

Incentive on Connection Engagement (ICE)

2021/22 LOOKING FORWARD WORK PLAN



ACTION	THE OUTCOME	PERFORMANCE MEASURES	MEASURES OF IMPACT/SUCCESS	VOLTAGE	STATUS	APPLICABLE TO	Q2 2021		Q3 2021			Q4 2021			Q1 2022			
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1.1 We will develop an end-to-end connections process guide for major works customers.	Stakeholders will be better informed about the connections process, what to expect and in what timescale and know how to contact us should they need to.	<ul style="list-style-type: none"> Guide developed and published. 	<ul style="list-style-type: none"> Number of guides distributed. Stakeholder feedback. 	ALL	ON TRACK	M UM DG ICP CE	◆											◆
1.2 We will make changes to our Get Connected homepage to improve the functionality and usability for customers.	Stakeholders will find it easier to locate and access connections information and services online.	<ul style="list-style-type: none"> Engage with stakeholders to understand their experience and requirements. Website changes implemented. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Stakeholder feedback. 	ALL	ON TRACK	M UM DG ICP CE	◆											◆
1.3 We will update our unmetered connections guide.	Stakeholders will be better informed about the unmetered connections process, what to expect and in what timescale and know how to contact us should they need to.	<ul style="list-style-type: none"> Guide updated and published. 	<ul style="list-style-type: none"> Number of guides distributed. Stakeholder feedback. 	HV LV	ON TRACK	UM	◆											◆
1.4 We will update our connections contact guide to include regional contacts and signposts to available support and resources.	Stakeholders will have a useful guide that provides contact details for our connections and customer service teams and signposts available support and online resources.	<ul style="list-style-type: none"> Guide updated and published. 	<ul style="list-style-type: none"> Number of guides distributed. Stakeholder feedback. 	ALL	ON TRACK	M UM DG ICP CE	◆											◆
1.5 We will provide training and tutorials on how to use our network availability heat maps and AutoDesign tool.	Stakeholders will be better informed about how to access, use and interpret the data available via these online tools and resources.	<ul style="list-style-type: none"> Minimum of four training sessions / tutorials held in the ICE plan year. 	<ul style="list-style-type: none"> Target of 85% stakeholder satisfaction rate with the sessions held. 	ALL	ON TRACK	M DG ICP CE	◆											◆
2.1 We will provide information on different types of connections including G89/99 and flexible arrangements and on the connections charges regulations.	Stakeholders will be better informed about the different types of connections available, how to apply and the implications of accepting different types of offers. They will have a better understanding of the connections charges regulations.	<ul style="list-style-type: none"> Guidance developed and published. 	<ul style="list-style-type: none"> Information disseminated. 	ALL	ON TRACK	M DG ICP CE	◆											◆
3.1 We will host regular engagement sessions with Local Authorities to support their pipeline of connections projects and discuss their long term strategic development plans.	Local Authority stakeholders will have a channel to discuss their immediate connections requirements and longer term strategic plans.	<ul style="list-style-type: none"> Invitations issued to all Local Authorities in our region. Minimum of four engagement sessions held. 	<ul style="list-style-type: none"> Number of stakeholders engaged Target of 85% stakeholder satisfaction rate with the sessions held. Stakeholder feedback. 	ALL	ON TRACK	M UM DG	◆											◆
4.1 We will engage with stakeholders on our Connection Offer Expenses (CoE).	Stakeholders will be better informed about our CoE including why, how and when they are applied.	<ul style="list-style-type: none"> Stakeholder updates delivered. CoE guide and webpage updated. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Website and guidance updated. 	ALL	ON TRACK	M UM DG ICP CE	◆											◆
4.2 We will establish a Low Carbon Technology connections local working group.	Stakeholders will be better informed and have clarity on rules and processes for low carbon technology connections as they evolve.	<ul style="list-style-type: none"> Local working group established. Minimum of four engagement sessions held. 	<ul style="list-style-type: none"> Number of stakeholders taking part. Stakeholder feedback. 	HV LV	ON TRACK	M UM DG ICP CE	◆											◆
4.3 We will develop an online knowledge base for installers and electrical contractors with practical guidance and technical information.	Stakeholders will be better informed and have a useful reference library of technical information, resources and guidance.	<ul style="list-style-type: none"> Engage with stakeholders to understand their requirements. Technical information and resources developed and published. 	<ul style="list-style-type: none"> Stakeholder feedback. Number of downloads. 	HV LV	ON TRACK	M UM DG ICP CE	◆											◆
5.1 We will make changes to our Competition in Connections webpage to improve the functionality and usability.	Stakeholders will find it easier to locate and access information, documents and services online.	<ul style="list-style-type: none"> Engage with stakeholders to understand their experience and requirements. Website changes implemented. 	<ul style="list-style-type: none"> Stakeholder feedback. 	ALL	ON TRACK	M UM DG ICP CE	◆											◆
6.1 We will engage with stakeholders to help them understand how connections processes and customers could be affected by our developing new role as a Distribution Systems Operator (DSO).	Stakeholders will be better informed and have a platform to discuss our developing DSO role and topics including flexibility services.	<ul style="list-style-type: none"> Minimum of two engagement sessions held in the ICE plan year. 	<ul style="list-style-type: none"> Target of 85% stakeholder satisfaction rate with the sessions held. Stakeholder feedback. 	ALL	ON TRACK	M UM DG ICP CE	◆											◆

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