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ENWL 2019-20 ICE Workplans

April 2019

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2019-20 ICP/IDNO ICE Workplan



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Commitment	Action	Output/Key Performance Indicator	Delivery Date
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
We will provide a greater level of information and support surrounding the uptake of Electric Vehicles (EV) 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
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 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
Target Time to Quote timescales for LV 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
Target Time to Quote timescales for HV 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
Target LV/HV Design approval 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

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Commitment	Action	Output/Key Performance Indicator	Delivery Date
Target Time to Connect timescales for LV 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
Target Time to Connect timescales for HV 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
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
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
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
We will support the Self Determination of POCs	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
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

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Commitment	Action	Output/Key Performance Indicator	Delivery Date
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
We will review and engage with our stakeholders, our communications processes 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
We will provide stakeholders with the opportunity to receive detailed briefings on policy 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
We will provide more clarity on land consents 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
Communication - BAU			
We will continue to offer opportunities for stakeholders to engage with us.	Offer various engagement events 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
We will continue to communicate with our stakeholders	Issue regular updates on ICE Commitments, Policy updates and Health and Safety via newsletters to registered stakeholders	We will Issue and publish quarterly newsletters	Q4