

## Appendix 1: WPD ICE Workplan 2017/18

In this appendix we have set out WPD's ICE Workplan for 2017/18 including the additional actions added throughout the year and the final status of each action.

Initiative	Action No.	Specific Actions to be undertaken	End of Year Status	Target Date (Calendar yr.)	Progress against target date	Market Segments		
						Demand <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
Continue to develop and implement actions arising from the WPD DG owner / operator forum to improve the notification of outages and constraints.	1.1	Hold four DG owner / operator forums events in 2017	We have held four DG owner/operator forums throughout the regulatory year. These are listed within the engagement table in our key performance indicator pack.	Q1 2018	Complete		●	
	1.2	Develop and agree action plan with forum members to identify further improvements.	Within the DG owner/operator forum we developed and agreed a number of actions to improve the DG processes, this includes the new ICE action 1.2.2 to provide visibility of known outages & constraints as part of an annual plan and to update in real time. The agreed actions are published within the meeting minutes and forum members are updated on their progress via the forum meetings, the WPD Generation Portal and email communication. More information is available <a href="#">here</a> .	Q1 2018	Complete		●	
	1.2.1	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.	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due		●	
	1.2.2	WPD to provide visibility of known outages & constraints as part of an annual plan and to update in real time when fresh outages/constraints are provisionally submitted.	Our year ahead plan has been published on WPD Generation Portal. In addition an email including a customer report for all known 2018 outages was sent to all generation customers we had contact details for.	Q2 2018	Complete		●	
Explore interest in 'consortium' approach to outages that affect multiple generation sites (e.g. facilitating the funding of alternative working arrangements to WPD's standard approach to alter the impact on the 'consortium' members' generation operations).	1.3	Debate topic in DG owner / operator forum to assess the potential for this approach	The possibility of consortium approaches to outages has been discussed at the DG owner/operator forum and also in a separate meeting specifically created for these discussions during Q4 2017. Proposals to facilitate this were presented to the DG owner/operators on 25th January 2018.	Q4 2017	Complete		●	
	1.4	Develop process as required, and seek feedback from forum members.	Initial trial areas with WPD proposed options communicated to specific DG owner operators.	Q1 2018	Complete		●	
	1.5	Carry out trial as required. Use outcomes to develop any further improvements before rolling out as business as usual.	Whilst we have issued indicative costs for a number of consortium proposals, there has been no take up to progress these schemes further as yet. There remains interest amongst the DG community for a consortium approach, therefore we have revised the target dates to allow more time for a consortium trial to take place. Should any schemes proceed during the 2018/19 Workplan period, we will review the process and identify areas for further improvement at that time. Continued in 2018/19 ICE Workplan.	Q1 2018	Q1 2019 Revised target		●	
	1.6	Finalise processes following trial outcomes and communicate to WPD and Stakeholders		Q1 2018	Q1 2019 Revised target		●	

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<p>Extend website DG owners portal functionality to include the ability for 11kV generation details to be updated and accessed.</p> <p>WPD to present to DG owner / operator forum an explanation of Power Factor and the impact it has on electricity networks and what this means for their connection.</p> <p>Investigate the ability to provide a maintenance frequency overview on typical items of electricity distribution plant and discuss case studies of 'outages in practice' to facilitate customers having more information on the likelihood of outages on their connections.</p> <p>Develop historic outage data available on website and provide access to potential customers to facilitate their understanding of the potential impacts of outages and maintenance in an area they are seeking a new connection.</p>	1.7	Develop and implement additional website functionality	Facility available for DG owners to notify WPD via portal to include updates to 11kV sites.	Q2 2017	Complete		●	
	1.8	Communicate to stakeholders and provide guidance as required.	Website DG portal 'getting started' guide was issued at the DG forum on 27th April 2017. This is available on the generator portal and a copy is available on request by emailing <a href="mailto:wpdswestwalesgen@westernpower.co.uk">wpdswestwalesgen@westernpower.co.uk</a> .	Q2 2017	Complete		●	
	1.9	Present information at DG owner / operator forum and facilitate further discussion as required.	A presentation was delivered by WPD's Peter Aston on Power Factor to the DG Forum on 11th July 2017.	Q2 2017	Complete		●	
	1.10	Publish presentation on WPD website and communicate to wider stakeholders.	A copy of the Power Factor presentation is available to view on our website <a href="#">here</a> . An email was issued to all users registered for the website updates to notify them of it's availability.	Q3 2017	Complete		●	
	1.11	Present at DG owner / operator forum. Use feedback to develop information further as required.	A maintenance presentation was delivered to the DG forum on the 27th April 2017 by WPD's Sean Sullivan. Verbal feedback following the presentation was received at the forum, there is an understanding that although maintenance intervals were fixed they were often brought forward to group maintenance activities, so a forecast of maintenance frequencies was not easily predicted.	Q3 2017	Complete		●	
	1.12	Publish information on the WPD website and communicate to stakeholders.	The presentation has been published on WPD's website, available to view via the link for Action 1.10, and communicated to DG forum members.	Q3 2017	Complete		●	
	1.13	Develop information and additional website functionality.	Website functionality developed to include historic outage information.	Q1 2018	Complete		●	
	1.14	Share with stakeholders to gain feedback and make further changes as required.	Historic outage data discussed at January's DGOO forum.	Q1 2018	Complete		●	
	1.15	Implement new functionality and communicate to WPD and stakeholders with guidance.	DG website functionality developed to include option for prospective customers to enquire on historic outage for a specific network circuit.	Q1 2018	Complete		●	

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Record and report on the quantity of generation loss caused due to WPD and National Grid system outages.	1.16	Develop the methods of recording generation lost in MWh, due to National Grid & WPD outages (132kV, 66kV & 33kV. only) by generation technology type.	Report developed with Regen and demonstrated at January DGOO forum.	Q1 2018	Complete		●	
	1.17	Develop report with DG owner / operator forum.	Presentation to DGOO forum members at January DGOO Forum.	Q1 2018	Complete		●	
	1.18	Publish lost generation report on WPD website and communicate to stakeholders.	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due		●	
	1.19	Develop a suite of revised connections web pages for initial testing and discussion .	We engaged with our website developer and received initial wireframes for internal discussion during Q3. These were worked up in more detail prior to seeking stakeholder feedback during Q4 2017.	Q3 2017	Complete	●	●	●
Review and implement changes to the WPD website to improve the 'Connections' pages by simplifying navigation and overhauling presentation.	1.20	Develop an interactive costing tool for the website to enable indicative pricing to be determined by customers for LV and HV connections works.	An interactive costing tool is available on our website at <a href="http://www.westernpower.co.uk/connections/interactive-costing-tool">www.westernpower.co.uk/connections/interactive-costing-tool</a> . This enables users to develop a simple budget estimate following a few short questions.	Q4 2017	Complete	●		
	1.21	Provide stakeholders with access to the web pages in development for them to review and provide feedback.	Links to view proposed website improvements were issued to a number of stakeholders in December to review and provide feedback. The feedback was reviewed during Q1 under action 1.22.	Q4 2017	Complete	●	●	●
	1.22	Review stakeholder feedback and implement any changes as required.	Stakeholder feedback on the proposed webpages was generally positive. There were mixed views regarding the visual presentation and a few stakeholders requested a continued option to jump directly to their required page without using the navigational tool. We implemented an improved site map link which enables users to select the location they want.	Q1 2018	Complete	●	●	●
	1.23	Publish updated connections web pages and communicate to stakeholders.	The revised connection web pages went live during Q1 2018 and an email was issued to various stakeholders including the CCSG, CIC Group and DGOO forum members. In addition, users signed up to receive email updates were notified of the changes.	Q1 2018	Complete	●	●	●
	1.24	Review reaction to revised web pages by implementing a 'pop-up' survey on the website.	A 'pop-up' survey has been implemented on the revised webpages, although there was insufficient response by the end of the quarter to assess the reaction to the changes. We will continue to review the results of this survey during 2018/19.	Q1 2018	Complete	●	●	●

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Ensure communication is improved and consistent at each stage of the SoW process.	1.25	Survey customers on the SoW information presented on our web site.	We undertook this via a survey form, which was emailed to 109 developers/customers. We had 3 responses from this exercise, with no identified actions. We continue to provide a SoW Information document by way of a link to our website <a href="http://www.westernpower.co.uk/connections/generation/statement-of-works.aspx">www.westernpower.co.uk/connections/generation/statement-of-works.aspx</a> when responding to customer applications. Given the limited feedback received and no identified actions a report was not appropriate. We will review this further following the conclusion of the Appendix G SoW trials, under the ENA Open Networks workgroup, and the associated proposed changes to CUSC. This is estimated to be Q3/4 2018.	Q2 2017	Complete		●	
	1.26	Develop further improvements to SoW information on our web site based on feedback.	All generation applicants are made aware of the website through the application/offer process. The leaflet has been well received with no negative feedback. We have added information to advise where a National Grid Modification Application will be required at a particular GSP by adding a new table "Project Progression / Modification Application Submissions". We continue to keep the latest SoW information and 'Appendix G' summary data available. We will continue to review and develop this area of our website as the industry continues to refine this process.	Q4 2017	Complete		●	
	1.26.1	Develop internal training package for WPD designers / planners. Deliver this training to raise awareness and ownership of SoW Transmission issues.	Internal training provided to all planners involved with generation connections where SoW is relevant. This training was completed during January and February 2018.	Q1 2018	Complete		●	
	1.26.2	Survey customers for feedback of designer / planner SoW awareness.	Continued in 2018/19 ICE Workplan.	Q3 2018	Not due		●	
	1.27	Within 20 days of a generation application for greater than 1MW send a letter to the customer informing them of the current SoW status for the Grid Supply Point (GSP).	This information is now sent as part of our initial information update response to the customer following their application, which also includes the link to our SoW guidance leaflet, and summary table. It was decided not to introduce another letter of communication at this stage. We have not undertaken a specific survey on this information as it is incorporated in to the application response.	Q2 2017	Complete		●	
	1.28	Develop standard enclosure to go with the offer which will include specific information on the SoW and FAQ to help inform the customer.	SOW guidance document produced which includes questions frequently asked by our stakeholders. This guidance has been published on the WPD website on 5th July 2017 and a <a href="#">web link</a> is issued to all applicants for generation greater than 1MW.	Q2 2017	Completed in year		●	
	1.29	Provide customer with the outcome of the SoW within 7 weeks of acceptance of their offer.	Letters are being sent from SoW team.	Q2 2017	Complete		●	

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Explore the opportunity to establish a customer forum to further guide and develop improvements in WPDs' availability of information on network capacity and constraints with the aim of developing an action plan.	1.30	Gauge interest in setting up a customer forum to steer development and outputs for the additional web based information.	We held a meeting on 28th Sept 2017, attended by 3 different stakeholders, where we discussed the development of the Network Capacity Map. Discussions took place on the data presented on the maps, including the addition of information on upstream reinforcement and costs of reinforcement associated with recent offers issued within that particular locality/substation. We discussed the option of geographically displaying substation feeding area on the map. We have implemented feedback from the group on the Network Capacity Map. Slides on the above were presented to the group as part of the discussion, but not published externally.	Q2 2017	Complete	●	●	
	1.31	Work with customer forum to develop and publish an action plan for the availability of information on DG / demand capacity and constraints including how we deliver information for storage schemes. Include what information facilities we are developing and what changes / updates we are making to existing facilities.	We have developed and presented a web-based interface for our customers to access information, via an interactive map, on DG and Demand capacity across our network. This included a draft view of the data we believed our customers would require for assessment of generation, demand and storage connections. This application was presented to our Connection Customer Steering Group in June and our DGOO forum in July.  Following these sessions we developed additional data tables for our Grid, Bulk, Primary substations to hold generation constraint and reinforcement information as required under action 1.32 of our ICE Workplan. During September, we held a meeting with a small steering group of stakeholders showing and demonstrating the development of our Network Capacity Map to include this information. Our revised Network Capacity Map which now includes this extra data and information was released to our website at the end of September. We received positive feedback at the DGOO Forum in November. As no further actions were identified by our stakeholders beyond the presentation on accessing information, no action plan has been created. However, we will continue to review and improve information as a normal business process.	Q3 2017	Complete	●	●	
	1.32	Develop data tables for generation capacity, constraints and reinforcement costs at Grid, Bulk and Primary substation level and publish on web site. Include information on thermal capacity / constraints, fault level headroom / constraints, average reinforcement costs, planned reinforcement, indicative connection timescales, connected/accepted/offered generation/demand. Use traffic light system to indicate level of capacity available. update these published tables on a bi-monthly basis.	Following the feedback received at the CCSG and DG Owner/ Operator Forum we developed additional data tables for our Grid, Bulk and Primary Substations to hold generation constraint and reinforcement information. During September we held a meeting with a small group of stakeholders to demonstrate the development of our Network Capacity Map to include this information. Our Network Capacity Map now includes this extra data and the information was released to our website at the end of September.	Q3 2017	Complete	●	●	
Develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained.								

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Develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained.	1.33	Replicate generation data table information on a web based map to facilitate easier navigation and location of network capacity and constraints.	As per action 1.32, the Network Capacity Map has been developed and now holds additional data for Demand and Generation, with the data available in a tabular format. In order to assist users with the location of network capacity, we have introduced a new option which allows the user to see the geographical area supplied by the substation.	Q4 2017	Complete	●	●	
	1.34	Develop data tables for demand capacity and reinforcement costs at GSP level in line with those for generation capacity and publish on web site. With bi-monthly updates	The generation data tables have been replicated to provide updates on the demand capacity and reinforcement costs at GSP level. These will also be published bi-monthly.	Q1 2018	Complete	●	●	
	1.35	Replicate demand data table information on a web based map to facilitate easier navigation and location of network capacity and constraints.	The demand data table information has also been replicated on the maps, available to view <a href="#">here</a> .	Q1 2018	Complete	●	●	
	1.36	Publish reinforcement plans with network benefits on bi monthly basis with notification sent to customers registered to receive website update emails.	The main initiative, to develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained, has been completed. Specific to this action we have now published planned reinforcement required for connections on the WPD capacity map and update this bi-monthly. In addition, committed reinforcement is contained within the Long Term Development Statements which are updated twice a year. Users signed up to receive emails for website updates will be notified each time the LTDS is published. However, for the more stretching element of this initiative we have been unable to resolve some technical issues with representing the benefits of reinforcement plans on the capacity map. Any capacity derived from the reinforcement may, in some instances, already be committed to subsequent offers for connection so specific updates could be misleading to users. We are therefore 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. As a result we have revised the target to Q3 2018 to investigate how the reinforcement benefits can be presented and the ability to issue notifications. This action will therefore be carried forward into our 2018/19 workplan.	Q1 2018	Q3 2018 Revised target	●	●	
	1.37	Develop and implement changes to existing capacity and constraint information available to customers to ensure it is consistent and updated with new data tables and maps.	The information available to customers has been reviewed and amendments made to improve consistency. One example of this is the generation capacity shown on the Generator Capacity Register page and that shown on the Network Capacity map have been aligned.	Q1 2018	Complete	●	●	
	1.37.1	Investigate technical options to enable constraint map data to be downloaded for use on external systems.	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due	●	●	



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Develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained.	1.37.2	Publish data in available format(s).	Continued in 2018/19 ICE Workplan.	Q3 0218	Not due	●	●	
	1.37.3	Contact and assess feedback from those who accessed data	Continued in 2018/19 ICE Workplan.	Q4 2018	Not due	●	●	
	1.38	Implement an online survey for users of these website information services to help WPD assess success of the new and improved services and to identify possible further improvements.	Stakeholders were surveyed via direct contact and feedback requested and changes made based on this feedback. We felt it to be the wrong time to implement an online survey due to changes being made to the WPD connections web pages and the change to a new website provider. When these changes are completed an online survey will be introduced.	Q1 2018	Complete	●	●	
Establish capacity and constraint information for storage connections.	1.39	Investigate the ability to develop this capacity and constraint information specific to storage connections. Include developments in workplan where applicable.	We investigated the ability to develop information specific to storage connections. As the map already includes both generation and demand information, relevant to storage applications, it was decided that a storage specific layer of information would be a duplication of existing information. We will, however, continue to review customer feedback on the information provided, as we further understand the operational requirements of storage sites.	Q1 2018	Complete		●	
	1.40	Consult with stakeholders on information and timescales required for data to be provided to undertake stability studies.	This information is generally used and requested by a small group of specialist consultants, discussions have taken place with those we are currently dealing with and we are working with them to establish their data requirements and needs in this area. We will then propose a voluntary standard.	Q4 2017	Complete		●	
Establish customer requirements for the provision of stability information and a voluntary standard.	1.41	Review stakeholders' requirements and publish voluntary standard for provision of data required.	This information is used and requested by a small group of consultants. We have continued to work with those that we are currently dealing with to provide the information required and within their timescales, however due to the low numbers involved we have not yet been able to recommend standard timescales. We will review timescales achieved and feedback from customers in the next quarter Q2 2018 and publish target timescales based on this.	Q1 2018	Q2 2018 Revised target		●	
	1.42	Review with those customers provided with data, the adequacy and timely delivery of information. Identify any further improvements which may be required.	Continued in 2018/19 ICE Workplan.	Q3 2018	Not due		●	



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Produce guidance to help customers better understand Distribution Use of System (DUoS) charges for their connections and a rough guide to future charges for DG EHV customers. Also hold a webinar to communicate this guidance to stakeholders.	1.43	Produce a distribution charging guide and publish on the WPD website. The guide will cover: CDCM and EDCM methodologies, how it affects customers, how a customer could reduce their bills, potential future charges and a rough guide to future EDCM charges for generators. Communicate to stakeholders and obtain feedback.	We have produced a guidance document on future charges for DG EHV customers to help them to better understand Distribution Use of System (DUoS) charges for their connections. A link to the document is available on our website <a href="#">here</a> .	Q1 2018	Complete		●	
	1.44	Hold a webinar on distribution charging including opportunity to obtain feedback on distribution charging guide.	We held a webinar to discuss the guidance document covering current and possible future charges - together with a general presentation on tariffs in general on 12 March. Of the 61 who registered an interest in this event, 34 attended. We received verbal feedback from two stakeholders who found the webinar to be very useful/good. A copy of the webinar can be viewed on our website <a href="#">here</a> .	Q1 2018	Complete		●	
Produce guidance to help customers understand the process for connecting electric vehicles to the distribution system.	1.45	Review available industry guidance for electric vehicle connections and produce WPD guide in line with DNO best practice.	Having reviewed other DNO guidance on connecting Electric Vehicles, WPD have produced a similar guidance document for publication on our website.	Q1 2018	Complete	●		
	1.46	Publish guidance on WPD website and communicate to stakeholders.	The leaflet was published in November 2017 and is available to view <a href="#">here</a> .	Q3 2018	Complete	●		
WPD to continue to expand the Senior Manager point of contact initiative, raising awareness with stakeholders and identifying further customers who might benefit from this service.	2.1	Continue to offer Senior Management Points of contact to customers as requested and communicate service to customers via stakeholder communications.	The Senior Manager Points of Contact process was communicated to stakeholders via email and at events such as the CCSG and the DG forum. As a result, we now have 75 stakeholders who have been allocated a senior manager.	Q1 2018	Complete	●	●	●

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WPD to engage with stakeholders to identify best practice and improvements to WPD's connection application process and documentation and implement improvements.	2.2	Seek stakeholder feedback on where improvements could be made to the application process and documentation, as well as where best practice can be identified from other DNOs.	Stakeholders advised their view on areas of best practice within the application processes for other DNOs. As a result, WPD agreed to revise our application form templates.	Q2 2017	Complete	●	●	●
	2.3	Develop improvements and share with stakeholders to obtain feedback.	Two new application form templates were developed, one for up to 4 domestic or a one off commercial connection up to 100A per phase, the second for 5 or more domestic, a one off commercial connection greater than 100A per phase or multiple commercial supplies. The changes were shared with stakeholders for feedback.	Q4 2017	Complete	●	●	●
	2.4	Implement improvements as required and communicate changes to stakeholders.	The two new application forms have been implemented for use and published on the WPD website at <a href="http://www.westernpower.co.uk/Connections-Services-new.aspx">www.westernpower.co.uk/Connections-Services-new.aspx</a> . Users signed up for email updates on website changes were notified of the addition of these application forms. In addition, a separate email was issued to key stakeholders, including members of the CCSG, on 21st December 2017.	Q4 2017	Complete	●	●	●
WPD to investigate how to streamline the processes to facilitate customers being able to contact the appropriate WPD 'expert' relating to technical issues on their ongoing connection scheme.	2.5	Investigate how to facilitate a more streamlined process of contacting WPD experts relating to specific technical areas.	After a review, it has been decided that the most effective route to identify the correct person, i.e. "expert" in WPD is either via the local WPD contact or the Senior Manager Point of Contact. There will be a wide range of different types of queries from stakeholders and in order to identify the correct "expert" requires knowledge of WPD's structure and the experts range of knowledge. Using the local or senior manager contact is the therefore the most effective way of putting the relevant expert in contact with that stakeholder.	Q2 2017	Complete	●	●	●
WPD to investigate how to streamline the processes to facilitate customers being able to contact the appropriate WPD 'expert' relating to technical issues on their ongoing connection scheme.	2.6	Implement new processes and facilities identified as required.	As a business we have reviewed how to resolve this matter and the effective solution is for the customer to raise the query through either the local WPD contact or via the Senior Manager Point of Contact if required. The WPD representative will then have the responsibility for ensuring that the most appropriate WPD "Expert" calls the customer back. Clearly at this stage the customer will then be given the direct contact details of the "Expert" in order to resolve follow-up issues relating to that query.	Q4 2017	Complete	●	●	●
	2.7	Communicate to stakeholders and obtain feedback to assess impact and where further improvements might be required.	An email has been issued to Stakeholders letting them know the outcome regarding access to a WPD "expert" on 21st December 2017.	Q4 2017	Complete	●	●	●

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WPD will identify ways of providing improved updates to customers on their schemes post acceptance, including timescales for work programme milestones. We will seek stakeholder feedback on the level of information and frequency of updates.	2.8	Engage stakeholders through senior manager points of contact and Connection Customer Steering Group (CCSG) meetings to establish level of communications and preferred frequency required by customers post-acceptance of their connection offers.	Feedback from the CCSG, Senior Manager Points of Contact and ICE survey has identified that prescriptive timescales is not the solution. However, regular contact from the person progressing the scheme is required. Following this feedback, WPD has implemented a revised process to ensure that effective communication is undertaken post-acceptance. This has been briefed out to all relevant staff.	Q3 2017	Complete	●	●	●
	2.9	Develop systems and processes as required to deliver improvements in post-acceptance communications.	WPD has produced a set of flow charts which have been briefed to staff to show what contact needs to be made with customers in order to provide regular updates. A summary of these flowcharts has also been published on our website in order to let customers know what level of post-acceptance contact they should expect. A link to the published flowcharts is available in action 2.10.	Q4 2017	Complete	●	●	●
	2.9.1	Create process flow charts for post-acceptance delivery tasks to illustrate for customers the stages involved in the connection scheme and 'who does what'.	Two post-acceptance process flow charts were created in Q4 2017. One for major projects, usually greater than 5MVA, and one for all other connections works.	Q4 2017	Complete	●	●	●
	2.10	Implement new processes and procedures and communicate to stakeholders.	The new flow charts have been published onto our website <a href="#">here</a> . Revised processes for post acceptance communication were presented to the CCSG in February 2018.	Q1 2018	Complete	●	●	●
	2.11	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Prior to release the new flow charts were reviewed by a stakeholder and the content amended to reflect that feedback.	Q1 2018	Complete	●	●	●

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WPD to identify and develop further improvements in the communication and information provided to customers, post acceptance on their connection scheme work programme and progress.	2.12	Continue to evaluate feedback from the senior management points of contact and customer surveys to identify common issues raised by customers.	We have continued to evaluate feedback from stakeholders provided via the senior manager point of contact process and other sources such as customer surveys. Common issues have been addressed within this workplan, such as the implementation of a post acceptance flow chart which identifies the steps required by WPD and the steps required by the customer to enable to smooth connections process.	Q1 2018	Complete	●	●	●
	2.13	Continue to request feedback from the CCSG on where further customer service improvement can be made.	WPD's Mark Shaw, responsible for overseeing the senior manager point of contact process, has attended CCSG meetings to provide updates to stakeholders and identify where further improvements can be made. Areas identified by the CCSG are consistent with those raised through the senior manager contacts and surveys. WPD will continue to request feedback from stakeholders to identify areas for further improvement to post acceptance communication.	Q1 2018	Complete	●	●	●
	2.14	Develop further sub-actions in the ICE Workplan to respond to the feedback from our major customers and the CCSG.	Feedback from our stakeholders has been incorporated in the post acceptance flow chart process which has been implemented by the business.	Q2 2017	Complete	●	●	●
	2.15	Implement new actions as required.	A new process to ensure that staff have effective contact after the quotation has been accepted has been briefed out to the relevant WPD teams in Q4 2017.	Q4 2017	Complete	●	●	●
	2.16	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Following implementation feedback has been sought from stakeholders and their feedback is positive at this stage.	Q4 2017	Complete	●	●	●
Improve LA and LEPs' awareness of the information made available as well as the opportunities and options for engaging with WPD on connections issues. In particular the information and engagement to assist with long term planning.	2.17	Create landing page on the WPD website for LA and LEP stakeholders which will bring together the information and engagement options available to them.	A new web page that provides information for local government authorities and local enterprise partnerships is available: <a href="#">here</a> . LGAs/LEPs are now able to submit a request to set up a face to face meeting with WPD relating to strategic planning in their specific area. Any requests received will be routed to the relevant Network Services Manager and Distribution Manager responsible for the LGA/LEP area so that dialogue may be initiated.	Q4 2017	Complete	●	●	●
	2.18	Write to all LA and LEP leaders to explain the information and engagement options made available to them by WPD.	We have written to local government authorities advising them on the information available and the variety of methods in which they can continue to engage with us. The letter includes reference to strategic network information, LTDS, stakeholder events and the ability to make information requests. It also references the new website page.	Q4 2017	Complete	●	●	●

Initiative	Action No.	Specific Actions to be undertaken	End of Year Status	Target Date (Calendar yr.)	Progress against target date	Market Segments		
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Implement A&D fees in line with legislation amendments and industry guidance by implementation date.	3.1	WPD to assess the outcomes of the BEIS consultation for A&D fees.	WPD undertook an assessment of the outcomes of the BEIS consultation for A&D fees which closed on 2nd November to determine how we would implement the changes in line with the statutory instrument. Due to the timing of the consultation, the subsequent actions 3.2 to 3.4 were deferred to Q1 2018 to be delivered in time for the statutory instrument being implemented in April 2018.	Q4 2017	Complete	●	●	
	3.2	Identify actions required to meet the Statutory Instrument.	In addition to creating the policy, engaging with stakeholders, publishing and communicating the new regulation, as per actions 3.3-3.5, WPD will use the feedback from stakeholders to identify common queries and produce a Frequently Asked Questions document.	Q1 2018 Revised target	Complete	●	●	
	3.3	Ensure WPD have the policies and processes in place to implement the actions identified.	A new Standard Technique has been created, ST:NC1AE, to detail the process for applying the new regulations to EHV schemes. The ST and guidance has been shared with the relevant teams.	Q1 2018 Revised target	Complete	●	●	
	3.4	Engage with stakeholders to share the new processes at events such as the CCSG workshops.	Tim Hughes presented at the CCSG and the CiC Group to advise stakeholders on how WPD intend to implement the new regulation.	Q1 2018 Revised target	Complete	●	●	
	3.5	Publish and communicate new processes and transition arrangements to stakeholders	A new webpage has been created <a href="#">here</a> . Users signed up to receive email updates of website changes were notified of the new page. In addition, an email was issued in March to key contacts, such as members of the CCSG, CiC Group, DG Forum and customers with a senior manager point of contact.	Q1 2018	Complete	●	●	
	3.6	Implement the changes into business as usual following the SI coming in to force.	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due	●	●	
Continuing the work commenced in the 2016/17 ICE Workplan: implement new policy and procedures to facilitate the changes to the ECCRs including the move from 5 to 10 yrs. and the payments to customers on assets adopted under CiC.	3.7	Implement the changes into business as usual by the target date and communicate to stakeholders.	The changes have been communicated directly with ICPs & IDNO's along with a proforma to provide WPD with customer details for future rebates. An ECCR webpage has been created on our website <a href="#">here</a> to inform customers of the changes. Those registered for website updates have been notified of the new webpage by email.	Q2 2017	Complete	●	●	●

						Market Segments		
Initiative	Action No.	Specific Actions to be undertaken	End of Year Status	Target Date (Calendar yr.)	Progress against target date	Demand <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
<p>In ongoing development of the process set up in 2016/17, WPD will review the feedback on issuing connection agreements at an earlier stage of the process with a view to rolling out to DGHV and DG Alternative connections.</p> <p>Continue with trial Study &amp; Offer process and implement as BAU.</p>	3.8	Seek feedback from stakeholders on process of issuing draft connection agreements for DG EHV connections.	Letters have been sent to customer's issued with draft connection agreements to seek feedback on the process prior to roll out across DG HV and alternative DG connections.	Q3 2017	Complete		●	
	3.9	Review feedback and assess whether changes to process are required.	The feedback did not highlight any specific issues therefore we do not anticipate making any significant changes to the process for extending availability.	Q3 2017	Complete		●	
	3.10	Make any necessary process changes and rollout to DG HV and alternative DG connections, communicating new process to stakeholders.	Following on from the implementation of a new process to issue draft connection agreements at an earlier stage in the post acceptance process for DG EHV schemes, we have now implemented the same process for DG HV and DG Alternative connections.	Q4 2017	Complete		●	
	3.11	Invite feedback from stakeholders on new process and review to assess if any further improvements are required.	Customers who have received the draft Connection Agreement have been contacted and asked to provide feedback. To date, we have received no further suggestions as to how we can improve the process and so will continue to follow the existing process. We will undertake a further survey in future to monitor customer satisfaction.	Q1 2018	Complete		●	
	3.12	Review extended trial of Study and Offer using internal feedback to assess where any improvements to process and procedure might be made.	Review complete and those connection customers that used the process have provided positive feedback. Still limited uptake of this process. This process was rolled out as business as usual in Q3 2017.	Q2 2017	Complete		●	
	3.13	Publish report to stakeholders with feedback form to assess satisfaction with the trial and to assist in identifying where improvements might be made.	Feedback form issued with only a limited response which was positive.	Q2 2017	Complete		●	
	3.14	Based on feed back, develop and implement recommendations.	Based on the feedback received, no further improvements were recommended. The Study & Offer process is now business as usual although we will continue to review any future feedback received.	Q2 2017	Complete		●	
	3.15	Implement Study and offer process as BAU.	Study & Offer has now been made business as usual across all 4 WPD regions for generation connections of 5MVA and above. The locational restrictions previously in place have been removed and our webpage was updated in September 2017. The webpage can be viewed <a href="#">here</a> .	Q3 2017	Complete		●	

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Establish a guide for customers on the provision of cost variation information.	3.16	Consult with stakeholders on the provision of information with the offer to provide more clarity on how cost may vary on major connections schemes and appropriate method of publication/communication.	The consultation of Stakeholders on the best way to provide this information came back with views that varied widely on both the best way to present this information and the timings for presenting the information. We already provide information on costs and we will continue to provide our best view of costs that may vary within our offer and seek customer feedback. A report on options is due in Q2 2018 which will consider the ways of informing customers of the potential range of uncertain costs.	Q1 2018	Complete	●	●	
	3.17	Publish information and report on options following consultation.	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due	●	●	
	3.18	Seek stakeholder feedback on information. Identify and develop further actions as appropriate.	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due	●	●	
Identify areas to improve presentation and clarity of WPD's connection offers using stakeholder feedback and DNO best practice.	3.19	Seek feedback from stakeholders on areas to improve WPD's connections offers.	Proposed improvements to the WPD connection offer templates have been emailed to a number of stakeholders to review and provide feedback. Changes include removal of some standard information, such as the General Terms & Conditions and replacing with a hyperlink to a published copy on the WPD website. This helps to facilitate the previous feedback that the connection offers were too long by significantly reducing the size of the template.	Q4 2017	Complete	●	●	●
	3.20	Develop draft connection offer template(s) incorporating improvements. Seek feedback from stakeholders.	With the help of feedback from relevant stakeholders we re-vamped our connection offer template letter for service connections, alterations and disconnections. The new offers have been updated to provide clarity of information thus helping recipients focus on important information. We will develop this theme further by utilising a similar approach to our other connection offer templates.	Q1 2018	Complete	●	●	●
	3.21	Implement revised connection offer template(s).	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due	●	●	●



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Identify areas of inconsistency and possible improvements in policies and procedures by surveying ICPs. Undertake survey of ICP customers to prompt for areas of inconsistency. Review results and take action as necessary holding a dissemination event.	4.1	Undertake survey of ICP customers to identify areas of inconsistency in either policies, application of policy and procedure.	We completed an email survey of ICP customers using the technical information website registration database. The survey was completed in April with comments requested back by the beginning of May.	Q2 2017	Complete	●	●	●
	4.2	Review results of survey and take action as necessary.	There was only one respondent to the survey. We therefore used the feedback from the ICP seminar on 1st June to identify areas of inconsistency.	Q2 2017	Complete	●	●	●
	4.3	Hold ICP / IDNO stakeholder workshop to obtain feedback on existing processes and procedures as well as communicate developments being made.	The ICP seminar held at Gloucester on the 1st June included discussions on policy issues and future plans for improvement. Information is available on our website <a href="#">here</a> .	Q2 2017	Complete	●	●	●
	4.4	Review feedback and make changes as required, prior to implementing developments and communicating to stakeholders.	We have consolidated and acted upon the list of inconsistent items as provided by our survey and the ICP seminar. This included making improvements to WPD policies relating to lightning protection, battery & charger specifications and multicore cables.	Q1 2018	Complete	●	●	●
Improve the processes and consistency in approach for design approval.	4.5	Meet with stakeholder group to obtain their specific feedback on their experiences with the design approval process identifying where improvements could be made and where best practice can be adopted.	WPD held an ICP seminar on the 1st June at our Gloucester depot to obtain feedback on a range of CiC themes, including the design approval process. In addition, specific meetings have been held with companies making high volume connections to obtain their specific feedback. The feedback has been reviewed along with developing potential changes to be subsequently shared with stakeholders.	Q2 2017	Complete	●	●	●
	4.6	Review the WPD processes in light of the stakeholder feedback. Identify improvements and where best practice can be implemented to improve consistency across WPD.	Feedback from the stakeholders who attended the CiC event on the 1st June has been reviewed. Some of the suggested improvements were already available, i.e. approval for standard designs. More detailed feedback was shared with the CiC stakeholders as per action 4.7 by the end of the year.	Q3 2017	Complete	●	●	●
	4.6.1	Review the Design Approval process to assess the feasibility of incorporating partial approval of scheme designs, facilitating commencement of certain works, where appropriate, prior to full design submission approval.	The current process for design approval was shared at the CiC event on the 28th November. From a WPD perspective, having a partial approval process was considered to be possible and the CiC stakeholders were invited to make suggestions on how this could be achieved.	Q4 2017	Complete	●	●	●
	4.6.1.1	If appropriate, establish policy and formal process to ensure consistency of approach across WPD. Communicate to stakeholders.	In addition to the communication at the CiC event on the 28th November, a revision to Standard Technique ST:NC2F has been issued to include a new option for Design Approval which allows a partial design approval staged process.	Q1 2018	Complete	●	●	●

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Improve the processes and consistency in approach for design approval.	4.6.2	WPD to establish internal performance reporting design approval activities to monitor performance compared to the guaranteed standard of performance backstop.	An internal draft report was published for all licence areas in December 2017. Following further testing and review, further development was required which is in progress and is planned to be complete by Q1 2018.	Q4 2017	Complete	●	●	●
	4.6.2.1	Publish design approval response times and communicate to stakeholders.	The performance of WPD with regard to design approval and rejection timescales using data to the end of February 2018 was shared with the CiC group on the 20th March at Gloucester. It was confirmed that WPD would publish the data after every quarter on a cumulative basis for the regulatory year. The first publication would therefore use the October 17 to March 18 data. There was no disagreement to this proposal from the ICPs present.  The performance report was published early April and is available to view <a href="#">here</a> .	Q3 2018 Revised target	Complete	●	●	●
	4.7	Share with stakeholders the response and proposed changes for their comment.	Information was shared with stakeholders at the CiC group on the 28th November. Improvement actions they suggest will be progressed under action 4.8.	Q4 2017	Complete	●	●	●
	4.8	Implement any proposed changes and communicate to stakeholders.	The proposal to include a partial design approval has been defined based on the feedback from stakeholders at the CiC group 28th November 2017. The final proposal was shared at the CiC group on the 20th March at Gloucester and there was no disagreement from the ICPs present.	Q1 2018	Complete	●	●	●
	4.9	Use survey results (action 4.1) to obtain ICP customers' specific feedback on the process identifying where there may be inconsistency and where improvements could be made.	The individual survey feedback has been reviewed but as there was only one respondent we combined the feedback with that received at the ICP seminar held on the 1st June for a broader view of the required improvements.	Q2 2017	Complete	●	●	●
Improve the information and processes in place to facilitate the self-design of substations by ICPs, particularly for DG connections where there are requirements for additional equipment such as Generator Constraint Panels, Active Network Management Panels and Intertrip Panels (and associated interface boxes).	4.10	Review the WPD processes in light of the stakeholder feedback. Identify improvements and where best practice can be implemented to improve consistency across WPD.	In response to the feedback, we published the "33kV Indoor Connection Guide" in the substation construction section of the technical information website/webpages and have offered generic designs for approval. There were no further specific issues identified with regards to substation design. However, the feedback did identify other areas for improving the LV and HV design processes such as a simplified HV design process for schemes meeting a pre-determined set of criteria.	Q3 2017	Complete	●	●	●

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<p>Improve the information and processes in place to facilitate the self-design of substations by ICPs, particularly for DG connections where there are requirements for additional equipment such as Generator Constraint Panels, Active Network Management Panels and Intertrip Panels (and associated interface boxes).</p> <p>Continuing the work started in the 2016/17 ICE workplan, complete trial of new proposals for an 'option 4' for ICPs/ IDNOs HV self-connections. Use feedback from engagement with ICP / IDNO stakeholders to make refinements as necessary. Rollout as business as usual trial across WPD and support the new process being put through the CiC CoP change proposals procedure as appropriate.</p>	4.11	Share with stakeholders the response and proposed changes for their comment.	A seminar was held in Bristol to cover changes to HV and small LV design policies for ICP designs. At this seminar the results of the survey and the actions we are taking were shared with ICP stakeholders. The details were also circulated to registered users of the Technical Information website/webpages.	Q4 2017	Complete	●	●	●
	4.12	Implement any proposed changes and communicate to stakeholders.	Standard Technique ST:SD4D was issued to simplify the HV design process for ICPs. This was published to the technical information website/webpages and users registered for email updates were notified of its publication.	Q1 2018	Complete	●	●	●
	4.13	Review the trial outcomes and assess whether refinements are required.	The learning from the trial has been reviewed and the relevant WPD standard techniques updated in draft form for final review.	Q2 2017	Complete	●	●	●
	4.14	Communicate final proposals to ICP / IDNO stakeholders.	At the ICP seminar on the 1st June we shared that the trial was successful and that we are finalising the internal documents prior to publishing. The WPD standard techniques incorporating "Option 4" were published on the 31st August. Therefore within WPD option 4 is business as usual. WPD's Tim Hughes updated the CiC COP group on the 19th September to inform them of our option 4. The stakeholder we have developed the process with will update the MCCG.	Q3 2017	Complete	●	●	●
	4.15	Implement as a business as usual trial process across WPD's four regions and raise awareness through WPD's website and communication to stakeholders.	The Option 4 process was rolled out as business as usual within WPD in July, ahead of the target date.	Q4 2017	Complete	●	●	●
	4.16	Support the submission of a CiC CoP change proposal to take this 'option 4' process forward as best practice to add to the CoP.	WPD liaised with a stakeholder for a proposed change to the CiC COP to incorporate Option 4. This was discussed with the governance group and the opinion of the group was that the current CiC COP potentially enables option 4. The opinion of the group has no impact on the availability of option 4 within WPD and therefore action 4.16 is concluded from a WPD perspective.	Q1 2018	Complete	●	●	●

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Identify ways to improve the speed and efficiency of processes where ICPs are looking to undertake self-design and approval activities, by consulting with stakeholders and identifying areas of best practice in other DNOs' services.	4.17	Engage with CiC stakeholders to seek feedback on current 'self-service' processes and on what improvements could be made.	WPD has engaged with two ICPs to review the CiC Self Service Process. The feedback was that the CIRT system used by WPD to manage these enquiries is not user friendly. As a result of these discussions WPD has agreed and trialled an email based process for handling these enquiries. The success of this revised process was reviewed in Q4 2017 and was subsequently made available to all ICPs in Q1 2018.	Q3 2017	Complete	●	●	●
	4.18	Assess feedback and develop action plan to make necessary improvements.	The feedback was assessed and the new email based process was rolled out as business as usual. No further action plan was developed.	Q3 2017	Complete	●	●	●
	4.18.1	Undertake a survey of ICPs to understand their views on the WPD CIRT system (from those who use it and those who do not). Use this feedback to inform CIRT developments and improvements.	A survey was undertaken to determine the extent to which CIRT is utilised and stakeholder views on the current system. Feedback has been received and reviewed.	Q3 2017	Complete	●	●	●
	4.18.1.1	Use CIRT survey feedback to develop a plan for further developments to online services for ICPs.	Following a review of the stakeholder feedback received, no further developments were proposed for the connections processes within the CIRT system. We developed an alternative plan for online services which was shared with stakeholders during Q1 2018, as per action 4.18.1.2. There were, however, proposed changes planned for CIRT in relation to legal and consents functionality for project tracking, as per actions 5.8 - 5.10.	Q4 2017	Complete	●	●	●
	4.18.1.2	Discuss with stakeholders the outcome of the survey and WPD's planned further developments to online services. Update plan as required based on stakeholder feedback.	WPD's Tim Hughes presented to stakeholders at the CiC Group regarding WPD's online presence and future development. The survey showed that many ICPs were not using CIRT. As a consequence, we have decided that CIRT will be retained but will not be further developed for the connections process. We will focus our attention on developing the online application process on our website.	Q1 2018	Complete	●	●	●
	4.18.1.3	Implement the planned improvements and communicate to stakeholders.	Continued in 2018/19 ICE Workplan.	Q4 2018	Not due	●	●	●

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Identify ways to improve the speed and efficiency of processes where ICPs are looking to undertake self-design and approval activities, by consulting with stakeholders and identifying areas of best practice in other DNOs' services.	4.18.2	WPD to review the LV Matrix for simple LV POC self-determinations to identify scenarios when it may fail. Investigate improvements to increase scenarios where matrix can be used to determine the POC.	Our review of the LV matrix showed that there was potential for it to preclude smaller single connections and multiple unmetered supply connections. We worked to review the LV matrix and add detail to include these specific enquiry types. Standard Technique ST:SD5F relating to connecting multiple small low voltage connections with limited network analysis was created and published both internally and on our Technical Information website/webpages in October 2017.	Q4 2017	Complete	●	●	●
	4.18.2.1	Publish new policy on the determination of POCs for multiple small connections (see action 4.18.3).	A new standard technique, ST:SD5F Connecting multiple small low voltage connections with minimum network analysis, was released in October. This provides the procedures to be followed for ICP/IDNO customers to determine their own point of connection for multiple new or augmented street furniture connections. A copy of the ST is available to customers on the WPD Technical Information website/webpages.	Q4 2017	Complete	●	●	●
	4.18.2.2	Liaise with ICPs where further improvements to the LV matrix can be made.	At our CIC Group on 1st November we shared our newly issued policy documents and invited feedback for potential improvements. At the event there were no specifics highlighted and ICPs were invited to provide feedback individually. At present there has been none so we will place our document on the normal WPD update and review regimes to ensure it remains current.	Q4 2017	Complete	●	●	●
	4.18.3.1	Produce and publish new guidance information to assist ICPs in understanding the options WPD make available for them to carry out unmetered connection activities. Communicate to stakeholders.	A guidance document including a flow chart on the steps to be taken to enable an ICP to carry out unmetered connection works has been published on the WPD website. It has also been emailed directly to ICP contacts and published on our internal intranet to enable colleagues to share the guidance with anyone contacting the business to enquire about this type of work. A link to the guidance document is available <a href="#">here</a> .	Q4 2017	Complete			●
	4.18.3.2	Produce and publish new policy to provide clarity on the design requirements for multiple unmetered connections and small metered connections. Communicate to stakeholders.	The new standard technique, ST:SD5F Connection multiple small low voltage connections with minimum network analysis, referenced in 4.18.2.1, also provides clarity on the design requirements for multiple unmetered connections and small metered connections. In addition to being uploaded to the WPD Technical Information website/webpages, it was emailed to users registered to that website and shared with stakeholders at the CIC Group on the 1st November 2017.	Q4 2017	Complete	●	●	●

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Identify ways to improve the speed and efficiency of processes where ICPs are looking to undertake self-design and approval activities, by consulting with stakeholders and identifying areas of best practice in other DNOs' services.	4.18.3.3	Seek feedback from ICPs on the published policy and guidance to identify any further improvements which may be required.	At our CiC Group on 1st November we shared our newly issued policy documents and took feedback for potential improvements. At the event there were no specifics highlighted and ICPs were invited to provide feedback individually. At present there has been none so we will place our document on the normal WPD update and review regimes to ensure it remains current.	Q4 2017	Complete	●	●	●
	4.18.4	Develop implement and communicate process for ICPs to be able to email self-service notifications as an alternative to WPD's CIRT online applications.	A process has been developed to enable an email based application route to notify self-service connections as per action 4.19 and the process flow chart has been emailed to ICPs. WPDs Mark Shaw reviewed the use of the e-mail based new connection process at the CCSG and the feedback was positive.	Q1 2018	Complete	●	●	●
	4.18.5.1	Review the WPD Technical Information website to identify improvements in access and navigation and content.	Whilst creating the guest access feature to the Technical Information website/webpages, we reviewed all content to remove scanned PDFs and improve the search features.	Q1 2018	Complete	●	●	●
	4.18.5.2	Create guest access on Tech info site to enable access to certain functionality without registration.	The guest function went live on the Technical Information website/webpages on 22nd August 2017. This enables users to access all areas of the website and associated documents. However, users can continue to register to the website to receive notifications of website updates and WPD event invitations.	Q3 2017	Complete			●
	4.18.5.3	Undertake full refresh of the Technical Information website to improve overall quality.	Following feedback from users the Technical Information website/webpages has been incorporated into the main WPD website. New functionality allows access without registrations and an improved layout. The new site can be found at <a href="http://www.westernpower.co.uk/Tech-Info.aspx">www.westernpower.co.uk/Tech-Info.aspx</a> or from the Western Power Distribution homepage via menu options Connections and Technical Information. A redirect is in place for the old address.	Q2 2018	Complete	●	●	●

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Identify ways to improve the speed and efficiency of processes where ICPs are looking to undertake self-design and approval activities, by consulting with stakeholders and identifying areas of best practice in other DNOs' services.	4.18.6.1	Make further improvements to the visibility and transparency of the inspection and monitoring regime: Revise the monthly report issued to ICPs, to provide more clarity/detail relating to inspection levels they are on for each activity.	We consulted with ICP stakeholders on the format of the monthly report. As a result of their feedback, we have made improvements to the visibility and transparency of the report, a key to the inspection levels has been added and the format has been improved to make the report clearer for the reader.	Q1 2018	Complete	●	●	●
	4.18.6.2	Provide further detail in reports to ICPs, e.g. include the number of inspections actually undertaken within the month and whether or not these were pass or fail.	We have further improved the reports by adding the total number of inspections carried out, the number of passes and any failures incurred. The reports have been amended to provide these details for a full twelve months on a rolling basis.	Q1 2018	Complete	●	●	●
	4.18.6.3	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.	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due	●	●	●
	4.18.7.1	Work with ICPs to understand where they have encountered inconsistencies in equipment specifications across WPD.	Discussion with ICPs has continued through the year. At the CiC Group on 20th March 2018 it was agreed that this action could be closed, although the route remains open for ICPs who spot any future inconsistencies.	Q1 2018	Complete	●	●	●
	4.18.7.2	Implement policy and process changes as identified to improve consistency of rollout of equipment specifications and changes.	Continued in 2018/19 ICE Workplan.	Q4 2018	Not due	●	●	●
	4.18.8	Establish a CiC Steering Group to inform and feedback on our improvement plans, meeting 3 times per year. In addition, undertake ad hoc ICP seminars on specific topics where required.	The first CiC Group meeting was held at Gloucester on the 28th November, with the terms of reference shared and dates for future meetings communicated. More information is available on our website <a href="#">here</a> .	Q4 2017	Complete	●	●	●
	4.18.9	Implement new process and procedure to facilitate self-determination of simple HV POCs within certain criteria of a standard matrix, without the use of HV design software packages. Develop new policy to facilitate the use of simplified load flow techniques for 11kV design.	A new standard technique, ST:SD4D The use of simplified load flow techniques for HV network design, was issued in October to provide the requirements for simplified load flow techniques for HV design. These techniques are available for use by both WPD staff and ICP/IDNO designers where the criteria are met.	Q1 2018	Complete	●	●	●



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						Demand <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
<p>Identify ways to improve the speed and efficiency of processes where ICPs are looking to undertake self-design and approval activities, by consulting with stakeholders and identifying areas of best practice in other DNOs' services.</p> <p>Establish guidance on contestability of telecoms works on connections scheme and investigate potential for extending contestability in this area</p>	4.19	Engage with CiC stakeholders to trial or test any improvements as required.	A number of sub-actions were developed under 4.18 to improve the processes where ICPs are undertaking self-design and approval activities. Where new or amended processes were developed, we worked with the ICP customers to trial these. One example is the email based application process developed as an alternative to WPD's online CIRT system. This was trialled with one ICP and IDNO prior to rolling it out to all CiC customers on a business as usual basis.	Q4 2017	Complete	●	●	●
	4.20	Implement improvement actions as required and communicate to stakeholders.	Where improvements have been identified, these have been developed and implemented. For example, the LV matrix was found to have a potential to preclude smaller single connections and multiple unmetered supply connections. We reviewed the LV matrix and added further detail to ensure it included these specific enquiry types. Improvements and amendments to processes have been communicated to the CiC customers via email communication, website updates and at the CCSG and CiC Group meetings.	Q1 2018	Complete	●	●	●
	4.21	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Feedback regarding the improvements made during 2017/18 has been requested at the CCSG and CiC Group meetings and in email communication. Feedback received has been positive and no further improvements have been identified for these areas.	Q1 2018	Complete	●	●	●
	4.22	Establish information and guidance the contestability of telecoms works for connections schemes, improving awareness and consistency.	Standard Technique ST:SD1G sets out the contestability of communications activities and clarifies what communications requirements we would expect for different sizes of generators and connections. In addition, we have published an updated guidance document, 33kV Indoor Connection Guide, which provides clarity on which elements of the telecoms activities are contestable and which are non-contestable. This is available to view <a href="#">here</a> .	Q1 2018	Complete	●	●	●
	4.23	Investigate potential to extend the scope of contestable telecoms activities and where appropriate establish ICE workplan actions to develop any identified extension.	We engaged with ICP and IDNO representatives in the consideration of extending the contestability of telecoms activities. Taking account of the interdependency between the various communication components and our ICP stakeholders not seeing a benefit to extending contestability further, we agreed that the contestability of telecoms would not be extended at this time. However, we will keep this under review.	Q2 2018	Complete	●	●	●

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Initiative	Action No.	Specific Actions to be undertaken	End of Year Status	Target Date (Calendar yr.)	Progress against target date	Market Segments		
						Demand <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
Investigate ways to improve the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works.	4.24	Investigate whether improvements can be made to streamline the process for ICPs undertaking LV live jointing works for unmetered connections.	We have reviewed the current process which was implemented a number of years ago. We have received both internal and external comments regarding the difficulties of using a spreadsheet based system. We have therefore agreed a plan of action to develop the LV live jointing process using an online based process. We presented our planned improvements to the CiC Group on 20th March.	Q1 2018	Complete	●	●	●
	4.25	If appropriate, consult with stakeholders on proposed process improvements.	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due	●	●	●
	4.26	Implement process improvements as required and communicate to stakeholders.	Continued in 2018/19 ICE Workplan.	Q4 2018	Not due	●	●	●
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.	4.27	Create and publish new high level guidance information and website area for ICPs. Include e.g. key contacts, processes signposted with where to find more information and what agreements are available. Communicate to stakeholders	Continued in 2018/19 ICE Workplan.	Q2 2018	Not due	●	●	●
Further to CCSG feedback, stakeholders have advised it would be beneficial to them if WPD were able to offer guidance on our preferred approach for when to use a wayleave or an easement for HV and EHV works.	5.1	Review preferred approach for when to use a wayleave or easement for connection schemes involving HV and / or EHV works with stakeholders.	Feedback from the ICP seminar in June demonstrated a lack of awareness of Standard Technique: EW1C_4 which is guidance provided by WPD to staff and ICP/IDNOs on when to use a wayleave or easement. Stakeholders were unaware that this document was available on WPD's Technical Information website/webpages. Stakeholders agreed that Standard Technique: EW1C_4 provides good guidance on our criteria for deciding whether a wayleave or easement is needed. As a result of this stakeholder feedback the profile of the guidance has been increased on our Technical Information website/webpages pages so that it is easier to find. Additionally, the document has been reviewed and improved to reflect WPD's current practices.	Q2 2017	Complete	●	●	●
	5.2	Assess feedback and refine WPD's approach as required. Update policy, guidance and training materials as required to ensure a consistent approach is applied across WPD regions, whilst maintaining any required element of flexibility for scheme specific issues.	WPD's wayleave vs easement matrix has been updated in accordance with customer feedback and incorporated into policy document ST:EW1C/5. Changes and the availability of the document have been communicated to all WPD wayleaves staff during staff seminar days.	Q3 2017	Complete	●	●	●
	5.3	Implement changes as necessary and communicate to stakeholders updating WPD Consents and Wayleaves information leaflet accordingly.	The new wayleave/easement decision matrix is available to customers on WPD's external website <a href="#">here</a> .	Q3 2017	Complete	●	●	●

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During 2016, following stakeholder engagement WPD evaluated their internal legal and consents performance monitoring and concluded to develop it into a formal process within WPD's Crown system, facilitating the establishment of internal standards of performance.	5.4	Create functionality within WPD's Crown system to replicate the performance monitoring developed in 2016, facilitating the development of reporting for external publication.	Development of Crown to provide the new functionality was completed on target for the end 2017. Internal training has been provided to relevant staff with WPD.	Q4 2017	Complete	●	●	●
	5.5	Engage with stakeholders on published performance information and consult on the setting of service level expectations.	Stakeholder feedback on performance was used as the basis for setting KPIs for internal staff and has been agreed with stakeholders.	Q4 2017	Complete	●	●	●
	5.6	Make improvements to publication of performance information as required and communicate to stakeholders.	Our Q4 2017 KPI report reflected a substitution of the 'Matters Completed Within 50 Days' KPI with 'Average Days to Complete'. Because it is expressed in terms of a specified number of days instead of a percentage improvement, we consider that Average Days provides a more useful measure for our customers. The new measure was included in the table of our Q4 2017 KPI performance which we publish on our external website. We have also used it in discussions during our stakeholder meetings in 2018.	Q1 2018	Complete	●	●	●
	5.7	Using stakeholder feedback, establish a set of internal standards of performance with service level targets. Publish and communicate to stakeholders.	We have developed KPIs and standards of performance for our internal staff. We have discussed and agreed these with our stakeholders.	Q1 2018	Complete	●	●	●
	5.8	Progress the development works to enable customers to access case by case data via WPD CIRT online connection application and tracking system.	Functionality to enable new connection customers to access data via CIRT is now complete. It will be reviewed at stakeholder meetings in 2018.	Q4 2017	Complete	●	●	●
Continuing the initiative from the WPD 2016/17 ICE Workplan, we will 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.	5.8.1	WPD will liaise with its lawyers to evaluate the viability of making on-line transaction information about the legal process available to customers.	Customer access to Geldard's' case management system will be available from the end of June 2018	Q4 2017	Complete	●	●	●
	5.9	Engage with Stakeholders to feedback on development and test the new functionality. Make identified improvements as required.	Continued in 2018/19 ICE Workplan.	Q3 2018	Not due	●	●	●
	5.10	Implement new CIRT functionality communicating to stakeholders with information and guidance.	Continued in 2018/19 ICE Workplan.	Q4 2018	Not due	●	●	●

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Initiative	Action No.	Specific Actions to be undertaken	End of Year Status	Target Date (Calendar yr.)	Progress against target date	Market Segments		
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<p>Following stakeholder feedback and performance monitoring analysis WPD have identified that interactions between WPD's solicitors and the customers' lawyers could be improved to achieve an overall "time to complete" improvement.</p> <p>Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.</p>	5.11	Develop new processes and procedures to improve interaction with customers' lawyers to reduce time to complete legals and consents.	Working closely with its external lawyers, Geldards, WPD has developed a package of proposals to facilitate a new way of working with its customers' lawyers. The proposed changes have resulted in a draft 'Collaborative Partnership Protocol' which is a summary of WPD's intentions to realign the WPD(Geldards) : customers' lawyer relationship towards recognition of the shared goal of completing legals quickly for the benefit of a common customer. WPD's intention is to increase the number of legal transactions completed within 50 days and we regard the Collaborative Partnership Protocol as a key component of this ambition. During our initial communication with customers at the ICP seminar we were pleased with the positive feedback. We also communicated the protocol to stakeholders at the CCSG and DG workshop.	Q2 2017	Complete	●	●	●
	5.12	Implement new processes and communicate to stakeholders.	WPD's new Collaborative Partnership Protocol is the means by which key changes to its legal process are being implemented. The Protocol went live on 1st October and has been communicated to stakeholders via bespoke leaflets for use by WPD staff and letters to customer' lawyers explaining the proposed changes. Full details of the Protocol are provided on its external website <a href="#">here</a> and also to internal WPD staff via its intranet.	Q3 2017	Complete	●	●	●
	5.13	Use performance monitoring data and stakeholder feedback to identify further improvement actions.	A series of measures have been introduced to enable measurement of the success of WPD's new Collaborative Partnership Protocol for the legal process. These will be used to assess the effectiveness of the new Protocol throughout 2018 and to identify potential problem areas or areas in need of further improvement.	Q4 2017	Complete	●	●	●

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Initiative	Action No.	Specific Actions to be undertaken	End of Year Status	Target Date (Calendar yr.)	Progress against target date	Market Segments		
						Demand <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
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.	7.6	Participate in the DCUSA working group on change proposal (DCP) 294 "Capacity Management following acceptance of Connection Offer" .	WPD has participated in the DCUSA working group on change proposal (DCP) 294 "Capacity Management following acceptance of Connection Offer". The group has now considered responses to the consultation. A draft Change Report was issued during February 2018 but it is not expected to be in a position to reach a vote and consequential Authority decision until May 2018.	Q4 2017	Complete	●	●	●
	7.7	Develop proposals for updates in policy and procedures to ensure network capacity is allocated and managed on a fair and efficient and non-discriminatory basis.	Proposals for capacity allocation and reservation have been drawn up in preparation for the consultation (see 7.7.1).	Q4 2017	Complete	●	●	●
	7.7.1	To assist with the development of proposals, issue a consultation on scenarios for demand capacity allocation and reservations and seek views on the fairest approach to be taken by WPD when dealing with connection and infrastructure scheme requests.	During Q4 WPD issued a consultation on capacity allocation and reservation, including proposals which could be implemented for a fair and consistent approach in dealing with capacity requirements for long term developments. The consultation request is available to view <a href="#">here</a> .	Q4 2017	Complete	●	●	●
	7.8	Seek stakeholder views on proposals making amendments as required.	The capacity allocation and reservation consultation closed on the 19th February 2018. The responses received have been reviewed and WPD will publish an update to the consultation during Q2 2018.	Q1 2018	Complete	●	●	●
	7.9	Implement proposals and any changes in line with the outcomes of DCP 294 and communicate to stakeholders.	DCP294 is now at voting stage. The closing date for voting is 17 April at which point a decision will be made as to whether the change proposed will be implemented. If the change proposal is implemented we will action any changes required as a consequence. As a consequence, we have set revised targets as shown.	Q1 2018	Q3 2018 Revised dates	●	●	●
	7.10	Obtain feedback from customers regarding the impact of the changes and to identify where any further improvements can be made.	Continued in 2018/19 ICE Workplan.	Q3 2018	Not due	●	●	●

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Initiative	Action No.	Specific Actions to be undertaken	End of Year Status	Target Date (Calendar yr.)	Progress against target date	Market Segments		
						Demand <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
Continuing the initiative from the WPD 2016/17 ICE Workplan, we will continue to develop a 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.	7.11	Provided that WPD are granted the derogation to our Connection Charging Methodology which has been requested, we will roll out trial arrangements and communicate to customers.	Ofgem is considering whether there is a need to re-consult. We are currently working with them to reach a solution.	Q3 2017	Q1 2019 Revised dates		●	
	7.12	Seek feedback from stakeholders participating in the trial.	See 7.11 above. We are dependent on Ofgem approval for the derogation to proceed and will then need to implement the trial. As a consequence, we have set revised targets as shown.	Q2 2018	Q1 2019 Revised dates		●	
	7.13	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.	Continued in 2018/19 ICE Workplan.	Q3 2018	Q1 2019 Revised dates		●	
Continue to develop and improve the engagement with Community Energy stakeholders and the information available to assist with their schemes.	8.1	Host 8 community energy workshops.	We have hosted 8 community energy events as planned throughout the 2017-18 regulatory year. Details of the events is provided on our engagement log within the ICE KPI report.	Q1 2018	Complete		●	
	8.2	Host a community energy site visit to a connected Community Energy site/innovation project.	A visit was completed on December 12th - Festive Feast with Regen & WPD at Castle Drogo hydropower and biomass system, available to view <a href="#">here</a> . The visit was completed after the original target date as previously arranged visits were unable to proceed as planned due to site safety concerns of the hosts.	Q4 2017 Revised date	Complete		●	
	8.3	Produce a video on storage.	A new video on Energy Storage is available to view on our website <a href="#">here</a> . Users registered to receive email updates on website changes were notified of the new video.	Q2 2017	Complete		●	
	8.4	Produce 4 community energy podcasts.	Four new podcasts have been published on our website relating to: engaging people into discussions about energy, South Dartmoor Community Energy discussing how they are reaching people who need support and guidance, Brendon Energy discussing what they have done and their future plans plus Ambition Lawrence Weston group discussing battery storage and solar projects to support residents. The podcasts are available <a href="#">here</a> .	Q1 2018	Complete		●	
	8.5	Provide a dedicated community energy page on the WPD website covering latest events, publications, videos, podcasts and content.	A new Community Energy Page is available on our website <a href="#">here</a> .	Q2 2017	Complete		●	



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Initiative	Action No.	Specific Actions to be undertaken	End of Year Status	Target Date (Calendar yr.)	Progress against target date	Market Segments		
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Continue with strategic network studies giving connection stakeholders visibility the level of investment, reinforcement and timescales required to address existing constraints, as well as the projected trends and development of low carbon technology by WPD region.	9.1	Complete strategic network study for the East Midlands.	The East Midlands study has been completed and information, including a summary of findings, is available to view on our website <a href="#">here</a> .	Q2 2017	Complete	●	●	●
	9.2	Hold stakeholder events on the outcomes of the East Midlands study with strategic output for the connection of demand and DG. Provide stakeholders with visibility of WPDs network scenario forecasts, investment strategy and highlighting significant issues.	A webinar was held on the 27th July presenting the results of the East Midlands strategic investment options study and discussing the outcomes for the region to 18 stakeholders. A copy of the slides, report and a recording of the webinar is available on our website <a href="#">here</a> .	Q3 2017	Complete	●	●	●
	9.3	Hold stakeholder events for the West Midlands Study targeting demand and DG customers.	An event was held on 23rd May for the West Midlands study. A copy of the presentation slides is available to view on our website <a href="#">here</a> .	Q2 2017	Complete	●	●	●
	9.4	Carry out West Midlands strategic network study.	The West Midlands Network Strategy Study was completed within Q4 2017, with the results subsequently published online <a href="#">here</a> .	Q4 2017	Complete	●	●	●
	9.5	Commence work on South West strategic network study.	Our South West Network Strategy Study was commenced in December, with the hosting of a stakeholder event in Exeter. This was attended by 32 participants representing a range of local authorities, developers and community groups. Our South West study information is published online <a href="#">here</a> .	Q4 2017	Complete	●	●	●
	9.6	Deliver a Distribution System Operability Framework document giving visibility of challenges facing the network and potential solutions as well as the impact on our future ability to facilitate a flexible, economic, efficient and secure network. Use this document as a tool to engage and inform connection stakeholders.	The Distribution System Operability Framework was published on our website on 13th September and is available to view on our website <a href="#">here</a> . This information was disseminated to an audience of approximately 150 key stakeholders at our DSO Strategy Launch event on the 14th September.	Q3 2017	Complete	●	●	●

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						Demand <sup>1</sup>	DG <sup>1</sup>	UMS <sup>1</sup>
Continue to engage with stakeholders on the role of the DSO.	10.1	Attend and present at stakeholder events to inform stakeholders on our current progress towards becoming a DSO, giving connection stakeholders an opportunity to inform key priority areas for WPD.	WPD have attended and presented at a number of events, both hosted by WPD and hosted by third parties, to inform stakeholders on our current progress towards becoming a DSO. These events are detailed in the WPD engagement log within the WPD ICE KPI summary.	Q1 2018	Complete	●	●	●
	10.2	Publish a DSO strategy document and communicate to stakeholders.	During the summer of 2017, we issued our DSO consultation document, seeking views from a wide range of stakeholders on our proposed DSO transition strategy. Following a number of engagement events attracting over 250 participants, we summarised our findings in a document published in November. Subsequently, we released a revised DSO transition strategy in December, which reflected all the feedback received.	Q2 2017	Complete	●	●	●
	10.3	Delivery of 2017 ANM zones to schedule, communicating status to stakeholders via WPD website.	As at 31 December 2017 we are providing new connection offers as per the stated schedule on our website. Construction of ANM schemes is proceeding as planned and further information can be found on our website <a href="#">here</a> .	Q4 2017	Complete	●	●	●
Deliver ANM zones, facilitating further alternative connections.	10.4	Develop forwards plan for rollout of ANM zone from 2018 onwards in conjunction with Stakeholders.	Review of ANM proposals completed with 8 new zones identified for delivery from 2018 onwards. These were developed with stakeholders through annual engagement activities including the customer panels.	Q2 2017	Complete	●	●	●
Develop and trial the use of alternative connections for demand and storage connections.	10.5	Develop arrangements including policy, offer letters and connection agreements to facilitate alternative demand / storage connections for HV / EHV connections.	We have developed our constraint panels to accommodate demand constraints. We explored the possibility of demand ANM with some specific battery storage sites. Policy documents reflect these arrangements and new offer letters and agreements to help facilitate demand/storage alternative connections are available for use by WPD staff.	Q4 2017	Complete	●	●	
	10.6	Trial new arrangements with customers or as part of an innovation project and communicate results to stakeholders.	An alternative offer for a demand connection was made for a site in Lincoln. The generator constraint panel has been developed and is now fitted as standard with all DG, storage or demand connections opting for ANM/soft inter trip solution.	Q1 2018	Complete	●	●	

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WPD will develop policy and procedures to incorporate storage schemes into WPD's policy ST:SD1E covering G100 (Technical Guidance for Customer Export Limiting Schemes) process. WPD to also investigate the extension of storage generation to "timed" alternative connections.	10.7	Develop policy and procedures to incorporate storage schemes into WPD's ST:SD1E policy document at EHV/ HV. investigate the extension of "timed" alternative connections policy to storage generation.	WPD's policy POL:SD10 has been updated to include storage customers in the scope of Alternative Connection offers. No further updates were then required to ST:SD1E.	Q2 2017	Complete	●	●	●
	10.8	Publish ST:SD1E policy and disseminate to stakeholders.	Standard technique ST:SD1E is available to view on the WPD Technical Information website/webpages <a href="#">here</a> .	Q1 2018	Complete	●	●	●
	10.9	Specify the requirements for connection equipment, the policy and contractual agreements for connection customers.	Policy POL:SD10 has been updated to include storage customers in the scope of Alternative Connection offers. No further updates were then required to ST:SD1E.	Q1 2018	Complete	●	●	●
	10.10	Use ENTIRE NIA project to raise DSR awareness via our Flexible Power campaign.	The ENTIRE project has continued to proceed to plan. Customer awareness has been raised through dedicated website, social media accounts and at stakeholder events. More information is available at <a href="http://www.flexiblepower.co.uk">www.flexiblepower.co.uk</a> .	Q4 2017	Complete	●	●	●
Raise the awareness of Demand Side Response (DSR) for existing and new connection customers, through innovation trials.	10.11	Ensure customer awareness, when deciding on whether to progress with an alternative connection, of the suitability of alternative connections for use in flexibility markets. Develop information for WPD website and alternative connection offers.	The flexible power website has been updated to include an FAQ on the unsuitability of some types of alternative connections for our DSR programmes. This can be viewed at <a href="http://www.flexiblepower.co.uk/FAQ.aspx">www.flexiblepower.co.uk/FAQ.aspx</a> .	Q4 2017	Complete	●	●	●

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<p>Begin to establish visibility platforms for suppliers, aggregators and customers to allow the development of flexibility services shared between DSO and Transmission System Operator (SO).</p> <p>Investigate whether further improvements to the connection process queue management are required for storage connection schemes.</p>	10.12	Trial giving visibility to DSO service requirements via our Entire NIA project, advertising the trial and communicating with connection stakeholders.	The ENTIRE project has now concluded the Expression of Interest stage with many DSR providers showing interest in providing WPD with services across out 14 Constraint Managed Zones.	Q4 2017	Complete	●	●	●
	10.13	Develop NIC bid for a DSR forecasting system for a trial in 2018 with the aim of providing a standardised estimate of flexibility services for prospective customers.	The NIC funding bid, named "Project EFFS", has been awarded funding and is available to view on Ofgem's website <a href="#">here</a> . This project will explore in detail the additional functionality required as a DSO to evaluate the potential options and implement systems that provide new functionality. This will include creating weather adjusted forecasts, evaluating the suitability of flexibility services, communicating flexibility service requirements and creating commercial agreements, executing flexibility services and sharing information with interested parties to avoid conflicts in flexibility service use.	Q3 2017	Complete	●	●	●
	10.14	Clarify the application of cost apportionment rules for storage applications.	A section on the apportionment of reinforcement costs has been included within the energy storage guidance document published under Action 6.2 on our website <a href="#">here</a> .	Q2 2017	Complete		●	
	10.15	Clarify the application process when an existing generator connection application is supplemented with a request to add storage.	WPD's guidance document on allowable changes to connection applications has been updated to provide clarity surrounding customer requests to supplement an existing generator connection application with energy storage. Subject to existing qualifying criteria, where there is an interactive queue, customers will be able to retain their place in the queue for the initial generation application but will be required to accept an additional conditional offer for the energy storage that will reference a lower queue position.	Q2 2017	Complete		●	
	10.16	Update guidance/summary of policy to website and communicate to stakeholders.	The guidance document is available to view on WPD's website <a href="#">here</a> . Attendees from WPD's last DG Workshop, CCSG members and DER Steering Group members have all been informed and requested to provide feedback.	Q2 2017	Complete		●	

