



2022-23 Distributed Generation Low Voltage (DG LV) Incentive on Connections Engagement (ICE) Workplan

October 2022 Update

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2022-23 DG LV ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery
We will carry out a review of our communications during the customer journey .	We will continually improve the communications our customers and stakeholders received across the connections processes ensuring we follow plain English principles .	March 2023
We will promote the fast track process for small scale micro-generation and storage schemes.	We will further promote our ' fast-track ' process for small scale micro-generation and storage schemes to stakeholders.	March 2023
We will support our stakeholders with better guidance when seeking information located on our website.	We will run internal awareness training to allow our staff to better guide customers and stakeholders to locations on our website.	March 2023
We will continue to target high customer satisfaction	We will continue to target high customer satisfaction (greater than 85% overall satisfaction), using quantitative and qualitative measures.	March 2023
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.	March 2023

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We will continue to communicate with our stakeholders	We will issue regular updates on ICE Commitments to registered stakeholders.	March 2023
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) .	March 2023
We will continue to offer opportunities for stakeholders to engage with us	We will offer a minimum of 3 engagement opportunities across webinars and workshops. We will also provide surgey sessions to meet our stakeholders needs, targeting all are held within 10 working days .	March 2023
Target Time to Quote timescales for DG LV quotations	We aim to outperform the regulatory standard by providing quotes on average in 35 working days (compared to the guaranteed standard of 45 working days).	March 2023
We will brief stakeholders on the changes to connection charges being made by Ofgem	We will brief stakeholders on Ofgem's decision on changes to connection charges from Ofgem's significant code review .	September 2022