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2021-22 Unmetered Other (UMO) Incentive on Connections Engagement (ICE) Workplan

Quarter one update

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2021-22 UMO ICE Workplan



Commitment	Output / Key Performance Indicator	Delivery Date	Progress update
We will provide clear guidance documentation on our website.	We will publish criteria for an unmetered supply.	Q4	<ul style="list-style-type: none"> At the end of quarter one the guidance documentation is in the development stages.
We will continue to communicate with our stakeholders.	Issue regular updates on ICE Commitments to registered stakeholders	Q4	<ul style="list-style-type: none"> Quarterly news letter sent and covered on other communication channels.
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)	Q4	<ul style="list-style-type: none"> On Target. Current performance at the end of quarter one is 14 working days.
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)	Q4	<ul style="list-style-type: none"> On Target. Current performance at the end of quarter one is 17 working days.