



2021-22 Distributed Generation Low Voltage (DG LV) Incentive on Connections Engagement (ICE) Workplan

October 2021

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2021-22 DG LV ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery Date
We will continue to target high customer satisfaction	We will continue to target high customer satisfaction (85% overall satisfaction), using quantitative and qualitative measures.	Q4
Target Time to Quote timescales for DG LV quotations	We aim to outperform the regulatory standard by providing quotes on average in 22 working days (compared to the guaranteed standard of 45 working days).	Q4
We will provide updates on activity to support the transition to green energy and the wider green economy	Provide regular updates on our Leading the North West to Zero Carbon Plan . We will share learning from our case studies, eg our zero carbon buildings.	Q4
We will provide support to our customers to help with the G98/G99 application process .	We will publish example application forms for common scenario G98/G99 applications as a reference guide to help customers complete application forms.	Q4
We will keep stakeholders informed on the transition of Distribution Network Operators (DNO) to carrying out enhanced Distribution System Operation (DSO) functionality	We will keep stakeholders informed on our transition to incorporate enhanced Distribution System Operation functionality (DSO) .	Q4

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We will provide stakeholders with the opportunity to receive detailed briefings on industry level changes	We will provide briefings for stakeholders following announcements on the proposed changes to charges through Ofgem's significant code review .	Q4
We will engage with community & local energy stakeholders	We will host a minimum of 3 engagement opportunities and we will issue quarterly Newsletters for our Community & Local Energy Stakeholders.	Q4
We will continue to offer opportunities for stakeholders to engage with us	Offer a minimum of 3 engagement opportunities across webinars and workshops. We will also provide surgery sessions to meet our stakeholders needs, targeting all are held within 10 working days.	Q4
We will continue to communicate with our stakeholders	We will issue regular updates on ICE Commitments to registered stakeholders.	Q4