



# 2021-22 Independent Connection Provider / Independent Distribution Network Operator (ICP/IDNO) Incentive on Connections Engagement (ICE) Workplan

April 2021

Stay connected...



[www.enwl.co.uk](http://www.enwl.co.uk)



Commitment	Output / Key Performance Indicator	Delivery Date
We will continue to communicate on how we are supporting <b>EV charging</b>	We will communicate our <b>EV strategy</b> with ICP / IDNO's.	Q4
We will support the <b>onboarding</b> of new ICPs	We will develop & publish <b>guidance documentation</b> as a simple resource for new ICPs to signpost information, guidance and support relevant for ICPs working in our area.	Q4
We will support the <b>Self Determination of POCs</b>	We will run <b>2 training sessions</b> for ICPs.	Q4
We will provide stakeholders with the opportunity to receive detailed briefings on <b>policy</b> changes	We will continue to <b>host webinars on policy</b> topics relevant to our stakeholders.	Q4

# 2021-22 ICP / IDNO ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery Date
We will continue to offer opportunities for stakeholders to <b>engage</b> with us	Offer a minimum of <b>3 engagement opportunities</b> across webinars and workshops. We will also provide <b>surgey sessions</b> to meet our stakeholders needs, targeting all are held within 10 working days.	Q4
We will target the <b>Time to Quote</b> timescales for HV	We aim to outperform the regulatory standard by providing quotes with an average of <b>15 working days</b> (compared to the guaranteed standard 20 working days)	Q4
We will target the <b>Time to Quote</b> timescales for LV	We aim to outperform the regulatory standard by providing quotes with an average of <b>11 working days</b> (compared to the guaranteed standard 15 working days)	Q4
We will target the timescales for returning <b>LV/HV design approval</b> responses	We aim to outperform the regulatory standard by providing LV/HV design approval responses within <b>8 working days</b> on average (compared to the guaranteed standard of 10 working days)	Q4



Commitment	Output / Key Performance Indicator	Delivery Date
<p>We will target the timescales for the <b>LV/HV BCA</b> process</p>	<p>We will aim to issue all LV/HV BCA's within an average of <b>10 working days</b> of Design Approval.</p>	<p>Q4</p>
<p>We will target the <b>Time to Connect</b> timescales for HV</p>	<p>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 20 working days)</p>	<p>Q4</p>
<p>We will target the <b>Time to Connect</b> timescales for LV</p>	<p>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 10 working days)</p>	<p>Q4</p>