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# Incentive for Connections Engagement 2017-18 Distributed Generation Q4

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# 2017 – 2018 DG Workplan



Action	Output/Key Performance Indicator	Status
Improve visibility of our flexible connections	<b>Output:</b> All generation quotations will highlight where a flexible connection has been offered	Complete
Improve constraint data provided with flexible connection quotations	<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	Complete
Facilitate regular engagement sessions	<b>KPI:</b> Hold 10 events overall and target 80% of attendees review our events as 'useful' or 'very useful'	Complete 97%
Implement online application	<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	Complete 14%
Develop a local energy strategy	<b>Output:</b> Stakeholder workshops held and draft local energy strategy circulated for ratification	Complete
Champion Virtual Private Networks in industry to support more flexible and efficient connections	<b>Output:</b> Develop proposals for Virtual Private Networks	We are continuing to work very closely with stakeholders to develop the Virtual Private Network Solution. Our primary focus has been on supporting Manchester City Council on their Civic Quarter Heat Network as this is approaching a stage whereby a final decision will be made. We have worked with them and their appointed suppliers to develop a Virtual Private Network Solution as opposed to a costlier and riskier private network solution. We are also in the earlier stages of analysis for deploying this solution on a number of other exciting projects
Host community energy event	<b>Output:</b> Host event and target 80% of attendees reviewing the event as 'useful' or 'very useful'	Complete 100%

# Proposed 2017- 2018 Workplan



Action	Output/Key Performance Indicator	Status
Continue to improve HV time to quote	<b>KPI:</b> Target average of 45 Working Days	Complete 42 WD
Continue to improve EHV time to quote	<b>KPI:</b> Target average of 58 Working Days	Complete 60 WD
Provide quarterly updates on progress of actions	<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'	Complete 97%
Develop Community Energy distribution list and share relevant updates	<b>Output:</b> We will target a minimum of 50 stakeholders by March 2018 and share newsletter updates on a quarterly basis	Complete 174 registered stakeholders
Establish DG owner-operator panel	<b>Output:</b> Establish a DG owner-operator panel	Complete
Target improvements in customer satisfaction	<b>KPI:</b> Target an average of 82% satisfaction with delivery and 85% satisfaction overall	Complete Delivery Satisfaction 84% Overall satisfaction 84%
Continue to improve LV time to quote	<b>KPI:</b> Target average of 28 Working Days	Complete 26 WD