

Incentive on Connections Engagement 2017-18



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Looking Back

Purpose

This document is our Incentive on Connections Engagement 2017 submission, combining our Looking Back 2016/17 and Looking Forward 2017/18 reports. It looks at our progress over the last year and sets out our plans and commitments for the year ahead.

We seek to continuously improve our services. In doing so, we actively listen to your feedback and set ourselves actions to achieve a better customer experience. Our 2017/18 actions are based on a range of engagement activities, across a broad spectrum of connections customers and locations in our area. Our work plans are the direct outputs of these sessions and more specifically, your feedback.

In this year's report we set out more detail on our engagement activities, the outputs from our 2016/17 work plan as well as greater visibility of where our 2017/18 work plan actions originate from. We'd like to thank our expert stakeholder panel for providing their thoughts on last year's consultation and Ofgem's assessment, which helped develop our report.

In our Looking Back section we provide:

- Our approach to engagement last year
- A summary of our engagement activities
- Our 2016/17 commitments to you
- How our commitments addressed your feedback
- Our 'end of year' report in delivering these commitments

In our Looking Forward section we provide:

- Our approach to engagement this year
- A plan of our engagement activities
- Our 2017/18 commitments to you
- How we developed our plans

Introduction

We work hard on continuously improving our approach and services and take your feedback seriously. As a personal thank-you, we wrote to everyone who provided feedback in the Ofgem consultation on our plans.

We work hard to make sure that we are accessible and build meaningful relationships with our connections customers. This year we have expanded our engagement to introduce one-to-one surgery sessions for new and returning customers. These sessions create add another a robust route for our customers to engage with us.



I responded to the ENWL ICE Plans and subsequently received the letter attached above.... nice to get a personal response!

PowerCon UK Ltd, email December, 2016



Foreword

This year we have continued on our journey to pursue excellence in the service we provide our customers. We have seen new trends, customers and challenges adding to the diversity of our work and the stakeholders affected.

By definition, continuous improvement is ongoing, so it is important for us to be connected with our stakeholders all year round. We must engage and invite stakeholders to feedback throughout the year, not just at a single point in time. Reviewing our engagement over the past year I am confident we do this and do it well.

I am delighted to hear in our workshops that our actions and outputs are working for our stakeholders. This year, some of our actions have the potential to be ground-breaking in the industry, delivering more impact to our customers. For example, our work to deliver proposals for Virtual Private Networks has been widely endorsed across our stakeholders and has the potential to be a key component of many projects that we see, aiming to decarbonise our cities.

Chairing our internal connections improvement panel I can see stakeholder feedback directly shaping our work plans and helping us direct our efforts to improve the services we provide. We will continue with this momentum over the next year, changing direction if needed in line with our customers' changing needs.



Lee Maxwell
Energy Solutions Director.



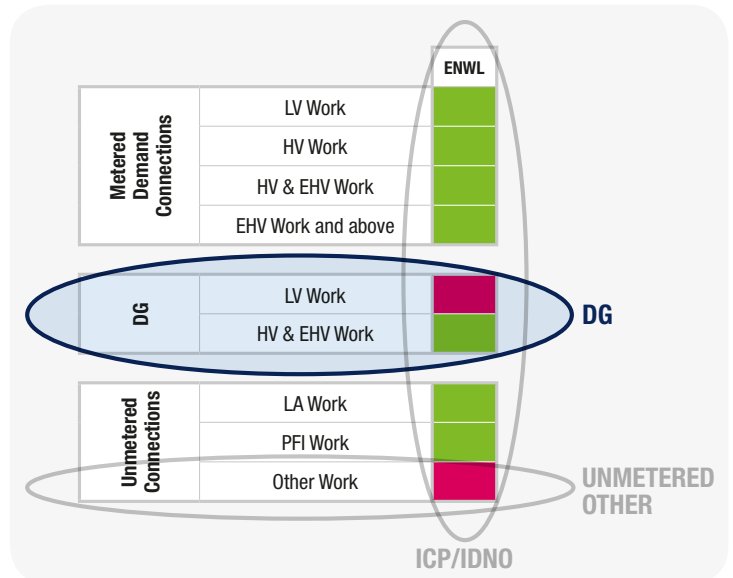
Background

Incentive on Connections Engagement (or 'ICE') actively promotes specific stakeholder engagement relating to connections. We believe that listening to customers and feeding their suggestions into our business decision-making is critical to continue delivering excellent customer service.

Who does it apply to and why?

Our ICE Work Plans are designed to formalise engagement in connections. Their roots are in the regulatory 'competition tests' which Ofgem held up to December 2013. All Distribution Network Operators (DNOs) are required to provide ICE Work Plans for market segments that did not pass the competition tests. We are delighted to have passed all but two of our competition tests. This shows our commitment to promoting competition in the North West and increasing choice for our customers.

We publish three work plans relating to different market segments. The Distributed Generation (DG) Low Voltage (LV) and Unmetered Other Work Plans consider the market segments where the competition test was not passed. The third considers improvements to our Business-as-Usual (BaU) processes and assistance for third parties offering contestable work. It is different to the other two Work Plans because it applies to services for all market segments, including those we passed.



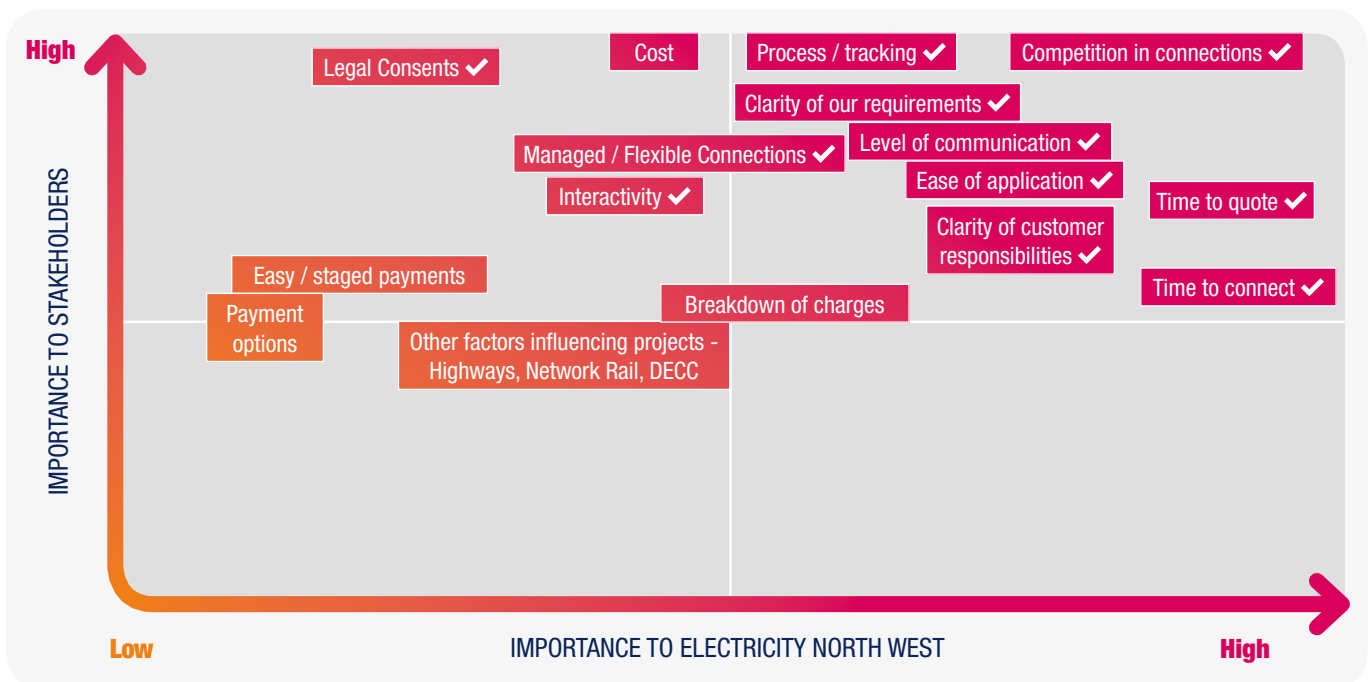
Even though we passed the DG High Voltage (HV) competition test, we also voluntarily cover the HV market in our DG Work Plan. We want to make improvements for customers in all market segments, not just those we are required to. We clearly indicate in our Work Plans which actions apply to the DG LV market segment (and are therefore part of our formal ICE submission) and which relate to DG HV market segments (and are therefore part of our voluntary engagement and improvement planning).

Other DNO plans will correspond to their results in the competition test and feedback they receive from their stakeholders.

Our stakeholder engagement strategy

This year we delivered the engagement strategy set out in our 2016/17 Looking Forward report. Our strategy supported all engagement events across the year and the development of our 2017/18 looking forward work plans.

Following this strategy, we identified and positioned stakeholders again using our corporate venn diagram before assessing and mapping them in terms of expertise, willingness to engage and influence. Prior to planning our events, we reviewed previous stakeholder feedback and engaged with our expert stakeholder panel to identify key priorities and issues, before mapping these in terms of importance to our connections' stakeholders. Based on our materiality analysis, we included these topics in our engagement events over the year.

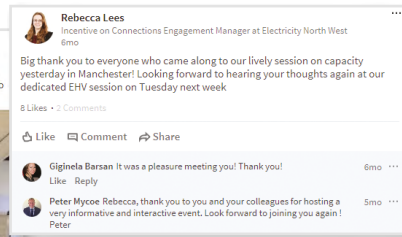


✓ = topics that were covered in our engagement

Spotlight on strategy

We listened to your feedback in our engagement events in 2016 and tailored our events in 2017 differently as a result. You told us that you would prefer more time to discuss storage and managed connections with our staff. That's why in 2017, we allocated more time to these breakout sessions in our workshop. Here we learned from our engagement with you and acted on it in subsequent events.

We understand that many of you work across several licence areas, but we still want you to have opportunities to have your say. That's why we consider how to engage and are always looking for better ways with new and existing stakeholders in our area.



Social media

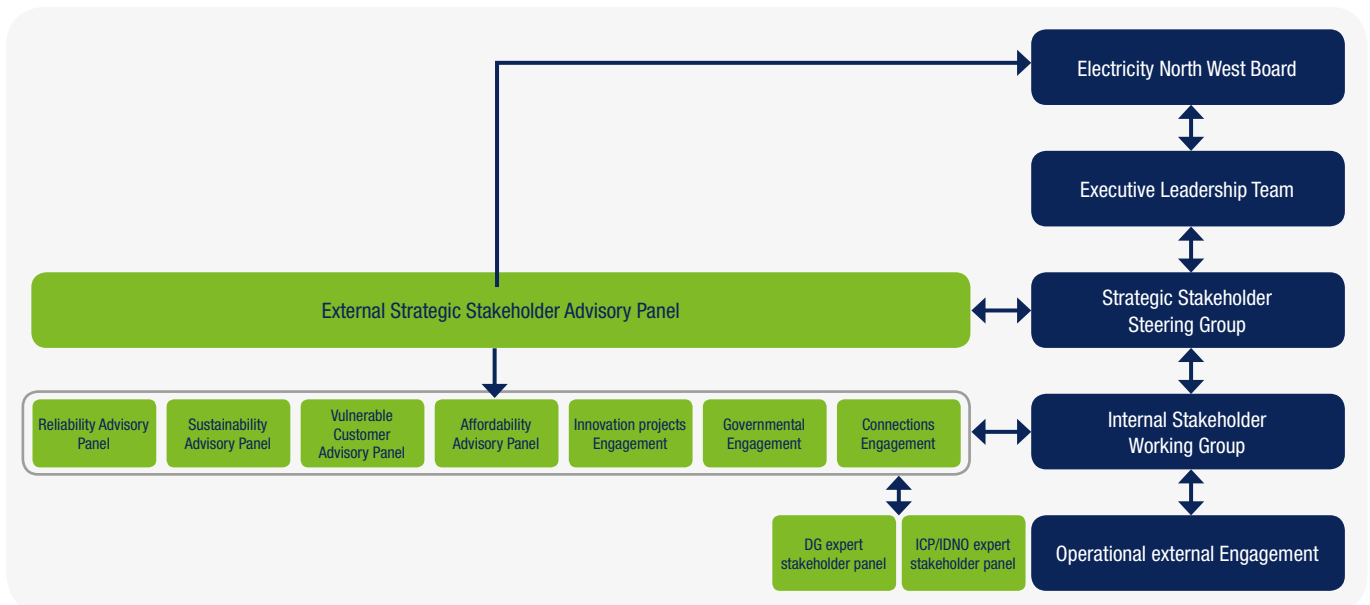


Surgeries

Our governance

To strengthen and enhance the governance framework set out in our 2016/17 report, we created a separate connections-focused internal working group within our wider Electricity North West engagement governance structure. The new governance structure ensures that your feedback is critically evaluated and discussed, and acted on by senior leaders across our business. The group is chaired by our Energy Solutions Director, Lee Maxwell.

This working group sits alongside all other stakeholder engagement channels and working groups, ensuring consistency across all stakeholder engagement in Electricity North West. In essence our governance cycle is as follows.



Our operational teams prepared for specific engagement events and collected feedback across the year. Our Internal Stakeholder Working Group (ISWG) reviewed your feedback, including recommendations for improvements, as well as feedback from other stakeholders across the business. Our internal Strategic Stakeholder Steering Group (SSSG) then reviewed this closely in line with our company strategy. Feedback from all our stakeholders, including connections' stakeholders, is therefore considered and incorporated into our plans before they are submitted to our Executive Leadership Team (ELT). Our ELT reviewed our plans and monitored progress against our commitments throughout the year against company strategy. Finally our board considered the strategic direction of our work plans and objectives, taking into account all stakeholder requirements and approved them for wider dissemination.

Each year we develop our annual business plans incorporating feedback from connections and other stakeholders across the company. Our plans are escalated through several groups in our governance process for review and sign off, including our ISWG, SSSG, ELT, and finally our company board. Last year, following sign off of our work plans, we implemented our strategy, delegating as appropriate through all levels of our improved governance structure. We follow the same cycle each year, making sure that our plans (supporting both commercial connections and the wider business) continue to be in tune to our stakeholders' requirements.

Independent assurance

In line with the AA1000SES (2015) Standard that we work towards with all of our stakeholder engagement activities, we put processes in place to ensure continuous learning and development. Once we collect, respond to stakeholder feedback, and develop our looking forward work

plans, the next steps are to communicate the outputs. Our regular ICE engagement, through our newsletters, workshops, surgeries and training shares the outputs of our actions and provides further opportunities for feedback.

Overview of our performance

We have demonstrated a solid overall performance across the various elements of AccountAbility AA1000SES, 2015. Our corporate activities lie within the **Advanced Stage of the Accountability Stakeholder Engagement maturity ladder.**



MATURITY LADDER

- Beginner stage
- Early stage development
- Advanced stage**
- Mature stage

“ Representing good practise, ENWL consistently and systematically involves stakeholders' input in the full lifecycle of engagement.

A further area where ENWL performs strongly concerns the diligent and systematic documentation of engagements, with engagement outputs and summary documents made available and easily accessible both to participating and non-participating stakeholders through the company's website and other communication channels.

Stakeholders are formally invited to comment and feedback in the planning, development and design of the stakeholder engagement sessions. Their input is further solicited and validated in the development of ensuing company ICE action plans.

ENWL has demonstrated well-structured and formal internal systems and processes to plan, prepare, implement and monitor its Connections engagements.

To further support ENWL's ambition and performance it is recommended to:

- ▶ Further develop and implement simple and practical checklists and guidance documents to ensure a consistent planning and preparation of all forms of Connections stakeholder engagement.
- ▶ Extend the current output, activity and satisfaction-based metrics to outcome and impact-based metrics that align closely with the overall stakeholder engagement purpose and strategy of the organisation.

Our approach in 2016/17

Looking back on our 2016/17 ICE report, we provided quotes from our engagement and provided direct links to the corresponding actions in our 2016/17 work plan therefore tracing actions back to individual comments.

Stakeholder feedback...

Our ICE actions were developed with your input and endorsement from initial drafts through to the final Work Plan.

"It would be good if you communicated where you were planning upgrades to help us plan community projects better"
(Community Energy stakeholder, February phone interview)

"Repeat customers tend to have the conversation before applying about capacity - new customers don't - there needs to be something for them"
(DG stakeholder, Chorley workshop)

"Provide a website application feature with a dedicated 'client area'"
(DG stakeholder, Chorley workshop)

"I think there's a lack of awareness of different types of applications and differences between them"
(DG stakeholder, Chorley workshop)

"Implement an effective capacity management procedure"
(DG stakeholder, Carlisle workshop)

"A 'Dummies guide' to what is included for me to give my customer"
(DG stakeholder, Preston workshop)

"Further work on difficult subject of generation capacity availability (i.e. Projects not going ahead) is good"
(DG stakeholder, Carlisle workshop)

"Develop initiatives to help the wayleaves process"
(DG stakeholder, Chorley workshop)

"I would like to see at least a general list of items included, exact list of works to be provided by the customer."
(DG stakeholder, Preston workshop)

We took the recommendations from our engagement with you and developed actions to address these areas.

You then refined our actions and outputs through surveys and workshops in February. We then asked you to consolidate and endorse our final Work Plan in our online surveys in March 2016.

Based on your recommendations we revised several actions in our Work Plan. We believe in being transparent in our decision-making process, which is why we made it open and visible on our [Incentive on Connections Engagement](#) webpage.

We believe giving you multiple opportunities to refine and perfect our Work Plan has helped us to identify useful actions that reflect the needs of our broad range of stakeholders. This approach to developing our Work Plan also demonstrates how we have implemented our [Looking Forward Stakeholder Strategy](#) in practice.

How we implemented our strategy

We followed our corporate approach to develop our 2016-17 Work Plan. We also used the same approach for specific improvements this year. One example is our simplified DG application form shown in the diagram below:

Based on your feedback we made this change in addition to our committed ICE 2015-16 action. We decided not to wait for the next ICE regulatory year, we implemented the change immediately for your benefit.

Another example of where we have taken on board your feedback and responded via our [process of continual improvement](#) is our approach to engagement events. Unfortunately the larger central events we held did not draw the number of attendees we anticipated. Therefore we changed our approach to better meet our stakeholders' needs and make our events more time efficient. To see the details of our smaller regional events, please see our [Engagement Tracker](#).

Your feedback on our new engagement approach has been positive:

"We fully appreciate being influential in the changes you're making" (DG stakeholder, February workshop, Carlisle)

We believe it is important to be open about feedback that is not included in our plans. Last year, we openly shared feedback collected from events and our 'response' documents on our website for transparency. Our responses highlighted where we decided not to develop actions, setting out our rationale for not doing so.

Looking back on our engagement events, we applied our strategy and continually updated our approach to engagement in line with your feedback. We changed our approach moving from all presentation-based events to more interactive break-out sessions, introducing one-to-one surgery sessions and hosting specific events for estates and wayleaves.

This is a continuous process where we learn from your feedback and adapt our approach.

Stakeholder engagement - Connections

Below you will find links to our current Incentive on Connections Engagement Work Plans, Looking Forward and Looking Back reports.

2017-18

Have your say! Review our proposed ICE 2017-18 work plans below and tell us what you think.

- ICP/IDNO proposed 17-18 work plan
- Distributed Generation proposed 17-18 work plan
- Unmetered Other - Work Plan

We have developed our plans using your feedback our workshops, surgeries and Expert Stakeholder.

2016-17

Click below to see our 2016-17 Looking Forward

- Distributed Generation - Work Plan
- ICP & IDNO - Work Plan
- Resubmitted ICP & IDNO - Work Plan
- Unmetered Other - Work Plan

Click below to see our 2016-17 Looking Back

- Distributed Generation - Looking Forward and
- ICP & IDNO - Looking Forward and Looking Back
- Unmetered Other - Looking Forward and Looking Back

To find the outputs of our engagement, including specific topics, please click on the appropriate report summarising the feedback we received and the new stakeholder feedback.

Developing our 2016-17 plans

We developed our plans using feedback from stakeholders throughout the year. To find more details about our previous events and summary reports of your feedback [click here](#). We issued and promoted online surveys requesting feedback on our proposed plans in February and again in March 2016. Our work plans were updated and refined following feedback that we received during this consultation.

For previous feedback on our plans and to find out more about how we responded to this feedback, please click on the relevant links below:

- [DG feedback and our response](#)
- [ICP/IDNO feedback and our response](#)
- [Unmetered feedback](#)

“

The break-out sessions are key, it's easier to talk in a smaller group.

Robin Norton, SSE Enterprise Utilities, workshop feedback February, 2017

”

“ There are a number of potential changes on the horizon that could greatly impact on connections. Therefore it’s important that we engage with stakeholders to help inform our decision-making. ”

Brian Hoy, Head of Market Regulation



Looking Back 2016/17 engagement

It is important that we continue to assess the environment you’re working in to help us better understand your needs and priorities, all year round. We asked you to share your key priorities and challenges in our engagement sessions, not only to check our materiality assessments continued to be relevant, but also to guide future engagement planning (ie event topics and approach). In collecting your feedback, the engagement sessions also informed and shaped our wider decision-making as illustrated in our corporate [stakeholder engagement strategy](#).

Stakeholder engagement 2016/17...what we set out to deliver					
	When	Who (customer type)	How	How many	
Customer satisfaction survey	Monthly	DG developers Independent Connection Providers (working in DG) Consultants	Online surveys Follow up phone interviews	Total no. answering: 24 Total no. invited: 483	Outputs Results are published online and discussed in team briefings. Responses have helped us to identify where we need to focus: time to quote and capacity management.
Workshops	15 November, 2016 (Carlisle) LV/HV 17 November, 2016 (Manchester) LV/HV 22 November, 2016 (Preston) EHV 1 February, 2017 (Preston) LV/HV/EHV	DG developers Independent Connection Providers (working in DG) Energy Consultants Construction Consultants Other utility companies Community Energy Organisations Split between LV/HV and EHV	Face to face workshops	Registered: 58 Attended: 41	Outputs Presentations and a summary of feedback from each event are published online .
One-to-One surgery sessions	Throughout the year Two in Carlisle Seven in Salford 14 in Preston	All commercial/ business DG stakeholders Community energy stakeholders	Face to face, meeting	Total no. of attendees: 36	Outputs Bespoke, tailored sessions to support customers connecting in our area.
DG Expert Stakeholder Panel	Held in: 26 July, 2016 9 August, 2016 18 November, 2016 11 January, 2017	Kiwi Powered TGC Renewables UK Capacity Reserve RNA Energy Solar Park Developments Ltd Lightsource Renewable Energy	Teleconference	Six panel member companies	Outputs The panel serves as a representative group, providing feedback on proposed ideas. It is an integral part of our decision-making process. The panel reviews all feedback from engagement events and helps us to analyse direction given from the wider stakeholder group.
DG Fora	Annual 15 September, 2016 London 21 September, 2016 Cardiff 27 September, 2016 Glasgow	All commercial/business DG stakeholders	Face to face, conference	London 133 Glasgow 85 Cardiff 64	Outputs Sharing best practice amongst DNOs and understanding key topics and issues amongst the industry. Outputs also support engagement planning (materiality analysis).

Stakeholder engagement 2016/17....what we set out to deliver

	When	Who (customer type)	How	How many
DG ICE update mail outs	'Summer' edition July 2016	All registered commercial/ business DG stakeholders	Mail shot	Distribution list: 489
	'Autumn' edition November 2016			
	'Winter' edition January 2017			
	'Spring' edition April 2017			
Community energy events	'Hacking the Energy System' 4 November, 2016	GB DNOs	Face to face; conference	Attendees: 135
	Engaging communities in network innovation 19 October, 2016	Community energy stakeholders Local authorities Ofgem		
	Community Energy Think Tank 17/18 January, 2017	Energy suppliers		
Community energy meetings	28 September, 2016	Community energy stakeholders	Face to face, meeting	No. of attendees: seven
	25 November, 2016			
	30 November, 2016			
	6 January, 2017			

Outputs
Keeps all registered stakeholders informed of improvements and events.

Outputs
Understanding key areas of concern amongst community energy groups and providing follow up support for connections.

Outputs
Bespoke, tailored sessions to support customers connecting in our area.



Thank you for being so open about your business and for searching for better, more effective ways to help and engage

Cumbria Action for Sustainability, workshop feedback February, 2017

Overall very pleased with the recent engagement with ENWL - everyone we spoke with was very helpful, professional and efficient. Good engagement particularly around the battery storage connection application which is new ground for us as the applicant and also NGET in terms of their requirements

Unknown, DG monthly survey July, 2016

The meeting with Allen was extremely informative and achieved what I hoped it would

Green Plan Energy, surgery session March, 2017



Hugh Taylor
@RoadnightTaylor



Thank you @ElectricityNW engineers for a fantastic session this morning. 10 out of 10 for connections engagement! Really impressed. @ofgem

I would like to nominate Allen Rawcliffe, Samantha Loukes and Victoria Brown for providing excellent customer service, Can't fault the service provided by ENWL - the No.1 DNO in the UK!

EcoNRG Solutions, DG monthly survey April, 2016

Looking Back - end of year review

Commitment	Action	Market	Target	Q1	Q2	Q3	Q4	Status
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	LV/HV	Q3 Nov-16			• (Nov)		✓
Improved visibility of estates and wayleaves process	Develop high level overview for land rights acquisition process Output: Publish new information on website	LV/HV	Q2 Jul-16		• (Jul)			✓
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	LV/HV	Q4 Mar-17					✓
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	LV/HV	Q3 Nov-16			• (Nov)		✓
Clarify requirements for applications	Provide and upload examples of correctly completed applications on our website Output: Publish on website	LV/HV	Q2 Aug-16		• (Aug)			✓
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	LV/HV	Q3 Oct-16		• (Jul)			✓
Online applications	Investigate and plan facility for saving and submitting applications online Output: Issue plans and timescales for implementation	LV/HV	Q4 Mar-17				• (Mar)	✓
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	LV/HV	Q2 Sep-16		• (Sept)			✓
Improve post acceptance guidance	Engage, identify and improve information provided online for post acceptance activities Output: Publish on website	LV/HV	Q3 Dec-16			• (Dec)		✓
Improve information provided on witness testing	Provide information on witness testing requirements (e.g. tips for improving efficiency in the process) and host workshops as required	LV/HV	Q4 Mar-17				• (Mar)	✓
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	HV	Q3 Dec-16			• (Dec)		✓
Understand who works on your projects and where	Publish more information on our website about how we work and about the staff who work on DG projects	LV/HV	Q3 Nov-16			• (Nov)	• (Feb)	✓

Commitment	Action	Market	Target	Q1	Q2	Q3	Q4	Status
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	HV	Q2 July-16		• (Jul)	• (Nov)		✓
	Engage with customers on best approach to offering released capacity in fair manner and principles of interactivity initiative Output: Report and publish response and action plan to implement on website	HV	Q3 Nov-16			• (Nov)		✓
	Provide update to ENA's DG-DNO Steering group on capacity released and reasons why customers refuse to release capacity	HV	Q1 Jun-16	• (Jun)				✓
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	LV/HV	Q2 Sept-16				• (Jan)	✓
	Engagement with stakeholders on issues such as potential import/export interactivity, operational issues and constrained offers (in relation to storage)	LV/HV	Q4 Mar-17			• (Nov)	• (Feb)	✓
Engage with stakeholders on flexible connections in line with stakeholder needs	Engage with stakeholders on flexible connections in line with stakeholder needs	LV/HV	Q3 Nov-16			• (Nov)	• (Feb)	✓
Improve consistency across DNOs	Work with other DNOs and ENA to provide a baseline standard for flexible connection offers	LV/HV	Q4 Mar-17		• (Jul)	• (Oct)		✓
Publicise our customer satisfaction scores	Publicise our overall customer satisfaction scores KPI: Target to achieve a minimum of 85% customer satisfaction within the period	LV/HV	Q4 Mar-17	82%				✗
Improve delivery service	Target an increase in customer satisfaction for delivery work KPI: Target 85% satisfaction within the period	LV/HV	Q4 Mar-17	71%				✗
Target reduced quotation times	Target an improved quotation timescale for EHV/HV projects KPI: Reduce average quotation timescales to 60 working days (WD)	HV	Q4 Mar-17	Average 45 WD				✓
	Target an improved quotation timescale for LV projects KPI: Reduce average quotation timescales to 40 working days (WD)	LV	Q4 Mar-17	Average 28 WD				✓

✗ = Late.

Commitment	Action	Market	Target	Q1	Q2	Q3	Q4	Status
Provide formal engagement opportunities	Continue to provide opportunities to attend workshops and other outlets for engagement Output: Deliver a minimum of two workshops	LV/HV	Q4 Mar-17			• 3 events (Nov)	• 1 event (Feb)	✓
	Continue to provide opportunities to attend workshops and other outlets for engagement Output: Deliver a minimum of five surgeries	LV/HV	Q4 Mar-17	1	2	2	2	✓
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	LV/HV	Q3 Nov-16			• (Nov)	• (Feb)	✓
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	LV/HV	Q4 Mar-17		1	4	2	✓



End of year review - detail

Interested to read the detail behind our summary? Here we explain what we did and where you can find the outputs from our actions in 2016/17.

Improve information provided on wayleaves and easements

We produced case studies using real projects discussed in our 2016 estates & wayleaves focus group. These were published ahead of schedule on our [website](#) and shared in our [July mail update](#). The case studies are designed to highlight the importance of understanding responsibilities (of securing consents) whether progressing as a developer or with an ICP. They also indicate potential timescales for work involving several land owners.



Good source of information

Edward Dewhurst Ltd,
estates and wayleaves workshop
March 2017



Improved visibility of estates and wayleaves process

We published process flows for [statutory](#), [ICP](#) and [IDNO](#) scenarios and shared these outputs in our [July mail update](#). In our workshops you told us that these were useful and easy to follow.



Easy to understand and follow

FES Ltd, estates and wayleaves workshop March 2017



Improve visibility of timescales of wayleaves & easements

We explored options for providing visibility of estates and wayleave updates through our website. However this is not technically feasible using current systems. We are planning to introduce a project case tracker in the coming year for wider project updates and are currently building a business case and exploring procurement options to extend this to estates and wayleave updates.

Explore pre-application service

We engaged with stakeholders in three of our workshops and published the feedback on our [website](#). You told us that some level of [pre-application service](#) would be helpful, but no single approach was agreed by all. Therefore we have set up a new call-back service by contacting us at generationenquiries@enwl.co.uk and we will review the service through the year to ensure it delivers the service stakeholders need.

Clarify requirements for applications

We find that having all the correct and relevant information upfront can help us review and quote projects quicker. To help you benefit from this, we developed helpful tips to help customers understand what information is useful to have at the time of submitting an application. We completed two example application forms; an LV and HV form with example projects. These were published on our website for [under/over](#) 200kW and promoted in our [mail outs](#).

Capture 'new' customers in application forms

We completed and published our new PDF application form on our [website](#) and shared through our [July mail update](#). Our engineers are aware that any forms where this has been 'ticked' means that they need to provide more support and advice to those customers. We explained this change at all four workshops and encouraged those who do need extra guidance to indicate this when applying using our forms.

Online applications

Our website supplier investigated new functionality enabling customers to apply directly through our website. Earlier this year we completed a review of our applications and navigation. The functional build is now underway and our project plan anticipates final implementation in October 2017.

High level roll out plans and timescales were communicated in our February workshop and shared in our quarterly ICE newsletter.

Improved support and guidance for end to end process

We developed a new application [guidance document](#) to support our existing suite of materials to help customers connecting in our area. To date 353 customers have viewed this webpage for additional support through the wider process.

Improve post acceptance guidance

In February 2016 we tested our post acceptance guidance pack with you in our workshops. Based on your feedback, we updated the document with relevant tips tailored to EHV projects. The output now provides information for LV, HV and EHV projects. We published this on our [website](#) and promoted through our [mail outs](#).

Improve information provided on witness testing

We included sessions on witness testing in three of our LV/HV workshops in November 2016. Based on your feedback in these sessions on our witness testing guidance, we decided to make our witness testing advice available as an online [webinar](#). This means that the information is widely available for anyone who was not able to attend on the day or a refresher for those that did.

Improved clarity in process for EHV projects

We developed [case studies](#) of previous EHV connections highlighting typical timescales and recommendations for undertaking similar work. As per our estates and wayleaves guidance, we thought real project examples would be most helpful. Therefore we engaged with a small group of customers to develop these case studies so that our outputs were truly representative and useful to you.

Understand who works on your projects and where

We provided team information, including escalation and locality/area responsibility on our [website](#) for LV, HV and EHV projects. We also presented this information at our February DG workshop, which was well received.

Contact connected customers who are not utilising capacity and ask them to release it

We identified EHV customers where 75% or less of the contracted amount of capacity was in use and formally wrote to them requesting return of all or a proportion of this unused capacity. Of those approached, only four responded, with one suggesting reduced maximum export capacity. All others declined to reply.

Engage with customers on best approach to offering released capacity

We engaged with you across four workshops to understand your thoughts on how we should approach releasing capacity. A summary of your feedback is available to view on our [website](#). All agreed that we should be setting a process for the release of capacity, but there was a range of possible suggestions on what the priority order should look like. The workshops highlighted that there was no single agreed approach for us to plan and implement.

Therefore we have produced a [position paper](#) to set out what we believe is the most appropriate approach in view of the different opinions explored. The approach does provide a priority order and takes account of various scenarios where capacity may be released, as highlighted in our workshops.

Provide update to ENA's DG-DNO Steering group on capacity released

After writing out to contracted customers to request unused capacity back, we presented our results at the ENA's DG-DNO steering group meeting in October 2016. As we received very limited feedback we were unable to provide a full explanation behind customers' decision to retain their capacity.

Implement any required changes in milestones

This action was reliant on recommended milestones provided by the ENA which were delayed by five months. Our new Terms and Conditions were implemented for all large scale generation (Major projects) in January this year and extended to all HV generation projects in March. You can now view the new Terms and Conditions on our [website](#).

Engagement with stakeholders on issues such as potential import/export interactivity, operational issues and constrained offers (in relation to storage)

We engaged with you in our EHV workshop in November and again in our February workshop. A summary of your feedback is published on our [website](#). Furthermore, we tested this feedback with stakeholders attending the final Smarter Network Storage dissemination event hosted by UK Power Networks.



Informative storage session. Thank you

Anesco, DG workshop
February 2017



Engage with stakeholders on flexible connections in line with stakeholder needs

We engaged with you across four workshops and published a summary of your feedback on our [website](#). You told us that you were not always aware when you received a managed connection quotation. This highlighted the need for us to make these arrangements clearer in our quotations. You also highlighted the need for better constraint information where you do accept a managed connection quotation. As a result of your feedback, we are committing to providing better information on possible constraints in our Looking Forward 2017/18 work plan.

Improve consistency across DNOs

Our representative on the Energy Networks Association (ENA) Active Network Management group worked with other DNOs to promote a co-ordinated approach to defining common terminology, capability and good practice. We support the subsequent move to the new Transmission System Operator (TSO) and Distribution System Operator (DSO) Interface working group and TSO-DSO Customer Experience working group and will continue to work towards common best practice.

Publicise our customer satisfaction scores

Following on from our commitment last year, we continued to undertake surveys with DG business customers. All customers issued with quotations for non-domestic distributed generation projects were contacted for consent to be surveyed. Participation in the research is entirely voluntary and to date 36 customers have taken the time to answer our questions on customer satisfaction.

We asked you 'how satisfied are you with how we delivered your connection?' Of 3 who responded to this question, our average score was 71%, which is below our target score.

We asked you 'how satisfied are you overall, with the service we provided?' Of 36 who responded to this question, our average score was 82%, which is below our target score.

We would like to extend our thanks to all who have participated in our research. Your feedback has helped identify where we can improve. To maximise our learning from these surveys we conduct follow up interviews with those who have consented to have their responses attributed to them.

We will continue to work hard to improve delivery and overall satisfaction and continue to ask for feedback as it provides hugely important information about our service.



On the whole, we are very happy with the level of service provided and in particular the efforts of Victoria Brown, Kyle Murchie, Sam Loukes, Steffan Jones and of course Allen Rawcliffe. Keep up the good work guys!

Eco NRG, DG monthly survey, December 2016



Target reduced time to quote timescales

Our summary above provides an end of year average of our time to quote and time to connect performance. We are pleased that we met our target Key Performance Indicators and will continue to strive for better performance in 2017/18.

TIME TO QUOTE - IN WORKING DAYS

LV	TARGET:	END OF YEAR
	40	AVERAGE:
		28

TIME TO QUOTE - IN WORKING DAYS

HV/ EHV	TARGET:	END OF YEAR
	60	AVERAGE:
		45

Provide formal engagement opportunities

This year we hosted four workshops across our region. We also introduced DG surgeries this year as another opportunity for you to engage with us. Our surgeries are designed to be specific to your needs and are typically one-to-one sessions.

We ask those registering to provide project reference numbers or potential sites of interest ahead of the surgery to allow our engineers to prepare. This means that we are able to answer specific questions on the day, to maximise your time with us.

In all of our activities we engage with a clear purpose and plan our events with you in mind; we tailored our workshops according to voltage level and experience working with us.

“ The meeting with Allen was extremely informative and achieved what I hoped it would. Allen understanding and expertise was clear and the delivery was at a level which made it easy to understand how ENWL work and how companies such as ourselves can utilise ENWL efficiently.

Green Plan Energy,
DG surgery session March 2017

“ Just a short note to say thank you for the invite today, I thought it was very useful.

Barratt Energy,
DG workshop February 2017

Provide information in other forms of media

We engaged with you on the benefits and use of other media in our November workshops. A summary of your feedback is available **online**. There were mixed views about the potential benefits and usefulness of investing in these tools. Based on the positive feedback you gave us on our witness testing advice, we decided to produce this guidance in **video** format rather than literature. We will review the need for more based on the success (ie number of views) of this video.

Engage with community groups on proposed upgrades in their area

Over the course of the year we held four community energy meetings and attended four events supporting community energy. We held one meeting in September 2016, two meetings in November 2016, and one meeting in January 2017. We attended events in October, November, January and February. Feedback from these events has been hugely positive and we will continue to support this sector through events in 2017/18.

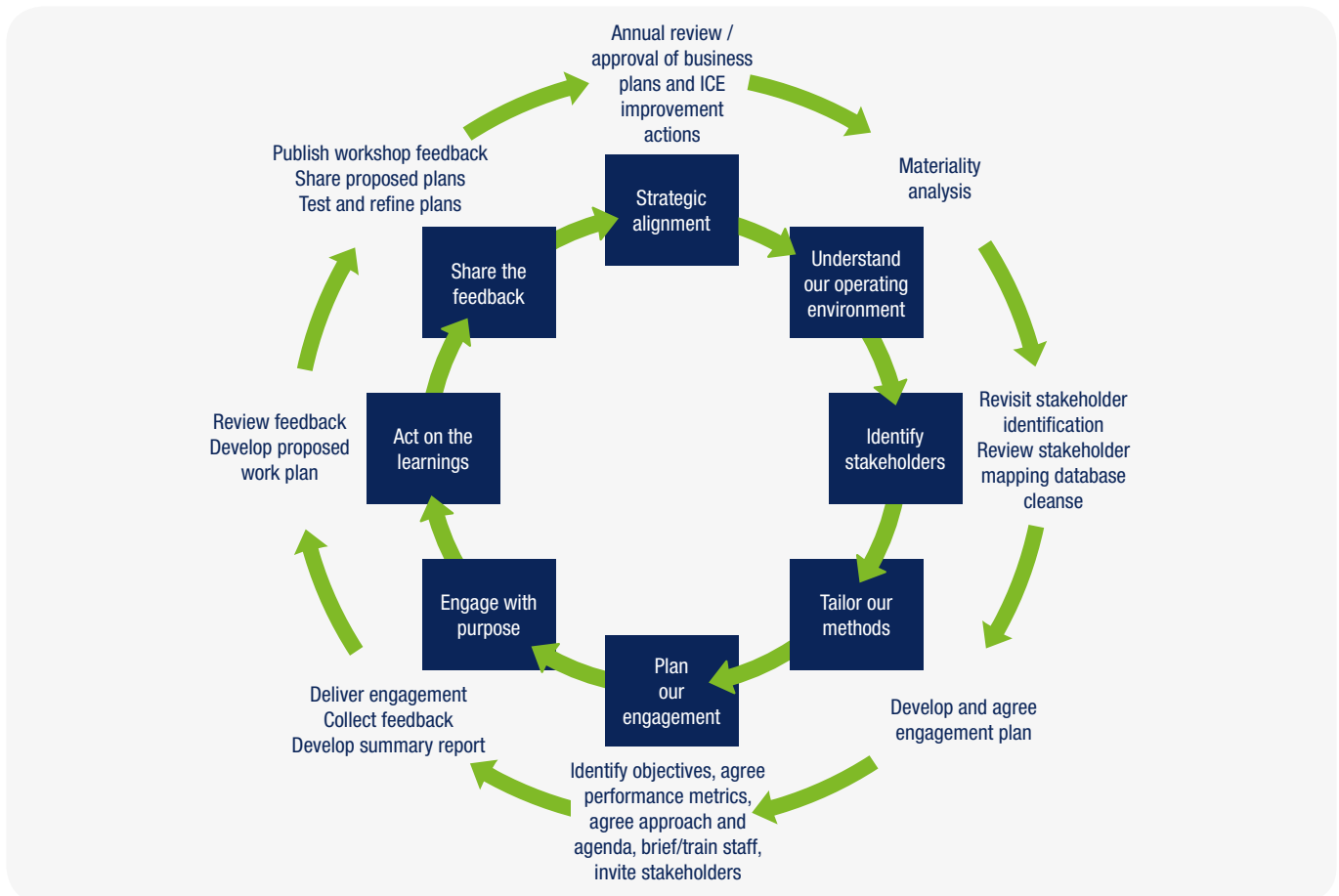
“ We had an EXCELLENT meeting with you and Alan yesterday. Really helpful and it gave all of us good food for thought.

Cumbria Action for Sustainability,
surgery session September, 2016

Looking Forward

Our stakeholder engagement strategy

In 2017/18 we will continue to work using our updated corporate engagement strategy. This structure will help us identify and then implement a culture of continuous improvement.



Our Looking Forward stakeholder engagement strategy takes a considered and detailed approach to engagement with all of our stakeholders. Our step by step process guides us through understanding key issues for engagement, identifying who to engage with, tailoring how we engage across different groups, planning and executing, reviewing and learning from that engagement. It improves on our previous approach from 2016/17 by formalising all of our activities in the process that were previously grouped into a simplified four-step process.

We will continue to use our corporate venn diagram and internal processes to identify and position stakeholders in each of the relevant connection market segments, according to their expertise, willingness to engage and influence. As part of our improved stakeholder engagement process, we will also continue to conduct materiality analysis and mapping to support engagement planning. Please see Appendix 1 for more details on our corporate approach.

Our robust governance framework makes sure that our engagement strategy and ICE work plans align with our business objectives. As part

of our business planning each year, we review industry changes and stakeholder feedback, assessing the market and environment we engage in.

We record, monitor and manage engagement risks using a central risk register. All risks logged are assessed according to impact categories (score one to five) and a likelihood assessment (same scores). We manage risks through a network of risk co-ordinators across the wider business. Our own risk co-ordinator for Energy Solutions manages risks associated with connections' engagement.

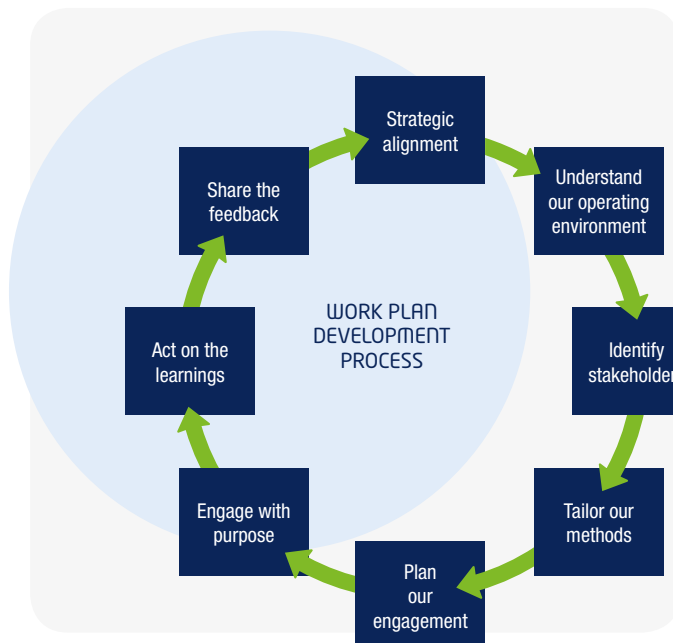
Throughout the planning stage (see above), we set clear engagement objectives, review our risk register and materiality analysis to choose topics and brief staff. As many of our stakeholders are time poor we recognise that they can be viewed as 'hard to reach'. Therefore to ensure our events provide value we discuss our agenda and approach with our expert stakeholder panels. This helps us to check our events continue to cover current issues faced by stakeholders, and the event itself is tailored to the audience.

We will host a variety of engagement events across 2017/18. These will range in size and location and cover various topics, as determined by our analysis, your feedback and endorsements from our expert panels. For each of our events we will continue to promote online, through our newsletters and social media channels. We will also continue to invite all stakeholders on our distribution list directly and share our agenda to inform them in advance.

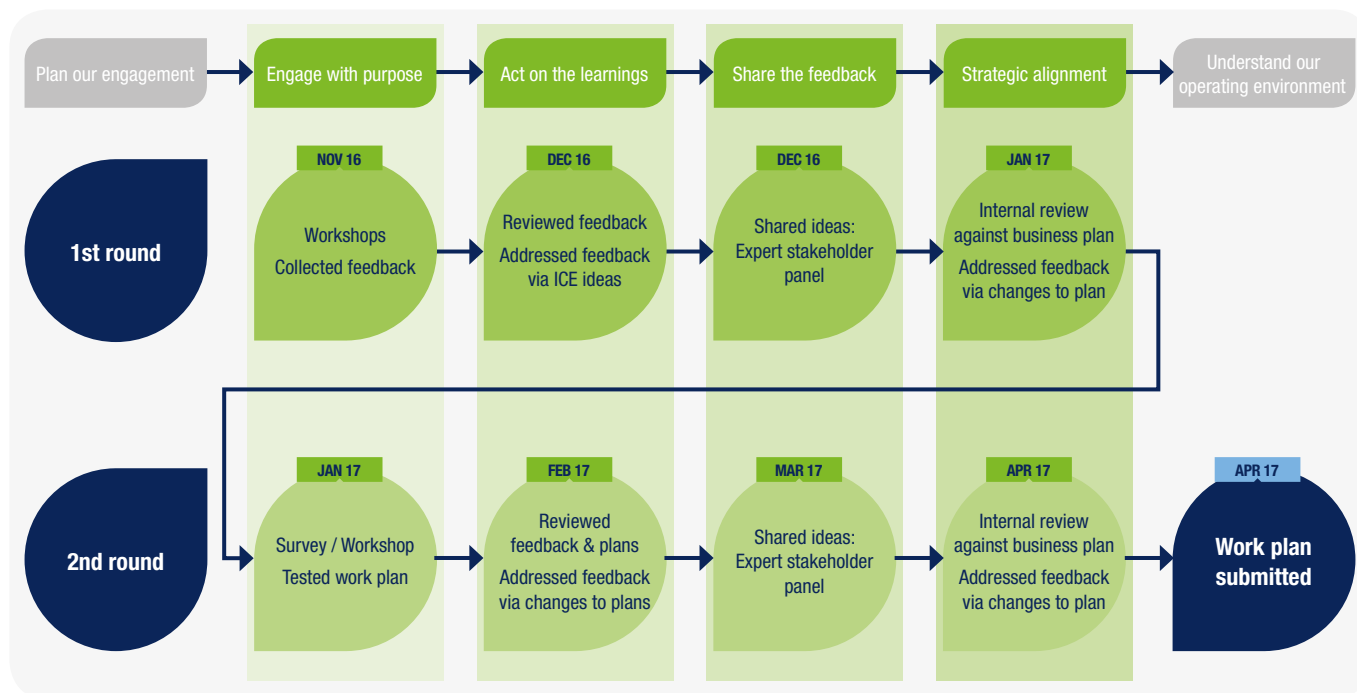
All events will continue to include a feedback route, giving you an opportunity to give us your thoughts on the event itself, industry challenges, the services we provide and also highlight areas for improvement. We also commit to continually publishing your feedback on our website along with presentations from the day. We will then review your feedback in our internal working groups, using it to inform and update our materiality analysis and develop new 2018/19 plans to address it.

Collaboration in action

We follow our wider corporate stakeholder engagement process for all connections engagement, with four crucial steps where we collaborate with stakeholders specifically to develop our work plans.



Last year you told us that our early and continued testing of ideas facilitated more opportunities for stakeholders to have their say. This year we took the same approach, allowing you several opportunities to review and shape our action plans as part of our robust engagement strategy.



Our Expert Stakeholder Panel members say:



You're showing that you're listening to people where it matters

Paul Graham, UK Power Reserve Ltd DG Expert Stakeholder Panel

The opportunity to engage is really helpful and to hear what you're thinking of doing gives us confidence

Chris Sowerbutts, Bluebell Energy DG Expert Stakeholder Panel

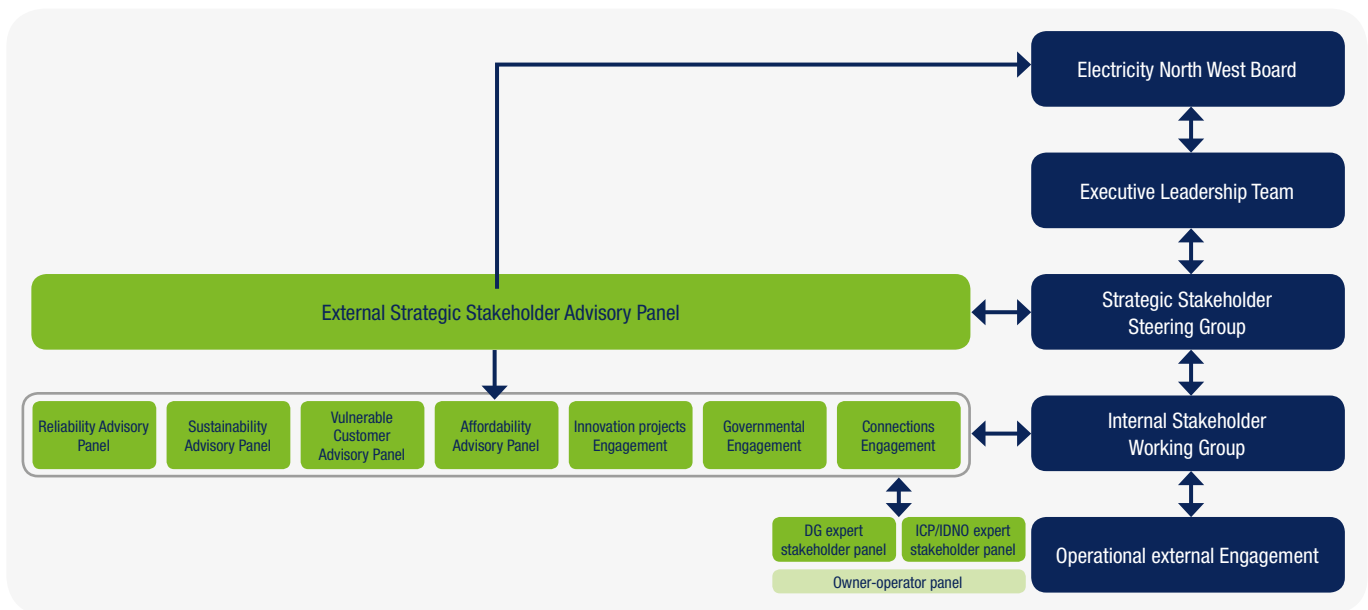


Our governance

We understand that to be truly effective, engagement needs to be fully aligned with the business. Feedback from across the whole business is evaluated and reviewed by a series of internal and external panels and overseen by steering groups, who ensure strategic direction and alignment with our business plan.

To make sure our governance and approach are appropriate we sought external verification (provided by AccountAbility) and have asked our expert stakeholder panel for their thoughts as active participants in the governance process.

We will continue to apply the governance framework (below) with one additional governance group that we are establishing this year as part of our ICE commitments.



Looking Forward 2017/18 engagement

We have planned 10 engagement events for the coming regulatory year, combining both group sessions (workshops and focus groups) with one-to-one surgery sessions.

Topics for these sessions will be determined based on customer feedback prior to the event. This allows us to be more flexible, adapting to customers interests, but still allowing us time to prepare and maximise value for our attendees.

Month	Engagement Type	Description/ topics covered	Customer type
June	Surgery	Project specific queries and/or general enquiries (22 June Estates & Wayleaves)	DG stakeholders
	Workshop	Network constraints, Statement of Works, Storage and Network Management System (21 June)	DG stakeholders
July	Workshop	Embedded benefits	Community groups
September	Industry conference	Energy Networks Association DG Fora	Distributed generation; developers, consultants, other DNOs
October	Surgery	Estates and wayleaves specific and/or general enquiries	DG stakeholders
	Workshop	Topics to be determined based on stakeholder feedback	Community groups
November	Workshop	Topics to be determined based on stakeholder feedback	DG stakeholders
January	Surgery	Estates and wayleaves specific and/or general enquiries	DG stakeholders
February	Surgery	Project specific queries and/or general enquiries	DG stakeholders
	Workshop	Topics to be determined based on stakeholder feedback	DG stakeholders
March	Focus group	Estates and wayleaves	DG stakeholders

Looking Forward Work Plan

Action	Detail	Output / Key Performance Indicator (KPI)	Market	Target date
Improve visibility of our flexible connections	We will make it more explicit within our quotation letters where a flexible connection has been offered (for projects above 200kW)	Output: All generation quotations will highlight where a flexible connection has been offered	LV / HV	Q4 2017/18
Improve constraint data provided with flexible connection quotations	We will extend historical constraint information currently provided for all EHV quotations to HV quotations, to support financial feasibility studies	Output: Historical data to be provided for all flexible connection quotations. Up to 5 years' data to be provided in accordance with our records	HV	Q2 2017/18
Facilitate regular engagement sessions	We will host a combination of 10 surgeries, workshops and focus groups on preferred topics	KPI: Hold 10 events overall and target 80% of attendees review our events as 'useful' or 'very useful'	LV / HV / EHV	Q4 2017/18
Implement online application	We will implement first phase of LV/HV online application via our website	Output: Launch of online application and measure impact via number of applications submitted through the new process. Target 10% of applications to be made online by year end	LV / HV	Q2 2017/18
Develop a local energy strategy	We will work with stakeholders to develop a local energy strategy, supporting local community groups through identifying relevant services and opportunities	Output: Stakeholder workshops held and draft local energy strategy circulated for ratification	LV / HV	Q3 2017/18
Champion Virtual Private Networks in industry to support more flexible and efficient connections	Work with relevant stakeholders in our area to develop proposals for Virtual Private Networks as an innovative solution to support quicker, more efficient and flexible connections	Output: Develop proposals for Virtual Private Networks	LV	Q4 2017/18
Host community energy event	We will host a community energy event in our area to explain network charging and upgrades to our network	Output: Host event and target 80% of attendees reviewing the event as 'useful' or 'very useful'	LV / HV	Q4 2017/18
Continue to improve LV time to quote	We will continue to tighten our average LV time to quote target	KPI: Target average of 28 Working Days	LV	Q4 2017/18
Continue to improve HV time to quote	We will continue to tighten our average HV time to quote target	KPI: Target average of 45 Working Days	HV	Q4 2017/18
Continue to improve EHV time to quote	We will continue to tighten our average EHV time to quote target	KPI: Target average of 58 Working Days	EHV	Q4 2017/18
Provide quarterly updates on progress of actions	We will publish and share quarterly updates of progress against our plans	Output: Progress updates published online and distributed via mailing lists. Engage with stakeholders in workshops to monitor effectiveness of these updates, target 80% attendees reviewing our newsletters as 'useful' or 'very useful'	LV / HV / EHV	Q4 2017/18
Develop Community Energy distribution list and share relevant updates	We will develop a dedicated distribution list for Community Energy stakeholders and provide newsletter updates	Output: We will target a minimum of 50 stakeholders by March 2018 and share newsletter updates on a quarterly basis	LV / HV	Q4 2017/18
Establish DG owner-operator panel	Establish DG owner-operator panel, agree topics to discuss within the panel and regularity of meetings	Output: Establish a DG owner-operator panel	EHV	Q4 2017/18
Target improvements in customer satisfaction	We will continue to conduct regular customer satisfaction research with our DG customers	KPI: Target an average of 82% satisfaction with delivery and 85% satisfaction overall	LV / HV	Q4 2017/18

Developing our plans

Following the success of our approach last year we once again took a 'grass-roots' approach to developing our plan. We applied our strategy for continuous improvement to our development process. We learned from last year's engagement, identifying material issues and topics to engage on and prepared appropriately. We then applied this learning to our events this year, collecting your feedback, verifying it with subsequent events and our panel and then developing ideas, reviewing then refining them with you.

Tracing our action roots



Planning ahead

We developed our plans using a range of different communication tools and methods giving you various opportunities to share your thoughts at your convenience. We engaged using online surveys, update mail outs, workshops, surgeries and industry events. Our online surveys were shared with over 400 DG stakeholders across our area in January, and our proposed ICE work plan was discussed in surgeries, workshops and with our expert stakeholder panel.

Following the same approach that we took last year, we gave you another opportunity to shape our plans, testing these once again in our February DG workshops and through online surveys in March.

- We asked attendees to rate and critically evaluate on our proposed plans, suggesting alternative or additional ideas/areas for focus.
- We published our plans online and invited you to review and feedback on these suggestions, target dates and outputs.

Our DG Expert Stakeholder Panel say:

“ There’s a danger here of trying to do everything for everyone but in reality you’re better sticking to a shorter list that you can get your head around, it’s fit for purpose

Paul Graham, UK Power Reserve, DG Expert Stakeholder Panel

Your plan looks to have clear cut targets and is clear on what you’re looking to achieve.

Chris Sowerbutts, Bluebell Energy, DG Expert Stakeholder Panel



Stakeholders answering our ICE work plan surveys recommend:

“ Further workshops as previously introduced so two-way dialogue can be introduced with clear actions from these meetings

We think you’re doing a good job!

A commitment to work with community energy groups on energy efficiency

ENWL communicate extremely well and are very receptive to receiving feedback and ideas as to how projects can be delivered effectively



You said, we will do

It's important that we can show you how our thinking has developed and where our actions have come from. We review engagement feedback from the previous year to identify key issues and topics and plan our engagement appropriately.

Therefore development of our actions begins well ahead of our engagement. Each of our actions can be traced back to your feedback and each has been checked and endorsed by stakeholders in subsequent events.

Your feedback

Following each of our workshops we hear that all opportunities to engage with our staff directly are hugely valuable to customers. You said that workshops tailored to specific topics would be useful.

“It's ideal to just sit down with a design engineers and discuss a project
Developer, DG workshop November, 2016”

“Really useful to learn about the EU codes. These weren't mentioned in other DNO workshops but was really good to get an early heads up
Green Frog Connect DG workshop, February 2017”

Sponsors



Where?
Workshop

Who?
Consultant

2017/18 commitment

We will engage with stakeholders on preferred topics and host a minimum of 10 engagement events across the regulatory year.

Your feedback

You told us that you were not sure when we were offering a managed connection. You said that capacity arrangements could be clearer on our quotations to help identify where these conditions might apply.

Sponsors



Where?
Workshop

Who?
DG developer

2017/18 commitment

We will improve visibility of our flexible connections by making clearer statements in our quotations. All of our quotation letters at LV/HV level will include a clear reminder where the offer is made on a managed connection.

Your feedback

You told us that a 'keep in contact' newsletter would be useful, with the ability for individuals to register for events and engage with us as well as cross-community networking.

Sponsors



Where?
Surgery session

Who?
Community energy group

2017/18 commitment

We will develop Community Energy distribution list for sharing regular updates.

Your feedback

You said that any opportunities to liaise with outage planning teams would be particularly useful for already connected customers.

Sponsors



Where?
DG-DNO Steering Panel

Who?
DG developer

2017/18 commitment

Taking industry best practice, we will establish a DG owner-operator panel, to provide a robust route for connected customers to liaise with our outage planning teams.

Your feedback

You told us that understanding potential constraints on a connection can 'make or break' a project financially. Flexible connections can be a route to avoid expensive reinforcement costs, but also carry risks with financial returns. You told us that having access to additional constraint information could be used for determining financial feasibility which would be very useful.

Sponsors



Where?
Workshop
DG-DNO Steering group

Who?
Consultant

2017/18 commitment

We will improve constraint data provided with flexible connection quotations by providing actual, historical data of faults at your Point of Connection. This will provide better information for customers' feasibility studies as it can be used for predicting likely constraints.

Your feedback

Last year you told us we needed to provide a website application feature with a dedicated 'client area' to make applications easier.

Sponsors



Where?
Workshop

Who?
Consultant

2017/18 commitment

Following completion of our output for our 2016/17 work plan, we will be implementing online application in a staged release process.

We will engage with stakeholders during our staged releases to ensure that the output meets stakeholders' needs.

Your feedback

You encourage us to continue improving our service, particularly for issuing quotes. New time pressures now apply to our customers and we must endeavour to step up our service to meet these needs.

Sponsors



Where?
Expert Stakeholder Panel

Who?
DG developer

2017/18 commitment

We will continue to improve time to quote in 2017-18

“Happy that you're trying to improve the [quote] timescales going forwards
TGC Renewables, Expert Stakeholder Panel
January, 2017”

Your feedback

Your feedback from community energy events has suggested that these sessions are useful to understand how the DNO works and what support could be available to you.

Sponsors



Where?
Workshop and surgeries

Who?
Community energy group
Consultant

2017/18 commitment

We will host community energy event, taking stakeholder feedback to ensure topics are relevant to attendees.

“There should be more of these events - locally and nationally
Community energy group representative,
workshop October, 2016”

Your feedback

You said we had an opportunity with Virtual Private Networks to bring our 'affordability' and 'sustainability' discussions into reality.

Sponsors



Where?
Workshop

Who?
Community energy group

2017/18 commitment

We will champion Virtual Private Networks in industry to support more flexible and efficient connections.

Your feedback

You said that we should be focusing

Sponsors



Where?
Workshop

Who?
Community energy group

2017/18 commitment

We will develop a local energy strategy.

“ **Not so much on community but local energy**

Community energy group representative,
workshop February, 2017



Appendix 1



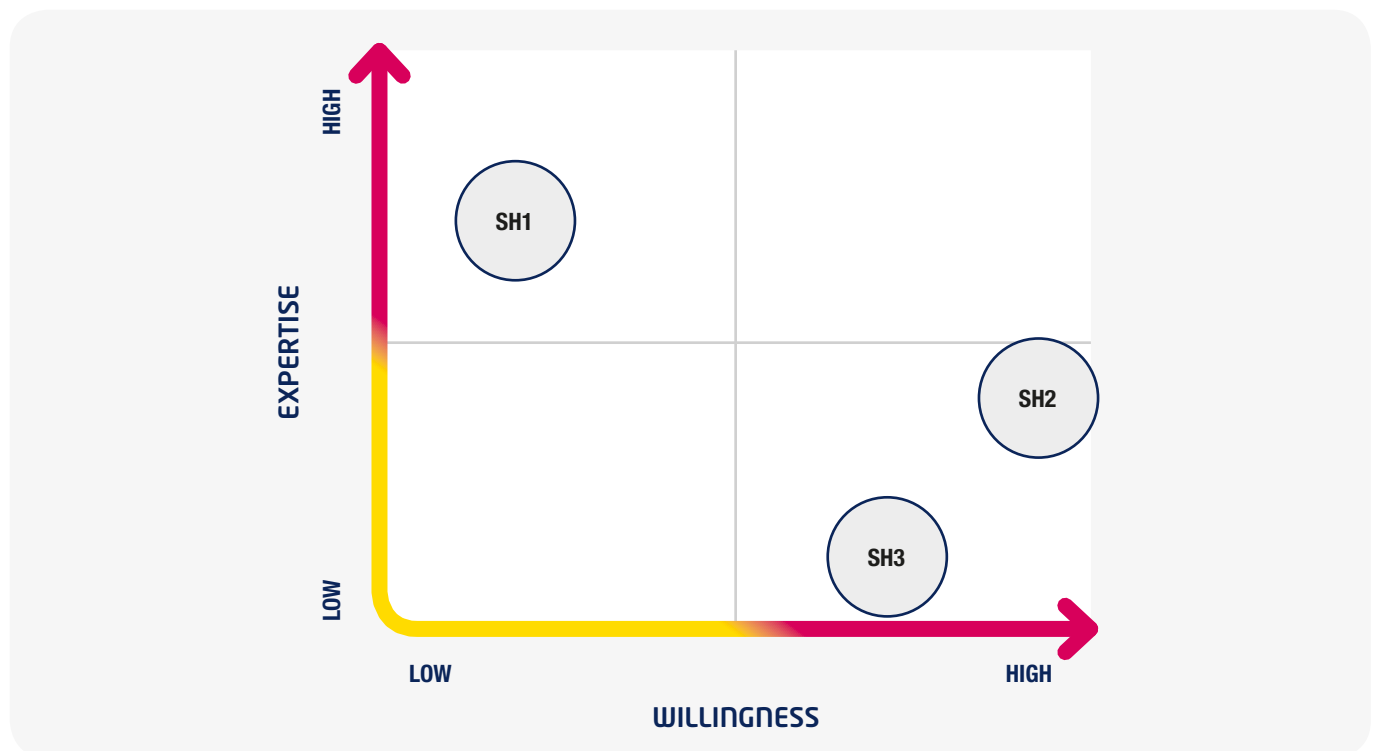
The table below provides you with definitions of each different category and examples of groups and individual representatives which fall into the category.

Stakeholder group	Stakeholder requirement
A	Our customers include anyone who pays for our services, including domestic, business and connections and distributed generation customers. We need to listen to our customers' views to improve our business and the services we provide for them.
B	From local government and schools to emergency services, MPs and national government we have a number of key relationships and a vast range of public sector stakeholders. Engagement locally is essential due to the unique nature of our business which directly affects local communities. Engagement nationally as a regulated business is also essential, ensuring that we communicate appropriately at all levels and recognise our role in the UK.
C	Our industry engagement includes that with electricity suppliers, employees and contractors and other utilities. By working together we can gain the benefits of a range of experience and viewpoints to help us serve our customers more efficiently and effectively.
D	We interact with a number of NGOs, including environmental and other lobby groups. We have a local and national perspective to our responsibilities. For example, environmentally, we must manage our own direct impact with local stakeholders, and nationally we must continue to facilitate the UK's move to a low-carbon future. Stakeholders include National Parks, National Energy Action, British Red Cross, Consumer Futures.
E	Our financial stakeholders, including our investors, banks and credit rating agencies, clearly have a big impact on our organisation.
F	We often engage with local, regional, national and trade media to not only promote our business but also to inform our customers. We also work with advisory organisations such as AccountAbility and Business in the Community to improve our stakeholder engagement practices.
G	For some of our engagement activity we may engage with specific environmental charities and education charities. Also the scope and purpose of an engagement may require engaging with Web users and Social media users.

We assess our stakeholders by applying the corporate list of criteria:

Stakeholder	Expertise		Willingness	Value	
	Contribution	Legitimacy	Willingness to engage	Influence	Necessity of Involvement
SH1	High: Knowledge in X issue	High: Directly affected by our activities	Low: Have not engaged with us before	Low: Relatively unknown group	High: Affect how services and products are developed
SH2	Medium	Medium	High	Medium	Medium
SH3	Low	Low	Medium	Low	Medium

Finally, we undertake stakeholder mapping:



Appendix 2 Glossary of Terms

Term	Definition
Accreditation	The appropriate assessment of technical skills as defined by the National Electricity Registration Scheme (NERS) to allow alternative connection providers to carry out specific works associated with the installation of electrical connections.
Adoption Agreements	Legal documents that outline the terms and conditions for which we will adopt assets which have been installed by any third party. The document outlines the responsibilities, liabilities and indemnities of parties involved.
After Diversity Maximum Demand (ADMD)	The combined maximum demand for one or multiple customers when a diversity factor has been applied.
Appendix G	The appendix in the Connection and Use of System Code (CUSC) offer that summarises the contracted generation connected to a GSP. This information forms the basis of the new SoW process whereby DNOs can work within materiality limits set by National Grid reducing the timescale for a decision on transmission impacts for DG offers.
Budget Estimate	A budget estimate is provided to aid customers with up front planning of projects and is a simple review of the network within the vicinity of the proposed development and does not include detailed modelling of the system. A budget estimate cannot be contracted.
BMCS	Broader Measures of Customer Service
CCCM	Common Connection Charging Methodology
CIC	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice.
CIC Code of Practice (CoP)	This is an industry standard which was developed jointly by DNOs, Ofgem and stakeholders. The code is aimed at making it easier for alternative connection providers to get their customers connected and better inform customer of their choices.
Collaborative/ Consortium Connections	These are connections where multiple customers are brought together to benefit from shared connection costs and shared assets to maximise the amount of generation connected in any part of our network.
Contestable	Refers to type of work that can be completed by either a Distribution Network Operator or a Lloyds accredited Independent Connection Provider of your choice.
Competition tests	A series of tests carried out between 2011 and 2014 across all Distribution Network Operators to assess the level of competition in connection market segments.
Competency Accord	A collaborative approach geared towards agreeing sector training and assessment standards. The collective aim is to reduce the large amount of duplicated training and assessments currently being experienced, without compromising the existing high standards of safety.
Customer	A customer is defined as someone who is interested in, or has applied for a connection to our network.
DG	Distributed Generation; this is the connection of generation to any point of the distribution system, from 230V up to 33,000V in Scotland or 132,000V in England & Wales.

Term	Definition
DNO	Distribution Network Operators; responsible for owning operating, and maintaining the electrical network in their licensed geographical area.
DSO	Distribution System Operator' means 'a natural or legal person responsible for operating, ensuring the maintenance of and, if necessary, developing the distribution system in a given area and, where applicable, its interconnections with other systems and for ensuring the long-term ability of the system to meet reasonable demands for the distribution of electricity.
DUoS	Distribution Use of System Charges are charges are levied by the UK's regional DNOs (Distribution Network Operators) and go towards the operation, maintenance and development of the UK's electricity distribution networks.
Easements	An easement (or Deed of Grant) is a permanent legal right granted by the landowner in favour of the DNO to install, keep installed, repair and maintain electricity equipment on, over or under private land. Solicitors usually act for the land owner in the process of agreeing and completing an easement to ENWL which will be registered at the Land Registry against the land. Easements place restrictions upon the land to ensure future development does not interfere with the equipment.
ENA	Energy Networks Association is the voice of the networks, representing the 'wires and pipes' transmission and distribution network operators for gas and electricity in the UK and Ireland.
Export Management/ Limiting Device	These are devices which seek to manage the local demand alongside any generator, essentially restricting export to our network.
Expert Stakeholder Panel	A dedicated panel made up of representative stakeholders, to give you more influence over our connection services and decisions.
Feasibility Study	A feasibility study is a chargeable service to run a number of network models and advise what capacity is available where on parts of our network. This does not facilitate a connection offer, and does not carry any contractual link to a formal connection offer.
Flexible or constrained connection	A Connection Offer that is based on certain conditions to avoid the need for network reinforcement. The conditions relate to the time of export or amount of generation exported back to the network.
Formal Connection Offer	A formal Connection offer facilitates a contract between us and the applicant to accept our offer and progress the construction works with the connection.
Full Metering Settlement Option	Enables clients to share a point of connection without a boundary meter. The point of supply is separated on the customer side of the connection providing two or more customer meters with full settlement (e.g. shared connection for community and commercial Photovoltaic (PV) site / shopping centre with multiple outlets).
G59	G59 is the industry standard for generators greater than 16 amp per phase.
G83	G83 is the industry standard for small scale embedded generators for connections up to 16 amp per phase, 3.68kW single phase connection or when multiple generators are to be connected.
Gen+	A quote option that provides costs for our customers quickly whilst maintaining queue position.
GRP Enclosures	'Glass Reinforced Plastic' enclosures. Our traditional solution for a substation which requires a battery set is a brick building, GRP solutions utilise glass reinforced plastic technologies to provide substation enclosures that can provide similar environments to brick-built substations.
GSP	A Grid Supply Point is the point at which electricity enters the distribution network, leaving the transmission network.

Term	Definition
GSOP	Guaranteed Standards of Performance are set by our regulator Ofgem and refer to the standards of customer service all Distribution Network Operators should provide. They include expected timescales for contact, quotations and completed connections as well as penalties the Distribution Network Operator must pay customers if the standards are not met.
Heat-maps	These are maps of our HV network, colour coded based on the available capacity on any given circuit.
ICE	Incentive on Connections Engagement (ICE) is a regulatory incentive for all Distribution Network Operators to engage with connections' stakeholders.
ICP	Independent Connection Provider is a third party that is accredited to carry out specific works associated with the installation of electrical connections.
IDNO	Independent Distribution Network Operators are licensed to own, operate and maintain local electricity distribution networks.
Intertrip	An intertrip will automatically disconnect a generator or demand from the network when a specific event occurs.
Jointing	Jointing is a method of connecting two sections of cable together.
KPI	Key Performance Indicator.
Link boxes	A link box provides a point of isolation at the interface of an IDNO (Independent Network Operators) and DNO network.
Materiality analysis	Analysis that determines the relevance and significance of an issue/topic to a company and its stakeholders.
Market Segment	This is the regulatory terminology which defines the connections market.
Meter Point Administration Number (MPAN)	A 21-digit reference used in Great Britain to uniquely identify electricity supply points.
Metering	This is the mechanism for recording the flow of electricity to (an Import) or from (an Export) a site or property. The data from metering is used as a key part of the balancing and settling arrangements, which are laid down in the Balancing and Settlement Code (BSC), and is administered by ELEXON.
Milestones	Defined stages expressed in our Terms and Conditions indicating progress for projects over 200kW following acceptance of a Connection Offer.
NERS	National Electricity Registration Scheme, perform technical assessment of the service providers who elect to be assessed for accreditation for contestable works associated with the installation of electrical connections.
Non-Contestable	Refers to type of work that can only be completed by a Distribution Network Operator.
NMS	Network Management System; a management system that provides improved visibility and functionality of our network. The technology installed as part of the system will enable generators to connect in constrained areas on a commercially un-firm basis.
On-Site	On-site works are typically within either the customers land boundaries or the boundary within which a principle contractor operates.

Term	Definition
PILC	A paper insulated, lead covered high voltage mains power cable
PPA	Power purchase agreement, is a contract between two parties, one which generates electricity (the seller) and one which is looking to purchase electricity (the buyer).
Pseudo MPANs	Enables clients to sub-meter behind a single point of supply making individual bills available (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets). This option requires a common meter operator and a boundary meter.
POC	Point of Connection for the electrical network
RIIO ED1	(Revenue = Incentives + Innovation + Outputs) price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023.
SoW	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a DNO's network may have an impact on the transmission network.
Substation	A part of our network where we transfer power across boundaries, either by voltage level or a customer's point of common coupling.
Surgeries	These are held for any customers who wish to discuss a project with us or have a general enquiry.
Training passports	An industry scheme developed by EU Skills where basic level awareness and training for a specific topic are recorded centrally to facilitate easier working across companies. The content for these schemes is developed by the Energy & Utility Skills Group in collaboration with industry experts.
Virtual Private Network	A Virtual Private Network refers to a solution to defer reinforcement, where customers can directly connect generation and demand via a privately owned micro grid.
Wayleaves	This is the process which secures the legal right for apparatus to be installed on any given location and secures the connection to your site for a defined period of times.
Webinar	Web conferencing
Witness test	Witness testing is where we, the distribution network operator, attend the site of your generator to witness your commissioning engineer test the protection systems associated with your generator and ensure they operate correctly.

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