



Independent Connection Provider / Independent Distribution Network Operator Workshop 18 October 2016

Feedback summary





Engagement approach

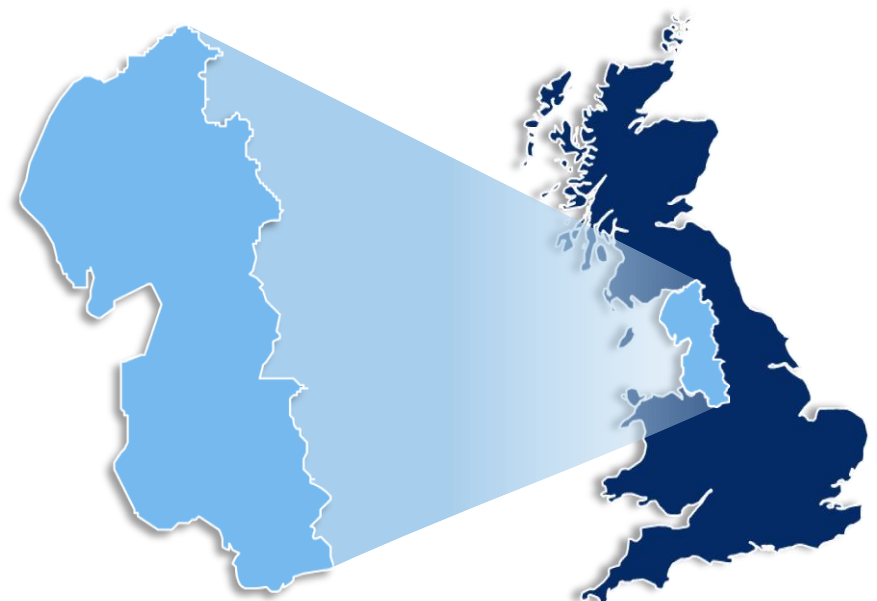
Central workshop held in Preston

62 registered; 38 attended

ICP/IDNO/Contractors

Recorded feedback via:

- Table discussion
- Group discussion
- Self-complete forms



Top stakeholder challenges



- Our workshop engagement highlighted stakeholders' current top challenges:

Policy – clarity and accessibility

Quotation timescales

Policy – visibility of changes

Wayleaves

Training

Contacts for day-to-day queries

Design approval support

Design submission support

Stakeholder focus for next year



Training

Contestable
process
training

Policy
information

POC / design
approval
response KPI

Quotation
timescales

Contestable processes



- How can we encourage take up?

Make the process more
straight forward

Improve quality of record
drawings

Provide out of office training

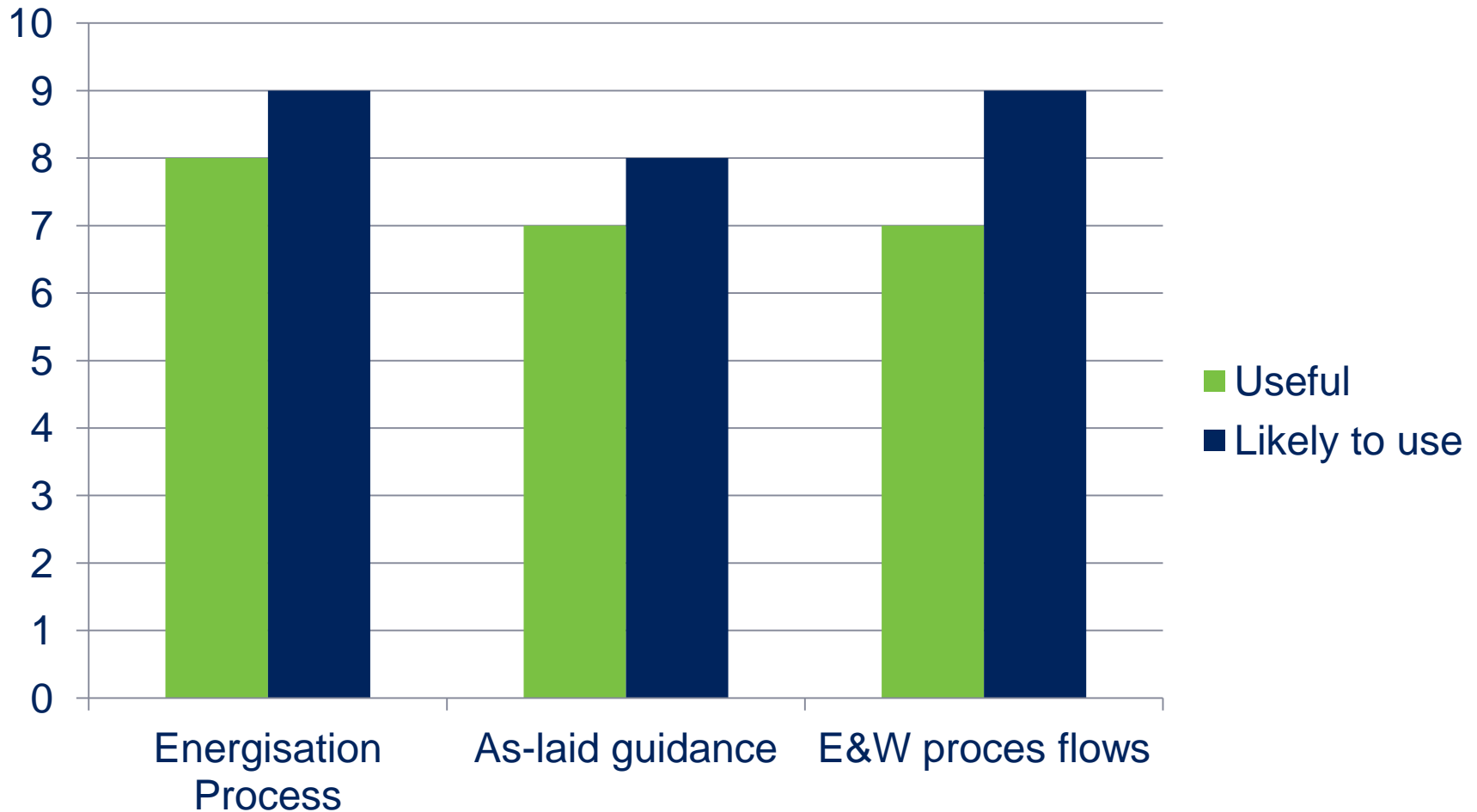
Better access to network data

Reduce commercial risk to
ICPs

Widen scope to OHL

POC to provide separate cost for jointing

Feedback on our outputs





Must

- G81 documents
- standard forms
- record drawings
- contacts
- process information
- GIS information

Should

- POC application
- guidance documents

Could

- network analysis

Video guidance next steps



One size doesn't fit all; very mixed views on benefits

Marginal preference in favour

Lack of clear feedback on topics for video guidance



Request further feedback from ICPs/IDNOs on preferred topics for video guidance

Develop ideas for video guidance to be tested in ICP/IDNO Expert Panel

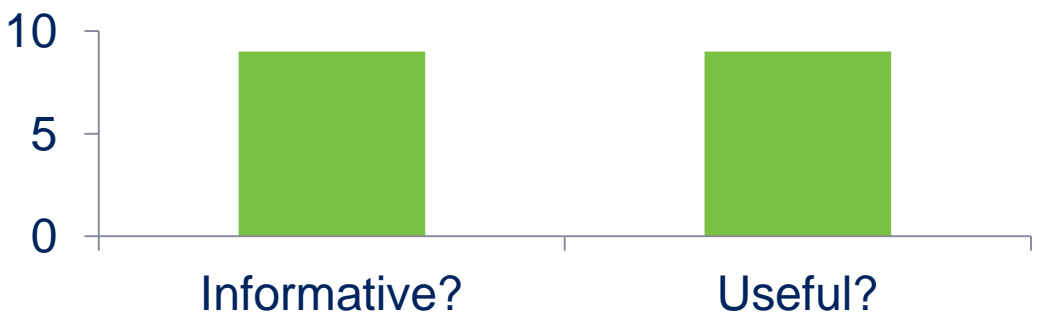
Provide update in Q4 2016 ICE update newsletter

Develop videos (2017)

Event feedback



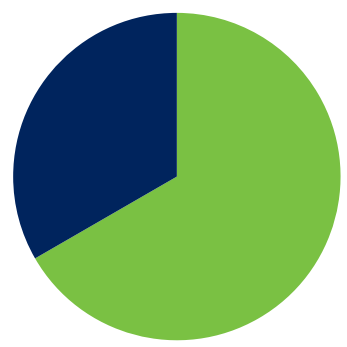
stakeholder response



100% willing to attend our workshops again

- BCA process
- Training
- Add loads applications – and Inspection regime feedback
- More on wayleaves
- generally ICPs/IDNOs are split design /construction so split workshops to design and construction

Address all of your questions?



■ Yes
■ No

- we'd like to see more the same plus continued improvement
- The event and format of it were very useful and provided ample opportunity for two way communication and interaction
- Very enjoyable and useful.