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ENWL  
2020-21 DG LV ICE Workplan  
April 2020

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# 2020-21 DG LV ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery Date
We will target our LV Time to Quote	We aim to outperform the regulatory standard by providing quotes on average in <b>22 working days</b> (compared to the guaranteed standard of 35 working days)	Q4
We will provide guidance on the application process.	We will actively engage with stakeholders to identify and improve pre-application guidance on our website.	Q3
	We will publish a glossary and review pre-application guidance against plain English standards.	Q4
We will communicate with our stakeholders on Engineering Recommendation G98 & G99 requirements for the connection of generation equipment.	We shall share best practice and information on the latest national developments to support customers through a dedicated G98/G99 workshop and communicate updates throughout the year.	Q4
We will continue to target improved customer satisfaction.	We will continue to target high customer satisfaction of 85% on average (subject to statistically significant sample size) whilst focusing on qualitative measures of satisfaction.	Q4
We will strive to improve our Time to Connect	We will strive to improve our Time to Connect for DG LV connections where on site works are required.	Q4

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We will provide updates on activity to support the transition to green energy and the wider green economy	We will provide regular updates, via presentations at workshops and/or newsletters on our Leading the North West to Zero Carbon Plan. We will share learning from our case studies, eg our zero carbon buildings.	Q4
We will provide stakeholders with the opportunity to receive detailed briefings on industry level changes	We will continue to host a minimum of 2 webinars on changes relevant to our stakeholders for regulatory or policy changes. This will include a webinar on Ofgem SCR and EREC G5/5.	Q4
We will improve access to Network Information	We will produce and publish training material for use of our new GIS functionality.	Q3
We will improve information available on battery storage.	We will review and improve the information available on our website. We will highlight and signpost improvements via newsletters and / or direct communications for relevant stakeholders.	Q2

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We will clarify the process followed when connecting LV generation.	We will seek feedback on new DG Post Acceptance pack to identify if any further improvements required.	Q2
We will keep stakeholders informed on the transition of Distribution Network Operators (DNO) to carrying out enhanced Distribution System Operation (DSO) functionality	We will provide a minimum of 2 progress updates on our transition to DSO.	Q4
We will endeavour to offer alternative flexible connections solutions to customers where it is appropriate to do so.	We will improve visibility of options available.	Q4
<b>Communication - BAU</b>		
We will continue to offer opportunities for stakeholders to engage with us.	We will continue to offer surgery sessions, webinars and 2 workshops covering a range of topics.	Q4
We will engage with community & local energy stakeholders.	We will host 3 Workshops for our community and local energy stakeholders, along with quarterly newsletters.	Q4
We will continue to communicate with our stakeholders.	We will issue quarterly updates on ICE Commitments and Health and Safety via newsletters to registered stakeholders	Q4