Incentive on Connections Engagement (ICE)

Quarter 1 Update – April-June 2019
Welcome to the first quarter update on our 2019-20 Service Development (ICE) Plan. This document provides an overview of each of the initiatives that we delivered between April and June 2019 and a short summary of the improvements we will be making during this quarter through to September.

It has been a busy start to quarter one, as we have successfully completed five of our initiatives for this year. To keep up with the growing demand of electric vehicles on our network, we have developed and published an LV heat map so that you, our customers, have visibility of available network capacity for the connection of EV charge points.

We have also improved our customer service by introducing an EV Ask the Expert service, for all of your enquiries about a charge point connection.

We are busy preparing for our upcoming events in September and November. As always I look forward to meeting you and listening to your feedback and suggestions to improve our service.

Mark Adolphus
Director of Connections
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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.
- **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).
- **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.
### ICE Initiative #6.19

<table>
<thead>
<tr>
<th>Initiative and Measure</th>
<th>RAG This Period</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>Provide scoping document to IS</td>
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<td>March 2019</td>
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<tr>
<td>IS develop solution</td>
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<td>April 2019</td>
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<tr>
<td>Launch product</td>
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**Project Manager/Lead:** Steve Halsey, DER Development Manager

**Strategy Area:** Connecting new technologies

**Proposed Completion Date:** May 2019

**Background:** The EV space is rapidly changing and customers have told us they would like to have visibility of available network capacity for the connection of EV charge points.

**Summary Status:** Complete – Customers can now view our LV heat maps for electric vehicles across all three DNO areas (EPN, LPN & SPN) to see available electricity network capacity at our local substations directly from a link on our website.

**Customer feedback/endorsement:**

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**ICE Initiative #6.19**

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<td>6.19.3</td>
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**Strategy Area:** Connecting new technologies

**Proposed Completion Date:** May 2019

**Initiative & Measure:** Develop and publish an LV heat map for electric vehicles – Heat maps for electric vehicles published by the target date.

**Background:**

The EV space is rapidly changing and customers have told us they would like to have visibility of available network capacity for the connection of EV charge points.

**Summary Status:** Complete – Customers can now view our LV heat maps for electric vehicles across all three DNO areas (EPN, LPN & SPN) to see available electricity network capacity at our local substations directly from a link on our website.

**Customer feedback/endorsement:**
ICE Initiative #10.19

**Project Manager/Lead:** Mark Edwards, Technical Services Manager

**Strategy Area:** Connecting new technologies

**Proposed Completion Date:** April 2019

**Initiative & Measure:** Introduce an ‘Ask the Expert’ service for EV customers by the target date.

**Background:**

The connection of EVs is an emerging market where technical standards are evolving and new customer groups, with little experience of electrical connections are seeking our advice. To complement our EV Surgeries, Forums and Guides we propose to offer customers bespoke EV email advice via a bespoke ‘Ask the Expert’ service.

**Summary Status:** Complete

### Key Milestones

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<tr>
<td>Train staff to offer EV advice</td>
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<td>Complete</td>
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<tr>
<td>Launch Service</td>
<td>10.19.2</td>
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<tr>
<td>Monitor feedback and refine approach as appropriate</td>
<td>10.19.3</td>
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ICE Initiative #22.19

Project Manager/Lead: Emma Kemp, Competition & Community Energy Engagement Lead

Strategy Area: Maintaining our focus on customer service

Proposed Completion Date: June 2019

Initiative & Measure
- Enable IDNOs to undertake the bi-lateral technical statement themselves
- Process developed and published to stakeholders by target date

Background
At a competition in Connections workshop last year, we asked attendees during a break out session how we could improve our pre-application support. An ICP responded with:
Allowing IDNOs to undertake the BCA themselves, other DNO licences allow IDNOs to complete as it is a standard document.

Summary Status
In May, we held a workshop to consult with IDNO/ICP volunteers to gather feedback. The Process Flow and Guidance Notes with FAQ’s to assist this process, along with connection activity type template examples have now been published on our G81 Library.

Customer feedback/endorsement
"I felt like there was genuine intrigue into how we can be helped. I am confident that the amendments will help us" (Power On Connections).

Key Milestones | Initiative # | RAG This Period | Due Date
--- | --- | --- | ---
Internal requirements meeting to agree protocol for the revised document. | 22.19.1 |  | Mar 2019
Consult with/gather feedback from IDNO volunteers | 22.19.2 |  | May 2019
Review and Incorporate relevant changes | 22.19.3 |  | May 2019
Publish revised process/issue comms | 22.19.4 |  | Jun 2019
Initiative complete | 22.19.5 |  | Jun 2019
ICE Initiative #23.19

Project Manager/Lead: Emma Kemp, Competition & Community Energy Engagement Lead

Strategy Area: Maintaining our focus on customer service

Proposed Completion Date: June 2019

Initiative & Measure:
- Review the procurement process for Operational Locks
- Process reviewed and findings published by target date

Background:
During an ICE scrutiny panel meeting in January 2019, discussion took place around various aspects of IDNO connections. An ICP said that connection offers for HV jobs are still charging for operational locks and a revision of the process needs to be explored.

Summary Status:
Through a series of internal meetings, discussion with ICPs and our suppliers, we reviewed the current process in place for an ICP to obtain operational locks, and are now in further dialogue with our suppliers to evaluate if direct access to the supplier, by an ICP, can be achieved.

Customer feedback/endorsement

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ICE Initiative #24.19

Project Manager/Lead: Sharon Alexander, Customer Services Manager (Highway Services/Disconnections)

Strategy Area: Maintaining our focus on customer service

Proposed Completion Date: June 2019

Initiative & Measure:
- Develop an online form for reporting of street furniture faults.
- Form available to customers by target date

Background: Customer requested UK Power Networks to provide them with the ability to report their unmetered street furniture/public lighting faults on-line.

Summary Status: We developed and built the online form for reporting unmetered street furniture and lighting faults in line with the Guaranteed Standards minimum information. We endeavoured to make process easier and faster for unmetered asset owners to report a fault.

This on-line form is now live and is accessed via a link. This is an additional method of reporting unmetered faults and customers now have a choice either online or via an email.

Customer feedback/endorsement:
Feedback from a customer “I think its great. This will be a much simpler and easier way of reporting faults.”

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<td>24.19.6</td>
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Report an unmetered street furniture fault

Is this a dangerous situation?
- Yes
- No

*Indicates required fields

Next
The next three months

**Initiative 1.19**
**Introduce SLAs for response to enquiries from flexibility services providers**

**Progress so far**
We have issued a survey to our flexibility stakeholders to understand their views on this SLA following a flexibility forum.

**Initiative 9.19**
**Deliver targeted EV workshops**

**Progress so far**
Over 50 customers attended a joint SSE & UKPN EV workshop at the ENA offices which received positive feedback from customers, one in particular was impressed with UKPN’s range of guides available. We received an 88% customer satisfaction score for this workshop. We are also delivering specific EV workshops aimed at Local Authorities.

**Initiative 14.19**
**Review the process for extending quote validity**

**Progress so far**
We have completed an internal review of the current process and discussed this with stakeholders at the Metered Demand Scrutiny panel for their feedback and direction. We are in the process of developing a proposal for the ‘to be’ process that will be tested with a core group of representative stakeholders prior to finalising and completing the initiative on, or before, the due date of September 2019.

**Initiative 16.19**
**Develop a guide on the process for undertaking EHV cable diversions**

**Progress so far**
A draft guide, incorporating the basic process and examples of EHV Diversions along with frequently asked questions, has been prepared and shared with the Metered Demand Scrutiny Panel for comment. This will be finalised and published by the end of July.
The next three months

Initiative 17.19
Develop a guide of how to enhance security of supply
Progress so far
A guide to provide options for security of supply is being drafted that will be shared with stakeholders for comment prior to being published by the end of July.

Initiative 21.19
Assess the feasibility to extend the scope of ECS 02 0067 to permit service transfers on LV Steel Wire Armoured (SWA) Cables
Progress so far
The feasibility assessment has now been completed and we are pleased to inform that UK Power Networks have agreed to extend the scope of our document ECS 02-0067 to incorporate this activity, subject to caveats. Upon amendment of the necessary documents, this will be communicated to our CiC Contact list and the activity will be transferred to business as usual. This will complete the Service Development Plan initiative.

Initiative 28.19
Develop Factsheets to support customers looking to use the UK Power Networks heat maps, DG Mapping Tool and Piclo Flex platform
Progress so far
The factsheets will start to be developed in August.

Initiative 30.19
Review surgery trial (Initiative 33.18 in the 2018/19 Workplan) and implement a new process as BAU
Progress so far
Surgeries were originally arranged on a monthly basis but towards the end of last year we offered an ad-hoc surgery providing customers a more responsive service where we endeavor to offer customers a date within seven working days. After a review of the overall process with the different teams involved (namely Connections and Asset Management) and customers we have decided to continue with this approach. We will be formally implementing this approach as BAU in Q2.
The next three months

Progress so far
After a complete review of our processes for customers seeking to make changes to an existing connection and in line with the Open Network project we are planning to put in place a revised process included updated information on our website and revised application forms, allowing a smoother end to end process.

Initiative 32.19
Deliver revised process for customer adding to/altering an existing connection
Upcoming Events:

- CiC Customer workshop – 11 September
- Connections Customer workshop – 26 September
- Highways Services workshop – 8 November

Contact us:

How to contact us – email or call us directly

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email address</th>
<th>Mobile number</th>
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