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2022-23 Unmetered Other Incentive on Connections Engagement Workplan

April 2022

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2022-23 UMO ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery
We will continue to communicate with our stakeholders.	Issue regular updates on ICE Commitments to registered stakeholders	March 2023
We will target the Time to Quote timescales	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)	March 2023
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)	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 review our unmetered application process .	We will review our unmetered application process to ensure that it continues to meet our customers needs, making improvements where required. We will then look to increase awareness by promoting with our stakeholders.	March 2023