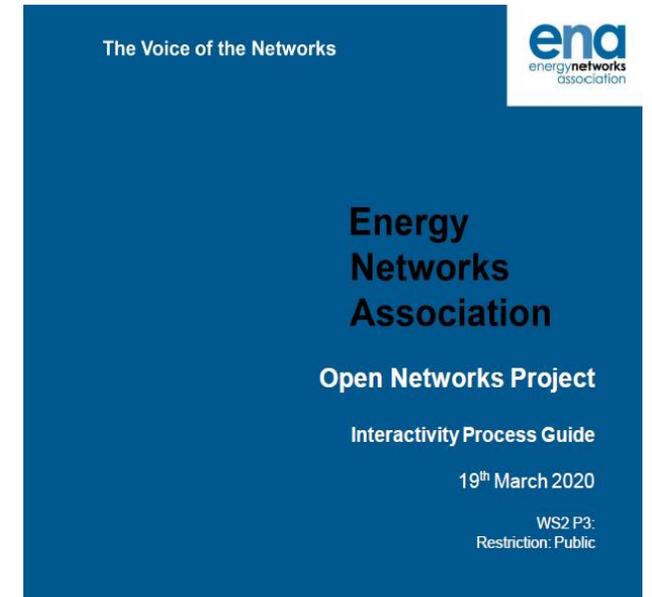
Application Interactivity

Interactivity Process Guide

Sets out new a, industry-wide, agreed processes that all network companies will use to manage interactivity.

Updates include;

- **Early Warning Communication**
 - Advanced notice of interactivity to allow Connection Customers to manage their internal governance
- **Standardised Interactivity Validity Period**
 - Interactive Offers have a set, clear 30 day validity period to ensure consistency and fairness to all applicants
- **Unconditional and Conditional Offers**
 - Following feedback the “Conditional Interactivity” approach was adopted within the guide
- **Re-application process**
 - Clear process for re-application and retention of queue position following “unsuccessful interactive Offer”

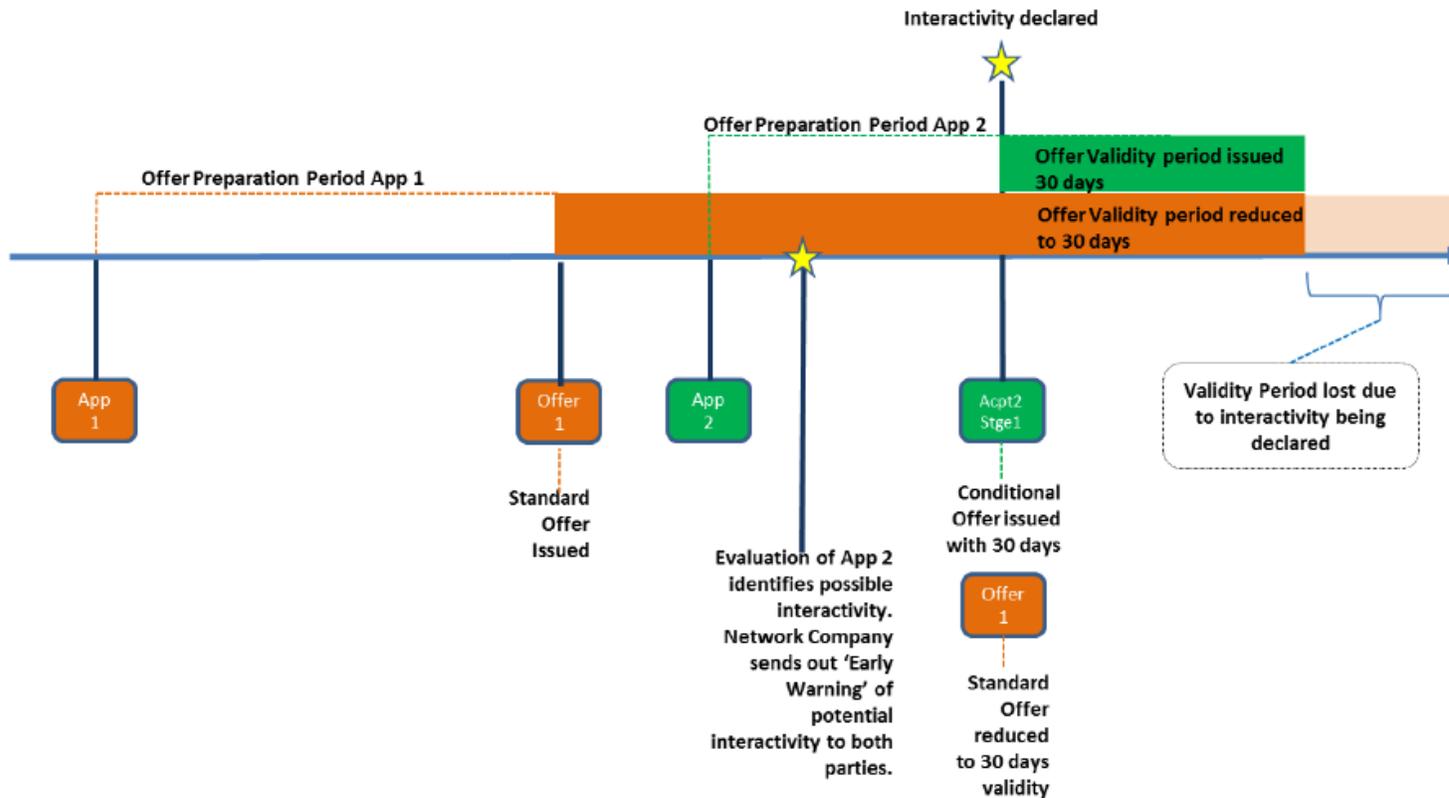


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Application Interactivity



- 1st application received
 - No other applicants
 - Initial “Unconditional Offer” sent
- 2nd application received.
 - Potentially interactive with 1st
 - “Early Warning” potential interactivity letter sent
- Offers are confirmed interactive
 - 2nd Offer sent with 30 day validity period
 - 1st Offer as validity period reduced to 30 days.



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ICE Looking Back – Looking Forward May 2020

Penny Carolan
Connections Policy
ICE Coordinator



CCSG – Looking Back – Looking Forward 2020

ICE Update

- Our ICE Looking Back and Looking Forward report 2020 has been submitted to Ofgem and published on the WPD website – www.westernpower.co.uk/ice
- The report includes:
 - ✓ Overview of our stakeholder engagement strategy
 - ✓ Looking Back section detailing the engagement and workplan initiatives we have undertaken and delivered in 2019/20
 - ✓ Looking Forward section setting out how we have developed our ICE 2020/21 Plan and our planned engagement activity for the year



CCSG – Looking Back 2019/20

Key Priorities

ICE Priority	Summary
Transition to DSO	Continue to quickly transition to become a DSO, deliver tangible services and opportunities for customers to input and benefit from. Actively engage stakeholders our DSO plans and seek input into how we can best deliver new services.
Availability of Information	Continue to make improvements to the range and quality of information provided to customers to support their connection requirement and planning. Continue to improve assistance to customers at application and post-acceptance of offer and to those wanting to modify their connection.
Network capacity allocation and reservation	Continue to improve the engagement collaboration with stakeholders on capacity forecasting and planning. Deliver improvements to the processes for the allocation and reservation of network capacity for connections
Competition in Connections	Improve the consistency in approach where customers wish to vary their schemes. Update information available for major connection designs
Low Carbon Technology	Facilitate the rollout of EVs with continued focused engagement for EV stakeholders, and develop guidance, policies and services to support this.
Community Energy	Continue to engage community stakeholders to support them in the transition to a smart and flexible network
Assessment & Design fees	Work with industry to provide improved clarity in the application of fees.

ICE Workplan 2019/20

- Significant level of engagement activity with over 17,000 stakeholders engaged at events and over 2,000 stakeholders surveyed (excluding the BMS)
- 38 ICE 2019/20 Workplan initiatives delivered and 4 new initiatives added in October 2019.
- 4 initiatives carried forward into ICE 2020/21



CCSG – Looking Back 2019/20

ICE Workplan 2019/20 Outcomes

- **The 38 completed Initiatives covered:**

- ✓ Enhanced the customer experience
- ✓ Improvements to existing services
- ✓ Creating new services
- ✓ Making more information available
- ✓ Expanding engagement opportunities

- **The Looking Back report includes:**

- ✓ 48 pages dedicated to each one of our ICE Initiatives
- ✓ Includes an update on the four initiatives carried over in 2020 plan

- **Highlights include:**

- ✓ Improvements in flexibility services for demand customers
- ✓ Online application process for demand, generation and unmetered customers
- ✓ Improved post outage information for generation customers

The screenshot displays a 'Looking Back' report page with a navigation bar at the top containing 'Introduction', 'Looking Back', and 'Looking Forward'. The main content is organized into sections with tables and text blocks.

2.4 Flexibility Webinars

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to prioritise the transition to quickly become a DSO. Continue to act swiftly to enable customers to participate in and benefit from DSO services and engage on the transition.	WPD will host 4 webinars throughout the year in July, August, February and March on flexibility and routes to procurement with WPD. The webinars will cover the topics:	Number of participants in webinars.	DSO	Complete - Q1 March 2020

3.7 Improve On-Line Application Process

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
WPD's customer survey for our online application process identified improvements for customer usability.	WPD Online Application improvements: implement process changes to the online application form project being in afloat of the feedback provided by stakeholders via the online application survey.	Stakeholder survey: survey to have a positive +3 score out of 10.	DSO	Complete - Q4 Dec 2019

3.10 DG Post Energisation Guidance

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Stakeholders told us that our online application process was 'chunky' and limitations relating to the input of information made it frustrating at times. We undertook to survey applicants to better understand the extent of their concerns.	To publish a DG post-energisation guidance document providing information on the information and service provided post-energisation of DG, with particular regard to outage planning.	Stakeholder Feedback: Webpages hits.	DSO	Complete - Q1 March 2020

Outcomes:

- 3 Downloads since launch 20/03/2020 to 31/03/2020 on the Distributed Generation portal website.

WPD operates a Distributed Generation Online Portal where users can view upcoming outages/export constraints and access general background information for each generator site.

The DG post-energisation guide went live 20th March 2020 and is now available on the Distributed Generation Online Portal - generation.westernpower.co.uk

The guide explains what outage information can be provided on the portal.

Generation customers accessing the portal can view upcoming outages/export constraints and access general background information for each generator site.

The information at present is focused on generator connections at 25kV, 33kV and 132kV. A Four Week Report is sent out by our Control Centre every Friday and updated on the portal. This report details any export constraint exemptions to supply that a DG customer can expect at their generation site within the next four weeks.

The above notifications are indicative only, with the final notice being given via a written constraints/transition notification from the WPD person responsible for undertaking the work on our system.

Key for Connection Areas: Demand Connections, Distributed Generation, Unmetered Supplies



CCSG – Looking Back 2019/20

ICE Workplan 2019/20 Outcomes

Transition to DSO

Introduction Looking Back Looking Forward

2.4 Flexibility Webinars

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Continue to prioritise the transition to quickly become a DSO. Continue to act swiftly to enable customers to participate in and benefit from DSO services and engage on the transition.	WPD will host 4 webinars throughout the year in July, August, February and March on flexibility and routes to procurement with WPD. The webinars will cover the routes required to participate in the ability to provide WPD with flexibility services.	Number of participants in webinars.	DMD DG	Complete - Q1 March 2020

Outcomes

Total number of participants across all webinars was 82.

The webinars included "Removing Barriers to Participation to Flexibility" WPD have reduced the minimum level of entry for flexibility providers.

Following feedback from stakeholders, participation in Flexible Power now only requires a minimum assets run time of one hour, rather than the previous requirement of two hours.

This reduction means that asset types that may have a restricted run time, such as energy storage can now participate. We hope this will encourage further participation from energy storage owners, particularly in the domestic market.

In addition we also want to encourage low carbon technologies such as solar PV and wind to participate in Flexible Power. We delivered 4 webinars.

Total number of participants across all webinars 82. Completed webinars are available to stream from WPD's website.

To catch the webinars, see website www.flexiblepower.co.uk/news-and-events

- Minimum run times reduced to one hour
- Minimum asset size removed
- Liabilities capped and mutual
- Flexible Power portal investment for increased asset operability



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Key for Connection Areas: Demand Connections, Distributed Generation, Unmetered Supplies

- ✓ WPD Flexible Power webinars – Routes to Participation
 - ✓ Four Webinars
 - ✓ 82 Participants
- ✓ Webinars included
 - ✓ Procurement process
 - ✓ Minimum run time reduced to 1 Hour
 - ✓ Minimum asset size removed
 - ✓ Liabilities- capped and mutual
 - ✓ Encourage participation of LCT
 - ✓ Solar PV
 - ✓ Wind

To view webinars, go to www.flexiblepower.co.uk/news-and-events



CCSG – Looking Back 2019/20

ICE Workplan 2019/20 Outcomes

Availability of Information (Pre & Post) Introduction Looking Back Looking Forward

3.7 Improve On-Line Application Process

Stakeholder feedback	Our action	Measure of success	Connection areas	Status
WPD's customer survey for our online application process identified improvements for customer usability.	WPD Online Application Improvements: Implement improvements to the online application form process taking in account of the feedback provided by stakeholders via the online application survey.	Stakeholder survey: Survey to have a positive > 8 score out of 10.	DM DS US	Complete - Q4 Dec 2019

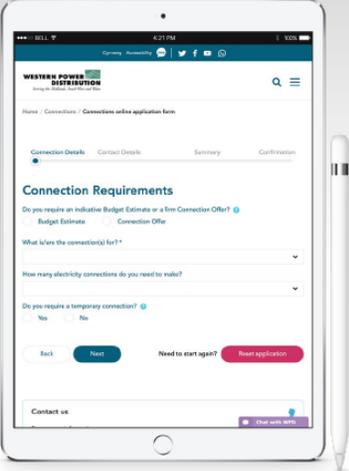
Outcomes

- In Q1 – 2019, we received 733 survey responses for the online application process with an average score of 8.6 out of 10.
- Exceeding our target of 8/10.

Our stakeholders told us that our online application process was 'clunky' and limitations relating to the input of information made it frustrating at times. We undertook to survey applicants to better understand the extent of their concerns.

With that information, a number of improvements have been implemented into the online application process, including expanding the capacity for attaching more documents, enabling a grid reference to be entered for sites without an allocated postcode and producing a summary of the entry at the end of the process which the customer can save and refer back to.

In addition, we have improved the guidance provided throughout the online application process, utilising the guidance content produced for initiative 3.6.



www.westernpower.co.uk/connections-landing/connections-online-application-form

38 Key for Connection Areas **DM** Demand Connections **DS** Distributed Generation **US** Unmetered Supplies

- ✓ Improved on-line application process by - completed Dec 2019 Q4
- ✓ Improvements
 - ✓ Expanding the capacity for attaching documents
 - ✓ Enabling a grid reference to be entered
 - ✓ Producing a summary of the entry at the end of the application process

To apply on-line- go to;

www.westernpower.co.uk/connections-landing/connections-online-application-form



CCSG – Looking Back 2019/20

ICE Workplan 2019/20 Outcomes

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3.10 DG Post Energisation Guidance

Stakeholder feedback	Our action	Measures of success	Connection areas	Status
Publish a guidance document on the information and service provided post energisation of DG, with particular regard to outage planning.	To publish a DG post energisation guidance document providing information including WPD process for outages and constraints and to communicate to the stakeholders using the DSOO workshops and the DG webpage on the WPD website.	Stakeholder Feedback. Webpage hits.	DG	Complete - Q1 March 2020

Outcomes

3 Downloads since launch 20/03/2020 to 31/03/2020 on the Distributed Generation portal website.

WPD operate a Distributed Generation Online Portal where users can view upcoming outages/export constraints and access general background information for each generator site.

Stakeholders requested more information on how the portal works and what to expect when using it.

The DG post energisation guide went live 20th March 2020 and is now available on the Distributed Generation Online Portal - generation.westernpower.co.uk

The guide explains what outage information can be provided via the portal.

Generation customers accessing the portal can view upcoming outages/export constraints and access general background information for each generator site.

The information at present is focussed on generator connections at 33kV, 66kV and 132kV. A Four Week Report is sent out by our Control Centre every Friday and updated on the portal. This report details any export constraints/ interruptions to supply that a DG customer can expect at their generation site within the next four weeks.

The above notifications are indicative only, with the final notice being given via a written constraint/interruption notification from the WPD person responsible for undertaking the work on our system.



To sign up to the portal please contact wpdwestwalesgen@westernpower.co.uk

41 Key for Connection Areas Demand Connections Distributed Generation Unmetered Supplies

- ✓ Improved post outage information for generation customers went live 20th March 2020
- ✓ Guidance offers outage information for customers on the generation portal.
 - ✓ Upcoming outages
 - ✓ Export constraints
 - ✓ General background information on for each generator site.

To sign up for the portal please email wpdswestwalesgen@westernpower.co.uk



CCSG – Looking Forward 2020/21

ICE 2020/21 Plan

Key areas	Initiative	Output
Policy Guidance	Guidance for Smaller Developments	commitment to improve our guidance to smaller developments Investigate the feasibility of using social media forums for displaying our guidance.
Customer Support	DSO Information for Local/Rural Stakeholders	Raise awareness regarding how rural areas might be impacted as we move to a DSO. Further improve the information available on DSO webpages setting out local/rural DSO information and how this might help them understand our investment plans.
Communication	Community Energy Strategy & Action Plan	To publish a community energy strategy and action plan providing information on the definition of community energy. To communicate to the stakeholders using this and the WPD website.
Stakeholder Engagement	Net Zero Surgeries	Stakeholders will be able to request bi-lateral meetings with a local multidisciplinary team to help facilitate progress towards decarbonisation.

ICE 2020/21 Plan

- Developed using stakeholder priorities and specific feedback
- Plan divided into 4 focus areas
- 28 initiatives with corresponding outputs and measures
- New initiatives will be added throughout the year as new priorities and requirements emerge
- We will publish quarterly ICE plan updates informing stakeholders of our progress and initiatives completed



CCSG – Looking Forward 2020/21

ICE 2020/21 Plan

ICE Key Areas

- ✓ Policy Guidance – 7 Initiatives
- ✓ Customer Support – 6 Initiatives
- ✓ Communication – 9 Initiatives
- ✓ Stakeholder Engagement – 6 Initiatives

Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area			
			MD	UMS	DER	ICP
To support the up-take of heat pumps we will issue a Heat Pump Strategy. The document will explain the options for connection and detail the actions we are taking to support roll out.	Positive stakeholder feedback on Heat Pump strategy.	Q2 June 2020	•			
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 2020.	Updated document issued to stakeholders. Positive feedback from stakeholders through a questionnaire in relation to the updated document.	Q4 Dec 2020			•	•
Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of interactivity principles. Have regard to concurrent work being undertaken by the ENA following Open Network consultation on the policy mechanisms and implement any changes as necessary.	Provide clear and concise information to our stakeholders via various means including the website.	Q4				
Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of queue management principles. Have regard to concurrent work being undertaken by the ENA following Open Network consultation on the policy mechanisms and implement any changes as necessary.	Provide clear and concise information to stakeholders via various means including the website.					
5 LV, HV & EHV Post Acceptance Guidance	Expand the Post-acceptance Guidance Document delivered in 2019 to include pre-application considerations.	Further improve the information available to stakeholders by: i) separating out guidance on LV/HV connections from guidance on EHV ii) providing more information relating to pre-application considerations for LV, HV & EHV connections.	Positive feedback on documentation including the website hits.			
6 Guidance for Smaller Developments	Develop guidance for small developers and house builders giving a practical guide on connections information.	Providing health and safety, technical and practical information to a non-technical customer on requirements to proceed. Review and improve the existing guidance on pre and post-acceptance requirements. Investigate the feasibility of providing more visual guides using social media and develop an implementation strategy.	Number of hits on improved guidance. Completion of social media strategy.			
7 Capacity, Allocation & Reservation Continuing 2019/20 Initiative: 1.4	Continue to develop processes and procedures for capacity allocation and reservation.	Following the publication of our final decision document in March 2019 we will implement revised processes, agreements, terms and conditions relating to how network capacity is offered on new connection and infrastructure schemes, as well as the management of capacity in ongoing schemes following acceptance of a connection or infrastructure offer.	100% training completed Positive feedback on e-publication on website			

westernpower.co.uk

**Incentive on Connections
Engagement**
ICE 2020/21 Plan

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CCSG – Looking Forward 2020/21

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area			
					MD	UMS	DER	ICP
6 Guidance for Smaller Developments	Develop guidance for small developers and house builders giving a practical guide on connections information.	<p>Providing health and safety, technical and practical information to a non-technical customer on requirements to proceed.</p> <p>Review and improve the existing guidance on pre and post-acceptance requirements.</p> <p>Investigate the feasibility of providing more visual guides using social media and develop an implementation strategy.</p>	<p>Number of hits on improved guidance.</p> <p>Completion of social media strategy.</p>	Q4 Dec 2020	•			•
14 Connection Surgeries	Implement voluntary 5 day standard process for pre-quotation connections surgeries.	<p>Produce and consult with stakeholders on the questionnaire and get approval.</p> <p>Issue questionnaire and collate feedback.</p> <p>Review and investigate the connection surgeries process on how we provide and deliver our connections surgeries and make improvements if necessary following questionnaire feedback.</p> <p>Each surgery customer to be asked to complete approved satisfaction feedback/survey.</p> <p>Trial "virtual" surgeries for customers who find it difficult to attend our offices.</p>	<p>Produce questionnaire - end June 2020.</p> <p>Issue questionnaire - end July 2020.</p> <p>Trial virtual connection surgeries - end Aug 2020.</p> <p>Review connection surgeries - end Nov 2020.</p>	Q4 Dec 2020	•		•	•
21 The New Targeted Charging Review (TCR) Information on Prices	Update stakeholders on Ofgem Targeted Charging Review (TCR) and Significant Code Review (SCR) regarding changes to the connection charging boundary.	Following the outcome of the TCR Distribution Connection and Use of System Agreement (DCUSA) process expected to be in Q2 2020 we will engage and inform our stakeholders via a podcast of the TCR prices that will be set in December 2020. We will also discuss any movement in the Ofgem access and forward looking charges SCR.	Number of counts on TCR podcast.	Q1 March 2021	•		•	•



CCSG – Looking Forward 2020/21

ICE 2020/21 Plan – Completed action

Action Number & Subject	Initiative Stakeholder feedback	Initiative Outcome	Measure	Target Date (Q2;Q3;Q4;Q1)	Connections Area
16 Unmetered Connection Offers	Create simplified Connection Offers for unmetered connections.	Undertake a survey to ask for feedback on the unmetered connections offer process. We will document and publish the survey in order to identify any improvements which can be made and develop further actions for implementation in Q4 2020.	Publish survey results and further actions for implementation in December 2020.	Q2 June 2020	   

WPD feedback from recent survey:



UMS website very poor and misleading



Sometimes the online form has gremlins in it which require reformatting

ICE 2020/21 Plan Action 16

- Developed stakeholder survey
- Sent 395 survey's in May2020, to customers that had applied for UMS connection in the last 6 months
- Received generally positive feedback from 16 responders
- Moving forward - specific feedback to be implemented
 - look to provide a simplified offer based on our SSQ
 - Simplify UMS website pages
 - Review and enhance the online application process
- We will publish quarterly ICE plan updates informing stakeholders of our progress



Chat Feedback & Any Questions?

www.westernpower.co.uk/ice



Summary, Feedback & Next Steps

Tim Hughes
Connections Policy
Manager



Summary & Next Steps

- Feedback captured from today
 - Minutes and slides sent via email
 - Feedback form emailed
- Dates for 2020 Workshops:

Future CCSG Workshop:

Dates	Location
21-10-2020	WPD Gloucester Office, Saw Mills End, off Corinium Ave, Gloucester GL4 3BH or Zoom

Major Connections Customer Event:

Dates	Location
November 2020	TBC – potentially in the Birmingham location or possibly virtual

Thank you

Future Stakeholder
Engagement Events - go to

[www.yourpowerfuture.
westernpower.co.uk](http://www.yourpowerfuture.westernpower.co.uk)

www.westernpower.co.uk/ice

