



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

Quarter three 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 customer satisfaction	We will continue to target high customer satisfaction (85% overall satisfaction), using quantitative and qualitative measures.	Q4	<ul style="list-style-type: none"> On track at the end of Q3
Target Time to Quote timescales for DG LV quotations	We aim to outperform the regulatory standard by providing quotes on average in 22 working days (compared to the guaranteed standard of 35 working days).	Q4	<ul style="list-style-type: none"> At the end of Q3 the YTD average was 22 working days
We will provide updates on activity to support the transition to green energy and the wider green economy	Provide regular updates on our Leading the North West to Zero Carbon Plan . We will share learning from our case studies, eg our zero carbon buildings.	Q4	<ul style="list-style-type: none"> On target Update provided in July workshop Update in Q3 newsletter
We will provide support to our customers to help with the G98/G99 application process .	We will publish example application forms for common scenario G98/G99 applications as a reference guide to help customers complete application forms.	Q4	<ul style="list-style-type: none"> Initial presentation delivered in July's workshop Example of forms update delivered in September workshop.
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) .	Q4	<ul style="list-style-type: none"> DSO Strategies updated and published following 2020 consultation (April 2021) - Here Draft ED2 DSO Transition Plan published (June 2021) - Here Update provided in Sept workshop.

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We will provide stakeholders with the opportunity to receive detailed briefings on industry level changes	We will provide briefings for stakeholders following announcements on the proposed changes to charges through Ofgem's significant code review .	Q4	<ul style="list-style-type: none"> SCR update covered as part Q1 workshop, delivered in July Briefing provided in August
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.	Q4	<ul style="list-style-type: none"> On target Zero carbon communities -how to finance decarbonisation First event held in June Powering our Community launch
We will continue to offer opportunities for stakeholders to engage with us	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.	Q4	<ul style="list-style-type: none"> On target First workshop's delivered July and September Third workshop planned January Plus additional opportunities via webinars