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# UMO 2020-21 ICE Workplan Q2 Progress Update

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# 2020-21 UMO ICE Workplan



Commitment	Output/Key Performance Indicator	Delivery Date	Status
We will target our Time to Quote	We aim to outperform the regulatory standard by providing quotes on average in <b>19 working days</b> (compared to the guaranteed standard of 25 working days)	Q4	On target
We will target our Time to Connect	We aim to outperform the regulatory standard by completing connections on average in <b>22 working days</b> (compared to the guaranteed standard of 35 working days)	Q4	On target
We will improve access to Network Information	We will produce and publish training material for use of our new GIS functionality.	Q3	On target
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	On target
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	On target
	We will set up regular webinars to offer new opportunities to provide feedback and discuss UMO activities.	Q4	
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	On target