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# 2020-21 Voluntary DG HV/EHV ICE Workplan

## Quarter 3 Update

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# 2020-21 Voluntary DG HV/EHV Workplan – Q3 Update



Commitment	Output / Key Performance Indicator	Delivery Date	Performance
We will communicate with our stakeholders on Engineering Recommendation G99 requirements for the connection of generation equipment	We shall share best practice and information on the latest national developments to support customers through a dedicated G98/G99 workshop and communicate updates throughout the year.	Q4	✓ On track
We will target our Time to Quote timescales for HV Quotations	We aim to outperform the regulatory standard by providing quotes on average in <b>57 working days</b> (compared to the guaranteed standard of 65 workings days)	Q4	✓ On track
We will target our Time to Quote timescales for EHV Quotations	We aim to outperform the regulatory standard by providing quotes on average in <b>57 working days</b> (compared to the guaranteed standard of 65 workings days)	Q4	✓ On track
We will improve visibility of network information / capacity for HV generation.	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	✓ On track
We will improve access to Network Information	We will produce and publish training material for use of our new GIS functionality.	Q3	✓ Completed in Q1 ✓ Further Enhancements completed in Q3

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Commitment	Output / Key Performance Indicator	Delivery Date	Performance
We will review recent improvements to communications on Transmission constraints.	We will survey stakeholders to highlight recent changes and seek feedback, and identify any further improvements.	Q2	✓ Complete
We will further clarify our range of flexible connections.	We will continue to review the opportunities to further develop and implement our flexible connection options and keep our stakeholders updated on progress.	Q4	✓ On track
We will continuously improve how we provide information and publish requirements for flexible services.	We will promote asset registration. We will publish and promote requirements. We will explore further options for flexible services.	Q4	✓ On track
We will keep stakeholders informed on the transition of Distribution Network Operators (DNO) to carrying out enhanced Distribution System Operation (DSO) functionality	We will provide a minimum of 2 progress updates on our transition to DSO.	Q4	✓ On track
We will review our processes as part of our continuous improvement to customer service.	We will engage with stakeholders to review and improve our processes where appropriate.	Q4	✓ On track.
We will continue our review of our interactivity processes.	We will adopt best practice identified through the Open Networks Project. We will keep our stakeholders informed on progress.	Q4	✓ On track

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Commitment	Output / Key Performance Indicator	Delivery Date	Performance
We will brief stakeholders on the development of changes to charges being made by Ofgem	We will provide briefings for stakeholders on the proposed changes to charges through Ofgem’s Significant Code Review	Q4	<ul style="list-style-type: none"> <li>✓ Ofgem publications due Q4</li> <li>✓ On track to deliver by end Q4</li> </ul>
We will keep our stakeholders informed on our Digital Strategy.	We will present an overview of our Digital Strategy at a workshop. We will provide an update on progress via a webinar and / or digital communications. We will signpost opportunities for stakeholders to get involved in national groups and events.	Q4	<ul style="list-style-type: none"> <li>✓ Webinar introducing the Digital Strategy.</li> <li>✓ Updates issued, signposting stakeholders to relevant consultations.</li> <li>✓ On target</li> </ul>
We will engage with our stakeholders to improve outage communication	We will seek feedback on our new outage communications and define further improvements, if required.	Q3	<ul style="list-style-type: none"> <li>✓ Complete</li> </ul>
<b>Communication - BAU</b>			<b>Performance</b>
We will continue to offer opportunities for stakeholders to engage with us.	We will offer surgery sessions, webinars and 2 workshops covering a range of topics. We will continue to offer 1 out of area workshop.	Q4	<ul style="list-style-type: none"> <li>✓ On track</li> </ul>
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	<ul style="list-style-type: none"> <li>✓ On track</li> </ul>