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ENWL 2019-20 ICE Workplans

April 2019

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2019-20 DG LV ICE Workplan



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Commitment	Action	Output/Key Performance Indicator	Delivery Date
Target improved customer satisfaction	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
Target improved customer engagement	We will seek to establish a DG LV Expert Panel to improve engagement, and obtain customer insights to drive overall satisfaction	Establish a DG LV Expert Panel Host at least 2 calls / sessions.	Q4
We will communicate with our stakeholders on Engineering Recommendation G98 and 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 G98 and G99	Hold 3 webinars / workshops 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4
We will share our vision for the transition of Distribution Network Operator (DNO) to Distribution System Operator (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”	Q4
We will continuously improve how we provide information and publish requirements for flexible services, 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

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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
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 a least one month notice of any changes to our approaches	Q4
Target improved Time to Quote 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
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 as agreed with stakeholders	Q4
We will improve access to Geographical Information Systems	We will improve 3 rd party access to Network Information on GIS	We will deliver improvements to 3 rd party access to Network Information on GIS	Q4

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Commitment	Action	Output/Key Performance Indicator	Delivery Date
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
Communication - BAU			
We will continue to offer opportunities for stakeholders to engage with us.	Offer surgery sessions, webinars and workshops covering a range of topics.	Hold 5 engagement sessions 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4
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 4 workshops / webinars 85% of stakeholders surveyed rate the event as “Useful” or “Very useful”	Q4
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 newsletters	Q4