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ENWL

2020-21 ICP / IDNO ICE Workplan

April 2020

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# 2020-21 ICP / IDNO ICE Workplan



| Commitment  | Output / Key Performance Indicator  | Delivery Date |
|---|---|---------------|
| We will target our Time to Quote for HV                             | We aim to outperform the regulatory standard by providing quotes within an average of <b>15 working days</b> (compared to the guaranteed standard of 20 working days for HV demand)   | Q4            |
| We will target our Time to Quote for LV                             | We aim to outperform the regulatory standard by providing quotes within an average of <b>11 working days</b> (compared to the guaranteed standard of 15 working days for LV demand)   | Q4            |
| We will target our Time to Connect for HV                           | We aim to outperform the regulatory standard to provide an average time to connect of <b>15 working days</b> (compared to the guaranteed standard of 20 working days for HV demand)   | Q4            |
| We will target our Time to Connect for LV                           | We aim to outperform the regulatory standard to provide an average time to connect of <b>7 working days</b> (compared to the guaranteed standard of 10 working days for LV demand)  | Q4            |
| We will target our LV/HV design approval responses                  | We aim to outperform the regulatory standard by providing LV/HV design approval responses within an average of <b>8 working days</b> (compared to the guaranteed standard of 10 working days)   | Q4            |
| We will improve visibility of network information / capacity for HV | We will further improve the heat map tool by including information on the size of the largest feasible connection based on existing switchgear and a single circuit connection. This will supplement the values of total available capacity for further demand and generation, already listed for each substation | Q4            |

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|---|---|---------------|
| We will provide a greater level of information and support surrounding the uptake of Electric Vehicles (EV) within the ENWL network | We will publish contact details for EV related connection queries for ICPs.<br>We will provide regular updates to publications reflecting the latest national approach.   | Q3<br>Q4      |
| We will continue to monitor and review our connection charging approach to make charging fair for all our customers.                | We will communicate any changes to our approach to A&D Fees to stakeholders.  | Q4            |
| We will improve access to Network Information   | We will produce and publish training material for use of our new GIS functionality.<br>We will deliver a training session for new users in the ICP community. We will review options for offering remote training options via webinars. | Q3            |
| We will support the Self Determination of POCs  | We will run 2 training sessions to support the Self Determination of Point of Connection for ICPs, subject to the number of registrations received. We will review options for offering remote training options via webinars.           | Q4            |
| We will provide more clarity on land consents process and progress  | We will continue to promote the bespoke tracking services introduced in 2019. We will continue to offer access to specialist experts at our workshops and via face to face or remote surgery sessions on request.                       | Q4            |



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|---|--|---------------|
| We will review and engage with our stakeholders, our communications processes with ICPs / IDNOs | We will proactively engage with stakeholders to review the Bilateral Connections Agreement process and keep our stakeholders informed of any changes.                      | Q3            |
|   | We will improve visibility of contact information on our website.<br>We will implement internal refresher training to ensure consistency across all areas of the business. | Q3<br>Q4      |
|   | We will continue to host webinars on policy topics relevant to the stakeholders, including EREC G5/5.<br>We will review & improve our policy website pages.                | Q4            |
| <b>Communication - BAU</b>  |  |               |
| We will continue to offer opportunities for stakeholders to engage with us.                     | We will host 2 workshops and various webinars covering a range of topics. We will offer surgery sessions as required.  | Q4            |
| We will continue to communicate with our stakeholders.  | We will issue quarterly updates on ICE and Health & Safety via newsletters to registered stakeholders  | Q4            |