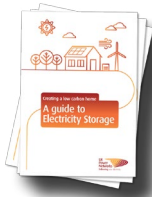


Connections update

Issue 16 | Summer 2017

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Welcome to our Summer 2017 edition of Connections update.

On 28 April, we published our Service Development Plan 2017/18. This document, which forms part of our Incentive on Connections Engagement (ICE) submission, sets out our initiatives for the 2017/18 regulatory year to improve the service we provide to our customers.

The process to identify our improvement initiatives for our Service Development Plan involved a wide range of stakeholders. By taking direct feedback into consideration as well as building on last year's plan, we believe we have developed an ambitious range of initiatives which will make a very positive impact on the service we provide, focused on our Customers' priorities.

You can view our Service Development Plan on our website.

If you have any questions or comments on our Service Development Plan please contact any member of the Connections team or contact us via networkskeyaccounts@ukpowernetworks.co.uk.

Mark Adolphus, Director of Connections

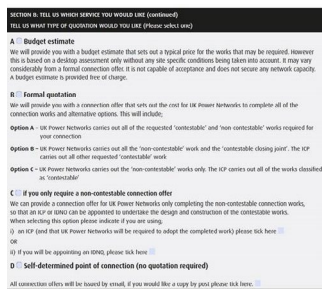


Application form update...

At the beginning of May we updated our projects application form, which covers all connections work over 70kVA.

The update is in Section B of the form, to make it easier for customers to identify which type of connections offer you would like from us.

We are always looking for ways to improve your experience. If you have any suggestions please let us know by emailing one of the team.

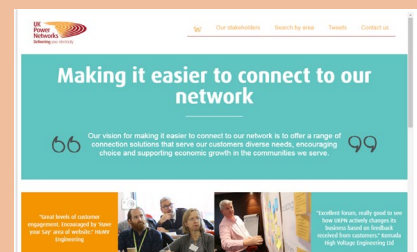


What our stakeholders say...

To bring our 2015/16 regulatory commitments to life, we launched a microsite to share our stakeholder feedback.

In April, we refreshed and relaunched the site with updated feedback, tweets and videos from a range of our stakeholders.

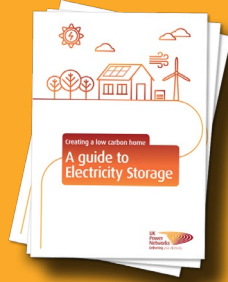
Check out our stakeholder engagement microsite here and let us know what you think.



Did you know...

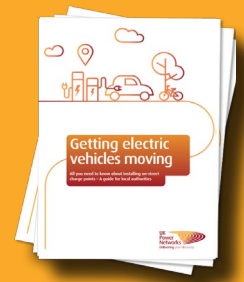
We aim to educate and advise customers on how they can take advantage of innovation in distributed energy. We have recently published two guides:

1. A guide to Electricity Storage, aimed at householders and small business owners who want to know more about generating and using electricity from renewable generation. It is not a technical guide, but it explains what Electricity Storage is, how it can be used and why customers might want to consider installing it. It also offers guidance on how to go about it and where to find out more information.



2. Getting electric vehicles moving, a guide for local authorities. Electric vehicles are expected to play an important role in achieving the UK's targets for improving air quality and reducing carbon emissions. Just six years ago there were only 2,500 electric vehicles in the UK – now there are almost 80,000 and that number is predicted to continue to rise. As demand for charge points rises, we are keen to work with local authorities and help them meet that demand.

These guides, along with other useful information, can be found on our website ukpowernetworks.co.uk.



Battery trial for household solar panels could harness low carbon energy

UK Power Networks has launched a major study to find out if domestic energy storage, coupled with solar panels on people's homes, could play an important role in the UK's move to a low carbon economy.

The company, which delivers electricity to eight million customers across East Anglia, London and the South East, has seen a significant rise in the number of domestic solar panels. Since 1995 enough homes have installed solar power to generate 495MW of electricity – sufficient to power all the homes in a city the size of Cambridge – with the majority of installations coming in the last five years.

Energy storage can play a vital role in the transition to a low carbon economy. By saving energy generated when demand is low, such as on sunny days, and releasing it at peak times in the morning and early evening, batteries can help optimise the use of solar energy. Until now, energy storage on a scale that can power multiple households has

been concentrated on larger-scale facilities based in electricity substations.

Now the Domestic Energy Storage and Control (DESC) study is aiming to find out how by installing domestic-scale batteries in people's homes, the power that domestic solar cells generate can be harnessed in new ways.

"Energy storage has tremendous potential..."

Working with Imperial College London, the study will investigate whether it is possible for network operators to influence how and when clusters of domestic batteries release their energy onto the network.

Suleman Alli, Director of Strategy at UK Power Networks, said: "Energy storage has tremendous potential, but the technology is in its early days. The study offers an important opportunity for the industry to learn how we can harness its capacity and support more low-carbon energy onto our network.

"We are listening to our customers and using advances in technology to deliver a more secure, stable and affordable energy supply."

The Electricity (Connection Charges) Regulations (ECCR) 2017

The Electricity (Connection Charges) Regulations (ECCR) 2017 came into force on 6 April 2017, and they will operate concurrently until ECCR 2002 expires on 5 April 2022.

The ECCR 2017 are an extension to the scope of the ECCR 2002 and applies where a first connection is made on or after 6 April 2017.

You can find out more about The Electricity (Connection Charges) Regulations (ECCR) also known as the 'Second Comer' Regulations via our help sheet, which is available on our website ukpowernetworks.co.uk, or legislation.gov.uk.



Offering Independent Connection Providers (ICPs) access to our consents team

In our 2017/18 Service Development Plan we have committed to delivering 18 initiatives which will be of benefit to our Independent Connection Provider (ICP) and Independent Distribution Network Operator (IDNO) customer segment.

One initiative which we are progressing well with is *34.17 - provide ICPs with direct access to UK Power Networks' consents team*.

In March, we hosted a Competition in Connections (CiC) legal workshop which was attended by 26 ICP representatives. The main purpose of the session was to review the current ICP consents process with a view to enabling legal instructions to be issued direct to our Property and Consents Team.

We are now working to make the necessary changes to our Heads of Terms to enable these revisions to be implemented.

This initiative is due to be completed this Summer. Check out our LinkedIn group 'UK Power Networks Connections Engagement' and our quarterly Service Development Plan updates for further information.



Working with you to improve our disconnections service

On 22 May we hosted our first disconnections workshop. Overall, 25 customers attended the workshop and they scored us 92% satisfaction with the event.

The main purpose of the workshop was to review the process and understand, from customers, where the main issues are and their thoughts on what more we need to do in order to improve our disconnections service.

After lunch, customers were invited to stay for a short demonstration of the LineSearch solution, which will soon become the method for requesting and receiving our network drawings. There are a number of other utilities using this web-based solution for the provision of their network drawings.

Following the workshop, we have compiled a number of actions to refine and improve the disconnections process, which we have shared with the workshop attendees. We will keep you updated over the coming months with improvements we are making.



Ian Rudd, Operations Manager, working with customers to capture issues and process improvements.



Rachel Raine, Quotation Delivery & Planning Team Leader and James Devriendt, South East of England Connections Manager, talking customers through the different types of disconnections.

Your connections

Meet the people that contribute to our vision of being the best in class Distribution Network Operator (DNO)...

Justine Page, Technical Support Assistant

“ I am responsible for providing our customers with accurate budget estimates in a timely manner. I work to provide the highest possible customer service standards, ensuring customers have all of the information they need to make an informed decision as soon as possible. My team and I have the same approach to our customers and strive to save the customer valuable time and costs. ”



Shaun DeSena, Project Manager

“ Everything comes down to building strong personal and professional relationships, both internally and externally. I work within timeframes, apply my previous design experience to deliver projects and develop a sense of trust with our customers. I let them know everything is in hand, but that they can ask me anything. ”



Lisa Scott, Delivery Project Manager

“ To make sure that we are leading the way with regards to Competition in Connections, we regularly seek customer feedback. I work every day to facilitate requests and enable work delivery for everything from Low Voltage (LV) & High Voltage (HV) self-connect schemes to Extra High Voltage (EHV) generation schemes. ”



Info at your fingertips

Are you thinking about connecting Distributed Generation but unsure which type of connection you need?

Our Distributed Generation web pages outline the different types of connections and what they involve, to help you make an informed decision about which work is right for you.

All of our connections offers for works with an export capacity >200kW include progression milestone dates, to help you, and us, manage your connection.

To visit our Distributed Generation pages and find out more, please visit our website www.ukpowernetworks.co.uk and navigate to 'our services'.



Don't forget to pencil our **Distributed Generation forum** in your diary, it's in London on Tuesday 18 July 2017.

Would you benefit from having a conversation with us before submitting your application?

We can offer you an Ask the Expert surgery, which is a free, pre-application chat with our friendly team to make sure that you are submitting viable and completed project applications.

Check out our website for dates and locations.

