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ENWL

2020-21 Unmetered Other ICE Workplans

April 2020

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2020-21 Unmetered Other (UMO) ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery Date
We will target our Time to Quote	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)	Q4
We will target our Time to Connect	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)	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 share information and guidance on land consents process.	We will continue to offer access to specialist experts via surgery sessions on request.	Q4
We will review and enhance our engagement activities to ensure stakeholders have ample opportunities to engage with us.	We will proactively seek to identify new members for our UMO distribution list.	Q2
	We will set up regular webinars to offer new opportunities to provide feedback and discuss UMO activities.	Q4
Communication - BAU		
We will continue to communicate with our stakeholders.	We will continue to issue quarterly updates on ICE Commitments and Health and Safety via newsletters to registered stakeholders	Q4