

Incentive on Connections Engagement 2017-18



Looking Back & Looking Forward Report

Independent Connection Providers / Independent Distribution Network Operators

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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 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 summary 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. That's why in October 2016 we resubmitted our ICE 2016/17 work plan with two extra actions and stepped up our time to quote and connect key performance indicators (KPIs).

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 add another robust route for our customers to engage with us.



Foreword

This year we have continued to support a more diverse market within connections, to enable further choice and excellent service for customers. I am encouraged to see more Independent Connection Providers taking the opportunity to road test our contestable processes.

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 all our 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.

In our workshop last November I remember speaking about the importance of us checking our actions resonate with you and that our outputs continue to be useful. I was delighted to hear that our contestable training sessions were providing real value to you and to learn that other DNOs have approached us to share best practice on these sessions.

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 stakeholders' changing needs.



Lee Maxwell
Energy Solutions Director.



Background

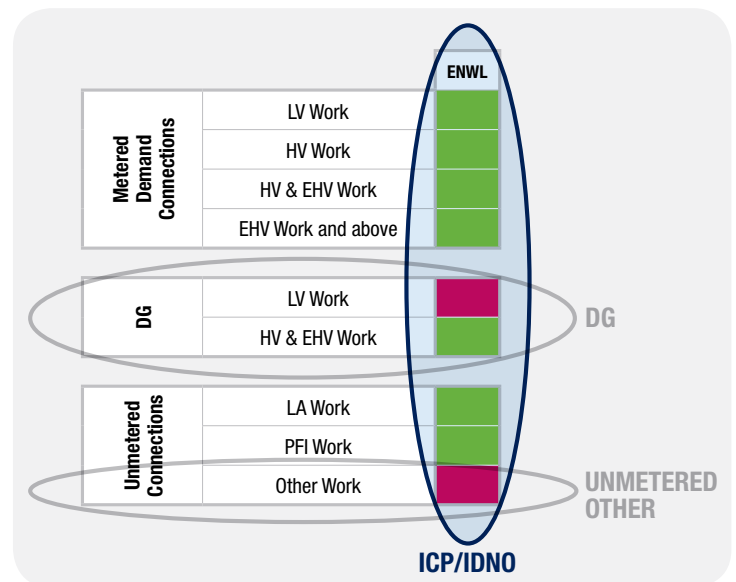
Incentive on Connections Engagement (or 'ICE') actively promotes specific stakeholder engagement relating to connections. We believe that listening to customers and feeding their suggestions into our business decision-making is critical to continue delivering excellent customer service.

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, this report, considers improvements to our Business-as-Usual processes (BaU) and assistance for third parties offering contestable work. It is different to the other two Work Plans because it applies to all market segments.



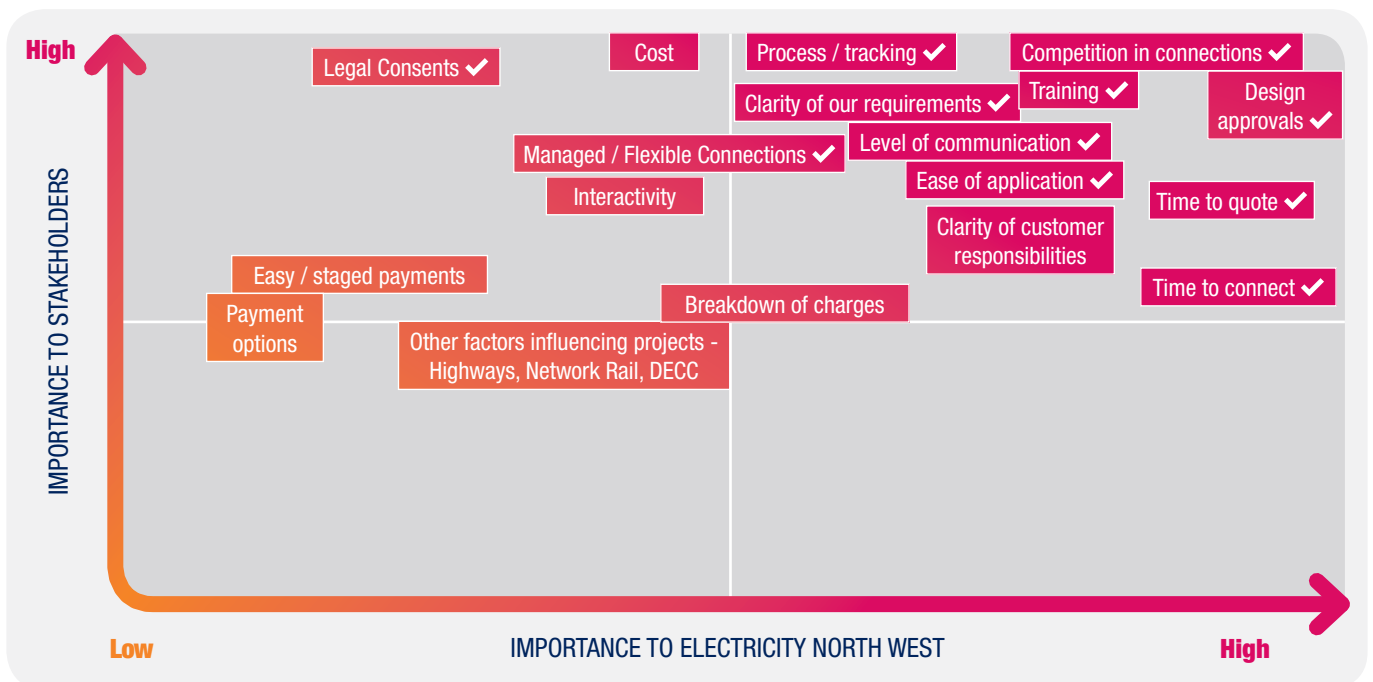
Even though we passed the DG High Voltage (HV) competition test, we also voluntarily cover the HV market in our DG Work Plan. We want to make improvements for customers in all market segments, not just those we are required to. We clearly indicate in our Work Plans which actions apply to the DG LV market 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 separate sessions for design and construction topics. That's why in 2017, we split our ICP/IDNO workshop into bespoke design and construction sessions. 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.



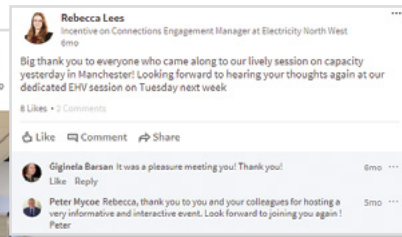
Expert Stakeholder Panel



Workshops



Training sessions



Social media

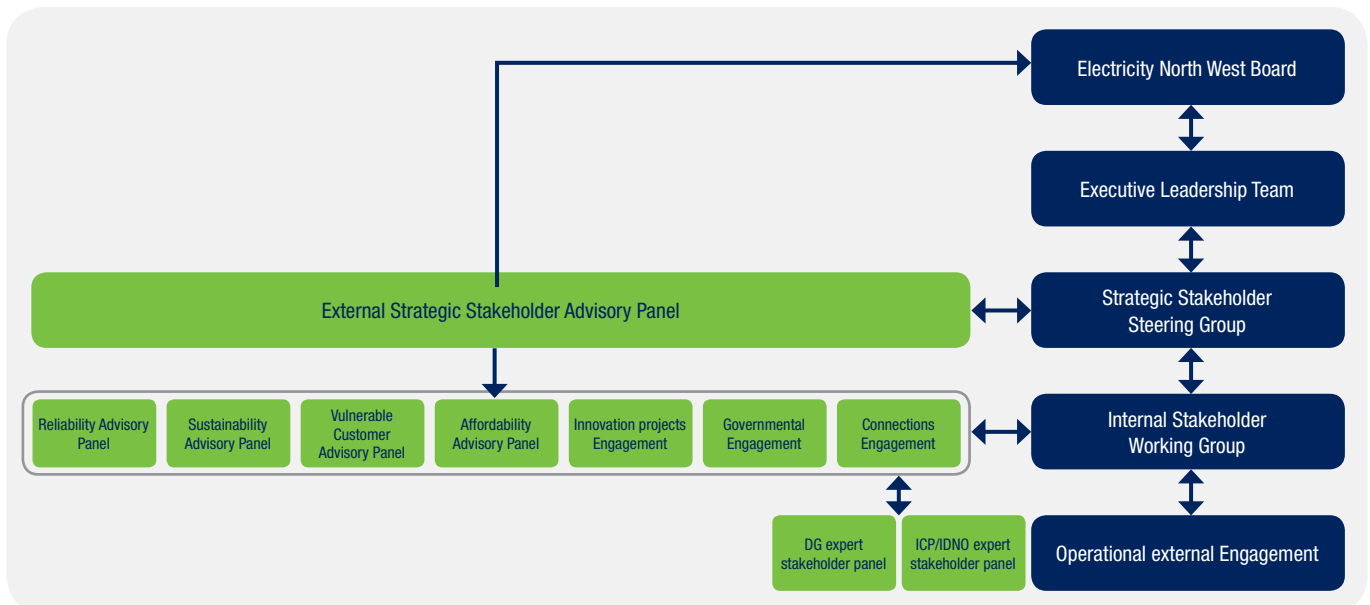


Surgeries

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, 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 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.

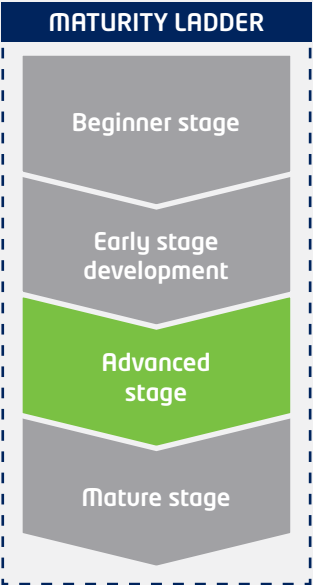
Independent assurance

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.

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

When we asked our ICP/IDNO Stakeholder Expert Panels for recommendations, they said:

"you've been pretty good at providing updates and engagement and they're definitely useful"

"Other DNOs are looking at YouTube videos of various things – substation working, trenching etc – that may be worth thinking about."

"You should look at extending training services to designers/planners, sharing skill set to supplement what we're doing."

In our workshops you told us:

"Streamline the application process – make it more interactive"
(ICP stakeholder, November workshop)

"Better on line automated system for tracking progress of applications through the system"
(ICP stakeholder, November workshop)

"Improve design approvals and timescales"
(ICP stakeholder, November workshop)

"Give better clarity, try to streamline legal process"
(ICP stakeholder, November workshop)

"Improve energisation timescales"
(ICP stakeholder, November workshop)

"Improve training timescales"
(ICP stakeholder, November workshop)

How we implemented our strategy

We followed our corporate approach to develop our 2016-17 Work Plan. We also used the same approach to review our engagement this year. One example is our decision to provide training sessions for contestable processes in addition to our user guides available on our website, as shown in the diagram below.

Based on your feedback we made this change and implemented training sessions in February for your benefit, to encourage further take up of contestable processes.

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 over 2016/17, 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.

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](#)



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



682

ICPS / IDNOs
ENGAGED WITH
IN TOTAL



LOOKING
BACK

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	
Workshops	16 October, 2016 Chorley	ICPs Consultants	Face to face workshops	Registered: 122 Attended: 75	Outputs Presentations and a summary of feedback from each event are published online .
	28 February, 2017 Chorley	Other utility companies IDNOs			
One-to-One surgery sessions	16 August, 2016	ICPs Consultants	Face to face, meeting	Registered: 10 Attended: seven	Outputs Bespoke, tailored sessions to support customers connecting in our area.
	4 October, 2016	Other utility companies Construction consultants			
ICP/IDNO Expert Stakeholder Panel	Held in:	Aptus Utilities	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.
	27 June, 2016	PN Daly			
	7 November, 2016	GTC			
	17 January, 2017	EON Jones Lighting UK Power Reserve			
Metered Connections Customer Group Seminar	6 October, 2016	ICPs IDNOs	Face to face conference	Invited: 63	Outputs Opportunity to view services provided by other DNOs and discuss best practice. Meetings set up separately with other DNOs to further review services.
ICP/IDNO ICE update mail outs	'Summer' edition July, 2016	ICP/IDNOs registered on our distribution list	Mail out	Mailed to: 486	Outputs Keeping all registered stakeholders informed of improvements and events .
	'Autumn' edition November, 2016				
	'Winter' edition January, 2017				
	'Spring' edition April, 2017				
ICP Training Update briefing	19 September, 2016, Blackburn	ICPs/IDNOs	Face to face conference	Invited: 486 Attended: six	Outputs Opportunity for ICPs and IDNOs to learn about competency based training, training 'passports' across DNOs and related changes to our training.



Continue with the current outlook that you have. The workshops you hold are as valuable to ourselves as much as they are to you.

PN Daly, workshop feedback
October 2016

We consider ENWL one of the best DNOs we work with. Therefore we'd like to see more of the same plus continued improvement

UCML, workshop feedback October, 2016

All points covered well - thanks

Quartzelec, contestable training
feedback November, 2016



Looking Back - end of year review

	Commitment	Action	Target	Q1	Q2	Q3	Q4	Status
	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 two meetings per year with stakeholders	(Q4) Mar-17		2 (Sept)		1 (Jan)	✓
RE-SUBMITTED	Provide further training for self-determination of PoC and self approval of designs	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 two training sessions with stakeholders	(Q4) Mar-17			1 (Nov)	1 (Jan)	✓
	Further refine our contestable processes	We will collaborate with other DNOs to compare and contrast lessons learned and best practice in enabling contestable activities.	(Q4) Mar-17			• (Nov)	• (Feb)	✓
	Provide efficient, consistence service	Initiate a review of services provided across our areas, identify efficiencies and take action to improve.	(Q3) Nov-16	• (Jul)	• (Aug)	• (Oct Nov)		✓
RE-SUBMITTED	Provide contact information for day-to-day queries	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	(Q4) Mar-17				• (Mar)	✓
	Improved clarity on energisation	Develop and publish information on energisation (LV/HV). Output: Publish new information on website	(Q1) Jul-16	• (Jul)				✓
	Improved data records	Review current return of 'as installed' information, provide/publish guidance and information to target improvements; to ensure data provided is accurate as possible. Output: Publish results of review and guidance on website	(Q4) Mar-17			• (Oct)	• (Feb)	✓
	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	(Q3) Nov-16			• (Oct)		✓
	Improved visibility of Estates and Wayleaves process	Develop high level overview for land rights acquisition process. Output: Publish new information on website	(Q1) Jul-16	• (Jul)				✓
	Update adoption agreements	Implement best practice following review undertaken in 2015/16 and publish updated documents on our website.	(Q4) Mar-17				• (Feb)	✓
	Provide formal engagement opportunities	Host minimum of two workshops per year.	(Q4) Mar-17			1 (Oct)	1 (Feb)	✓
		Host minimum of two surgery sessions.	(Q4) Mar-17		2 (Aug)	2 (Oct)		✓
	Improved variety of information provision	Engage with stakeholders to explore benefits of alternative methods of information (eg YouTube clips of processes); identify preferred methods for information provision.	(Q3) Nov-16			• (Oct)		✓

Commitment	Action	Target	Q1	Q2	Q3	Q4	Status
Improved information on how to access training	Provide better information to ICPs on how to access our training.	(Q2) Sept-16		• (Sept)			✓
Ensure our training reflects market need	Review training modules and courses to better adapt to customers' changing needs.	(Q3) Nov-16			• (Nov)		✓
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 five working days	(Q4) Mar-17	Average 4.3				✓
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.	(Q2) Sept-16		• (Sept)			✓
Online application	Plan facility for saving and submitting applications online in line with wider improvements to our corporate website.	(Q4) Mar-17				• (Feb)	✓
RE-SUBMITTED	Outperform Time to Quote Outperform time to quote target from receipt of minimum information for quotation. KPI: Achieve average time to quote of 12 working days (LV) for the remainder of the year	(Q4) Mar-17	Average 9				✓
	Updated: Outperform time to quote target from receipt of minimum information for quotation. KPI: Achieve average time to quote of 16 working days (HV) for the remainder of the year	(Q4) Mar-17	Average 16				✓
RE-SUBMITTED	Outperform Time to Connect Outperform time to connect target from receipt of minimum information for energisation. KPI: Achieve average time to connect of eight workings days (LV) for the remainder of the year	(Q4) Mar-17	Average 3				✓
	Outperform time to connect target from receipt of minimum information for energisation. KPI: Achieve average time to connect of 16 working days (HV) for the remainder of the year	(Q4) Mar-17	Average 14				✓

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.

Further refine our contestable processes

We 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. We completed three interviews with ICPs who responded to our invitation. We sought further feedback in our workshops in October, February and again in our training sessions in November and January.

Those who took part told us that they were likely to continue self-determining points of connection for smaller jobs only, irrespective of our process. This was because the business risk associated with the larger projects was deemed to be too great. You also told us that despite having limited functionality, our network records were more complete than other DNOs. However they also highlighted that our information (policies etc.) were difficult to find online and therefore we have made a commitment in our 2017/18 work plan to improve this.

Contestable process training

We planned two training sessions in November and in January. In total 16 individuals from eight ICPs in our region attended across the two sessions and provided positive feedback. We are currently sharing best practice with other DNOs who are now also looking to hold similar contestable training sessions.

“ Well organised, very useful and enjoyable

Utility Power Systems workshop October, 2016 ”

“ Very Informative, well delivered

DC Jointing workshop October, 2016 ”

Refine contestable processes

We attended the Metered Customer Connections Group (MCCG) event on 6 October where we presented our approach and thoughts on contestable services along with other DNOs. Following the event we set up separate sessions with other DNOs to share more detail and best practice in services. Based on the outputs of this meeting we were able to access other DNOs' GIS systems, which we then reviewed internally with our external GIS information. We shared the feedback from the MCCG event, our DNO meeting and internal review with our expert stakeholder panel, cross-referencing it with the outputs from our first action (ie reviewing our processes and identifying improvements in contestable processes).

Our GIS information was viewed as being useful and generally accurate, however access to it along with other 'ICP related information' was identified as an area for focus. As a result we have included an action to review and improve this in our 2017/18 Looking Forward plan.

Provide consistent service (engineering forums)

Through engineering forums we have established a consistent approach in design approvals across our region, and identified that we could do more to support ICPs in submitting design approvals. As a result we explored this in our February workshop and are acting on customers' feedback to provide a design submission template in our Looking Forward 2017/18 work plan.

Contact for day-to-day queries

In our Incentive on Connections Engagement consultation feedback and our workshop in October 2016, you told us that we needed to improve contact for day-to-day queries. Based on your feedback we added a new action into our plan as part of our resubmission.

Our list of day-to-day contacts were shared in our quarterly 2016/17 ICE newsletter and published [online](#).

Energisation information

We published and shared our new process flow charts in our July mail update. We have provided both process flows for energisation when completed by an [ICP](#) and by [Electricity North West](#). The process flows were received well in our October workshop (eg rated on average 8/10 for usefulness).

Improve 'as-installed' data records

We undertook an internal review of records over the course of the year. As of March 2017, 100% of our 132kV substation data was verified. This means that all stakeholders accessing our network records will benefit from a greater confidence in our records.

As part of our commitment to improve our data, we have developed a helpful [guide](#) for all accessing the network and providing 'as-laid' drawings.

Estates and wayleaves case studies

We completed these ahead of schedule, using real projects as examples taken from projects proposed by stakeholders in our Estates and Wayleaves focus group in 2016. These are published on our [website](#) and were shared in our July mail update. The case studies are designed to highlight to customers the importance of understanding responsibilities (of securing consents) whether progressing as a developer or with an ICP, and 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 and shared these outputs in our July mail update. We have provided both process flows for [statutory](#), [ICP](#) and [IDNO](#) scenarios. These process flows were scored 7/10 for usefulness by our stakeholders.



Easy to understand and follow

FES Ltd, estates and wayleaves workshop March, 2017



The process flows are very helpful to the likes of us because we employ a large number of 'newcomers' to the industry and items such as this are helpful

PN Daly, workshop October, 2016



Update Adoption Agreements

We have now updated our agreements and provided a briefing session on the main changes and impacts at our latest ICP/IDNO workshop on 28 February. The changes were also highlighted in our quarterly 2016/17 ICE newsletter and the document is available to view on our [website](#). We are now rolling out the updated agreements with the most active ICPs in our area with a view to rolling out with all ICPs by the end of the year.

Workshops and surgeries

We planned two surgery sessions and two workshops for ICPs and IDNOs in 2016/17. Registrations for our workshops were at full capacity – in total 95 registered. For full attendance details, please see our [engagement tracker](#).

Our workshops scored 9/10 for usefulness and being informative. Individual feedback on our surgeries was also positive.



We found the opportunity very productive... I personally feel that these sessions are invaluable for the ICP.

Edward Dewhurst Ltd, surgery session October, 2016



Thank you for the workshop presentation that you provided yesterday, it was very encouraging to see the lengths that ENWL are taking to invest in working on and developing their network with other ICPs / IDNOs.

Quartzelec, workshop February, 2017



Improve variety of information provision

We engaged with stakeholders in our October workshop. We have summarised the feedback we received as an output [online](#). Based on the feedback provided by our Expert Stakeholder Panel, we have developed a [video](#) to highlight tips for producing 'as-laid' or network drawings to support our wider commitment to improve our data records.

Improved information on accessing training

We reviewed and updated the information on our [website](#), pulling all relevant information regarding options for training and authorisations, along with substation access into one single webpage.

Ensure training reflects market need

We reviewed our complete suite of training modules and redeveloped them to align with our new competency-based approach. Our Training Academy now offers modularised training which provides more flexibility to customers. For example, we have now broken down our LV jointing course into four separate modules; service/main waveform jointing, service/main LV jointing, LV jointing waveform, and LV jointing PILC. This means that now, ICPs can complete one or more of the jointing modules as appropriate, rather than having to complete the full course to obtain the relevant Competency Code.

Improve timescales for training and authorisations

Our summary shows our performance as an annual average of 4.3 working days to respond to initial training enquiries at our Training Academy. We are aware that several ICPs flagged up their concerns with our service last year and we have worked hard to get our response rates back on track and within our target by the end of the year. Senior representatives from our Training Academy presented at our last ICP/IDNO workshop and held training surgery sessions after the event.

Promote industry consistency in training

We have aligned our training with the national standard 'Competency Accord' programme with other DNOs. This programme provides improved visibility of training, authorisation and competence across areas. It also 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 2016 and sent personal invitations to 486 ICPs and IDNOs.

Online application planned implementation

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, with testing planned for the summer. Our project plan anticipates final implementation in October 2017.

High level implementation plans and timescales were communicated to stakeholders in our latest ICP/IDNO workshop and shared in our quarterly 2016/17 ICE newsletter.

Time to Quote and Time to Connect

Our summary above provides a final end of year average Time to Quote and Time to Connect performance.

OFGEM TARGETS: 20

TIME TO QUOTE IN WORKING DAYS

	ORIGINAL TARGET:	RESUBMITTED TARGET:	END OF YEAR AVERAGE:
LV	13.5	12	9

OFGEM TARGETS: 18

TIME TO QUOTE IN WORKING DAYS

	ORIGINAL TARGET:	RESUBMITTED TARGET:	END OF YEAR AVERAGE:
HV	18	16	16

OFGEM TARGETS: 10

TIME TO CONNECT IN WORKING DAYS

	ORIGINAL TARGET:	RESUBMITTED TARGET:	END OF YEAR AVERAGE:
LV	9	8	3

OFGEM TARGETS: 20

TIME TO CONNECT IN WORKING DAYS

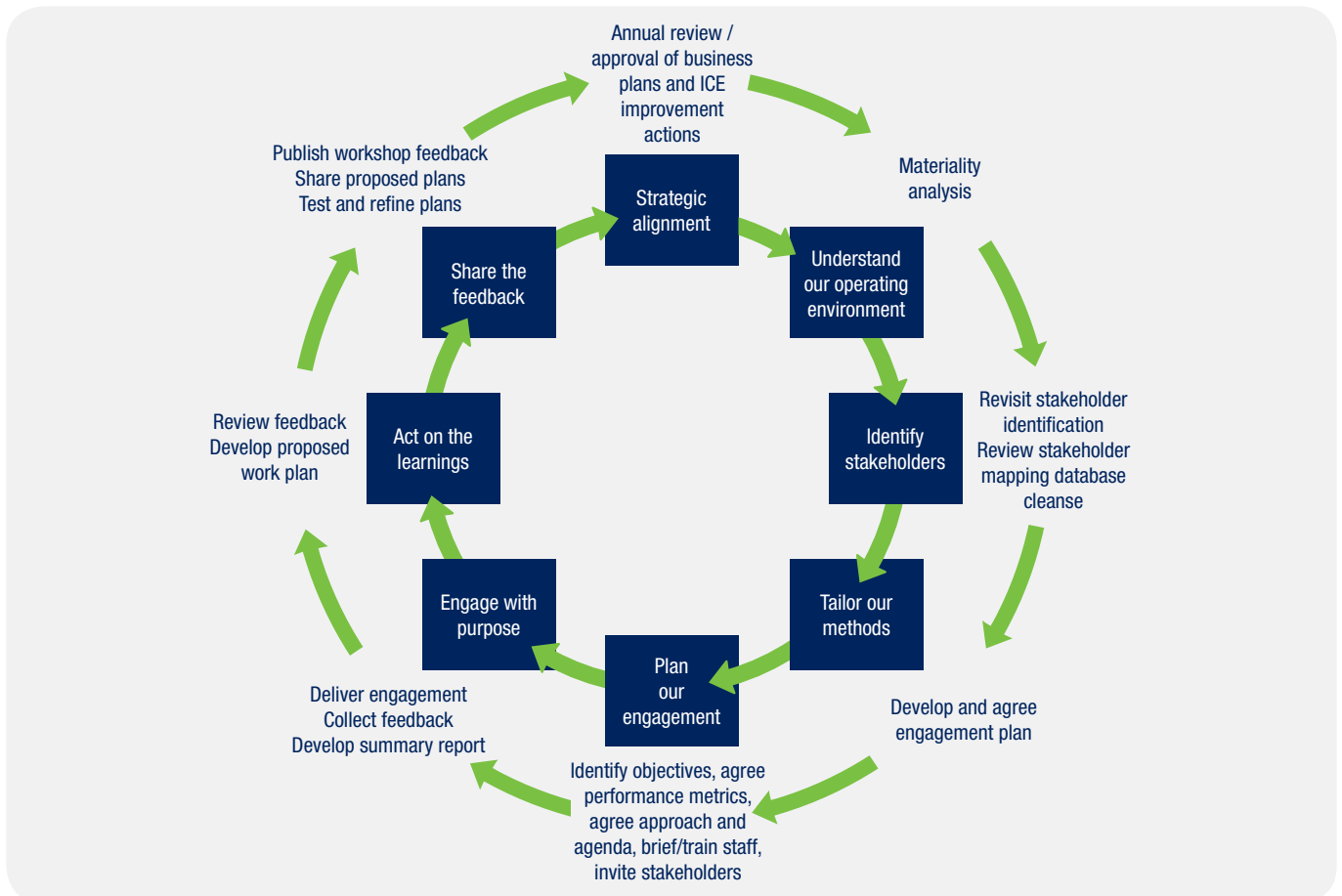
	ORIGINAL TARGET:	RESUBMITTED TARGET:	END OF YEAR AVERAGE:
HV	18	16	14

We are pleased that we met our target KPIs and will continue to strive for better performance in 2017/18.

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.

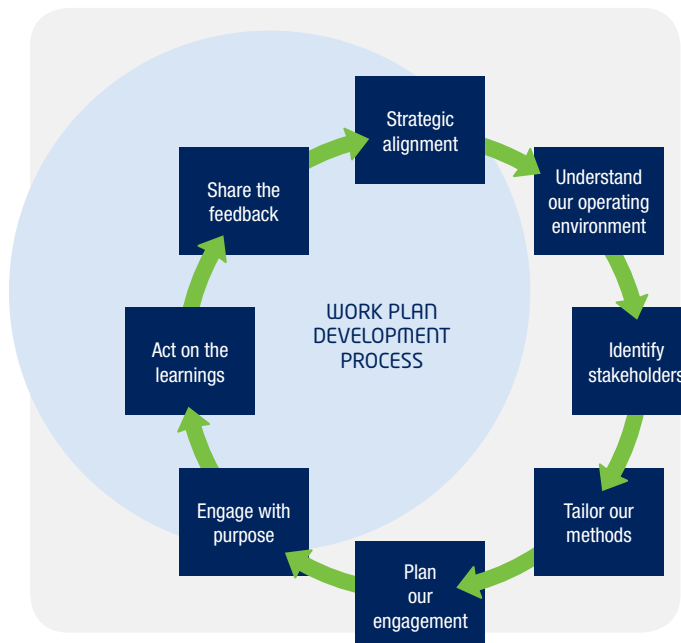
We record, monitor and manage engagement risks using a central risk register. All risks logged are assessed according to impact categories (score one-five) and a likelihood assessment (same scores). We manage risks through a network of risk co-ordinators across the wider business. Our own risk co-ordinator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

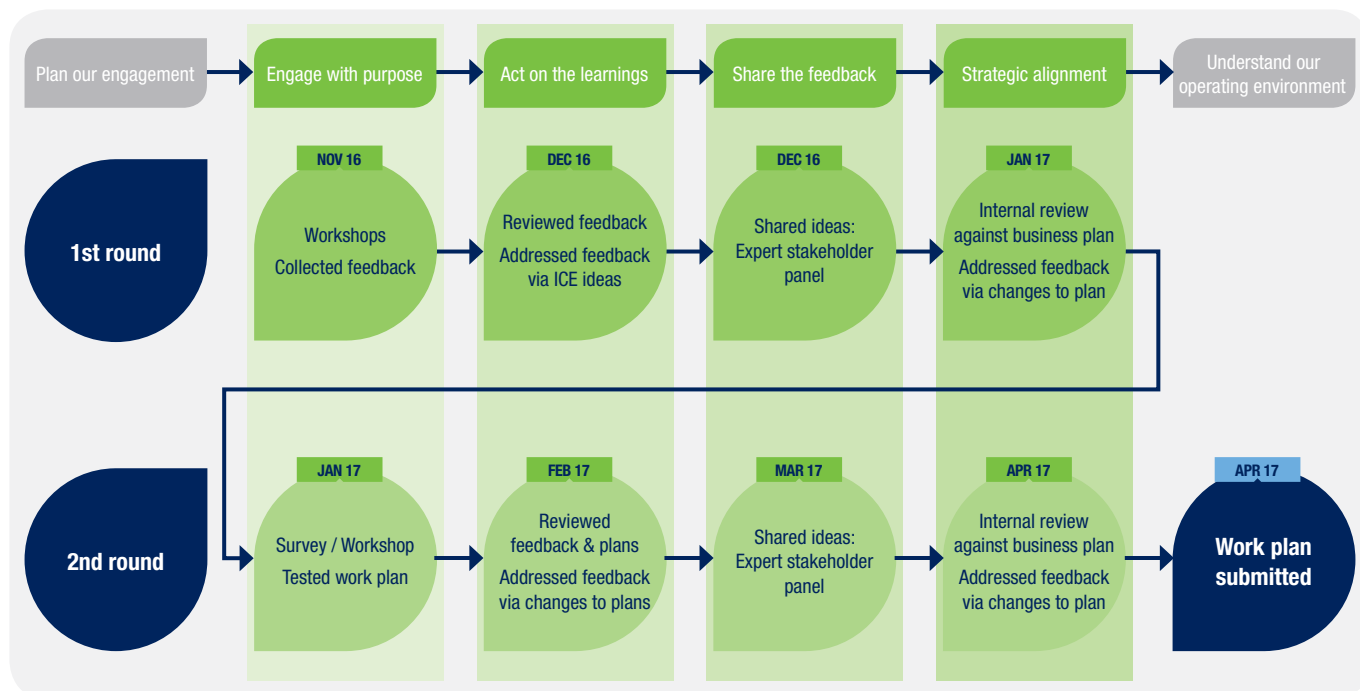
We will host a variety of engagement events across 2017/18. These will range in size and location and cover various topics, as determined by our analysis, your feedback and endorsements from our expert stakeholder panels. For each of our events we will continue to promote online, through our newsletters 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 publish 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. We took a similar approach this year to develop our 2017/18 work plan, in line with our updated corporate strategy. Our process below maps out the steps we took to allow you several opportunities to review and shape our action plans as part of our updated stakeholder engagement strategy.

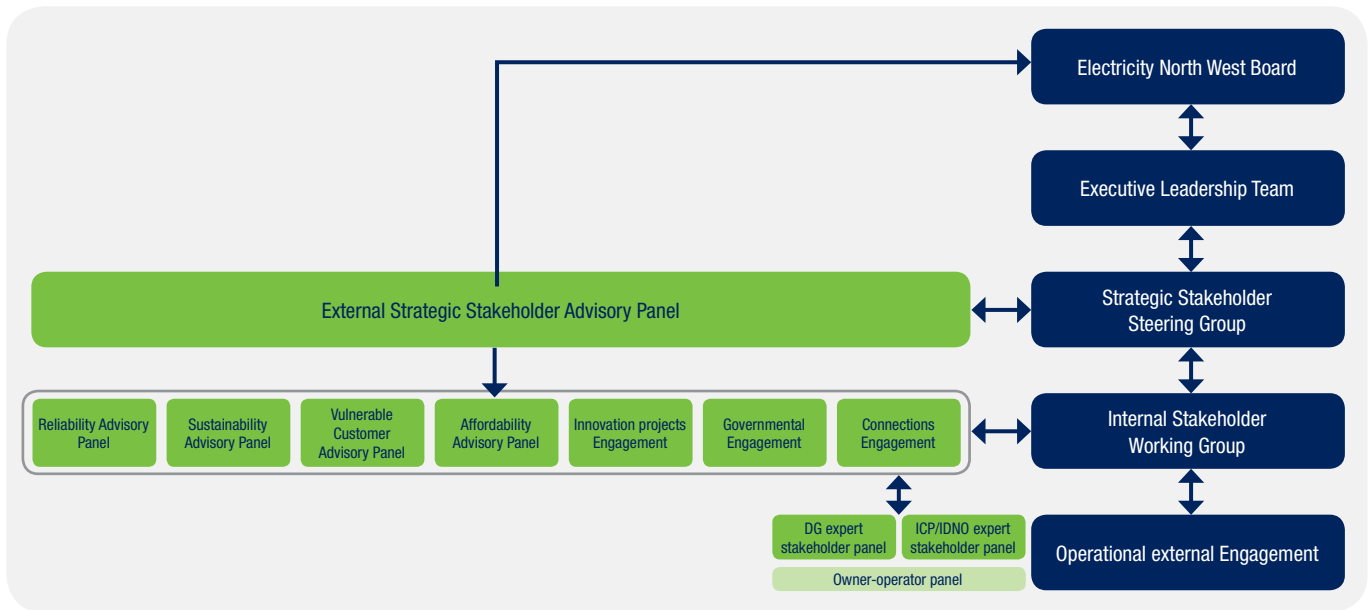


Our governance

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 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.



Being part of the panel is useful to allow us a chance to challenge ENWL on a number of topics we're interested in, provide our input to their plans and help influence the direction they're taking.

David Overman, GTC ICP/IDNO Expert Stakeholder Panel



Looking Forward 2017/18 engagement

We are planning 11 engagement events for the coming regulatory year, combining both group sessions (training, workshops and focus groups) with one-to-one surgery sessions.

Topics for workshops 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
May	Surgery	Estates and wayleaves specific and/or general enquiries	ICP/IDNO
	Surgery	Project specific queries and/or general enquiries	ICP/IDNO
September	Surgery	Project specific queries and/or general enquiries	ICP/IDNO
October	Industry conference	Metered Connections Customer Group	ICP/IDNO
	Workshop	Topics to be determined based on stakeholder feedback	ICP/IDNO
	Training session	Self-determination of Point of Connection Self Approval	ICP/IDNO
November	Surgery	Project specific queries and/or general enquiries	ICP/IDNO
December	Training session	Self-determination of Point of Connection	ICP/IDNO
		Self Approval	
January	Surgery	Project specific queries and/or general enquiries	ICP/IDNO
	Training session	Self-determination of Point of Connection Self Approval	ICP/IDNO
February	Workshop	Topics to be determined based on stakeholder feedback	ICP/IDNO
March	Focus group	Estates and wayleaves	All





I think ENWL are looking at the right things to improve connections.

Clancy Docwra, workshop February 2017

Keep the momentum going. Possibly a little more time at the seminars for open discussion.

ICP, online research January 2017

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

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



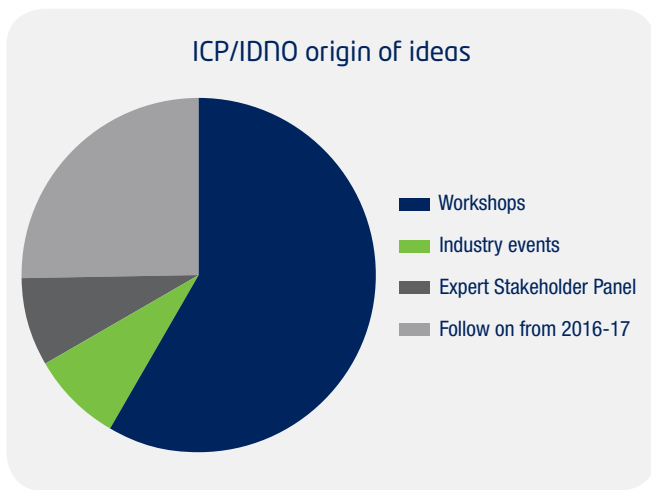
Looking Forward Work Plan

Action	Detail	Output / Key Performance Indicator (KPI)	Target date
Improve online access and navigability of policies	We will improve the navigability of our policy documents online, to make it easier for stakeholders to locate and use information	Output: Launch of new website and engage with stakeholders in workshops to monitor effectiveness of our improvements	Q2 2017/18
Improve visibility of policy updates	We will issue a policy newsletter to promote updates via a registration service on our website	KPI: We will issue our policy newsletter quarterly and target a minimum registration of 100 contacts working in our area	Q1 2017/18
Work with ICPs/IDNOs to improve access to training facilities	We will undertake a Training Needs Analysis (TNA) with a minimum of 2 ICPs in our area to improve training services/planning with a view to facilitating quicker access to training	Output: Training Needs Analysis to be completed. Success of TNA to be measured through number of places booked/cancelled on courses	Q4 2017/18
Provide better support for training queries	We will clarify the process and improve our support for document submissions	Output: A better customer experience, where customers indicate a better awareness of what documentation is required to book training and options available	Q3 2017/18
Improve route map for EU Skills passport holders in our area	We will engage with EU Skills, establish the process for top up training and embed the process with ICPs	Output: Document and embed the process for ICPs	Q3 2017/18
Improve visibility of audit performance	We will publish a league table of audits comparing the anonymised performance of our own contractors and ICPs	Output: League table and results will be shared quarterly	Q4 2017/18
Continue to facilitate workshops and training sessions subject to demand	We will continue to provide workshops and self-determination of PoC training sessions (subject to demand) for ICPs working in our area	Output: Minimum of 1 workshop and 1 training session and target 80% attendees reviewing our events as 'useful' or 'very useful'	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 11 Working Days	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 15 Working Days	Q4 2017/18
Continue to improve LV time to connect	We will continue to tighten our average LV time to connect target	KPI: Target average of 7 Working Days	Q4 2017/18
Continue to improve HV time to connect	We will continue to tighten our average HV time to connect target	KPI: Target average of 15 Working Days	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'	Q4 2017/18
Develop additional support for design submissions	Develop a design pack including standardised templates for HV design submission	Output: Issue design submission pack to ICPs working in our area	Q2 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, starting with your feedback, developing ideas, reviewing then refining them through several iterations.

Tracing our action roots



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 ICP and IDNO 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 ICP/IDNO workshop 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.

Stakeholders responding to our ICE work plan survey recommended:



Keep the momentum going. Possibly a little more time at the seminars for open discussion as not all areas are covered.

Access to training courses has historically been difficult. We will welcome the delivery of promises to improve this process.

Ensure that as wide a range of ENWL representatives (across the disciplines) as possible are involved. Any areas that are affecting us or we are having difficulty in are addressed. For example wayleaves/PoC locations.



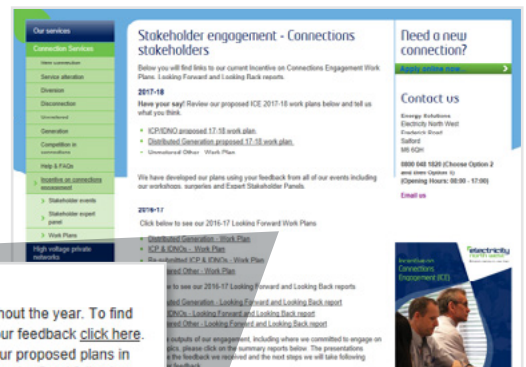
Following the same approach as last year, we have published our response to feedback that is not in our 2017/18 work plans, along with our rationale. This is to provide our stakeholders with complete transparency on our decision-making.

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](#)



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.

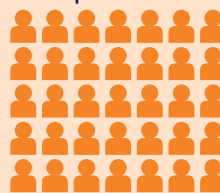
Your feedback

You told us that it can be difficult to find relevant policy documents online. Policy information was voted in our workshops as one of the most important types of information we make available and therefore should be quick to locate and access. However current tools and navigation can slow the process.

“The documents themselves are clear but finding them is difficult”

SMS PLC workshop, October, 2016

Sponsors



Where?
Workshop

2017/18 commitment

We will improve the navigability of our policy documents online, to make it easier for stakeholders to locate and use information

Your feedback

You told us that it's important to continue to holding training for contestable processes to encourage ICPs to take up new options. Attendance at our training sessions have been lower than we expected, but are still regarded as highly valuable for those attending (majority willing to attend again).

“Training/workshops on POC determination. It isn't good enough to say 'we did some workshop in Jan' people come and go from companies and people in time will need a refresh”

Future Utility Solutions, workshop October, 2016

Sponsors



Where?
Workshop

2017/18 commitment

We will continue to facilitate workshops and training sessions for ICPs working in our area.

Your feedback

Feedback from our workshops and expert stakeholder panels suggests that the service we provide in our Training Academy could be improved. You told us that availability of courses, provision of new bespoke courses and response times could all be improved.

Sponsors



Where?
Workshop

2017/18 commitment

We will undertake a trial Training Needs Analysis (TNA) with a minimum of two ICPs in our area to improve training services/planning with a view to facilitating quicker access to training

Your feedback

Rising customer expectations mean that ICPs are coming under new pressure to respond quicker and compete with others in the market. We understand these pressures and are looking to continue improving our service.

Sponsors



Where?
Follow on from 2016/17

2017/18 commitment

We will continue to tighten our average LV and HV Time to Quote and Time to Connect targets

Your feedback

New ICPs in our area are keen to convert their skills and training from other DNO areas and have highlighted that we need a better route map for acquiring a training 'passport' in accordance with the EU Skills Competency Accord programme.

Sponsors



Where?
Workshop

2017/18 commitment

We will engage with EU Skills, establish the process for top up training and embed the process with ICPs

Your feedback

As well as availability of courses and response times generally, you told us that the quality of support following queries to our Training Academy could be improved to help improve response times.

Sponsors



Where?
Workshop

2017/18 commitment

We will clarify the process and improve our support for document submissions

Your feedback

At industry events we listened to presentations from other DNOs about audit performance across both contractors and ICPs. Those attending told us that this provided good visibility of ICP performance and encouraged competition.

Sponsors



Where?
Industry event

2017/18 commitment

We will publish a league table of audits comparing the anonymised performance of our own contractors and ICPs, improving visibility of audit performance in our area.

Your feedback

You told us about best practice set by other DNOs in providing proactive updates on changes to policy documents. These updates help to keep you updated on new requirements and latest version of documents.

Sponsors



Where?
Expert Stakeholder Panel

2017/18 commitment

We will issue a policy newsletter to promote updates via a registration service on our website, improving visibility of changes we make.

Appendix 1



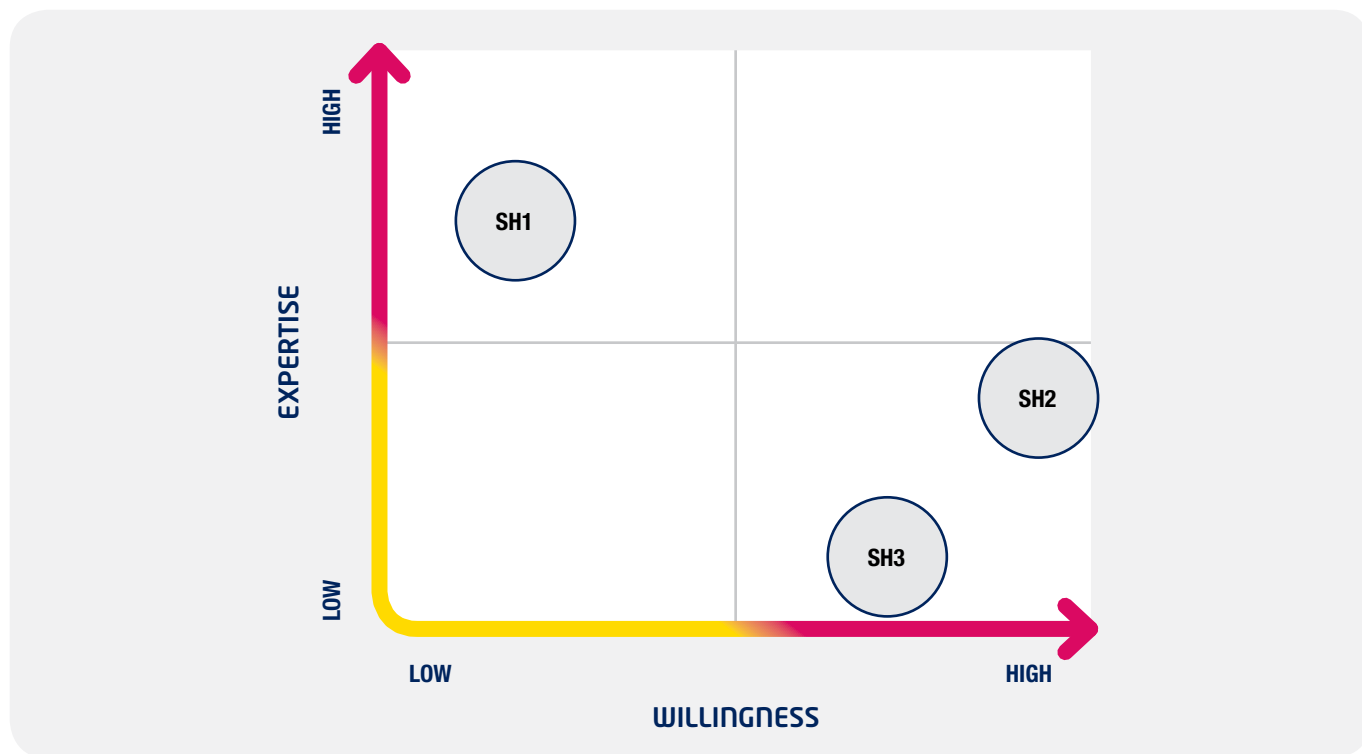
The table below provides you with definitions of each different category and examples of groups and individual representatives which fall into the category.

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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