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north west**

Bringing energy to your door



# 2020-21 DG LV ICE Workplan Q1 Progress Update

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# 2020-21 DG LV ICE Workplan



| Commitment   | Output/Key Performance Indicator  | Delivery Date | Status    |
|--|---|---------------|-----------|
| We will target our LV Time to Quote  | We aim to outperform the regulatory standard by providing quotes on average in <b>22 working days</b> (compared to the guaranteed standard of 35 working days)  | Q4            | On target |
| We will provide guidance on the application process.   | We will actively engage with stakeholders to identify and improve pre-application guidance on our website.<br>We will publish a glossary and review pre-application guidance against plain English standards. | Q3<br>Q4      | On target |
| We will communicate with our stakeholders on Engineering Recommendation G98 & 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 target |
| We will continue to target improved customer satisfaction.   | We will continue to target high customer satisfaction of 85% on average (subject to statistically significant sample size) whilst focusing on qualitative measures of satisfaction.                           | Q4            | On target |
| We will strive to improve our Time to Connect  | We will strive to improve our Time to Connect for DG LV connections where on site works are required.   | Q4            | On target |

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| Commitment  | Output/Key Performance Indicator  | Delivery Date | Status    |
|---|---|---------------|-----------|
| We will provide updates on activity to support the transition to green energy and the wider green economy | <p>We will provide regular updates, via presentations at workshops and/or newsletters on our Leading the North West to Zero Carbon Plan.</p> <p>We will share learning from our case studies, eg our zero carbon buildings.</p> | Q4            | On target |
| We will provide stakeholders with the opportunity to receive detailed briefings on industry level changes | We will continue to host a minimum of 2 webinars on changes relevant to our stakeholders for regulatory or policy changes. This will include a webinar on Ofgem SCR and EREC G5/5.  | 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 improve information available on battery storage.   | <p>We will review and improve the information available on our website.</p> <p>We will highlight and signpost improvements via newsletters and / or direct communications for relevant stakeholders.</p>                        | Q2            | On target |

# 2020-21 DG LV ICE Workplan



| Action  | Output/Key Performance Indicator  | Delivery Date | Status    |
|---|---|---------------|-----------|
| We will clarify the process followed when connecting LV generation.   | We will seek feedback on new DG Post Acceptance pack to identify if any further improvements required.              | Q2            | On target |
| 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 target |
| We will endeavour to offer alternative flexible connections solutions to customers where it is appropriate to do so.  | We will improve visibility of options available.  | Q4            | On target |
|   |   |               |           |
| We will continue to offer opportunities for stakeholders to engage with us.   | We will continue to offer surgery sessions, webinars and 2 workshops covering a range of topics.                    | Q4            | On target |
| We will engage with community & local energy stakeholders.  | We will host 3 Workshops for our community and local energy stakeholders, along with quarterly newsletters.         | Q4            | On target |
| We will continue to communicate with our stakeholders.  | We will issue quarterly updates on ICE Commitments and Health and Safety via newsletters to registered stakeholders | Q4            | On target |