

Incentive on Connection Engagement (ICE)

2020/21 LOOKING FORWARD WORK PLAN



ACTION	THE OUTCOME	PERFORMANCE METRICS	MEASURES OF IMPACT/SUCCESS	VOLTAGE	STATUS	APPLICABLE TO	Q2 2020		Q3 2020			Q4 2020			Q1 2021			
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1.1	We will publish data on transmission constraints and mod apps on our heat maps.	Stakeholders will be better informed and have access to more timely and accurate data.	<ul style="list-style-type: none"> Data published as part of the detailed datasheets that accompany our heat maps. 	EHV HV	ON TRACK	M DG	◆											
1.2	We will develop and run a trial with generators to provide more timely and accurate information on planned outages.	Stakeholders will be better informed about network constraints and any planned outages affecting their assets.	<ul style="list-style-type: none"> Trial participants identified. Trial developed and implemented. Next steps agreed with stakeholders. 	EHV HV	ON TRACK	DG	◆											
1.3	We will produce a guide aimed at Local Authorities and LEPs which signposts the support and tools we make available.	Stakeholders will have a useful reference that signposts the help, support and online tools we make available to those seeking a new connection to our network.	<ul style="list-style-type: none"> New guide developed and published. Guide issued to all Local Authorities and LEPs in our region. 	ALL	ON TRACK	M UM	◆											
2.1	We will make changes to our online application process to make it easier to apply to install different types of Low Carbon Technologies (LCTs).	Stakeholders will be better informed and find it quicker and easier to make applications for different types of LCTs projects.	<ul style="list-style-type: none"> Engage with stakeholders to understand their experience and requirements. Make improvements to our online application process as required. 	ALL	ON TRACK	M UM DG ICP CE	◆											
2.2	We will engage with stakeholders and seek feedback to develop our budget estimating tool.	Stakeholders will have opportunities to contribute to the continued development of our budget estimating tool and to help inform future use cases and the tool's functionality.	<ul style="list-style-type: none"> Engage with stakeholders to understand their requirements. Feedback used to help inform future use cases and development of the tool. 	LV	ON TRACK	M UM DG ICP CE	◆											
2.3	We will work with customers who make multiple, repeat applications to streamline our applications process.	Customers who submit multiple, repeat applications on behalf of themselves or a third party will find it quicker and easier to make new connections applications.	<ul style="list-style-type: none"> New process developed and implemented. Customers who are potentially affected identified and notified. 	ALL	ON TRACK	M UM ICP	◆											
2.4	We will offer free, pre-application surgeries for developers, Local Authority planners and consultants to help them identify the optimum and most cost-effective connections solutions.	Stakeholders considering new builds and significant developments will be able to access local, specialist knowledge and advice. We will work together to identify the most viable and cost-effective connections solution.	<ul style="list-style-type: none"> Notify all Local Authorities and LEPs in our region about the new service we are making available to them. Identify developers and consultants active in our region and ensure they are also aware of the service we can offer. 	ALL	ON TRACK	M UM DG ICP	◆											
3.1	We will host local energy planning forums for local government and other interested stakeholders.	Stakeholders can come together to explore future priorities and any emerging challenges. They will have opportunities to shape the content of these sessions and be better informed about the help and support we provide.	<ul style="list-style-type: none"> Three forums delivered during the 2020/21 ICE plan year. 	ALL	ON TRACK	M UM DG ICP	◆											
3.2	We will provide support for Community Energy groups and stakeholders seeking a new connection to our network.	Community Energy groups and stakeholders will have access to specialist advice and will be better supported when seeking a new connection to our network.	<ul style="list-style-type: none"> Create a dedicated Community Energy section on our website. Provide information on available technical support, advice and free online tools. Create a frequently asked connections questions factsheet aimed at Community Energy stakeholders. Minimum of two engagement sessions held in the 2020/21 ICE plan year. 	LV	ON TRACK	CE	◆											
4.1	We will establish a local working group for stakeholders involved in the ENAs Accelerated Loss of Mains Change Programme (ALoMCP).	Stakeholders will have a channel to give feedback and seek clarity on the process and, if necessary, can use us as an advocate to work on their behalf and share their issues with the national working group.	<ul style="list-style-type: none"> Quarterly meetings held. Stakeholder updates delivered. 	ALL	ON TRACK	DG CE	◆											
4.2	We will continue to engage with stakeholders about the actions we are taking to support the roll-out of Electric Vehicles (EVs) in our region and on our role in the low carbon transition.	Stakeholders will be better informed about the actions we are taking to support the electrification of transport in our region. They will have a platform to explore emerging opportunities and any potential roadblocks to achieving the decarbonisation of transport by 2035.	<ul style="list-style-type: none"> Minimum of two engagement sessions held in the 2020/21 ICE plan year. 	ALL	ON TRACK	M UM DG ICP CE	◆											
4.3	We will engage with stakeholders on the electrification of heating and our role in the low carbon transition.	Stakeholders will be better informed about the steps we are taking to support the electrification of heating in our region.	<ul style="list-style-type: none"> Minimum of two engagement sessions held in the 2020/21 ICE plan year. 	ALL	ON TRACK	M UM DG ICP CE	◆											

KEY: M METERED DEMAND CUSTOMERS UM UNMETERED CUSTOMERS DG DISTRIBUTED GENERATION CUSTOMERS ICP INDEPENDENT CONNECTIONS PROVIDERS CE COMMUNITY ENERGY GROUPS AND STAKEHOLDERS
 ◆ ACTION STARTS OUR FORECAST TIMESCALE FOR COMPLETION ◆ FORECAST COMPLETION DATE ◆ ACTUAL COMPLETION DATE

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4.4	We will engage with installers of Low Carbon Technologies (LCTs) to better understand their priorities, any challenges they are facing and how we can best support them.	Stakeholders will have opportunities to provide feedback on our connections process and how we can best support them. We will signpost available support and free online tools that can help them when seeking a new connection to our network.	<ul style="list-style-type: none"> Stakeholders identified and feedback sought. Minimum of two engagement sessions held in the 2020/21 ICE plan year. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Stakeholder feedback. 	LV	ON TRACK	M	UM	DG	ICP	CE	◆	-----◆										
5.1	We will make changes to the alternative provider register on our website so that Independent Connections Providers (ICPs) who are authorised to self-determine points of connection and self-approve designs are clearly identifiable to customers looking to appoint an ICP to carry out contestable works.	It will be quicker and easier for customers to identify ICPs who are authorised by Northern Powergrid and NERs to self-determine points of connection and self-approve designs.	<ul style="list-style-type: none"> Website changes implemented. Stakeholder briefings delivered. 	<ul style="list-style-type: none"> Stakeholder feedback. 	ALL	ON TRACK		UM		ICP		◆	-----◆										
5.2	We will review our policy on the installation of link boxes for non-domestic, small works Independent Distribution Network Operator (IDNO) connections.	The requirement to install link boxes for non-domestic, small works connections like EV chargers on IDNO networks will be reconsidered and where practicable removed, making the process quicker, easier and more cost-effective.	<ul style="list-style-type: none"> Policy reviewed and revised as required. Stakeholder briefings delivered. 	<ul style="list-style-type: none"> Stakeholder feedback. 	LV	ON TRACK				ICP		◆	-----◆										
6.1	We will continue to engage with stakeholders as we transition to a Distribution System Operator (DSO).	Stakeholders will be involved and their views taken into consideration as we transition to a DSO.	<ul style="list-style-type: none"> Minimum of two engagement sessions held in the 2020/21 ICE plan year. Stakeholders will have opportunities to inform and help shape our strategy and approach. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Stakeholder feedback. 	EHV HV	ON TRACK	M	UM	DG	ICP	CE	◆	-----◆										
6.2	We will continue to engage with stakeholders to inform our Distribution Future Energy Scenarios (DFES).	Stakeholders will be involved and have opportunities to contribute to our DFES and as a result will be able to help inform and shape our future investment plans.	<ul style="list-style-type: none"> Data sought from stakeholders to inform our plans and projections. Minimum of two engagement sessions held in the 2020/21 ICE plan year. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Target of 85% satisfaction rate with sessions delivered. Stakeholder feedback. 	EHV HV	ON TRACK	M	UM	DG	ICP	CE	◆	-----◆										

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