



electricity
north west

Bringing energy to your door



ICP and IDNO

Stakeholder engagement and action plan

May 2015



1. Introduction

This year is incredibly important for our customers, stakeholders and our business as we have entered our new price control, RIIO-ED1, which started in April 2015. We are committed to improving the service we provide and make it easier for ICPs (Independent Connection Providers) and IDNOs (Independent Distribution Network Operators) to operate in our region. So we have worked hard with our customers and stakeholders to make sure that we understand what they need and prioritise what we're doing to continually improve our service.

We recognised that there was an opportunity for us to get closer to our customers, and stakeholders. With that in mind we restructured the company, aligning it to the different types of customer we have, creating the ability to tailor the service we provide to the needs of the different customers and customer groups. Dedicated managers are appointed who are responsible for all connections activities relating to their customer group. This new structure is allowing us to strengthen key stakeholder relationships, be more responsive to our customer needs and deliver efficient and tailored services.

To improve the ongoing engagement with our stakeholders, we will improve our processes so that they are more efficient and easier to understand and follow, using technology to help us adapt and improve in line with stakeholders' needs. Of course this is a cycle of continuous improvement and we have robust plans in place to continue engaging with stakeholders and delivering on our commitments.

Ofgem introduced a new requirement for Distribution Network Operators (DNOs) that took effect from 1 April 2015 known as Incentive on Connections Engagement (ICE). It is a requirement of this incentive regime to publish a strategy for engaging with its stakeholders and facilitating joint discussions where appropriate. This requirement is complementary to our overarching philosophy of providing cost effective solutions to our customers' needs by engaging with our customers and finding out what their needs are and what they are trying to achieve - we have found understanding the drivers of our customers very beneficial already.

The actions contained in this plan incorporate the activities that we plan to undertake during 2015-16 in response to engagement with our ICP and IDNO stakeholders and understanding of their needs.

2. Our strategy for Stakeholder Engagement

In support of the action plan contained within this document, a supporting detailed work plan has been developed that enables us to understand:

- who our customers are,
- what their needs are
- how best, and when to satisfy these needs.

We have engaged with our stakeholders and customers, providing the opportunity for valuable feedback on the service we provide and for us understand which aspects of our connections process could be improved. This is detailed in Table 1 overleaf:



Table 1: Stakeholder Engagement 2014-15:

WHAT	WHEN	WHO	HOW
Engagement and feedback session including: <ul style="list-style-type: none"> • Part funded reinforcement • Authorisations • Self determination of points of connection 	January 2015	Key ICPs and IDNOs (approx. 60)	Workshop
Feedback from stakeholders on national best practice and perceived barriers to competition	January 2015	Ofgem and stakeholders	Ofgem consultation on the connection market

Throughout the process of formulating, developing and finalising our action plan for 2015-2016, expertise from across the business and inputs from fora with the wider industry have been used. During the year 2015-2016 further improvements for engaging with our stakeholders will be sought: these are detailed in Table 2 below.

Table 2: Stakeholder Engagement 2015-16:

WHAT	WHEN	WHO	HOW
Establish an ICP Stakeholder Panel to act as a 'sounding board'	July 2015 and throughout year	Representative selection of ICPs and IDNOs operating in the north west	Meeting
Topic specific workshops to develop initiatives included in action plan	July 2015 and throughout year	ICPs and IDNOs operating in the north west	Workshop
Progress Updates against action plans	Half year and full year updates	All ICP/IDNO customers	Mailshot

3. Endorsement of our action plan

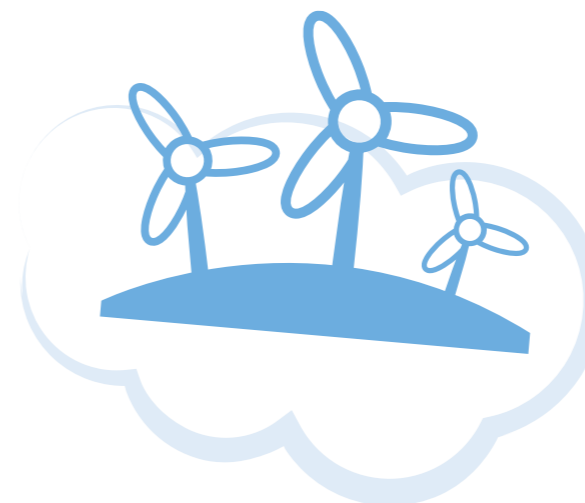
Our plan was developed throughout the year seeking endorsement from our stakeholders of our proposed improvements contained within our plan. We published a draft plan on our website inviting feedback from our stakeholders in April via a 'Survey Monkey' survey on our website, supported by links on Twitter and Facebook.



4. Development of our action plan

The attached action plan builds on the progress we have already made in making improvements for our customers and stakeholders. We believe that it sets out a comprehensive series of actions with associated timescales that will meet the needs of customers and stakeholders in the north west.

A detailed work plan with action owners, clear outputs and timescales, has been developed to support the successful delivery of the attached action plan.



5. Our action plan for 2015-16

OUR COMMITMENT	ACTION	TARGET DATE
Self determination of Points of Connection	We will develop processes in conjunction with stakeholders to allow the self determination of Points of Connection by ICPs	September 2015
Improving the design approval process	We will approve standard designs from ICPs and IDNOs to make design approvals easier	September 2015
Improving the design approval process	We will work with stakeholders to develop processes to remove the need for design approval in all instances	September 2015
Part funded reinforcement	We will develop trials to allow third parties to complete reinforcement that is part funded by the connecting customer	September 2015
ICP information	We will provide more information on ICPs that work in our area on our website	September 2015
G81 information	We will review the information we provide on G81 and develop plans to improve	March 2016
On line access to records	We will develop an on line facility for accessing our geographical information system records	December 2015
Adoption agreements	We will review our suite of adoption agreements and seek to incorporate best practice	March 2016
Disconnections	We will develop trials in conjunction with stakeholders to allow disconnections associated with new connections to be completed by ICPs	September 2015
Land rights	We will develop and make available better information on our land rights processes	September 2015
Emergency Response	We will offer commercial contracts for the provision of emergency response to IDNO networks	September 2015
Unmetered billing	We will work with stakeholders to develop workable solutions to deal with IDNO unmetered inventories	December 2015
Introduce and publicise our written training process	We will publicise our processes for training an authorisations within the ICP/IDNO community and include it on our website. This will include a written training process with clear instructions on how, why and who to contact to make the training route easier	June 2015
Improve transferability of authorisations	We will review our approach to authorisation of individuals working on our network to improve the transferability of authorisations	September 2015



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