

# ICE Workplan 2018/19 & High Level Strategy

Ofgem Incentive on Connections Engagement 2018

# WPD ICE WORKPLAN 2018/19 & HIGH LEVEL STRATEGY

## Our Connections Strategy

WPD's connection strategy is underpinned by our stakeholder engagement strategy which ensures we are focused on delivering the connections service our stakeholders require. We listen to what our stakeholders tell us and translate their requirements into a set of overarching connections outputs designed to fulfil those needs.

The fundamental objective of WPD's connections outputs is to provide excellent service for customers connecting to the network whilst facilitating competition in the connections market. These overarching outputs to our connections strategy are used to develop the WPD ICE Workplan. Through our stakeholder engagement we source the feedback we need to formulate a range of initiatives which deliver on the these overarching outputs for our stakeholders. An explanation of the primary connections outputs is provided below:

### To provide a faster and more efficient connections service

The key output is to improve the overall time to connect by 20%, whilst still maintaining excellent customer service such that WPD continues to be the top ranked DNO group by customer satisfaction surveys.

### To improve communication with customers

This objective centres on delivering outputs that improve how our stakeholders can communicate with us and the information that we can provide them. There is a focus on developing and enhancing online information and interaction for connection customers.

### To enhance engagement with major customers

Outputs for this objective centre on ensuring we communicate effectively to gain feedback to better understand the requirements of major customers. Enhancing our engagement leads to improved focus on these customer requirements and drives the development of our priorities for ICE Workplan initiatives.

### To achieve guaranteed standards of performance

The target to achieve zero failures of connections GSOPs ensures that we maintain our focus on the core connection activities required at each stage of the connection process.

### To enable facilitation of the competitive market

WPD has a key role in the facilitation of competition in connections and it is important that we continue to work with customers and connection providers to ensure that we further develop competition in connections to ensure a level playing field in the connections market.

## ICE Workplan

The ICE Workplan takes this high level strategy and outputs together with priorities identified through our stakeholder engagement and translates them into appropriate initiatives and timescales. The workplan priorities and action areas are discussed with our stakeholders at our Connection Customer Steering Group (CCSG) for refinement and support before a final plan for the regulatory year goes "live". However, the development of the workplan doesn't end there; as we progress the regulatory year, we continually review the workplan, listening to the feedback from our stakeholders on our developments and any new requirements they identify. We then update initiatives and add new ones to the plan as necessary, in that sense the plan is a living document continually evolving to meet the needs of our customers.

WPD's ICE Workplan for 2018/19 is set out over the following pages. It is structured into seven areas of focus, with individual initiatives which have been developed from the stakeholder feedback described alongside them in the plan. Each initiative has a target date and corresponding measures required to ensure the outputs of the initiatives deliver successful outcomes for our stakeholders.

							Market Segments Applicable		
Focus area	Feedback	Initiative		Initiative description	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	DMD <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
1. Transition to DSO	Continue to engage with stakeholders with information tailored to their knowledge and interest.	1.1	DSO Forward Plan & updates	Provide a forward looking plan for implementing WPD's Distribution System Operator (DSO) strategy and inform stakeholders of the immediate steps we are taking towards this transition.	Q2 2018	► Publish DSO forward plan	✓	✓	✓
		1.2	DSOF document update	General aim: keeping the distribution system operability framework (DSOF) updated by adding new content throughout the year and maintaining a two year review period for all articles published under the DSOF. More specifically we will republish the distribution system operability framework as a number of discrete articles so that new articles can be added individually and existing articles can be reviewed and updated.	Q2 2018	► DSOF updated periodically	✓	✓	▪
		1.3	Sign posting for flexibility services	Consult with stakeholders on the information provision and visualisation of distribution flexibility requirements. Following review of consultation responses, WPD will publish a sign posting flexibility document based on the consultation outcomes.	Q3 2018	► Consultation responses ► Feedback from stakeholders on sign posting document	✓	✓	▪
		1.4	Report on mix of conventional and flexible connections delivered	Publish a report on the number of reinforcement schemes triggered, number tendered for flexibility and the split of those deferred by flexibility or progressed with conventional reinforcement. Also report on expressions of interest (Eol) received, offered, contracted (MW, MWh and service count).	Q1 2019	► Report published	✓	✓	▪
	Develop the trials, processes and procedures to facilitate the transition to DSO.	1.5	Tier 2 BAU (business as usual) flexibility service	Go out to procurement for flexibility on 10 zones in 2018 which can be used as alternative to reinforcement.	Q4 2018	► Procurement completed for 10 zones	✓	✓	▪
		1.6	Tier 3 BAU flexibility service	Go out to procurement for flexibility on 15 zones in 2019 which can be used as alternative to reinforcement.	Q4 2019	► Procurement completed for 15 zones	✓	✓	▪
	Continue to work with other network and system operators to coordinate approach across the industry.	1.7	Development of regional Future Energy Scenarios (FES)	Working with National Grid Electricity Transmission (NGET), contribute to the development of a co-ordinated approach to regional future energy scenarios. Hold a seminar on WPD's FES with the Open Networks Work Stream 1 P5 group. We will also continue to publish regional future energy scenarios for our distribution areas on a two yearly cycle.	Q1 2019	► Seminar on WPD FES to ON WS1 P5 delivered ► Reports published	✓	✓	▪

<sup>1</sup> DMD = Demand connections | DG = Distributed Generation connections | UMS = unmetered supplies

Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	Market Segments Applicable		
						DMD	DG	UMS
2. Availability of information	Further improve information on outages & constraints increasing detail and scope.	2.1 Provide historic and forecast outage information and improved curtailment information for DG EHV connections at the point of issue of the connection offer	Develop systems and processes to provide better historical and forecast outage information, for a proposed DG EHV connection at the point of issue of the connection offer. Where the connection offer is for an alternative connection, we will also undertake developments to provide improved curtailment information. This improved information is intended to provide clarity on the likelihood of the level of curtailment.	Q1 2019	► Feedback from DGOO Forum members on offer information	▪	✓	▪
		2.2 Further develop the WPD DGOO	Continue to develop the WPD DG Owner Operator (DGOO) Forum, developing an action plan with members to deliver further improvements to outage information provision. Host 4 forums including a visit to a WPD Control Centre providing further insight to members.	Q1 2019	► New initiatives resulting from forum ► 4 DGOO forums held including 1 site visit	▪	✓	▪
		2.3 Continuing 2017/18 initiative: report on lost generation due to outages	Continuing 2017/18 initiative: publish the report developed with the DGOO, on the quantity of generation loss (in MWh) caused due to WPD and National Grid system outages (132kV, 66kV & 33kV only) by generation technology type.	Q2 2018	► Measure annual stakeholder satisfaction with forum and outputs	▪	✓	▪
		2.4 Further develop the report on lost generation due to outages	Further develop the report on lost generation due to outages to include an estimation of the £ value lost due to outages in the published report.	Q1 2019	► Measure annual stakeholder satisfaction with forum and outputs	▪	✓	▪
		2.5 Report on reduced DG losses avoided during outages	Develop a report on the amount of DG losses avoided with the processes and procedures which have been developed to reduce the impacts of outages on DG. Develop ways of both quantifying reduced losses and of reporting case studies.	Q4 2018	► Feedback from stakeholders on report	▪	✓	▪
		2.6 DG Constraints information leaflet	Produce a leaflet which will provide guidance to DG customers on how outages and constraints on the distribution system may effect their connections.	Q4 2018	► Leaflet published by target date	▪	✓	▪
		2.7 Pro-active fault explanation email	In conjunction with the WPD DGOO, develop a pro-active email notification process to provide DG customers with explanations regarding faults on the distribution system which may have effected their connection.	Q3 2018	► Feedback from stakeholders on email process	▪	✓	▪
		2.8 Contacts for assistance with DG portal	Provide contact details for users to obtain assistance with the WPD DG portal.	Q2 2018	► Contacts published by target date	▪	✓	▪
		2.9 Present to the WPD DGOO on ANM	Present to the WPD DGOO forum on Active Network Management (ANM) connections and their bearing on outages and constraints.	Q3 2018	► Measure annual stakeholder satisfaction with forum and outputs	▪	✓	▪
		2.10 Present to the WPD DGOO on operational best practice	Present to the WPD DGOO forum on operational best practice, raising awareness with stakeholders regarding the operation of their connections assets, in particular around outages and constraints.	Q1 2019	► Measure annual stakeholder satisfaction with forum and outputs	▪	✓	▪
		2.11 Continuing 2017/18 initiative: DNO best practice on outages and constraints	Continuing 2017/18 initiative: WPD to work with Distributed Generation stakeholders to establish DNO industry good practice initiatives with regard to the management & notification of Network outages and generation constraints.	Q2 2018	► Best practice published by target date	▪	✓	▪

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Focus area	Feedback	Initiative		Initiative description	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	DMD	DG	UMS
2. Availability of information	Provide greater assistance to customers with understanding what information is made available and how to use it.	2.12	Provision of assistance in use of online capacity map and the information available	Develop the means of providing assistance to external users on the use of WPDs online capacity and constraint map tool as well as assistance with the information available through the capacity and constraint map.	Q1 2019	► Feedback from stakeholders on the website facilities	✓	✓	▪
	Provide facility to report errors or inconsistencies in online capacity and constraint information.	2.13	Ability to report errors in online capacity and constraint information	Provide ability for users to report errors or issues with the accuracy of the capacity and constraint information facilities on WPD webpages.	Q3 2018	► Feedback from stakeholders on the website facilities	✓	✓	▪
	Overlay capacity map with additional useful information.	2.14	ANM zones provided in capacity map	Develop additional functionality in the WPD online capacity map to provide information on whether an ANM zone is in place at a particular substation and the ability to search / filter information for ANM zones.	Q1 2019	► Feedback from stakeholders on the website facilities	✓	✓	▪
	WPD should improve the information available on the WPD website and make it easier to navigate and locate.	2.15	Further enhance connections pages on WPD website	Following the improvements made in Q1 2018, we will review stakeholder feedback, identify and implement further enhancements to navigation and content of the connection pages on the WPD website.	Q1 2019	► Stakeholder feedback on website	✓	✓	✓
	WPD should provide more information to help customers better understand Use of System charges for their connection projects and any industry changes which may affect them.	2.16	Distribution Use of System (DUoS) podcast	Produce a podcast on DUoS charging, providing an update on future prices and the developments being made in Ofgem's Charging Futures programme.	Q1 2019	► No. of Podcast downloads	✓	✓	✓
		2.17	Produce a DUoS Charging Guidance document	Publish a guidance document to enable customers to enhance their understanding regarding the application of DUoS charges for new and augmented LV and HV connections.	Q3 2018	► No. of website hits	✓	✓	▪
	Continue to improve the Statement of Works (SoW) process and the information provided to customers at each stage from pre-application to connection.	2.18	Continuing 2017/18 initiative: seek feedback on WPD awareness and ownership of SoW Transmission issues.	Continuing 2017/18 initiative: ensure communication is improved and consistent at each stage of the SoW process. Seek feedback from customers on WPD's designer / planner awareness following the internal training in 2017/18 to raise awareness and ownership of SoW Transmission issues.	Q3 2018	► Feedback from stakeholders on designer / planner awareness of SOW transmission issues	▪	✓	▪
	Make further improvements to the mapping information provided by WPD in relation to: DG capacity and constraints including fault level; the connection of storage schemes (demand and export requirements); SoW information.	2.19	Continuing 2017/18 initiative: publish reinforcement plans with network benefits on bi monthly basis with notifications to registered customers.	Continuing 2017/18 initiative: investigate how reinforcement benefits can be presented to customers on the WPD capacity map and the ability to issue notifications to customers registered to receive email updates. Working with our website developers to determine whether a notification can be issued each time a traffic light changes from red to either amber or green.	Q3 2018	► Increase in number of webpage hits	✓	✓	▪
		2.20	Continuing 2017/18 initiative: Provide downloadable constraint map data	Investigate technical options to enable constraint map data to be downloaded for use on external systems. Publish data in available formats and seek feedback from external users.	Q4 2018	► No. of data downloads	✓	✓	▪
	WPD should voluntarily make commitments regarding the time for delivery of network stability studies on DG schemes.	2.21	Continuing 2017/18 initiative: review provision of stability information with customers	Continuing 2017/18 initiative: review provision of stability information with those customers provided with data, the adequacy and timely delivery of information. Identify any further improvements which may be required.	Q3 2018	► Feedback from stakeholders on the information provided	▪	✓	▪

Focus area	Feedback	Initiative	Initiative description	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	Market Segments Applicable		
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3. Network capacity allocation and reservation	Continue to develop processes and procedures for capacity allocation and reservation.	3.1 Continuing 2017/18 initiative: Review the processes, agreements, terms and conditions relating to how network capacity is offered on new connection and infrastructure schemes, as well as the management of capacity in ongoing schemes following acceptance of a connection or infrastructure offer.	Continuing 2017/18 initiative: due to the wide range of views received on our initial consultation issued in Q4 2017, we will issue a response document setting out these views and ask questions to assist us in further developing our initial proposals. We will produce a final decision document and implement revised procedures and processes.	Q1 2019	<ul style="list-style-type: none"> <li>▶ Number of stakeholders engaged</li> <li>▶ Feedback obtained from stakeholders</li> </ul>	✓	✓	▪
	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	3.2 Continuing 2017/18 initiative: Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance	Continuing 2017/18 initiative: review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national Distributed Energy Resources (DER) Connections Steering Group as required.	Q3 2018	<ul style="list-style-type: none"> <li>▶ Actions and changes identified as a result of this initiative</li> </ul>	✓	✓	▪
		3.3 Continuing 2017/18 initiative: trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap prohibits individual DG connections	Continuing 2017/18 initiative: provided that WPD are granted the derogation to our Connection Charging Methodology implement trial to facilitate the connection of DG customers where the £200 / kW High Cost Cap would otherwise be prohibitive to an individual DG connection progressing. Review trial and feedback, making amendments as required to processes and agreements. Assess whether the trial could be implemented as a business as usual process and whether we should seek a change to the Common Connection Charging Methodology.	Q1 2019	<ul style="list-style-type: none"> <li>▶ Capacity created as a result of the trial</li> <li>▶ Volume of connections facilitate by trials</li> </ul>	▪	✓	▪
4. Legals and consents	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	4.1 Continuing 2017/18 initiative: provide online access to project specific legal and consents information	Continuing 2017/18 initiative: improve the transparency of the legal and consents process for customers by enabling them to access project specific information via the online applications system CIRT.	Q4 2018	<ul style="list-style-type: none"> <li>▶ Positive stakeholder feedback</li> </ul>	✓	✓	✓
		4.2 Continuing 2017/18 initiative: establish internal standards of performance for the legal and consents process	Incorporate internal standards of performance measures into the existing, published KPI table of our external lawyer's performance to provide our customers with end-to-end measurement of WPD's entire legal and consents process.	Q4 2018	<ul style="list-style-type: none"> <li>▶ Positive stakeholder feedback</li> </ul>	✓	✓	✓



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5. Connection offers & agreements	Continue to improve statement of works process.	5.1	<b>New options for issuing connection offers for DG without SoW requirement</b>  Establish options for issuing of connection offers for DG without a SoW requirement, working with NGET to develop new processes and therefore reduce uncertainty for customers. WPD will establish agreements with NGET for two scenarios to be able to issue connection offers without SoW requirements: a) Where available, allow removal of SoW requirement at a Grid Supply Point (GSP) by utilising Materiality Headroom provided by NGET and, b) By incorporating Planning Limits (by GSP) in line with an enhanced SoW approach.	Q1 2019	► Enter into revised agreements with NGET at 5 GSPs to send DG connection offers without SoW requirements	■	✓	■
	Continue to improve consistency in process and procedures across WPD.	5.2	<b>Post-acceptance pack for connection schemes at EHV and above</b>  Develop and implement an information pack to be issued to customers post-acceptance of their connection offer. The pack will provide important information on all aspects of the connection scheme, with an explanation of the post acceptance and pre - energisation connection process.	Q2 2018	► Stakeholder feedback on pack	✓	✓	■
	Implementation of assessment and design fees for connection applications / offers.	5.3	<b>Continuing 2017/18 initiative: Implementation of A&amp;D fees</b>  Continuing 2017/18 initiative: implement the policy and processes required for the roll out of A&D fees following the Electricity (Connections Charges) Regulations coming in to force.	Q2 2018	► Increased % at e/o Q1 2019 of accepted offers for affected market segments compared	✓	✓	✓
	WPD should provide more certainty of cost upon acceptance, in relation to major connection schemes.	5.4	<b>Continuing 2017/18 initiative: Establish a guide for customers on the provision of cost variation information</b>  Continuing 2017/18 initiative: following consultation with stakeholders, publish information to provide more clarity on how cost may vary on major connections schemes.	Q2 2018	► Stakeholder feedback on cost variation information	✓	✓	✓
	WPD should improve the presentation of offers in line with best practice by other DNOs.	5.5	<b>Continuing 2017/18 initiative: improve presentation and clarity of WPD's connection offers using stakeholder feedback and DNO best practice</b>  Continuing 2017/18 initiative: following engagement with stakeholders on draft templates, WPD will implement revised connection offer template(s) with improved presentation and clarity.	Q2 2018	► Stakeholder feedback on revised offer format	✓	✓	✓
6. Competition in connections	Continue to deliver improvements committed to in last year's workplan.	6.1	<b>Continuing 2017/18 initiative: improve online services for ICPs / IDNOs.</b>  Continuing 2017/18 initiative: implement planned developments to WPD's online services for Independent Connection Providers / Independent Distribution Network Operators (ICPs / IDNOs).	Q4 2018	► Stakeholder feedback on new online services	✓	✓	✓
		6.2	<b>Continuing 2017/18 initiative: improve information published on inspection and monitoring performance.</b>  Continuing 2017/18 initiative: develop an overall table of ICP performance that is anonymised but would enable each ICP to see where they stood in relation to the others. Publish on WPD website and extend table to include WPD number of inspections and pass/fail performance.	Q2 2018	► No. of hits on webpage	✓	✓	✓
		6.3	<b>Continuing 2017/18 initiative: improve the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works.</b>  Continuing 2017/18 initiative: work with ICPs to develop and implement improvements to streamline the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works.	Q4 2018	► Stakeholder feedback on new processes	■	■	✓
		6.4	<b>Continuing 2017/18 initiative: Improve CiC information available to new and existing ICPs</b>  Continuing 2017/18 initiative: improve information available to facilitate new entrants and for existing ICPs on WPD's CiC processes and procedures by establishing a new high level guidance and website area giving ICPs an introductory guide informing them of what to expect when operating in WPD's area.	Q2 2018	► No. of hits on webpage	✓	✓	✓

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6. Competition in connections	Extend HV self-connection to overhead line connections.	6.5 Trial ICP HV self-connection to overhead lines	Develop policy procedures and processes to trial the extension of contestability for HV self-connection to overhead line (OHL) connections. Working with interested ICP stakeholders to develop solutions for a business as usual implementation.	Q2 2018	► No. of HV OHL connections by ICPs	✓	✓	✓
	Extend contestability for disconnections process.	6.6 Extend scope of contestability in disconnections	Collaborate with ICP stakeholders to determine where the scope of contestability of LV disconnections can be expanded in relation to connection schemes. Implement revised procedures and processes as required.	Q1 2019	► Feedback from stakeholders	✓	▪	▪
7. Community energy	The trial of workshop sessions in last year's community energy events was very successful with attendees positively commenting on the interactivity. Therefore, the 2018/2019 events will be structured as workshops where everyone will have the chance to discuss the topics raised and ask questions.	7.1 Community Energy Events	Eight Community Energy Events will be held which will provide community energy groups updates on the WPD innovation projects that involve communities. The events will be run as workshops to increase interaction.	Q1 2019	► Number of attendees.	▪	✓	▪
	Last year's trial site visit received excellent feedback with communities welcoming the opportunity to network and develop partnership working in more informal setting.	7.2 Community Networking Event	The Community Networking event will include a site visit and a networking dinner in order to enable community energy groups to network and share their lessons learnt and success stories.	Q1 2019	► Number of attendees.	▪	✓	▪
	Animations have proved a popular tool for communicating complex messages in a simple, easily engaged with format. Topics covered have included the development of decentralised generation and the role of storage.	7.3 Three animations and case studies focused on shift to DSO, role of flexibility and how WPD addresses the potential challenges of electric vehicles.	The three animations will consist of videos demonstrating clearly what the shift to DSO means, discussing the role of flexibility and presenting how WPD addresses the challenges that could be created in the network due to the increasing number of electric cars.	Q1 2019	► Number of hits/downloads.	▪	✓	▪
	In previous community energy and stakeholder engagement events, local and community energy groups have shown considerable interest in the DSO transition and how it could affect them.	7.4 Consultation on what DSO means for community energy.	This consultation will collect feedback from stakeholders on what the DSO transition means to them and the key areas of the transition that matter to them most.	Q1 2019	► Number of responses.	▪	✓	▪



#### Incentive on Connection Engagement

If you have any questions about this workplan:

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