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2022-23 Independent Connection Provider / Independent Distribution Network Operator Incentive on Connections Engagement Workplan

April 2022

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Commitment	Output / Key Performance Indicator	Delivery
We will share contact information	We will improve visibility of our connection contact information for LV & HV with a defined escalation process that will be published on our website.	March 2023
We will actively promote our Network Asset Viewer to increase awareness amongst our ICP and IDNO stakeholders	We will promote our Network Asset Viewer during stakeholder events and newsletters to increase awareness of the functionality available.	March 2023
We will publish and share our Network Development Plan with our stakeholders	We will publish our Network Development Plan and promote with ICP/IDNO stakeholders.	September 2022
Review our communications following project acceptance for LV and HV customers	We will continually improve the communications our customers and stakeholders received across the connections processes ensuring we follow plain English principles .	March 2023

2022-23 ICP / IDNO ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery
We will target the timescales for returning LV/HV design approval responses	We aim to outperform the regulatory standard by providing LV/HV design approval responses within 8 working days on average (compared to the guaranteed standard of 10 working days)	March 2023
We will target the Time to Quote timescales for LV	We aim to outperform the regulatory standard by providing quotes with an average of 11 working days (compared to the guaranteed standard 15 working days)	March 2023
We will target the Time to Quote timescales for HV	We aim to outperform the regulatory standard by providing quotes with an average of 15 working days (compared to the guaranteed standard 20 working days)	March 2023
We will target the Time to Connect timescales for LV	We aim to outperform the regulatory standard to provide an average time to connect of 7 working days (compared to the guaranteed standard 10 working days)	March 2023
We will target the Time to Connect timescales for HV	We aim to outperform the regulatory standard to provide an average time to connect of 15 working days (compared to the guaranteed standard 20 working days)	March 2023

2022-23 ICP / IDNO ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery
<p>We will target the timescales for the LV/HV BCA process</p>	<p>We will aim to issue all LV/HV BCA's within an average of 10 working days from the receipt of the completed BCA template. Where the template is non-compliant we will respond and provide feedback within 3 working days.</p>	<p>March 2023</p>
<p>We will provide stakeholders with the opportunity to receive briefings on relevant policy changes</p>	<p>We will continue to host webinars on policy topics relevant to our stakeholders. Including policy changes that impact low carbon technology connections.</p>	<p>March 2023</p>
<p>We will continue to offer opportunities for stakeholders to engage with us</p>	<p>We will 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.</p>	<p>March 2023</p>
<p>We will support the Self Determination of POCs</p>	<p>We will run 2 training sessions on Self Determination of POCs for ICPs.</p>	<p>March 2023</p>