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# ENWL 2019-20 ICE Workplans

April 2019

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# 2019-20 Unmetered Other ICE Workplan



# 2019-20 Unmetered Other (UMO) ICE Workplan



Commitment	Action	Output/Key Performance Indicator	Delivery Date
Target Time to Quote 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
Target Time to Connect 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
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 <sup>rd</sup> 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	Hold 2 webinars 85% of stakeholders surveyed rate the events as "Useful" or "Very useful"	Q4
Improve our processes for dealing with emergency street furniture jobs	Review our processes and engage with stakeholders to identify improvements to our reconnection process following road traffic accidents	We will publish process online	Q4
We will work with stakeholders to identify ways that we can improve the notification of planned supply interruptions 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
<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 newsletters	Q4