



**electricity**  
north west

Bringing energy to your door

# Incentive on Connections Engagement (ICE)



Update Autumn 2016



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# Welcome

Welcome to our second (autumn) progress update on our Incentive on Connections Engagement (ICE) work plan and activities.

Since the last update we have held a number of surgeries and our first workshop of this regulatory year. If you haven't already, we encourage you to read through our [Distributed Generation](#) and [Independent Connection Provider and Independent Distribution Network Operator](#) ICE plans for a quick reminder of our commitments to you.

## Have your say!

Ofgem's ICE consultation was completed recently and we'd like to thank everyone who provided their feedback.

We are able to adapt and change our plans based on your ideas and suggestions, so please do keep them coming! We listen to your feedback on the way we work and how we can improve our service to you. Based on your feedback we have already started to make changes and introduce new outputs for your benefit.

*Quote from Mike Taylor, Customer Engagement Manager*

***I am really pleased that our fantastic work over the past year has been recognised and we are keen to recommence working with stakeholders again to listen and improve our services further.***

## ICE Update and new actions for our resubmission

[ICP/ IDNO action update for this regulatory quarter](#)

[Distributed Generation action update for this regulatory quarter](#)





# Upcoming Events



## Welcome to the surgery

Have a question about a specific project or a general query about connections? We are holding several surgeries in this 2016/17 ICE year, giving you an opportunity to book a one-to-one slot with a design engineer for up to 2 hours.

So far we have held both DG and ICP/IDNO surgeries. Dates and times are below:

- 6 July – 10-12pm Carlisle
- 16 August – 10-12pm Manchester
- 13 September – 10-12pm Preston
- 30 September – 1-3pm Carlisle
- 4 October – 10-12pm Preston
- 25 October (EHV only) – 10-12pm Preston
- 9 November (DG only) – 2-4pm Manchester

Please note that if you are no-longer able to make the date, we ask you to let us know as soon as possible to allow others chance to register. Late cancellations have occurred and we'd like to give as many

people as possible a chance to register for the sessions.

## Our workshops

Following feedback from our consultation and surveys earlier this year we are running a number of workshops for both ICPs/ w IDNOs and DG stakeholders. Dates and times are below:

- ICP/IDNO – Wigan - 18 October 1:30-4pm
- DG – Carlisle - 15 November 10:00-12:00pm
- DG – Manchester - 17 November 1:30 - 3:30pm
- DG (EHV) – Preston - 22 November 10:00am - 12:00pm

To register for any of these events, please get in touch and secure your place.

Working on a community energy project and need some guidance? Our surgeries are also the perfect opportunity for you to share your community energy projects with us. Join others who have already taken up the opportunity and **book** your session now.



**We had an EXCELLENT meeting with you and Allen yesterday. Really helpful and it gave all of us good food for thought.**

*Phil Davies, Director and Company Secretary Community Energy Cumbria Ltd*

## Low Carbon Networks and Innovation conference

This year we co-hosted the Low Carbon Networks and Innovation conference at Manchester Central. We exhibited and presented our key learnings from our innovation projects:

Celsius	Respond	CLASS	C2C
The first solution of its kind in Great Britain, Celsius will deliver a co-ordinated approach to managing the temperature of electrical assets in distribution substations. The £5.5 million project will release additional capacity, reduce long-term costs for customers and avoid early asset replacement.	A £5.5 million project that will deliver an intelligent approach to managing fault current. Respond is a revolutionary solution to that problem and will bring significant savings for our customers and business. Running from January 2015 until October 2018, the project will maximise the use of our existing assets by releasing network capacity, allowing quick and lower cost connection for customers' demand, enabling DNOs to support the UK's decarbonisation strategy.	CLASS is an innovative approach which aims to increase the capacity of the electricity network. It's a low-cost solution which uses voltage control to manage electricity consumption at peak times, while still providing customers with the same great service.	Now completed, this project provided new contractual opportunities to customers to release previously untapped emergency network capacity for everyday use, to prevent infrastructure costs and provide cost savings to customers.





# Be clear on wayleaves

See our process flows here to understand where you can get involved and help progress your project to your preferred timescales.



## Estates and wayleaves process flow charts:



[ICP schemes](#)



[When an IDNO adopts equipment installed by an ICP](#)



[Statutory schemes](#)

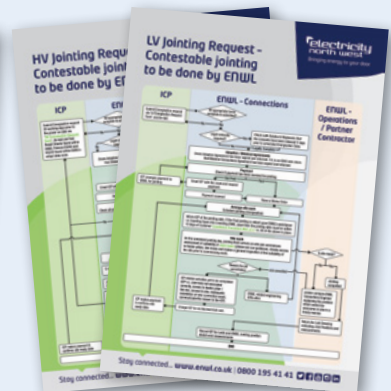
# Know what to expect for energisation?

We have developed process flow charts to give you more information about what to expect and when for energisation (when we conduct the work, or when an ICP does).

## Energisation process flow charts:



[Where an ICP conducts contestable jointing](#)



[Where we conduct the contestable jointing](#)

# Applying for DG for the first time in our area?

Let us guide you through the process! We've developed a new [Application guidance document](#) to explain:

- The whole application process
- the types of applications you can make
- the information we need from you to accurately quote your connection

We've even drafted examples of fully completed application forms ([under 200kW](#) and [over 200kW](#)) to guide you when completing your form.

If you decide to accept our quotation, we've also provided a [Post Acceptance guide](#) outlining what happens next which has been received well by our stakeholders.





## Did you know?

We have developed new Electricity North West Ltd generation application forms to allow us to identify if you are a new customer applying in our area. This helps us to understand who might need more help or guidance through the process than a 'seasoned' generation developer in our area.

### Application for connection of generation plant(s) to distribution networks (site maximum of 200kW)



Please note all relevant sections of this form must be completed or your application will be on hold or returned to you.

Preferred methods of communication:  Phone  SMS  Email  Post

**Section 1 - Site address of generation**

Project title \_\_\_\_\_  
 Customer name \_\_\_\_\_  
 Postal address \_\_\_\_\_  
 Post Code \_\_\_\_\_  
 Contact name \_\_\_\_\_ Email Address \_\_\_\_\_  
 Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_

**Section 2 - Applicant details**

Name \_\_\_\_\_  
 Postal address \_\_\_\_\_  
 Post Code \_\_\_\_\_  
 Contact name \_\_\_\_\_ Email Address \_\_\_\_\_  
 Telephone number \_\_\_\_\_ Fax number \_\_\_\_\_

Have you applied for a connection in our area before?  Yes  No

**Section 3 - Quotation required**

### G59 Application for connection of generation plant to distribution networks

Preferred methods of communication:  Phone  SMS  Email  Post

Have you applied for a connection in our area before?  Yes  No

Please tick an appropriate box below to indicate the type of quote required:

Please select only one of these options

Budget Estimate  
 Feasibility Study  
 Connection Offer  
 Gen +

Also indicate the type of supply required:

Please select only one of these options

New connection  
 Generation at existing premises  
 Point of Connection for an ICP  
 Point of Connection for an IDNO



## Introducing milestones for generation



We consulted with our DG Expert Stakeholder panel members, re-drafted and updated our conditions of contract to include additional milestones on progress. You told us that we needed to take action to release capacity held by inactive projects. These milestones are designed to do just that; they give us the ability to request evidence of progress to ensure that projects are progressing and capacity is not 'held'.

Our original target date for this action was September 2016. However, we were unable to implement these changes as a result of further consultations ENA carried out at the DG Fora in September 2016.

Our ICE action delivery is therefore later than planned, but the new milestones are now available and will be implemented for all projects from December 2016 onwards. We will review the success of these milestones in our future events and panels and revise if necessary.

**POLICY UPDATES**  
Please note that we have revised some of our policies [click here](#).



# ICP/ IDNO action update for this regulatory quarter

## Competition in Connections

### What we will do...Looking Forward 2016-17

Commitment	Action	Target	Update
<b>Further refine our contestable processes</b>	Engage with ICPs/IDNOs to review experiences of new contestable processes to identify improvements and efficiencies where possible <b>Output: Hold 2 review meetings per year with stakeholders</b>	Mar-17	In progress. Invited seven of the most active ICPs/IDNOs in our area to meetings to provide feedback on what works and where we need to improve our processes. To date three have responded and we have completed reviews with two. We sought further feedback in our workshop in October. We will provide another opportunity for stakeholders to review our processes again in February next year.
<b>NEW: Provide further training for self-determination of PoC and self approval of designs</b>	NEW: We will hold two further training sessions by March 2017 to demonstrate to ICPs and IDNOs how they can self determine a POC or approve a design in our area. <b>Output: Hold a minimum of 2 training sessions with stakeholders</b>	Mar-17	In our stakeholder workshop in October you told us that you wanted more training sessions to encourage you to try our contestable processes. Based on this feedback we have added this action into our plan as part of our resubmission.
<b>Further refine our contestable processes</b>	We will collaborate with other DNOs to compare and contrast lessons learned and best practice in enabling contestable activities	Mar-17	We presented at the MCCG event with other DNOs on 6 October. A review meeting with DNOs was held on 26 October.
<b>Provide efficient, consistence service</b>	Initiate a review of services provided across our areas, identify efficiencies and take action to improve	Nov-16	We have implemented internal regular engineering forums (to date we have held four). These provide an opportunity for design engineers and constructors to discuss and challenge their approach to projects. As a direct result of these forums we have identified a need for a more efficient access route to our policy team to provide you with a better service when raising policy related queries.



# Information

## What we will do...Looking Forward 2016-17

	Commitment	Action	Target	Update
<b>NEW</b>	<b>NEW: Provide contact information for day-to-day queries</b>	NEW: We will provide contact information to make it easier for ICPs/IDNOs to contact the appropriate people for day-to-day queries along with an escalation route <b>Output: Publish new information on website</b>	Mar-17	In the consultation feedback and our workshop in October you told us that we needed to improve contact for day-to-day queries. Based on your feedback we have added a new action into our plan as part of our resubmission.
	<b>Improved clarity on energisation</b>	Develop and publish information on energisation (LV/HV) <b>Output: Publish new information on website</b>	Jul-16	We published and shared these outputs in our July mail update. We have provided both process flows for energisation when completed by an <a href="#">ICP</a> and by <a href="#">ENWL</a> . The process flows were received well in our October workshop (rated on average 8/10 for usefulness)
	<b>Improved data records</b>	Review current return of 'as installed' information, provide/publish guidance and information to target improvements; to ensure data provided is accurate as possible. <b>Output: Publish results of review and guidance on website</b>	Mar-17	We have begun our large scale internal review of network records. Our Data Management team discussed the detail of the review at our October workshop. We also presented our draft guidance document at the event and received useful ideas to improve before finalising and publishing.
	<b>Improved visibility of process for Estates and Wayleaves</b>	Develop case studies showing process and reasons behind timescales. Work alongside stakeholders/customers to develop top tips for helping to improve timescales. <b>Output: Publish documents on website</b>	Nov-16	We have completed these ahead of schedule, using real projects as examples. These are published on our <a href="#">website</a> and were shared in our July mail update.
	<b>Improved visibility of Estates and Wayleaves process</b>	Develop high level overview for land rights acquisition process. <b>Output: Publish new information on website</b>	Jul-16	We published and shared these outputs in our July mail update. We have provided both process flows for <a href="#">statutory</a> , <a href="#">ICP</a> and <a href="#">IDNO</a> scenarios.
	<b>Improved information on how to access training</b>	Provide better information to customers on how to access our training <b>Output: Publish better information to customers on how to access our training</b>	Sept-16	We have reviewed and updated the information on our <a href="#">website</a> , pulling all relevant information regarding options and application into one single webpage.
	<b>Update adoption agreements</b>	Implement best practice following review undertaken in 2015 – 16 and publish updated documents on our website <b>Output: Publish updated adoption agreements</b>	Mar-17	In progress. New documents under review internally



# Communication

## What we will do...Looking Forward 2016-17

Commitment	Action	Target	Update
<b>Provide formal engagement opportunities</b>	Host minimum of 2 workshops per year, supported by 2 surgery sessions <b>Output: Hold 4 engagement events in total</b>	Mar-17	We have hosted two surgery sessions and a workshop to date. Our surgery sessions have been received well but interest has been low to date. Registrations for our workshop were at full capacity. However we still experienced a drop-out rate, despite having a waiting list in place for the event. We plan to hold one further workshop and one further opportunity for a surgery next year.
<b>Improved variety of information provision</b>	Engage with stakeholders to explore benefits of alternative methods of information (e.g. YouTube clips of processes); identify preferred methods for information provision	Nov-16	We asked for feedback from stakeholders on the benefits of alternative methods of information in our October workshop. There were mixed views about the potential benefits which require further testing with stakeholder groups.

# Satisfaction

## What we will do...Looking Forward 2016-17

Commitment	Action	Target	Update
<b>Ensure our training reflects market need</b>	Review training modules and courses to better adapt to customers' changing needs		Complete. Training modules reviewed and redeveloped to take a competency-based approach. The Training Academy now offers modularised training which provides more flexibility to customers.
<b>Improve timescales for training and authorisations</b>	Target improvements in our Training Academy, to progress training requests as quickly as possible <b>KPI: Internal Service Level Agreement to respond to all training requests within 5 working days</b>	Mar-17	In progress. In the first quarter 75% of requests have been responded to within five working days. However we know this is not good enough and are working towards meeting this KPI in 100% of cases.
<b>Promote industry consistency in training</b>	Align with national standards (Competency Accord program) for authorisation/training with a view to improving consistency for customers across DNOs	Sept-16	We have aligned our training with the national standard 'Competency Accord' programme along with other DNOs. This enables transfer of skills across licence areas, with ability to 'top-up' training to familiarise with local networks. We held a briefing session with EU Skills on 19 September for ICPs/IDNOs.
<b>Online application</b>	Plan facility for saving and submitting applications online in line with wider improvements to our corporate website	Mar-17	Not started. We have appointed a supplier to review and upgrade our corporate website. We will be engaging with stakeholders in due course to support development of plans.
<b>Updated: Outperform Time to Quote</b>	Updated: Outperform time to quote target from receipt of minimum information for quotation <b>KPI: Achieve average time to quote of 12 working days (LV) and 16 working days (HV) for the remainder of the year</b>	Mar-17	We received feedback from stakeholders that our KPIs could be more ambitious. Based on this feedback, we stretched our targets for LV and HV time to quote for the remainder of the year.
<b>Updated: Outperform Time to Connect</b>	Outperform time to connect target from receipt of minimum information for energisation <b>KPI: Achieve average time to connect of 8 workings days (LV) and 16 working days (HV) for the remainder of the year</b>	Mar-17	We received feedback from stakeholders that our KPIs could be more ambitious. Based on this feedback, we have stretched our targets for LV and HV time to connect for the remainder of the year.

UPDATED

We want to hear your views on our report. Please complete our [feedback form](#) and look through our dedicated [Incentive on Connection Engagement webpages](#).





# Distributed Generation action update for this regulatory quarter

## Information

### What we will do...Looking Forward Work Plan 2016-17

Commitment	Action	LV	HV	Target	Update
<b>Improve information provided on wayleaves and easements</b>	Develop case studies showing process and possible reasons for extended legal timescales. Work alongside stakeholders to develop top tips for helping to improve timescales. <b>Output: Publish on website</b>	✓	✓	Nov-16	We have completed these ahead of schedule, using real projects as examples. These are published on our <a href="#">website</a> and were shared in our July mail update.
<b>Improved visibility of Estates and Wayleaves process</b>	Develop high level overview for land rights acquisition process. <b>Output: Publish new information on website</b>	✓	✓	Jul-16	We published and shared these outputs in our July mail update. We have provided both process flows for <a href="#">statutory</a> , <a href="#">ICP</a> and <a href="#">IDNO</a> scenarios.
<b>Explore pre-application service</b>	Engage with stakeholders on best practice in providing a pre-application query service <b>Output: publish feedback and action plan on website</b>	✓	✓	Nov-16	In progress. We plan to raise this for discussion in our November workshops.
<b>Improved support and guidance for end to end process</b>	Develop a 'how to' guide for application process and publish. This guidance should cover differences in information required from customers for budget vs connection offers <b>Output: Publish on website</b>	✓	✓	Sep-16	We completed and <a href="#">published</a> this guidance document in September and promoted via LinkedIn.
<b>Clarify requirements for applications</b>	Provide and upload examples of correctly completed applications on our website <b>Output: Publish on website</b>	✓	✓	Aug-16	We completed and published two examples ( <a href="#">LV</a> and <a href="#">HV</a> ) of fully completed applications, along with helpful tips and hints in August.
<b>Improve post acceptance guidance</b>	Engage, identify and improve information provided online for post acceptance activities <b>Output: Publish on website</b>	✓	✓	Dec-16	In progress. We have begun reviewing and updating the document we developed last year using stakeholder feedback. We are on target to deliver the updated document in December.
<b>Improved clarity in process for EHV projects</b>	Develop and publish case studies of EHV projects to illustrate process and information required for these projects <b>Output: Publish guidance on website</b>		✓	Dec-16	We have identified example projects and are on target to deliver these in December.
<b>Improve information provided on witness testing</b>	Provide information on witness testing requirements (e.g. tips for improving efficiency in the process) and host technical workshops as required	✓	✓	Mar-17	In progress. Planned for discussion in DG workshops (LV/HV). Awaiting feedback from engagement to inform development of information.
<b>Understand who works on your projects and where</b>	Publish more information online how we work and about the staff who work on DG projects	✓	✓	Nov-16	In progress. We have developed a map that highlights the area responsibilities of each of our offices within Energy Solutions. Final reviews are underway.



# Capacity

## What we will do...Looking Forward Work Plan 2016-17

Commitment	Action	LV	HV	Target	Update
Release Capacity	Contact connected customers who are not utilising capacity and ask them to release it <b>Output: report and publish amount of capacity released by customers on website</b>		✓	May-16	We identified (EHV) customers who were not using the full capacity contracted to them and requested they release the under-used capacity. We received a limited <b>response</b> with only one customer agreeing to release 200kW of capacity back.
	Engage with customers on best approach to offering released capacity in fair manner and principles of interactivity initiative <b>Output: report and publish response and action plan to implement on website</b>		✓	Nov-16	We plan to raise this topic in our November workshops.
	Provide update to ENA's DG-DNO Steering Group on capacity released and reasons why customers refuse to release capacity		✓	June-16	Brian Hoy updated the ENA's DG-DNO Steering Group in June. This is an on-going piece of work for the Steering Group
Capacity queue management	Implement any required changes in milestones/conditions of contract in line with outcome of ENA consultation <b>Output: implement changes in contract (if required) and publish on website</b>		✓	Sept-16	Our Terms and Conditions have been updated following the initial guidance from the ENA. However, we decided not to implement these until we have received the final decision from the ENA on the agreed industry approach. The ENA tested the new proposed milestones in the DG Fora in September 2016 and we expect their new recommendations and decision to be made by the DG-DNO Steering Group in November. Therefore, we expect to implement our new Terms and Conditions following that decision.
	Engagement with stakeholders on issues such as potential import/export interactivity, operational issues and constrained offers (in relation to storage)	✓	✓	Mar-17	We plan to raise this topic in our November workshops.
Engage with stakeholders on flexible connections in line with stakeholder needs	Engage with stakeholders to identify constrained connection offers; consult on how these will work in practice	✓	✓	Nov-16	We plan to raise this topic in our November workshops.
Improve consistency across DNOs	Work with other DNOs and ENA to provide a baseline standard for flexible connection offers	✓	✓	Mar-17	Our representative on the ENA Active Network Management group is working with other DNOs to develop baseline standards with regards to common terminology and good practice.



# Satisfaction

## What we will do...Looking Forward Work Plan 2016-17

Commitment	Action	LV	HV	Target	Update
<b>Online applications</b>	Investigate and plan online facility for saving and submitting applications online <b>Output: Issue plans and timescales for implementation</b>	✓	✓	Mar-17	We have appointed a supplier to review and upgrade our corporate website. The planning phase of this project is anticipated to start in early 2017.
<b>Improve visibility of timescales of wayleaves &amp; easements</b>	Explore options for providing online project tracker to obtain progress updates on wayleaves and easements <b>Output: Publish on website options explored and plans to implement if technically and financially feasible</b>	✓	✓	Mar 17	We have appointed a supplier to review and upgrade our corporate website. The planning phase of this project is anticipated to start in early 2017.
<b>Publicise our customer satisfaction scores</b>	Publicise our overall customer satisfaction scores <b>KPI: target to achieve a minimum of 85% customer satisfaction within the period</b>	✓	✓	Mar-17	We have continued to conduct monthly customer satisfaction surveys of our DG customers. Our results are published quarterly on our <a href="#">website</a> . Overall satisfaction has steadily risen to 92%.
<b>Improve delivery service provided</b>	Target an increase in customer satisfaction for delivery work <b>KPI: Target 85% satisfaction within the period</b>	✓	✓	Mar-17	In Quarter 1 we added new questions to our monthly DG surveys to capture satisfaction with delivery work. In the last 2 months none of our customers surveyed were at delivery stage yet. Therefore we are unable to report our performance for Quarter 1. However, we are confident that we will meet our target by March 2017.
<b>Target reduced quotation times</b>	Target an improved quotation timescale for EHV/HV projects <b>KPI: Reduce average quotation timescales to 60 working days</b>		✓	Mar-17	In quarter 1 we have outperformed both of our targets at 49 and 30 working days respectively.
	Target an improved quotation timescale for LV projects <b>KPI: Reduce average quotation timescales to 40 working days</b>	✓		Mar-17	



# Communication

## What we will do...Looking Forward Work Plan 2016-17

Commitment	Action	LV	HV	Target	Update
<b>Provide formal engagement opportunities</b>	Continue to provide opportunities to attend workshops and other outlets for engagement e.g. surgeries <b>Output: deliver a minimum of 5 surgeries and a minimum of 2 workshops</b>	✓	✓	Mar-17	We have 3 workshops planned in November across our regions. We have also held 3 surgeries which have not yet had the take up we anticipated. However those who have taken the opportunity have provided good feedback. These are promoted on our website, through social media and through email updates.
<b>Provide information in other forms of media</b>	Engage with stakeholders to explore benefits of alternative methods of information (e.g. Youtube clips of processes); identify preferred methods for information provision and topics to cover using these methods	✓	✓	Nov-16	We are planning to raise this for discussion in our workshops in November.
<b>Capture 'new' customers in application forms</b>	Amend simplified application form for sub 200kW generation, to identify 'new' customers to our area to better understand expectations and build better relationships with 'new' customers. <b>Output: Publish updated application form on website</b>	✓	✓	Oct 16	We completed this ahead of schedule in July, published it on our website and shared through our July mail update.
<b>Engage with community groups on proposed upgrades in their area</b>	Host meetings and/or workshops with community energy groups to provide better information on upgrades happening and planned in their area and the impact on capacity for potential projects <b>Output: Host meetings and / or workshops with community energy groups</b>	✓	✓	Mar 17	To date we have hosted two meetings with community energy groups. These meetings were tailored to discuss specific projects but included an overview of our planned upgrades and assistance in locating this information on our website. We also contributed to a joint-DNO community energy event in October, at which ENWL facilitated two workshop groups.



Bringing energy to your door

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