

NOVEMBER
2021

page 1

COLLABORATIVE PARTNERSHIP PROTOCOL

The protocol is an innovative process outlining a series of practical steps that our customers and their lawyers should consider taking if they wish to avoid delays in securing connections to our network.

The Protocol aims to:



Speed up the
legal process



Improve communication between
our customers lawyers and our own
solicitors, Geldards



Avoid confusion
regarding the land
ownership information
and legal documentation
that we require



Establish a timetable for
completion of the new
connections legal process being, ideally,
within 50 days from Geldards receiving
instructions from us to act on a matter



Act as a collaborative working
model and a behavioural ready reckoner.

NOVEMBER
2021

page 2

The central elements of the Protocol are:

A

A shared commitment to act efficiently and speedily with the aim of completing as many new connections matters as possible within 50 days of Geldards being instructed.

B

As part of the above commitment, agreeing to be measured against the performance standards below

1

Geldards to action and allocate new instructions within 2 days of receipt

2

Our customers lawyers to reply to Geldards initial letter/email within 5 days of receipt

3

Our customers lawyers to reply to Geldards land ownership queries within 10 days of receipt

4

Geldards to issue progress reports (see below) within 2 days of day 20 in 80% of cases

5

Geldards to sign documents under WPD Power of Attorney within 2 days of issuing final versions

6

Our customers to sign and return final version documents to Geldards (via their lawyers) within 10 days of receipt.

C

Monitoring progress of matters by means of a progress report issued 20 days from Geldards being instructed to enable our customers, their lawyers, us and Geldards to assess the case status by reference to the performance standards and identify what remains to be done to achieve the 50 days completion target.

D

Identifying land ownership issues at an early stage by Geldards issuing a land ownership requirements checklist at the outset and re-issuing it at 20 days intervals as an aide-memoire for any outstanding requirements.

E

Geldards implementing document signature touch points to highlight to customers lawyers the within 10 days performance standard for signing and returning final documents, firstly, when they are issued for signature, secondly, when they have been signed by Geldards and, thirdly, if they have not been signed and returned within that period.

F

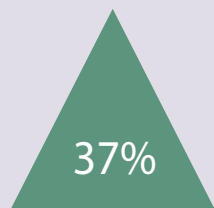
Providing online access to Geldards case management system so that our customers, their lawyers and any independent connection providers instructed by our customers can track the progress of their matters.

NOVEMBER
2021

page 3

WITHIN 50 DAYS COMPLETIONS

There were no within 50 days completions, but the total number of completions for the quarter ending November was 37% higher compared with the previous quarter.



PERFORMANCE STANDARDS

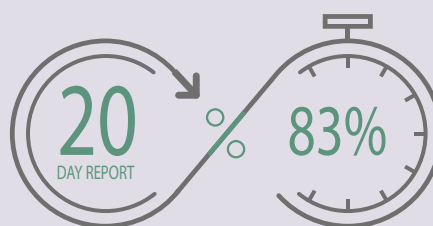
We outperformed our performance standards for case opening and allocation (same day) and for issuing day 20 reports (83%) and achieved our performance standard for signing documents (2 days).



Case opening and allocation



Signing documents

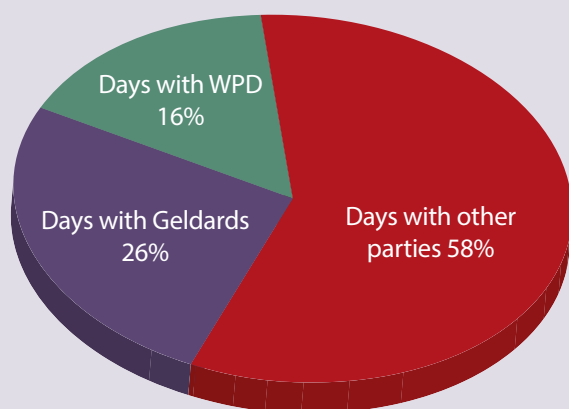


Issuing day 20 reports

Other parties performance standards improved re average days to reply to initial letter (21) and to respond to land ownership queries (108), but was unchanged for returning signed documents (42).



AVERAGE ACTION DAYS*



*Based on a sample of 47 matters in October 2021.