

**Electricity  
Distribution**

# **Incentive on Connections Engagement**

## **ICE 2022/23 Plan**

### **Q4 – December 2022 update**

**nationalgrid**



# NATIONALGRID ICE 2022/23 PLAN

Action number & subject	Initiative stakeholder feedback	Our Commitment	Measure	Target date (Q2, Q3, Q4, Q1)	Status update Q4
1 ICP virtual audits	Better transparency of post acceptance inspections programme – clarity on when an engineer will be appointed, provision of a programme/works schedule for the ICP installations, in relation to the inspections.	<p>Investigation of adoption of virtual audits/inspections as part of CiC inspection policy.</p> <p>Run a series of trials for virtual audits across NGs regions, in a phased approach.</p>	<p>To trial a new virtual audit process.</p> <p>Positive stakeholder feedback</p>	Q4 Dec 2022	<p>COMPLETE</p> <p>Our Investigation on the adoption of virtual inspections for virtual audits is now complete. We are now looking to implement a trial in January 2023 in a phased approach. Stakeholder feedback will be in our looking back, looking forward 2023 report.</p>
2 Statement of Works	Provide guidance relating to how the Statement of Works process will develop following codification.	<p>To update external guidance document, information on NG's website and template letters following the outcome of CMP298, which is designed to formally codify the Appendix G process into CUSC.</p> <p>Following the improvements made we will identify and implement any further enhancements to the 'Connections Information' pages on the NG website.</p>	<p>Updated document issued to stakeholders.</p> <p>Positive feedback from stakeholders through a questionnaire in relation to the updated document.</p>	Q1 March 2023	<p>We are proactively working with NGESO and NGET on the improvements to Statement of Works (SoW) process, also working towards a reform that will enable distribution customers to secure transmission capacity, as we await for CMP298 outcome from Ofgem. Our website content will be reviewed further following the codification of the Appendix G process.</p> <p><a href="https://www.nationalgrid.co.uk/our-network/statement-of-works">https://www.nationalgrid.co.uk/our-network/statement-of-works</a></p>
3 G99 application advice	Update through information on how the G99 process is working on the ground, office studies and on-site testing.	Provide improved guidance advice for customers on completing applications when applying for G98 or small G99 installations. Include example application forms and schematic drawings.	<p>Complete guidance for customers.</p> <p>Example scenarios produced on our website.</p>	Q4 Dec 2022	<p>COMPLETE</p> <p>We have implemented the new changes for G99 fast track and have issue guidance on our website.</p> <p><a href="https://connections.nationalgrid.co.uk/get-connected/solar-and-wind/fast-track-g99">https://connections.nationalgrid.co.uk/get-connected/solar-and-wind/fast-track-g99</a></p>

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Customer support

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4 Distribution Use of System (DUoS) advice/information	In connection offers there's no information on when payment needs to be made or standing charges. It's only when the application is accepted that we are told when it should be paid by. It would be good to have clarity during the application stage.	<p>Pro-actively sign post in the Connection Agreement (CA) to the charging methodology.</p> <p>Simplifying and improve the 'use of system charges' web page to enable our relevant staff to sign post customers to the system charging information.</p>	<p>Update the Connection Agreement by Q3 2022</p> <p>Completion of implementation of the 'use of system charges' web page.</p>	Q4 Dec 2022	<p>COMPLETE</p> <p>We now have a paragraph referencing Use of System charges on our website and added the paragraph to the Connection Agreement.</p> <p>The new page added to the website <a href="https://connections.nationalgrid.co.uk/ongiong-charges">https://connections.nationalgrid.co.uk/ongiong-charges</a></p>
5 EV charging mobility	EV charging for non-domestic customers i.e. large public charging/airports/distribution/large retail/bus and transportation. Also for disabled car charging facilities.	<p>We will undertake some pilot schemes, in partnership with mobility charities, consumer groups and local authorities. Exploring data and evidence to identify the needs for accessibility for disabled drivers, the analysis will help recommend the most effective intervention.</p> <p>- Outline an implementation plan with practical ideas that can be put forward for trial.</p> <p>- Define an engagement plan to socialise findings with relevant parties.</p> <p>- Support engagement and develop well-rounded views of differing needs.</p>	<p>Updated document issued to stakeholders.</p> <p>Implement stakeholder engagement plan.</p>	Q1 March 2023	<p>EV charging for Motability customers - we have committed to work in partnership with mobility charities, community groups and local authorities to identify the needs of disabled motorists in relation to different types of EV charging.</p> <p>In our Electric Vehicle Strategy December 2022 - <a href="https://www.nationalgrid.co.uk/downloads-view-reciteme/603176">https://www.nationalgrid.co.uk/downloads-view-reciteme/603176</a> , also in December 2022 we produced a EV local authority guide - guide for LAs around converting their fleet to zero emission or battery electric vehicles and DNO engagement - <a href="https://nationalgrid.co.uk/620395">620395 (nationalgrid.co.uk)</a></p>
6 Electric heating online portal	<p>It would be great to have improved visibility of upcoming changes to policies and standards, as it takes time to get equipment manufactured.</p> <p>Access to policy and specification documents needs to be made easier.</p>	<p>Identify and implement any improvements to existing guidance to improve consistency, transparency and fair application of electric heating.</p> <p>We will develop an online knowledge base for our staff, installers and electrical contractors with practical guidance and technical information on a electric heating portal.</p>	<p>Review existing guidance - end July 2022</p> <p>Implement online knowledge base - end Dec 2022</p>	Q4 Dec 2022	<p>COMPLETE</p> <p>The new ' Low Carbon Heating' webpage has the latest Low carbon heating strategy document, the capacity map, showing the customer journey one needs to adopt to install low carbon heating. It provides a link to the ENA EV and HP connection form, the guide advises on connecting and finally a link to the on-line connections application.</p> <p><a href="https://www.nationalgrid.co.uk/smarter-networks/low-carbon-heating">https://www.nationalgrid.co.uk/smarter-networks/low-carbon-heating</a></p>

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Communication	7 Customer portal	<p>Being able to check your application progress is a positive thing, using a portal is a good idea for certain kinds of customer that are more often that not a one off interaction.</p> <p>An ongoing portal of advice and conversation would be great.</p>	<p>To develop a web based customer portal for an end to end scheme progression during the application process, through to delivery and connection.</p> <p>Initially for our smaller customers (1-4/69kVA), to establish a quality service for our customers before releasing to the larger customers.</p> <p>Following the survey, feedback and trial from last years ICE action 7- Enquiry Tracker for non-ICPs. We will enable all major customers to have access to the tracker, and to further monitor feedback.</p>	85% positive feedback from our customers.	Q1 March 2023	<p>Development of our web based customer portal for an end to end scheme progression during the application process, through to delivery and connection is under way with our internal data and digitalisation team and external web designer.</p> <p>Stakeholder internal and external User Application Testing (UAT) will begin in the new year 2023.</p>
	8 Interactive map	<p>Data is critical to everybody in terms of making decisions. It's really essential that they have a centralised mapping functionality that is interactive for customers. This will save us time and help with our customer experience.</p>	<p>To engage with our stakeholders to understand the digital customer journey cases for which they would require an online mapping tool, and develop a new solution that can empower them to realise those journeys .</p>	Completion of Stakeholder engagement.	Q1 March 2023	<p>The Next Generation Maps project is underway. The results of our stakeholder engagement (160 stakeholders) activity have been translated into a phased development plan.</p> <p>Software development for phase one is now complete , and we are currently working on data process automation which will transport data from our asset management and geographic information systems onto a staging platform where it will be accessible by our stakeholders.</p>
Process improvement	9 Domestic LCT acceptance web-based	<p>Make it as easy as possible for customers to connect LCTs and reduce times to provide approval to install LCT equipment.</p>	<p>Provide a web-based service for assessing requests for additional load at domestic premises as a result of low carbon technology (LCT) installations, facilitating a same day response to approve connections where pre-determined load acceptance criteria are met.</p> <p>Develop a mobile app functionality to automate the provision of low carbon technology (LCT) application process</p>	Positive feedback from stakeholders on the improvements completed.	Q4 Dec 2022	<p>COMPLETE</p> <p>We now have our online self-serve domestic EV application for EV installers and customers. The application went live on 7th December 2022, in the first week we have 50% of applications automatically approved in real time.</p> <p><a href="https://connections.nationalgrid.co.uk/lct-ev-charge-point-application/">https://connections.nationalgrid.co.uk/lct-ev-charge-point-application/</a></p>

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Process improvement	10 Connection Agreement reduction of Authorised Supply Capacity (ASC)	It makes our lives a lot easier to not have to pick up the phone.	Develop a process for reduction of Authorised Supply Capacity (ASC) in the Connection agreement process to be available as an online application.	Completion of online application	Q4 Dec 2022	<p>COMPLETE</p> <p>In December 2022, we launched an online form allowing customers to request a decrease in capacity.</p> <p>Once the form is complete, it will auto generate an email with the required information directly to the NGED, Connections Policy mailbox.</p> <p>Customers requesting a capacity reduction can be directed to the form using the link below;</p> <p><a href="https://connections.nationalgrid.co.uk/make-a-change/capacity-change/decrease-capacity">https://connections.nationalgrid.co.uk/make-a-change/capacity-change/decrease-capacity</a></p>
	11 Interactive video solutions	We are seeing an increase in all applications, and the systems you have in place aren't up to the task for what is coming in the future.	<p>Investigate the development of an interactive video call option to replace some site visits to ensure that the customer experience is faster, safer, easier and more efficient.</p> <p>To enable our staff to give a new customer experience that enables our connections staff to focus on the customer needs and requirements.</p>	Completion of interactive video solution	Q4 Dec 2022	<p>COMPLETE</p> <p>Our Investigation and development on the adoption of virtual site visits is now complete. We are now looking to implement a trial in January 2023 in a regional phased approach.</p>
Stakeholder engagement	12 Developer engagement event	Please keep us informed of progress. We are most grateful to be kept in touch with.	<p>Hold an event in spring 2023 to brief a wide spectrum of developer/builder stakeholders on NG's connection strategies, ED2 and the Net Zero future.</p> <p>Encourage round table discussion to generate feedback and potentially develop further initiatives.</p>	85% positive feedback from housing developer/builder customer event.	Q1 March 2023	We are looking to engage virtually with developers and builders in Spring 2023, to provide a NGED business update, a full guidance on the Access SCR and how it relates specifically to this group of stakeholders.

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Stakeholder engagement

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

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

[www.nationalgrid.co.uk/ice](http://www.nationalgrid.co.uk/ice)

