Incentive on Connections Engagement (ICE)
Third quarter update

January 2017
Welcome to the third quarter update on our 2016/17 Service Development (ICE) plan. This document gives you an update on delivery of the initiatives that we agreed with you in April, as well as some of the new initiatives that we developed as a result of the feedback that you gave to Ofgem through the review process.

Following the successful implementation of the Competition in Connections (CIC) Code of Practice 12 months ago, we felt it important to formally review its effective operation with our stakeholders. Our review encompassed feedback from over 70 stakeholders at three customer forums, as well as the results from an online survey to the wider community. We also thought it equally important to get the views of our staff. This collective feedback has been invaluable in shaping our plans for the coming year.

We found your feedback to Ofgem on all of the Distribution Network Operator (DNO) plans very useful, it’s enabled us to understand the best practice from across the industry. As a result, we identified a number of new initiatives that we added to our plan in October.

For example, we ran a successful DG Owner Operator Forum in December based on feedback from a customer who had attended a similar event in a different area. It is important that we continue to work collaboratively with all of our stakeholders to ensure we give the best possible service to our customers.

As we complete the remaining initiatives from the 2016/17 Service Development plan, we are also beginning to focus on developing the 2017/18 Service Development plan. Initially based on feedback we’ve received throughout the year, we will be inviting you to help us to develop and refine this plan before it is published in April.

We are appreciative of your involvement in these activities, that ensures we continue to focus our efforts on what’s important to you, our customers and stakeholders.

Our market segments

- **Unmetered**
  Customers want to connect street lights or street furniture outdoors, which is usually in the public highway.

- **ICPs & IDNOs**
  Customers want to use an Independent Connections Provider (ICP) or Independent Distribution Network Operator (IDNO) to manage and deliver their connections activity.

- **Metered**
  Customers want to connect, move or upgrade their power supply for their business premises or development project. (Domestic customer service development is covered as part of the Broad Measure of Customer Satisfaction.)

- **Distributed Generation**
  Customers want to connect a variety of generation technologies to our network.
How we performed October - December 2016

Unmetered

Initiative, measure and target date

Initiative 25.16 – Provide greater transparency over our UMC pricing strategy and give customers advance warning of proposed price changes

Measure – Price changes to be shared four months before Implementation

Target date – November 16

How we’ve delivered the initiative

Created guidance notes and tables of our schedules of rates for both ‘work for road purposes’ and ‘work for non-road purposes’ work types in each of our Network areas.

Outcome

Schedule of rates tables have been published on UK Power Networks website and discussed with our stakeholders at our forum in November.

Success measure

Customers report that they have greater transparency of their rates.

ICPs & IDNOs

Initiative, measure and target date

Initiative 14.16 – Carry out a 12 month review of how the Code of Practice is operating

Measure – Review complete and findings published

Target date – December 16

How we’ve delivered the initiative

We carried out face-to-face and online research with stakeholders providing us with a great deal of valuable feedback, which was reviewed alongside best practice from other Distribution Network Operators (DNOs). We developed a comprehensive report that sets out, in respect of each section of the Competition in Connections Code of Practice:

• Our initial arrangements
• Improvements we had already made
• Further suggestions and feedback gathered.

Outcome

On 28 December, we published the full report on our website and we have committed to repeating the exercise in 12 months.

Success measure

Review complete and findings published.
**Initiative 18.16 – Make web chat available to our connections customers**

**Measure** – Web chat available to customers by target date

**Target date** – December 16

In December 2016 we activated Web chat on our Ask the Expert web page. Customers are able to have a conversation with our Ask the Expert team, before they submit a question or submit an application. With a current satisfaction rating of 8/10 for chats we’ve had so far we expect this will become a valued additional channel for customers to use.

**Initiative 56.16 – A Building Network Operators (BNO) Guide**

**Measure** – We will develop and publish a BNO guide by the target date

**Target date** – December 16

We held two technical forums during the Summer in 2016 about Building Network Operators (BNO). During the forums we collected a number of frequently asked questions that we collated. Customers, through the forums, also informed the scenarios we needed to develop to provide greater understanding of all aspects of BNO’s.

We created a guide that helps explain the UK Power Networks position on BNO’s. Working with internal experts and in consultation with customers, the guide aims to further explain our EDS 08-0118 policy, available on our G81 Website, and provides information on this subject.

Customers are more informed about BNO’s and use the guide to answer queries.
Distributed Generation

**Initiative, measure and target date**

**Initiative 52.16** – An Owner/Operator forum for DG customers

**Measure** – An Owner/Operator forum in 2016, at which the terms of reference for the group will be discussed and agreed.

**Target date** – December 16

**How we’ve delivered the initiative**

We scheduled and invited customers to register for an Owner/Operator forum planned for 12 December 16.

We consulted internally and with external stakeholders on topics that they would like to discuss at our first Owner/Operator forum.

There was a clear mandate from the attendees that they would like this to become a regular forum.

**Outcome**

In total, 20 customers attended the forum. We surveyed those in attendance at the end of the event, asking them to score the questions on a scale of 1 (strongly disagree) to 10 (strongly agree).

We asked; Overall I felt the session was productive and valuable. On average, customers scored this question 9 out of 10.

**Success measure**

“Positive knowing UKPN wish to engage with people connected to their network.”

Dover Harbour Board

“Thank you so much for your effort in DGs connected on this - We need to work together to make UKPN an outstanding DSO!”

Bluefield LLP

January 2017

UK Power Networks’ ICE Interim Report 6
The next three months...

**Initiative 55.16**
A storage guide for domestic and other small customers

**Progress so far**
We took the feedback from the responses to our commercial storage policy to develop our draft guide.

The guide has been issued to a number of DG customers for comment and we are on track to publish at the end of January 17.

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**Initiative 57.16**
Help explain how customers and other stakeholders in the East of England can benefit from Community Energy

**Progress so far**
UK Power Networks will bring Community Energy (CE) stakeholders together in the East of England, with the aim of sharing their knowledge and experience to help support them develop their own hub.

To enable this, we facilitated a workshop with more than 30 CE stakeholders in Cambridge in collaboration with Community Energy South and the regional Local Enterprise Partnership (LEP). As a result, volunteers were identified to champion the East of England Hub. We will support that hub develop over the coming quarter.

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**Initiative 19.16**
Improve the accessibility and usability of the UK Power Networks e-maps system and make it available to customers on request

**Progress so far**
We are currently finalising the solution to access UK Power Networks network drawings online. The requirements for this initiative were discussed with customers in July 2016 which fed directly into the process to identify and appoint a supplier. The chosen supplier is LineSearch who provide a similar service for many other utilities. Next steps include finalising the design, completing the migration of UK Power Networks data and carrying out customer and user testing.

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**Initiative 54.16**
A greater understanding of historic and current fault performance

**Progress so far**
We have introduced an improved process to record and report on fault performance. This was shared with our customers at our Highway Services forum in November 2016 following continued involvement from our scrutiny panel. Next steps are to finalise the reports, which can then be shared with our customers.

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**Initiative 13.16**
Assess scope for allowing ICPs to carry out live jointing on Steel Wire Armoured (SWA) LV service cables

**Progress so far**
An ICP has successfully demonstrated how they ‘pot end’ small diameter SWA public lighting cables using live techniques. We are in the process of updating our practices and jointing manual at which time ICPs will be able to commence work.

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**Initiative 10.16**
Complete unmetered overhead line connections pilot, explore viability of scope extension and transfer to business as usual

**Progress so far**
We have assessed the safety, regulatory and accreditation implications of shrouding for non-connections activity as requested by customers and ICPs. We are currently finalising arrangements to enable this activity to be included as an extension to the scope of the pilot. This means that the pilot will need to be extended for a further six months to review the inclusion of this new scope.
## This quarter in detail

<table>
<thead>
<tr>
<th>Ref</th>
<th>Initiative</th>
<th>Measure</th>
<th>Status</th>
<th>CommentCID</th>
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</thead>
<tbody>
<tr>
<td>1.16</td>
<td>Provide customers a single point of contact if their project requires more than one service i.e. capital works, diversions and disconnection</td>
<td>100% of customers appointed a single point of contact where they request more than one service</td>
<td>Complete</td>
<td>Changes have been made to our processes and forms. Training has been provided to the appropriate staff. The new process is live.</td>
</tr>
<tr>
<td>5.16</td>
<td>Develop and implement an improved process for dealing with faults on unmetered equipment (in particular where the fault has been paused)</td>
<td>Co-design faults process with customers and implement by target date</td>
<td>Complete</td>
<td>Process designed and shared with small customer group and presented at the Highway Services Forum on 29 November. Jeopardy reports have been produced internally to monitor paused faults</td>
</tr>
<tr>
<td>11.16</td>
<td>Review scope for POC self-determination</td>
<td>Review complete and findings published</td>
<td>Complete</td>
<td>Consultation published and responses reviewed. The findings were published in the CiC Code of Practice Annual Review.</td>
</tr>
<tr>
<td>12.16</td>
<td>Review arrangements for design self-approval</td>
<td>Review complete and findings published</td>
<td>Complete</td>
<td>Consultation published and responses reviewed. The findings were published in the CiC Code of Practice Annual Review.</td>
</tr>
<tr>
<td>14.16</td>
<td>Carry out a 12 month review of how the Code of Practice is operating</td>
<td>Review complete and findings published</td>
<td>Complete</td>
<td>The CiC Code of Practice review has been published and a web link was sent to all stakeholders.</td>
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<tr>
<td>18.16</td>
<td>Make web chat available to our connections customers</td>
<td>Web chat available to customers by target date</td>
<td>Complete</td>
<td>Web chat implemented and is now live at <a href="http://www.ukpowernetworks.co.uk">www.ukpowernetworks.co.uk</a></td>
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<tr>
<td>25.16</td>
<td>Provide greater transparency over our UMC pricing strategy and give customers advance warning of proposed price changes</td>
<td>Price changes to be shared four months before implementation</td>
<td>Complete</td>
<td>New rates strategy shared at the customer forum and confirmation given that four months advance notice will be given before implementation.</td>
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<tr>
<td>28.16</td>
<td>Statement of Works (SoW) - introduce arrangements to advise customers on project progress/status through SoW process</td>
<td>Statements of Works process implemented by target date</td>
<td>Complete</td>
<td>Update on progress of trial has been published and a web link was sent to all stakeholders.</td>
</tr>
<tr>
<td>42.16</td>
<td>Improve the process to discuss and agree with customers any variations to the works delivered before the job is completed</td>
<td>85% customer satisfaction achieved from independent customer survey of financial closure process</td>
<td>Behind target</td>
<td>New Process designed and currently being trialled in an area of the SPN network area. Process will be refined with customer feedback and rolled out to wider business.</td>
</tr>
<tr>
<td>50.16</td>
<td>UK Power Networks to develop a commercial contract to provide emergency response cover</td>
<td>Developing a contract offer and making it available by the target date</td>
<td>Behind target</td>
<td>Contract negotiations are ongoing between the parties. Negotiations to be concluded in the first quarter of 2017.</td>
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<tr>
<td>52.16</td>
<td>An owner/operator forum for DG customers</td>
<td>An Owner/Operator forum in 2016, at which the terms of reference for the group will be discussed and agreed</td>
<td>Complete</td>
<td>Forum held and over 85% attendee satisfaction achieved. Mandate for further forums received.</td>
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# Upcoming events

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<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Thursday 26 January</td>
<td>Competition in Connections workshop</td>
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<tr>
<td>Thursday 26 January</td>
<td>Competition in Connections customer scrutiny panel</td>
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<tr>
<td>Thursday 9 February</td>
<td>Distributed Generation customer forum</td>
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<td>Tuesday 14 February</td>
<td>Metered customer scrutiny panel</td>
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<td>Monday 20 February</td>
<td>Distributed Generation customer scrutiny panel</td>
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<tr>
<td>Thursday 23 February</td>
<td>Unmetered customer scrutiny panel</td>
</tr>
<tr>
<td>Thursday 9 March</td>
<td>Connections Customer forum</td>
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<tr>
<td>Thursday 16 March</td>
<td>Highway Services Customer forum</td>
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Look out for our event invitations, we are using a tool called Eventbrite to issue them.

Is there a subject that you would like covered in one of our forums? If so, drop us a line we'd like to hear about it!

- [Check out our website](http://www.ukpowernetworks.co.uk) for all of the latest information on initiative progress, events and other useful details

- Follow our Connections Engagement group on LinkedIn to keep up-to-date with our progress against initiatives and other useful information. Simply search in [UK Power Networks Connections Engagement](https://www.linkedin.com/)

## How to contact us – email or call us directly

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<thead>
<tr>
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