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north west**

Bringing energy to your door



Incentive on Connections Engagement

DG LV Workplan 2018/19

Quarter 2 Update

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How are we performing against our commitments?



Commitment	Action	Output/KPI	Deadline	Status
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	On Target
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	On Target
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 76.60%
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 22.5 days

How are we performing against our commitments?



Commitment	Action	Output/KPI	Deadline	Status
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	 COMPLETE
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	On Target
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	On Target
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	On Target