

CiC Group Meeting

Notes from the meeting held 20th November 2018 at WPD's Gloucester office

Present:

Steve McElveen – SMS
Simon Dawson - GTC
Lawrence Wall – Power On Connections

Simon Pett – WPD Network Services Manager
Paul Jewell – WPD Policy Manager
Tim Hughes – WPD Connection Policy Manager
Vanessa Buxton – WPD Connection Policy Co-ordinator

1. Introduction

Simon Pett introduced the agenda for the day.

2. Purpose of the Group

The Terms of Reference have been emailed out prior to the meeting. If you require a new copy, it can be obtained from our website [here](#).

The objectives of the group will be to:

- Update on progress
- Identify improvement areas
- Share ideas and options for improvements
- Develop agreed action

3. Update

Simon gave a high level update on the outstanding initiatives for CiC within our ICE workplan. The October update to our 2018/19 Workplan has been published, along with the 2018 Looking Back and Looking Forward report. These can be viewed [here](#).

Previously Simon raised the stakeholder request to expand the disconnection options available to ICPs, e.g. for multiple property refurbishment schemes. To date, no ICP has come forward to undertake this work and refine the processes. The proposals are contained in the slides from the CiC event on the 24th July 2018 available on our website [here](#) if any ICP wishes to take this further.

A review has been undertaken of design approval rejections. No obvious trends, a few themes were seen but not in enough volume to warrant a review of policy or process. All reasons for rejections are communicated back to the applicant, so if stakeholders find they

have specific issues for design approval rejections, please let us know. One stakeholder raised the earthing issue, advising it is not always clear if a site is hot or cold and the timescale to receive responses when queried can cause delays. It was noted that another DNO advises if a site is hot/cold within their connection offer but does not provide technical detail until the offer is accepted.

Stakeholder feedback received was that the manager details within the connection offer is useful and they are encouraging other DNOs to follow suit. Query raised regarding publishing team details and contacts online.

Actions for WPD:

- Connection policy to investigate the information provided on hot/cold sites to determine any improvements which can be made at connection offer stage.
- SP to investigate improvements to the published area contact information.

Actions for stakeholders:

- ICPs to contact Simon Pett should they wish to undertake disconnection works currently out of scope.

4. Engineering Policy

Paul Jewell provided an update including superfast electricity – creating a larger network, such as three phase domestic services, in preparation for future demand. A trial scheme is currently underway in Wales. We anticipated providing three phase to the property but some housebuilders are interested in creating three phase internal wiring. Stakeholder query on whether this would reduce the number of services which can be taken from a single joint. Paul advised yes at the moment but we are looking into future development of jointing to accommodate multiple three phase connections.

Stakeholder query on when WPD are likely to move to a standard 3Ø service model. Paul advised that we are installing under trial over the next 6 months and will consider policy changes alongside this.

A move is also being made to provide 3Ø streetlight connections to enable a light to also have capability of EV rapid charging and 5G/communications. However, at the recent Local Authority EV events there was more interest in hubs within car parks rather than on street equipment.

The electric nation trial has identified that new users charge more regularly in the first month and then relax to charging every 2-3 days which could allow usage to be diversified.

5. Connection Policy

Tim Hughes provided an update on the improvements we are making to online services for ICPs/IDNOs, including the new online tool for making an application and submitting work notifications and completion certificates. Stakeholder query on whether the dashboard view would be for the company rather than the individual logging in. WPD confirmed regardless of who logs in they should view a company dashboard for all schemes.

Stakeholder query on whether the new processes are optional. WPD advised the application process is optional and will work alongside CIRT, email process, application forms and contact centre telephone calls as another tool to submit application requests. For the notification and completion certificate process, there is currently only a spreadsheet based process which is labour intensive. The intention is to replace the spreadsheet process with the new online process.

Stakeholder query on whether changes can be made to selections at application stage, e.g. if select for WPD to undertake the jointing can the ICP change to carry this out themselves. WPD advised the decisions at applications stage are to determine what works and costs to include in any connection offer. If changes are required, these should be discussed with the local team in a timely manner to enable changes to the connection offer (pre-acceptance) or a variation to be issued (post-acceptance). However, changes cannot be resubmitted via the online tool.

Tim provided an update on the Electricity (Connection Offer Expenses) Regulations (A&D fees) regarding ongoing industry discussions around differences in delivery of the regulations by the DNO's. We have committed to a new ICE initiative to provide more clarity on our charges. In addition, we are in discussion with other DNO's to understand the differences in application – this is not to align charges but to consider, for example, which elements of works are included in the pre-acceptance fee.

One stakeholder advised they are now encouraging customer's to apply directly where A&D fees apply so that they receive one fee rather than multiple fees for difference ICP applications.

Tim updated on the allowable changes, industry good practice guidance has now been published and WPD will therefore be publishing a revised version of our own guidance document. A link will be issued to CIG members once available.

Tim provided an update on the capacity allocation and reservation consultation, for which we are now in a period of developing changes in policy. One stakeholder advised they would like to see sensible solutions in timing of capacity ramp up and delivery of works, e.g. recognising that a new primary may not be required for the first 5 years of capacity increase.

Actions for WPD:

- Issue a link to the WPD allowable changes guidance document when available

6. AOB

One stakeholder raised a query on whether templates could be provided for the completion of BCA/Adoption Agreements. Some other DNO's provide template documents with editable sections.

Actions for WPD:

- Investigate whether self-completion of agreements is a viable option

7. Summary

Simon summarised the output from the day. It was highlighted that there is some duplication from the CCSG and there are various stakeholder events across the WPD area covering specific topics such as local investment plan, electric vehicles and licence wide growth events focussed on demand and generation. As the CiCG is a subordinate group to the CCSG a number of stakeholder sit on both group. When the CiCG was first established there were a number of issues to be discussed and attendance was good. Over a year later, attendance is currently low, which may be a result of issues having been dealt with or stakeholders having alternative methods of discussing outstanding issues, such as via the senior manager point of contact.

A stakeholder suggested it would be useful to communicate with previous attendees to highlight the progress that has been made since the summer of 2017 and to invite suggestions for further areas to work on.

WPD agreed to proceed with a meeting in March as planned to update on year end for ICE initiatives, delivery of capacity reservation changes and obtain feedback for the 2019/20 ICE workplan. In the interim, WPD will investigate non-attendance with ICP and IDNO representatives and a decision on the future of the forum will be made in 2019.

Actions for WPD:

- Contact ICP and IDNO representatives to obtain feedback on the CiCG with a view to reviewing its availability or frequency

7. Wrap up and next steps

Simon asked if there are any topics required for future meetings and areas for improvement for the 2019/20 ICE Workplan. No specific areas identified. If stakeholders do identify any areas, please forward them to Simon Pett.

Future CiC Group meetings:

	Suggested areas for discussion
March 2019 – date to be confirmed	TBA