



2021-22 Independent Connection Provider / Independent Distribution Network Operator (ICP/IDNO) Incentive on Connections Engagement (ICE) Workplan

Quarter three update

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2021-22 ICP / IDNO ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery Date	Progress update
We will continue to communicate on how we are supporting EV charging	We will communicate our EV strategy with ICP / IDNO's.	Q4	<ul style="list-style-type: none"> Covered as part Q1 workshop, delivered in July
We will support the onboarding of new ICPs	We will develop & publish guidance documentation as a simple resource for new ICPs to signpost information, guidance and support relevant for ICPs working in our area.	Q4	<ul style="list-style-type: none"> On boarding update provided as part Q1 workshop, in July and Q3 in November. Went live in December
We will support the Self Determination of POCs	We will run 2 training sessions for ICPs.	Q4	<ul style="list-style-type: none"> 1st session 15th July 2nd Session 10th November
We will provide stakeholders with the opportunity to receive detailed briefings on policy changes	We will continue to host webinars on policy topics relevant to our stakeholders.	Q4	<ul style="list-style-type: none"> Policy related webinars in October and November.

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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 track - July, October and February On track - All received have been actioned within 2 working days.
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)	Q4	<ul style="list-style-type: none"> Year to date average of 15.9 working days
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)	Q4	<ul style="list-style-type: none"> Year to date average of 10 working days
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)	Q4	<ul style="list-style-type: none"> Year to date average of 9 working days

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We will target the timescales for the LV/HV BCA process	We will aim to issue all LV/HV BCA's within an average of 10 working days of Design Approval.	Q4	<ul style="list-style-type: none">Year to date average of 9 working days
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)	Q4	<ul style="list-style-type: none">Year to date average of 12.7 working days
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)	Q4	<ul style="list-style-type: none">Year to date average of 3.1 working days