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# ENWL 2019-20 ICE Workplans

## Quarter 3 Update

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# 2019-20 DG LV ICE Workplan



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Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
Target improved <b>customer satisfaction</b>	Our aim is to target high levels of overall satisfaction.	Customers surveyed rate their overall satisfaction on average at least 85% (subject to statistically significant sample size)	Q4	Low response rate
Target improved <b>customer engagement</b>	We will seek to establish a <b>DG LV Expert Panel</b> to improve engagement, and obtain customer insights to drive overall satisfaction	Establish a DG LV Expert Panel Host at least 2 calls / sessions.	Q4	On target
We will communicate with our stakeholders on <b>Engineering Recommendation G98 and G99</b> requirements for the connection of Generation Equipment	We will communicate new requirements to our stakeholders. We will clarify the process on how stakeholders can raise issues and / or queries related to G98 and G99	Hold 3 webinars / workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very useful"	Q4	Complete 
We will share our vision for the transition of Distribution Network Operator (DNO) to <b>Distribution System Operator (DSO)</b>	We will provide updates, through stakeholder engagement sessions and meetings, on the transition to DSO and to gain stakeholder input.	Present at 2 workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very useful"	Q4	On target
We will continuously improve how we provide information and publish requirements for <b>flexible services</b> , such as Community Demand Side Response.	We will continue the work we have started in 2018 to publish our requirements for flexible services on our website and undertake accessible, fair, transparent processes to enable stakeholders to tender for the provision of flexible services. We will consult with our stakeholders to inform our continuous improvement actions.	We will Issue a consultation on our approach to flexible services Incorporate any changes from the feedback Present flexible services opportunities at 2 workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very Useful"	Q4	On target

# 2019-20 DG LV ICE Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will brief stakeholders on the development of changes to charges being made by Ofgem	We will provide briefings for stakeholders on the proposed changes to charges through <b>Ofgem's significant code review</b> .	Present at 2 workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very Useful"	Q4	On target
We will continue to monitor and review our connection charging approach to make charging fair for all of our customers.	We will engage with stakeholders and communicate any changes in our approach to <b>A&amp;D Fees</b> .	We will lead the national engagement with stakeholders on more consistent DNO approaches We will give stakeholders a least one month notice of any changes to our approaches	Q4	On target
Target improved <b>Time to Quote</b> timescales for DG LV	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 to a 28 day average Time to Quote.	Q4	On target (21 days)
We will clarify the process followed after acceptance of a quote	We will engage with stakeholders to review and improve the <b>post acceptance process</b> .	We will publish the revised process as agreed with stakeholders	Q4	On target
We will improve <b>access to Geographical Information Systems</b>	We will improve 3 <sup>rd</sup> party access to Network Information on GIS	We will deliver improvements to 3 <sup>rd</sup> party access to Network Information on GIS	Q4	Ongoing

# 2019-20 DG LV ICE Workplan




Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will engage with our stakeholders on the impact of our <b>Network Management System</b>	We will review the new process for pre-construction drawings (pre-builts) and communicate changes	Present at 2 workshops 85% of stakeholders surveyed rate the events as “Useful” or “Very useful”	Q4	On target
<b>Communication - BAU</b>				
We will continue to offer opportunities for stakeholders to engage with us.	Offer surgery sessions, webinars and workshops covering a range of topics.	Hold <b>5 engagement sessions</b> 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	On target
We will continue to offer opportunities for community and local energy sector stakeholders to engage with us.	We will continue to engage the community and local energy sector to understand their requirements through an engagement programme.	Hold <b>4 workshops / webinars</b> 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	On target
We will continue to communicate with our stakeholders	Issue regular updates on ICE Commitments, Health and Safety and Community Energy via newsletters to registered stakeholders	We will Issue and publish quarterly <b>newsletters</b>	Q4	On target

# 2019-20 Voluntary DG HV/EHV Workplan



# 2019-20 Voluntary DG HV/EHV Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will communicate with our stakeholders on <b>Engineering Recommendation G99</b> requirements for the connection of generation equipment	We will communicate new requirements to our stakeholders. We will clarify the process on how stakeholders can raise issues and / or queries related to G99	Hold 3 Webinars / workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	Complete 
We will share our vision for the transition of Distribution Network Operators (DNO) to <b>Distribution System Operators (DSO)</b>	We will provide updates, through stakeholder engagement sessions and meetings, on the transition to DSO and to gain stakeholder input.	Present at 2 workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful” workshops / webinars	Q4	On target
We will continuously improve how we provide information and publish requirements for <b>flexible services</b> , such as Demand Side Response.	We will continue the work we have started in 2018 to publish our requirements for flexible services on our website and undertake accessible, fair, transparent processes to enable stakeholders to tender for the provision of flexible services. We will consult with our stakeholders to inform our continuous improvement actions.	We will Issue a consultation on our approach to flexible services . Incorporate any changes from the feedback Present flexible services opportunities at a minimum of 2 workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	On target
We will clarify our range of <b>flexible connections</b> .	We will clearly communicate where flexible connection options are available.	We will publish the range of flexible connection options ENWL offer. Present our range of flexible connections options at a minimum of 2 workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	On target
We will brief stakeholders on the development of changes to charges being made by Ofgem	We will provide briefings for stakeholders on the proposed changes to charges through <b>Ofgem's significant code review</b>	Present at 2 workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	On target

# 2019-20 Voluntary DG HV/EHV Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will continue to monitor and review our connection charging approach to make charging fair for all of our customers.	We will engage with stakeholders and communicate any changes in our approach to <b>A&amp;D Fees</b> .	We will lead the national engagement with stakeholders on more consistent DNO approaches We will give stakeholders at least one month notice of any changes to our approaches	Q4	On target
Target <b>Time to Quote</b> timescales for HV Quotations	We aim to outperform the regulatory standard by providing quotes on average in 57 working days (compared to the guaranteed standard of 65 workings days)	We will work to a 57 day average Time to Quote	Q4	On target (36 days)
Target <b>Time to Quote</b> timescales for EHV Quotations	We aim to outperform the regulatory standard by providing quotes on average in 57 working days (compared to the guaranteed standard of 65 workings days)	We will work to a 57 day average Time to Quote	Q4	On target (54 days)
We will improve <b>visibility of network capacity</b>	We will improve access and presentation of information on available thermal capacity and fault level on our network.	We will improve access and presentation of information on available thermal capacity and fault level on our network.	Q4	On target
We will improve <b>access to Geographical Information Systems</b>	We will improve 3rd party access to Network Information on GIS	We will deliver improvements to 3 <sup>rd</sup> party access to Network Information on GIS	Q4	Ongoing
Review our <b>interactivity processes</b>	We will review our processes in line with best practice identified through Open Networks Project.	We will publish the revised process in line with Open Networks Project output	Q4	Open Networks project due to complete next year.



# 2019-20 Voluntary DG HV/EHV Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will engage with our stakeholders on the impact of our <b>Network Management System</b>	We will review the new process for pre-construction drawings (pre-builts) and communicate changes	Present at 2 workshops 85% of stakeholders surveyed rate the events as “Useful” or “Very useful”	Q4	On target
We will engage with our stakeholders to improve <b>outage communication</b>	We will adopt the principles of the Solar Trade Association (STA) best practice guide and apply wherever appropriate.	We will provide consistent communication on planned and unplanned constraints. We will communicate options to minimise the effects of generation constraints, ENWL network security and areas with more faults.	Q4	On target
Improve communications on <b>Transmission constraints.</b>	We will improve the information available on transmission constraints.	We will improve access to and presentation of information relating to “Transmission Constraints” where works are in place to address the constraint we will provide periodic updates.	Q4	On target
We will improve the ENWL “Get Connected” <b>website</b> for external stakeholders.	Seek stakeholder volunteers to give us feedback on our website to make targeted improvements	We will establish an external working group, and hold 2 feedback sessions.	Q4	On target
<b>Communication - BAU</b>				
We will continue to offer opportunities for stakeholders to engage with us.	Offer various <b>engagement events</b> covering a range of topics.	Offer 8 opportunities for stakeholders to engage with us 85% of attendees surveyed rate the events as "useful" or "very useful"	Q4	On target
We will continue to communicate with our stakeholders	Issue regular updates on ICE Commitments and Health and Safety via newsletters to registered stakeholders	We will Issue and publish quarterly <b>newsletters</b>	Q4	On target

# 2019-20 ICP/IDNO ICE Workplan



# 2019-20 ICP/IDNO ICE Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will clarify our range of <b>flexible connections</b> .	We will clearly communicate where flexible connection options are available.	We will publish the range of flexible connection options ENWL offer. Present our range of flexible connections options at a minimum of 2 workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	On target
We will provide a greater level of information and support surrounding the uptake of <b>Electric Vehicles (EV)</b> within the ENWL network	We will improve the level of information available on our website and within stakeholder meetings	We will publish EV information including FAQ Present at 2 workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	On target
We will continuously improve how we provide information and publish requirements for <b>flexible services</b> , such as Demand Side Response	We will continue the work we have started within 2018 to publish our requirements for flexible services on our website and undertake, accessible, fair, transparent processes to enable stakeholders to tender for the provision of flexible services. We will consult with our stakeholders to inform our continuous improvement actions.	We will Issue a consultation on our approach to flexible services Incorporate any changes from the feedback Present flexible services opportunities at 2 workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very Useful”	Q4	On target
Target <b>Time to Quote</b> timescales for <b>LV</b> Quotations	We aim to outperform the regulatory standard by providing quotes on average within 11 days (compared to the guaranteed standard of 15 working days).	We will continue to work to a 11 day average Time to Quote	Q4	On target (10 days)
Target <b>Time to Quote</b> timescales for <b>HV</b> Quotations	We aim to outperform the regulatory standard by providing quotes on average within 15 days (compared to the guaranteed standard of 20 working days).	We will continue to work to a 15 day average Time to Quote	Q4	On target (13 days)
Target LV/HV <b>Design approval</b> responses	We aim to outperform the regulatory standard by providing LV/HV design approval responses within 8 working days on average (compared to the guaranteed standard of 10 working days).	We will Issue LV / HV Design Approval responses within an average of 8 working days.	Q4	On target (8 days)


# 2019-20 ICP/IDNO ICE Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
Target <b>Time to Connect</b> timescales for <b>LV</b> schemes	We aim to outperform the regulatory standard by providing an average 7 day time to connect (compared to the guaranteed standard of 10 working days).	We will continue to work to a 7 day average Time to Connect	Q4	On target (7 days)
Target <b>Time to Connect</b> timescales for <b>HV</b> schemes	We aim to outperform the regulatory standard by providing an average 15 day time to connect (compared to the guaranteed standard of 20 working days).	We will continue to work a 15 day average Time to Connect	Q4	On target (13 days)
We will improve visibility of <b>network capacity</b>	We will improve access and presentation of information on available thermal capacity and fault level on our network.	We will improve access and presentation of information on available thermal capacity and fault level on our network.	Q4	On target
We will improve access to <b>Geographical Information Systems</b>	We will improve 3rd party access to Network Information on GIS	We will deliver improvements to 3 <sup>rd</sup> party access to Network Information on GIS	Q4	Ongoing
We will engage with our stakeholders on the impact of our <b>Network Management System</b>	We will review the new process for pre-construction drawings (pre-builts) and communicate changes	Present at 2 workshops 85% of stakeholders surveyed rate the events as "Useful" or "Very useful"	Q4	On target
We will support the <b>Self Determination of POCs</b>	We will continue to provide Self Determination of Points of Connections training to ICPs	We will host 2 sessions 85% of stakeholders surveyed rate the event as "Useful" or "Very useful"	Q4	On target
We will brief stakeholders on the development of changes to charges being made by <b>Ofgem</b>	We will provide briefings for stakeholders on the proposed changes to charges through <b>Ofgem's significant code review</b>	Present at 2 workshops 85% of stakeholders surveyed rate the event as "Useful" or "Very useful"	Q4	On target

# 2019-20 ICE/IDNO ICE Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will continue to monitor and review our <b>connection charging approach</b> to make charging fair for all of our customers.	We will engage with stakeholders and communicate any changes in our approach to <b>A&amp;D Fees</b> .	We will lead the national engagement with stakeholders on more consistent DNO approaches We will give stakeholders a least one month notice of any changes to our approaches	Q4	On target
We will review and engage with our stakeholders, our <b>communications processes</b> with ICPs / IDNOs	We will engage with stakeholder and look to see if we can streamline the interfaces.	We will review communications processes with stakeholders to identify areas for improvements	Q2	Complete 
We will provide stakeholders with the opportunity to receive detailed briefings on <b>policy</b> changes.	We will continue to host webinars on policy topics relevant to the stakeholders.	Hold 3 webinars 85% of stakeholders surveyed rate the event as "Useful" or "Very useful"	Q4	On target
We will provide more clarity on <b>land consents</b> process and progress	We will offer engagement opportunities for stakeholders in relation to consents to assist with this element of the process.	We will establish and publicise direct communication routes for land rights and consents enquiries Extend offering to provide regular legal updates to customers	Q2	Complete 
<b>Communication - BAU</b>				
We will continue to offer opportunities for stakeholders to <b>engage</b> with us.	Offer various <b>engagement events</b> covering a range of topics.	Offer 2 opportunities for stakeholders to engage with us 85% of attendees surveyed rate the events as "useful" or "very useful"	Q4	On target
We will continue to <b>communicate</b> with our stakeholders	Issue regular updates on ICE Commitments, Policy updates and Health and Safety via <b>newsletters</b> to registered stakeholders	We will Issue and publish quarterly newsletters	Q4	On target

# 2019-20 Unmetered Other ICE Workplan



# 2019-20 Unmetered Other (UMO) ICE Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
Target <b>Time to Quote</b> timescales for UMO	We aim to outperform the regulatory standard by providing quotes on average in 19 working days (compared to the guaranteed standard of 25 working days)	We will continue to work to a 19 day average Time to Quote	Q4	On target (8 days)
Target <b>Time to Connect</b> timescales for UMO	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 to a 22 day average Time to Connect	Q4	Achievable (24 days)
We will improve <b>access to Geographical Information Systems</b>	We will improve 3rd party access to Network Information on GIS	We will deliver improvements to 3 <sup>rd</sup> party access to Network Information on GIS	Q4	Ongoing
We will engage with our stakeholders on the impact of our <b>Network Management System</b>	We will review the new process for pre-construction drawings (pre-builts) and communicate changes	Hold 2 webinars 85% of stakeholders surveyed rate the events as “Useful” or “Very useful”	Q4	On target
Improve our processes for dealing with emergency street furniture jobs	Review our processes and engage with stakeholders to identify improvements to our <b>reconnection process following road traffic accidents</b>	We will publish process online	Q4	On target
We will work with stakeholders to identify ways that we can improve the <b>notification of planned supply interruptions</b> to key unmetered installations.	We will investigate ways by which we could include key unmetered installations into our processes for notification of planned supply interruptions.	We will communicate any improvements we can make to stakeholders	Q4	On target
<b>Communication - BAU</b>				
We will continue to communicate with our stakeholders	Issue regular updates on ICE Commitments and Health and Safety via newsletters to registered stakeholders	We will Issue quarterly <b>newsletters</b>	Q4	On target