Incentive on Connections Engagement (ICE)
First quarter update

July 2016
Welcome to our first quarter update on our 2016/17 Service Development (ICE) plan. We have committed ourselves to some challenging initiatives this year and have taken on board your comments in prioritising what we do.

We continue to see a number of changes in the market for distributed generation and are listening to how we can help. We are still receiving a large number of applications for storage and have increased the number of customer surgeries we are offering to help our customers make informed decisions. In addition, we put a technical storage policy document out for consultation at the end of May and have taken on board all the responses and suggestions. We will publish a final version at the end of July. We are also trialling a process to allow customers to take advantage of a timed connection agreement which can reduce the cost of connection and help maximise the capacity available on our networks.

You told us very clearly that you wanted us to improve your experience when using our eMaps solution. In June we held two workshops with a range of stakeholders to get views on what we can do to improve our technology and processes. There was great engagement at both sessions and we have a clear direction on what you would like us to do. We will implement the first phase of this plan over the coming months.

Continuing to open our market to competition remains a priority and I am pleased to say that we have further simplified the process for other organisations to carry out highway services work and have run the first workshop to help ICP staff carry out linking and fusing.

We’re not just focusing our efforts on what’s in our published plan, responding to your ongoing questions is just as important. You asked us about Building Network Operators (BNOs) and Speculative Developments and in response we have arranged forums to cover these subject areas.

Please continue to give us your feedback and let me know where we can provide you with more support.
### Unmetered

<table>
<thead>
<tr>
<th>Initiative, measure and target date</th>
<th>How we’ve delivered the initiative</th>
<th>Outcome</th>
<th>Success measure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initiative 16.16</strong> – Introduce pre-application ‘Ask the Expert’ surgeries for unmetered connection customers. <strong>Measure</strong> – Surgeries available to customers by target date</td>
<td>• Surgery schedule decided with appropriate business representatives allocated to each session • Schedule shared and agreed with stakeholders at monthly London Lighting Engineers Groups (LoLeg) meeting.</td>
<td>Advertised dates and how to book on to a surgery on our website.</td>
<td><strong>85% SATISFACTION FROM EACH SURGERY</strong></td>
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<tr>
<td><strong>Target date</strong> – April 16</td>
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### ICPs & IDNOs

<table>
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<tr>
<td><strong>Initiative 47.16</strong> – Provide familiarisation training for ICP staff to enable them to carry out linking and fusing under personal supervision <strong>Measure</strong> – Training developed and available to all ICPs by target date</td>
<td>Developed a two day training course to provide familiarisation training for ICP staff to enable them to carry out linking and fusing under personal supervision. All six candidates passed the pilot course and earned LV Network Operations, LV Cable ID and Substation Entry competences for all three licensed areas. We have invited all ICPs to apply for future courses, which will incorporate feedback from the pilot session.</td>
<td>A successful pilot has been delivered, achieving an overall satisfaction score of 90%.</td>
<td><strong>Excellent knowledge and guidance from trainers, made learning and refresh of knowledge interesting and memorable.</strong> Power On Connections</td>
</tr>
<tr>
<td><strong>Target date</strong> – June 16</td>
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**Initiative 8.16** – Allow ICPs to carry out all non-emergency service transfers in EPN and SPN without 10-day Site Specific Permission (SSP) notice where there is no damage to the DNO’s assets. **Measure** – Activity available to all ICPs by target date | We have worked with ICPs, using our regular workshops, to develop a new process whereby we receive pre-notification via the daily whereabouts, a minimum of one day before the connection task is scheduled. | We have removed the ten day SSP requirement, for all planned tasks. The pilot is open to any ICP working in EPN and SPN who has completed a minimum of 200 unmetered tasks to date. | |
| **Target date** – May 16 | | | |

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**Kier**

“The new pilot scheme seems to be working very well...a slightly quicker turn around opposed to the 10 day SSP requirement procedure and this also helps with our programming of works.”
Initiative, measure and target date

**Initiative 3.16** – Improve the quality of our diversion quotations including the transparency of the price breakdown.

**Measure** – New diversion quotations co-designed with customers & achieve 85% customer satisfaction from independent customer survey by target date.

**Target date** – May 16

**Initiative 22.16** – Improve the visibility of the legal process and contacts associated with the work, when they are appointed

**Measure** – Application form amended, Legal contacts communicated for all schemes on project acceptance

**Target date** – June 16

**How we’ve delivered the initiative**

- Used customer feedback to create a draft diversionary estimate letter
- Shared draft with metered scrutiny panel
- Amended diversionary estimate letter following scrutiny panel feedback
- Commenced using new Diversionary quotation from 1 June 2016

**Outcome**

Launched a new shorter and simpler diversionary estimate letter.

**Outcome**

- Published the process on [ukpowernetworks.co.uk](http://ukpowernetworks.co.uk) and shared with 1500+ customers.

**Success measure**

- [ESTIMATES ISSUED USING NEW LETTER](#)
- [CUSTOMER SATISFACTION](#)

- [CUSTOMERS NOW RECEIVING NOTIFICATION OF THEIR LEGAL CONTACT WHEN THE WORK IS ALLOCATED](#)
### Initiative, measure and target date

**Initiative 27.16** – Publish quarterly updates to the Contracted Connections Register (CCR)

**Measure** – Updates made in line with target date

**Target date** – quarterly from June 16

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### How we’ve delivered the initiative

- Refined the information to summarise the combined capacity of accepted and connected jobs at each grid supply and primary site
- Committed to delivering the information on a quarterly basis (previously twice annually)

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### Outcome

Published the Contracted Connections Register on our website and shared it with 700+ customers

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### Success measure

This has benefited in improving our customer service when a client has miss scheduled the works and need a task carried out quicker than the 10 day period.

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### Initiative 33.16 **–** Develop storage policy/guidance document with customers and publish

**Measure** – Publish policy by target date

**Target date** – May 16

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### How we’ve delivered the initiative

Established a working group to develop a design standard and guidance document for storage following feedback from customers at our recent forums.

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### Outcome

Draft storage policy/guidance document available on our technical specification library (G81) and shared with 700+ customers.

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### Success measure

An excellent piece of work – UK Power Networks are leading the field.

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*PowerCon (UK) Ltd*
The next three months...

**Initiative 4.16**
Continue to refine our Connection Offer in conjunction with our customers including providing a high level/indicative delivery plan co-design delivery plan with customers and achieve 85% customer satisfaction from independent customer survey by target date. From Jul-16

**Progress so far**
We are working with customers to agree an indicative delivery plan and will be discussing further improvements to our connections offer (if required) throughout the year and specifically at our autumn forums.

**Initiative 21.16**
Ensure that all customers are given the opportunity to discuss the design and scope of works as early in the process as possible, and the cost of the connection before the quote is issued. More than 90% of customers receiving a call before quote issued Jul-16

**Progress so far**
We are currently monitoring the frequency of calls made to customers prior to their quote being completed and with these results will be introducing internal process improvements to achieve the target measure.

**Initiative 7.16**
Define a process to allow a queue position to be gained from budget estimate requests. Co-design process with customers and publish consultation by target date

**Progress so far**
Internal discussions are underway to understand how to secure a queue position with a budget estimate ready for consultation in August.

**Initiative 29.16**
Implement process to identify DUoS charges up-front identifying potential red zones. Charges provided with all quotes by target date Aug-16

**Progress so far**
Process implemented with a number of EHV requests received. On-going work with customers to identify potential red zones and finalise the process.

**Initiative 2.16**
Improve the accuracy, quality and transparency of the price within our budget estimates

New budget estimate co-designed with customers & achieve 85% customer satisfaction from independent customer survey by target date Sep-16

**Progress so far**
Proposals were discussed with our metered customer scrutiny panel on the 14 July in order to decide the best way to improve our budget estimates. Further work to test this prior to a pilot is being completed.

**Initiative 15.16**
Publish load capacity, export and import guidance information on heat map. Publish heat map by Sep-16

**Progress so far**
We have developed a map and are working to refine it, so that we are able to give a greater level of detail.

**Initiative 46.16**
Review application form requirements for linking and fusing to remove duplication

**Progress so far**
We’ve held internal discussions and developed two options to streamline ICP provision of information to our LV control team. We will liaise with ICPs to choose and implement the preferred option.

**Initiative 24.16**
Work with customers to improve the ease of use and information available on the UK Power Networks website

**Progress so far**
Currently reviewing the site navigation to make it easier for customers to find our application forms.
<table>
<thead>
<tr>
<th>Ref</th>
<th>Initiative</th>
<th>Measure</th>
<th>Status</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.16</td>
<td>Improve the quality of our diversion quotations including the transparency of the cost breakdown</td>
<td>New diversion quotations co-designed with customers &amp; achieve 85% customer satisfaction from independent customer survey by target date</td>
<td>Complete</td>
<td>New Diversionary quotation available to customers from 1 June.</td>
</tr>
<tr>
<td>6.16</td>
<td>Implement trial of timed/profile connection agreements with generation customers &gt; 1MW</td>
<td>Implement trial by target date and publish findings within six months</td>
<td>Ongoing</td>
<td>Current customers satisfaction with Diversionary quotes - 86%</td>
</tr>
<tr>
<td>8.16</td>
<td>Allow ICPs to carry out all non-emergency service transfers in EPN and SPN without 10 day SSP notice where there is no damage to the DNO’s assets</td>
<td>Service available to all ICPs by target date</td>
<td>Complete</td>
<td>All customers being offered opportunity to join trial</td>
</tr>
<tr>
<td>16.16</td>
<td>Introduce pre-application ‘Ask the Expert’ surgeries for unmetered connection customers.</td>
<td>Surgeries available to customers by target date</td>
<td>Complete</td>
<td>Pilot open to any ICP who has completed a minimum of 200 unmetered tasks</td>
</tr>
<tr>
<td>20.16</td>
<td>Develop, publicise and host technical forums at customer request</td>
<td>85% customer satisfaction achieved from each forum</td>
<td>Ongoing</td>
<td>BNO Forum - 28 July - fully booked</td>
</tr>
<tr>
<td>22.16</td>
<td>Improve the visibility of the legal process and contacts associated with the work, when they are appointed</td>
<td>Application form amended, Legal contacts communicated for all schemes on project acceptance.</td>
<td>Complete</td>
<td>Speculative development Forum - 22 August - fully booked Unmetered design standard Forum - 13 September</td>
</tr>
<tr>
<td>23.16</td>
<td>Publish details of ICPs that have gained approved designer status</td>
<td>List published by target date</td>
<td>Complete</td>
<td>We published these details in our online listing of locally active ICPs. However some stakeholders were concerned that this may mislead customers. Following consultation with our key stakeholder group we have agreed not to publish this information.</td>
</tr>
<tr>
<td>27.16</td>
<td>Publish quarterly updates to Contracted Connections Register (CCR)</td>
<td>Updates made in line with target date</td>
<td>Ongoing</td>
<td>June register published on website.</td>
</tr>
<tr>
<td>30.16</td>
<td>Publish details of cancelled and withdrawn offers. (Include capacity absorbed with LV/G83 connections).</td>
<td>Quarterly updates made in line with target date</td>
<td>Ongoing</td>
<td>June register published on website.</td>
</tr>
<tr>
<td>33.16</td>
<td>Develop storage policy/guidance document with customers and publish</td>
<td>Publish document by agreed date</td>
<td>Policy published for consultation</td>
<td>Consultation published on website.</td>
</tr>
<tr>
<td>39.16</td>
<td>Call all customers, or their site representatives, 10 days and 2 days before the works are due to commence (roll out in SPN initially)</td>
<td>All calls made and recorded and 85% customer satisfaction achieved from independent customer survey</td>
<td>On track</td>
<td>Initiative rolled out in SPN. Customer satisfaction to be monitored.</td>
</tr>
<tr>
<td>47.16</td>
<td>Provide familiarisation training for ICP staff to enable them to carry out linking and fusing under personal supervision</td>
<td>Training developed and available to all ICPs by target date</td>
<td>Complete</td>
<td>Pilot training course delivered. Training course available to all ICPs from mid-August.</td>
</tr>
<tr>
<td>48.16</td>
<td>Issue reminder to request a diversion quote when making an application, proactively liaise with ICP where potential associated works are identified</td>
<td>Reminder issued and new arrangements in place</td>
<td>Complete</td>
<td>We now proactively alert ICPs to potential diversionary works.</td>
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## Upcoming events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Thursday 14 July</td>
<td>Metered customer scrutiny panel</td>
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<tr>
<td>Monday 18 July</td>
<td>Competition in Connections customer scrutiny panel</td>
</tr>
<tr>
<td>Thursday 28 July</td>
<td>Building Network Owner forum</td>
</tr>
<tr>
<td>Monday 22 August</td>
<td>Speculative Developments forum</td>
</tr>
<tr>
<td>Thursday 6 September</td>
<td>Unmetered connections design standards and technical forum</td>
</tr>
<tr>
<td>Tuesday 8 September</td>
<td>Distributed Generation customer forum</td>
</tr>
<tr>
<td>Thursday 29 September</td>
<td>Competition in Connections workshop</td>
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</tbody>
</table>

Look out for our event invitations, we are using a new 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!

## How to contact us

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email address</th>
<th>Mobile number</th>
</tr>
</thead>
<tbody>
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<tr>
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<td>07875 111861</td>
</tr>
<tr>
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<td>07875 114870</td>
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