I am pleased to share with you our Service Development Plan for 2017/18, the culmination of a formal process that we started in November 2016, which forms the basis of our submission under the Incentive on Connections Engagement (ICE). We have taken on board the recommendation from our external auditor, Accountability, and reviewed how we engage with our stakeholders who inform, and are affected by, the connections process.

The process to identify initiatives for this Service Development Plan included a wide range of stakeholders and by taking into consideration direct feedback as well as building on last year’s plan, we believe we have a good range of improvements that address current priorities. We recognise that the energy distribution system is changing with the growing importance of low carbon technologies and that this affects our connection stakeholders. We are engaging with different stakeholders with a variety of needs and it is important that they have a voice. This has involved running workshops and seminars, for example on electric vehicles and community energy, and talking to customers about how they see our role as a distribution system operator.

In addition to over 1,000 customers we survey each year, we have regularly shared information with over 2,000 customers who are registered to our mailing lists. Over the last twelve months we held 123 surgeries and organised and attended over 400 account managed customer meetings. The information we take from these interactions is invaluable and contributes to our planning process. Our plan builds upon the initiatives that we delivered last year demonstrating our ongoing commitment to ensure as many of our services as possible are open to our competitors.

This year we also engaged more of our staff in the development of our plan. Our designers, planners and support staff are the ones who work day in, day out with our customers and they have some great ideas about what we could do to improve the customer experience. We invited customers to our internal Connections Leaders’ event to tell us first-hand what works well and what does not. At the event we asked our customers to work with our staff to co-design a set of initiatives that we then took to a wider audience of stakeholders for their review, comment and to identify, in order of priority, what is important to them.

We have discussed our draft plans with more than 200 stakeholders who attended our spring forums. The forums give us a great opportunity to learn more about what’s really important to customers and the outputs they expect us to deliver.

We have reviewed our initiatives in more detail at our Scrutiny panels and consulted with a wide range of stakeholders through telephone and online surveys. We will continue to be transparent and keep you informed about our progress in delivering this plan. If you have any suggestions that would improve your customer experience when working with UK Power Networks, or think that we could do more, please do not hesitate to get in touch with me or one of my team.

Mark Adolphus
Director of Connections

Great levels of customer engagement. Encouraged by ‘Have your Say’ area of website.

H&MV Engineering

The service at UKPN seems to have improved dramatically over the last couple of years and it’s a pleasure to see how much more efficient the service has become. Thank you and well done.

Housing Developer, Kent

With experience of 5 of the 6 DNOs, I am yet to be presented with better offerings than those from UKPN.

James Barker, Electrical Testing Ltd
Our stakeholders

Our Key Stakeholder Groups

Customer Segments

*Highway Services*
Customers who connect street lights and street furniture, including electric vehicle charge points, in the public highway.

*ICPs & IDNOs*
Independent Connections Provider (ICP) or Independent Distribution Network Operator (IDNO) managing and delivering their connections activity.

*Metered*
Customers who 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 who connect a variety of generation technologies to our network including solar, wind and storage.
How we have engaged with stakeholders and customers to develop our plan

- **56** Highway Services Forum attendees
- **200** METERED FORUM ATTENDEES THROUGHOUT 2016/17 ACROSS SIX FORUMS
- **180+** Stakeholders follow our connections engagement LinkedIn group
- **350** Account managed customers, when asked, rate the service 9/10
- **77** DG Forum attendees
- **29** ‘ASK THE EXPERT’ surgeries which 60 customers attended
- **400** Face-to-face customer meetings
- **4** Community energy workshops
- **752** Stakeholders are subscribed to our DG mailing list
- **1,225** Customers participated in telephony satisfaction survey
- **84%** Overall customer satisfaction, measured by telephone survey
- **112** attendees across eight technical forums
- **4400** CIC workshop attendees
- **290** highway services forum attendees
- **77** DG forum attendees
- **29** ‘Ask the Expert’ surgeries which 60 customers attended
- **400** face-to-face customer meetings
- **4** Community energy workshops
- **752** Stakeholders are subscribed to our DG mailing list
- **84%** Overall customer satisfaction, measured by telephone survey
- **16** scrutiny panels (4 per customer segment)
- **71** CIC workshop attendees
- **1,225** customers participated in telephony satisfaction survey
- **100** DG surgery attendees
- **86.8%** satisfaction
- **91.1%** satisfaction
- **88%** satisfaction
- **91.9%** satisfaction
- **88.7%** satisfaction
- **89.23%** satisfaction
- **87.6%** satisfaction

**Source of initiatives**

- **6%** Scrutiny Panel
- **7%** e-survey
- **8%** ongoing/enhanced initiative from previous work plan
- **14%** feedback from UK Power Networks employees based on customer feedback
- **15%** direct customer feedback
- **50%** feedback from customer forums/workshops

**Customer satisfaction from our forums**

- Metered
- ICPs & IDNOs
- Highway Services
- DG

**Overall satisfaction**

- Oct 16
- Mar 17
- Sep 16
- Nov 16
- Jan 17
- May 17
- Sep 16
- Feb 17

- 86.8%
- 91.1%
- 88%
- 91.9%
- 88.7%
- 89.23%
- 87.6%
How we develop our workplan

1. Working with our stakeholders on a continual basis potential initiatives are identified and either incorporated into the current Service Development Plan, or held for further development and expansion for the next plan.

2. Collating the potential initiatives into a draft plan we consult our stakeholders further to understand how they can be delivered and to ensure they are still valid. New for 2017 we also invited stakeholder representatives to engage with the Connections Leadership team. Following their feedback the leadership team were invited to identify further areas for improvement.

3. The agenda of our spring forums is determined by what our stakeholders have told us they most like to hear about. We also use the forums as an opportunity for stakeholders to shape the initiatives on the draft Service Development Plan, identify new initiatives and comment on the priority of the initiatives to ensure we focus on what matters.

4. Output from the forums, added to further feedback and engagement internally, results in a Service Development Plan with defined measures and timescales.

5. Plans challenged by Scrutiny Panels

6. Refined plan shared with wider stakeholder community

7. Stakeholder feedback gathered through the year

8. Service improvement initiatives identified

9. Draft plan developed with targets & timescales

10. Initiatives & targets discussed at spring customer forums

Introduction of the Scrutiny Panels:

Introduced in 2016, the Scrutiny Panels are now a regular feature in our events calendar, meeting at least once a quarter. The scrutiny panel further reviews the emerging Service Development Plan to ensure the initiatives address areas our stakeholders deem highest priority for improvement.

Communication, timely delivery.

London Borough of Hackney

The plan is published on our website, sent to Ofgem and circulated to the wider stakeholder community.

Once the plan is approaching its final version we circulate to our stakeholder community for further comment and feedback. The distribution is to over 2,000 stakeholders who are subscribed to our mailing list.

E-survey
Using feedback to shape our initiatives

Stakeholders tell us what is important to them, what they expect us to deliver and how they expect this to improve their experience of working with us.

**Metered**

**Feedback from stakeholders:**

“When we are ready to plan the work, it is not always straightforward to make contact with the delivery engineer in UK Power Networks and there can be confusion on site with what needs to be completed and by who.”

M&E Consultant, London

**Action developed:**

Introduce an initiation meeting, upon request, for all relevant parties to meet and discuss requirements to ensure the scope of work is understood.

**Planned outcome:**

All stakeholders will have a full understanding of the program of work and a clear point of contact.

**Highway Services**

**Feedback from stakeholders:**

At our Highway Services forum in March, customers told us that they would like more advice and support when making an application with us.

**Action developed:**

Introduce a Highway Services “Ask the Expert” service.

**Planned outcome:**

Customers will have the opportunity to consult with us before they make an application, improving the quality of applications and generating more accurate quotations.
Our workplan includes:
- 18 Metered customer segment initiatives
- 18 ICP & IDNO customer segment initiatives
- 16 Distributed Generation customer segment initiatives
- 9 Highway Services customer segment initiatives

ICPs & IDNOs

Feedback from stakeholders:

“We believe there may be a better way to do HV Self Connect.”
ICP in response to stakeholder e-survey August 2016

ICPs have told us that they would like to be able to use their own safety rules when putting their jointers to work on an HV final connection.

Action developed:
Develop an approach that combines two of the approved authorisation processes.

Planned outcome:
Documentation published and approach available for use.

Distributed Generation

Feedback from stakeholders:

At our February Distributed Generation (DG) forum, our customers told us that they would like access to extracts from our network so that they can assess and plan work.

Action developed:
Offer extracts of the DG mapping tool as shapefile (.shp).

Planned outcome:
Customers will be able to import our data into their own plans saving them time and money.
## Our workplan

### Service Development Plan

<table>
<thead>
<tr>
<th>Strategy Area</th>
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<th>Initiative</th>
<th>Measure</th>
<th>Target Date</th>
<th>Market segment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve our pre-application support</td>
<td>1.17</td>
<td>Reduce the level of rejection of designs at 33kV</td>
<td>10% reduction in rejection rate over 12 months</td>
<td>March 18</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.17</td>
<td>Improve the information available to customers about convertible quotes to help them understand the purpose of Options B and C</td>
<td>Communications materials reviewed and improvements implemented</td>
<td>June 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.17</td>
<td>Complete the project to improve the accessibility and usability of the UK Power Networks’ eMAPS system</td>
<td>Implementation of the LineSearch solution complete</td>
<td>July 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.17</td>
<td>Develop ‘How to’ videos and guides based on customer feedback</td>
<td>‘How to’ videos published to meet customer requirements</td>
<td>March 18</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.17</td>
<td>Undertake a review of the connections request process to include an application form review and introduction of an online form</td>
<td>Online application form introduced by target date</td>
<td>March 18</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6.17</td>
<td>Introduce a Highway Services Ask the Expert service</td>
<td>Create designated mailbox for customers to send enquiries to and promote this service via social media and digital channels</td>
<td>August 17</td>
<td></td>
</tr>
<tr>
<td>Improve the communication and transparency associated with the delivery of connections activities and the management of outages</td>
<td>7.17</td>
<td>Introduce a Site Information Pack for Housing Developments and Small Commercial Developments</td>
<td>Site pack co-designed with customers, published and in use by target date</td>
<td>October 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8.17</td>
<td>UK Power Networks engineer to undertake a call with the customer site representative, on completion of work*</td>
<td>Calls made and recorded and 89% customer satisfaction achieved, for the delivery of works, from independent customer survey</td>
<td>From June 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9.17</td>
<td>Introduce a consistent format delivery plan for all projects to ensure customers are aware of the programme of work*</td>
<td>Delivery plans provided to customers (where applicable) and 89% customer satisfaction achieved, for the delivery of works, from independent customer survey</td>
<td>From June 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10.17</td>
<td>Introduce implementation meetings, once a project has been accepted and payment received, in order for site specific requirements and arrangements to be agreed, where appropriate</td>
<td>Initiation meetings held at customers request, and feedback received. A contributor to the 89% customer satisfaction target</td>
<td>From September 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11.17</td>
<td>Share guidance and standards for high priority no-supply/faults related to street lighting</td>
<td>Guidance shared and incorporate into our Highway Services’ service level agreement</td>
<td>September 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12.17</td>
<td>Implement an approach that combines authorisation options 1 and 2 for HV self connect</td>
<td>Approach agreed and documentation published by target date</td>
<td>June 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>13.17</td>
<td>Enable ICPs to carry out self-certification of their work</td>
<td>Process developed and LV self-certification trialled as first phase of rollout</td>
<td>June 17</td>
<td></td>
</tr>
</tbody>
</table>

*Continuation of an initiative from the 2016/17 Service Development Plan.
## Service Development Plan - continued

<table>
<thead>
<tr>
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<th>Initiative</th>
<th>Measure</th>
<th>Target Date</th>
<th>Market segment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provide customers with more choice &amp; flexibility over the services they receive</strong></td>
<td>14.17</td>
<td>Improve transparency of transition to new design standards and equipment</td>
<td>Revised process published</td>
<td>June 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>15.17</td>
<td>Enable full self-service for small services (works under 70kVA)</td>
<td>Change to arrangements available for an ICP to participate</td>
<td>June 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>16.17</td>
<td>Extend overhead line connections scope to all LV connections</td>
<td>Pilot developed and available to ICPs</td>
<td>September 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>17.17</td>
<td>Review and publicise training provisions available for ICPs and other third parties</td>
<td>Review complete and training provisions published online</td>
<td>August 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>18.17</td>
<td>Actively encourage the connection of electricity storage</td>
<td>Locations identified for flexible services and tenders issued</td>
<td>December 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>19.17</td>
<td>Review the process for customers adding equipment to existing generation sites, for example, where storage is being added to an existing solar farm</td>
<td>Proposal circulated for comment by stakeholders by target date</td>
<td>September 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>20.17</td>
<td>Review the connections offer and assess whether the level of technical and cost detail is appropriate for larger jobs</td>
<td>Review current Offer with customer working group. Consult on proposed changes with wider stakeholder group by target date</td>
<td>September 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>21.17</td>
<td>Remove Novation Fees</td>
<td>Novation Fees removed</td>
<td>July 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>22.17</td>
<td>Document and publish our process for requoting customers</td>
<td>Process documented and published by target date</td>
<td>August 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>23.17</td>
<td>Survey account managed customers frequently, at least once a quarter, share findings and implement improvements</td>
<td>Complete quarterly survey and share findings with stakeholders</td>
<td>April 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td><strong>Provide ease of access to important business information</strong></td>
<td>24.17</td>
<td>Assess the feasibility, and agree the process, to provide .dWG files for the drawings within our technical standards</td>
<td>Process, including associated governance, agreed and .dWG files available for download by customers (for specific standards)</td>
<td>From July 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>25.17</td>
<td>Publish typical transaction times and important business information, include quote lead time performance against our Guaranteed Standards of Performance</td>
<td>Typical Transaction times published on the UK Power Networks website in a format co-designed with customers</td>
<td>Monthly from August 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>26.17</td>
<td>Introduce a new mobile-responsive website to improve user experience</td>
<td>New website live</td>
<td>March 18</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>27.17</td>
<td>Include street light faults on live fault map on the UK Power Networks website</td>
<td>Map overlaid with street lighting faults, published online</td>
<td>December 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>28.17</td>
<td>Keep Highway Services customers up to date by sharing information on a regular basis</td>
<td>Issue regular Highway Services newsletters</td>
<td>Regular newsletters during 2017/18</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>29.17</td>
<td>In addition to existing CiC workshops, continue to provide interim workshops focussed on specific topics</td>
<td>Specific topic workshop dates published on website and stakeholders invited to register via online tool</td>
<td>June 17</td>
<td>Highway Services Metered</td>
</tr>
<tr>
<td></td>
<td>30.17</td>
<td>Investigate the provision of data to assist ICPs to carry out earthing studies and look at the feasibility of providing access to the UK Power Networks earthing tool</td>
<td>Data available to ICPs and findings published</td>
<td>March 18</td>
<td>Highway Services Metered</td>
</tr>
</tbody>
</table>
## Service Development Plan - continued

<table>
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<tr>
<th>Strategy Area</th>
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<th>Initiative</th>
<th>Measure</th>
<th>Target Date</th>
<th>Market segment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide ease of access to important business information - continued</td>
<td>31.17</td>
<td>Provide improved access for ICPs to UK Power Networks’ systems</td>
<td>Improved access developed and implemented</td>
<td>June 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>32.17</td>
<td>Offer extracts of the DG mapping tool as shapefile (.shp)</td>
<td>Make shapefile (.shp) extracts available</td>
<td>June 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>33.17</td>
<td>Improve the information provided as part of the Disconnection Certificate</td>
<td>Review the existing Disconnection Certificate, incorporate any improvements identified and adopt as business as usual</td>
<td>May 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>34.17</td>
<td>Provide ICPs with direct access to UK Power Networks consents team</td>
<td>Process developed and implemented, documentation published</td>
<td>June 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>35.17</td>
<td>Improve the transparency of the Statement of Works process</td>
<td>Publish service level agreement between UK Power Networks and National Grid and seek 10% reduction in turnround times (based on National Grid information)</td>
<td>December 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>36.17</td>
<td>Review the application of the LV Auxiliary Supplies process</td>
<td>Review and publish revised policy</td>
<td>September 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>37.17</td>
<td>Hold a workshop to review all aspects of the Disconnections process and develop an action plan</td>
<td>Workshop held and improvement actions identified, shared and agreed with customers</td>
<td>May 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>38.17</td>
<td>For all stand-alone LV Service disconnections (non-complex)* complete a site visit within 3 working days of application (applies to applications received after 1st April 2017)</td>
<td>80% of site visits completed within 3 working days of receipt of application</td>
<td>September 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>39.17</td>
<td>For all stand-alone LV Service disconnections (non-complex)* generate a quote within 5 days of site visit (applies to applications received after 1st April 2017)</td>
<td>80% of quotes generated within 5 days of the site visit</td>
<td>September 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>40.17</td>
<td>For all stand-alone LV Service disconnections (non-complex)* complete work within +10 days of supplier flows (applies to applications received after 1st April 2017)</td>
<td>80% of disconnections carried out within +10 days, following receipt of the appropriate supplier flow and following the supplier notification period, subject to street work constraints</td>
<td>September 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>41.17</td>
<td>Review and identify improvement actions associated with the process for emergency/transfer connections</td>
<td>Improvement actions proposed and agreed with customers, documents and implemented by target date</td>
<td>January 18</td>
<td></td>
</tr>
<tr>
<td></td>
<td>42.17</td>
<td>Review output from DG mapping tool workshop and publish plan for implementation of the recommendations</td>
<td>Publish plan by target date</td>
<td>June 17</td>
<td></td>
</tr>
</tbody>
</table>

*for initiatives 38.17, 39.17 & 40.17 the definition of (non-complex) is - an LV service cable up to 400amps led from a passing main, or a mains cable up to 400amps (not fed direct from a sub station) and where the disconnection work is not associated with any other connections or diversion activity.
Keeping in touch with us

Call or email us directly

<table>
<thead>
<tr>
<th>Name</th>
<th>Position:</th>
<th>Email address:</th>
<th>Mobile number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mark Adolphus</td>
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<td>07875 119389</td>
</tr>
<tr>
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<td>Stakeholder Engagement &amp; Account Manager (Metered Demand)</td>
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<td>07875 115589</td>
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<tr>
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<tr>
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<td>Highway Services &amp; Disconnections Customer Service Manager</td>
<td><a href="mailto:sharon.alexander@ukpowernetworks.co.uk">sharon.alexander@ukpowernetworks.co.uk</a></td>
<td>07875 114870</td>
</tr>
</tbody>
</table>

Follow us on LinkedIn, simply search **UK Power Networks Connections Engagement**

We regularly hold events for our stakeholders on a range of subjects. If you would like to find out more please let us know. We use a tool called Eventbrite to issue invites. If you have any agenda suggestions for our events please drop us a line, we’d love to hear about them.

Check out our website for all of the latest information on initiative progress, events and other useful details **www.ukpowernetworks.co.uk**