

# Service Development Plan (ICE Workplan) 2015/16 July - September 2015 update

This is the second quarterly update of our Service Development Plan (ICE Workplan) 2015/16 and covers the period July to September 2015.

The plan continues to evolve as we take on board feedback from the initiatives that we are implementing. As before the key actions are summarised in the scorecard.

This quarter our focus has been on preparing for the implementation of the new Competition in Connections Code of Practice and delivering some important changes to improve our pre-application support for customers looking to install generation. In addition there has been an emphasis on improving the overall service rating that our customers give us through our customer satisfaction survey.

**Mark Adolphus**  
**Director of Connections**



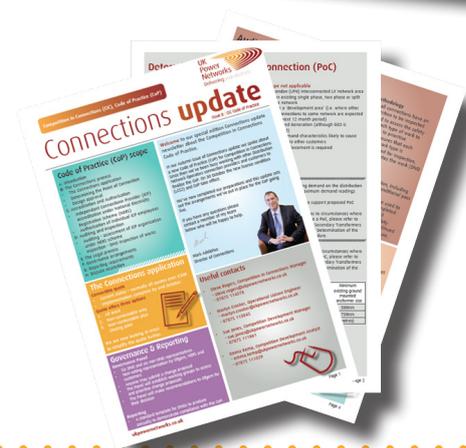
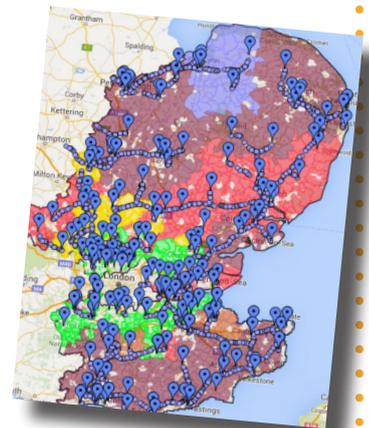
## 15.2 Develop our DG Mapping Tool to provide visibility of network capacity by including 'Heat map' functionality and grid and primary substation capacities in the tool

More than 550 customers have registered for access to our mapping solution and we receive more than 300 requests a month. Based on customer feedback we have added heat map functionality as well as a link to the contracted connections register (15.9) that provides details of capacity either connected or committed to connect per GSP.

We have had positive feedback from customers as well as requests for further enhancements which we are considering.

## 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.

Connections update newsletter is circulated on a quarterly basis to over 1200 customers and is compiled using identified areas of interest following customer feedback. The newsletter is also available on [ukpowernetworks.co.uk](http://ukpowernetworks.co.uk) for public consumption. A special edition Connections update newsletter was published following the go live of the Competition in Connections Code of Practice to ensure that all stakeholders are appropriately informed.



## 15.28 Monitor and publish the customer satisfaction scores associated with the connections activities of UK Power Networks

On average, the 240 customers who we surveyed during this quarter scored our service at 82%, a five percent improvement on last quarter. The quality and timeliness of our communication has been highlighted as one area of significant improvement.



## This quarter in numbers

### Distributed Generation

- Six surgeries involving 29 customers with an average satisfaction score of 90%
- Customer forum with 40 attendees and an average satisfaction score of 86%
- 15 face-to-face stakeholder meetings



### Metered customers

- 240 customers surveyed with an average satisfaction score of 82%
- 21 Customer visits
- Over 1000 Customers received our newsletter
- 564 Ask the Expert enquiries answered



### Independent Connection Providers

Competition in Connections workshop with 13 Independent Connection Providers and an average satisfaction score of 90%



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Link to Strategy	Actions		Target Date	Measure	O2 (Jul-Sep 15)	Commentary
	15.4	15.11	15.15	15.18	15.21	
Provide customers with more choice & flexibility over the services they receive	Introduce 'convertible quotes' as the standard connection offer for all schemes comprising contestable and non-contestable works.	Roll-out Flexible Distributed Generation Connections to the Eastbourne/Lewes zone.	Jul-15	Full implementation complete		We are currently sending out the convertible quotation for many Section 16 connection requests. The new convertible quote was discussed with stakeholders at the Customer Forums in September. The Convertible was rolled out to all customers in October.
	Ensure compliance with new Competition in Connections Code of Practice	Commence pilot for Independent Connection Providers to undertake a specified range of low voltage disconnections.	Jul-15 <i>Rescheduled</i>	Opportunity to register interest in zone commences on time in June 2015		Due to constraints on the Kent network we have rolled-out Flexible Distributed Generation Connections to Kemsley/Sittingbourne zone.
	Extend the March/Peterborough Flexible Distributed Generation Connections zone.	Commence pilot for Independent Connection Providers to carry out unmetered overhead line connections.	Oct-15	Fully compliant to Code of Practice		On track and in line with the Code of Practice which went live on the 30th October.
	Establish process to enable Independent Connection Providers to carry out signal injection activities on our network.	Commence pilot for Independent Connection Providers to undertake unmetered overhead line connections.	Sep-15	Pilot developed and available to all ICPs		Pilot launched at Independent Connection Provider (ICP) workshop. An ICP submitted a scheme and UK Power Networks are in the process of finalising arrangements.
		Establish process to enable Independent Connection Providers to carry out signal injection activities on our network.	Oct-15	Opportunity to register interest in extended zone commences on time in October 2015		Expression of interest (EOI) phase now open to Walpole East Zone (extension of March/Peterborough).
		Establish process to enable Independent Connection Providers to carry out signal injection activities on our network.	Dec-15	Pilot developed and available to all ICPs		On track
Improve our pre-application support	Introduce pre-application 'Ask the Expert' surgeries for metered connection customers.	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.	Apr-15	Average feedback score from surgery sessions	9.6	Surgeries booked for the remainder of 2015. 20 surgeries held so far with an average feedback score of 9.6
	Provide access to UK Power Networks e-maps system for developers, consultants and house builders.	Provide an Account Management service to DG customers with multiple schemes.	Jun-15	Enhanced DG mapping tool on-line		Published and available on-line.
		Publish the 'Contracted DG Connections Register' on-line.	Jun-15	E-map access available on request		A trial has been underway with twelve stakeholders to have access to this facility. We have gathered feedback based on their experiences and will continue to grow the numbers.
		Develop, consult on and publish a Community Energy strategy to support the development of Community Energy schemes.	Jun-15	Number of new DG customers signed up to Account Managed service	90	We have discussed with this DG customers group the service they require. The request was to increase the provision of surgeries to support their applications. 90 customers have now attended.
			Jun-15	Contracted DG Connections Register published		Published and available on-line.
			Sep-15	Publication of Community Energy strategy document on time in September 2015		Published to our website 3rd November.

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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	Overall score between Apr-Sep was 8.17 out of 10. The target being 8.5 by the end of the year.
	8.17				

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	SLA introduced. Reporting against measure will be available from January 1st 2016.	
	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	SLA introduced. Reporting against measure will be available from January 1st 2016.	
	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	SLA introduced. Reporting against measure will be available from January 1st 2016.	
	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	This will be incorporated into the work required by Ofgem in the next steps to the QMEC document	
	15.20	We will track and publish our timescales for the completion of land rights up until September 2015. We then aim to reduce this average transaction time by 10% between October 2015 and March 2016	Sep-15	Average transaction time for land right completion	The three panel firms have now produced graphs showing their performance since April 2015. We will publish current and targeted performance on our website by January 1st 2016.	
	15.29	Reduce our quotation turnaround timescales by at least 5% on 2014/15 performance.	Mar-16	5% improvement on 2014/15 quotation timescales	2014/15 performance 31 working days. Between April - September 2015 the average quotation turnaround time was 26 working days against the March 2016 target of 29 working days	
	25.6 working days					

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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