

Service Development Plan (ICE Workplan) 2015/16 *April - June 2015 update*



I am pleased to introduce the first quarterly update of our Service Development Plan (ICE Workplan) 2015/16. This is our annual workplan as defined under the Incentive on Connections Engagement (ICE) for the regulatory year 2015/16. On publication of the plan in April 2015 we committed to publish updates on a quarterly basis. This is the first of these updates covering the period April to June 2015.

We have produced a scorecard that summarises progress against each of the 29 initiatives in our plan. These are either in the form of a Red, Amber, or Green (RAG) status update, or by providing the performance figures associated with the activity. In addition to the scorecard update I wanted to provide more insight into some of the key workplan activities undertaken between April and June 2015.

15.1 Introduce pre-application 'Ask the Expert' surgeries for metered connection customers.

Our new pre-application 'Ask the Expert' surgeries were launched in April 2015. To date, we have hosted 16 sessions for 12 customers and 48 individual schemes have been discussed and reviewed with an average customer satisfaction score of 9.62/10. Dates have now been published for future surgery sessions through to November 2015 and can be booked from the following link: <http://www.ukpowernetworks.co.uk/internet/en/have-your-say/listening-to-our-connections-customers/>



15.11 Roll-out Flexible Distributed Generation Connections to the Eastbourne/Lewes zone.

Following feedback from National Grid through the Statement of Works process, the opening of the Eastbourne/Lewes zone for Flexible Distributed Generation Connections has been delayed. We are currently working with National Grid on a series of technical studies to understand how additional generation could be allowed to connect in this zone and what technical conditions would be applicable. These studies are planned for completion in December 2015.

In response to these events, we have decided to bring forward the opening of the Kemsley/Sittingbourne zone for Flexible Distributed Generation Connections. The Expression of Interest process began on 1 July 2015.

The constraints on the opening of the Eastbourne/Lewes zone, and the early opening of the Kemsley/Sittingbourne zone were discussed with 62 stakeholders at the DG Customer Forum on 30 June 2015. In addition an e-mail update was issued to 722 DG Stakeholders on 1 July 2015 and our web site updated on 16 July 2015.



15.12 Agree standard templates for ICP/IDNO designs to reduce design approval timescales.

We have been working with connection providers since December 2014 on an innovative process to increase the proportion of their designs 'fast-tracked', based on their design acceptance performance. This approach enabled them to progress arrangements with the customer without waiting for design approval. As we developed our approach four leading companies joined the initiative, with one of these reaching a stage where 70% of their designs are now 'fast tracked'.



Our original action was to extend this opportunity across the competitive connections market. However, with the self-approval provision now incorporated in the competition in connections code of practice (CoP) we are now focussing our efforts on sharing our learning and experience with other Distribution Network Operators to facilitate self-approval across the national connections market. This revised approach therefore supersedes our original action.

If you would like to discuss the content of this plan, suggest additional improvements or comment on any aspect of the connections services provided by UK Power Networks then please contact;

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I hope you will find this first update on our Service Development Plan (ICE Workplan) useful.

Mark Adolphus
Director of Connections



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Link to Strategy	Ref	Actions	Target Date	Measure	Q1 (Apr-Jun 15)	Commentary
Provide customers with more choice & flexibility over the services they receive	15.4	Introduce 'convertible quotes' as the standard connection offer for all schemes comprising contestable and non-contestable works.	Jun-15	Full implementation complete		The first Convertible Quotes were issued at the end of June 2015.
	15.11	Roll-out Flexible Distributed Generation Connections to the Eastbourne/Lewes zone.	Jul-15	Opportunity to register interest in zone commences on time in June 2015		Due to National Grid constraints there is a delay in opening the Eastbourne/Lewes zone. An alternate zone Kemsley/Sittingbourne has been brought forward and the Expression of Interest process for this new zone began 1 July 2015.
	15.15	Ensure compliance with new Competition in Connections Code of Practice.	Sep-15	Fully compliant to Code of Practice		On track.
	15.18	Commence pilot for Independent Connection Providers to undertake a specified range of low voltage disconnections.	Sep-15	Pilot developed and available to all ICPs		Pilot procedure is now drafted, on track to meet September launch.
	15.21	Extend the March/Peterborough Flexible Distributed Generation Connections zone.	Oct-15	Opportunity to register interest in extended zone commences on time in October 2015		On track.
	15.24	Commence pilot for Independent Connection Providers to undertake unmetered overhead line connections.	Dec-15	Pilot developed and available to all ICPs		On track.
	15.25	Establish process to enable Independent Connection Providers to carry out signal injection activities on our network.	Dec-15	Procedure published and available to all ICP's		On track.

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Link to Strategy	Ref	Actions	Target Date	Measure	Q1 (Apr-Jun 15)	Commentary
Improve our pre-application support	15.1	Introduce pre-application 'Ask the Expert' surgeries for metered connection customers.	Apr-15	Average feedback score from surgery sessions	9.62	'Ask the Expert' surgery launch was a success with customers attending a surgery awarding an average satisfaction score of 9.62. We will continue to publish satisfaction scores for this service in our quarterly updates.
	15.2	Develop our DG Mapping Tool to provide visibility of network capacity by including 'Heat Map' functionality and grid & primary sub-station capacities in the tool.	Jun-15	Enhanced DG mapping tool on-line		As a result of issues identified during system testing we are around 4-6 weeks behind our planned deployment timescale. Our enhanced DG mapping tool is now due for go-live in August 2015.
	15.7	Provide access to UK Power Networks e-maps system for developers, consultants and house builders.	Jun-15	E-map access available on request		This initiative is about 4 weeks behind in roll-out but our first customers have now been provided access to E-maps. As a result of a system upgrade planned for August 2015 further access will not be made available until this release is stabilised.
	15.8	Provide an Account Management service to DG customers with multiple schemes.	Jun-15	Number of new DG customers signed up to Account Managed service	37	37 new DG customers have been added to our Account Management list between April-June 2015.
	15.9	Publish the 'Contracted DG Connections Register' on-line.	Jun-15	Contracted DG Connections Register published		Linked to 15.2 as the publication of the register will take place at the same time as the launch of the enhanced DG mapping tool. Currently due for go-live in August 2015.
	15.14	Develop, consult on and publish a Community Energy strategy to support the development of Community Energy schemes.	Sep-15	Publication of Community Energy strategy document on time in September 2015		On track.

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Provide ease of access to important business information	15.10	Publish UK Power Networks-specific Distribution Safety Rule variances and operational procedure updates.	Jun-15	All updates published externally	Completed on-time - update process now established and latest Distribution Safety Rules revision was published on our website.
	15.13	Introduce a weekly 'whereabouts' process for unmetered connections.	Jun-15	New weekly process implemented	Completed on-time - weekly whereabouts process is now embedded as standard business process.
	15.16	Improve the explanation of Connections Charges by introducing a clearer breakdown of the cost elements included in a quotation.	Sep-15	Full implementation of improved quotation breakdown format complete business wide	A new quotation letter has been released as part of our Business Transformation Programme release in May 2015. This includes an improved breakdown of connections charges.
	15.17	Introduce an enhanced web site, to include a new knowledge centre to improve access to key information. This release will also include the first phase of a new self-serve portal to support connections applications associated with small works.	Sep-15	New web site available on time	Completed ahead of schedule - enhanced web site and new customer portal released in May 2015.
	15.22	Introduce a new quarterly newsletter for connections stakeholders covering all aspects of service as well as sector specific updates and assess the usefulness of the updates by surveying the audience.	Dec-15	Survey of communication audience to measure 'usefulness of updates'	On track.
	15.23	Provide Unmetered Connections customers who manage portfolios of work with enhanced reports covering their entire portfolio.	Dec-15	Enhanced reports available in December 2015	On track.
	15.26	Review our Construction, Adoption and Connection Agreements to align with industry best practice.	Dec-15	Review completed and any recommended changes implemented	On track.
	15.27	Consult with Connections stakeholders during the development of new or review of existing technical standards associated with connections activities.	Mar-16	All materially changed or new standards are published externally for consultation	On track.
	15.28	Monitor and publish the customer satisfaction scores associated with the connections activities of UK Power Networks.	Mar-16	Average satisfaction score	7.79 New mechanism to assess the satisfaction of connections customers receiving Projects, Competition in Connections, Distributed Generation and Major Connections services now in place. Overall score between April - June was 7.79 out of 10.

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Link to Strategy	Ref	Actions	Target Date	Measure	Q1 (Apr-Jun 15)	Commentary
Reduce lead times associated with connections activities	15.3	Introduce a Service Level Agreement of 30 working days for provision of fault level information.	Jun-15	% of requests met within SLA timescale	-	New process to track performance now in place. First results to be published in our next update.
	15.5	Introduce process to support earlier completion of Connection Agreements during the application and design stage of schemes.	Jun-15	% of Connections Agreements issued in advance of physical connection completion	-	New process to track performance now in place. First results to be published in our next update.
	15.6	Introduce a Service Level Agreement of 20 working days for provision of switchgear protection settings.	Jun-15	% of requests met within SLA timescale	-	New process to track performance now in place. First results to be published in our next update.
	15.12	Agree standard templates for Independent Connection Provider/Independent Network Operator designs to reduce design approval timescales.	Jun-15	% of ICP/IDNO schemes utilising standard designs		On hold as action superseded by new Code of Practice which makes provision for connections providers to self approve designs.
	15.19	Publish a standard setting out when Letters of Authority from the premise owner/occupier will be required with connection applications.	Sep-15	Standard published in September 2015		On track.
	15.20	We will track and publish our timescales for the completion of land rights up until September 2015, we then aim to reducing this average transaction time by 10% between October 2015 and March 2016.	Sep-15	Average transaction time for land right completion		New process to track performance now in place. First results to be published in our next update.
	15.29	Reduce our quotation turnaround timescales by at least 5% on 2014/15 performance.	Mar-16	5% improvement on 2014/15 quotation timescales	26.3 working days	During 2014/15 our average quotation turnaround was 30.5 working days. Between April and June 2015 the average quotation turnaround time reduced to 26.3 working days.