

**electricity
north west**

Bringing energy to your door



Incentive on Connections Engagement

Unmetered Other 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
We will implement efficiencies in communication site work with customers	Check contact details for site work to ensure site related communication goes to customer site resource	80% of stakeholders surveyed agree that this has streamlined the process	Q3	On target
We will add more flexibility in how customers provide information in their application	We will facilitate free-form detail fields on our application forms to allow customers to add more information where necessary (specifically regarding load details and usage)	Updated application form available via pdf. Download and online	Q4	Complete 
Improve time to connect	We aim to outperform the regulatory standard by completing connections on average in 22 working days (compared to the guaranteed standard of 35 working days)	We will continue to work towards a 22 day average time to connect	Q4	YTD Average 18.05 days
Improve time to quote	We aim to outperform the regulatory standard by providing quotes on average in 23 working days (compared to the guaranteed standard of 25 working days)	We will continue to work towards a 23 day average time to quote	Q4	YTD Average 7.15 days
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