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Distributed Generation Low Voltage (DG LV)

ICE Workplan 2018 - 2019

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Proposed 2018-2019 Workplan DG LV



Commitment	Action	Output/Key Performance Indicator	Delivery Date
Improve connection charging approach to make charging fair for our customers	Conduct an impact assessment and plan implementation of assessment and design fees.	Engage with stakeholders regarding our proposals	Q4
We will share our vision for the transition of Distribution Network Operators (DNO) to Distribution System Operators (DSO).	Engage with stakeholders on our transition to DSO strategy	Hold an engagement session with our stakeholders	Q4
Target improved customer satisfaction.	Our aim is to target high levels of overall satisfaction	Customers surveyed rate their overall satisfaction at 85% (subject to statistically significant sample sizes)	Q4
Target improved Time To Quote for DG LV quotations	We aim to outperform the regulatory standard by providing quotes on average in 28 working days (compared to the guaranteed standard of 45 working days)	We will continue to work towards a 28 day average Time To Quote	Q4
We will engage with community energy stakeholders on our network information	We will engage with community energy stakeholders on our network information	<ul style="list-style-type: none"> • Hold an engagement session with community energy stakeholders. • 80% of stakeholders surveyed rate the session as “useful” or “very useful” 	Q4
We will continue to offer opportunities for stakeholders to engage with us	We will facilitate a workshop specifically for our DG LV stakeholders	<ul style="list-style-type: none"> • Hold a workshop centred around DG LV topics. • 80% of attendees surveyed rate the event as ‘useful’ or “very useful” 	Q4
We will continue to offer pre-application surgery sessions and webinars	Host connection surgeries for DG LV customers	<ul style="list-style-type: none"> • Offer a minimum of 3 x surgery sessions/webinars • 80% of attendees surveyed rate event as ‘useful’ or ‘very useful’ 	Q4
Continue to provide quarterly updates on progress of actions	We will publish quarterly updates on our actions and outputs	Quarterly newsletters distributed to registered stakeholders and published online	Q4