



Incentive on Connections Engagement (ICE) First quarter update

July 2016

Introduction



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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 whats 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.

Our market segments



Unmetered

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



CiC

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 April - June 2016



Unmetered

Initiative, measure and target date

Initiative 16.16 – Introduce pre-application 'Ask the Expert' surgeries for unmetered connection customers.

Measure – Surgeries available to customers by target date

Target date – April 16

How we've delivered the initiative

- 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.

Outcome

Advertised dates and how to book on to a surgery on our website.

Success measure



ICPs & IDNOs

Initiative, measure and target date

Initiative 47.16 – Provide familiarisation training for ICP staff to enable them to carry out linking and fusing under personal supervision

Measure – Training developed and available to all ICPs by target date

Target date – June 16

How we've delivered the initiative

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.

Outcome

A successful pilot has been delivered, achieving an overall satisfaction score of 90%.



Success measure

“Excellent knowledge and guidance from trainers, made learning and refresh of knowledge interesting and memorable.”

Power On Connections

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

Target date – May 16

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.

“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.”

Kier



Metered

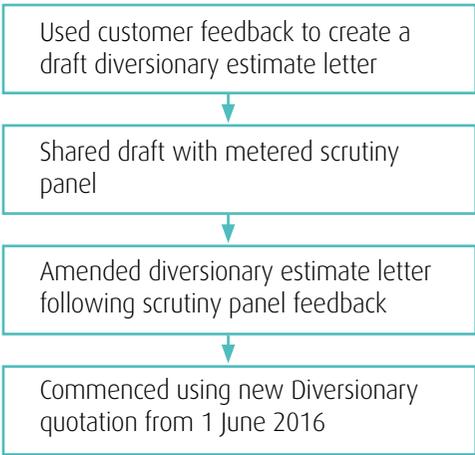
Initiative, measure and target date

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.

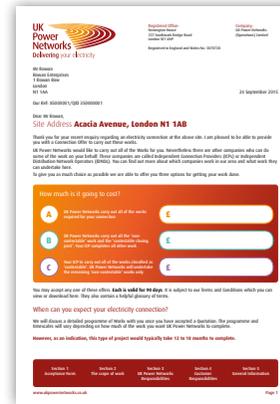
Target date – May 16

How we've delivered the initiative



Outcome

Launched a new shorter and simpler diversionary estimate letter.



Success measure

150
ESTIMATES ISSUED
USING NEW LETTER

90%
CUSTOMER
SATISFACTION

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

- Developed a revised process with both internal and external stakeholders
- Published revised process on our website and shared with 1500+ customers and stakeholders
- Invited customers to provide feedback where the legal contacts were not shared
- Finalised and published Legal process

Published the process on **ukpowernetworks.co.uk** and shared with 1500+ customers.



100%
CUSTOMERS NOW RECEIVING
NOTIFICATION OF THEIR LEGAL CONTACT
WHEN THE WORK IS ALLOCATED



Distributed Generation

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

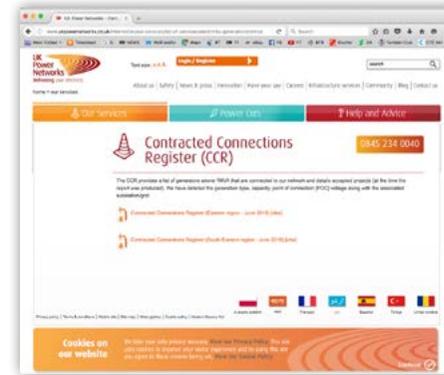
Target date – quarterly from June 16

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)

Outcome

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



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.

Cable Test

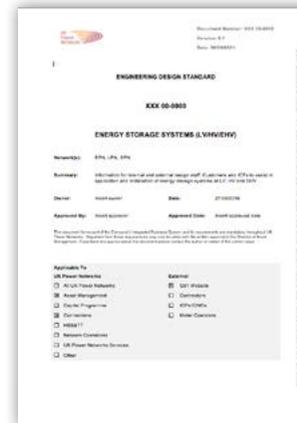
Initiative 33.16 – Develop storage policy/guidance document with customers and publish

Measure – Publish policy by target date

Target date – May 16

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

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



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

PowerCon (UK) Ltd

The next three months...

JULY

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.

AUGUST

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.

SEPTEMBER

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

This quarter in detail

Status: ■ Target not met ■ At risk ■ On track ■ Activity complete and closed

Ref	Initiative	Measure	Status	Comment
3.16	Improve the quality of our diversion quotations including the transparency of the cost breakdown	New diversion quotations co-designed with customers & achieve 85% customer satisfaction from independent customer survey by target date	Complete	New Diversionary quotation available to customers from 1 June. Current customers satisfaction with Diversionary quotes - 86%
6.16	Implement trial of timed/profile connection agreements with generation customers >1MW	Implement trial by target date and publish findings within six months	Ongoing	All customers being offered opportunity to join trial
8.16	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	Service available to all ICPs by target date	Complete	Pilot open to any ICP who has completed a minimum of 200 unmetered tasks
16.16	Introduce pre-application 'Ask the Expert' surgeries for unmetered connection customers.	Surgeries available to customers by target date	Complete	Surgeries available and dates published on website.
20.16	Develop, publicise and host technical forums at customer request	85% customer satisfaction achieved from each forum	Ongoing	BNO Forum - 28 July - fully booked Speculative development Forum - 22 August - fully booked Unmetered design standard Forum - 13 September
22.16	Improve the visibility of the legal process and contacts associated with the work, when they are appointed	Application form amended, Legal contacts communicated for all schemes on project acceptance.	Complete	Process flow published. Feedback to be monitored.
23.16	Publish details of ICPs that have gained approved designer status	List published by target date	Complete	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.
27.16	Publish quarterly updates to Contracted Connections Register (CCR)	Updates made in line with target date	Ongoing	June register published on website.
30.16	Publish details of cancelled and withdrawn offers. (Include capacity absorbed with LV/G83 connections).	Quarterly updates made in line with target date	Ongoing	June register published on website.
33.16	Develop storage policy/guidance document with customers and publish	Publish document by agreed date	Policy published for consultation	Consultation published on website.
39.16	Call all customers, or their site representatives, 10 days and 2 days before the works are due to commence (roll out in SPN initially)	All calls made and recorded and 85% customer satisfaction achieved from independent customer survey	On track	Initiative rolled out in SPN. Customer satisfaction to be monitored.
47.16	Provide familiarisation training for ICP staff to enable them to carry out linking and fusing under personal supervision	Training developed and available to all ICPs by target date	Complete	Pilot training course delivered. Training course available to all ICPs from mid-August.
48.16	Issue reminder to request a diversion quote when making an application; proactively liaise with ICP where potential associated works are identified	Reminder issued and new arrangements in place	Complete	We now proactively alert ICPs to potential diversionary works.

Upcoming events

Date	Event
Thursday 14 July	Metered customer scrutiny panel
Monday 18 July	Competition in Connections customer scrutiny panel
Thursday 28 July	Building Network Owner forum
Monday 22 August	Speculative Developments forum
Thursday 6 September	Unmetered connections design standards and technical forum
Tuesday 8 September	Distributed Generation customer forum
Thursday 29 September	Competition in Connections workshop
<p>Look out for our event invitations, we are using a new tool called Eventbrite to issue them.</p> <p>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!</p>	



How to contact us

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