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# Incentive on Connections Engagement

DG LV Workplan 2018/19

Quarter 4 Update




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# How are we performing against our commitments?



| Commitment   | Action  | Output/Key Performance Indicator  | Delivery Date | Status   |
|--|---|---|---------------|--|
| Improve our 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            | Complete<br>              |
| 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            | Complete<br>              |
| 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            | YTD Average 81%  |
| 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            | YTD Average 19 days<br> |

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| Commitment   | Action  | Output/Key Performance Indicator  | Delivery Date | Status  |
|--|---|---|---------------|---|
| We will engage with community energy stakeholders on our network information | We will engage with community energy stakeholders on our network information. | Hold an engagement session with community energy stakeholders<br><br>80% of stakeholders surveyed rate the session as “useful” or “very useful” | Q4            | Complete<br><br>   |
| We will continue to offer opportunities for stakeholders to engage with us   | We will facilitate a workshop specifically for our DG LV stakeholders         | Hold a workshop centred around DG LV topics<br><br>80% of attendees surveyed rate the event as “useful” or “very useful”                        | Q4            | Complete<br><br>   |
| We will continue to offer pre-application surgery sessions and webinars      | Host connection surgeries for DG LV customers                                 | Offer a minimum of 3 x surgery sessions / webinars<br><br>80% of attendees surveyed rate the event as “useful” or “very useful”                 | Q4            | Complete<br><br> |
| 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            | Complete<br><br> |