

# Customer Connections Steering Group

23<sup>rd</sup> June 2021

**WESTERN POWER  
DISTRIBUTION**

*Serving the Midlands, South West and Wales*

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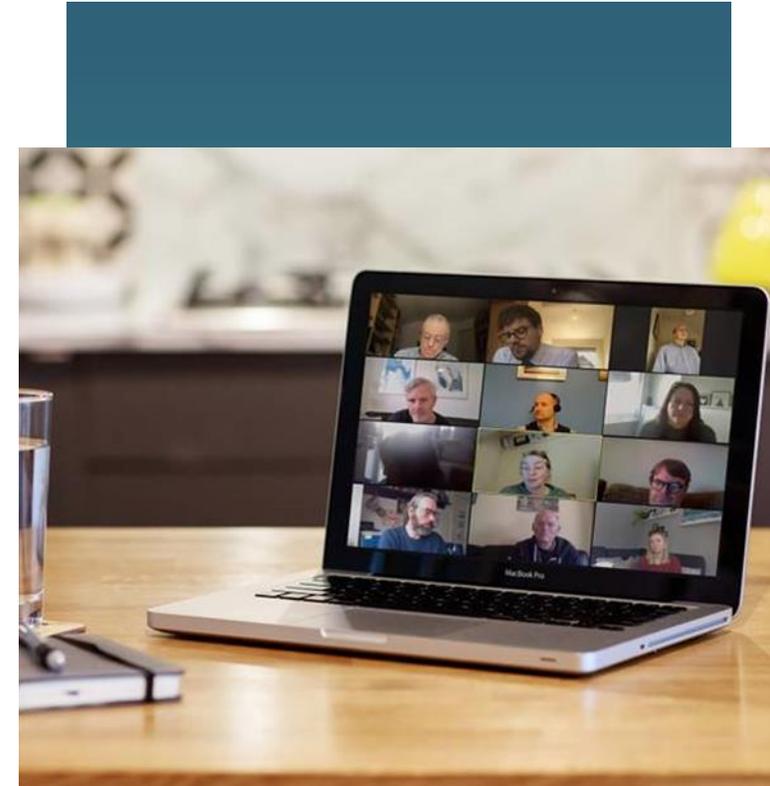


## Introduction

- Good Morning

## Zoom Guide

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



# CCSG - Introduction

## Agenda

Introduction to CCSG	Tim Hughes	10:00 – 10:10
Director's Update	Alison Sleightholm	10:10 – 10:40
Green Recovery	Christian Hjelm	10:40 – 11:00
Refreshment / Comfort Break		11:00 – 11:10
Connections Strategy – RII0-ED2 Update	Vanessa Buxton	11:10 – 11:30
Ofgem - proposals for distribution connection charging	Tim Hughes	11:30 – 11:50
ICE Plan Update	Penny Carolan	11:50 – 12:05
Summary & Feedback	Tim Hughes	12:05 – 12:15



# Director's Update

Alison Sleightholm

Resources and External Affairs Director

23<sup>rd</sup> June 2021

# WPD Sale Update

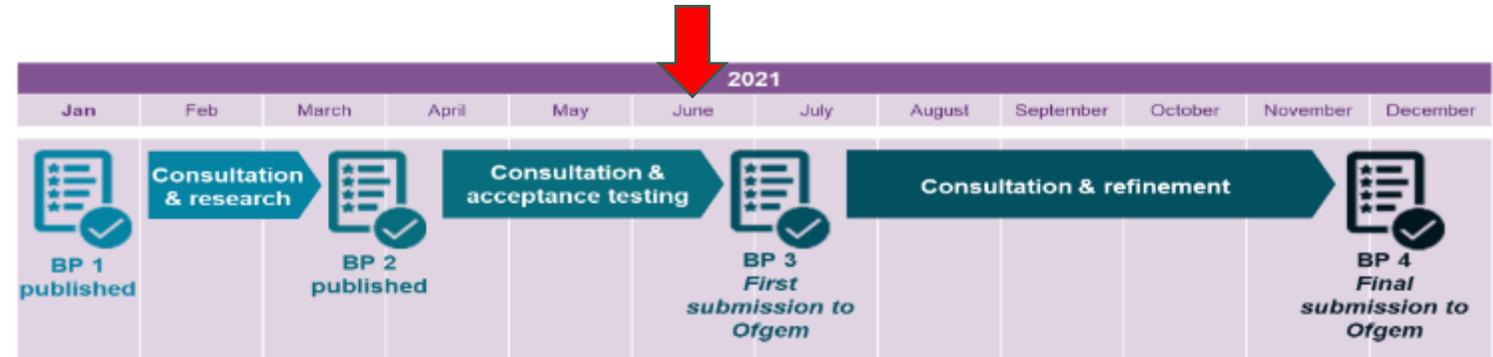
- PPL announce sale of WPD in August 2020
- National Grid identified as preferred bidder in March 2021
- PPL Corporation completes sale of WPD to National Grid on June 14 2021
- As expected, the Competition and Markets Authority announced on 10 June that it will launch an investigation into the acquisition issuing a “hold separate” order
- National Grid will own the WPD asset but not control it until CMA approval has been received

# Our Stakeholder Engagement Programme

We are building a Plan that is entirely reflective of stakeholder needs and priorities

Four published versions for stakeholders:

- We are maximising the opportunities for stakeholders to co-create our Plans before final submission to Ofgem on 1st December 2021:



*We have engaged over 16,300 stakeholders (over 6,300 of these were direct, in-person engagements) at over 250 engagement events to date*



Source: Company information



westernpower.co.uk

# What We Have Published So Far

## First draft Business Plan – 2331 consultation responses



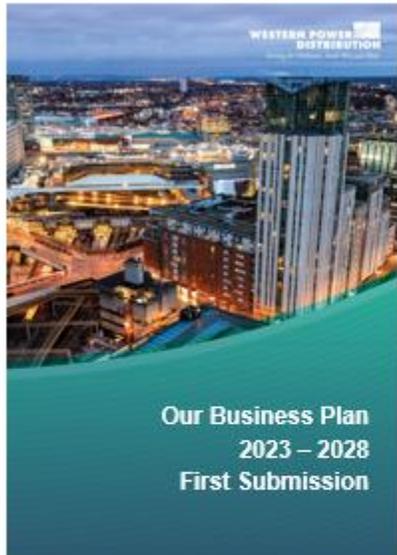
## Second draft Business Plan – 1002 consultation responses



## First Submission Business Plan



# First Draft Submission



- 11 Annexes
- 9 Ofgem Defined Strategies
- 8 CVPs Justification Papers
- Over 200 Engineering Justification Papers
- 672 Business Plan Data Tables
- Social Contract

# Headlines of Our RIIO-ED2 Plan

## £6.2 billion Business Plan

- 45 ambitious and measurable core commitments
- Around £655 million investment increase whilst keeping the bills broadly flat
- Enable a smarter affordable future for customers and stakeholders



Source: Company information



# What is different for RIIO-ED2?

## Enabling customers to connect to the network

### RIIO-ED1

VS

### RIIO-ED2

Service in-line with Ofgem's targets for the overall 'time to quote' and 'time to connect'



Excellent customer service with WPD ranked as the top DNO group for satisfaction



Made aware of other connection providers and the options available



Able to use **self-assessment tool** to apply to connect their electric vehicle and heat pump



Plugging into a **grid ready for up to 1.5 million electric vehicles and 600,000 heat pumps**



Receive an **efficient and effective service when multiple parties are involved** thanks to better cross border working with DNOs, National Grid Transmission and ESO



**Exceptional service (90% or higher)** for all connection types, including major connections and LCTs



**Local WPD Community Energy Representatives available** to co-develop tailored connections and flexibility offers

# What is different for RIIO-ED2?

## Maximising efficiencies across the whole energy system

### RIIO-ED1

1% per year efficiency by turning innovation into business as usual



Reduced costs for future customers via smart solutions to provide innovative techniques to manage the network



VS



### RIIO-ED2

Capacity available to **enable net zero before 2050**, in line with the ambitions of local stakeholders



**Flexibility markets developed**, aided by forecasts of requirements and tenders every 6 months



**Maximise the efficiency of the existing grid by adopting a 'flexibility first' policy** for all load related reinforcement decisions



**Improved access and usefulness of data**, tailored to individual customer needs, in the format of their choosing (60% available via an interactive API)



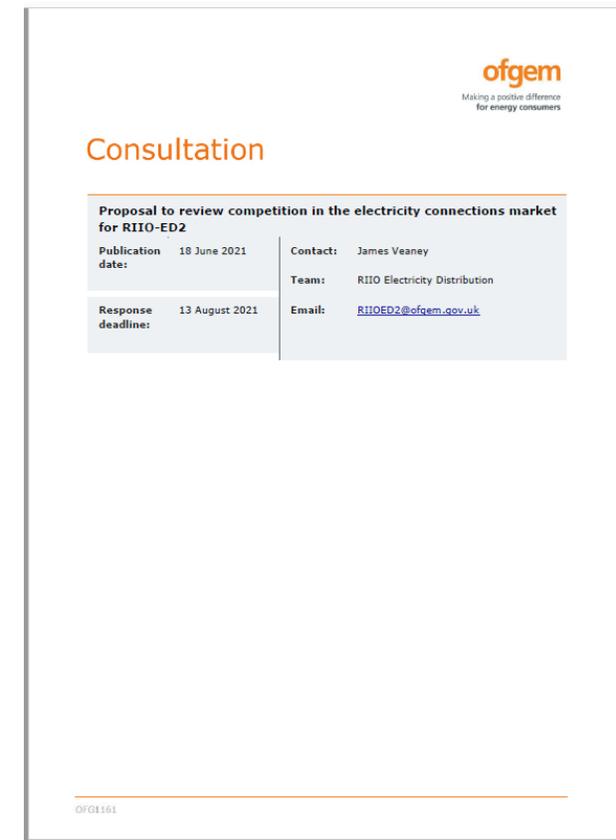
**Three whole system collaboration schemes** to enable our customers to benefit from lower electricity network and system costs



# Competition Test Review

## Ofgem proposal to review competition in electricity

- Ofgem are seeking views on their proposed approach to reviewing competition in the electricity distribution connections market
- The primary aim is to identify in which market segments there is effective competition
- Through the review Ofgem are looking for evidence that effective competition exists in order to inform design of RIIO-ED2
- If Ofgem proceed they will issue a data template for DNO's to complete
- Closing date for responses is 13<sup>th</sup> August
- <https://www.ofgem.gov.uk/publications-and-updates/consultation-proposal-review-competition-electricity-distribution-connections-market>



The image shows a document titled 'Consultation' from Ofgem. The Ofgem logo is in the top right corner with the tagline 'Making a positive difference for energy consumers'. The main heading is 'Consultation'. Below it, the title of the consultation is 'Proposal to review competition in the electricity connections market for RIIO-ED2'. A table provides key details: Publication date (18 June 2021), Response deadline (13 August 2021), Contact (James Veaney), Team (RIIO Electricity Distribution), and Email (RIIOED2@ofgem.gov.uk). The document ID 'OFG1161' is visible at the bottom left.

Publication date:	18 June 2021	Contact:	James Veaney
Response deadline:	13 August 2021	Team:	RIIO Electricity Distribution
		Email:	<a href="mailto:RIIOED2@ofgem.gov.uk">RIIOED2@ofgem.gov.uk</a>

# Questions

# Customer Connections Steering Group Green Recovery

Christian Hjelm  
Network Design Manager

23 June 2021



## How we made our Investment Decisions

To effectively target the available investment, we needed to determine what could be delivered in the next two years using the core criteria below.

**Deliverability:** How quickly WPD could complete the infrastructure and solutions

**Utilisation:** Does a network constraint exist at present and what was the evidence of growth or customer need for capacity in an area in the near term. The number of customers benefitting?

**Value for Money:** Consideration of scheme cost to the amount of network capacity released and other wider societal benefits

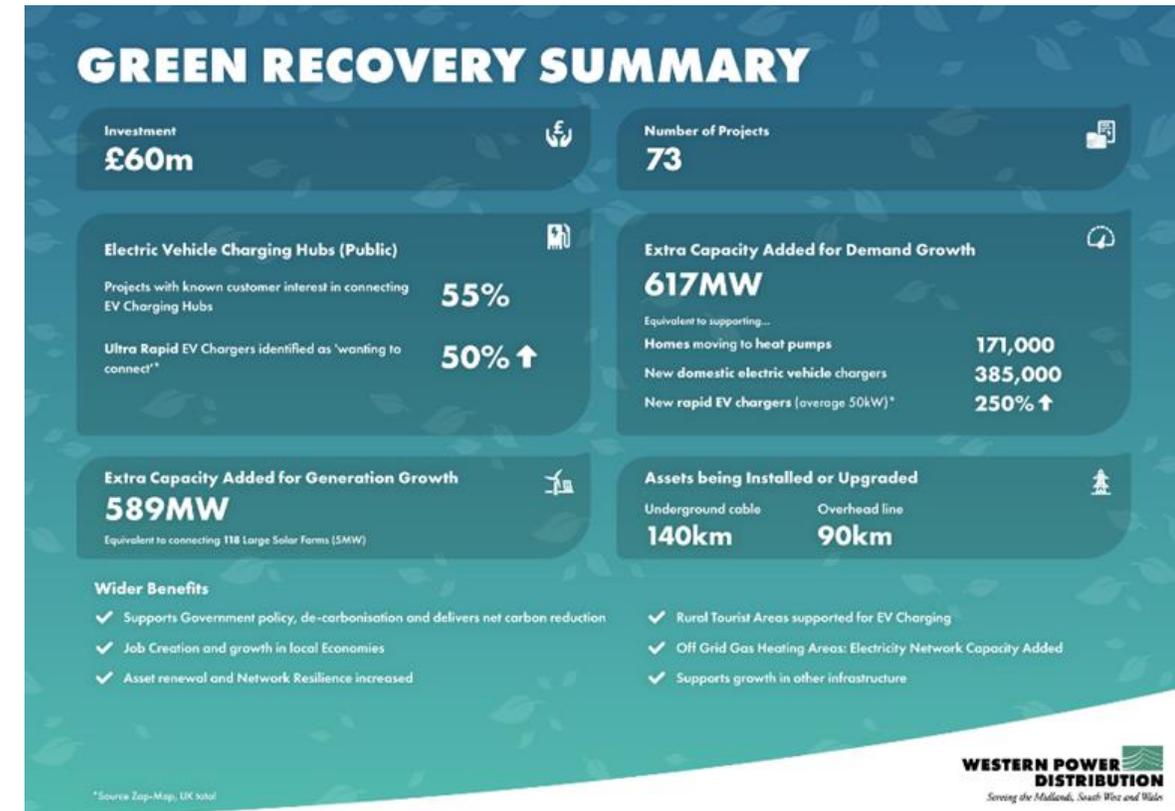
Schemes include network extensions to MSA's, Primary & BSP substation upgrades, 33kV & 132kV circuit upgrades and local level 11kV circuit and HV/LV substation reinforcement

# Green Recovery

## Project Examples & Summary

- **MID WALES:** Multiple 11kV network investments (new cabling and HV/LV substations) near Builth Wells and Llandrindod Wells. These are rural tourist areas between the Brecon Beacons National Park and Shropshire Hills AONB and will facilitate EV charging in these more remote areas
- **TRURO:** Replacing both 132/33kV grid transformers; this will both boost network resilience and provide extra demand and generation capacity and facilitate the proposed new garden village in that area, as well as areas currently without either gas or electric sourced heating

More information on our Green Recovery projects can be found at [www.westernpower.co.uk/green-recovery](http://www.westernpower.co.uk/green-recovery)

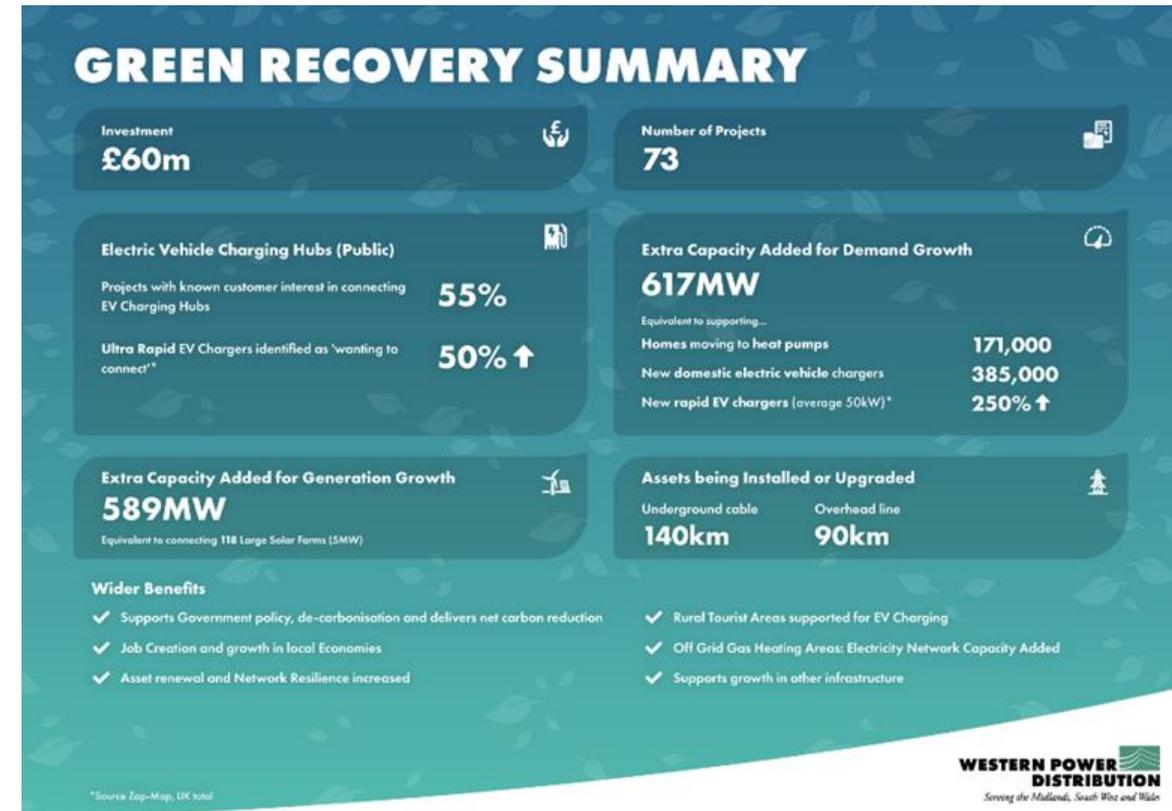


# Green Recovery

## Project Examples & Summary

- **GLOUCESTER**: An 11kV network extension via two new cables from Tuffley 33/11kV substation towards Gloucester Services on the M4. This will create and anchor node for the interest in connection of demand and generation in this area, including rapid EV chargers at the motorway services
- **NOTTINGHAM**: Installing a new 33/11kV substation at East Croft in the centre of Nottingham; the extra capacity will facilitate demand and generation connections in one of the city's growth areas and increase network resilience

More information on our Green Recovery projects can be found at [www.westernpower.co.uk/green-recovery](http://www.westernpower.co.uk/green-recovery)



# Refreshment/Comfort Break



see you in 10 minutes

# Customer Connections Steering Group Major Connections Strategy Update

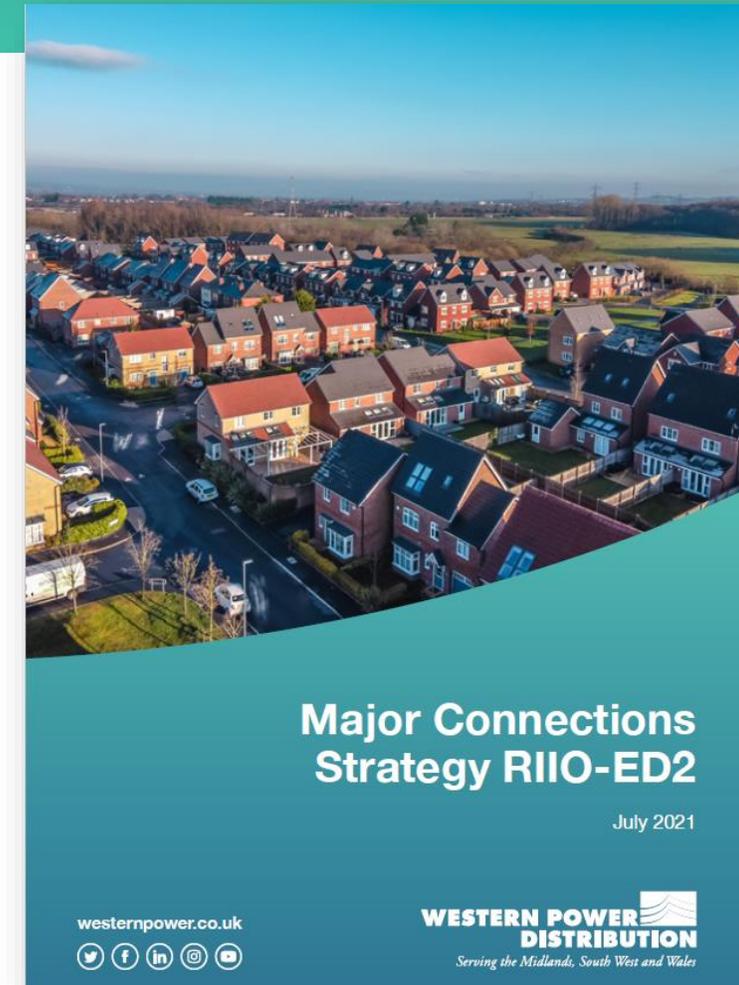
Vanessa Buxton  
Connections Policy Engineer

23 June 2021

# Major Connections Strategy

## Initial Draft

- Developed through extensive stakeholder engagement
- Sets out our plan for meeting the needs of our major connections customers
- Includes our Core Commitments and Key Initiatives



# Major Connections Strategy

## Core Commitments

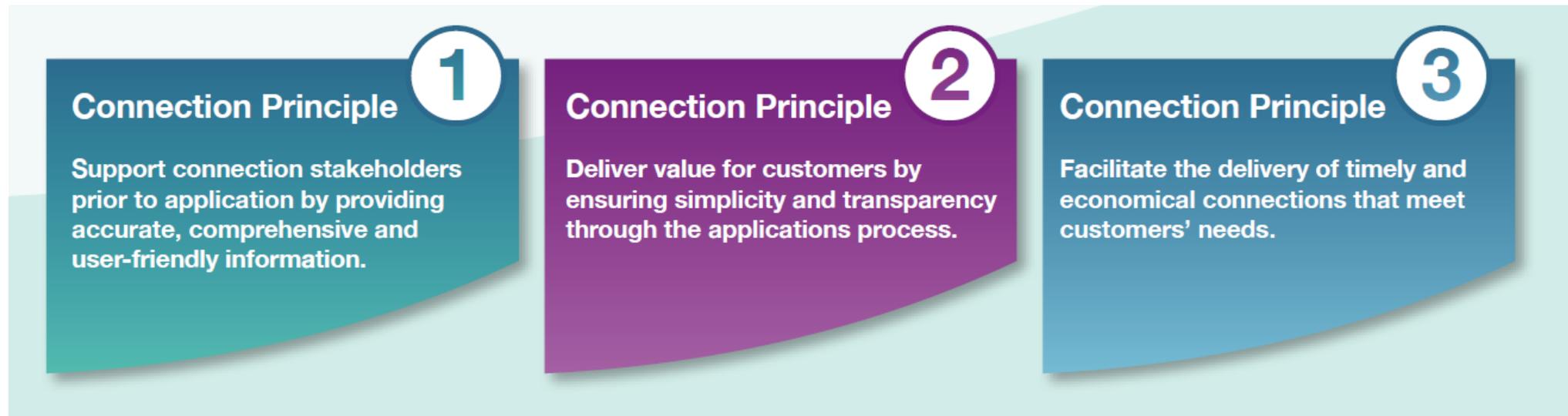
Refined through stakeholder engagement, there are now 5 core commitments:

Core Commitment 11	Achieve an average customer satisfaction of 90% or higher for all connection types (including major connections and low carbon technology connections).
Core Commitment 12	Improve our performance against Time to Quote and Time to Connect for LCTs by 1% from RIIO-ED1 level (small schemes) and deliver 90% satisfaction with timeliness of connections for larger schemes.
Core Commitment 13	Provide a same day connections' response for customers by introducing online self-assessment tools for individual domestic low carbon technology applications.
Core Commitment 14	Hold 90 local energy surgeries per year for local authorities, supporting them to deliver their local area energy plans.
Core Commitment 15	Increase the number of flexible connection offers made by lowering the reinforcement cost threshold to >£75k per MW and works that will take more than 12 months to complete.

# Major Connections Strategy

## High Level Principles & Baseline Expectations

Network operators are to adhere to 3 high level principles and 20 associated baseline expectations agreed with Ofgem.



# Major Connections Strategy

## Key Initiatives

Created under the high level principles to address areas identified as being of greater priority for customers.

### Pre-application

We will make data more visible and interactive for customers through centralised data mapping functionality.

We will use targeted stakeholder engagement to ensure that improvements identified are specific to the relevant subject area, market segment and customer types.

### Application

We will implement a Customer Portal to provide an online facility to manage the end to end process, from application through to delivery.

We will provide a simplified online process for Low Carbon Technology which incorporates the ENA approved equipment and includes automated acknowledgements for compliant installations.

### Post acceptance

We will implement a Customer Portal to provide an online facility to manage the end to end process, from application through to delivery.

We will provide an online tool for interactive work scheduling.

# Major Connections Strategy

## Competition Test

License Area	Relevant Market Segment								
	Demand Connections				Distributed Generation		Unmetered Connections		
	LV work	HV work	HV & EHV work	EHV work & Above	LV work	HV & EHV work	LA Work	PFI work	Other work
WPD West Midlands	x	x	✓	✓	x	x	✓	✓	x
WPD South West	x	x	x	x	x	x	✓	✓	x

Following Ofgem consultation, the Competition Test will be re-run, though the method by which it might be undertaken is yet to be decided.

A policy decision will be issued in the summer of 2021, followed by a 'minded to' position for consultation and a final decision by Autumn 2021.

Depending on the outcome of the new Competition Test, the relevant market segments covered under the Major Connections Strategy may change.

# Major Connections Strategy

## Measure of Success

Some commitments will lend themselves to specific measures whilst we will also apply a set of overarching measures to evidence performance throughout RIIO-ED2.

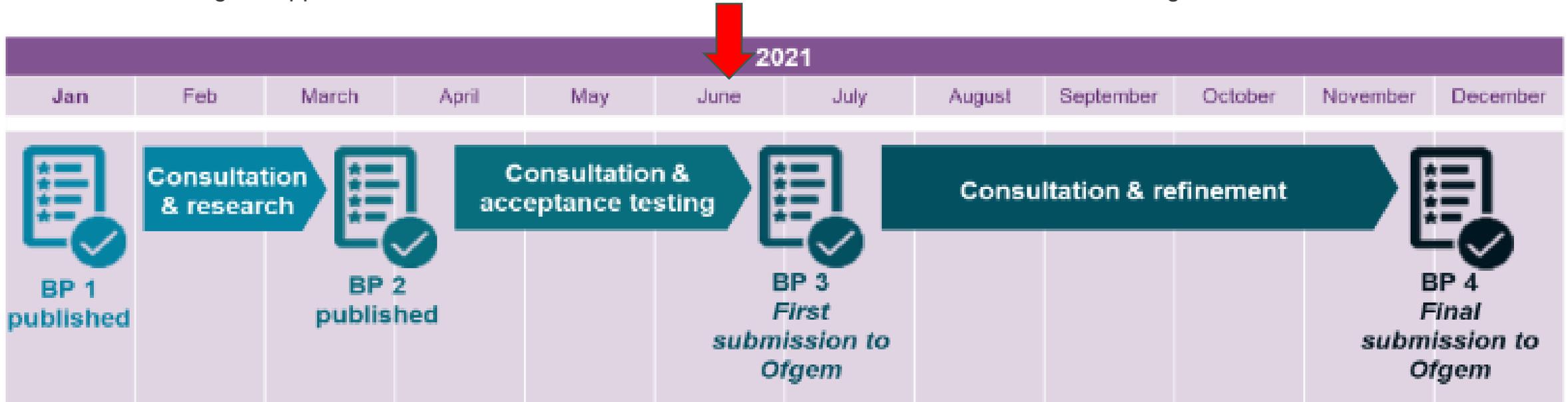
Metric area	Performance measure
Customer satisfaction	Overall major customer satisfaction score >90%
Awareness of competition	80% of connection customers aware of competition
Connection guaranteed standards of performance	100% compliance with connection guaranteed standards of performance
Stakeholder engagement	Increase in the annual number of stakeholders engaged during RIIO-ED2 compared to final year RIIO-ED1
Published information	Website information satisfaction score >90%
Time to Quote and Time to Connect for LCT	Improve performance by 1% from RIIO-ED1 Level (small schemes)

# Major Connections Strategy

## Timescales

Four published versions for stakeholders:

- We are maximising the opportunities for stakeholders to co-create our Plans before final submission to Ofgem on 1st December 2021:



# Major Connections Strategy



# Customer Connections Steering Group

## Proposals for distribution connection charging

Tim Hughes

Connections Policy Manager

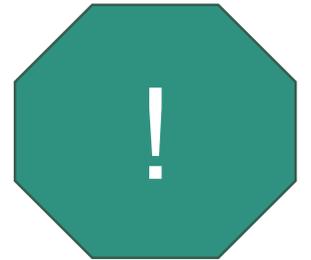
23 June 2021

## Shortcomings in current arrangements

Ofgem is reviewing the current connection charging arrangements

There is a concern that current charging arrangements:

- Are not providing an effective signal
- Hinder the efficient development and investment in distribution networks
- Mean that differences in charging arrangements at distribution and transmission may be creating distortions
- Mean users wishing to connect LCT could face significantly different costs depending on when they are able to connect

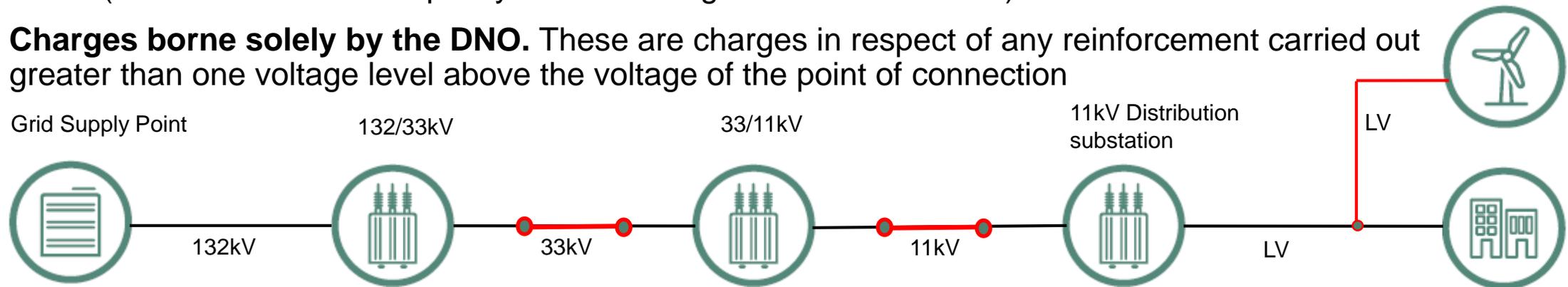


# Current arrangements

## The customer is required to contribute towards the cost of any reinforcement provided at the same level as their PoC plus one voltage level above

Charges in respect of distribution connections are determined in accordance with the common connection charging methodology (the "CCCM"). The CCCM sets out three broad categories of connection charges:

- **Charges borne wholly by the connectee.** These are charges in respect of the assets solely required to deliver the connection
- **Charges split between the customer and the DNO.** These are charges in respect of reinforcement works (i.e. assets that add capacity to the existing distribution network)
- **Charges borne solely by the DNO.** These are charges in respect of any reinforcement carried out greater than one voltage level above the voltage of the point of connection



## Ofgem shortlisted options

In March 2020 Ofgem shortlisted a number of options for changing the current distribution connection charging arrangements. These were:

- Reducing the extent to which reinforcement charges should be recovered from the connection charge (i.e. moving to a shallower connection boundary);
- Removing reinforcement costs from the connection charge (i.e. moving to a shallow connection boundary);
- Allowing alternative payment terms for connection charges (e.g. allowing payment over time); and,
- Introducing some form of financial commitment in the form of liabilities and securities.

**Shallow** – connecting customers only pay for their own assets. All reinforcement is funded through use of system charges.

**Shallow-ish** – connecting customers pay for their own assets and contribute to reinforcement. The remainder of reinforcement costs are funded through use of system charges.

**Deep** – connecting customers pay for their own assets and all network reinforcement required to facilitate the connection.

# Potential position

## Reaching a 'minded-to' position

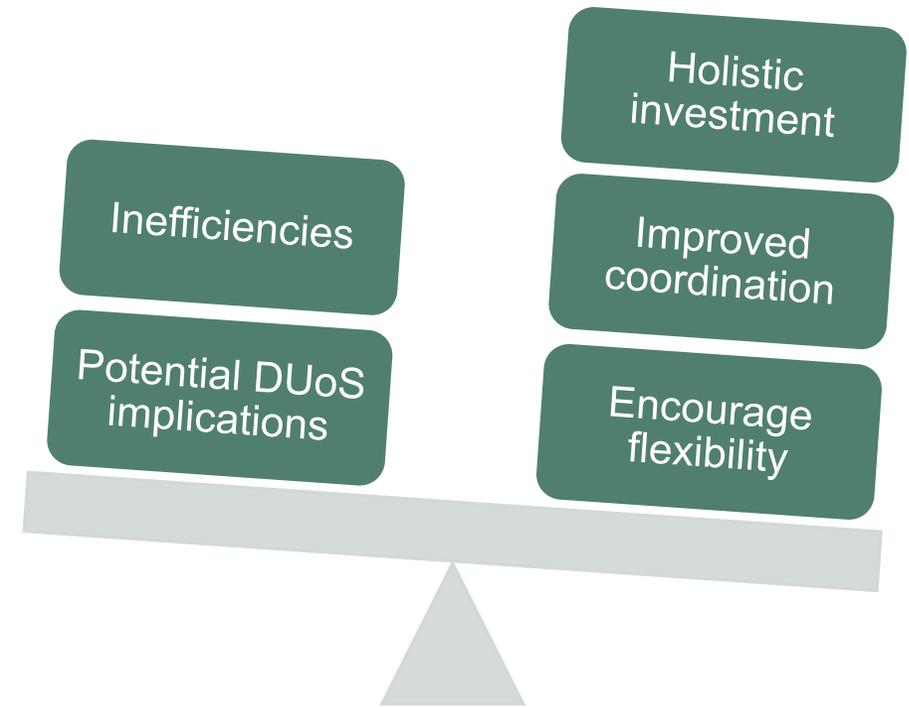
Ofgem are soon to publish a minded-to position and associated consultation and we think they will propose:

- **No change** to how connection charges apply for 'sole use' or 'extension' assets needed to connect to the existing network
- **Reducing** the contribution to reinforcement within the upfront connection charge for generation to only include reinforcement at the same level as the PoC;
- **Removing** the contribution to reinforcement within the upfront connection charge for demand;
- **Removing** the contribution to transmission associated reinforcement in the upfront connection charge;
- **Not to introduce** the option for users to defer payment after the connection is made;

# Making the arguments

## Finding the right balance

As part of the consultation Ofgem will be keen to understand stakeholders views on the implications of changing the connections boundary.



## What this could mean for future connections

DNO's will need to consider the impact of any change to the connection charging methodology and how to respond to it. Potential impact could include:

- Requirement to make amendments to the CCCM
- Bow wave of applications;
- Associated burden on the DNO;
- Consideration of transitional arrangements;
- Implications for the Electricity (Connection Charges) Regulations

## What should we expect?

- Ofgem due to announce minded-to position next week;
- Impact assessment will be published alongside the consultation;
- Ofgem decision in late autumn/winter
- Business Plans will need to be updated
- Go-live in April 2023 for the start of RIIO-ED2

# WPD ICE Plan Update

Penny Carolan  
Connections Policy ICE Co ordinator

23 June 2021

# CCSG – Looking Back, Looking Forward Report 2021

## ICE Report Update

- Our ICE Looking Back and Looking Forward report 2021 has been submitted to Ofgem and published on the WPD website – [www.westernpower.co.uk/ice](http://www.westernpower.co.uk/ice)
- The report includes:
  - ✓ Overview of our stakeholder engagement strategy
  - ✓ Looking Back section detailing the engagement and plan initiatives we have undertaken and delivered in 2020/21
  - ✓ Looking Forward section setting out how we have developed our ICE 2021/22 Plan and our planned engagement activity for the year



# ICE 2021/22 Plan

## ICE Initiatives for 1<sup>st</sup> April 2021 Start

ICE has only 2 more years to run, before we move into RIIO-ED2.

Our 4 key areas, this year

- |  |                     |
|--|---------------------|
| <input type="checkbox"/> Policy Guidance –     | 5 Committed Actions |
| <input type="checkbox"/> Customer Support -    | 5 Committed Actions |
| <input type="checkbox"/> Communication -       | 5 Committed Actions |
| <input type="checkbox"/> Process Improvement - | 5 Committed Actions |



## ICE 2020/21 Plan

- Developed using stakeholder priorities and specific feedback
- Plan divided into 4 focus areas
- 20 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

## ICE 2021/22 Plan – Policy Guidance

Policy Guidance is the first key area of our new ICE Plan. We understand that giving a clear, plain English speaking and concise guidance is critical.

### ✓ Action 3 – Connections Queue Management

Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of queue management principles.

WPD ICE 2021/22 Plan

Policy Guidance

Action Number & Subject	Initiative Stakeholder Feedback	Initiative Outcome	Measure	Target Date (22:03:04:01)	Connections Area			
					MD	UMS	DER	ICP
1 Unmetered Connection Eligibility	Provide clarity on policy relating to eligibility as an unmetered connection.	Further improve transparency and communication on information "when do you need a meter in street furniture". Provide external and internal guidance in a plain English statement on the website page and an internal bulletin.	Guides developed by target date.	Q4 Dec 2021		*		
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.	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. To produce and share information on a WPD best practice guide with links to our connections webpage.	Provide a best practice guide by target date.	Q1 March 2022	*	*	*	
3 Connections Queue Management	Improve transparency with regard to how WPD facilitates its connections queue management process.	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. (Continuation from ICE 2020/21 Plan Action 4).	Provide clear and concise information to stakeholders via various means including the website.	Q2 June 2021	*		*	*
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 CMP296, which is designed to formally codify the Appendix G process into CUSC and is expected to conclude at the end of 2021. (Continuation from ICE 2020/21 Plan Action 2).	Updated document issued to stakeholders. Positive feedback from stakeholders through a questionnaire in relation to the updated document.	Q4 Dec 2021			*	*
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 LCH 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	*			

# ICE - Update

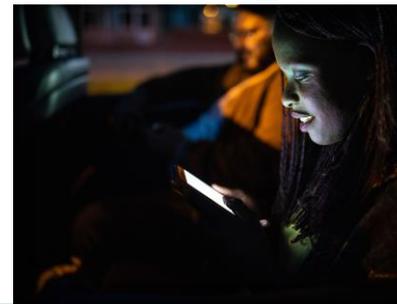
## ICE 2021/22 Plan – Customer Support

Customer support is the second key area in our ICE Plan. It is essential we deliver services that meet and exceed our customers' expectations. We aim to help and inform customers and staff so that they are not left confused or frustrated during the connections process.

### Action 10 – Digitalisation Programme Updates

We have released our DNO leading Connected Data Portal. This provides customers and stakeholders centralised access to key network, connectivity and asset information that will support the provision of greater information to inform improved new connection outcomes.

<https://connecteddata.westernpower.co.uk>



WPD ICE 2021/22 Plan

Customer Support

Action Number & Subject	Initiative Stakeholder Feedback	Initiative Outcome	Measure	Target Date (Q2-Q3-Q4-Q1)	Connections Area				
					MD	UMS	DER	ICP	
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 out their own assessment on a budget basis.	Development of a customer-friendly on-line 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 estimates.	Number of users from target implementation data.  Stakeholder Feedback.	Q1 March 2022				
	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.	Expansion of 'enquiry tracker'/online application process to include non-ICP major customers.  To trial the on-line 'enquiry tracker' with repeat major connection customers. Survey and review feedback, before full roll-out.  • Create & route connection enquiries • Enable tracking of individual schemes stage by stage • Manage two-way activities • Upload and exchange documents.	Positive survey feedback on enquiry tracker.  Number of customers making use of the new process.	Q1 March 2022				
	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				
	9 Recording and Provision of Historical Curtailment Information Relating to Active Network Management (ANM) systems	Improve the level of curtailment information.	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.  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				
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					

## ICE 2021/22 Plan - Communication

Communication is our third key area of our ICE Plan and is critical to our plan to impart and exchange of information in a simplified and concise format.

### ✓ Action 15 – Reinforcement Trigger Level

*Stakeholders feedback - Create something that identifies 'tipping points' where connection costs change.*

- *Improve the application process for major connections at 33kV and above*
- *Communicate to the customer the level of capacity reduction before triggering reinforcement*
- *Allowing the customer to make an informed decision on how to proceed*

WPD ICE 2021/22 Plan

### Communication

Action Number & Subject	Initiative Stakeholder Feedback	Initiative Outcome	Measure	Target Date (Q2/Q3/Q4/Q1)	Connections Area			
					MD	UMS	DER	ICP
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				•
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.	Undertake a review and improve the existing information on CIC.  Update the connections webpage to enhance clarity in relation to the options available to customers.	Positive feedback from customers.	Q3 Sept 2021		•	•	•
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		•		•
14 Connections Planning - Internal Communication	Create best practice and consistency throughout WPD on Connections process and policy, to ensure customers receive an excellent service.	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.  Collaborate with internal connections representatives, to understand any feedback, concerns or constructive suggestions, on connection areas for improvement/change.	Actions and changes identified as a result of this initiative.	Q1 March 2022		•	•	•
15 Reinforcement Trigger Level	Create something that identifies 'tipping points' where connection costs change.  Allow the planner/designer to be pro-active in contacting the customer giving feedback on the connection. (Tipping point).	Improve the application process for major connections at 33kV and above to provide the reinforcement trigger level for relevant customer applications.  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.	Positive feedback from stakeholders on the improvements completed.	Q4 Dec 2021		•		•

# ICE - Update

## ICE 2021/22 Plan – Process Improvement

Process improvement is our fourth key area and has 5 initiatives. We speak to a full spectrum of stakeholders impacted by our processes and ask them to identify any improvements.

### ✓ Action 20 – Developers Guide through Visual Context

*Stakeholders feedback* - Provide enhanced guidance for inexperienced developers wishing to apply for connections

We have put together a brief animation of the small developers journey

- Introduction – what is required to obtain a quotation
- Getting a Quote – information on timescales and acceptance
- Preparing the site – brief overview on on-site preparation
- Work begins on site – what to expect

To go live by the end of June 2021



WPD ICE 2021/22 Plan

Process Improvement

Action Number & Subject	Initiative Stakeholder Feedback	Initiative Outcome	Measure	Target Date (Q2-Q3/Q4-Q1)	Connections Area			
					MD	UMS	DER	ICP
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.	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.  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.	Update of LCT acceptance policy documents.	Q3 Sept 2021	•			
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 6).	Positive feedback from stakeholders on the improvements completed.	Q3 Sept 2021	•		•	•
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			•	
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	•			
20 Developers Guide through Visual Context	Provide enhanced guidance for inexperienced developers wishing to apply for connections.	Following on from our initiative from ICE 2020/21 Plan - Action 6. We will improve information available to facilitate new entrants on our processes and procedures for a connection application by establishing a new customer focused guide on our website area, including the provision of animated guidance.	Number of hits on the website area.	Q2 June 2021	•			•



# Summary, Feedback & Close

Tim Hughes – Connections Policy Manager

# CCSG – Summary & Feedback

## Summary & Next Steps

- Feedback captured from today
  - Future meetings (virtual v face to face)
  - Topics you may like us to cover in our next meeting
  - Minutes and slides will be uploaded onto our website
  - Hold the Date for next CCSG 2021: Wednesday 27th October 2021
- 
- **If you would like to be up to date on our previous CCSG meeting, follow us at**  
<https://yourpowerfuture.westernpower.co.uk/our-engagement-groups/connection-customer-steering-group>

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**Thank you**