

Unmetered Other

Incentive on Connections Engagement
Looking Forward and Looking Back Report

May 2021

Welcome

Welcome to our Incentive on Connections (ICE) Report for Unmetered Other (UMO).

I am delighted to introduce our Unmetered Other ICE report for 2021. The last year has been a challenge for the whole nation and I am extremely proud how we have responded and adapted to keep the focus on getting customers connected to support essential services and the economy of the North West. The pandemic has changed everyone's lives and we had to adjust quickly including homeworking for some of our employees and COVID-secure ways of working for others. These presented some logistical and technological challenges that we had to overcome.

In the first half of the year we limited our engagement as we were conscious that stakeholders' priorities were focused on other matters. This gave us time to revise our engagement methods to move to exclusively virtual events and surgery sessions in response to the restrictions in place. We have utilised online tools such as surveys and breakout rooms to get close to the richness of the engagement experience we would previously have had face to face. We really appreciate the time and effort so many stakeholders have put into making all these events so effective.



In terms of this report we have also made some changes. We have changed the format to be more suitable for reading on a screen, with a landscape layout and hyperlinks to help navigation in the document. We have also responded to feedback received to create a shorter report summary at the start of the document. This provides an overview of what we have delivered against each of our commitments with links to more detail later in the document if required, as well as a summary of our commitments for this year.

Hopefully the year ahead will mean we can get back to holding some events in person, but we will respond to your feedback on the timing and mix of our future engagement.

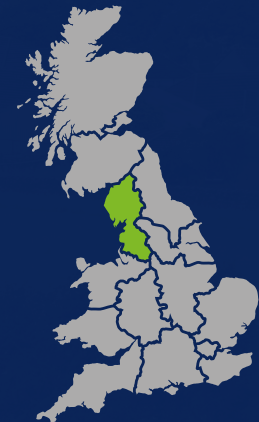
I hope you enjoy reading this report, as always if you have any comments or feedback I'd love to hear them. Please contact me via the ICE team at ICE@enwl.co.uk.

Mark Williamson,
Director of Energy Solutions

Our region

Electricity North West provides an essential service to all our customers including UMO. As one of 14 Distribution Network Operators in Great Britain, we cover the north west region of England.

We cover a diverse range of communities and landscape, from dense urban populations in cities such as Manchester to remote rural locations across Cumbria.



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1 Report summary

This section summarises the detail contained within the following sections. This gives access to the key points in a single succinct format, whilst providing links to more detail if required.

To provide a more in-depth description of our activities, the report also contains three further sections:

- **Engagement strategy** - describes how we engage with our stakeholders in a considered and appropriate way.
- **Looking Back** - provides a detailed report on our activities in 2020-21.
- **Looking Forward** - sets out our commitments for 2021-22.

1.1 Engagement strategy summary













In this unprecedented year of change, we have listened to our stakeholders and adapted our engagement methods to ensure our stakeholders continue to have a variety of options available to engage with us. We have adapted our events to make these accessible and fit with our stakeholders' needs, creating more frequent, but shorter and more focused webinars which work better for remote interactions. We have pushed forward in promoting our surgery sessions and bilateral conversations to encourage two-way dialogue. This has been well received by all attendees, creating stronger and more effective working relationships with our customers. We will continue to evolve our engagement methods as we come out of the COVID-19 restrictions and will be guided by our stakeholders' feedback to ensure we create the best environment for each type of engagement.

Overview of engagement strategy:

- We put stakeholders at the heart of what we do, with a well-established stakeholder strategy across Electricity North West.
- We have moved all our engagement online to allow our engagement to keep stakeholders and colleagues safe.
- We actively encourage our Unmetered Other stakeholders to engage with us.
- We work hard to understand the challenges faced by Unmetered Other connection providers in our area, both through stakeholder identification and mapping, as well as actively listening to our stakeholder's feedback to inform our actions.
- We tailor our engagement to our stakeholder, offering Forums specifically for our Unmetered Other stakeholders, on top of our business as usual engagement.
- We have a well-established robust governance process for our stakeholder engagement to ensure transparent and fair treatment for all our stakeholders.

1.2 Looking Back summary

 Click for detail

Commitment	Target/Output/KPI	Target	Achieved	Status	Outcome
Target Time to Quote timescales for UMO 	We aim to outperform the regulatory standard by providing quotes on average in 19 working days (compared to guaranteed standard of 25 days).	19	10.4		<ul style="list-style-type: none"> • Outperformed, despite 45% increase in volumes • Adapted working practices to home working
Target Time to Connect timescales for UMO 	We aim to outperform the regulatory standard by completing connections on average in 22 working days (compared to guaranteed standard of 35 working days).	22	20.3		<ul style="list-style-type: none"> • Outperformed • Adapted to COVID safe working practices
We will improve access to Network Information 	We will produce and publish training material for use of our new GIS functionality.	Q3	Q2		<ul style="list-style-type: none"> • Published training guide May 2020 • Two webinars delivered June 2020 • Published webinar and presentation June 2020
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	Q4		<ul style="list-style-type: none"> • Webinar delivered demonstrating bespoke reports • Surgery sessions offered • 100% of virtual meetings rated as 'very useful'
We will review and enhance our engagement activities to ensure stakeholders have ample opportunities to engage with us 	<p>We will proactively seek to identify new members for our UMO distribution list.</p> <p>We will set up regular webinars to offer new opportunities to provide feedback and discuss UMO activities.</p>	Q4	Q4		<ul style="list-style-type: none"> • Regular promotional emails issued • 5 new stakeholders joined distribution list • 2 Unmetered Other forums delivered
We will continue to communicate with our stakeholders 	We will continue to issue quarterly updates on ICE commitments and health & safety via newsletters to registered stakeholders.	Q4	Q4		<ul style="list-style-type: none"> • 4 ICE newsletters issued (1 per quarter)

1.3 Looking Forward summary

Each year we review our engagement and our workplans, and work with our stakeholders to develop a clear set of commitments for the coming year. These commitments are driven by the feedback we receive from our stakeholders and are endorsed by them in an iterative process. This section provides a summary of our commitments for 2021-22. You can find more details on how our workplan was developed and our stakeholder engagement strategy for 2021-22 using the link on the right.

Commitment	Output / Key Performance Indicator	Delivery Date
We will provide clear guidance documentation on our website.	We will publish criteria for an unmetered supply.	Q4
We will continue to communicate with our stakeholders.	Issue regular updates on ICE Commitments to registered stakeholders	Q4
We will target the Time to Quote timescales for UMO quotations	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
We will target the Time to Connect timescales	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

2 Our engagement strategy



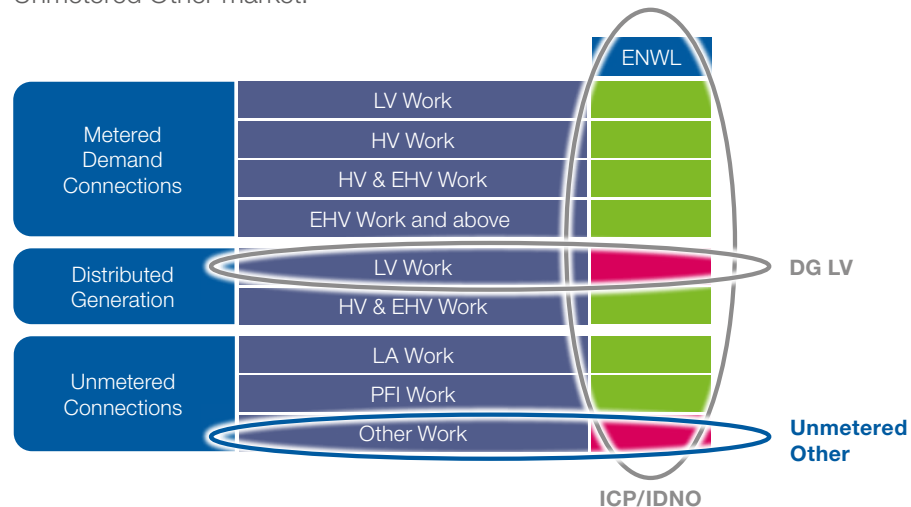
2.1 Background

Our Incentive on Connections Engagement (ICE) reports focus on specific connections market segments, in line with Ofgem’s ‘competition tests’ held between 2011 and 2013.

We were delighted to pass all but two of these competition tests, demonstrating our commitment to promoting competition in the North West and increasing choice for our customers. All Distribution Network Operators (DNOs) are required to develop and report on ICE workplans for all market segments that did not pass the competition tests. In addition, we need to consider non-contestable activities for all the market segments and forms the scope of this report.

In 2020, we published workplans for both the two market segments where the competition test was not passed, for Unmetered Other (UMO) and Distributed Generation at Low Voltages (DG LV). We also published a workplan, considering improvements to our processes and assistance for third parties offering contestable work.

This document is the Incentive on Connections Engagement report for the Unmetered Other market.



2.2 Unmetered Other market

Electricity North West operates in a dynamic, rapidly changing environment, which means we need to ensure we keep pace and meet the important challenges faced within the industry. This year has highlighted how important it is to keep our customers’ lives running, keeping them connected with friends, family and the wider world, enabling them to work smarter and more flexibly, and powering their entertainment. Our customers have relied on us more than ever as they adapted their lives to the impact of COVID-19.

The challenges faced by all in 2020-21 have highlighted how adaptability is critical in a rapidly changing environment. We are proud to have worked side by side with our stakeholders to ensure we continued to sensitively support customers wishing to connect, whilst ensuring the safety of customers and colleagues, and adapting to the changing needs of our stakeholders.

This report covers the Unmetered Other market segment. This includes all unmetered work carried for customers other than local authorities or under a Private Finance Initiative. This work can be for developers on new housing sites, for advertising hoardings and for telecommunication and internet providers.

Although this is a relatively small market segment compared to others, it represents a vital part of our local community, particularly over the last 12 months. Internet connections enable remote and flexible working, and maintaining social links, and where streetlighting is provided, it helps ensure safety on our streets.

In the last year we have seen a significant reduction in the number of Unmetered Other customers. The table below shows that a high proportion of customers (nearly 50%) only have connections valued under £2,000. The majority of customers in this area are for one-off connections, receiving only one quote in the year. Only a small number are return customers, thus limiting the opportunities for engagement and highlighting the need for us to get it right first time.

For the small number of regular customers, we have continued to build and maintain strong links with our local delivery teams. This ensures our customers have open and accessible communications channels with key contacts responsible for managing work in their area.

	2018-19	2019-20	2020-21
Number of customers under £2k	29	22	14
Number of customers Over £10k	9	7	7
Total Number of customers	60	53	29

2.3 Engagement strategy and approach

2.3.1 Putting stakeholders at the heart of what we do

Established in 2016, our corporate stakeholder engagement strategy supports our workforce by informing decisions and improvement plans. It is embedded within the organisation and receives support from executive level management, but also continuously evolves in line with external benchmarks and stakeholder priorities.

We serve a diverse population of stakeholders who are impacted by our activities and have varying engagement interests, power and time to influence our services. Our ambition is to cast the net further to involve the widest possible range of stakeholders

There is no doubt that 2020-21 has been a challenging year and affected the way we engage with our stakeholders. This year, more than ever, stakeholder engagement has been vital to how we run our business.

2.3.2 Stakeholder identification and positioning

Our stakeholder profiling and mapping processes help us to understand the basis of stakeholder’s level of interest and influence across key topics. Our approach follows the company stakeholder mapping methodology and we will be implementing some of the learning in our connections stakeholder profiling in 2021-22. This will allow us to understand the context of our connections stakeholders against the wider community.

We continually review and re-assess our stakeholder profiles and mapping to ensure that our stakeholder engagement continues to be planned appropriately for our target customer groups.

We review previous stakeholder feedback and engage with our expert panels to identify key priorities and issues (materiality items) before mapping these in terms of importance to our connections stakeholders.

We also identify and position our stakeholders by using our corporate Venn diagram, as shown. Stakeholders are positioned according to where we have an obligation to them, whether they are affected by our operations and their likelihood to influence our performance.



2.3.3 Implementing our strategy for connections

Our connections engagement strategy follows our corporate stakeholder engagement strategy and aims to deliver the outcomes our stakeholders prioritise and value.

The graphic describes the five-step approach we take in implementing our strategy for connections, from identifying and understanding the needs of our stakeholders, to the development, testing and refining of our annual improvement plans for connections stakeholders.

In a year of considerable change, the scale of our existing engagement programme has increased to be responsive to stakeholders' preferences to engage online and more frequently. We were already embracing remote methods of engagement, offering online webinars for specific topics in 2019-20 and had planned to expand this offering in 2020-21. COVID-19 forced us to adapt further, bringing all these webinars online only.



Our programme is topic led, driven by both our annual review and the feedback arising out of our engagement activity. We are pleased to have seen an increase in the uptake of our ‘surgery sessions’ where stakeholders are able to access our experts to discuss specific jobs.

We work hard to understand how industry-wide changes affect our stakeholders and how we can better tailor our services to adapt to changing needs. Our ambition is to engage with the widest possible range of stakeholders, however, we recognise that not all our stakeholder’s needs are equal, and we use stakeholder materiality and profiling methodology to inform and prioritise our engagement and activity.

For the coming year, we will continue to explore further methods of engagement to ensure we adapt to the changing needs and preferences of our stakeholders. We recognise that engagement needs to be continuous and tailored according to short-term, medium and long-term stakeholder needs. That is why we set clear objectives for improving our engagement at all levels.

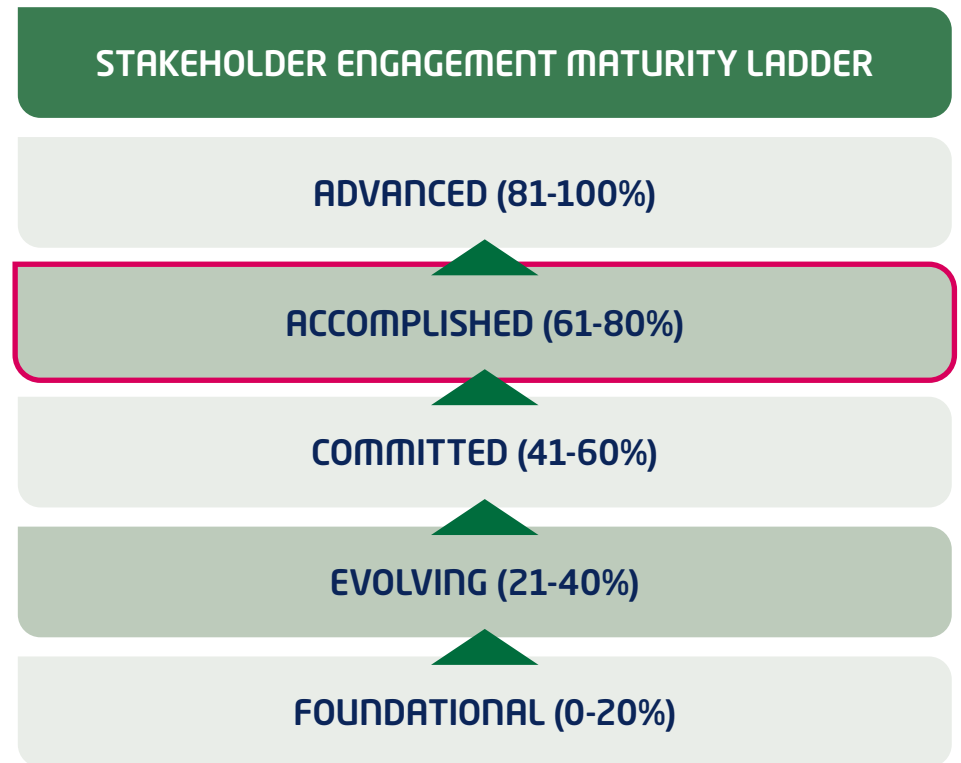


2.3.4 Independently assured

We make sure our strategy and approach aligns with the AA1000 Stakeholder Engagement Standard (AA1000 SES, 2015), a best practice framework for stakeholder engagement, and the AA1000 AccountAbility Principles (AA1000AP, 2018) of Inclusivity, Materiality, Responsiveness and Impact.

AccountAbility have provided independent assessment of our stakeholder engagement activity across Electricity North West for the fifth year in succession through a full audit of our strategy and processes.

This year we are proud to report a Stakeholder Engagement Healthcheck rating of ‘Accomplished’ in the Stakeholder Engagement Maturity Ladder.



2.4 Engagement governance

At Electricity North West, we engage with a diverse range of stakeholders, which is governed within a structure of external Engagement Groups and Advisory Panels, which our internal governance structure feeds into for independent advice and oversight. This structure allows for sharing of expert insight and best practice and the engagement structure for connections activities is shown below.

Engagement activity and feedback received is collated centrally, being reviewed and evaluated by a series of internal and external panels that is overseen by steering groups that ensure strategic direction aligns with our business plan.

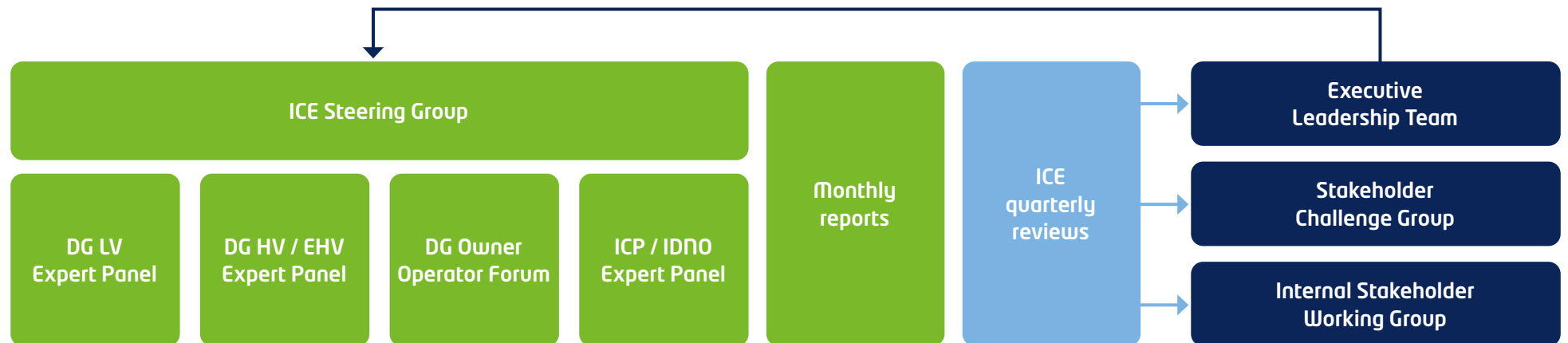
Our internal Stakeholder Engagement Challenge Group provides senior leadership ownership and involvement in the delivery of our stakeholder engagement and consumer vulnerability activity. It is co-chaired by two Executive Team members and includes senior leaders from every discipline within our business. Updates are shared with our Executive Leadership Team (ELT) and Board in monthly meetings.

To support our Stakeholder Engagement Challenge Group, an internal Stakeholder Engagement Working Group ensures a coordinated, optimal and consistent approach to stakeholder engagement. Whilst our engagement activity is not limited to this group of people, it includes colleagues from across the business who hold key facilitation and enabling roles.

Our central Stakeholder Engagement Team also supports colleagues at all levels with the knowledge and confidence they need to develop their core capability for delivering stakeholder engagement effectively.

We understand that to be truly effective, our engagement needs to be fully aligned and visible across the business. In Electricity North West, the ELT recognise the importance of and prioritise Stakeholder Engagement. Each of our Advisory Panels, Regional Workshops and other engagement events are attended by members of the ELT, and there is now a dedicated monthly ELT review on stakeholder engagement.

Our engagement and progress against workplans, feedback and risks are also captured within business-as-usual monthly reporting to the Senior Leadership Team, the ELT and our Board. This allows visibility at all levels of the business.



3 Looking Back report



3.1 Reviewing our 2020-21 engagement highlights

We have well established day to day engagement with many of our Unmetered Other stakeholders across our area. This creates strong and effective working relationships with our customers.

To ensure our service remains effective we also offer various opportunities for our stakeholders to engage with us at a more holistic level. This year COVID-19 has ensured all our events were only offered online, to ensure the safety of both our stakeholders and colleagues. Although we were already increasing the number of webinars we hosted online, we needed to adapt to integrate some of the more interactive elements of our engagement in an online setting. This included trialling and adopting new technologies and methods of engagement, including replacing our full day workshops with shorter, more frequent webinars focused on specific topics.



Feedback suggests stakeholders prefer online for informative presentations, as well as for small focussed discussion groups, providing both time and travel reductions, thus providing a better fit within their working day. However, some of our stakeholders would like to see face to face events reintroduced for the more collaborative and interactive engagement, and to allow greater networking opportunities. However, one size does not fit all, so we will continue to check in with our Unmetered Other stakeholders to ensure we provide engagement opportunities that suit the needs of stakeholders.

All our webinars are recorded and published on our website and YouTube, providing a valuable resource for stakeholders to refer back to our presentations, and enabling those unable to attend on the day to 'catch up' later.

This year we have introduced regular online open forums for our Unmetered Other stakeholders, providing opportunity for discussion and feedback. This achieved limited success, with two of the four offered cancelled due to no registrations. As described in our Stakeholder Engagement strategy section, the nature of the work required by this group and the fact that few are return customers limits our opportunity and their desire to engage with us. We will nevertheless continue to explore ways to engage that suit this stakeholder group and learn from their feedback. In addition, we will continue to ensure they are invited to all wider events that are relevant to this group.

Our surgery sessions, which are highly valued by stakeholders in other markets, have less relevance to our Unmetered Other stakeholders due to the strong local relationships already forged for the few repeat customers. This option remains open to all our stakeholders; however, we are committed to building enduring relationships with the right people within our organisations, being the most effective solution for our stakeholders.

Our ICE workplan is based on these relationships and stakeholder feedback. We keep an open-door policy and provide various opportunities for stakeholders to contact us to discuss specific or general queries in a way that suits them. These might include our programme of webinars, or surgeries and access to our experts via 1:1 meetings. We describe how we build upon this and continue to grow and evolve our engagement activity in our Looking Forward report.

3.2 Unmetered Other detailed performance

We will target our Time to Quote & Time to Connect

Commitment	Guaranteed Standard	Target	Achieved	Status	Outcome
Time to Quote for UMO	25	19	10.4	✓	<ul style="list-style-type: none"> Adapted working practices to home working Outperformed, despite 45% increase in volumes
Time to Connect for UMO	35	22	20.3	✓	<ul style="list-style-type: none"> Adapted working practices to ensure COVID safe Outperformed

We understand that the time taken to provide a quote is important to our Unmetered Other customers. This year we committed to continue to focus on our time to quote and outperforming the guaranteed standard.

We are delighted to have achieved an average time to quote of 10.4 days. This is in the context of growing numbers of quotes being offered, with a 45% increase compared to 2019-20 whilst adapting to remote working and the challenges faced due to COVID-19. Our teams have shown great dedication and continued hard work in order to achieve this excellent level of service for our customers when quoting Unmetered Other applications.

In 2020-21 we continued to focus on delivering our customer projects, by targeting an average time to connect of 22 working days for our Unmetered Other customers. We are pleased to have achieved an average time to connect of 20.3 working days, whilst introducing and maintaining COVID safe working practices for both our colleagues, other workers on site and the public. This shows how we can adapt and keep delivering for our customers.



We will improve access to Network Information

Target/Output/KPI	Target	Achieved	Status	Outcome
We will produce and publish training material for use of our new GIS functionality.	Q3	Q2	✓	<ul style="list-style-type: none"> • 2 Training webinars delivered • Training guidance booklet published on website • 100% scored as 'very useful'

In May 2020, we launched our new Network Asset Viewer (NAV). The system was developed for users to access our network information and search for assets. Using the interactive map, users can search an area of interest and view attributes of a specific asset. For our Unmetered Other stakeholders, this will help identify suitable locations for their street furniture and other assets. We committed to helping our stakeholders make the most of this new tool by providing training and guidance material.

Following the launch of NAV, we offered two separate training sessions where we provided a step by step walk-through in how to access and navigate the new functionality and the available data on our assets. In addition, we designed and published training manuals on our website. These manuals are available as a step by step guide for end users to use the system to its full potential. The feedback received so far from our stakeholders has suggested that the release and embedment of this new system has been delivered effectively with minimal issues reported.

In May 2020, we released enhancements adding user management controls to allow us to keep registered users updated and to ensure high performance levels are maintained. Users are now able to self-manage their access details.

Further enhancements enabled users to download our assets directly from NAV. This allowed users to include our assets into their own mapping systems, providing easy access to our latest information at any time.

Access to both system information and our local experts helps our stakeholders follow options with confidence.

The feedback received proved the session to be extremely beneficial for our stakeholders with feedback such as;

“The GIS system is good; the live tour is better than a presentation - keeps people engaged !!”

“Great intuitive tool”

“The mapping system is good and is better than current download map system”

Training webinar attendee feedback

We will share information and guidance on land consents process

Target/Output/KPI	Target	Achieved	Status	Outcome
We will continue to offer access to specialist experts via surgery sessions on request.	Q4	Q4	✓	<ul style="list-style-type: none"> • Webinar delivered demonstrating bespoke reports • Surgery sessions offered • 100% of virtual meetings rated as 'very useful'

This year, we have continued to promote the land rights and consents process with our Unmetered Other stakeholders. Typically, any legal issues that arise are discussed and resolved at a local level within our teams. We appreciate the close working relationships that our Unmetered Other stakeholders have with our teams at a local level. Through existing relationships, Unmetered Other stakeholders have support on hand and a more tailored approach is offered.

In addition, the Land Rights and Consents team are able to provide monthly updates where required along with the option of virtual meetings being promoted where all parties can get together to discuss updates, provide guidance and iron out any concerns rather than communicate back and forth between all parties.

We have continued to promote surgery sessions through our website and have updated our Unmetered Other stakeholders on the options available to them via our Land Rights and Consents team.



We will review and enhance our engagement activities to ensure stakeholders have ample opportunities to engage with us

Target/Output/KPI	Target	Achieved	Status	Outcome
1. We will proactively seek to identify new members for our UMO distribution list. 2. We will set up regular webinars to offer new opportunities to provide feedback and discuss UMO activities.	Q4	Q4	✓	<ul style="list-style-type: none"> • Regular promotional emails issued • 5 new stakeholders joined distribution list • 2 Unmetered Other forums delivered

1. As touched on in our 2019-20 ICE report, we have continued to refresh our distribution lists to ensure that we are engaging with the correct individuals within organisations. Unmetered Other stakeholders have been a particularly difficult group to reach out to. To identify new additions to our distribution list for Unmetered Other, we have promoted this via emails informing stakeholders of the numerous engagement opportunities that we deliver and this resulted in few new additions. We have also contacted directly our regular customers offering bilateral conversations as an option to engage with us on the service we provide.

2. We have reached out to our Unmetered community and delivered two Unmetered Other forums. These sessions followed an informal structure where we wanted to encourage active discussions and networking virtually to seek feedback on how we can improve our engagement with Unmetered Other stakeholders and what is of interest to this group.



We will continue to communicate with our stakeholders

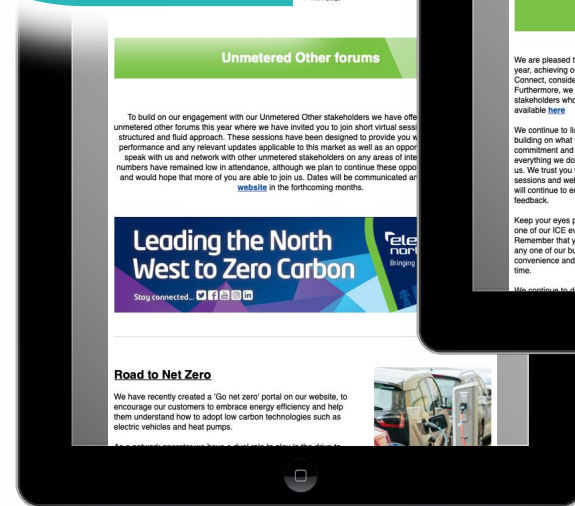
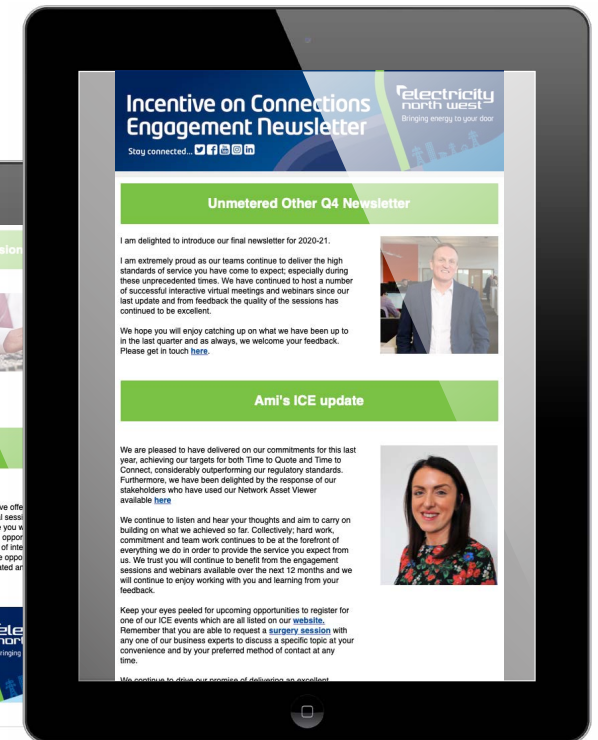
Target/Output/KPI	Target	Achieved	Status	Outcome
We will continue to issue quarterly updates on ICE commitments and health & safety via newsletters to registered stakeholders.	Q4	Q4	✓	• 4 ICE newsletters issued (1 per quarter)

We have continued to provide quarterly updates on our commitments and progress updates on individual actions via newsletters and through our website. We are delighted that 81% of the newsletters issued this year were read by stakeholders receiving these communications.

In addition to publishing all presentations and updates on our website, we have increased the number of webinars offered to stakeholders in line with the COVID-19 restrictions. These were recorded and published on our website to enable those unable to attend to catch up in their own time.

We will continue exploring innovative ways of communicating with our stakeholders through to next year and hope to maintain existing relationships whilst striving to create new ones.

We are delighted that 81% of the newsletters issued this year were read by stakeholders receiving these communications



4 Looking Forward report



4.1 Introduction

In this section of the report, we set out our commitments and activities for the coming year, 2021-22. We describe how we will continue our journey of improving our services for Unmetered Other (UMO) connection stakeholders.

Our commitments are based on feedback from a broad range of stakeholders interested in our connections services. Our engagement continues on a rolling basis; we encourage stakeholders to engage with us throughout the year to help us continually adapt to the needs of our customers.



4.2 Our engagement strategy in 2021-22

We know how important it is to engage with our stakeholders to clarify and explain our processes and to keep listening to feedback to help us improve our service. This year has been challenging and we are proud to have adapted to circumstances and continue providing valuable and useful events to our stakeholders. In 2021-22, we will continue to deliver online opportunities for engagement, as we know from feedback that these are more suitable and provide a better fit for our stakeholders work schedule.

In the past, our stakeholders have told us access to our experts is extremely valuable. Our surgery sessions continue to be open to all, in addition to our stakeholders established points of contact.

As can be seen in our workplans, we commit to continuing to provide regular updates tailored to UMO stakeholders. We will also explore how our stakeholders preferred methods of engagement might have changed following the impact of COVID-19.

We believe stakeholder engagement is vital in providing greater insight into the needs of our stakeholders, helps us build strong relationships with our stakeholders and leads to greater mutual understanding and trust. We will continue to explore innovative ways to enable various methods of engagement and maintain an open-door policy in 2021-22 to ensure we can gain insight of a wide and varied group of UMO stakeholders.

4.3 Developing our plans

Stakeholders drive our business forward in helping us understand what we do well and where we can improve the service we provide. This feedback is vital in developing our annual action plans, steering us in the right direction and in creating specific actions we can commit to delivering. Our workplan development is therefore an iterative process aligned with our engagement. We identify topics and any material issues to discuss, ensuring our events and workplans are addressing the main issues affecting our stakeholders.

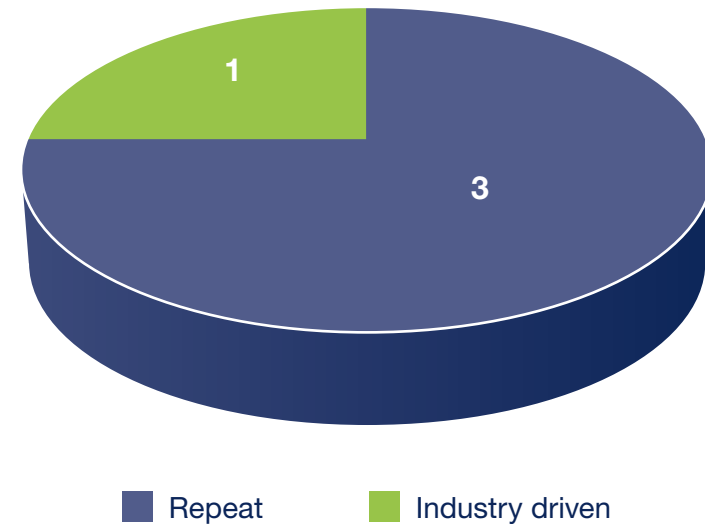
Our ICE workplan development is a well embedded iterative process and provides multiple opportunities for stakeholders to influence. Feedback and industry knowledge is collated to produce our initial draft workplan, which is then discussed with our stakeholders. These are then updated, taking on board initial feedback, which is again shared with our stakeholders. Further refinement results in our final draft which is issued to stakeholders for final comments and agreement before publication.

4.4 Commitment origin

This year, our commitments to Unmetered Other stakeholders comprise of commitments we carried over from 2020-21 and new commitments addressing specific feedback received as shown in the chart below.

Each year we discuss with our stakeholders those we are proposing to continue. These will include both our Key Performance Indicators (KPI) and business as usual engagement or training commitments. These originated in previous years but are endorsed as remaining valid so are included and categorised as 'Repeat'. Our new commitments are driven directly from feedback received by stakeholders.

UMO Origin of Commitments



4.5 Looking forward workplan

It is important that we can show how our thinking has evolved and where our commitments have come from. We review feedback received throughout the year to identify any key issues and topics and plan our engagement appropriately. Therefore, development of our commitments begins well ahead of our engagement specifically on the workplan. Each of our commitments can be traced back to stakeholder feedback and has been subsequently endorsed by our stakeholders.

For our commitments this year:

Commitment	Output / Key Performance Indicator	Source	Feedback
We will provide clear guidance documentation on our website	We will publish criteria for an unmetered supply.	Industry driven	Identified improvement Endorsed by stakeholders to continue including in our workplan
We will continue to communicate with our stakeholders.	Issue regular updates on ICE Commitments to registered stakeholders	Repeat	Endorsed by stakeholders to continue including in our workplan
We will target the Time to Quote timescales for UMO quotations	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).	Repeat	Endorsed by stakeholders to continue including in our workplan
We will target the Time to Connect timescales	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)	Repeat	Endorsed by stakeholders to continue including in our workplan

4.6 Other feedback

We pride ourselves on following up on all feedback received. It is important that we continue to listen to our stakeholder's thoughts on the connections services we provide and act accordingly. This year we received no suggestions from our stakeholders for new commitments not already covered by the ICE workplan.

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