

# Service Development Plan (ICE work plan) 2015/16

I am delighted to introduce our Service Development Plan for the regulatory year 2015/16. This is our annual work plan as defined under the Incentive on Connections Engagement (ICE).

It applies to the following UK Power Networks licensed distribution networks:

- Eastern Power Networks plc (EPN)
- London Power Networks plc (LPN)
- South Eastern Power Networks plc (SPN)

The Service Development Plan is written to reflect the activities and initiatives planned for all Relevant Market Segments (RMS) covered by the ICE mechanism during the 2015/16 regulatory year. These are detailed in the table below.

Connections activity	Relevant Market Segments
<b>Metered Demand Connections</b>	LV work: Low voltage connection activities involving only low voltage work.
	High Voltage (HV) work: LV or HV connection activities involving HV work
	HV and Extra High Voltage (EHV) work: LV or HV connection activities involving EHV work.
	EHV work and above: extra high voltage and 132kV connection activities.
<b>Metered Distributed Generation (DG)</b>	LV work: low voltage connection activities involving only low voltage work.
	HV and EHV work: any connection activities involving work at HV or above.
<b>Unmetered Connections</b>	Local Authority (LA) work: new connection activities in respect of LA premises.
	Private finance initiatives (PFI) work: new connection activities under PFIs.
	Other work: all other non-LA and non-PFI unmetered connections work.

At UK Power Networks, we recognise the importance of understanding the needs of each and every stakeholder. We have a company vision to lead the industry and we know we cannot achieve this without engaging and collaborating with stakeholders.

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Our 2015/16 Service Development Plan has been developed with input from a broad and inclusive range of connections stakeholders. For each initiative proposed there are clear and explicit measures, we are accountable to you, our connections stakeholders, for effectively delivering this plan.

We will publish updates to our Service Development Plan on a quarterly basis and we will also seek independent verification and validation that we have delivered the plan. This independent assessment will be published as part of our 2015/16 Looking Back report under the Incentive on Connections Engagement due for publication in May 2016.

Our connections stakeholders have told us what would improve their service experience and based on this feedback we have developed a service improvement strategy that focusses on;

- Providing customers with more choice & flexibility over the services they receive
- Improving our pre-application support
- Providing ease of access to important business information
- Reducing our lead times

When developing our Service Development Plan for 2015/16 we have been mindful that we should concentrate on initiatives that align to our improvement strategy as these are the areas our connections stakeholders value. We have made the link between the individual activities and our improvement strategy explicit in our Service Development Plan.

We hope our connections stakeholders will recognise our 2015/16 Service Development Plan as a positive step in responding to feedback and improving our connection services.

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



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Ref	Link to service improvement strategy				Action	Target Date	How will we measure success?	Applicable market segment		
	Provide customers with more choice & flexibility over the services they receive	Improve our pre-application support	Provide ease of access to important business information	Reduce lead times associated with connections activities				Metered Demand connections	Metered Generation connections	Unmetered connections
15.1		✓			Introduce pre-application 'Ask the Expert' surgeries for metered connection customers.	Apr-15	Average feedback score from surgery sessions	✓		
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		✓	
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		✓	
15.4	✓				Introduce 'convertible quotes' as the standard connection offer for all schemes comprising contestable and non-contestable works.	Jun-15	Full implementation complete	✓	✓	✓
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		✓	✓
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		✓	
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	✓		
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		✓	
15.9		✓			Publish the 'Contracted DG Connections Register' on-line.	Jun-15	Contracted DG Connections Register published		✓	
15.10			✓		Publish UK Power Networks-specific Distribution Safety Rule variances and operational procedure updates	Jun-15	All updates published externally	✓	✓	✓
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		✓	

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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	✓	✓	
15.13			✓		Introduce a weekly 'whereabouts' process for unmetered connections	Jun-15	New weekly process implemented			✓
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		✓	
15.15	✓				Ensure compliance with new Competition in Connections Code of Practice	Sep-15	Fully compliant to Code of Practice	✓	✓	✓
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	✓	✓	✓
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'	✓	✓	✓
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	✓	✓	✓
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	✓	✓	
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	✓	✓	
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		✓	

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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'	✓	✓	✓
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			✓
15.24	✓				Commence pilot for Independent Connection Providers to undertake unmetered overhead line connections.	Dec-15	Pilot developed and available to all ICPs			✓
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	✓	✓	✓
15.26			✓		Review our Construction, Adoption and Connection Agreements to align with industry best practice	Dec-15	Review completed and any recommended changes implemented	✓	✓	✓
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	✓	✓	✓
15.28			✓		Monitor and publish the customer satisfaction scores associated with the connections activities of UK Power Networks.	Mar-16	Average satisfaction score	✓	✓	✓
15.29				✓	Reduce our quotation turnaround timescales by at least 5% on 2014/15 performance.	Mar-16	5% improvement on 2014/15 quotation timescales	✓	✓	✓

# The purpose of our Service Development Plan is to...

Provide customers with more choice & flexibility over the services they receive

Improve our pre-application support

Provide ease of access to important business information

Reduce lead times associated with connections activities

**All of which aims to improve the service we deliver to our connections stakeholders and helps us achieve our vision of being...**



If you have any questions or want to discuss any aspect of this plan please contact:

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