Major Connections Annual Report 2024

ED2-Year 1 - A look back at the Major Connections Incentive

Electricity Distribution

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Foreword

I am delighted to have been appointed as Director of Connections at National Grid Electricity Distribution (NGED) at such a pivotal time in the energy sector. The energy sector is undergoing seismic change and driving a significant increase in electricity demand, which is in turn intensifying the need for connections.

With a significant need for transformation, our collective actions will undoubtedly shape the way the energy industry works for future generations.

To enact that change, we have an unprecedented amount to do in the connections space. Grid connection demands continue to ramp up as the energy transition accelerates.

As we increase electrification and decarbonise heat, transport and industry in our transition to Net Zero, we expect a doubling in demand for electricity by 2050.

Over the last year, the volume of connection applications has more than doubled resulting in more than four times the volume in the queue than we need to deliver Net Zero in 2035[1].

The industry codes and frameworks were designed in the context of a network that grew at a much slower pace. That historical pace is not reflective of the dynamic industry we now experience, and the processes and governance have not evolved in line with that change.

We must work quickly and collaboratively to shape and reform the industry, with frameworks that are fit for purpose.

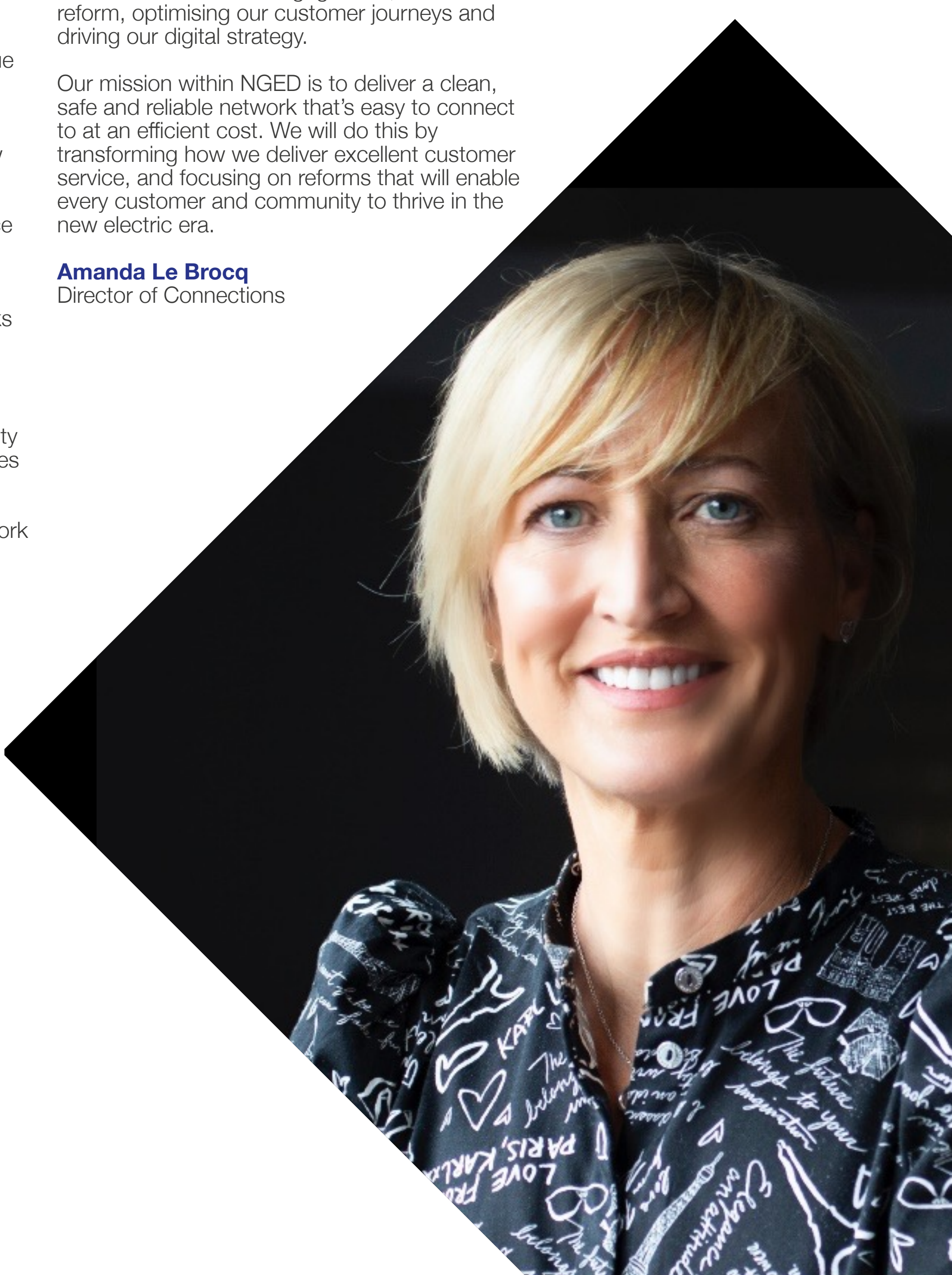
For these reasons, I have been appointed to establish a new Connections directorate that will provide the singular focus and accountability required to ensure we deliver the right outcomes for consumers. Recognising that our major connections are at the heart of our customer base, we have already begun this important work in earnest.

In the last year we have delivered a new customer enquiry portal, improved our budgeting tool and launched our new ClearView online platforms providing additional Grid Supply Point (GSP) data and a clear and simple view of the Distribution Use of Service (DUoS) tariffs.

Earlier this year, we also established a new senior leadership team reporting to me who will be focused on customer engagement, connections reform, optimising our customer journeys and driving our digital strategy.

Our mission within NGED is to deliver a clean, safe and reliable network that's easy to connect to at an efficient cost. We will do this by transforming how we deliver excellent customer service, and focusing on reforms that will enable every customer and community to thrive in the new electric era.

Amanda Le Brocq
Director of Connections



[1] The new labour government plans to legislate achieving Net Zero for the energy system by 2030 instead of 2035.

Executive Summary

Marking the end of our first year of RIIO-ED2, this report provides our stakeholders with an update on the progress we have made against our Major Connections Strategy and our performance against the key connections metrics. Against a challenging backdrop where demand for connections has increased significantly, NGED has delivered strong performance across a suite of metrics for Year 1, as well as making considerable progress against our overall ED2 commitments to be completed by 2028.

While performance against targets has been strong and we are moving at pace, we recognise there is more to do. By establishing a new Connections directorate earlier this year, NGED is well placed to build on this strong performance and accelerate the progress required to deliver even more for its customers.

For our **Major Connections Time to Quote (MCTTQ)** metric, we have outperformed our target in eighteen of our twenty Relevant Market Segments (RMS). Likewise, in our **Major Connections Customer Satisfaction Survey (MCCSS)** metric, we have exceeded our target of 7.41 in seven of the eight RMSs, resulting in an overall average across all regions of 8.71. This is a notable improvement on our final year RIIO-ED1 satisfaction score of 8.40 and puts us in a strong position to drive progress and deliver our ambitious MCCSS target of 9.00 by the end of RIIO-ED2.

To measure key points in our customers' journey, the DNOs have a requirement to track and report on **Major Connections Time to Connect (MCTTC).** For this last year, these times have ranged from an average of ~96 days to ~986 days across all the RMSs. Since ED1, the MCTTC has started to increase across the industry. We are working tirelessly with key stakeholders and policy makers, and are ready for the challenge to reduce this down during the course of ED2.

Whilst most ED2 strategy commitments were targeted for completion by the end of our regulatory period, we also included some with interim milestones. We have made strong progress against these and have already updated our capacity map with a user satisfaction tool to support the next generation development we are planning. In the year from April 2023 to March 2024, there were over 22,000 map hits, and we have also recorded over 784,000 hits on our website, which is 50% more than the final year of ED1.

Customer relationships are central to our connections ambition. We are focusing on developing these through targeted engagement and interacted with almost 20,000 stakeholders last year. We have plans to do more in this space and are passionate about collaborating with our customers to understand and address key challenges that they are facing.

The remaining ED2 strategy commitments will be delivered at the end of the five-year regulatory period, with significant progress already being made towards delivering these.

NGED is passionate about making data more transparent and accessible to its customers and has delivered a set of digital solutions that go above and beyond the commitments made in our strategy.

We have already implemented our customer enquiry portal which has reported a user satisfaction of 84%, and launched Click2Connect, a tool which allows for an instant budget estimate.

The ClearView suite provides customers with access to data about network reinforcement and information identifying the most attractive charge points, to enable them to make more informed choices about their application. We have plans to develop further digital solutions during the rest of the ED2 period as part of our work to enhance our customer experience.

With the intention of being transparent with our stakeholders, we have detailed progress on all our commitments for year one and beyond in this report. The summarised data for MCCSS, MCTTQ and MCTTC this year is listed on the following page, and progress against the commitments is detailed throughout the document.

Executive Summary

The Major Connections Customer Satisfaction Survey (MCCSS)

West Midlands	2023/24 (/10)
Overall MCCSS score subject to financial penalty	**8.67**
Overall MCCSS score subject to reputational penalty	**9.00**

East Midlands	2023/24 (/10)
Overall MCCSS score subject to financial penalty	**8.82**
Overall MCCSS score subject to reputational penalty	**8.63**

South Wales	2023/24 (/10)
Overall MCCSS score subject to financial penalty	**8.96**
Overall MCCSS score subject to reputational penalty	**10.00**

South West	2023/24 (/10)
Overall MCCSS score subject to financial penalty	**8.61**
Overall MCCSS score subject to reputational penalty	**6.00**

Major Connections Time to Quote (MCTTQ)

West Midlands	2023/24 (days)
Guaranteed Standards of Performance Average[2]	**19.30**
2023-24 Combined Average	**9.24**

East Midlands	2023/24 (days)
Guaranteed Standards of Performance Average[2]	**20.62**
2023-24 Combined Average	**10.60**

South Wales	2023/24 (days)
Guaranteed Standards of Performance Average[2]	**20.06**
2023-24 Combined Average	**9.77**

South West	2023/24 (days)
Guaranteed Standards of Performance Average[2]	**21.40**
2023-24 Combined Average	**8.60**

Major Connections Time To Connect (MCTTC)

West Midlands	2023/24 (days)
2023-24 Combined Average	**69.90**

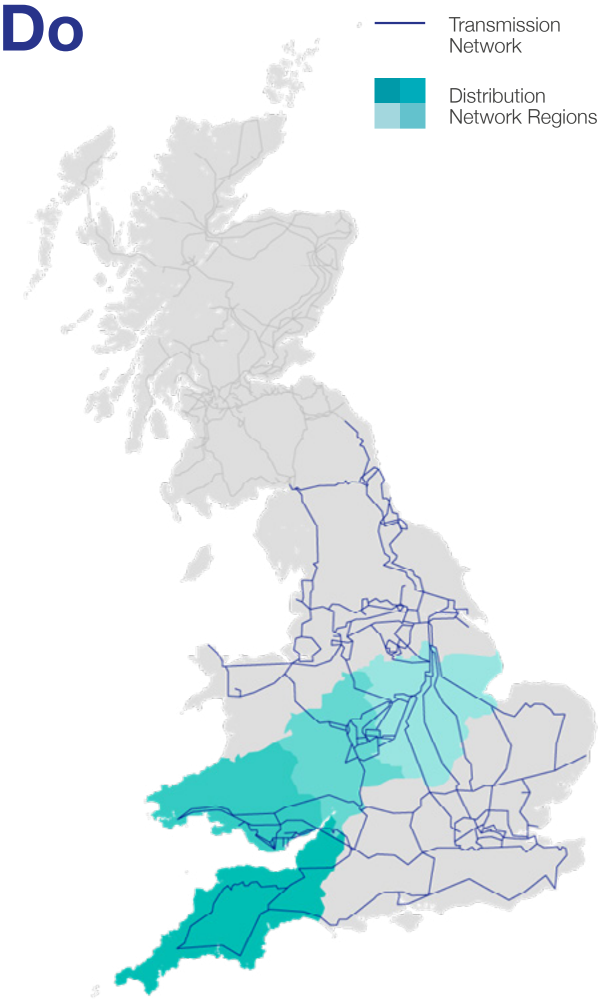
East Midlands	2023/24 (days)
2023-24 Combined Average	**81.43**

South Wales	2023/24 (days)
2023-24 Combined Average	**71.49**

South West	2023/24 (days)
2023-24 Combined Average	**81.38**

[2] This is not a target, but an averaged value of the targets in each segment, as context for our performance.

Who We Are and What We Do



National Grid Electricity Distribution (NGED) is a Distribution Network Operator (DNO) and a Distribution System Operator (DSO), responsible for distributing electricity to over eight million meters, serving over 20 million customers.

We are committed to delivering electricity safely, reliably and efficiently to the customers and communities we serve. Our vision is to be at the heart of a clean, fair and affordable energy future.

Electricity Distribution

Own and operate the electricity distribution networks for the Midlands, the South West and South Wales.

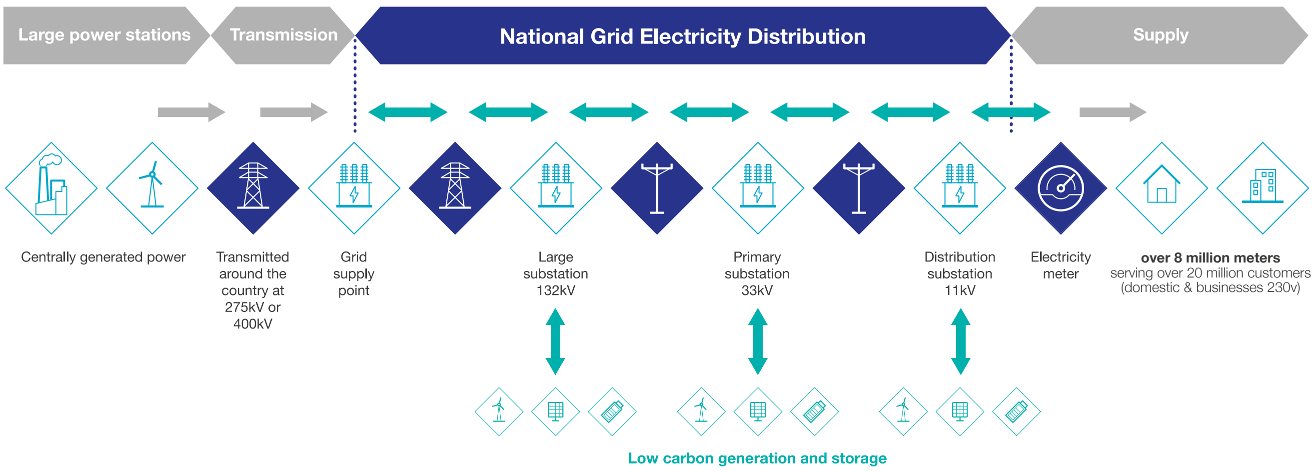
8.25 million
homes and businesses connected to the distribution network

230,000km
of wires and cables

1.4 million
Poles and towers

195,000
Substations

The distribution network sits between National Grid's transmission network and our customers. The drive towards a low carbon economy has led to increasing levels of generation directly connected to our distribution network along with new forms of electricity demand, including electric vehicles, heat pumps and battery storage.



Our key responsibilities

We do not buy or sell electricity, or send any bills to electricity customers. What we do comprises five key tasks:

Keep the power flowing by operating and protecting our assets

Maintain equipment so that the network remains reliable

Fix the network if the equipment gets damaged or is faulty

Connect customers by utilising existing capacity or upgrading our network

Operate a smart system by managing two way power flows and flexibility services

What are Major Connections?

Ofgem refer to Major connections as any connection that is not 'behind the meter' or small demand connection. Our major connections customers include those within the metered demand, metered generation, and unmetered connection categories.

The term Relevant Market Segment (RMS) refers to nine segments of major connection customer services (according to voltage level), within those three categories.

For the purposes of creating a competition proxy, Ofgem apply specific regulation to the services Major connection customers receive. These regulations apply in RMSs where there is an absence of effective competition (i.e. they have not passed the Competition Test) and which are not already captured by the Broad Measure or Time to Connect output delivery incentives.

What is the Major Connections Annual Report (MCAR)?

The Major Connections Annual Report is the main requirement of the Major Connections Incentive (MCI).

Within the MCAR, Ofgem require us to report on:

- **Our Major Connections Strategy (MCS) submitted as part of the RIIO-ED2 Business Plan.**
- **The Major Connections Customer Satisfaction Survey (MCCSS).**
- **Major Connections Time to Quote (MCTTQ) and Major Connections Time to Connect (MCTTC).**

As a Distribution Network Operator (DNO), we are assessed on whether there is evidence of effective competition and therefore the current level of penetration by **ICPs in each of these RMS**[3]. This also determines our incentive assessment and reporting requirements. For further information about the competition test and the associated reporting requirements, please refer to **Appendix 1**.

[3] Ofgem (2022). Ofgem conducted a Competition Test in 2022 to determine in which RMS a licensee had shown/not shown evidence of competition - **Consultation (ofgem.gov.uk)**

Major Connections Strategy Reporting

Ofgem Governance

During ED2, Ofgem set out Principles and Expectations that they wanted DNOs to deliver for their customers according to defined industry standards and guidelines. Based on these expectations, and stakeholder feedback, we developed a set of measurable Initiatives and Future Improvements in our MCS.

During ED2 preparations, we engaged extensively with our customers to co-create a set of measurable and deliverable commitments. At the centre of our strategy's creation are the following key building blocks:

- **Ensure stakeholder benefits are measurable.**
- **Justify and evidence that it's the right course of action.**
- **Demonstrate that alternative options have been evaluated prior to selection of the most effective method of delivery.**
- **Identify how we are going to measure the impact and success of delivering that output.**

To learn more about how our engagement shaped our suite of commitments, please refer to **Appendix 3**.

To help track and manage our commitments, each Initiative and Future Improvement has been given a reference number. To learn more about the Ofgem and NGED commitment structures, please refer to **Appendix 4**.

MCS Initiatives with Milestones at Year 1

In our MCS we set out five key initiatives that we would deliver as improvements to our existing tool suites and services. Two of those we promised to report on this year as an interim milestone ahead of the end of the price control.

Progress against these commitments is detailed below.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date
MCS1	We will make data more visible and interactive for customers through centralised data mapping functionality.	Centralised mapping functionality delivered in RIIO-ED2 Year 1: • Number of hits on centralised map. • User satisfaction with the centralised map.	50% increase in the use of the centralised map by 2028.	March 2024	March 2028

Progress and Outcomes

We aim to continually improve our capacity map and are working on what the next generation product will contain. Between April 2023 to March 2024, we recorded 22,057 hits on the map, and this will provide a baseline to map usage in future years. We have also added a survey button to the page to record and baseline the user satisfaction for subsequent years.

We are working on a new capacity map that will be a step change in the way network headroom data is calculated. This will utilise detailed engineering analysis to improve headroom accuracy through inclusion of upstream circuit constraints and detailed automated assessments. This will provide a new level of accuracy in an equally easy to visualise format. We are intending to provide customers with an improved visualisation for both demand and generation, connected and contracted positions, with more information included on the network constraint limiting headroom.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date
MCS2	We will use targeted stakeholder engagement to ensure that improvements identified are specific to the relevant subject area, market segment and customer types.	Methods for identifying engagement groups implemented in RIIO-ED2 year 1 • Number of engagements. • User satisfaction with engagement.	Customer satisfaction score greater than 90%.	March 2024	March 2028

Progress and Outcomes

In November 2023 we held a major connections engagement workshop. There were 148 attendees and all of them without exception, fed back that the workshop was a success. We also held many other engagements throughout the year which were targeted at the stakeholder groups who would gain most from the content. From April 2023 to March 2024, we recorded 30 categories of engagement events with over 19,500 people engaged.

In April 2024, we created a new NGED connections directorate focusing on customer engagement. We aspire to be exemplary in how we engage with our customers and to provide a service that is easy, efficient, and reliable. We will report further on our targeted engagement and the satisfaction score in our next annual report.

MCS Initiatives for Later Years

These are commitments we assigned for delivery in subsequent years. However we are already making progress towards the final outcomes.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date
MCS3	We will implement a customer portal to provide an online facility to manage the end-to-end process, from application through to delivery.	Single system for end-to-end tracking implemented by RIIO-ED2 Year 2: • Number of registered accounts for the customer portal. • User satisfaction with the customer portal.	75% increase in the use of online accounts by 2028.	March 2025	March 2028

Progress and Outcomes

We implemented the customer enquiry portal for small demand customers within the first year of ED1. This portal delivers an enquiry service for the front end of the connections journey up to the point of payment. The portal satisfaction score is reported as 84% from November 23 to March 24. We will use this as a platform to further develop functionality and usage across our customer base. To date there are 1,689 accounts in the portal and 52% of customers who use the portal sign up for an account.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date
MCS4	We will empower the customer to co-create connection offer agreements through a self-serve online tool.	New self-serve connections journey for connection customers up to EHV by RIIO-ED2 Year 5.	Overall major customer satisfaction score >90% with the self-assessment and connection offer agreement co-creation process.	March 2027	March 2028

Progress and Outcomes

In July 2022, we launched our Click2Connect programme to empower LV customers to take charge of their connection. Click2Connect offers customers the ability to obtain an instant budget estimate. We are now developing this further so that small demand customers will be able to obtain a firm quote in 15 minutes. Once successfully implemented for small demand customers, we will look to expand this offering to our HV customers. This small demand functionality is on track for delivery before March 2025. We intend to build enhanced survey functionality into the tool, so that we can obtain stakeholder feedback to develop the tool further.

Ref:	Initiative description, expectation or number	Targets	Performance measure	Interim Milestone	Date
MCS5	We will provide an online tool for interactive work scheduling.	Online interactive work scheduling tool to be implemented by RIIO-ED2 Year 3: • Number of customers self-scheduling dates to suit their own needs. • User satisfaction with the customer portal.	50% increase in the use of self-scheduling by 2028.	March 2026	March 2028

Progress and Outcomes

We are currently still assessing options for the development of this tool and will report on the progress in later years.

Future Improvement with Unique Metrics

The Future Improvements below have a unique metric associated with them. These are all targeted for the end of the ED2 period and we have already made great progress towards their outcomes.

These commitments each have specific and unique metrics to track progress, which is different to those with generic metrics, which are applied to several commitments.

Ref:	Future Improvements	Performance measure	Delivery date
FIU1	Work with ICPs and IDNOs to minimise the number and scope of non-contestable services.	Reduction in the number of non-contestable activities by 2028.	March 2028

Progress and Outcomes

We understand the importance of ensuring that services are offered to customers by more than one party and that this competition will support the continual improvement of product cost and quality. With the introduction of our new NGED Connections Directorate, we are starting to develop strategic engagement with ICPs and IDNOs, working with them to understand how we can reduce the number and scope of non-contestable works. We currently have 28 services in total and 10 are non-contestable (**with 2 of those 10 being conditionally contestable**[4]). We will therefore use this baseline as a number for future reporting.

Ref:	Future Improvements	Performance measure	Delivery date
FIU2	Improve guidance on the information needed to submit an application for connection.	Reduction in number of requests for further information by 2028.	March 2028

Progress and Outcomes

We would like to combine this with measuring the success of our website information and will update in subsequent years. In the year 2023 to 2024, we had to request further information from 6% of our customer applications. This data can be used to baseline and improve in future years.

Ref:	Future Improvements	Performance measure	Delivery date
FIU3	Improve interactive costing tool to combine with mapping system, allowing a cost to be determined from a pin location.	Interactive pricing tool satisfaction score >90%.	March 2028

Progress and Outcomes

The energy industry is united in the desire to provide customers with accurate cost, location, and timescale data in which to make investment decisions. We have updated our toolkit by offering an indicative cost based on a postcode. We have also added a survey button to the page to record and baseline the user satisfaction for subsequent years.

Ref:	Future Improvements	Performance measure	Delivery date
FIU4	Provide a ‘Strategic Planning Information’ request service for Local Authorities (LA) and Local Enterprise Partnerships (LEPs). **Note: we are closing this commitment on the MCAR and will report performance in the DSO strategy report instead.**	Increase in the number of requests by 2028.	March 2028

Progress and Outcomes

The first year’s target was to contact all local authorities (LAs). We are pleased that we have been able to engage with all 120 in our license areas, and the DSO has committed to support 100% of those LAs that need it. Since our major connections strategy was written, we have separated our DSO and connections teams to provide more targeted engagement. We will provide a future update on measuring the success of the enquiries we receive as a result of the new engagement. This metric will now be reported under the annual DSO strategy publication in April.

[4] This information about the contestable and non-contestable services is published in the **Statement of Methodology and Charges to NGED ED-network**

Future Improvement with Unique Metrics

Ref:	Future Improvements	Performance measure	Delivery date
FIU5	Introduce local authority engagement engineers dedicated to supporting local authorities in the development of their plans. **Note: we are closing this commitment on the MCAR and will report performance in the DSO strategy report instead.**	90% customer satisfaction with the local authority engagement engineer process.	March 2028

Progress and Outcomes

The LA satisfaction score is currently at 77% and the DSO will continue to measure and report on this moving forward in the annual DSO strategy report, as discussed in FIU4.

Ref:	Future Improvements	Performance measure	Delivery date
FIU6	Formalise arrangements for expediting the reconnection of critical infrastructure, including internet cabinets.	90% reconnected within agreed fast track timescales.	March 2028

Progress and Outcomes

We have listened to what timescales our customers need for reconnecting critical assets after a fault or damage. We are currently reviewing whether we could offer this more widely where it is needed.

Ref:	Future Improvements	Performance measure	Delivery date
FIU7	Undertake a capacity review with connected customers who are underutilising capacity on an enduring basis.	Unutilised capacity returned to the network.	March 2028

Progress and Outcomes

We are assessing the options for how we can monitor and model the network in smarter ways and will report back in later years.

Ref:	Future Improvements	Performance measure	Delivery date
FIU8	Promote the option of DG consortium option.	Increased take up of DG consortium approach.	March 2028

Progress and Outcomes

We recognise that Access SCR has reduced the cost of network reinforcement. However, our customers are still asking for collaboration and potential sharing arrangements to further reduce network costs. We are therefore working closely with them to assess the options for this.

Ref:	Future Improvements	Performance measure	Delivery date
FIU9	Provide access to services that facilitate the delivery of timely and economic connections such as ‘rent a joiner’.	Publication of process if deemed required.	March 2028

Progress and Outcomes

As an example of one of our accessible services, rent-a-jointer was previously provided and was mostly used by local authorities for unmetered demand connections. The expansion of non-contestable activities to enable ICPs to do live jointing at LV resulted in a reduced demand for rent-a-jointer services. In order to determine if there is still a requirement for rent-a-jointer services, we will engage with customers and confirm the outcome in upcoming MCARs.

Future Improvements with General Metrics

Where a Future Improvement does not have a unique metric associated with it, our assessment will reply upon the application of one or more broad metrics. We developed these metrics in our Major Connections Strategy, and are due to report on them in full at the end of ED2 in March 2028. An interim update is provided below.

Commitment	Progress on Metric Achievement
GM1: Customer Satisfaction	**Measured by:** Overall major customer satisfaction score **>90%**. **Outcome:** Our customer service scores overall are on track for the target score of above 9 by the end of the ED2 period. The improvements we are making to the customer journey, tools and data will support an increase in customer satisfaction. **SLC15A (Standards for the provision of Non-Contestable Connection Services)** = **8.70** **SLC15 (Connection Policy and Connection Performance)** = **8.86** **Overall for both** = **8.71**
GM2: Awareness of Competition	**Measured by: 80%** of connection customers aware of competition. **Outcome:** We include information about alternative suppliers and contestable work in both our budget and full connection offers. In our business plan progress report, published in October 2023, we reported that 84% of our customers were aware of competition in the market. This was measured by an annual survey in ED1. We will continue to measure this throughout ED2.
GM3: Guaranteed Standards of Performance	**Measured by: 100%** compliance with connection guaranteed standards of performance. **Outcome:** We set ourselves challenging targets and as a result, deliver high levels of service to customers using our network. We are currently achieving 99.80% compliance against the Guaranteed Standards of Performance.
GM4: Stakeholder Engagement	**Measured by:** Increase in the annual number of stakeholders engaged during RIIO-ED2 compared to final year RIIO-ED1. **Outcome:** We have placed a laser focus on stakeholder engagement and will continue to improve the way we offer services over ED2. In the last year of ED1 we engaged with 18,800 stakeholders, and from April 2023 to March 2024 we engaged with over 19,500 stakeholders (+6%).
GM5: Published Information	**Measured by:** Website information satisfaction score **>90%.** **Outcome:** We aspire to give excellent customer service in everything we do, and to understand how to improve, we need to measure how well we perform at all customer touch points. In the year from July 2023 to April 2024 we had 784,229 hits on our website, which was an increase of +50% from July 2022 to March 2023. We are reviewing and improving all the information and toolkits we provide on the website and will provide an update in 2028 on our satisfaction score.
GM6: MCTTQ/MCTTC	**Measured by:** Improve performance by **1% from RIIO-ED1 level** (small schemes). **Outcome:** We have made significant policy improvements for how we assess small Low Carbon Technology (LCT) projects. Consequently, in 23/24 we had an approval time of 0.99 days compared to 1.70 in 22/23 (-41%). This meant that of the 80,000 LCT connections made in 23/24, 89% of direct enquiries were approved the same day. We have therefore surpassed the target to improve performance by 1% from RIIO-ED1 level (small schemes). We continue to review ways in which we can better measure success for the connection of larger low carbon connections moving forward.

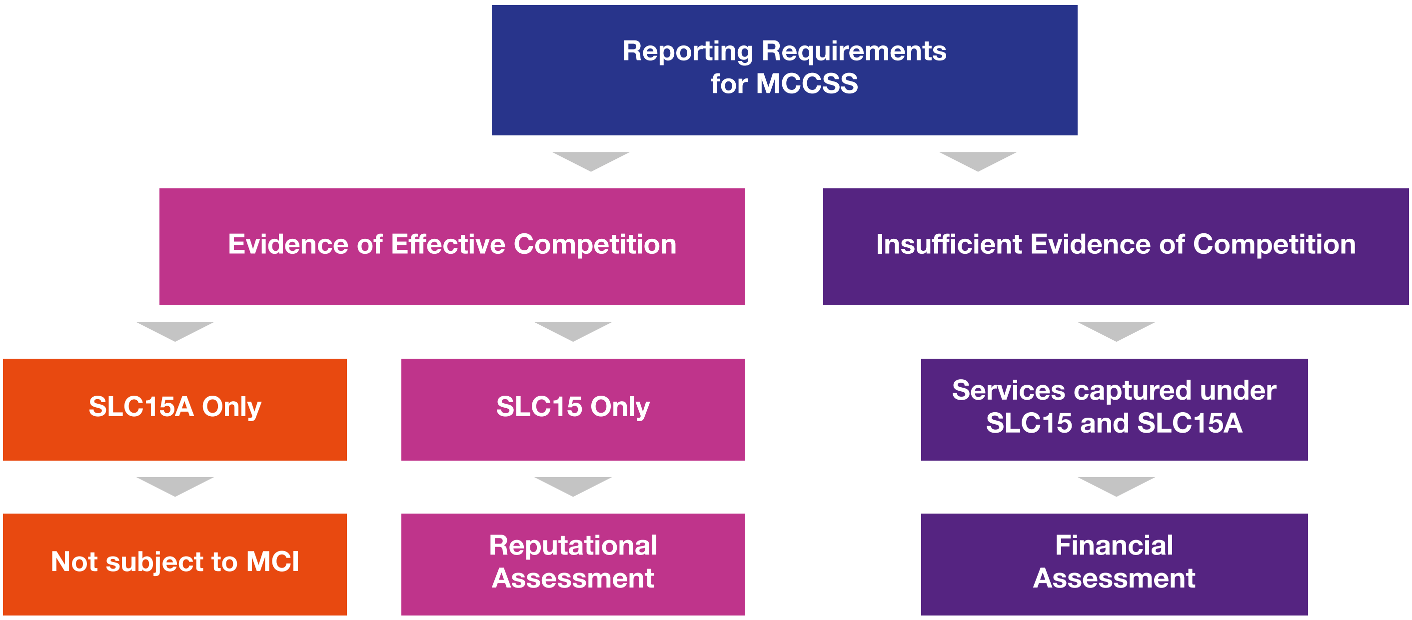
We are committed to measuring our further Improvements through the lens of five overall metrics. In **Appendix 6** we list out the future improvements with their associated metric(s). All these future improvements will be reported in full in July 2028, at the end of the ED2 period.

The Major Connections Customer Satisfaction Survey (MCCSS)

The MCCSS is a survey conducted by a third party in accordance with the MCI Governance Document[5]. The scores below relate to the final question in the survey which asks, 'overall how satisfied are you with the service provided by NGED', with a score of between 1 and 10.

Overall, across all regions, against both financial and reputational assessments, we have achieved an excellent result of 8.71, outperforming the 7.41 target set by Ofgem. We are constantly looking for ways to improve what we do and to help our customers achieve their goals. With the creation of our new connections directorate, we will have a laser focus on customer satisfaction and will take further strides towards our 2028 target of 9.00 for Customer Satisfaction.

The reporting requirements are set out in the following flow chart. The target score for the MCCSS, as defined by Ofgem, is a satisfaction score of 7.41/10 for the duration of RIIO-ED2.score of 7.41/10 for the duration of RIIO-ED2.



The MCCSS scores for all License Areas are presented on **page 14**. We present the RMSs where we have failed the competition test and could therefore be subject to a financial penalty, followed by the RMSs where we have passed the competition test and are therefore only eligible for a reputational assessment.

In accordance with Ofgem governance, financial assessment scores include **SLC15** and **SLC15A** quotes and connection responses, whilst the reputational assessment scores only include **SLC15**.

SLC 15 (Standards for the provision of Non-Contestable Connection Services) – SLC15 applies to quotations, design submissions, and final works and phased energisation where the applicant's request is limited to the provision of Non-Contestable Connection Services by the licensee.

SLC 15A (Connection Policy and Connection Performance) – SLC15A is focused on ensuring that customers seeking new connections receive timely and high-quality service through licensee compliance with the Connections Regulations and Distributed Generation Connection Standards.

[5] Ofgem (2022). **Major Connections Governance Document (ofgem.gov.uk)**

The Major Connections Customer Satisfaction Survey (MCCSS)

Financial (competition test not passed)

Where we have not passed the competition test and are being assessed financially, we have **exceeded the required satisfaction target of 7.41/10** across all RMSs and license areas. Generally, scores were above 8 and show that we are progressing well towards achieving the customer satisfaction score of 9 or above that NGED has challenged itself to deliver by the end of RIIO-ED2.

The two lowest scores were for Distributed Generation LV with 7.90 in the West Midlands and 7.86 in South Wales. Whilst these scores resulted from RMSs where we receive low survey response numbers with 10 and 7 respectively, we are reviewing the feedback to improve our performance.

West Midlands	2023/24
MCCSS target	**7.41/10**
Overall MCCSS score subject to financial penalty	**8.67**
Metered Demand LV	**8.74**
Distributed Generation LV	**7.90**

East Midlands	2023/24
MCCSS target	**7.41/10**
Overall MCCSS score subject to financial penalty	**8.82**
Metered Demand LV	**8.98**
Distributed Generation LV	**8.64**

South Wales	2023/24
MCCSS target	**7.41/10**
Overall MCCSS score subject to financial penalty	**8.96**
Metered Demand LV	**8.98**
Metered Demand HV	**8.99**
Metered Demand HV & EHV	**10.00**
Metered Demand EHV and above	-
Distributed Generation LV	**7.86**
Unmetered Other	**9.09**

South West	2023/24
MCCSS target	**7.41/10**
Overall MCCSS score subject to financial penalty	**8.61**
Metered Demand LV	**8.63**
Metered Demand HV	**8.66**
Metered Demand HV & EHV	**8.00**
Metered Demand EHV and above	**9.00**
Distributed Generation LV	**8.71**
Unmetered Other	**8.04**

Where there is no data available we will display a '-'.

Unmetered PFI is no longer a service and therefore the data is not included in the MCCSS, MCTTQ or MCTTC reporting.

The Major Connections Customer Satisfaction Survey (MCCSS)

Reputational (competition test passed)

In this section we report only non-contestable (SLC15) survey responses for the reputational assessment. The number of survey responses in this category was substantially lower.

One of the largest sample sizes was in Metered Demand HV in the West and East Midlands with survey populations of 22 and 38 respectively. The scores were 9.05 in the West Midlands and 8.61 in the East, showing strong levels of satisfaction for our non-contestable works.

The exception was in Distributed Generation HV and EHV in the South-West. Only one respondent was surveyed under SLC15 and scored a 6. Their feedback focused on the speed of connection date confirmation which will be an area we continually look to improve.

West Midlands	2023/24
MCCSS target	**7.41/10**
Overall MCCSS score subject to reputational penalty	**9.00**
Metered Demand HV	**9.05**
Metered Demand HV & EHV	-
Metered Demand EHV and above	-
Distributed Generation HV and EHV	**8.80**

East Midlands	2023/24
MCCSS target	**7.41/10**
Overall MCCSS score subject to reputational penalty	**8.63**
Metered Demand HV	**8.61**
Metered Demand HV & EHV	-
Metered Demand EHV and above	**9.00**
Distributed Generation HV and EHV	**9.00**

South Wales	2023/24
MCCSS target	**7.41/10**
Overall MCCSS score subject to reputational penalty	**10.00**
Distributed Generation HV and EHV	**10.00**

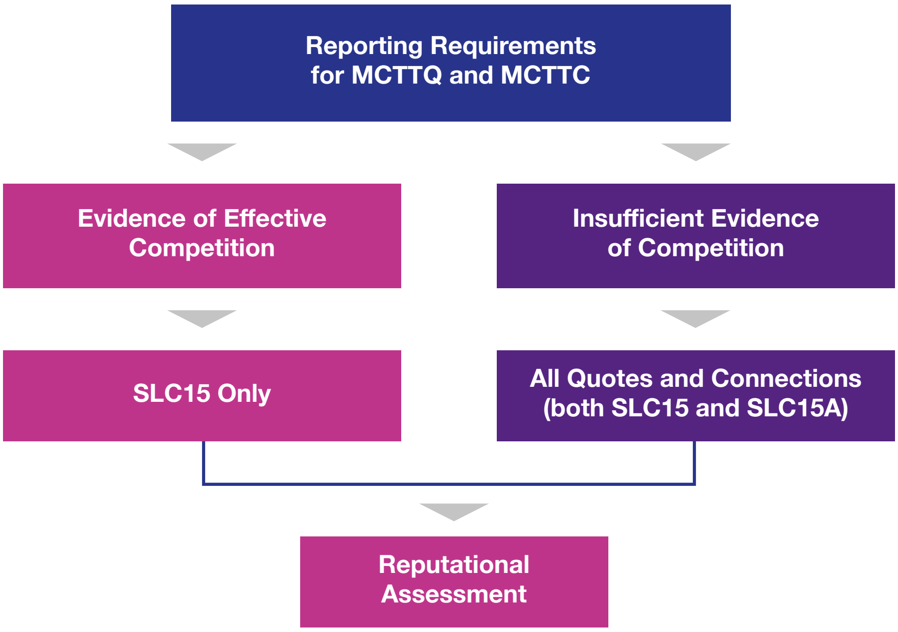
South West	2023/24
MCCSS target	**7.41/10**
Overall MCCSS score subject to reputational penalty	**6.00**
Distributed Generation HV and EHV	**6.00**

Timeliness of Connections

Major Connections Time to Quote (MCTTQ) and Major Connections Time to Connect (MCTTC) are performance measures of the average number of working days to issue a quote and to energise a connection respectively. MCTTQ is the average time, measured in working days, from the licensee receiving the minimum required information to quotation being issued. MCTTC is the average time, measured in Working Days, from the customer accepting the quotation to the connection being completed.

The service for MCTTQ is governed by the timescales specified in the industry-wide **Connections Guaranteed Standards of Performance set by Ofgem**[6]. No timescales are defined for MCTTC.

For MCTTQ/MCTTC the data is split into 'Competition Test Passed' and 'Competition Test Not Passed' in accordance with the test that Ofgem completed against our RMSs at the beginning of the ED2 period. However the incentive measure for both is always reputational and not financial. The significance of whether we passed or failed the competition test is such that it determines how we must present the data in accordance with Ofgem's guidance.



Where we have shown insufficient evidence of competition, we will outline the MCTTQ and MCTTC for both SLC15 and SLC15A quotes. Where we have shown sufficient evidence of competition, we will outline the MCTTQ and MCTTC for SLC15 only.

[6] National Grid (2024). **National Grid - Standards of Performance**

Major Connections Time To Quote (MCTTQ)

MCTTQ is an important measure and allows us to track the levels of service our customers receive. We are passionate about delivering for our customers and this data is critical in helping us continually improve. We have outperformed the targets in eighteen of the twenty RMSs. Whilst the rapidly changing industry has meant increasing volumes of connection applications and some evidence of increasing time to quotation from ED1, our budgeting tool and portals are just some of the initiatives in progress to reduce the MCTTQ average and keep pace with the additional demand on our services.

Across our license areas, Metered Demand LV and Metered Demand HV accounted for the greatest number of quotations. Quotation time for these RMSs is broadly consistent across our license areas with the fastest response time for Metered Demand LV in South Wales and for Metered Demand in the East Midlands. For these RMSs, the maximum time difference in issuing a quote across License Areas was two working days.

As we would expect, the average number of days to quote was more inconsistent at the higher voltages where there is a smaller customer count and projects are more complex. The longest time to quote was for Metered Demand EHV in the West Midlands, with an average of 53.25 working days. With a sample size of four, there were two data points that exceeded the target.

The full set of data across MCTTQ can be seen in the table below for 2023/24 and includes a comparison to the Connections Guaranteed Standards of Performance (GSoP) target and the previous ED1 period. All scores are reported below in days.

Competition Test Not Passed

West Midlands	Guaranteed Standards of Performance Target*	ED1 Combined Average	2023/24 Combined Average	SLC15A Average	SLC15 Average
Overall MCTTQ (of RMSs below)		7.62	9.78	10.71	8.00
Metered Demand LV	15	7.50	9.71	10.63	8.00
Distributed Generation LV	30	25.25	13.57	13.57	-

East Midlands	Guaranteed Standards of Performance Target*	ED1 Combined Average	2023/24 Combined Average	SLC15A Average	SLC15 Average
Overall MCTTQ (of RMSs below)		8.78	10.88	12.00	8.25
Metered Demand LV	15	8.62	10.54	11.85	8.25
Distributed Generation LV	30	24.57	27.65	29.68	9.11

South Wales	Guaranteed Standards of Performance Target*	ED1 Combined Average	2023/24 Combined Average	SLC15A Average	SLC15 Average
Overall MCTTQ (of RMSs below)	-	9.53	11.70	12.07	10.38
Metered Demand LV	15	7.89	8.57	8.73	7.94
Metered Demand HV	20	10.93	14.07	14.99	11.62
Metered Demand HV & EHV	65	37.40	37.18	42.57	27.75
Metered Demand EHV and above	50	30.67	42.93	43.14	28.00
Distributed Generation LV	30	19.50	21.73	21.73	-
Unmetered Other	25	9.01	11.71	11.71	NA

South West	Guaranteed Standards of Performance Target*	ED1 Combined Average	2023/24 Combined Average	SLC15A Average	SLC15 Average
Overall MCTTQ (of RMSs below)	-	9.42	13.18	13.28	12.85
Metered Demand LV	15	6.82	9.11	9.18	8.88
Metered Demand HV	20	10.66	14.27	14.72	13.04
Metered Demand HV & EHV	65	29.31	33.78	35.57	32.71
Metered Demand EHV and above	50	48.18	47.68	47.11	49.50
Distributed Generation LV	30	17.26	25.94	26.30	6.00
Unmetered Other	25	10.62	12.56	12.56	NA

* The RMSs are made up of different connections categories. These connections categories may have different Guaranteed Standards of Performance.To align with the RMSs, we have assumed the most ambitious Guaranteed Standards of Performance. If a result comes out above target we will then verify as to whether the connection category in question had a different Guaranteed Standards of Performance.

Major Connections Time To Quote (MCTTQ)

Competition Test Passed

West Midlands	Guaranteed Standards of Performance Target	ED1 SLC15 Average	SLC15 Average
Overall TTQ (of RMSs below)	-	10.38	13.91
Metered Demand HV	20	10.07	13.47
Metered Demand HV & EHV	65	15.48	31.55
Metered Demand EHV and above	50	27.70	53.25
Distributed Generation HV and EHV	50	41.11	1.00

East Midlands	Guaranteed Standards of Performance Target	ED1 SLC15 Average	SLC15 Average
Overall TTQ (of RMSs below)	-	12.67	14.48
Metered Demand HV	20	11.49	13.08
Metered Demand HV & EHV	65	32.89	39.59
Metered Demand EHV and above	50	42.71	50.04
Distributed Generation HV and EHV	50	44.31	40.93

South Wales	Guaranteed Standards of Performance Target	ED1 SLC15 Average	SLC15 Average
Overall TTQ (of RMSs below)	-	24.06	23.33
Distributed Generation HV and EHV	50	24.06	23.33

South West	Guaranteed Standards of Performance Target	ED1 SLC15 Average	SLC15 Average
Overall TTQ (of RMSs below)	-	29.03	38.90
Distributed Generation HV and EHV	50	29.03	38.90

Major Connections Time To Connect (MCTTC)

Unlike Time to Quote, for Time to Connect there are no industry standard targets to report against. The reporting is therefore solely for tracking trends and providing transparency for our stakeholders.

The last five years have seen an unprecedented increase in the volume of connections accepted, and we recognise the impact that this has had on our Time to Connect. We are collaborating across wider industry to address the connections queue by implementing the actions outlined in the ENA's three-point plan and Ofgem's six-point plan.

Specific examples include the introduction and enforcement of project milestones as well as the ESO Gate 2 proposal on land rights. We will work tirelessly to improve our processes as well as continuing to engage with policymakers across the sector and look forward to reporting improvement on MCTTC in the future.

We also recognise that we must continue to expand the use of flexibility and prepare our network, systems and processes for the continued growth predicted in our Distribution Future Energy Scenarios (DFES). All scores are reported below in days.

Competition Test Not Passed

West Midlands	ED1 Combined Average	2023/24 Combined Average	SLC15A Average	SLC15 Average
Overall MCTTC (of RMSs below)	107.86	106.33	104.53	134.57
Metered Demand LV	107.92	106.36	104.54	134.57
Distributed Generation LV	96.77	102.88	102.88	-

East Midlands	ED1 Combined Average	2023/24 Combined Average	SLC15A Average	SLC15 Average
Overall MCTTC (of RMSs below)	116.11	133.98	132.50	150.87
Metered Demand LV	116.14	134.63	133.18	150.87
Distributed Generation LV	107.77	95.69	95.69	-

South Wales	ED1 Combined Average	2023/24 Combined Average	SLC15A Average	SLC15 Average
Overall MCTTC (of RMSs below)	110.55	125.75	124.46	182.24
Metered Demand LV	103.19	103.93	103.52	123.00
Metered Demand HV	116.57	146.54	143.41	248.88
Metered Demand HV & EHV	632.00	620.00	620.00	-
Metered Demand EHV and above	378.14	-	-	-
Distributed Generation LV	47.15	228.17	228.17	-
Unmetered Other	120.33	175.98	175.98	NA

South West	ED1 Combined Average	2023/24 Combined Average	SLC15A Average	SLC15 Average
Overall MCTTC (of RMSs below)	103.01	128.51	122.46	239.40
Metered Demand LV	95.61	113.38	109.71	205.88
Metered Demand HV	97.72	140.04	130.78	255.39
Metered Demand HV & EHV	203.00	227.75	229.00	226.50
Metered Demand EHV and above	234.00	-	-	-
Distributed Generation LV	53.49	141.58	141.58	-
Unmetered Other	148.62	134.26	134.26	NA

Major Connections Time To Connect (MCTTC)

Competition Test Passed

West Midlands	ED1 Average	SLC15 Average
Overall MCTTC (of RMS below)	207.45	292.96
Metered Demand HV	199.70	293.80
Metered Demand HV & EHV	427.86	263.00
Metered Demand EHV and above	40.40	-
Distributed Generation HV and EHV	472.17	-

East Midlands	ED1 Average	SLC15 Average
Overall MCTTC (of RMS below)	281.59	332.44
Metered Demand HV	271.10	321.88
Metered Demand HV & EHV	397.77	-
Metered Demand EHV and above	667.40	992.50
Distributed Generation HV and EHV	322.91	-

South Wales	ED1 Average	SLC15 Average
Overall MCTTC (of RMS below)	273.00	-
Distributed Generation HV and EHV	273.00	-

South West	ED1 Average	SLC15 Average
Overall MCTTC (of RMS below)	537.33	986.00
Distributed Generation HV and EHV	537.33	986.00

Appendix

Appendix 1

Ofgem's Competition Test and the Associated Regulatory Reporting Requirements

Financial assessment applies under the MCCSS only where a DNO has not shown sufficient evidence of competition for an RMS.

Where they have shown effective competition, the RMS will be subject to reputational assessment only.

Reputational assessment will also be conducted against the Timeliness of Major Connections, and the outcome of the commitments in the DNO's Major Connections Strategy.

The outcome of the competition test and reporting requirements can be seen in the table below where red indicates that competition criteria was not met and where financial assessment is relevant for the MCCSS.

All other segments and incentive reporting require reputational reporting only.

	Relevant Market Segment								
	Demand Connections				Distributed Generation		Unmetered Connections		
License Area	LV Work	HV Work	HV and EHV Work	EHV Work and above	LV Work	HV and EHV Work	LA Work	PFI Work	Other Work
West Midlands	✘	✓	✓	✓	✘	✓	✓	✓	✓
East Midlands	✘	✓	✓	✓	✘	✓	✓	✓	✓
South Wales	✘	✘	✘	✘	✘	✓	✓	✓	✘
South West	✘	✘	✓	✘	✘	✘	✓	✓	✘

Appendix 2

Overall Industry Alignment

During our customer engagement ahead of our ED2 business plan submission, we gathered extensive feedback about what our customers wanted us to do differently. We then used that feedback to co-create, with our customers, the commitments that were made in our Major Connections Strategy (MCS).

Since the business plan has been created, there have been many changes to the landscape and Ofgem, DESNZ, the ENA and the ESO have all released plans to reform the industry. We therefore needed to ensure that all the commitments and initiatives we are working on are still relevant in the context of those industry changes, by undertaking an exercise to map our current commitments against those which are in line with industry movements today. The matrix below maps out the key commitments we have made and demonstrates strong alignment with key industry initiatives.

	Industry Body	Ofgem/DESNZ 6-point plan						ENA 3-point plan			The ESO 5-point plan				
	Industry Reform Plans														
Code	NGED Customer Commitment	Entry requirements	Remove stalled projects	Better use capacity	Better allocate capacity	Better data and regulation	Long term strategic reform	Queue reform	T&D co-ordination	Storage flexibility	TEC Amnesty	Tx planning assumptions	Storage treatment	Queue management	Non-firm offers
MSC1	Centralised mapping						◆	◆	◆			◆		◆	
MSC2	Targeted engagement	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
MCS3	Enquiry portal	◆				◆	◆								
MCS4	Self-serve offers	◆						◆						◆	
MCS5	Work scheduling tool	◆	◆			◆						◆		◆	
FIU1	Minimise non-contestable						◆								
FIU2	Improve application guidance	◆				◆	◆	◆	◆			◆		◆	
FIU3	Interactive costing tool	◆				◆	◆	◆						◆	
FIU4	Local Authority (LA) request service			◆		◆	◆	◆			◆			◆	
FIU5	LA engagement engineers	◆	◆	◆	◆	◆	◆	◆		◆	◆		◆	◆	◆
FIU6	Offer faster connection			◆											
FIU7	Capacity review		◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	
FIU8	DG consortium			◆	◆		◆	◆						◆	
FIU9	Provide access to additional services						◆	◆							
GM1	Customer service >90%	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
GM2	80%+ customers aware of competition						◆								
GM3	100% Use of performance standards					◆	◆								
GM4	Increase stakeholder engagement	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
GM5	Satisfaction >90% website information	◆				◆	◆	◆						◆	
GM6	MCTTQ and MCTTC improved by 1%+ from ED1		◆	◆	◆	◆	◆	◆	◆		◆			◆	◆

Appendix 3

Major Connections Strategy Reporting

Stakeholder Guidance

In line with the overall ED2 Business Plan, the MCS has been developed using a common methodology: to start with a blank piece of paper, ensuring that we listen to and deliver against the needs of our customers. At the centre of our strategy's creation are the following key building blocks:

- Ensure stakeholder benefits are measurable.
- Justify and evidence that it's the right course of action.
- Demonstrate that alternative options have been evaluated prior to selection of the most effective method of delivery.
- Identify how we are going to measure the impact and success of delivering that output

To develop our Business Plan, we consulted 2,252 stakeholders which led to five connections-related commitments. This fed directly into the development of our MCS. One of the activities was an in-depth workshop with 86 stakeholders. The table below shows how these stakeholders felt about each proposed commitment and how this then impacted the development of the MCS.

Business Plan 1 Revision Commitment	Stakeholder Engagement	Outcome – Visibility in Major Connections Strategy
1 Develop our connections process and improve availability of information so that customers wishing to connect can easily comprehend the process and follow a simple set of rules to apply for a connection.	**97% agreed whilst 3% suggested they would like an alternative.**	Considering the stakeholder support, the commitment was retained as proposed and 2/6 Initiatives focused on process and information availability through data visibility and the customer portal (MSC1, MSC3). In addition, 17/36 Future Improvements related to guidance and connections process at the pre-application stage (FIGM1, FIGM2, FIGM3, FIU2, FIU3, FIGM5, FIGM7, FIGM8, FIGM9, FIGM10, FIGM11, FIGM12, FIGM13, FIGM20, FIGM21, FIGM22, FIGM23)
2 Maintain a high standard average customer satisfaction for connections (90% satisfaction score).	**78% wanted 90% customer satisfaction maintained. 15% chose either 91% or 92% satisfaction with an associated higher bill impact and 7% said they would prefer to suggest an alternative.**	Considering stakeholder support, the commitment was retained as proposed. GM1: Performance measure to achieve customer satisfaction >90% was applied to 18/36 Future Improvements (FIGM1, FIGM2, FIGM8, FIGM9, FIGM10, FIGM12, FIGM13, FIGM14, FIGM16, FIGM17, FIGM18, FIGM19, FIGM21, FIGM22, FIGM23, FIGM25, FIGM26, FIGM27)
3 Improve our performance against MCTTQ and MCTTC for LCTs from RIIO-ED1 Level.	**60% wanted 1% with current bill cost unchanged whilst 28% wanted 3% improvement and 6% wanted 2% improvement, both of which came with an associated higher bill. 6% wanted to suggest an alternative.**	Considering stakeholder support for a 1% improvement, this was the target retained. To deliver this outcome for our stakeholders, we made significant policy improvements for how we assess small LCT projects. Consequently, in 23/24 we had an approval time of 0.99 days compared to 1.70 days in 22/23 (-41%). Therefore of the 80,000 LCT connections made in 23/24, 89% of direct enquiries were approved the same day with no extra cost added to the customer bill. We have therefore surpassed the target to improve performance by 1% from RIIO-ED1 level (small schemes). As such, we are reviewing ways in which we can better measure success for the connection of larger low carbon connections moving forward.

Appendix 3

Major Connections Strategy Reporting

4 Engage with 120 local authorities and local enterprise partnerships to understand their requirements for strategic investment in terms of changes in demand or network use.	**50% wanted a local authority engagement every year at an additional cost to the annual bill of 1%; 23% were happy with an engagement every two years at an additional cost of 0.5p on the annual bill; 12% wanted an engagement every three years with current bill level; 10% wanted an engagement every five years with a 1p reduction on the annual bill; and 6% wanted to suggest an alternative.**	Considering stakeholder support, the principle was retained with the final commitments being as below: FIU4: Provide a 'Strategic Planning Information' request service for Local Authorities (LA) and Local Enterprise Partnerships (LEPs). FIU5: Introduce local authority engagement engineers dedicated to supporting local authorities in the development of their plans.
5 Improve cross border working practices between NGED, IDNOs, National Grid Transmission and the ESO. Also, to promote competition in connections.	**97% agreed whilst 3% suggested they would like an alternative.**	Considering stakeholder support, the principle was retained with the final commitments as below: 1) GM1 - 80% of customers aware of Competition in Connection (CiC). 2) FIU1 - Work with ICPs and IDNOs to minimise the number and scope of non-contestable services. We also recognise that to achieve our ambitions to serve our customers, collaboration is vital so we will continue to engage across the sector.

Stakeholders did not suggest any alternate commitments, which reflects confidence in our Major Connections Strategy.

Appendix 4

Ofgem and NGED Commitment Structures

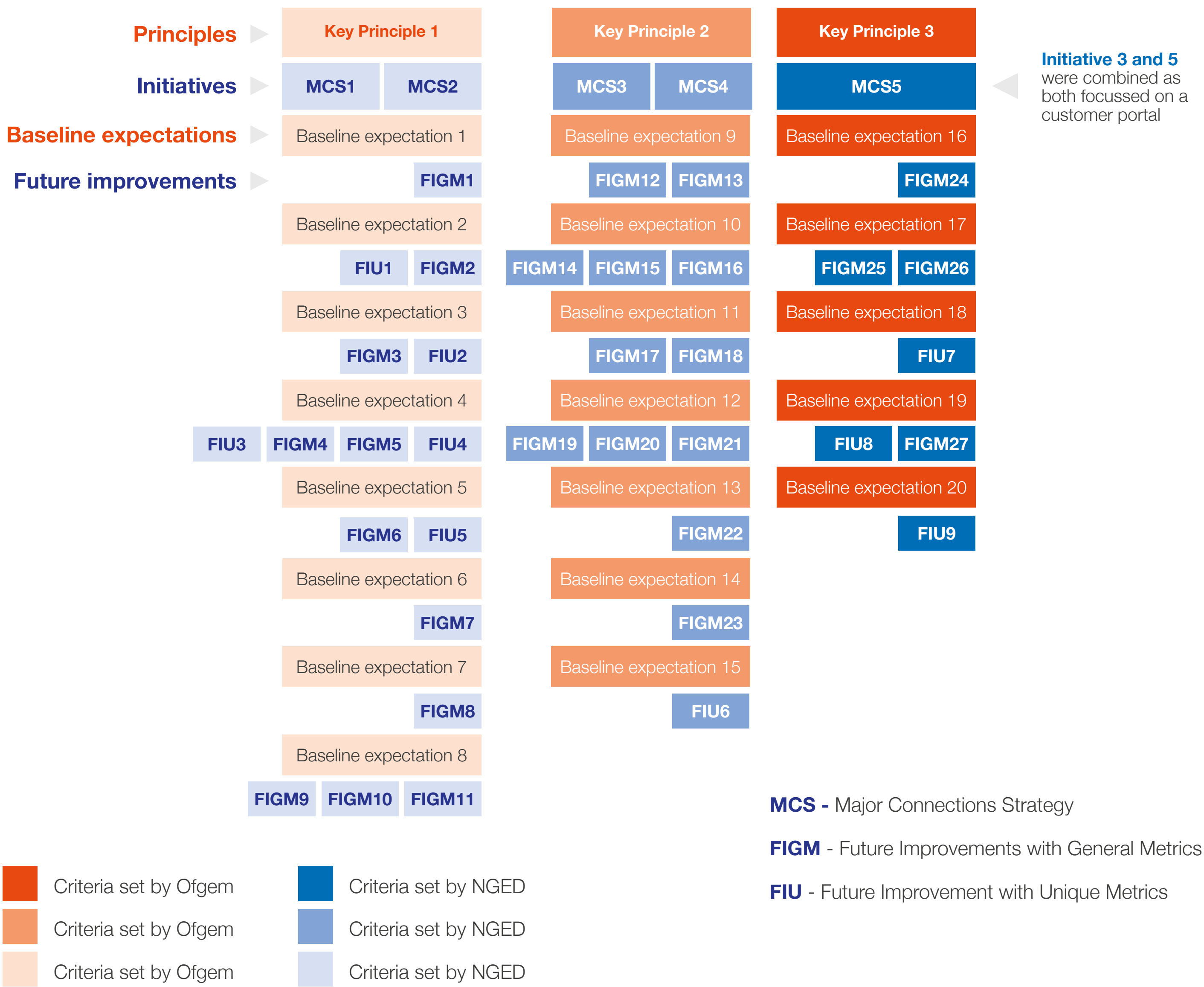
Ofgem's three Key Principles are defined as:

1. Support connection customers prior to application by providing accurate comprehensive and user-friendly information.
2. Deliver value for customers by ensuring simplicity and transparency through the application process.
3. Facilitate the delivery of timely and economical connections that meet customer needs.

Within Ofgem's three Principles, we defined our own five key initiatives[7]. These are the commitments that we made to deliver against those Principles.

Ofgem's 20 Baseline Expectations then sit underneath the Principles and Initiatives and provide a more detailed view of Ofgem's anticipated standards for the DNOs. To show measurable progress, we created Future Improvements against the Baseline Expectations where we know we can continue to develop. The Baseline Expectations as set by Ofgem can be seen in **Appendix 5**.

The diagram below shows how the tiered principles, initiatives and baseline expectations are structured to form our overall deliverables.



[7] We note that both Initiatives 3 and 5 focussed on the customer portal - they have been combined so we now have 5 Initiatives to track and deliver

Appendix 5

Ofgem's baseline expectations

The table below shows the 20 baseline expectations as set by Ofgem:

Baseline Expectation Number	Expectation Description
Baseline Expectation 1	Provide access to up to date and relevant information to enable a connection stakeholder to decide whether, and where, to connect to the distribution network. This should include, but not be limited to, graphical network records that show the location, size and type of assets.
Baseline Expectation 2	Communicate a clear connections process for all customers. This should include providing clarity of DNO, customer and third-party responsibilities. This should also include providing clarity on how issues that arise can be raised and resolved.
Baseline Expectation 3	Provide clear explanations of the types of connection products available, the associated costs of each and the information that would need to be provided by the customer to make an application. Where appropriate, this should also include the provision of general information on the potential implications for a customer's connection offer if they change their own requirements, if other customers are seeking to connect in the same area or if they do not accept an offer within its validity period.
Baseline Expectation 4	Provide support and help to customers through appropriate channels which should include, but not be limited to, connections surgeries.
Baseline Expectation 5	Have robust processes in place to proactively engage with stakeholders. This should include how the DNO plans to both identify and address connections issues.
Baseline Expectation 6	Provide clearly signposted information on capacity available to enable points of connection to be identified.
Baseline Expectation 7	Provide guidance that explains to customers the criteria to allow an unmetered connection to be made, ensuring compliance with the Unmetered Supply Regulations.
Baseline Expectation 8	Provide support in the form of tailored pre-application communication to suit different stakeholder needs.
Baseline Expectation 9	Have clear and simple customer application process, which accounts for the particular needs of different groups of customers and which can be shaped by the parties involved. This should include, but not be limited to, providing options for how customers can apply for new connections and ensure these are clearly communicated.
Baseline Expectation 10	Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the application process. This should include the provision of various channels through which customers can access support or help.
Baseline Expectation 11	Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of a connections offer.
Baseline Expectation 12	Have processes in place to help customers identify how they could make changes to their connection requirements, that would meet their needs and allow them to get connected more quickly or cheaply.
Baseline Expectation 13	Specifically, in relation to flexible connection customers, provide clarity around conditions and circumstances of current and future curtailment associated with a connections offer.
Baseline Expectation 14	Provide guidance that explains to customers the criteria to allow an DG connection to be made to ensure compliance with relevant Engineering Recommendations (G98/G99).
Baseline Expectation 15	Have in place options for 'fast track' reconnections of critical infrastructure such as internet cabinets that have been damaged in road traffic accidents or similar.

Appendix 5

Ofgem' baseline expectations

Baseline Expectation Number	Expectation Description
Baseline Expectation 16	Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the delivery process. Ensure various channels are available for customers to access support or help.
Baseline Expectation 17	Complete any cost reconciliation in a timely manner.
Baseline Expectation 18	Where there are slow moving projects and where these may impact on other customers, have processes in place for releasing capacity that is not being used.
Baseline Expectation 19	Have processes in place for the promotion of certain types of customers (such as storage) in connection queue in circumstances where they will help others connect more quickly/cheaply.
Baseline Expectation 20	Provide access to services that facilitate the delivery of timely and economical connections such as 'rent a joiner services'

Appendix 6

Future Improvements with General Metrics

Ref:	Commitment	Csat	AoC	Guaranteed Standards of Performance	SE	PI	MCTTQ/ MCTTC
FIGM1	Update guidance on installation of EV charging and heat pumps to clarify the steps to be taken.	◆				◆	
FIGM2	Provide animations setting out the connections process and associated roles and responsibilities.	◆	◆			◆	
FIGM3	Publish guidance on allocation and reservation for large scale generation connections.					◆	
FIGM4	Provide an Any Questions ‘request a call back service’.	◆	◆	◆	◆	◆	◆
FIGM5	Continually review and improve connections related website information.					◆	
FIGM6	Broaden engagement on Network Strategy to include housing and commercial developers, and strategic landowners.				◆		
FIGM7	Improve EV Capacity Map to show capacity at distribution level.					◆	
FIGM8	Improve guidance on eligibility for a connection to be unmetered, including the implementation of unmetered EV charge points.	◆	◆			◆	
FIGM9	Provide guidance on the eligibility criteria and end to end process for unmetered connections.	◆	◆			◆	
FIGM10	Improve guidance for connecting heat pumps.	◆	◆			◆	
FIGM11	Provide jargon buster for connections related terminology and acronyms.					◆	
FIGM12	Make it as easy as possible for customers to apply to connect individual domestic low carbon technologies by providing a same day connections response via an online self-assessment tool.	◆					◆
FIGM13	Provide WPD guidance, aligned with the ENA information, on the process for applying for EV charge points and heat pumps.	◆	◆			◆	
FIGM14	Provide customers with a single point of contact in our planning team at the quotation stage.	◆			◆		
FIGM15	Contact customers who have a senior manager point of contact on a regular basis.				◆		
FIGM16	Provide customer service training to dedicated points of contact, to include methods of tailoring communication to suit the customers’ needs.	◆	◆	◆			◆

Csat - Customer Satisfaction Score
AoC - Awareness of Competition
Guaranteed Standards of Performance - Guaranteed Standards of Performance
SE - Stakeholder Engagement
PI - Published Information
MCTTQ/MCTTC - Major Connections Time to Quote (MCTTQ)/Major Connections Time to Connect (MCTTC)

Appendix 6

Future Improvements with General Metrics

Ref:	Commitment	Csat	AoC	Guaranteed Standards of Performance	SE	PI	MCTTQ/ MCTTC
FIGM17	Review the breakdowns with stakeholder input to identify whether any improvements can be made.	◆			◆		
FIGM18	Provide guidance on the assumptions that may be made in a connection offer and the impact this may have on the connection works or associated costs.	◆				◆	
FIGM19	Provide quicker and cheaper connections options for customers by increasing the number of flexible connection offers made, ensuring 100%of schemes receive a flexible alternative to reinforcement where the reinforcement cost is >£75,000 for LV, 11kV and 33kV connections and >£100,000 for 66kV or 132kV connections and/or where works will take more than 12 or 18 months respectively to complete.	◆					◆
FIGM20	Publish information relating to diversity that can be applied to specific applications, e.g. EV charge points and heat pumps.					◆	
FIGM21	Provide tipping point information for the capacity that could be provided whilst avoiding the need to trigger reinforcement.	◆				◆	
FIGM22	Provide historic outage information for EHV connections at the application stage.	◆				◆	
FIGM23	Improve guidance on commissioning process, including which documents should be provided to WPD and at which stage in the process for each generator type.	◆				◆	◆
FIGM24	Provide customers with a single point of contact with one of our technicians at the connection delivery stage.				◆		
FIGM25	Improve online services to allow online payments for larger connections.	◆				◆	
FIGM26	Advise customers as soon as is reasonably practicable if we become aware of the requirement to amend the connection charge at any point during the course of the scheme.	◆					◆
FIGM27	Manage network connections queues more effectively for flexible assets such as storage that can bring wider system benefits.	◆					◆

Csat - Customer Satisfaction Score
AoC - Awareness of Competition
Guaranteed Standards of Performance - Guaranteed Standards of Performance
SE - Stakeholder Engagement
PI - Published Information
MCTTQ/MCTTC - Major Connections Time to Quote (MCTTQ)/Major Connections Time to Connect (MCTTC)

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