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2019-20 Voluntary DG HV/EHV Workplan

Quarter 1 Update


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Commitment	Action	Output/Key Performance Indicator	Delivery Date	Status
We will communicate with our stakeholders on Engineering Recommendation G99 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 Distribution System Operators (DSO)	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 flexible services, 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 flexible connections.	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 Ofgem's significant code review	Present at 2 workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4	On target

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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 A&D Fees.	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 Time to Quote 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 (40 days)
Target Time to Quote 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 (55 days)
We will improve visibility of network capacity	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 Geographical Information Systems	We will improve 3rd party access to Network Information on GIS	We will deliver improvements to 3 rd party access to Network Information on GIS	Q4	On target
Review our interactivity processes	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	On target
We will clarify the process followed after acceptance of a quote	We will engage with stakeholders to review and improve the post acceptance process.	We will publish the revised process in line with stakeholder feedback.	Q4	On target

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We will engage with our stakeholders on the impact of our Network Management System	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 outage communication	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 Transmission constraints.	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” website 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
Communication - BAU				
We will continue to offer opportunities for stakeholders to engage with us.	Offer various engagement events 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 newsletters	Q4	On target