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# ICP / IDNO 2020-21 ICE Workplan Q2 Progress Update

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# 2020-21 ICP IDNO ICE Workplan Q2 Update



Commitment	Output/Key Performance Indicator	Delivery Date	Status
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	✓ On target ✓ (YTD average of 12 working days)
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	✓ On target ✓ (YTD average of 9 working days)
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	✓ On target ✓ (YTD average of 12 working days)
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	✓ On target ✓ (YTD average of 7 working days)
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	✓ On target ✓ (YTD average of 8 working days)

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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. We will provide regular updates to publications reflecting the latest national approach.	Q3 Q4	<ul style="list-style-type: none"> <li>✓ On target</li> <li>✓ EV webinar held. Updates in newsletters.</li> </ul>
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	<ul style="list-style-type: none"> <li>✓ On target (No change)</li> </ul>
We will improve access to Network Information	We will produce and publish training material for use of our new GIS functionality. 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	<ul style="list-style-type: none"> <li>✓ Completed in Q1</li> <li>✓ Further Enhancements planned for delivery in Q3</li> </ul>
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	<ul style="list-style-type: none"> <li>✓ On target</li> </ul>

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Action	Output/Key Performance Indicator	Delivery Date	Status
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	✓ On target
	We will improve visibility of contact information on our website.	Q3	
	We will implement internal refresher training to ensure consistency across all areas of the business.	Q4	
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, including EREC G5/5. We will review & improve our policy website pages.	Q4	✓ On target
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	<ul style="list-style-type: none"> <li>✓ On target</li> <li>✓ 1 Online workshop, multiple individual webinars</li> </ul>
We will continue to communicate with our stakeholders.	We will issue quarterly updates on ICE and Health & Safety via newsletters to registered stakeholders	Q4	<ul style="list-style-type: none"> <li>✓ On target</li> <li>✓ 2 newsletters issued</li> </ul>