

# Incentive on Connections Engagement 2017-18



Looking Forward Work Plan  
**Distributed Generation**

# Looking Forward Work Plan

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

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