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Independent Connection Provider / Independent Distribution Network Operator (ICP/IDNO)

ICE Workplan 2018 – 2019

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Proposed 2018 – 2019 Workplan ICP/IDNO



Commitment	Action	Output/Key Performance Indicator (KPI)	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 our stakeholders regarding our proposals	Q4
We will continue to target improvements in LV time to connect	We aim to outperform the regulatory standard by completing connections on average in 7 working days (compared to the guaranteed standard of 10 working days)	We will continue to work towards a 7day average Time to Connect	Q4
We will continue to target improvements in HV time to connect	We aim to outperform the regulatory standard by completing connections on average in 15 working days (compared to the guaranteed standard of 20 working days)	We will continue to work towards a 15 day average Time to Connect	Q4
We will continue to target improvements in LV time to Quote	We aim to outperform the regulatory standard by providing quotes on average in 11 working days (compared to the guaranteed standard of 15 working days)	We will continue to work towards a 11 day average Time to Quote	Q4
We will continue to target improvements in HV time to Quote	We aim to outperform the regulatory standard by providing quotes on average in 15 working days (compared to the guaranteed standard of 20 working days)	We will continue to work towards a 15 day average Time to Quote	Q4
We will continue to target faster LV/HV design approval responses	Our aim is to outperform the regulatory standard by providing design approval responses within an average of 8 working days (compared to the guaranteed standard of 10 days)	We will continue to work towards LV/HV design approvals responses within an average of 8 working days.	Q4
We will improve efficiency in issuing Bilateral Connections Agreement (BCA) documentation	Where multiple parties are involved we will notify ICPs of when a BCA is sent and to whom it was sent to.	Introduce revised process	Q2
We will provide more clarity and transparency on the energisation process for non-contestable works	We will provide a guidance document outlining the prerequisites to agreeing a power on date to ensure an efficient process.	Publish guidance document	Q3

Proposed 2018 – 2019 Workplan ICP/IDNO cont.



Commitment	Action	Output/Key Performance Indicator	Delivery Date
We will continue to support Self Determination of Points of Connection by ICPs.	We will continue to provide Self Determination of Points of Connection training to ICPs	We will host 2 sessions over the year (subject to a sufficient number of registrations)	Q4
We will continue offer opportunities for stakeholders to engage with us	We will host 2 workshop on topics requested by stakeholders	<ul style="list-style-type: none"> •Host 2 workshops • 80% of attendees surveyed rate the event as “useful” or “very useful” 	Q4
We will provide more clarity on land consents process and progress	We will host a consents – focussed session to help and assist our stakeholders with this element of the process	<ul style="list-style-type: none"> • Host a Wayleaves workshop and 2 surgery sessions • 80% of attendees surveyed rate the event as “useful” or “very useful” 	Q4
We will provide stakeholders with the opportunity to comment on proposed policy changes before we make them	We will publish on our G81 webpage in draft form, all proposed changes to relevant policy and invite comments from stakeholders ahead of formal change	Publish draft policy documents online and inform registered stakeholders	Q1
We will provide stakeholders with the opportunity to receive detailed briefings on policy changes	We will host a minimum of 2 webinars on policy changes relevant to the stakeholders	<ul style="list-style-type: none"> • Host 2 webinars • 80% of attendees surveyed rate the event as “useful” or “very useful” 	Q3
We will improve our communication of safety to ICPs working in our area	We will issue safety bulletins to ICPs	Email safety bulletins to registered stakeholders	Q1
Continue to provide visibility of inspection performance	We will publish quarterly updates on anonymous performance of our inspections of ICPs and our own contractors	Quarterly newsletters distributed to registered stakeholders and published online	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