Welcome to the third quarter update on our 2018-19 Service Development (ICE) Plan.

This document provides you with an update on the delivery of the initiatives which we agreed with you in April 2018. We also have progress updates on the seven new initiatives which were added back in October as a result of your feedback.

We have been busy completing a number of our initiatives over the last three months. Following your feedback that our Competition in Connections website pages could be improved, our content has now been updated to ensure ease of access, which went live in November. We are always looking to improve our processes, so after an in-depth review, we have implemented changes to our process for finalising accounts after a project has been completed. Our new formalised process will mean that you receive a better and more consistent experience.

As we are now into our final quarter of the year, we will be working hard to ensure our final initiatives are delivered by the end of March.

Throughout February and March we will be holding our customer forums covering our four different areas of Connections. It gives us an opportunity to talk to you about the changes we are seeing in the market and describe the improvements we believe we have made to the service we provide you over the previous year. Importantly this is your opportunity to tell us first-hand how we are performing and share your ideas and thoughts with each other, and with us, so that we can develop a comprehensive plan that meets your needs for the upcoming year. I really look forward to seeing you at the events, but if you can’t attend, don’t worry, there will be plenty of opportunity over the next few months to get involved and help shape our plans.

Our market segments

- **Highway Services**
  Customers who want to connect street lights or Street Furniture outdoors, which is usually in the public highway.

- **Distributed Energy Resources**
  Customers want to connect a variety of generation technologies to our network.

- **ICPs & IDNOs**
  Customers who want to use an Independent Connections Provider (ICP) or Independent Distribution Network Operator (IDNO) to manage and deliver their connections activity.

- **Metered**
  Customers who 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.)

Upcoming Events

- **Tuesday 12th February 2019**
  Competitions in Connections Forum

- **Thursday 7th March 2019**
  Connections Customer Forum

- **Tuesday 12th March 2019**
  Distributed Energy Resources Forum

- **Friday 8th March 2019**
  Highway Services Customer Forum
ICE Initiative #4.18

<table>
<thead>
<tr>
<th>Project Manager/Lead:</th>
<th>Antony White, Stakeholder Engagement &amp; Account Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy Area:</td>
<td>Provide ease of access to important business information</td>
</tr>
<tr>
<td>Proposed Completion Date:</td>
<td>October 2018</td>
</tr>
<tr>
<td>Initiative &amp; Measure</td>
<td>Review the implementation of upfront A&amp;D (Connections Offer Expenses regulations) with customer and publish findings. Review complete and findings published by target date.</td>
</tr>
<tr>
<td>Background</td>
<td>From 06 April 2018, the new Connection Offer Expenses regulations enable DNOs to charge for the costs incurred in preparing a quotation (the Assessment &amp; Design charges) before sending the customer a quotation. UK Power Networks is trialling a new process to assess the impact of these changes on our customers. We will review this trial and share our findings with stakeholders.</td>
</tr>
<tr>
<td>Customer feedback/ endorsement</td>
<td></td>
</tr>
</tbody>
</table>

Key Milestones

<table>
<thead>
<tr>
<th>Initiative #</th>
<th>RAG This Period</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop data capture processes</td>
<td>4.18.1</td>
<td>Complete</td>
</tr>
<tr>
<td>Gather feedback from relevant stakeholder workshops</td>
<td>4.18.2</td>
<td>Complete</td>
</tr>
<tr>
<td>Review &amp; document findings</td>
<td>4.18.3</td>
<td>Complete</td>
</tr>
<tr>
<td>Validate findings at Sept CIC workshop</td>
<td>4.18.4</td>
<td>Complete</td>
</tr>
<tr>
<td>Incorporate/Assess feedback</td>
<td>4.18.5</td>
<td>Complete</td>
</tr>
<tr>
<td>Publish documentation and communicate to all stakeholders</td>
<td>4.18.6</td>
<td>Complete</td>
</tr>
</tbody>
</table>
ICE Initiative #5.18

Project Manager/Lead: Antony White, Stakeholder Engagement & Account Manager

Strategy Area: Provide ease of access to important business information

Proposed Completion Date: December 2018

Initiative & Measure
Review the process for finalising accounts on the completion of a project.
Review complete and published by target date.

Background
Once a project has been completed, before it is considered closed, it should be reviewed and any outstanding matters should be concluded. Customers have asked that we formalise this process and provide confirmation of closure including the balancing of any outstanding financial amounts (refund or charges).

Summary Status
Review completed, including consultation with stakeholders and customer scrutiny panel. Improvements implemented throughout 2018.
Report published and communicated to stakeholders in December 2018.

Customer feedback/ endorsement

Key Milestones

<table>
<thead>
<tr>
<th>Initiative #</th>
<th>RAG This Period</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.18.1</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>5.18.2</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>5.18.3</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>5.18.4</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>5.18.5</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>

Meet with UK Power Networks stakeholders to identify improvement opportunities in the process following the completion of a project.
Discuss areas for improvement with external stakeholders and scrutiny panel members.
Circulate proposed improvements and implementation plan.
Implement improvements.
Review benefits including customer feedback / initiative complete.

Status: Target not met  At risk  On track  Completed
ICE Initiative #13.18

Project Manager/Lead: Neil Madgwick, Head of Service Delivery, Connections

Strategy Area: Provide ease of access to important business information

Proposed Completion Date: December 2018

Initiative & Measure
Optimise CiC section of website. Revised CiC pages published by target date.

Background
During a series of stakeholder telephone interviews in November 2017, several ICPs commented that the navigation within our CiC web pages could be improved. In March 2018, we launched a new, mobile-responsive website under initiative 26.17. During 2018, we worked with stakeholders to upgrade the CiC content within this new website.

Summary Status

Customer feedback/ endorsement

Key Milestones

<table>
<thead>
<tr>
<th>Initiative #</th>
<th>RAG This Period</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.18.1</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>13.18.2</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>13.18.3</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>13.18.4</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>13.18.5</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>

Status: Target not met ● At risk ○ On track □ Completed
ICE Initiative #18.18

<table>
<thead>
<tr>
<th>Project Manager/Lead:</th>
<th>Sharon Alexander, Customer Services Manager (Highway Services / Disconnections)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy Area:</td>
<td>Provide customers with more choice and flexibility over the services they receive</td>
</tr>
<tr>
<td>Proposed Completion Date:</td>
<td>December 2018</td>
</tr>
<tr>
<td>Initiative &amp; Measure</td>
<td>Consult on, develop and agree plan to implement self-service functionality for Highway Services customers. Plan agreed with stakeholders and published by target date.</td>
</tr>
<tr>
<td>Background</td>
<td>At the Highway Services forum in March, customers re-iterated the desire for a customer portal so they can place orders online and can monitor progress of their work.</td>
</tr>
<tr>
<td>Summary Status</td>
<td>We have undertaken a high level review of our current system capability and shared this with internal stakeholders. We discussed our findings with external stakeholders and published our report on our next steps in December 2018.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Milestones</th>
<th>Initiative #</th>
<th>RAG This Period</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liaise with IT to see if there is an ‘off the shelf’ solution</td>
<td>18.18.1</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Engage with internal stakeholders</td>
<td>18.18.2</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Engage with external stakeholders</td>
<td>18.18.3</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Draft implementation plan</td>
<td>18.18.4</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Agree next steps</td>
<td>18.18.5</td>
<td>Complete</td>
<td></td>
</tr>
</tbody>
</table>
### ICE Initiative #22.18

**Project Manager/Lead:** Antony White, Stakeholder Engagement & Account Manager  

**Strategy Area:** Enhanced Service Provision

**Proposed Completion Date:** December 2018

**Initiative & Measure**

1. Review the process for complex Disconnections / Disconnections associated with a development project and agree improvement actions and target timescales with stakeholders.

   - Plan published by target date

**Background**

Simple / Non complex Disconnections were a key focus on our 2017-18 Service Development Plan. Stakeholders have asked us to turn our attention to disconnections associated with a project, or complex disconnections, with a view of reducing timescales and improving the process.

**Summary Status**

Improvements identified, shared with stakeholders at scrutiny panel and implementation commenced. Initiative complete in December 2018 with improvement actions communicated to stakeholders.

---

### Key Milestones

<table>
<thead>
<tr>
<th>Initiative #</th>
<th>RAG This Period</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.18.1</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>22.18.2</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>22.18.3</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>22.18.4</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>22.18.5</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>22.18.6</td>
<td>Commenced</td>
<td></td>
</tr>
</tbody>
</table>

**Proposed Improvement**

- **1. Align application process**
  - Information required for an application between teams (UKPN Connections Projects & UKPN Disconnections team) should be the same.  
  - **Target timescale:** Feb-19

- **2. Re-map process associated with the handover process between teams.**
  - Focus on ownership and communication, to include SLAs between teams to ensure seamless customer experience and implement improvements to this process.  
  - **Target timescale:** Mar-19

- **3. Upskill site surveys to improve quality of information collected**
  - Include substitution access and basic design competence (minimum).  
  - **Target timescale:** Complete

- **4. Improve pre quote information**
  - Develop consistent guidance for Disconnection applications to ensure they are processed with the correct UK Power Networks teams in accordance with customer requirements.  
  - **Target timescale:** Feb-19

- **5. Clarify (re-define) criteria for who in UKPN manages what type of Disconnection**
  - Ensure internal teams have absolute clarity  
  - **Target timescale:** Feb-18

- **6. Ensure all UKPN teams know the right end to end process:**
  - a) Develop and deploy training / eLearning for everyone involved in the process  
  - b) Review and re-brief flow management processes to all involved (incl supplier notification and completion flows)  
  - **Target timescale:** Mar-19
ICE Initiative #33.18

Project Manager/Lead: Steve Halsey DER Development Manager

Strategy Area: Improve our pre-application support

Proposed Completion Date: December 2018

Initiative & Measure: Increase the frequency of DER surgeries and investigate the use of an on-line booking tool.

Background: Feedback from the 2017/18 Ice Consultation and our review of the implementation of upfront A&D suggested that customers wanted more frequent and timely pre-application support to discuss projects before committing to a formal application. As part of our internal review/workshop we carried out an assessment of surgery bookings, waiting lists and attendance (for the previous 3 months) and decided to implement a process that would allow customers to book ad-hoc surgeries with a maximum wait period of 7 working days. We will also trial in one area providing a written response. We will review at the end of March 2019.

Summary Status: Complete.

Customer feedback/endorsement: Having introduced our revised proposals at the beginning of the year we formally shared our proposals with the DER Scrutiny Panel in mid January. We received a positive response.

Key Milestones

<table>
<thead>
<tr>
<th>Initiative #</th>
<th>RAG This Period</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>33.18.1</td>
<td>●</td>
<td>Nov 18</td>
</tr>
<tr>
<td>33.18.2</td>
<td>●</td>
<td>Nov 18</td>
</tr>
<tr>
<td>33.18.4</td>
<td>●</td>
<td>Nov 18</td>
</tr>
<tr>
<td>33.18.5</td>
<td>●</td>
<td>Dec 18</td>
</tr>
<tr>
<td>33.18.6</td>
<td>●</td>
<td>Dec 18</td>
</tr>
<tr>
<td>33.18.7</td>
<td>●</td>
<td>Dec 18</td>
</tr>
</tbody>
</table>

Status:
- Target not met
- At risk
- On track
- Completed
The next three months

Progress so far
Customer requested enhancements have been scoped and developed by the Service provider. User Acceptance Testing (UAT) will be carried out between now and the end of January. Subject to satisfactory UAT enhancements will be made available to customers by end Feb.

Deliver enhancements to the DG mapping tool

Initiative 2.18

Initiative 3.18

Provide automated updates to customers on changes to design standards on the G81 site

Progress so far
Requirements were gathered at the 2018 Sept CiC workshop and in dialogue with stakeholders (UK Power Networks / Customer). Developer appointed and the build commenced in Q3 2018. Internal and External user testing commenced end of 2018 and bug fixes are in progress.

Initiative 17.18

Work with customers to identify and implement enhancements to the Street Furniture fault map

Progress so far
We have identified the enhancements to the Street Furniture Fault Map and have begun our technical development work. We are on track to be completed by March 2019.

Initiative 19.18

Develop and consult on a process for dealing with metered Street Furniture (such as EV charging points) under fault conditions

Progress so far
We have developed a new process for dealing with Metered Street Furniture under fault conditions and will be rolling out the training plan this month. The consultation is on track to be published by March 2019.

Status: Target not met  At risk  On track  Completed
The next three months

Progress so far
Customer requested enhancements have been scoped and developed by the IS provider. UAT will be carried out between now and the end of January. Subject to satisfactory UAT enhancements will be made available to customers by end Feb.

Progress so far
We conducted a full review of a previous UK Power Networks Project to understand feedback and learning points. In Sept 2018, we undertook a review of other DNO trials to help inform the outcome.

Progress so far
Open Networks published the Good practice guide on Post Connection changes in late December 2018. We are currently reviewing the contents of this document to determine the changes/amendments if any required to existing processes.

Progress so far
The new visualisation tool is currently being built and will be tested with customers in early February.

Status:
- Target not met
- At risk
- On track
- Completed
The next three months

**Initiative 31.18**
Improve the process for the recording of Disconnections on site (electronic) and the issuing of Disconnections Certificate (by email) for the work completed.

**Progress so far**
We have re-briefed all operational teams to ensure they are completing the certificates correctly. A review is also underway to understand if a fully electronic certificate can be introduced, however, concerns have been raised from a health and safety point of view, and the need to leave a physical certificate on site where the disconnection has occurred and solutions are being considered.

**Status:**
- Target not met
- At risk
- On track
- Completed

**Initiative 32.18**
Monitor Connections workload and work throughput for Quote, Delivery and Completion for three months.

**Progress so far**
We have agreed the areas that we wish to monitor and have collected data for November and December. We will continue to collect data through quarter 1, 2019 and complete and share our analysis.

**Initiative 34.18**
Make Appendix G information more readily available to customers.

**Progress so far**
This has been partially achieved as National Grid now have an online heat map for the entire UK that shows the headroom at GSP both from a Generation and Demand perspective. We are therefore reviewing the initial proposal in terms of value added to UKPN customers that cannot be achieved via this portal, taking into account UKPN resources, budget and consistency of such information so that we don’t offer a duplicate to what is already available.

**Initiative 35.18**
Review our UK Power Networks DER offering against the Open Networks Pre-Application Good Practice Guide and publish findings and recommendations.

**Progress so far**
We are currently undertaking this review and will publish our findings by the end of March 2019.
The next three months

**Progress so far**
We have reviewed the feedback received and identified a couple of scenarios where we will be proposing to extend contestability.

**Progress so far**
A pilot restoration process has been developed and is currently been trialled with a customer. Any issues identified are being addressed.

For 11kV/33kV schemes, Assess opportunities to extend the current scope of contestability. Scenarios may include:
1: Upgrade and Relocation of existing 11kV sub-stations, where the transformer is cost apportioned
2: Disconnection of 11kV IDNO sub-stations

**Status:**
- Target not met
- At risk
- On track
- Completed
Engagement Plan

You continue to engage with us and let us know what is working and areas we can improve in. We have listened and will continue to deliver technical and customer workshops as we hear that you need them. We have some engagement events organised and will advertise more as they are scheduled. Please engage with us on LinkedIn, Twitter and by email to keep up to date on our latest engagement activities.

https://www.linkedin.com/groups/8552297/
https://twitter.com/UKPowerNetworks

<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>
<td>Director of Connections</td>
<td><a href="mailto:mark.adolphus@ukpowernetworks.co.uk">mark.adolphus@ukpowernetworks.co.uk</a></td>
<td>07875 118004</td>
</tr>
<tr>
<td>Neil Madgwick</td>
<td>Head of Service Delivery</td>
<td><a href="mailto:neil.madgwick@ukpowernetworks.co.uk">neil.madgwick@ukpowernetworks.co.uk</a></td>
<td>07875 119389</td>
</tr>
<tr>
<td>Antony White</td>
<td>Stakeholder Engagement &amp; Account Manager (Metered Demand &amp; Competition in Connections)</td>
<td><a href="mailto:antony.j.white@ukpowernetworks.co.uk">antony.j.white@ukpowernetworks.co.uk</a></td>
<td>07875 115589</td>
</tr>
<tr>
<td>Steve Halsey</td>
<td>Distributed Generation Development Manager (Distributed Generation)</td>
<td><a href="mailto:steve.halsey@ukpowernetworks.co.uk">steve.halsey@ukpowernetworks.co.uk</a></td>
<td>07875 116241</td>
</tr>
<tr>
<td>Sharon Alexander</td>
<td>SPN Highways Assets 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>