



# 2021-22 Distributed Generation Low Voltage (DG LV) Incentive on Connections Engagement (ICE) Workplan

Quarter one update

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# 2021-22 DG LV ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery Date	Q1 update
We will continue to target high <b>customer satisfaction</b>	We will continue to target high <b>customer satisfaction</b> (85% overall satisfaction), using quantitative and qualitative measures.	Q4	<ul style="list-style-type: none"> <li>On track at the end of Q1</li> </ul>
Target <b>Time to Quote</b> timescales for DG LV quotations	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	<ul style="list-style-type: none"> <li>At the end of Q1 the YTD average was 21 working days</li> </ul>
We will provide updates on activity to support the transition to <b>green energy</b> and the wider green economy	Provide regular updates on our <b>Leading the North West to Zero Carbon Plan</b> . We will share learning from our case studies, eg our zero carbon buildings.	Q4	<ul style="list-style-type: none"> <li>Covered as part Q1 workshop, delivered in July</li> <li>Further updates to follow</li> </ul>
We will provide support to our customers to help with the <b>G98/G99 application process</b> .	We will publish <b>example application forms</b> for common scenario G98/G99 applications as a reference guide to help customers complete application forms.	Q4	<ul style="list-style-type: none"> <li>Covered as part Q1 workshop, delivered in July</li> </ul>
We will keep stakeholders informed on the transition of Distribution Network Operators (DNO) to carrying out enhanced <b>Distribution System Operation (DSO)</b> functionality	We will keep stakeholders informed on our transition to incorporate enhanced <b>Distribution System Operation functionality (DSO)</b> .	Q4	<ul style="list-style-type: none"> <li>Updates to follow in November workshop</li> <li><a href="#"><i>DSO strategy, Analysis of DSO functions</i></a></li> </ul>

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We will provide stakeholders with the opportunity to receive detailed briefings on <b>industry level changes</b>	We will provide briefings for stakeholders following announcements on the proposed changes to charges through Ofgem's <b>significant code review</b> .	Q4	<ul style="list-style-type: none"> <li>SCR update covered as part Q1 workshop, delivered in July</li> </ul>
We will engage with <b>community &amp; local energy</b> stakeholders	We will host a minimum of <b>3 engagement opportunities</b> and we will issue quarterly Newsletters for our Community & Local Energy Stakeholders.	Q4	<ul style="list-style-type: none"> <li>Zero carbon communities -how to finance decarbonisation</li> </ul>
We will continue to offer opportunities for stakeholders to <b>engage</b> with us	Offer a minimum of <b>3 engagement opportunities</b> across webinars and workshops. We will also provide <b>surgey sessions</b> to meet our stakeholders needs, targeting all are held within 10 working days.	Q4	<ul style="list-style-type: none"> <li>Via workshops / webinars and via surgey sessions upon request.</li> <li>Currently facilitating surgey sessions within 2 working days</li> </ul>
We will continue to communicate with our stakeholders	We will issue <b>regular updates</b> on ICE Commitments to registered stakeholders.	Q4	<ul style="list-style-type: none"> <li>Quarterly news letter sent and covered on other communication channels.</li> </ul>