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# Incentive on Connections Engagement

DG HV/EHV Voluntary Workplan 2018/19

Quarter 3 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	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	Complete 
We will review our EHV connection offers	We will review our connection offers and introduce a new offer pack in line with ours and stakeholder needs.	Issues new connections offer pack	Q2	Complete 
We will improve visibility of remaining available capacity	We will publish improved information on available thermal capacity and fault level	Publish online	Q2	Complete 
Improve speed of response where transmission works required for a distribution connection	We will transition to a new transmission-distribution interface process, publish the new process on our website and publish transmission updates	We will communicate the new process to customers, transition to the new process and publish the process	Q4	On target

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Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
Develop and continue DG owner / operators panel	Hold 1 DG owner/operator forum session for generators at 33 /132kV	Hold a DG owner/operator panel session  80% of stakeholders surveyed rate the event as “useful” or “very useful”	Q3	On target
Target improved Time to Quote timescales for EHV quotations	We aim to outperform the regulatory standard by providing quotes on average in 58 working days (compared to the guaranteed standard of 65 working days)	We will continue to work towards a 58 day average Time to Quote	Q4	YTD Average 56.4 days
Target improved Time to Quote timescales for HV quotations	We aim to outperform the regulatory standard by providing quotes on average in 58 working days (compared to the guaranteed standard of 65 working days)	We will continue to work towards a 58 day average Time to Quote	Q4	YTD Average 39.13 days
We will continue to offer opportunities for stakeholders to engage with us.	Offer surgery session and webinars and a workshop covering a range of topics.	Offer 8 opportunities for stakeholders to engage covering a range of relevant topics.  80% of attendees surveyed rate the 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