Market Segments Applicable

WPD ICE Workplan 2015/16

				Demar	nd Co	nect	ions	Herits	Distrib Gener Conne	outed ation ctions		neter necti				
						Domestic LV work (LVSSA)	One-off I&C work (LVSSB)	LV works	HV Works	HV & EHV works	EHV and Above	DGLV	ренуену	UMLA	UMPFI	UM Other
1. C	ommunication and Engagement															
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
1.1	Collaborate on industry issues: Work with the ENA and other groups to help address issues having an effect across the industry e.g. Collaborate on improvements and simplification of Statements of Work process, implement improvements where identified.	ENA DG Forum feedback	Ongoing: National SoW working group underway for the interface between DNO/Grid covering commercial, technical and regulatory aspects	Q1 '16	All	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
1.2	Work with other DNOs to consult on and produce Competition in Connections Code of Practice (CoP). Deliver actions identified as requirements under the CoP.		Complete: click <u>here</u> for further info	Q4 '15	All	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
1.3	Carry out 2015 annual DG survey with a split for Major DG EHV schemes with significant sample size to assess service levels specific to this segment	ENA DG forum and CCSG feedback	Complete: information can be found in the KPI section of this document	Q3 '15	All							✓	✓	•	•	•
1.4	Work with industry groups to identify any changes required to facilitate adoption of unmetered supply inventories on IDNO networks.	CoP feedback	Ongoing: WPD are working with two IDNOs around potentially offering Meter Admin services for unmetered inventories.	Q1 '16	Information & Application		•					•		✓	✓	✓
1.5	Produce annual Community Energy engagement plan		Ongoing: plan under development.	Q1 '16	All		•		•		•	✓	✓	•	•	

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						Domestic LV work (LVSSA)	One-off I&C work (LVSSB)	LV works	HV Works	HV & EHV works	EHV and Above	DGLV	DGHVEHV	UMLA	UMPFI	UM Other
1. Coi	mmunication and Engagement															
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
1.6	Continue and expand programme of Community Energy workshops	Community Energy workshop feedback	4 further events planned between Nov'15 and Feb'16.	Q1 '16	All	•	•	•	•	•	•	✓	✓	•	•	•
1.7	Investigate and implement, where appropriate, refinements to the WPD pro-active call-back procedures to tailor to customer requirements e.g. customers with high volumes of applications and offers may require alternative service.	CCSG feedback on initiative introduced in 2014	Ongoing	Q1 '16	All	✓	✓	✓	✓	√	√	✓	✓	✓	✓	✓
1.8	Approach ENA to collaborate with DNOs to produce a list of DNO policies for Legals & Consents to highlight differences. Work with the group to promote harmonisation of best practice policies. WPD to implement changes where appropriate.	CCSG feedback and request	Ongoing: WPD awaiting feedback requested from other DNOs	Q1 '16	All	✓	✓	✓	✓	√	✓	✓	✓	✓	✓	✓
1.9	Investigate pre-application service and availability of advice to assist customers before commencing the application process. identify further actions as necessary to improve service.	WPD DG workshop feedback	Ongoing	Q1 '16	Information & Application	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
1.10	Work with NGET to clarify Statement of Works process for both individual and bulk applications. Publish updated guidance on our website.	CCSG feedback and request	on-going. See also 1.10.1	Q3 '15	Information & Application							✓	✓			
NEW 1.10.1	Move to individual application SoW process	NEW sub action	Ongoing: WPD are Moving to single application process with new team set up to manage SoW submissions.	Q3 '15	Information & Application				•		•	√	✓	•	•	•

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							Dema	nd Co	nnecti	ions		Conne	G ctions	Un Cor	metero mectic	ed ons
						Domestic LV work (LVSSA)	One-off I&C work (LVSSB)	LV works	HV Works	HV & EHV works	EHV and Above	DGLV	DGHVEHV	UMLA	UMPFI	UM Other
2. A	vailability of information &	Online services														
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
2.1	Implement web-based application and job tracking funtionality for large / high volume customers including unmetered supplies for Local Authorities	Ongoing development from 2014/15 initially from CCSG and other stakeholder workshop feedback	Ongoing: Rollout with trial customers being planned.	Q1 '16	Information & Application			✓	✓	✓	✓	✓	✓	✓	✓	✓
2.1.1	Conduct a trial of application system with a developer	New sub action	Trial customers to be identified	Q1 '16	Information & Application			✓	✓	√	√	√	✓	✓	✓	✓
2.2	Improve availability of Network information. Implement access to further network information for customers by geographic and capacity information. Make improvements following further assessment of feedback on developments delivered last year. E.g. information required to facilitate self-POC assessment by ICPs.	Ongoing development using feedback from CCSG, WPD DG workshop and other engagement on the initiatives completed in the 2014/15 plan (i.e. capacity register, online mapping, provision of asset data etc.)	Complete: new information rolled out as part of CiC CoP. Click here for our CiC CoP Procedure	Q1 '16	Information & Application	√	✓	✓	✓	√	✓	√	✓	✓	✓	✓
2.3	Develop existing online DG capacity register further by moving to a monthly update and adding further information to show monthly changes in both connected DG and accepted not yet connected DG	Feedback from engagement with Welsh Assembly Government and Community Energy Wales	Ongoing: monthly updates complete, monthly changes are ongoing development	Q3 '15	Information & Application							✓	√			•
2.4	Review the information available to independent connection providers and developers on our technical information website to ensure it has the appropriate information to facilitate the design process and also to review the communication of this information.	CCSG feedback to improve existing service	Complete: a survey was carried with external users and changes implemented as identified in survey responses.	Q1 '16	Information & Application	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Market Segments Applicable

							Dema	nd Co	nnect	ions		Conne	G ctions		meter Inectio	
						Domestic LV work (LVSSA)	One-off I&C work (LVSSB)	LV works	HV Works	HV & EHV works	EHV and Above	DGLV	DGHVEHV	UMILA	UMPFI	UM Other
2. A	vailability of information & 0	Online services														
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
2.5	Update WPD connections website to explain more clearly roles and responsibilities for the connections process with simple diagrams. Including the process for transitional arrangements from 'standard' application to alternative connection application	WPD DG workshop feedback	Ongoing: a new process flowchart was made available on website Oct '15 here. Further update planned.	Q1 '16	Information & Application	√	1	✓	√	✓	✓	✓	✓	✓	✓	✓
2.6	Develop CIRT (web-based tool for application and tracking) to enable the posting of Offer letters on CIRT for customers to download rather than emailing or physically posting.	CCSG feedback	Complete: Sept '15 as part of CiC CoP CIRT upgrade	Q1 '16	Design, Quotation & Acceptance	√	✓	✓	✓	✓	✓	✓	✓			•
2.7	Investigate capability of allowing multiple contact addresses per enquiry to be entered into the online applications system and CIRT	CCSG feedback	Complete: Sept '15 as part of CiC CoP CIRT upgrade	Q1 '16	Design, Quotation & Acceptance	√	✓	✓	✓	✓	✓	✓	✓	•	•	•
2.8	Develop online register for ICPs to be able to upload details of the services they can offer in WPD's areas	MCCG action list	Complete: click <u>here</u> to go to the webpage with link to the register.	Q3 '15	Information & Application	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2.9	Publish detailed flow-charts showing WPDs land rights acquisition process	MCCG action list	Ongoing: Flow charts are produced and will be available shortly on WPD's tech info website with: • Process maps, • 'Who does what' • WPD policies • Process maps will be updated in accordance with feedback and also changes arising from 3.1 below	Q3 '15	Information & Application	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

							Dema	nd Co	nnect	ions		D Conne			meter nection	
						Domestic LV work (LVSSA)	One-off I&C work (LVSSB)	LV works	HV Works	HV & EHV works	EHV and Above	DGLV	DGHVEHV	UMLA	UMPFI	UM Other
3. S	ervice provided post Co	nnection Offe	r Acceptance													
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
3.1	Improving the process of gaining legals and consents: identify further improvements to streamline processes and improve transparency and communication to ensure customers are kept informed of status and progress	Feedback from CCSG, DG workshop and other engagement	Ongoing: actions identified to speed up processes including: • Transfer of funds to WPD lawyers upon instruction • All funds transfer by BACS • Double limit for WPD Layers self-authorised undertakings • Development of side letter for critical easement / land purchases	Q1 '16	Design, Quotation & Acceptance	✓	√	✓	✓	✓	✓	✓	✓	✓		✓
3.2	Develop set of internal standards and/or monitors for the WPD legals and consents process to help improve speed and efficiency.	Feedback at DG workshop and CCSG and MCCG action list	Ongoing: Development of legal process KPIs in progress e.g.: Within 2 days: New instructions set-up and allocate – 2 days PoA execution – 2 days Issue cost undertakings – 2 days Also, measure other side's lawyer for: Time to reply to initial letters Time to return executed documents	Q1 '16	Construction & Connection	✓	√	✓	✓	✓	✓	√	√	✓	✓	✓
3.3	Investigate service provided post acceptance. Implement improvements identified along with staff training	Ongoing initiative building on action in 2014/15 based on feedback from DG Forum and CCSG	Ongoing	Q2 '16	Construction & Connection	✓	√	✓	✓	✓	✓	✓	✓	✓	✓	✓

							Dema	na Co	nneeu	ions		Conne	ctions	Coi	nnectio	ons
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3. S	ervice provided post Co	nnection Offe	r Acceptance													
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
3.4	Improve transparency and communication of post-acceptance timetable. Look at providing further information to customers regarding the schedule / timetable for their	Feedback at DG workshop and CCSG	Ongoing	Q2 '16	Construction & Connection	√	✓	✓	✓	✓	✓	✓	✓	•		
3.5	Investigate areas of inconsistency in process across WPD and identify further actions to address them. Continue to implement training and briefings to improve consistency across teams.	building on action in 2014/15 based	ongoing: training for all teams on Inspections and monitoring rolled out, various new guidance issued to teams, for example: on excess capacity management, detailing project issues in offer letters. Policy and guidance issued on CiC CoP together with staff briefings to ensure consistency of service across WPD teams.	Q1 '16	All	✓	✓	√	✓	✓	✓	✓	✓	✓	✓	✓

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							Dema	nd Co	nnecti	ions		D Conne			meter nectio	
						Domestic LV work (LVSSA)	One-off I&C work (LVSSB)	LV works	HV Works	HV & EHV works	EHV and Above	DGLV	DGHVEHV	UMLA	UMPFI	UM Other
4. E	xtension of Contestability															
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
4.1	Continue trial and implement process to allow self assessment of POC for Independent Connection Providers (ICPs) for the majority of straightforward connections	Ongoing development from 2014/15 plan linking with CoP requirements	Complete: as part of CiC CoP	Q3 '15	Design, Quotation & Acceptance	✓	✓	✓	✓					✓	✓	✓
4.2	Continue to trial procedures to facilitate ICPs carrying out connections reinforcement. Instigate changes to make activity contestable subject to successful trial	Ongoing development from 2014/15 plan	Ongoing: trial is in place and has been communicated to ICPs. Currently no uptake. Click here for more information	Q1 '16	Design, Quotation & Acceptance		✓	√	✓	√	√	√	√			
4.3	Extend Inspection and monitoring regime to enable self-inspection by Independent Connection Providers	Building on completed action in 2014/15 to implement consolidated I&M regime based on feedback from CCSG and on MCCG action list	Complete: as part of CiC CoP	Q1 '16	Construction & Connection	✓	✓	✓	✓	√	✓	✓	✓	✓	✓	✓
4.4	Develop and implement new design approval regime with ability for suitably accredited ICPs to self-approve their own contestable designs where applicable to connection type	Ofgem CoP requirement	Complete: as part of CiC CoP	Q3 '15	Construction & Connection	✓	✓	✓	√	✓	✓	√	✓	✓	✓	✓
4.5	Develop and publish a set of simple designs and guidance for simple HV and LV connections to allow submission by ICPs without need for design approval	MCCG action list	Ongoing: standard designs have been registered with two companies	Q3 '15	Design, Quotation & Acceptance	✓	✓	√	✓	•					•	•
4.6	Develop and implement effective procedures to allow ICPs to carry out disconnections on Brownfield sites	MCCG action list	Ongoing	Q1 '16	Construction & Connection	✓	✓	✓	✓	•	•	•	•	•	•	•

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5. C	ffers & Agreements															
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
5.1	Investigate use of e-signature for Novation Agreements and implement where possible	CCSG feedback building on action in 2014/15 plan	Complete: new process to accept scanned signed documents implemented	Q4 '15	Design, Quotation & Acceptance	✓	✓	✓	✓	√	✓	√	✓	✓	✓	✓
5.2	Combined Feasibility/Offer process for DG connections: develop and implement process to utilise feasibility application date in offer letter interactive queue.	2014 interactivity consultation feedback, action carried-forward from 2014/15 plan	Ongoing: preparing to launch initial trial process	Q3 '15	Design, Quotation & Acceptance							✓	✓			•
5.3	Reservation of Capacity - infrastructure: develop and implement policy on DG infrastructure schemes with associated offer letter	2014 interactivity consultation feedback, action carried-forward from 2014/15 plan	Ongoing: Offer letter agreement prepared and offers made to three trial schemes in the Midlands. Information to be published on website	Q3 '15	Design, Quotation & Acceptance							✓	✓			
5.4	Reservation of Capacity - excess capacity: implement changes to offers and agreements to restrict capacity in excess of installed DG being reserved.	2014 interactivity consultation feedback, action carried-forward from 2014/15 plan	complete: connection offer and connection agreement terms developed and implemented with guidance issued to staff to ensure consistency	Q3 '15	Design, Quotation & Acceptance							✓	✓			•

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5. O	ffers & Agreements															
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
5.5	Develop and implement information to include in offers to help customers to speed up the legal process by providing preparatory information they can gather together and pass to their legal advisors.	CCSG feedback	Onging	Q1 '16	Design, Quotation & Acceptance	✓	✓	✓	✓	✓	✓	✓	✓	✓	√	✓
5.6	Investigate whether an 'important information' box can be provided in the offer covering letter to highlight project specific issues to flag up to customers particularly where they are receiving regular or high volumes of offer letters.	CCSG Feedback	complete: Planners to flag up important information in offer letter, guidance issued to staff to ensure consistent approach.	Q1 '16	Design, Quotation & Acceptance			✓	✓	✓	√	√	√	✓	√	✓
5.7	Standardise approach when requote and offer letter variations are issued by planners	NEW ACTION - CCSG June 2015	Ongoing	Q1 '16	Design, Quotation & Acceptance	✓	✓	✓	✓	✓	✓	√	✓	✓	✓	✓

						omestic LV ork (LVSSA)	One-off I&C ork (LVSSB)	LV works	HV Works	HV & EHV works	V and Above	DGLV	DGHVEHV	UMLA	UMPFI	UM Other
6. Ir	novation															
No.	Action	Reason for action	Status	Target Date (calendar yr.)	Process Area											
6.1	Continue planned deployment of Active Network Management schemes to facilitate connection of generation under alternative connection arrangements. Building of ANM assets to commence on 4 BSP Groups during plan period	Ongoing development	Ongoing: two ANM areas underway at Grendon & Bridgewater Click here for further information on ANM schemes	Q1 '16	Design, Quotation & Acceptance					•		✓	✓			•
6.2	Investigate issues surrounding delivery of intertrip schemes for alternative connections	CCSG feedback action carried- forward from 2014/15 plan	Ongoing	Q4 '15	Design, Quotation & Acceptance			•		•	•	✓	✓			•
_	Ensure protection settings, fault current and background harmonics data available within a target date for DG connection schemes.	NEW ACTION - CCSG June 2015	Ongoing	Q1 '16	Design, Quotation & Acceptance							✓	✓			•