

**electricity
north west**

Bringing energy to your door



UMO 2020-21 ICE Workplan Q4 Progress Update

Stay connected...



www.enwl.co.uk

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 19 working days (compared to the guaranteed standard of 25 working days)	Q4	Complete
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	Complete
We will improve access to Network Information	We will produce and publish training material for use of our new GIS functionality.	Q3	Complete
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	Complete
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	Complete
	We will set up regular webinars to offer new opportunities to provide feedback and discuss UMO activities.	Q4	Complete
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	Complete