

Ofgem Incentive on Connections Engagement 2016

WPD looking forward and looking back reports

October 2016 Update

In this October resubmission, we have included this new appendix 4 which contains our published KPI pack for the first quarter of 2016/17.

Appendix 4: WPD ICE KPIs 2016/17

In this appendix we have set out the first quarter update of WPD's ICE Key Performance Indicators for 2016/17.



Incentive for Connections Engagement

KEY PERFORMANCE INDICATORS

Quarterly Update

April – June 2016

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Western Power Distribution ICE KPIs 2016/2017 Summary - April to June 2016

Last year within our 2015/16 Incentive for Connections Engagement (ICE) Workplan submission we committed to a set of 17 Key Performance Indicators (KPI's) to measure important aspects of our connections services. These were designed to track our performance to determine whether actions we undertook as part of our ICE Workplan were delivering improvements in these measures.

For this year's submission, 2016/17, we listened to feedback from our stakeholders to have KPI's which are more closely aligned with our ICE Workplan Actions. We have therefore created additional KPI's whilst continuing to measure performance against the overarching KPI's brought forward from last year. This has seen an increase from 17 to 32 KPI measures across 6 key areas.

Target dates set against the actions within our ICE Workplan will see some of these new measures being implemented throughout the year. Metrics will therefore commence as and when the actions are delivered.

Over the following pages, an update on our performance to each of the KPI's has been provided. This may be a year to date measure or an indication of what stage we are at where the KPI is not yet measurable. Each KPI page holds a description, target and date of update. In addition, states whether it is linked to a specific action within our ICE Workplan, providing the action number where applicable, or is an overall metric.

Note: the data included within the quarterly update has not yet been data assured and could be subject to change.

Western Power Distribution ICE KPIs 2016/2017
Key Performance Indicators

Western Power Distribution ICE Key Performance Indicators 2016/2017

	Metric	Description	Target	Action Area	Demand Connections	Distributed Generation Connections	Unmetered Connections
1. Customer Service	Senior Manager Contact	Number of Customers with Senior Manager point of contact appointed	2016 / 17 is a benchmark year	1.1	✓	✓	
	Actions arising as a result of Stakeholder engagement	Actions identified within the ICE Workplan to be completed on time	Deliver 100% of actions on time	Overarching	✓	✓	✓
	Awareness of competition in connections	Measure customer awareness of competition in connections through customer survey	Increase on 2015/16 levels of awareness - 77%	Overarching	✓	✓	✓
	Complaint Handling	Measure number of complaints received and the time to resolve them to track our performance.	Target top quartile amongst other DNOs	Overarching	✓	✓	✓
	Customer Survey	Conduct monthly satisfaction survey for large connection customers, covering the market segments under the ICE scope.	WPD Score>8.8	Overarching	✓	✓	✓
	DG Survey	Conduct annual satisfaction survey. Monitor split between DG LV, DG HV and DG EHV segments.	WPD Score>8.8	Overarching		✓	
	Guaranteed Standards	Maintain 100% success in achieving Connections Guaranteed Standards of Performance	100% success	Overarching	✓	✓	✓
2. Availability of information & online services	DG/DNO Forum	Measure number of DG stakeholders attending the initial DG / DNO forum on outages and constraints hosted by WPD	2016/17 is a benchmark year	2.2		✓	
	DG owner/operator meetings	Measure number of stakeholders interested in regular meetings with DG owner/operators	2016/17 is a benchmark year	2.3		✓	
	Outage Notification	Measure number of published email notifications	2016/17 is a benchmark year	2.7		✓	
	Outage / Constraint information	Measure number of website registrations	2016/17 is a benchmark year	2.7		✓	
	ICE Workplan updates	ICE Workplan to be updated on at least a quarterly basis	Minimum 4 published updates during 2016/17	2.9	✓	✓	✓
	Awareness of ICE Workplan	Measure the number of hits on the WPD website ICE page	2016/17 is a benchmark year	2.10	✓	✓	✓
	Data Portal	Measure the number of users signed up to the data portal following roll out of Data Portal 2	Increase on 289 users signed up to Data Portal 1	2.17	✓	✓	
	Online application survey	Conduct survey on user satisfaction for online application facility to assess performance and identify further improvements	Increase on 2015/16 score of 8.6	Overarching	✓	✓	✓
3. Processes & Agreements	Interactive map for SoW and Modification offers from NGET	Measure the number of hits on the interactive map website page	2016/17 is a benchmark year	3.3		✓	
	Connection Agreements & Adoption Agreements	Measure success against updated targets for issuing Connection Agreements and Adoption Agreements	Agreements issued on time against new targets	3.4	✓	✓	
	Capacity release	Measure the capacity released back to the network through reduced customer ASC's under trial	No target set as this is part of a trial	3.6	✓		
	DG feasibility study & offer	Measure the number of Study & Offer schemes requested	2016/17 is a benchmark year	3.11 & 3.12		✓	
	DG feasibility study & offer	Measure the number of Study & Offer schemes progressed from study stage to formal offer	2016/17 is a benchmark year	3.11 & 3.12		✓	
	Stakeholder engagement	Measure the number of stakeholders engaged at events including CCSG, DG Forum, DG workshop and bilateral meetings	Increase on 2015/16 engagement of 2,825 stakeholders	Overarching	✓	✓	✓
	Time to connect	Reduction in overall time to connect by 20% across all market segment of connections.	20% reduction in each market segment per Licence	Overarching	✓	✓	✓
	Legals & Consents internal standards performance	Publish performance monitoring information on WPD's website once developed	Targets to be determined when developed	Overarching	✓	✓	✓
4. Competition in Connections	Volume of PoC self-determinations	Measure the volume of POCs determined by ICPs under trial and business as usual processes. In addition express these volumes as a percentage of the total POCs provided by WPD and ICPs.	Increase on 8 self determined POC's in 2015/16	Overarching	✓		✓
	Volume of HV self-connections	Measure the volume of HV connections by ICPs under trial and business as usual processes. In addition express these volumes as a percentage of the total HV connections for ICP PoCs.	Increase on 10 HV self-connections in 2015/16	Overarching	✓		✓
	Volume of Design self-approvals	Measure the volume of self-approved ICP designs under trial and business as usual processes. In addition express these volumes as a percentage of the total design approval volumes for ICP connections.	Increase on 2 design self-approvals in 2015/16	Overarching	✓		✓
5. Community Energy	Community Energy engagement	Monitor the numbers events held and participants in our Community Energy stakeholder engagement activities.	Host 8 workshops, maintain 593 stakeholders engaged 2015/16	5.1		✓	
	Innovation & Alternative Connections	Measure the number of website hits to information page(s) with connections guide, information on innovative solutions and alternative connections	2016/17 is a benchmark year	5.3		✓	
		Measure the number of website hits to the videos created for the website	2016/17 is a benchmark year	5.4		✓	
	Alternative Connection Offers	Measure the volume of offered and accepted alternative connection offers for DG. In addition, express these volumes as a percentage of the total DG connection offers.	Increase over 2015/16 volumes; 446 quotes 86 acceptances	Overarching		✓	
6. Future Networks & Innovation	Quicker More Efficient Connections	Measure the volume of connections facilitated by trials following QMEC consultations	2016/17 is a benchmark year	6.9	✓	✓	
	ANM scheme construction	Commence construction on 3 Grid Supply Points (10 Bulk Supply Points)	Commence construction	6.10		✓	

Western Power Distribution ICE KPIs 2016/2017

1. Customer Service Senior Manager Contact

KPI:
Measure the number of customers with Senior Manager point of contact appointed

Target: 2016/17 is a benchmark year
Action Area: 1.1

Actual: 55

Overview:

Major customers have asked WPD for a single point of contact for discussing their connection schemes or related issues. WPD agreed to introduce a senior manager level contact for major customers. Their role will be to:

- a) liaise with the customer to understand the range and scope of works that they propose to undertake with WPD.
- b) Act as a senior escalation point of contact to either resolve issues or get the most appropriate person in WPD to contact that customer in order to resolve the issues.
- c) Leave the day to day operational interaction with the local teams.

Update for June 2016:

We have identified 55 major customers and allocated a senior manager contact. These contacts are arranging initial meetings with the customers to explain their role and review the customer's schemes. Initial meetings are due to be completed by the end of July but to date 23 of those customers have taken up the offer of having a senior manager point of contact.

Western Power Distribution ICE KPIs 2016/2017

1. Customer Service

Actions arising as a result of stakeholder engagement

KPI:
Actions identified within the ICE Workplan to be completed on time

Target: Deliver 100% actions on time

Action area: Overarching

Actual: 75%

Overview:

Our Workplan contains a number of actions, each with a target date for completion. As the plan evolves throughout the year, new actions may also be identified and will also be given a completion target dates. We have committed to completing our actions on time in all instances.

Update for June 2016:

The majority of actions have been completed on time. Actions 2.1 to 2.4 relating to Distributed Generation were each reliant on the DG Forum taking place. This was held on the 15th July, just outside of the target period. By end of July, 100% of those actions were complete.

Western Power Distribution ICE KPIs 2016/2017

1. Customer Service

Awareness of Competition in Connections

KPI:

Measure customer awareness of competition in connections through customer survey

Target: Increase on 2015/16 levels of awareness - 77%

Action Area: Overarching

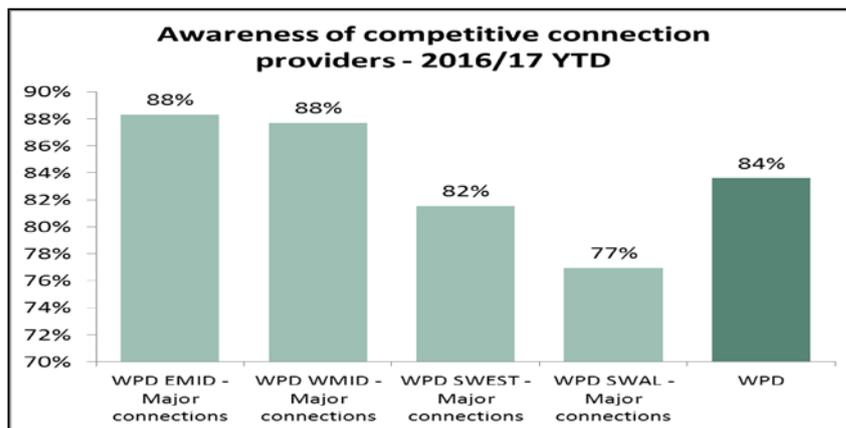
Actual: 84%

Overview:

The Competition in Connections market continues to grow year on year. We include questions relating to the level of awareness of competition within our major connection and DG connection customer surveys. In 2015/16 an average of 77% of customers had an awareness of competitive connection providers and this set our benchmark for 2016/17.

Update for June 2016:

For surveys conducted year to date, awareness of competitive connection providers averaged at 84% across the 4 WPD licenced areas which is an increase on the year end position for 2015/16.



Western Power Distribution ICE KPIs 2016/2017

1. Customer Service

Complaint Handling: Apr 2016 - Mar 2017 (Connections Only)

KPI:

Measure number of complaints received and the time to resolve them to track our performance

Target: Top quartile amongst other DNO's

Action Area: Overarching

Overview:

WPD operates a complaints escalation procedure to enable customers to register complaints about connection quotations or delivery. Customers can register complaints via our Contact Centre enquiries line, online, by email, telephone or in writing to WPD's Complaints Department. We measure our performance against the number of complaints resolved by the end of the next working day following receipt of the complaint, and those resolved with 31 calendar days.

Update for June 2016:

The quarter end data is shown below. Performance against other DNO's will be reported when available.

CONNECTIONS COMPLAINTS

Description	EMID	WMID	SWALES	SWEST
Total number of connections complaints registered with WPD 2016/17	5	7	1	9
Number of complaints resolved by the end of the first working day after the complaint was received	3	6	1	7
Percentage	60%	86%	100%	78%
Number of complaints that took between 2 and 31 days to resolve	1	1	0	1
Percentage	20%	14%	0%	11%
Number of complaints unresolved after 31 calendar after the complaint was received including ongoing complaints	1	0	0	1
Percentage	20%	0%	0%	11%

Western Power Distribution ICE KPIs 2016/2017

1. Customer Service

Monthly survey of large connection customers & annual DG connection customers survey

KPI:
 Conduct monthly satisfaction survey for large connection customers, covering the market segments under the ICE scope. Conduct annual satisfaction survey for DG customers, monitor split between DGLV, DGHV & DGEHV segments

Target: WPD Score >8.8
 Action Area: Overarching

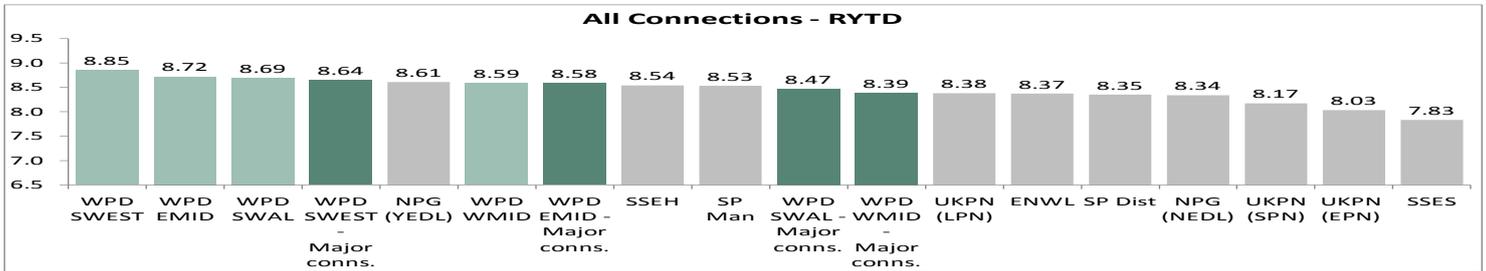
Actual: 8.52

Overview:

For 2016/17 we continued to set ourselves a stretching target of 8.8 for the Major Connection and DG Connection customer survey results. As the DG survey is conducted annually, the results for this will be published once the survey has been completed.

Update for June 2016:

Our scores for the surveys of Major Customers and those conducted under the Broader Measure for the Regulatory Year to Date (RYTD) are shown below.



Western Power Distribution ICE KPIs 2016/2017

1. Customer Service

Meeting our Connections Guaranteed Standards of Service - 2016/17

KPI:
Maintain 100% success in achieving Connections Guaranteed Standards of Performance

Target: 100% success
Action Area: Overarching

Actual: 100%

Overview:

Every year WPD provides around 70,000 budget estimates and quotations and around 30,000 connections. We also make around 10,000 street furniture fault repairs for local authorities.

For every connection, WPD operates under a number of Ofgem standards of service guarantees for providing budget estimates, quotations, scheduling works, commencing works, completing works and energisation, and street lighting repairs. These require us to provide these services within fixed or agreed timescales. In certain circumstances exemptions may apply.

If we fail to meet the standards, we make specified payments.

Update for June 2016:

In the current year to end June 2016 we have 100% success in meeting our connections service standards.

Area	Connections Services provided to small LV Metered Demand Customers	Connections Services provided to large HV or EHV Metered Demand Customers	Connections Services provided to Metered Generation Customers	Connections Services provided to Independent Connections Providers	Connections and repairs to Unmetered Supplies
East Midlands	✓	✓	✓	✓	✓
West Midlands	✓	✓	✓	✓	✓
South West	✓	✓	✓	✓	✓
South Wales	✓	✓	✓	✓	✓

✓ Denotes 100% success in that Connections Guaranteed Standard of Service area

Western Power Distribution ICE KPIs 2016/2017

2. Availability of Information & Online Services

DG/DNO Forum

KPI:

Measure number of DG stakeholders attending the initial DG / DNO forum on outages and constraints hosted by WPD

Target: 2016/17 is a benchmark year

Action Area: 2.2

Overview:

DG Customers have asked WPD to provide information on planned system outages and constraints for both their connected generators and for planned connections. An initial forum will be developed to provide information and gain feedback on DG connection stakeholders requirements for provision of information.

Update for June 2016:

An initial forum is being hosted by WPD on Friday 15th July in Bristol.

DG owner/operator meetings

KPI:

Measure number of stakeholders interested in regular meetings with DG owner/operators

Target: 2016/17 is a benchmark year

Action Area: 2.3

Overview:

WPD agreed to establish interest in hosting regular meetings with DG owner/operators and, if interest is sufficient, agree agenda items.

Update for June 2016:

Interest in holding regular DG owner/operator meetings will be sought from stakeholders attending the DG DNO forum in July.

Western Power Distribution ICE KPIs 2016/2017

2. Availability of Information & Online Services

Outage Notification

KPI:
Measure number of published email notifications

Target: 2016/17 is a benchmark year
Action Area: 2.7

Actual: 164

Overview:

Following on from DG customer requests for WPD to provide information on planned system outages and constraints, WPD have agreed to extend the weekly outage notification emails from trial to Business as Usual.

Update for June 2016:

During the first quarter, April to June, a total of 164 email notifications were issued.

Outage constraint information

KPI:
Measure number of website registrations

Target: 2016/17 is a benchmark year
Action Area: 2.7

Overview:

To further improve communication with DG owners/operators, WPD will publish regular outage/constraint information on the WPD website for registered customers.

Update for June 2016:

Website changes are currently in development and the number of registrations will be measured once the changes have been implemented.

Western Power Distribution ICE KPIs 2016/2017

2. Availability of Information & Online Services

ICE Workplan updates

KPI:
ICE Workplan to be updated on at least a quarterly basis

Target: Minimum 4 published updates during 2016/17
Action Area: 2.9

Actual: 1st update to be published August 2016

Overview:

Customer feedback advised that WPD should do more to make customers aware of the progress being made against the initiatives in the ICE Workplan. In response, WPD will provide regular updates via the WPD website and email alerts will be sent to registered users to provide ICE updates and notices of completed actions. The ICE Workplan should be updated on at least a quarterly basis.

Update for June 2016:

The first update is due to be published in August 2016.

Awareness of the ICE Workplan

KPI:
Measure the number of hits on the WPD website ICE page

Target: 2016/17 is a benchmark year
Action Area: 2.10

Overview:

A dedicated ICE page is to be developed by Q1 2017 on the WPD website to provide quarterly updates on performance to the KPI's and the actions arising as a result of the ICE Workplan.

Update for June 2016:

Once development has been completed, the number of hits to the new page will be captured.

Western Power Distribution ICE KPIs 2016/2017

2. Availability of Information & Online Services Data Portal

KPI:
Measure the number of users signed up to the data portal following roll out of phase 2.

Target: Increase on 289 users signed up to the Data Portal

Action Area: 2.17

Overview:

The WPD Data Portal is an online application tool enabling users to request asset data. Further developments will be launched in phase 2 of the Data Portal, improving functionality for external users. This new version will also provide registered customers with online access to WPD's linear assets referenced to Ordnance Survey map background data, with search functionality, delivering access akin to that WPD staff would use.

Update for June 2016

Development of phase 2 of the Data Portal is underway and the current target date for go-live is mid July. Once implemented and available for use, the number of users signed up to the new version will be captured and reported.

Western Power Distribution ICE KPIs 2016/2017

2. Availability of Information & Online Services Online application survey

KPI:
Conduct survey on user satisfaction for online application facility to assess performance and identify further improvements.

Target: Increase on 2015/16 score of 8.6
Action Area: Overarching

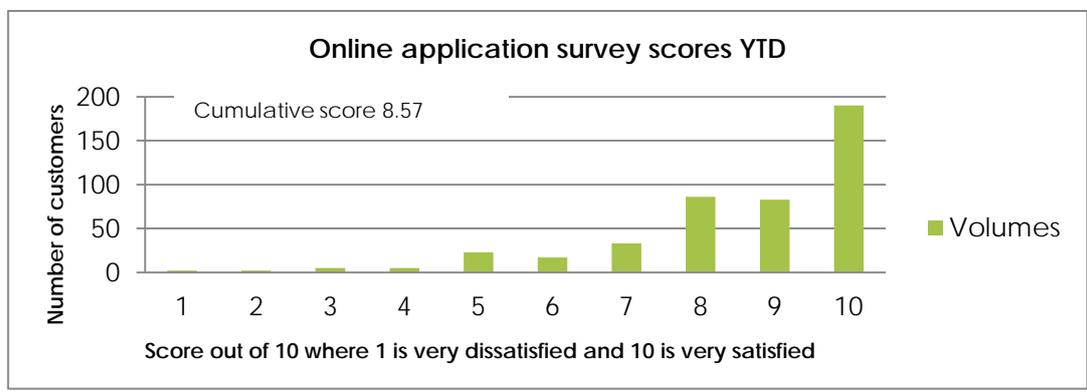
Actual: 8.57

Overview:

We implemented an online survey in January 2016 for customers using the online application form. Customers were asked to provide an overall score out of 10, where 1 is very dissatisfied and 10 is very satisfied, for how satisfied they were with the service provided by WPD in relation to the ease of completing the online application form and information provided during the online application process. Customers are also given the opportunity to leave comments supporting their score which provides WPD with the feedback necessary to consider further improvements to the online applications process going forward.

Update for June 2016:

Our score for June is 8.68, above our target, but the year to date score is currently at 8.57



Western Power Distribution ICE KPIs 2016/2017

3. Process & Agreements

Interactive SOW map

KPI:
Measure the number of hits on the interactive maps website page

Target: 2016/17 is a benchmark year

Action Area: 3.3

Overview:

Customers have asked WPD to improve the Statement of Works (SoW) processes and to communicate them better. WPD will therefore develop an interactive map on the WPD website to allow customers to access information on the SoW and Modification offers from NGET.

Update for June 2016:

The Interactive Statement of Works Map has not yet been implemented on WPD's website. The target date for development is Q4 2016. Once the map is available, numbers of website hits to the map page will be reported.

Connection Agreements & Adoption Agreements

KPI:
Measure success against updated targets for issuing Connection Agreements & Adoption Agreements

Target: Agreements issued on time against new targets

Action Area: 3.4

Overview:

Customers felt that WPD should provide site specific information for a connection scheme, such as the connection agreement terms, earlier in the process. This ensures that customers have sight of any scheme specific terms earlier than they currently do. WPD will implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage in the process post acceptance of the offer.

Update for June 2016:

The Connection Agreement process is currently being reviewed to determine new target dates/timescales for issuing the documents to customers. Once the new target is set, measures will be taken to determine whether they are being issued on time.

Western Power Distribution ICE KPIs 2016/2017

3. Process & Agreements

Capacity Release

KPI:
Measure the capacity released back to the network through reduced customer ASC's under trial

Target: No target set as this is part of a trial

Action Area: 3.6

Actual: 4.8 MVA

Overview:

There are a number of existing connectees who are underutilising export capacity. WPD will look to target areas of high unused, but reserved, capacity. We will contact existing connectees who are underutilising export capacity and contact them to discuss reducing their export Agreed Supply Capacity under trial.

Update for June 2016:

In June, we wrote to around 100 customer's who are consistently under-utilising their generation export capacity in key identified areas. To date, approximately half of the customers have responded. Some have asked for further information, many have declined our request. At present, 3 customers have agreed to reduce their capacity which will release 4.8MVA export capacity back onto the network.

DG feasibility Study & Offer

KPI:
Measure the number of study & offer schemes requested
Measure the number of study & offer schemes progressed from study stage to formal offer

Target: 2016/17 is a benchmark year

Action Area: 3.11 & 3.12

Actual:

6 studies

3 formal offer requests

Overview:

Customers wanted the ability to request feasibility studies ahead of their formal offer without detriment in the interactivity processes. WPD commenced a trial in the East Midlands area during last year's ICE Workplan of a Study & Offer process which is to be completed by the end of 2016. The results of the trial will be reviewed with a view to rolling out across all four WPD areas.

Update for June 2016:

To date there have been 6 studies with considerations for a number of alternative options, with 3 requests to progress specified options through to formal offer stage.

Western Power Distribution ICE KPIs 2016/2017

3. Process & Agreements Stakeholders engaged

KPI:
Measure the number of stakeholders engaged at events including CCSG, DG Forum, DG workshop and bilateral meetings

Target: Increase on 2015/16 engagement of 2,825 stakeholders

Action Area: Overarching

Overview:
Stakeholder engagement is important for obtaining feedback about our services and the way we operate. We have committed to engaging with our stakeholders in various formats throughout the course of the year.

Update for June 2016:

The table below captures a broad range of connections stakeholder engagement activities held to date and due later in the regulatory year.

Connection Stakeholder Events

Date	Event	Attendance
27/04/2016	Cardiff Energy Conference	50
04/05/2016	DG owner/operator meeting regarding Statement of Works process	3
05/05/2016	Network Constraints WAG/Ofgem	7
05/05/2016	DG owner/operator meeting regarding Statement of Works process	4
12/05/2016	Maximising the value of solar assets	25
13/05/2016	Cornwall Community Energy Summit	25
16/05/2016	WWU Future Energy Scenarios	6
16/05/2016	DG owner/operator meeting regarding Statement of Works process	2
17/05/2016	Connections forecast/issues	2
20/05/2016	CBI re network constraints in Wales	2
20/05/2016	IDNO meeting re network policy	4
27/05/2016	Devon & Cornwall Business Council re: network constraints south West	6
01/06/2016	CCSG Workshop	15
10/06/2016	Review of SO/DSO and WPD/Grid interactions	1
13/06/2016	Meeting with DECC to discuss policy objectives and forward plans including SO/DSO roles and storage	2
13/06/2016	Customer connections complaint	2
15/06/2016	Future Energy Scenarios Wales	42
16/06/2016	Connection Surgeries	1
20/06/2016	Customer connections complaint	2
21/06/2016	CCSG	12
21/06/2016	Connection Surgeries - 1:1	1
23/06/2016	Connection Surgeries - 1:1 teleconference	1
28/06/2016	RES Connections review meeting	2
29/06/2016	WPD Customer Panel - Connections update / ICE 2016/17	10
29/06/2016	Connection Surgeries - 1:1 teleconference	1
30/06/2016	Storage Forum Bristol	TBC

Customer Surveys

Within our planned connection engagement activities for 2015/16 we estimated that we would engage with 2000 large connection customers and 400 Distributed Generation customers for the continued broad measure style surveys.

Below shows the volumes of surveys completed during the quarter April to June 2016. The DG customer survey is not yet due and the volumes will be entered once the annual survey has been completed.

Period to	Survey	Number of customers
Jun-16	Broad Measure Surveys - Quotations Survey of customers receiving an alteration/connection quotation who fall within the ambit of the quotation accuracy scheme and fall into the following categories: ECGS2A - Single LV service Demand Quotation including service alterations ECGS2B - Small project Demand Quotation	789
Jun-16	Broad Measure Surveys - Completed works Survey of customers who fall within the quotation accuracy scheme where all the work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed and the customer falls into the following category: ECGS6A - Complete works for a single LV service demand or small project demand connection including service alterations	563
Jun-16	DG Survey - Quotations Survey of customers who received an alteration/connection quotation in relation to the installation of Distributed Generation (DG)	Not due
Jun-16	DG Survey - Completed Works Survey of customers where all the work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed, and the connection is to facilitate Distributed Generation (DG)	Not due
Jun-16	ICE/Major Connections Survey - Quotations Survey of all other customers who do not fall under the broad measure or DG surveys who received an alteration/connection quotation	443
Jun-16	Ice/Major Connections Survey - Completed Works Survey of all other customers who do not fall under the Broad Measure or DG surveys where all work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed	75
Total number of surveys conducted		1,870

Western Power Distribution ICE KPIs 2016/2017

3. Process & Agreements

Legals & consents internal standards performance

KPI:
Publish performance monitoring information on WPD's website once developed

Target: New targets have been determined for actions carried out by our legal representatives involved in securing land rights. The targets are shown below along with actual performance for May 2016.

Action Area: Overarching

Overview:

WPD agreed to develop a set of standards for monitoring performance in the legals and consents processes. The monitoring data is to be published on WPD's website in line with the ICE KPI quarterly updates.

Update for May 2016:

A number of targets have been agreed with Geldards LLP who undertake execution of legal consents. At present, the data has been updated for April & May 2016, with the results shown in the table below.

KPI	Target	Actual*	Customers' Lawyers*
Action new instructions	2 days	Day received	20 days (response to initial letter)
Issue cost undertakings	2 days	3 days	
Execute documents	2 days	2 days	17 days
Matters completed within 50 days	20% increase (on 2015)	42% (on previous quarter)	

Western Power Distribution ICE KPIs 2016/2017

4. Competition in Connections

Volume of PoC self determinations, HV self-connections and Design self-approvals

KPI's:

Measure volume of POC's determined by ICP's under trial and business as usual processes.
 Measure the volume of HV connections by ICP's under trial and business as usual processes.
 Measure the volume of self-approved ICP designs under trial and business as usual processes.
 In addition, express each of these volumes as a percentage of the totals for each element provided by WPD & ICP's.

Targets:

Increase on 8 self determined POC's in 2015/16
 Increase on 10 HV self-connections in 2015/16
 Increase on 2 design self approvals in 2015/16

Action Area: Overarching

Actual:

34 self determined POC's
 1 self connection HV POC
 0 self approved designs

Overview:

To continue to facilitate the development of Competition in Connections, further improvements were made in 2015/16 to enable independent connection providers (ICPs) to determine their own points of connection (POC) and self-approve their designs. In addition, we are capturing the number of HV POC's completed by ICPs.

Update for June 2016:

There have been 34 self determined points of connection received in the first quarter of this regulatory year, a significant increase on the year end volume of 8 for 2015/16. To date, there have been no self-approved design submissions.

Volume of Point of Connection (POC) Self-Determinations

Points of Connection	Regulatory Year 2015/16	% of Total
Self Determined POC by ICP	34	1.93%
WPD Determined POC	1724	98.07%
Total POC's	1,758	

Volume of HV Self Connections Completed

HV Connections Completed	Regulatory Year 2015/16	% of Total
HV connected by ICP	1	3.85%
HV for ICP connected by WPD	25	96.15%
Total connected HV POCs	26	

Volume of Self Approved Designs

Design Approvals	Regulatory Year 2015/16	% of Total
ICP Self Approved Design	0	0.00%
WPD Design Approval	131	100.00%
Total Design Approvals	131	

Western Power Distribution ICE KPIs 2016/2017

5. Community Energy

Community Energy Engagement Events and attendees

KPI:
Monitor the numbers of events held and participants in our Community Energy stakeholder engagement activities

Target: Host 8 workshops, maintain 593 stakeholders engaged as per 2015/16

Action Area: 5.1

Overview:

We have committed to hosting eight community energy workshops in 2016/17 (2 per licence area) with a focus on innovative solutions for areas where reinforcement costs are prohibitive, such as storage, demand side response and alternative connections.

Update for June 2016:

There are currently 4 WPD Community Energy Events planned for October and November. Further updates will be provided once the events have taken place.

ANM & Innovation website

KPI:
Measure the number of website hits to information page(s) with connections guide, information on innovative solutions and alternative connections.
Measure the number of website hits to the videos created for the website

Target: 2016/17 is a benchmark year

Action Area: 5.3 & 5.4

Overview:

Community Energy groups require tailored engagements on the connections process and options available to them when the network is constrained. We agreed to publish a connection guide to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers.

Update for June 2016:

The number of hits on the website pages between April 1st and June 30th are shown below:

Website page	Number of hits YTD
Alternative Connections	519
Community Energy Schemes	103
Innovation	3020

Western Power Distribution ICE KPIs 2016/2017

5. Community Energy Alternative Connection Offers

KPI:
Measure the volume of offered and accepted alternative connection offers for DG. In addition, express these volumes as a percentage of the total DG connection offers

Target:
Increase over 2015/16 volumes;
446 quotes
Action Area: Overarching

Overview:

Due to increasing constraints on the network, a number of alternative connection offers have been made available to customers to facilitate some level of connection to the network. Further information on the types of alternative connections available can be found below the following table. Further information on the types of alternative connections available can be found on our website using the link below.

[Further Alternative Connections Information](#)

Update for June 2016:

The table below is a record of all offers from 1st April 2016 to 30th June 2016.

Across all Four WPD Licence Areas	Voltage Level	No. Quotes Sent	No. Enquiries Completed	No. Quotes Accepted	No. Sites Energised	Total MW Quotes Sent	Total MW Quotes Accepted
Alternative Active Network Management	EHV	1	5	1	0	1.00	24.00
	HV	2	10	0	0	1.40	0.00
	LV	0	0	0	0	0.00	0.00
	Total all Voltage Levels	3	15	1	0	2.40	24.00
Alternative - Export Limiting	EHV	0	0	0	0	0.00	0.00
	HV	0	0	0	0	0.00	0.00
	LV	0	0	0	0	0.00	0.00
	Total all Voltage Levels	0	0	0	0	0.00	0.00
Alternative Intertrip	EHV	0	2	0	0	0.00	0.00
	HV	3	1	0	0	7.40	0.00
	LV	0	0	0	0	0.00	0.00
	Total all Voltage Levels	3	3	0	0	7.40	0.00
Alternative Timed	EHV	0	0	0	0	0.00	0.00
	HV	8	18	0	0	7.15	0.00
	LV	0	1	0	2	0.00	0.00
	Total all Voltage Levels	8	19	0	2	7.15	0.00
Alternative Connections Total	EHV	1	7	1	0	1.00	24.00
	HV	13	29	0	0	15.95	0.00
	LV	0	1	0	2	0.00	0.00
	Total all Voltage Levels	14	37	1	2	16.95	24.00
Conventional	EHV	510	303	51	9	8737.69	918.14
	HV	404	475	78	67	679.60	106.62
	LV	329	468	99	66	15.85	4.33
	Total all Voltage Levels	1243	1246	228	142	9433.14	1029.08
Alternatives as a Percentage of Conventional	EHV	0.2%	2.3%	2.0%	0.0%	0.0%	2.6%
	HV	3.2%	6.1%	0.0%	0.0%	2.3%	0.0%
	LV	0.0%	0.2%	0.0%	3.0%	0.0%	0.0%
	Across All Voltage Levels	1.1%	3.0%	0.4%	1.4%	0.2%	2.3%

Western Power Distribution ICE KPIs 2016/2017

6. Future Networks & Innovation QMEC trials

KPI:
Measure the volume of connections facilitated by trials following QMEC consultations

Target: 2016/17 is a benchmark year

Action Area: 6.9

Overview:

WPD will continue to develop trials to facilitate scenarios delivering anticipatory investments from the Quicker More Efficient Connections consultation and roll these out to trial schemes.

Update for June 2016:

No trials have yet commenced although works are underway to get the first trial up and running. Volumes will be provided once trials are in place.

Western Power Distribution ICE KPIs 2016/2017

6. Future Networks & Innovation ANM scheme construction

KPI:
Commence construction on 3 Grid Supply Points (10 Bulk Supply Points)

Target: Commence construction

Action Area: 6.10

Target:

Commence construction

Action Area: 6.10

Overview:

In areas where there are multiple complex constraints affecting a number of customers over a long period of time, full active network management systems will be implemented. Distributed control systems continually monitor all the limits on the network and then allocate the maximum amount of capacity to customers in that area, based on the date their connection was accepted. This Last In, First Out (LIFO) hierarchy prioritises the oldest connections when issuing capacity, but is scalable so that new entrants will get access to the capacity when it becomes available.

Update for June 2016:

The following table reflects the current plan for ANM deployment, though the order and dates are subject to change following an annual review of network status and customer enquiries.

ANM Area	Construction Status
Corby 1	Started
Bridgwater Street	Started
Corby 2	Not Started
West Burton	Not Started
Indian Queens	Not Started

Incentive on Connection Engagement

If you have any questions about this report:

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