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# Incentive on Connections Engagement

ICP / IDNO 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 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	On target
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 7 day average time to connect	Q4	YTD Average 5.46 days
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	YTD Average 14.64 days
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	YTD Average 8.50 days
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	YYD Average 12.46 days
We will target faster LV/HV design approval responses	We aim 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 target LV/HV design approvals responses within an average of 8 working days	Q4	YTD Average 8.21 days
We will improve efficiency in issuing Bilateral Connections Agreements (BCA) documentation	Where multiple parties are involved we will notify ICPs of where a BCA is sent and to whom it was sent to	Introduce revised process	Q2	Complete 
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	Delayed

# How are we performing against our commitments?



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will continue to support the 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	On target 2 <sup>nd</sup> session planned for March 2019
We will continue to offer opportunities for stakeholders to engage with us	We will host 2 workshops on topics requested by stakeholders	Host 2 workshops 80% of attendees surveyed rate the event as “useful” or “very useful”	Q4	 Complete
We will provide more clarity on land consents and progress	We will host a consents-focussed session to help and assist our stakeholders with this element of the process	Host a wayleaves workshop and 2 surgery sessions 80% of attendees surveyed rate the event as “useful” or “very useful”	Q4	On target
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 and inform registered stakeholders	Q1	 Complete
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	Host 2 webinars 80% of attendees surveyed rate the event as “useful” or “very useful”	Q3	On target
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	Complete by end of Q2 
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	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