

Ofgem Incentive on Connections Engagement 2017/18

Workplan

Update Q4 October-December 2017

WPD ICE Workplan 2017 / 18 Q4 Update

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
1. Availability of information	Continue to develop and improve on the work done in 2016/17 to provide information on outages and constraints for generators.	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	Q1 2018	Not due	
			1.2	Develop and agree action plan with forum members to identify further improvements.	Q1 2018	Not due	
			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.	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.	Q2 2018	Not due	
	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.	Q4 2017	Complete	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 will be presented to the DG owner/operators during Q1 2018.
			1.4	Develop process as required, and seek feedback from forum members.	Q1 2018	Not due	
			1.5	Carry out trial as required. Use outcomes to develop any further improvements before rolling out as business as usual.	Q1 2018	Not due	
			1.6	Finalise processes following trial outcomes and communicate to WPD and Stakeholders	Q1 2018	Not due	

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1. Availability of information	Continue to develop and improve on the work done in 2016/17 to provide information on outages and constraints for generators.	Extend website DG owners portal functionality to include the ability for 11kV generation details to be updated and accessed.	1.7	Develop and implement additional website functionality	Q2 2017	Complete	Facility available for DG owners to notify WPD via the DG portal to include updates to 11kV sites.
			1.8	Communicate to stakeholders and provide guidance as required.	Q2 2017	Complete	Website DG portal 'getting started' guide issued at the DG forum on 27th April 2017.
		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.	1.9	Present information at DG owner / operator forum and facilitate further discussion as required.	Q2 2017	Complete	Presentation by WPD's Peter Aston on power factor to the DG forum on 11th July 2017.
			1.10	Publish presentation on WPD website and communicate to wider stakeholders	Q3 2017	Complete	A copy of the power factor presentation is available to view on our website here . An email was issued to all users registered for website updates to notify them of it's availability.
			1.11	Present at DG owner / operator forum. Use feedback to develop information further as required.	Q3 2017	Complete	Maintenance presentation to the DG forum on the 27th April 2017 by WPD's Sean Sullivan. Verbal feedback following the presentation was received at the forum on 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.
		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.	1.12	Publish information on the WPD website and communicate to stakeholders.	Q3 2017	Complete	Presentation published on WPD's website, available to view via the link for Action 1.10, and communicated to DG forum members.

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1. Availability of information	Continue to develop and improve on the work done in 2016/17 to provide information on outages and constraints for generators.	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.	1.13	Develop information and additional website functionality	Q1 2018	Not due		
			1.14	Share with stakeholders to gain feedback and make further changes as required	Q1 2018	Not due		
			1.15	Implement new functionality and communicate to WPD and stakeholders with guidance.	Q1 2018	Not due		
			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.	Q1 2018	Not due		
			Record and report on the quantity of generation loss caused due to WPD and National Grid system outages.	1.17	Develop report with DG owner / operator forum.	Q1 2018	Not due	
				1.18	Publish lost generation report on WPD website and communicate to stakeholders	Q2 2018	Not due	

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1. Availability of information	WPD should improve the information available on the WPD website and make it easier to navigate and locate.	Review and implement changes to the WPD website to improve the 'Connections' pages by simplifying navigation and overhauling presentation.	1.19	Develop a suite of revised connections web pages for initial testing and discussion	Q3 2017	Complete	We have engaged with our website developer to create an initial set of revised connection webpages which will be shared with our stakeholders for review during Q4 as per action 1.21.
			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.	Q4 2017	Complete	An interactive costing tool is available on our website here . This enables users to develop a simple budget estimate following a few short questions.
			1.21	Provide stakeholders with access to the web pages in development for them to review and provide feedback.	Q4 2017	Complete	Links to view proposed website improvements have been issued to a number of stakeholders in December to review and provide feedback.
			1.22	Review stakeholder feedback and implement any changes as required.	Q1 2018	Not due	
			1.23	Publish updated connections web pages and communicate to stakeholders	Q1 2018	Not due	
			1.24	Review reaction to revised web pages by implementing a 'pop-up' survey on the website	Q1 2018	Not due	

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1. Availability of information	Continue to improve the Statement of Works (SoW) process and the information provided to customers at each stage from pre-application to connection.	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.	Q2 2017	Complete	Customers surveyed with positive feedback received from those that responded. A feedback report has been drafted and will be published during Q4 2017.
			1.26	Develop further improvements to SoW information on our web site based on feedback	Q4 2017	Complete	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 continue to refine this process.
			1.26.1	Develop internal training package for WPD designers / planners. Deliver this training to raise awareness and ownership of SoW & Transmission issues.	Q1 2018	Not due	
			1.26.2	Survey customers for feedback of designer / planner SoW awareness.	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)	Q2 2017	Complete	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 as it is incorporated into the application response.
			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	Q2 2017	Complete	SoW guidance document produced which includes questions frequently asked by our stakeholders. This guidance has been published on the WPD website here and the web link will be provided to all applicants for generation greater than 1MW.
			1.29	Provide customer with the outcome of the SoW within 7 weeks of acceptance of their offer.	Q2 2017	Complete	Letters are being sent from the SoW team. System changes have been completed to enable monitoring against the target and will be published from Q1 2018 onwards.

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1. Availability of information	Make further improvements to the mapping information provided by WPD in relation to DG capacity and constraints including fault level; the connection of storage schemes (demand and export requirements); SoW information.	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.	Q2 2017	Complete	Stakeholders have welcomed involvement in joining a steering group. Development of the connection network data pages is progressing and the first group forum was held in early September 2017.
			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.	Q3 2017	Complete	<p>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 DG Owner/Operator forum in July.</p> <p>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 DG 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.</p>
		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.	Q3 2017	Complete	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 information was released to our website at the end of September.	
		1.33	Replicate generation data table information on a web based map to facilitate easier navigation and location of network capacity and constraints.	Q4 2017	Complete	The Network Capacity Map now holds 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.	
		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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1. Availability of information	Make further improvements to the mapping information provided by WPD in relation to: DG capacity and constraints including fault level; the connection of storage schemes (demand and export requirements); SoW information.	Develop a map based traffic light system to inform customers of where capacity for both demand and generation is either available or constrained.	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	Q1 2018	Not due	
			1.35	Replicate demand data table information on a web based map to facilitate easier navigation and location of network capacity and constraints.	Q1 2018	Not due	
			1.36	Publish reinforcement plans with network benefits on bi-monthly basis with a notification sent to customers registered to receive website update emails.	Q1 2018	Not due	
			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.	Q1 2018	Not due	
			1.37.1	Investigate technical options to enable constraint map data to be downloaded for use on external systems.	Q2 2018	Not due	
			1.37.2	Publish data in available format(s).	Q3 2018	Not due	
			1.37.3	Contact and assess feedback from those who accessed data.	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.	Q1 2018	Not due	

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1. Availability of information	Make further improvements to the mapping information provided by WPD in relation to: DG capacity and constraints including fault level; the connection of storage schemes (demand and export requirements); SoW information.	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.	Q1 2018	Not due	
			1.40	Consult with stakeholders on information and timescales required for data to be provided to undertake stability studies.	Q4 2017	Complete	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.
	New Feedback: WPD should voluntarily make commitments regarding the time for delivery of network stability studies on DG schemes	New Initiative: 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.	Q1 2018	Not due	
			1.42	Review with those customers provided with data, the adequacy and timely delivery of information. Identify any further improvements which may be required.	Q3 2018	Not due	
	New Feedback: WPD should provide more information to help customers better understand the potential Use of System charges for their connection projects	New Initiative: Produce guidance to help customers better understand Distribution Use of System (DUoS) charges for their connections and a rough guide to future charges for DGEHV 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.	Q1 2018	Complete	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 here .
			1.44	Hold a webinar on distribution charging including opportunity to obtain feedback on distribution charging guide.	Q1 2018	Not due	

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1. Availability of information	New Feedback: WPD should produce an electric vehicle guide in line with DNO best practice	New Initiative: 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	Q1 2018	Complete	Having reviewed other DNO guidance on connecting Electric Vehicles, WPD have produced a similar guidance document for publication on our website.
			1.46	Publish guidance on WPD website and communicate to stakeholders	Q3 2018	Not due	The Electric Vehicle leaflet was published in November 2017 and is available to view here .
	WPD should continue with the senior manager point of contact initiative to offer to further customers.	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 manager points of contact to customers as requested and communicate service to customers via stakeholder communications.	Q1 2018	Not due	
			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.	Q2 2017	Complete	Following a couple of meetings with one of our stakeholders, we are trialling an email based application process during Q3 2017. This process will, if successful, supplement the existing methods of the applications process and be opened up to other stakeholders.
2. Customer Service	WPD should make further improvements to the application process and documentation, assessing best practice amongst other DNOs.	WPD to engage with stakeholders to identify best practice and improvements to WPD's connection application process and documentation and implement improvements.	2.3	Develop improvements and share with stakeholders to obtain feedback.	Q4 2017	Complete	Two new application forms were developed and the changes shared with stakeholders. One is for small services of up to 4 domestic dwellings or a single commercial supply maximum 100A. The other is for 5+ domestic dwellings, multiple commercial and/or supplies greater than 100A.
			2.4	Implement improvements as required and communicate changes to stakeholders.	Q4 2017	Complete	The two new application forms have been implemented for use and published on the WPD website. 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.

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2. Customer Service	WPD should make it easier to contact the appropriate WPD 'expert' to discuss specific technical issues on connections schemes to obtain a quicker agreed solution, reducing the need to go through intermediaries.	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.	Q2 2017	Complete	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 therefore the most effective way of putting the relevant expert in contact with that stakeholder.
			2.6	Implement new processes and facilities identified as required.	Q4 2017	Complete	Following review it has been decided that the most effect access to an 'expert' is either through the local WPD contact or the Senior Manager Point of Contact. This solution has been discussed with stakeholders and they were happy with the proposal.
			2.7	Communicate to stakeholders and obtain feedback to assess impact and where further improvements might be required.	Q4 2017	Complete	An email has been issued to stakeholders letting them know the outcome regarding access to a WPD 'expert' on 21st December 2017.
			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.	Q3 2017	Complete	Feedback from the CCSG, senior manager point 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.
	WPD should improve communication post acceptance of a scheme so that customers know where they are in the connections process	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.	2.9	Develop systems and processes as required to deliver improvements in post-acceptance communications.	Q4 2017	Complete	WPD has produced processes which will be presented by WPDs Network Service Manager, Mark Shaw, at the CCSG in February 2018.
			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'.	Q4 2017	Complete	LV, HV and EHV process flow charts have been created which will be available externally by the end of Q1 2018 as per action 2.10.
			2.10	Implement new processes and procedures and communicate to stakeholders.	Q1 2018	Not due	
			2.11	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q1 2018	Not due	

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2. Customer Service	WPD should continue to identify improvements to the service provided post-acceptance of the connection offer	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 manager points of contact and customer surveys to identify common issues raised by customers.	Q1 2018	Not due	
			2.13	Continue to request feedback from the CCSG on where further customer service improvement can be made.	Q1 2018	Not due	
			2.14	Develop further sub-actions in the ICE Workplan to respond to the feedback from our major customers and the CCSG.	Q2 2017	Complete	We have received specific feedback from one stakeholder and have a further meeting with a separate stakeholder during Q3 to further understand what WPD needs to put in place to improve post acceptance communication. We will focus on developing proposals during Q3 for delivery in Q4.
			2.15	Implement new actions as required.	Q4 2017	Complete	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.
			2.16	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q4 2017	Complete	Following implementation feedback has been sought from stakeholders and their feedback is positive at this stage.
	New Feedback: WPD should improve engagement with Local Authorities and Local Enterprise Partnerships (LAs & LEPs) regarding connections and long term plans.	New Initiative: 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.	Q4 2017	Complete	A new web page that provides information for local government authorities and local enterprise partnerships is available at www.westpower.co.uk/About-Us/Our-Business/our-network/network-Development.aspx 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.
			2.18	Write to all LA and LEP leaders to explain the information and engagement options made available to them by WPD.	Q4 2017	Complete	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.

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3. Connection Offers & Agreements	Implementation of assessment and design fees for connection applications / offers.	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.	Q4 2017	Complete	BEIS is still considering the responses to the A&D fees consultation that closed on 2nd November. They have indicated that the statutory instrument could be laid before Parliament by the end of February 2018 so it is still possible the changes could take effect in April 2018.
			3.2	Identify actions required to meet the Statutory Instrument.	Q1 2018	Not due Revised date	
			3.3	Ensure WPD have the policies and processes in place to implement the actions identified.	Q1 2018	Not due Revised date	
			3.4	Engage with stakeholders to share the new processes at events such as the CCSG workshops.	Q1 2018	Not due Revised date	
			3.5	Publish and communicate new processes and transition arrangements to stakeholders	Q1 2018	Not due	
			3.6	Implement the changes into business as usual following the SI coming in to force.	Q2 2018	Not due	
	WPD to implement the changes to the Electricity (Connection Charges) Regulations (ECCRs).	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.	Q2 2017	Complete	The changes have been communicated directly with ICPs and IDNOs along with a pro-forma to provide WPD with customer details for future rebates. An ECCR webpage has been created on our website here to inform customers of the changes. Those registered for website updates have been notified of the new webpage by email.

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3. Connection Offers & Agreements	WPD should provide site specific information for a connection scheme such as the connection agreement terms, earlier in the process.	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	3.8	Seek feedback from stakeholders on process of issuing draft connection agreements for DGEHV connections.	Q3 2017	Complete	Letters have been sent to DGEHV customers issued with draft connection agreements to seek feedback on the process prior to roll out across DGHV and alternative DG connections.
			3.9	Review feedback and assess whether changes to process are required.	Q3 2017	Complete	The feedback received did not highlight any specific issues therefore we do not anticipate making any significant changes to the process for extending availability.
			3.10	Make any necessary process changes and rollout to DGHV and alternative DG connections, communicating new process to stakeholders.	Q4 2017	Complete	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.
			3.11	Invite feedback from stakeholders on new process and review to assess if any further improvements are required.	Q1 2018	Not due	
	Combined feasibility / offer process for DG connections: develop and implement a process to utilise feasibility application date in offer interactive queue.	Continue with trial Study & Offer process and implement as BAU	3.12	Review extended trial of Study and Offer using internal feedback to assess where any improvements to process and procedure might be made.	Q2 2017	Complete	Review complete and those connection customers that used the process have provided positive feedback. Still limited uptake of this process. It will be rolled out as BAU by the end of Q3 2017.
			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.	Q2 2017	Complete	Feedback form issued with only a limited response which was positive. Process to be rolled out as BAU.
			3.14	Based on feedback, develop and implement recommendations.	Q2 2017	Complete	To be rolled out as BAU Q3 2017.
			3.15	Implement Study and offer process as BAU.	Q3 2017	Complete	Study & Offer has now been made business as usual across all 4 DNO 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 here .

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3. Connection Offers & Agreements	New Feedback: WPD should provide more certainty of cost upon acceptance, in relation to major connection schemes.	New Initiative: 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.	Q1 2018	Not due	
			3.17	Publish information and report on options following consultation.	Q2 2018	Not due	
			3.18	Seek stakeholder feedback on information. Identify and develop further actions as appropriate.	Q2 2018	Not due	
	New Feedback: WPD should improve the presentation of offers in line with best practice by other DNO's.	New Initiative: 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	Q4 2017	Complete	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.
			3.20	Develop draft connection offer template(s) incorporating improvements. Seek feedback from stakeholders	Q1 2018	Not due	
			3.21	Implement revised connection offer template(s)	Q2 2018	Not due	

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4. Competition In Connections	Continue to improve CiC processes and procedures in line with stakeholder feedback.	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.	Q2 2017	Complete	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.
			4.2	Review results of survey and take action as necessary.	Q2 2017	Complete	There was only one respondent so we have used the feedback from the recent CiC event at Gloucester to augment the responses and views.
			4.3	Hold ICP / IDNO stakeholder workshop to obtain feedback on existing processes and procedures as well as communicate developments being made.	Q2 2017	Complete	A CiC stakeholder event held at Gloucester on the 1st June included discussions on policy issues and future plans for improvement.
			4.4	Review feedback and make changes as required, prior to implementing developments and communicating to stakeholders.	Q1 2018	Not due	We have consolidated and acted upon the list of inconsistent items as provided by our survey and the stakeholder workshop. As a result we have been able to make some quick changes to some areas of our policies but the area of constraint panels is one where we need to take more actions to provide the consistency that the customers require. An update has been issued to all registered users of the Technical Information website.
		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.	Q2 2017	Complete	WPD held a stakeholder event 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 is being reviewed along with developing potential changes to be subsequently shared with stakeholders.	
		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.	Q3 2017	Complete	Feedback from the stakeholders who attended the CiC event on the 1st June has been reviewed. Some of the suggested improvements in the feedback highlighted areas where existing processes were not widely known, for example approval for standard designs. More detailed feedback is to be shared with the CiC stakeholders as per action 4.7 by the end of the year.	
		Improve the processes and consistency in approach for design approval					

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
4. Competition In Connections	Continue to improve CiC processes and procedures in line with stakeholder feedback.	Improve the processes and consistency in approach for design approval	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.	Q4 2017	Complete	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 could be possible and the CiC stakeholders were invited to make suggestions on how this could be achieved. The suggestions from stakeholders will be considered by WPD and responded to.
			4.6.1.1	If appropriate, establish policy and formal process to ensure consistency of approach across WPD. Communicate to stakeholders.	Q1 2018	Not due	
			4.6.2	WPD to establish internal performance reporting design approval activities to monitor performance compared to the guaranteed standard op performance backstop.	Q4 2017	Complete	The ability to obtain the management information has been trialled within on licence area. The internal report is planned to be available for the end of the year for all WPD licence areas.
			4.6.2.1	Publish design approval response times and communicate to stakeholders	Q1 2018	Not due	
			4.7	Share with stakeholders the response and proposed changes for their comment.	Q4 2017	Complete	Information was shared with stakeholders at the CiC event on the 28th November. Improvement actions they suggest will be progressed under action 4.8.
			4.8	Implement any proposed changes and communicate to stakeholders.	Q1 2018	Not due	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
4. Competition In Connections	Continue to improve CiC processes and procedures in line with stakeholder feedback.	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).	4.9	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.	Q2 2017	Complete	The individual survey feedback has been reviewed but will be added to the notes from the Gloucester event for a broader view of the required improvements.
			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.	Q3 2017	Complete	The stakeholder feedback has been reviewed and areas for improving consistency across WPD identified. These will be shared with stakeholders along with suggested improvement measures during Q4 in preparation for implementing changes in Q1 2018.
			4.11	Share with stakeholders the response and proposed changes for their comment.	Q4 2017	Complete	A seminar was held in Bristol on 1st November to cover the 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 users of the WPD Technical Information website.
			4.12	Implement any proposed changes and communicate to stakeholders.	Q1 2018	Not due	
		4.13	Review the trial outcomes and assess whether refinements are required.	Q2 2017	Complete	The learning from the trial has been reviewed and the relevant WPD standard techniques updated in draft form for final review.	
		4.14	Communicate final proposals to ICP / IDNO stakeholders.	Q3 2017	Complete	At the CiC event 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 can be business as usual now. 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 Metered Connections Customer Group (MCCG).	
		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.	Q4 2017	Complete	The Option 4 process was rolled out as business as usual within WPD in July, ahead of the target date.	
		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.	Q1 2018	Complete	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.	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
4. Competition In Connections	WPD should review the front-end self-service facilities for ICPs to see if improvements can be made, looking at the services provided by other DNOs to see if there is any best practice which can be incorporated by WPD.	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.	Q3 2017	Complete	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 was not user friendly. As a result of these discussions WPD has agreed and is trialling an email based process for handling these enquiries. The success of this revised process will be reviewed in Q4 2017 and, if successful, will be made available to other ICP's in Q1 2018.
			4.18	Assess feedback and develop action plan to make necessary improvements.	Q3 2017	Complete	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 was not user friendly. As a result of these discussions WPD has agreed and is trialling an email based process for handling these enquiries. The success of this revised process will be reviewed in Q4 2017 and, if successful, will be made available to other ICP's in Q1 2018.
			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.	Q3 2017	Complete	An email was issued to 50 ICPs and 1288 registrants of the WPD Technical Information website inviting them to complete the survey. A survey was also published on the Connections page of the WPD website. The survey consisted of 30 questions based on the awareness and functionality of CIRT and gave participants the opportunity to make suggestions on how CIRT could be improved and to give an overall rating of the CIRT process.
			4.18.1.1	Use CIRT survey feedback to develop a plan for further developments to interactive services for ICPs.	Q4 2017	Complete	Following a review of the stakeholder feedback received, no further developments are proposed for the connections processes within the CIRT system. We have developed an alternative plan for online services which will be shared with stakeholders during Q1 2018, as per action 4.18.2. There are, however, proposed changes planned for CIRT in relation to legal and consents functionality for project tracking, as per actions 5.8—5.10.
			4.18.1.2	Discuss with stakeholders the outcome of the survey and WPD's planned further developments to interactive services. Update plan as required based on stakeholder feedback.	Q1 2018	Not due	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
4. Competition In Connections	WPD should review the front-end self-service facilities for ICPs to see if improvements can be made, looking at the services provided by other DNOs to see if there is any best practice which can be incorporated by WPD.	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.	4.18.1.3	Implement the planned improvements and communicate to stakeholders	Q4 2018	Not due	
			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.	Q4 2017	Complete	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 document and add detail to include these specific enquiry types.
			4.18.2.1	Publish new policy on the determination of POCs for multiple small connections (see action 4.18.3)	Q4 2017	Complete	A new standard technique, ST:SD5F Connecting multiple small low voltage connections with minimum network analysis, was released in October 2017. 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.
			4.18.2.2	Liaise with ICPs where further improvements to the LV matrix can be made	Q4 2017	Complete	At our ICP stakeholder engagement session 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.
			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.	Q4 2017	Complete	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.

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
4. Competition In Connections	WPD should review the front-end self-service facilities for ICPs to see if improvements can be made, looking at the services provided by other DNOs to see if there is any best practice which can be incorporated by WPD.	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.	4.18.5.3	Undertake full refresh of the Technical Information website to improve overall quality.	Q2 2018	Not due	
			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.	Q1 2018	Not due	
			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.	Q1 2018	Not due	
			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	Q2 2018	Not due	
			4.18.7.1	Work with ICPs to understand where they have encountered inconsistencies in equipment specifications across WPD.	Q1 2018	Not due	
			4.18.7.2	Implement policy and process changes as identified to improve consistency of rollout of equipment specifications and changes.	Q4 2018	Not due	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
4. Competition In Connections	WPD should review the front-end self-service facilities for ICPs to see if improvements can be made, looking at the services provided by other DNOs to see if there is any best practice which can be incorporated by WPD.	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.	4.18.8	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.	Q4 2017	Complete	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 here .
			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.	Q1 2018	Complete	A new standard technique ST:SD4D The use of simplified load flow techniques for HV network design was issued in October. These techniques are available for use by both WPD staff and ICP/IDNO designers where the criteria are met.
			4.19	Engage with CiC stakeholders to trial or test any improvements as required.	Q4 2017	Complete	An email based process has been trialled with selected IDNO/ ICP customers and they are satisfied that it works. Mark Shaw will be meeting other CiC customers to discuss the roll-out of the alternative email process to them. Following that, the process will be made available to all relevant stakeholders.
			4.20	Implement improvement actions as required and communicate to stakeholders.	Q1 2018	Not due	
			4.21	Obtain feedback from customers regarding the impact of the actions and to identify where any further improvements can be made.	Q1 2018	Not due	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
4. Competition In Connections	<p>New Feedback: WPD should investigate whether contestability in telecommunications works for connections can be extended</p>	<p>New Initiative: Establish guidance on contestability of telecoms works on connections scheme and investigate potential for extending contestability in this area</p>	4.22	Establish information and guidance the contestability of telecoms works for connections schemes, improving awareness and consistency.	Q1 2018	Not due	
			4.23	Investigate potential to extend the scope of contestable telecoms activities and where appropriate establish ICE workplan actions to develop any identified extension.	Q2 2018	Not due	
			4.24	Investigate whether improvements can be made to streamline the process for ICPs undertaking LV live jointing works for unmetered connections.	Q1 2018	Not due	
	<p>New Feedback: WPD should look into ways of streamlining the live jointing process for ICP unmetered connections</p>	<p>New Initiative: Investigate ways to improve the existing ICP live jointing process for ICPs undertaking high volume unmetered connection works</p>	4.25	If appropriate, consult with stakeholders on proposed process improvements.	Q2 2018	Not due	
			4.26	Implement process improvements as required and communicate to stakeholders.	Q4 2018	Not due	
	<p>New Feedback: CiC stakeholders sometimes have difficulties in locating the information WPD make available</p>	<p>New Initiative: Improve information available to facilitate new entrants and for existing ICPs on WPD's CiC processes and procedures by establishing a new high level guidance and website area giving ICPs an introductory guide informing them of what to expect when operating in WPD's area.</p>	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	Q2 2018	Not due	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
5. Legals and consents	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	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.	Q2 2017	Complete	Feedback from recent stakeholder event demonstrated a lack of awareness of ST:EW1C which is guidance provided by WPD to staff and ICP/IDNO's on when to use a wayleave or easement. Stakeholders were unaware that this document was available on WPD's Technical Information website. Stakeholders agreed that ST:EW1C 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 pages so that it is easier to find. Additionally, the document has been reviewed and improved to reflect WPD's current practices.
			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.	Q3 2017	Complete	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 wayleaves staff during staff seminar days.
			5.3	Implement changes as necessary and communicate to stakeholders updating WPD Consents and Wayleaves information leaflet accordingly.	Q3 2017	Complete	The new matrix is available to customers on WPD's external website here and to staff via its internal intranet.
	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.	Q4 2017	Complete	Development of Crown to provide the new functionality was completed on target for end 2017. User training is currently underway across the business.	
		5.5	Engage with stakeholders on published performance information and consult on the setting of service level expectations.	Q4 2017	Complete	Stakeholder feedback on performance was used as the basis for setting KPIs for internal staff and has been agreed with stakeholders.	
		5.6	Make improvements to publication of performance information as required and communicate to stakeholders.	Q1 2018	Not due		
		5.7	Using stakeholder feedback, establish a set of internal standards of performance with service level targets. Publish and communicate to stakeholders.	Q1 2018	Not due		

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
5. Legals and consents		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	Progress the development works to enable customers to access case by case data via WPD CIRT online connection application and tracking system.	Q4 2017	Complete	Functionality to enable new connection customers to access data via CIRT is now complete and will be launched imminently. It will be reviewed at stakeholder meetings in 2018.
			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	Q4 2017	Complete	Customer access to Geldard's' case management system will be available from the end of June 2018.
			5.9	Engage with stakeholders to feedback on development and test the new functionality. Make identified improvements as required.	Q3 2018	Not due	
			5.10	Implement new CIRT functionality communicating to stakeholders with information and guidance.	Q4 2018	Not due	
	Continue improvements to the Legals and Consents process using stakeholder feedback and analysis of performance monitoring data.	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.	5.11	Develop new processes and procedures to improve interaction with customers' lawyers to reduce time to complete legals and consents.	Q2 2017	Complete	Working closely with its external lawyers, 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 lawyer : Customer 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 legals transactions completed within 40 days and we regard the Collaborative Partnership Protocol as a key component of this ambition. The next step will be to implement the Protocol. We have already started to communicate it to our customers at a recent stakeholder event and were pleased with the positive feedback.
			5.12	Implement new processes and communicate to stakeholders.	Q3 2017	Complete	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 customers' lawyers explaining the proposed changes. Full details of the Protocol are provided on WPD's external website (for customers) and also internal intranet (for staff).
			5.13	Use performance monitoring data and stakeholder feedback to identify further improvement actions.	Q4 2017	Complete	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.

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
6. Storage	WPD should provide further guidance and information on the connection of energy storage schemes.	Produce guidance and policy on the connection of energy storage schemes to assist customers seeking connections.	6.1	Produce policy to define information requirements and application process for storage.	Q2 2017	Complete	Internal policy relating to the process for the connection of energy storage schemes has been issued. In parallel WPD has produced a guidance document setting out its views on the role energy storage has to play in the development of WPDs distribution system by increasing flexibility in the management of our network. The guidance examines the benefits that energy storage can provide both in terms of reducing the need to reinforce the system and crating additional revenue for generators in the form of increased energy sales and payments for ancillary services. It also provides advice on how to apply to WPD to connect energy storage and includes information regarding the tools available to customers to help assess opportunities for connection. The guidance is available to view here .
			6.2	Add guidance/summary of policy to website.	Q2 2017	Complete	A new page incorporating the guidance and short video is available to view on WPD's website here .
			6.3	Communicate policy to stakeholders and seek feedback to assess whether further refinement or changes are required.	Q2 2017	Complete	Attendees from WPD's last DG workshop, CCSG members and ENA DER (Distributed Energy Resources) steering group members have all been informed and requested to provide feedback.

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
7. Queues & Capacity Management	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	Review and implement changes to the WPD rules for allowable changes in connection applications and post acceptance, in line with outputs from the national DG DNO working group as required.	7.1	Assess the outcomes of the DG DNO working group with regard to allowable changes to connection applications.	Q1 2018	Revised date	Following initial feedback from industry stakeholders, the ENA DER Steering Group is now set to re-consult on its 'minded to' position on Allowable Changes. The latest consultation document is due to be released in December 2017. Responses to the consultation will need to be considered prior to the issue of an industry best practice guidance document. As a consequence, we have had to defer our specific actions and have set revised targets as shown.
			7.2	Identify actions required to meet the outcomes of the working group.	Q1 2018	Revised date	
			7.3	Ensure WPD have the policies and processes in place to implement the actions identified.	Q2 2018	Revised date	
			7.4	Engage with stakeholders to share the new processes at events such as the CCSG workshops.	Q2 2018	Revised date	
			7.5	Implement the changes into business as usual.	Q2 2018	Revised date	
		7.6	Participate in the DCUSA working group on change proposal (DCP) 294 "Capacity Management following acceptance of Connection Offer" .	Q4 2017	Complete	WPD has participated in the DCUSA working group on change proposal (DCP) 294 "Capacity management following acceptance of a connection offer". The group has now considered responses to the consultation. A draft Change Report will be 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.	
		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.	Q4 2017	Complete	Proposals for capacity allocation and reservation have been drawn up in preparation for the consultation (see 7.7.1).	
		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.	Q4 2017	Complete	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 terms developments.	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
7. Queues & Capacity Management	WPD should continue to investigate the ways of ensuring connection queues are managed in a fair and appropriate manner.	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.	7.8	Seek stakeholder views on proposals making amendments as required.	Q4 2017	Complete	The closing date for responses to the consultation on capacity reservation and allocation is 19th February 2018, after which all responses will be reviewed and a minded to decision published.
			7.9	Implement proposals and any changes in line with the outcomes of DCP 294 and communicate to stakeholders.	Q1 2018	Not due	
			7.10	Obtain feedback from customers regarding the impact of the changes and to identify where any further improvements can be made.	Q3 2018	Not due	
	Develop and implement trials to facilitate the scenarios in Ofgem's Quicker and More Efficient Connections Review	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.	Q3 2017	Ongoing	WPD are awaiting further information from Ofgem on the derogation request we submitted to them.
			7.12	Seek feedback from stakeholders participating in the trial.	Q1 2018	Not due	
			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.	Q3 2018	Not due	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
8. Community Energy	Community Energy customers have asked WPD to provide information relevant to them in a way that is simple to understand and accessible. Additionally there is significant interest in community energy and innovation. Regular events that bring people together face-to-face or presenting innovation projects in a way that inspires ideas works best for these stakeholders.	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.	Q1 2018	Not due	
			8.2	Host a community energy site visit to a connected Community Energy site/innovation project.	Q3 2017	Ongoing	A site visit to a battery storage site was suspended due to safety concerns following an equipment defect. An alternative site was identified for a visit in October. However, this site has confirmed that they need to delay public visits due to site security concerns. This action remains ongoing until a suitable site visit can be arranged. There is no detriment to stakeholders caused by these delays.
			8.3	Produce a video on storage.	Q2 2017	Complete	A new video on Energy Storage is available to view on our website here .
			8.4	Produce 4 community energy podcasts.	Q1 2018	Not due	
			8.5	Provide a dedicated community energy page on the WPD website covering latest events, publications, videos, podcasts and content.	Q2 2017	Complete	A new Community Energy page is available on our website here .

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
9. Strategic Reinforcement & Forecasting	WPD should continue to engage with stakeholders on future forecasting.	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.	Q2 2017	Complete	The East Midlands study has been completed and information, including a summary of findings, is available to view on our website here .
			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.	Q3 2017	Complete	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 are available to view on our website here .
			9.3	Hold stakeholder events for the West Midlands Study targeting demand and DG customers.	Q2 2017	Complete	An event was held on 23rd May for the West Midlands study. A copy of the presentation slides is available to view here .
			9.4	Carry out West Midlands strategic network study.	Q4 2017	Complete	The West Midlands Network Strategy Study was finished within Q4 2017, with the results subsequently published online at www.westernpowerinnovation.co.uk
			9.5	Commence work on South West strategic network study.	Q4 2017	Complete	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.
			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.	Q3 2017	Complete	The Distribution System Operability Framework was published on our website here on 13th September. This information was disseminated to an audience of approximately 150 key stakeholders at our DSO Strategy Launch event on the 14th September.

WPD ICE Workplan 2017 / 18 Q4 Update

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
10. DSO	WPD should continue engagement with stakeholders on the development of the role of the Distribution System Operator (DSO) as well as undertaking new developments in policy, process and technology which will facilitate the move to DSO.	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.	Q1 2018	Not due	
			10.2	Publish a DSO strategy document and communicate to stakeholders.	Q2 2017	Complete	The DSO strategy document has been completed and is available to view here .
		Deliver ANM zones, facilitating further alternative connections.	10.3	Delivery of 2017 ANM zones to schedule, communicating status to stakeholders via WPD website.	Q4 2017	Complete	As of 31st December 2017 we are providing new connection offers as per the stated schedule on our website. Construction of ANM schemes is proceeding as planned.
			10.4	Develop forwards plan for rollout of ANM zone from 2018 onwards in conjunction with Stakeholders.	Q2 2017	Complete	Review of ANM proposals completed with 8 new zones identified for delivery from 2018 onwards.
		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.	Q4 2017	Complete	We have developed our constraint panels to accommodate demand constraints and have started to explore the possibility of demand ANM with a couple of 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.
			10.6	Trial new arrangements with customers or as part of an innovation project and communicate results to stakeholders.	Q1 2018	Not due	

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Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
10. DSO	WPD should continue engagement with stakeholders on the development of the role of the Distribution System Operator (DSO) as well as undertaking new developments in policy, process and technology which will facilitate the move to DSO.	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.	Q2 2017	Complete	Policy POL:SD10 has been updated to include storage customers in the scope of Alternative Connection offers. No further updates are required to ST:SD1E.
			10.8	Publish ST:SD1E policy and disseminate to stakeholders.	Q1 2018	Complete	Standard technique ST:SD1E is available to view on the WPD Technical Information website.
			10.9	Specify the requirements for connection equipment, the policy and contractual agreements for connection customers.	Q1 2018	Not due	
		Raise the awareness of Demand Side Response (DSR) for existing and new connection customers, through innovation trials.	10.10	Use ENTIRE NIA project to raise DSR awareness via our Flexible Power campaign.	Q4 2017	Complete	The ENTIRE project has continued to proceed to plan. Customer awareness has been raised through dedicated website and social media accounts www.flexiblepower.co.uk
			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.	Q4 2017	Complete	The flexible power website has been updated to include an FAQ on the unsuitability of some types of alternative connections for our DSR programmes.

WPD ICE Workplan 2017 / 18 Q4 Update

Focus area	Feedback	Initiative	Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Status	Comments
10. DSO	WPD should continue engagement with stakeholders on the development of the role of the Distribution System Operator (DSO) as well as undertaking new developments in policy, process and technology which will facilitate the move to DSO.	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).	10.12	Trial giving visibility to DSO service requirements via our Entire NIA project, advertising the trial and communicating with connection stakeholders.	Q4 2017	Complete	The ENTIRE project has now concluded the Expression of Interest stage with many DSR providers showing interest in providing WPD with services across our 14 Constraint Managed Zones.
			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.	Q3 2017	Complete	The NIC funding bid, named "Project EFFS", has been submitted and is available to view on Ofgem's website here . 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.
		10.14	Clarify the application of cost apportionment rules for storage applications.	Q2 2017	Complete	A section on the apportionment of reinforcement costs has been included within the energy storage guidance document published under Action 6.2.	
		10.15	Clarify the application process when an existing generator connection application is supplemented with a request to add storage.	Q2 2017	Complete	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.	
		10.16	Update guidance/summary of policy to website and communicate to stakeholders.	Q2 2017	Complete	A link to the allowable changes guidance document is available on WPD's website here . Attendees from WPD's last DG workshop, CCSG members and ENA DER steering group members have all been informed and requested to provide feedback. As with all internet updates, registered users have been notified by email of the availability of this document.	
		Investigate whether further improvements to the connection process queue management are required for storage connection schemes.					