



electricity
north west

Bringing energy to your door

Incentive on Connections Engagement (ICE)



Update Winter 2017



Contents

Releasing Capacity	3
Pre-application	3
Self-determination on PoC training	3
Workshops and surgeries	4
Flexible connections	4
Electronic data room	5
ICE Update and resubmission	
ICP/ IDNO action update	6
Distributed Generation action update	9

Winter Update

Welcome to our third (winter) progress update on our Incentive on Connections Engagement (ICE) Work plan and activities.

Since our last update we have held a number of engagement events to help us develop our proposed 2017-18 ICE work plans. 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.

Shape our plans!



Based on your feedback from our workshops and interviews, we have developed our proposed ICE work plans for 2017-18. It's important we check these actions do meet your needs and deliver tangible benefits.

To get involved and give us your feedback on our proposed plans, click on the links below for the relevant plan.



[Distributed Generation proposed work plan 2017-18](#)



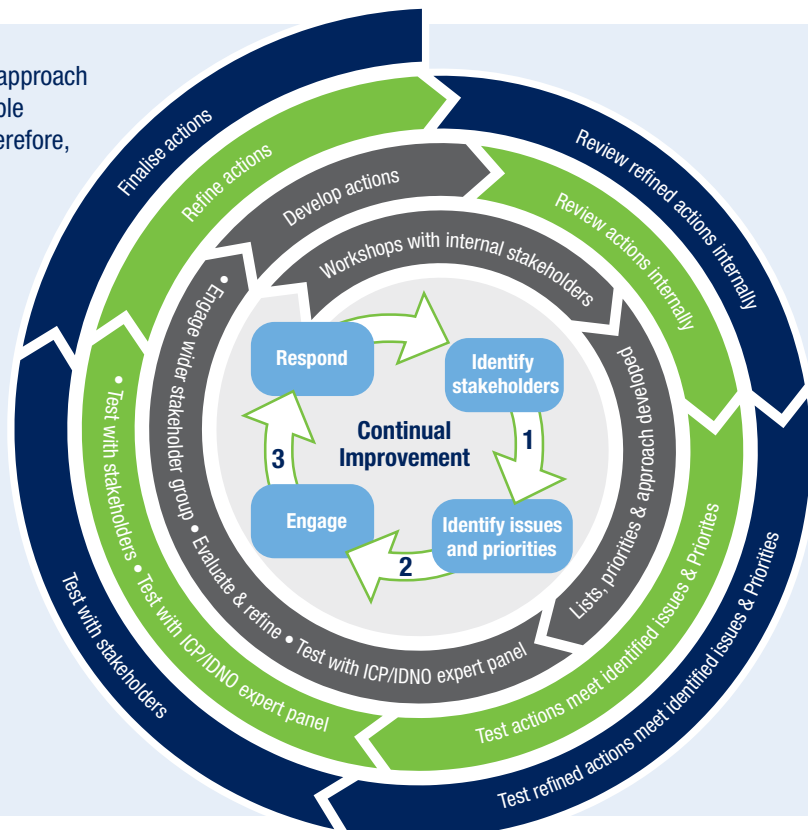
[ICP/IDNO proposed work plan 2017-18](#)

Last year you gave us positive feedback for our approach to developing plans; essentially giving you multiple opportunities to feed in and shape our plans. Therefore, we'll be following the same approach this year.



This year we have worked harder to get to grips with what our customers need amidst new industry challenges. We are keen to work in partnership with our customers to help us improve and deliver excellent service.

Steffan Jones, Infrastructure Solutions Manager





Releasing Capacity

Last year we engaged with you to identify the fairest way of dealing with released capacity. What we discovered was:

- Customers wanted a standard service for ALL released capacity (withdrawn, contractually released or requested back), going much further than we anticipated
- Customers wanted some level of prioritisation but disagreed on order

In our report we committed to developing our 'minded to' position by Quarter 4 2016. This will be our final consultation on our approach before we plan implementation. To get involved in the debate, [contact us](#).

Pre-application

At our workshops we asked you what you needed to know before you apply and how you would prefer to access this information. Similar to releasing capacity, there was a broad spectrum of views depending on capabilities. Our report from the feedback is published [here](#).



We committed to developing our 'minded to' position on a solution to meet these needs, which will be published for your comment, [here](#).



Self-determination on PoC training



Following feedback from Ofgem's consultation and our own workshop in October, we decided to hold four more ICP training sessions by March 2017. We offered two sessions on 30 November for ICPs, but due to low registration numbers we were forced to cancel one. Those who did attend the morning session provided positive feedback.

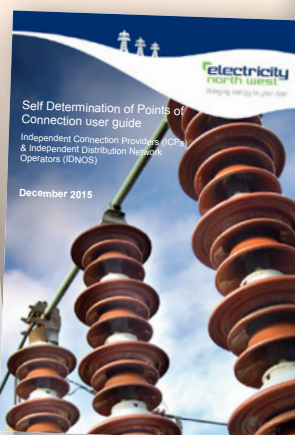
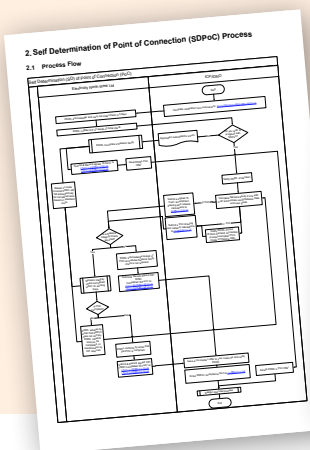
Richard Bradburn, Power On Connections "Both Peter and I thought that this was a constructive session and we shall certainly be proceeding with these initiatives in full force from now onwards."

The remaining sessions will be held in Preston on 23 January. We will be holding both morning (10-12:30) and afternoon (1:30-4pm) sessions to offer flexibility, subject to registration numbers.

[Get in touch](#) with us to secure your place!

Both Peter and I thought that this was a constructive session and we shall certainly be proceeding with these initiatives in full force from now onwards.

**Richard Bradburn,
Power On Connections**



2.2 Network integrity check
This section details the Network integrity check and outlines the types of connections which will require it.

The Network integrity check is a high level check that the PoC drawings and network design which you submit are compliant with our policies. We do not check that the SDPoC is the optimum cost design to the end customer.

At a higher level and the type of connection both determine the potential impact and level of service we take these variables into consideration and decide whether a Network Integrity check is required based on the topology and type.

Is the network integrity matrix below for which projects will require a Network Integrity check?

Stage	Type	Compliance for Network Integrity checks
ICP/IDNO	Demand generation to be moved	All submissions will be subject to a network integrity check.
Network	Demanded generation or demand	All submissions to ICPs/IDNOs will be subject to a network integrity check.
Other	Demanded generation or demand	All submissions to ICPs/IDNOs or >25% tender rating will be subject to a network integrity check.
Other	Demanded generation or demand	No checks required for submissions to ICPs/IDNOs.

You will check a minimum of 5 PoC designs for each ICP who submit to undertake a network integrity check in every tender. However if any designs submitted are identified as high priority any PoC which require reinforcement work funded by us will also need to be checked to ensure the SDPoC process with an ICP connection you will need to be in the capacity with one of our design engineers.



Workshops and surgeries



We will be hosting further workshops and surgery sessions for both DG and ICP/IDNO stakeholders on the following dates:



17
JANUARY

10-12pm,
Preston,
DG surgery session,
(EHV only)



24
JANUARY

10-12pm,
Preston,
DG surgery session,
(LV/HV only)



1
FEBRUARY

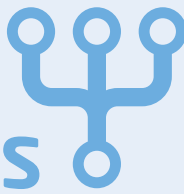
1-4pm,
Preston,
DG workshop
(all voltage levels)



28
FEBRUARY

1:30-4pm,
Preston,
ICP/IDNO workshop

Flexible connections



Have you seen our information online?

All of our connections are now managed to help us offer faster, cheaper and more efficient connections for the network.

Read more [here](#).

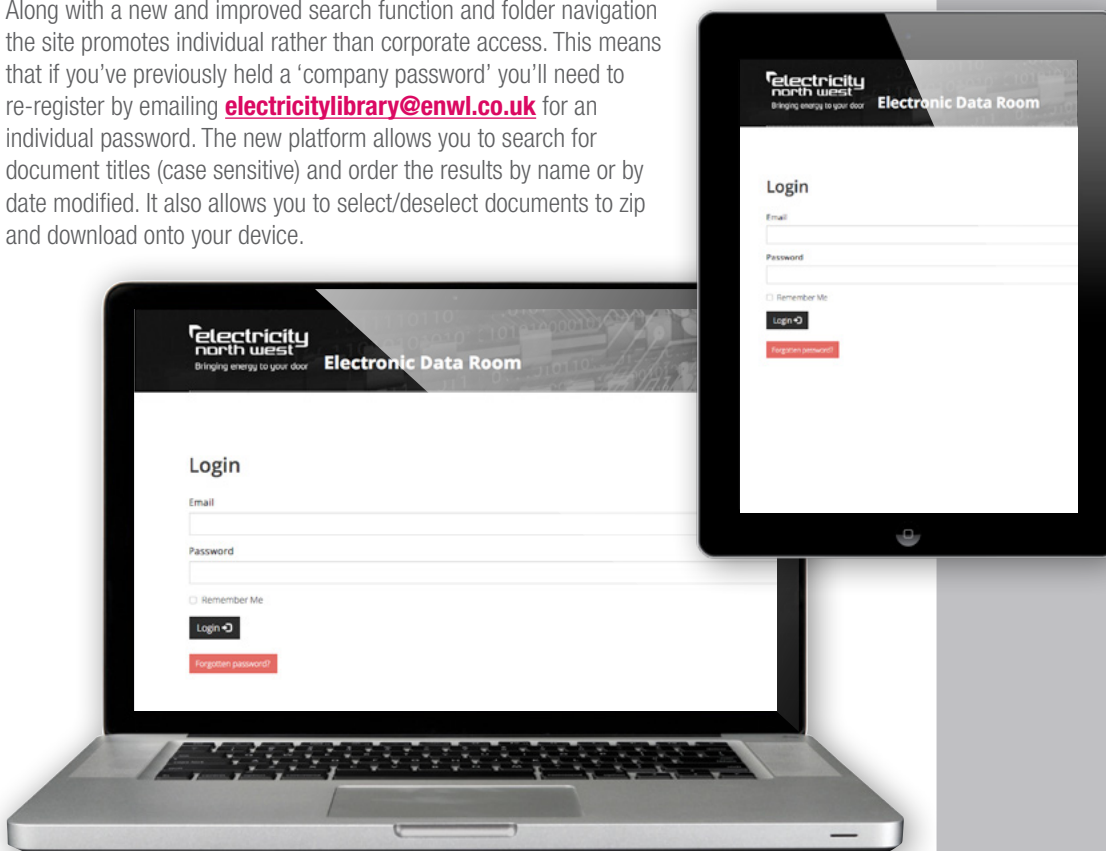


Electronic data room

Last year you told us that it was difficult to use our Virtual Data Room on certain web browsers and that the functionality was 'clunky'. We listened and have now launched our new and improved Electronic Data Room.

In December 2016 we launched our new Electronic Data Room, which replaced our older 'Virtual Data Room'. The new website is available at <http://standards.enwldataroom.com/login> and to request a log in you will need to email us at electricitylibrary@enwl.co.uk

Along with a new and improved search function and folder navigation the site promotes individual rather than corporate access. This means that if you've previously held a 'company password' you'll need to re-register by emailing electricitylibrary@enwl.co.uk for an individual password. The new platform allows you to search for document titles (case sensitive) and order the results by name or by date modified. It also allows you to select/deselect documents to zip and download onto your device.





ICP/ IDNO action update

Competition in Connections

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

Commitment	Action	Target	Update
Further refine our contestable processes	Engage with ICPs/IDNOs to review experiences of new contestable processes to identify improvements and efficiencies where possible Output: Hold 2 review meetings per year with stakeholders	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.
NEW: Provide further training for self-determination of PoC and self approval of designs	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. Output: Hold a minimum of 2 training sessions with stakeholders	Mar-17	In progress. We organised two events on 30 November at our offices in Preston. Due to small numbers registering we only had enough attendees for one session. Two more sessions are booked for January.
Further refine our contestable processes	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. We met with other DNOs on 26 October to share best practice in contestable processes. Following the meeting DNOs have shared data they provide to ICPs to support contestable activities.
Provide efficient, consistence service	Initiate a review of services provided across our areas, identify efficiencies and take action to improve	Nov-16	Complete. We have implemented internal regular engineering forums. 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. We have decided that whilst we have completed the action, we will continue to hold these as a forum for identifying areas for improvement.



Information

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

	Commitment	Action	Target	Update
NEW	NEW: Provide contact information for day-to-day queries	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 Output: Publish new information on website	Mar-17	In progress. 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.
	Improved clarity on energisation	Develop and publish information on energisation (LV/HV) Output: Publish new information on website	Jul-16	Complete. We published and shared these outputs in our July mail update. We have provided both process flows for energisation when completed by an ICP and by ENWL . The process flows were received well in our October workshop (rated on average 8/10 for usefulness)
	Improved data records	Review current return of 'as installed' information, provide/publish guidance and information to target improvements; to ensure data provided is as accurate as possible. Output: Publish results of review and guidance on website	Mar-17	In progress. 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 will be presenting the results of the review and final guidance document at our February workshop.
	Improved visibility of process for Estates and Wayleaves	Develop case studies showing process and reasons behind timescales. Work alongside stakeholders/customers to develop top tips for helping to improve timescales. Output: Publish documents on website	Nov-16	Complete. We have completed these ahead of schedule, using real projects as examples. These are published on our website and were shared in our July mail update.
	Improved visibility of Estates and Wayleaves process	Develop high level overview for land rights acquisition process. Output: Publish new information on website	Jul-16	Complete. We published and shared these outputs in our July mail update. We have provided both process flows for statutory , ICP and IDNO scenarios.
	Improved information on how to access training	Provide better information to customers on how to access our training Output: Publish better information to customers on how to access our training	Sept-16	Complete. We have reviewed and updated the information on our website , pulling all relevant information regarding options and application into one single webpage.
	Update adoption agreements	Implement best practice following review undertaken in 2015 – 16 and publish updated documents on our website Output: Publish updated adoption agreements	Mar-17	In progress. New documents under review internally.



Communication

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

Commitment	Action	Target	Update
Provide formal engagement opportunities	Host minimum of two workshops per year, supported by two surgery sessions Output: Hold four engagement events in total	Mar-17	In progress. 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 on 28 February.
Improved variety of information provision	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	Complete. We engaged with stakeholders in our October workshop. We have summarised the feedback we received as an output online . However there were mixed views about the potential benefits which require further testing with our Expert Stakeholder Panel.

Satisfaction

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

Commitment	Action	Target	Update
Ensure our training reflects market need	Review training modules and courses to better adapt to customers' changing needs	Sept 16	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.
Improve timescales for training and authorisations	Target improvements in our Training Academy, to progress training requests as quickly as possible KPI: Internal Service Level Agreement to respond to all training requests within 5 working days	Mar-17	In progress. In the last quarter we averaged a response to requests within six working days. We know this is not good enough and are working towards meeting this KPI in the next quarter.
Promote industry consistency in training	Align with national standards (Competency Accord program) for authorisation/training with a view to improving consistency for customers across DNOs	Sept-16	Complete. 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.
Online application	Plan facility for saving and submitting applications online in line with wider improvements to our corporate website	Mar-17	In Progress. Our appointed supplier is now investigating options for saving and submitting applications through our website. We expect the results of their investigation to be complete in March. In the meantime, we will be engaging with stakeholders to support their investigations.
Updated: Outperform Time to Quote	Updated: Outperform time to quote target from receipt of minimum information for quotation KPI: Achieve average time to quote of 12 working days (LV) and 16 working days (HV) for the remainder of the year	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. We are currently meeting this target for HV work, but are averaging 14 working days for LV work. We are working hard to meet all of our targets.
Updated: Outperform Time to Connect	Outperform time to connect target from receipt of minimum information for energisation KPI: Achieve average time to connect of eight working days (LV) and 16 working days (HV) for the remainder of the year	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. We are currently meeting this target for both LV and HV work.

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

Information

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

Commitment	Action	LV	HV	Target	Update
Improve information provided on wayleaves and easements	Develop case studies showing process and possible reasons for extended legal timescales. Work alongside stakeholders to develop top tips for helping to improve timescales. Output: Publish on website	✓	✓	Nov-16	Complete. We have completed these ahead of schedule, using real projects as examples. These are published on our website and were shared in our July mail update.
Improved visibility of Estates and Wayleaves process	Develop high level overview for land rights acquisition process. Output: Publish new information on website	✓	✓	Jul-16	Complete. We published and shared these outputs in our July mail update. We have provided both process flows for statutory , ICP and IDNO scenarios.
Explore pre-application service	Engage with stakeholders on best practice in providing a pre-application query service Output: publish feedback and action plan on website	✓	✓	Nov-16	Complete. We engaged with stakeholders across three of our workshops. We have published the feedback as an output on our website . However due to the diverse feedback we received, we will be issuing our 'minded-to' position in 2016/17 Q4 for final consultation.
Improved support and guidance for end to end process	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 Output: Publish on website	✓	✓	Sep-16	Complete. We completed and published this guidance document in September and promoted via LinkedIn.
Clarify requirements for applications	Provide and upload examples of correctly completed applications on our website Output: Publish on website	✓	✓	Aug-16	Complete. We completed and published two examples (LV and HV) of fully completed applications, along with helpful tips and hints in August.
Improve post acceptance guidance	Engage, identify and improve information provided online for post acceptance activities Output: Publish on website	✓	✓	Dec-16	Complete. We have updated our guide for EHV studies as well as LV and HV. The new document is available online .
Improved clarity in process for EHV projects	Develop and publish case studies of EHV projects to illustrate process and information required for these projects Output: Publish guidance on website		✓	Dec-16	Complete. We completed and published two case studies along with recommendations for these types of projects.
Improve information provided on witness testing	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. Presented at November workshop (LV/HV) and planned for discussion in February workshop. Awaiting feedback from engagement to inform development of information.
Understand who works on your projects and where	Publish more information online how we work and about the staff who work on DG projects	✓	✓	Nov-16	Complete. In the Generation area of our website we provide a download with contact details, details of Delivery managers and Design engineers working across the regions. We also provide details about the Infrastructure Solution team who work across the whole of the region.



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 Output: report and publish amount of capacity released by customers on website		✓	May-16	Complete. 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 response with only one customer agreeing to release 200kW of capacity back.
	Engage with customers on best approach to offering released capacity in a fair manner and principles of interactivity initiative Output: report and publish response and action plan to implement on website		✓	Nov-16	Complete. We engaged with customers in all three of our workshops and published the summary feedback on our website as our output. However due to the diverse feedback we received, we will be issuing our 'minded-to' position in 2016/17 Q4 for final consultation.
	Provide update to ENA's DG-DNO Steering Group on capacity released and reasons why customers refuse to release capacity		✓	June-16	Complete. 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 Output: implement changes in contract (if required) and publish on website		✓	Sept-16	Complete, but late. This action was reliant on recommended milestones provided by the ENA which were delayed by five months. Our new Terms and Conditions are now in place for all large scale generation (Major projects) and we are planning to extend to HV generation as soon as possible).
	Engagement with stakeholders on issues such as potential import/export interactivity, operational issues and constrained offers (in relation to storage)	✓	✓	Mar-17	Complete. We engaged with customers in our EHV workshop and published the summary feedback on our website as our output. Furthermore, we tested the feedback we received at the final Smarter Network Storage dissemination event hosted by UK Power Networks.
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	Complete. We engaged with customers in all three of our workshops and published the summary feedback on our website as our output.
Improve consistency across DNOs	Work with other DNOs and ENA to provide a baseline standard for flexible connection offers	✓	✓	Mar-17	In progress. 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
Online applications	Investigate and plan online facility for saving and submitting applications online Output: Issue plans and timescales for implementation	✓	✓	Mar-17	In Progress. Our appointed supplier is now investigating options for saving and submitting applications through our website. We expect the results of their investigation to be complete in March. In the meantime, we will be engaging with stakeholders to support their investigations.
Improve visibility of timescales of wayleaves & easements	Explore options for providing online project tracker to obtain progress updates on wayleaves and easements Output: Publish on website options explored and plans to implement if technically and financially feasible	✓	✓	Mar 17	In Progress. Our appointed supplier is now investigating options for saving and submitting applications through our website. We expect the results of their investigation to be complete in March. In the meantime, we will be engaging with stakeholders to support their investigations.
Publicise our customer satisfaction scores	Publicise our overall customer satisfaction scores KPI: target to achieve a minimum of 85% customer satisfaction within the period	✓	✓	Mar-17	In progress. We have continued to conduct monthly customer satisfaction surveys of our DG customers. Our results are published quarterly on our website . Overall satisfaction has steadily risen to 92%.
Improve delivery service provided	Target an increase in customer satisfaction for delivery work KPI: Target 85% satisfaction within the period	✓	✓	Mar-17	In progress. In Quarter 1 we added new questions to our monthly DG surveys to capture satisfaction with delivery work. The latest score was 81%. We are working hard to improve this by Q4.
Target reduced quotation times	Target an improved quotation timescale for EHV/HV projects KPI: Reduce average quotation timescales to 60 working days		✓	Mar-17	In quarter 1 we have outperformed both of our targets at 44 and 35 working days respectively.
	Target an improved quotation timescale for LV projects KPI: Reduce average quotation timescales to 40 working days	✓		Mar-17	



Communication

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

Commitment	Action	LV	HV	Target	Update
Provide formal engagement opportunities	Continue to provide opportunities to attend workshops and other outlets for engagement e.g. surgeries Output: deliver a minimum of 5 surgeries and a minimum of 2 workshops	✓	✓	Mar-17	Complete. We have three workshops planned in November across our regions. We have also held three surgeries which have not yet had the take up we anticipated. However those who have taken the opportunity have provided good feedback. We have further sessions booked for 17 January (EHV) and 24 January (LV/HV).
Provide information in other forms of media	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	Complete. We engaged with stakeholders in our October workshop. We have summarised the feedback we received as an output online . However there were mixed views about the potential benefits which require further testing with our Expert Stakeholder Panel.
Capture 'new' customers in application forms	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. Output: Publish updated application form on website	✓	✓	Oct 16	Complete. We completed this ahead of schedule in July, published it on our website and shared through our July mail update.
Engage with community groups on proposed upgrades in their area	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 Output: Host meetings and / or workshops with community energy groups	✓	✓	Mar 17	To date we have hosted 3 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

Electricity North West Limited

**Registered Office:
304 Bridgewater Place
Birchwood Park
Warrington
Cheshire
WA3 6XG**

Registered no: 2366949 (England)

