

Ofgem Incentive on Connections Engagement 2016

WPD looking forward and looking back reports


October 2016 Update

In this October resubmission, WPD's ICE workplan for 2016/17 now includes status updates on the existing actions and also includes new actions which have been identified

Appendix 3: WPD ICE Workplan 2016/17

In this appendix we have set out WPD's ICE Workplan for 2016/17.

WPD ICE Workplan 2016/17

Area	Feedback	Initiative	Specific Action No.	Specific Actions to be undertaken	Target Date (Calendar yr.)	Required KPI(s) or Measure(s)	Status	Comments
1. Customer service	Major customers have asked WPD for a single point of contact for discussing their connection schemes or related issues.	For major customers a senior manager level contact (at Distribution Manager or above level) will be allocated to that customer. Their role will be to : a. Liaise with the customer to understand the range and scope of works that they propose to undertake with WPD. b. Act as a senior escalation point of contact to either resolve issues or get the most appropriate person in WPD to contact that customer in order to resolve the issue. c. Leave day to day operational interaction with the teams.	1.1	Implement senior manager contact roles and make this service available to major customers.	Q2 2016	Number of customers with Senior Manager Appointed	Complete	55 customers were identified and invited to initial meetings during Q2 in which their nominated Senior Manager explained the role of the senior point of contact.
		WPD's CROWN system to be updated to improve the communication with the customer regarding operational points of contact within WPD.	1.2	Design and implement CROWN improvements.	Q2 2016	Action completed on time	Complete	The CROWN system upgrade was completed and released to the business in Q2. Staff contact details can be entered into the system and customers will be sent a letter with contact updates throughout the lifetime of an enquiry.
	WPD have some inconsistency of service between teams / areas / voltages of connection.	Investigate areas of inconsistency in process across WPD and identify further actions to address them. Continue to implement new or updated policy, training and briefings to improve consistency across teams.	1.3	Identify areas of inconsistency where new / updated policy is required or where policy is being inconsistently applied. Identify by: 1) Analysis of customer complaints 2) Feedback from stakeholder events.	Q1 2017	Number of actions identified	Ongoing	
			1.3.1	Policy required regarding cables to be used at the connection boundary interface.	Q1 2017	Action completed on time		This action has been identified by stakeholders as an area of inconsistency in approach.
			1.4	Update policy and procedure where required, to resolve issues of inconsistency which are identified.	Q1 2017	Actions identified are completed on time	Ongoing	
			1.5	Ensure briefings and training are carried out where inconsistency in application of policies and procedures are identified.	Q1 2017	Actions identified are completed on time	Ongoing	


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2. Availability of information and online services	DG Customers have asked WPD to provide information on planned system outages and constraints for both their connected generators and for planned connections.	WPD will engage with DG Connection stakeholders to establish their requirements for provision of information on outages and constraints. A forum will be developed to provide and gain regular feedback. New processes will be developed to facilitate the provision of improved outage forecasts for new connections and to provide regular updates for connected customers.	2.1	WPD to explore outage impact and requirements from individual Distributed Generation owner/operators.	Q2 2016	Action completed on time	Complete	WPD held an initial forum with DG stakeholders on 15th July 2016 to agree a way forward and identify requirements.
			2.2	WPD to host initial DG/DNO forum to discuss network outages and constraints.	Q2 2016	Measure – Attendance numbers for DG stakeholders	Complete	At the above forum outages and constraints were discussed in detail, and information that WPD could provide regularly was agreed in principle.
			2.3	Establish interest in hosting regular meetings with DG owner/operators and agree agenda items.	Q2 2016	Measure – Number of interested stakeholders	Complete	The forum on the 15th July 2016 was well received, and a further meeting was held on 29th September 2016. Additional meetings will be agreed as required by the group.
			2.4	WPD to share outage management policy with interested DG customers.	Q2 2016	Action completed on time	Complete	Proposed policy shared verbally at forum, although it is subject to change based upon feedback received.
			2.5	WPD to facilitate 'single point of contact' for enquiries relating to DG network outage & constraints for 132kV & 33kV networks.	Q3 2016	Action completed on time	Complete	At present, a single contact has been identified for all enquiries relating to DG. There are plans to include generator 'Single Points of Contact' in 2017 as part of the outage planning function.
			2.6	WPD to provide improved outage forecast on quotation.	Q3 2016	Action completed on time	Ongoing	Discussions were ongoing at the most recent forum on 28/09/16.
			2.7	WPD to develop improved communication options in association with DG owner/operators. 1. Extend weekly outage notification from trial to Business as Usual. 2. Publish regular outage/constraint information on WPD website for registered customers.	Q3 2016	Measure 1. Increasing number of published email notifications 2. Increasing number of website registrations	Ongoing	1. Completed, email publications increasing month on month, trial has migrated to Business as Usual for DG owners/operators that have requested notification. 2. Website has been designed and tested, improvements are being developed following feedback at the DG forum in September.
			2.8	WPD to publish post-outage details.	Q4 2016	Action completed on time	Ongoing	

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2. Availability of information and online services	WPD should do more to make customers aware of the progress being made against the initiatives in the ICE Workplan.	Provide regular updates via the WPD website and email alerts sent to registered users to provide ICE updates and notices of completed actions.	2.9	Improve and update the ICE section of the WPD website making information more accessible. Update the ICE workplan quarterly.	Q1 2017	ICE workplan updated on at least quarterly basis Measure number of hits on WPD website to the ICE page	Ongoing	
			2.10	Include completed ICE actions in email updates sent to registered users on the WPD website. Link to ICE workplan in these emails	Q1 2017	Measure number of hits on WPD website to ICE page	Ongoing	
	WPD should make sure that applicants are clear on what information is available – and where – at the earliest possible stage in an application.	WPD will review the information provided to customers at the connection application stage to identify any improvements that can be made. We will ensure customers know what information is available to them on the connection process. This will include the review and update of the information leaflet provided to connection customers.	2.11	Carry out review of information provided to customers at the connection application stage with stakeholders and identify improvement actions.	Q4 2016	Actions as a result of the review Action completed on time	Ongoing	
			2.12	Carry out specific improvements as identified and required.	Q1 2017	Action completed on time	Ongoing	
			2.13	Communicate improvements to customers as they are implemented.	Q1 2017	Action completed on time	Ongoing	
	The WPD technical information website (providing detailed technical specifications and policies to registered users) could be improved by having an index of documents.	WPD to develop an index on the WPD technical information website.	2.14	Develop and implement index facility on the technical information website. www.westernpowertechinfo.co.uk	Q3 2016	Action completed on time	Complete	Index facility is now available on the technical information website.


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2. Availability of information and online services	WPD should improve the information provided online about capacity and constraints. WPD should explore the potential to provide information that drills down to substation level, similar to other DNOs.	WPD will review our online DG capacity information – heat maps, capacity maps, capacity register – and engage with stakeholders to get feedback on what we currently provide, what best practice is amongst other DNOs and what they would want to see. WPD will also launch further developments to the WPD Data Portal (online application enabling users to request asset data) to improve functionality for the external users.	2.15	WPD will investigate heat/capacity map information provided by other DNOs and survey stakeholders' views on best practice approach and their views on the information currently made available by WPD.	Q2 2016	Action completed on time	Complete	Investigation was carried out by Regen SW on behalf of WPD. The report produced will be reviewed to determine development and improvement requirements.
			2.16	Implement developments and changes as identified in the review.	Q1 2017	Actions identified completed on time	Ongoing	
			2.17	Rollout WPD Data Portal 2 providing registered customers with online access to WPD's linear assets referenced to Ordnance Survey map background data (restricted to a max. A3 print size at 1:1250 scale), with search functionality delivering access akin to that WPD staff would use.	Q3 2016	Number of users signed up to Data Portal	Complete	Data Portal 2 went live on 2nd August 2016. It is available for new registrations and all existing users of Data Portal 1 have been invited to move over. To date, 101 users are registered to DP2 which has increased functionality for users. Information on Data Portal 2 can be found here .
			2.18	Ensure a date of last update is provided along with date of next planned update in published heat maps, capacity maps etc. WPD will also put a date of next planned update on the website email alerts informing customers of changes.	Q2 2016	Action completed on time	Complete	This has been implemented as planned.
	WPD should improve the transparency and communication around the legal and consents process for connections.	WPD will investigate the feasibility of providing project specific legal and consents status to customers. We will also look to further develop the information provided to customers early in the connection process following on from the related action in the 2015/16 ICE Workplan.	2.19	WPD will evaluate whether information from the legal and consents performance monitoring can be put into WPD's Crown system, in order to enable customers to access this via the WPD CIRT online connection application and tracking system.	Q1 2017	Evaluation complete if feasible, commit to action in 2017/18 ICE Workplan	Ongoing	
			2.20	WPD will review our information leaflet regarding the legal and consents process to update in line with stakeholder feedback. We will also look at whether an additional leaflet is required which is tailored to customers accepting and progressing a connection offer.	Q3 2016	Action completed on time	Complete	The leaflet has been reviewed and, as a result, a new action has been identified to update and improve the information this leaflet provides to customers.
			2.20.1	Implement changes to the information leaflet regarding the legal and consents process in line with stakeholder feedback.	Q1 2017	Action completed on time		Following a review of the legal and consents information leaflet we have identified improvements.

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3. Processes & Agreements	Customers have asked WPD to improve the Statements of Work (SoW) processes and better communicate the process.	Following the implementation of a new WPD process for SoW in 2015/16, WPD will make further developments to this process based on stakeholder feedback and the outcomes of NGET's national working group and trials.	3.1	Communicate SoW process to stakeholders. Presenting at events including the CCSG, WPD DG Workshop, DG Forum and in bilateral meetings with DG customers.	Q4 2016	Number of Stakeholders engaged	Ongoing	Stakeholder updates on Statement of Works have taken place at the CCSG meetings in June and October 2016.
			3.2	Continue the trial of the SoW process and following completion of trial publish internal standards and monitors to measure performance against those standards.	Q4 2016	Monitoring information published	Ongoing	
			3.3	Develop interactive map on the WPD web site to allow customers to access information on the SoW and Modification offers from NGET.	Q4 2016	Number of hits on the website page	Ongoing	
	WPD should provide site specific information for a connection scheme such as the connection agreement terms, earlier in the process.	WPD will implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage of the process post acceptance of offer. This will ensure that customers have sight of any scheme-specific terms in these agreements earlier in the connection process than they currently might do. WPD will also publish a suite of generic agreement templates on the WPD website to enable customers to view the standard terms they can expect for their schemes.	3.4	Develop and implement changes to processes to facilitate issuing Connection Agreements and Adoption Agreements at an earlier stage of the process post acceptance of offer.	Q4 2016	Measure success against updated targets for issuing Connection Agreements and Adoption Agreements	Ongoing	
			3.5	Publish a suite of generic agreement templates on the WPD website - including connection offers, general T&Cs, connection agreements, framework access and adoption agreements with site specific schedules and novation agreements.	Q3 2016	Action completed on time	Complete	A new documents page has been created for connections related documents. This page includes example documents as follows: EHV Dual offer letter, HVLV dual offer letter, Budget estimate, HV Connection Agreement, LV Connection Agreement, Novation In addition, the competition in connection agreements page , has been amended to include updated versions of the Framework Network Access and Adoption Agreement (FNA&AA) and Bilateral Connection Agreement (BCA), plus a description of the Extensions of Contestability (EOC) with links to example EOC agreements.



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3. Processes & Agreements	WPD should develop a framework for identifying applications that reserve capacity. This framework should be trialled in areas of high unused, but reserved, capacity.	This issue is linked to WPDs existing work relating to queue management and Ofgem's guidance on DCP 115 (underutilisation of capacity). WPD will look to trial by targeting an area with existing connectees underutilising export capacity outside of a provisional 'bandwidth' (kVA or %age of usage) and contacting these customers to discuss reducing their export Agreed Supply Capacity (ASC). The results and outcomes of the trial will determine what business-as-usual process can be implemented to release this underutilised capacity back to the network.	3.6	Develop and implement trial to release underutilised capacity from customers agreeing to reduce their ASCs.	Q2 2016	Measure the capacity release back to the network by these customer reductions (no target set since this is a trial)	Complete	WPD approached 113 HV and EHV connected DG customers with maximum export capacities greater than 1MVA who had remained below 75% of their MEC in a continuous 12 month period since January 2014. This had a potential recovery of 280MVA, although to date only 3 customers have agreed to reduce capacities to a total of 4.8MVA.
			3.7	Review trial and develop a business as usual process to be rolled out across WPD.	Q4 2016	Action completed on time	Ongoing	
			3.8	Roll out process and communicate to stakeholders.	Q1 2017	Action completed on time measure capacity released as a result of this process	Ongoing	
	Engage with other DNOs about a UK-wide framework on project milestones and the point to terminate an offer.	WPD will continue to participate on the national DG Working Group addressing these issues and implement changes as required.	3.9	Look at further refinement of connection offer milestones to ensure capacity is reserved appropriately. This will link in with the findings and best practice proposed by the national DG DNO working group looking at this issue.	Q3 2016	Action completed on time	Ongoing	WPD has reviewed its use of milestones whilst work with the DG/DNO steering group is ongoing to draft a best practice document for industry use. Milestone proposals have been put forward to customers for comment by the steering group and any feedback received will be considered towards the final document.
			3.10	Issue further guidance on WPD website as required when refinements and changes made.	Q3 2016	Action completed on time	Complete	Guidance is available on our website here under the heading Guidance on Extension of Validity Acceptance.
			3.10.1	Update WPD's published guidance for any further changes resulting from the best practice document proposed by the DG/DNO steering group.	Q4 2016	Action completed on time		As per 3.9, the DG/DNO steering group drafting of best practice may include additional milestones not currently included within WPD offers. WPD will update its guidance document to reflect any changes in the application of milestones within its offers.

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3. Processes & Agreements	WPD should facilitate the ability for DG customers to be able to request feasibility studies ahead of their formal offer without detriment in the interactivity processes.	WPD will complete the trial rolled out in the previous year's ICE Workplan, of the WPD Study & Offer process in the East Midlands and following review, rollout to across WPD.	3.11	Complete East Midlands trial and review feedback.	Q3 2016	Number of Study & Offer schemes requested Number of Study & Offer schemes progressed from study stage to formal offer	Complete	Trial complete, currently reviewing feedback from customers and WPD staff to identify improvements before wider relaunch.
			3.12	Roll out to wider WPD regions and communicate to stakeholders.	Q4 2016	Number of Study & Offer schemes requested Number of Study & Offer schemes progressed from study stage to formal offer	Ongoing	
	WPD should provide a consistent approach for displaying curtailment information for Alternative Connections.	The recent ENA Consultation on curtailment assessment listed a number of best practise guidelines on the presentation of information.	3.13	Update Alternative Connection offer letters and document the changes made which address the consultation responses.	Q4 2016	Action completed on time	Ongoing	
	WPD should publish performance monitoring data on legals and consents for connections activities.	WPD will publish performance monitoring information on the legals and consents activity. We will carry out engagement with stakeholders to gain feedback on the information for consideration for further improvement actions as required.	3.14	Publish monitoring information on WPD's website.	Q4 2016	Information published online when developed Published in line with quarterly ICE KPI publication	Ongoing	
			3.15	WPD to review internal monitoring information to identify areas for improvement leading to improvements in time to connect.	Q1 2017	Number of actions identified	Ongoing	
			3.16	WPD will engage with stakeholders to share and review the monitoring structure and process at events such as the CCSG workshops.	Q2 2016	Number of engagement events Number of attendees	Complete	At the CCSG meeting in June WPD engaged stakeholders in discussion about its progress and future intentions regarding its Legal Process Tracker. The good feedback received will be incorporated into future developments of the system.

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4. Competition in Connections	Provide information about which elements are contestable and which are not.	WPD will review our website to ensure the currently available information is more prominent and easier to find. We will investigate whether an FAQ or worked examples could be used to further illustrate which elements of the connection works are contestable.	4.1	Review website CiC information pages, make improvements to navigation.	Q4 2016	Action completed on time	Ongoing	
			4.2	Look at ways of illustrating contestability and provide further information on the WPD website, giving guidance on contestability of connections activities.	Q4 2016	Action completed on time	Ongoing	
	Continue to facilitate the development of competition in connections (CiC).	Continue to develop processes and procedures in line with the change proposals implemented via the CiC Code of Practice governance process.	4.3	Ensure WPD has the policies, procedures and services in place to comply with approved CiC CoP Modifications as required.	Q1 2017	Compliance with modification by implementation date	Ongoing	
	In Bilateral meetings with ICP/IDNO stakeholders and responses to the Ofgem ICE Consultation, feedback expressed concern that WPD were behind other DNO's in relation to the HV self connect processes, particularly with regard to the Authorisation processes and options.	Use feedback from engagement with ICP / IDNO stakeholders to Investigate the processes for all 3 HV self-connect authorisations options and identify actions to improve the process for ICPs/IDNOs. Present proposals to ICP/IDNO stakeholders and Implement new or updated policy and/or processes as appropriate.	4.4	Identify potential improvements in the WPD HV Self-Connect process and policy. Produce proposals to present to ICP/IDNO stakeholders.	Q4 2016	Action completed on time		These additional actions have been identified following feedback in bilateral meetings with ICP's and IDNO's and also from the ICE consultation feedback.
			4.5	Should proposals be acceptable to stakeholders, implement new policies and procedures as required, or revise proposals and present update to ICPs/IDNOs.	Q1 2017	Action completed on time		
5. Community Energy	Community Energy groups require tailored engagement on the connections process and options available to them when the network is constrained.	We will host eight community energy workshops in 2016/17 (2 per licence area) with a focus on innovative solutions for areas where reinforcement costs are prohibitive, such as storage, demand side response and alternative connections.	5.1	Host eight workshops.	Q1 2017	No of attendees and overall satisfaction	Ongoing	
		We will attend and present at two ENA workshops on best practice engagement for community energy groups for innovative schemes.	5.2	Produce a report on community energy engagement for innovation.	Q3 2016	Report produced and action taken	Complete	A guide has been produced to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers.
		We will update the WPD connection guide to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers.	5.3	Publish the guide on the WPD website.	Q3 2016	No. of website hits	Complete	The guide is available to view on our website here .
		Videos on new business models and alternative connections.	5.4	We will develop you-tube video covering alternative connection, demand response, storage and local supply models.	Q1 2017	No. of website hits	Ongoing	

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6. Future Networks & Innovation	WPD should seek to engage on their approach to future forecasting with stakeholders including: technology companies, academia, generators, developers, membership organisations and wider industry stakeholders such as other DNOs, GDNs, water companies and energy companies.	Further to an initial DG forecasting event which WPD held in 2015, we will complete the strategic network study for the South West in the first half of 2016. We will hold further stakeholder events on the scenarios being used and on the outcomes of the study. This will be followed by a strategic network study for South Wales with the East and West Midlands to follow into 2017.	6.1	Complete strategic network study for the South West.	Q2 2016	Action completed on time	Complete	A report on our study in the South West licence area is available on our website here .
			6.2	Hold stakeholder events on the scenarios being used and the outcomes of the South West study.	Q3 2016	Measure no. attendees and satisfaction	Complete	A webinar was held on 22nd September with 23 stakeholders taking part. A recording of the webinar is available on our website here .
			6.3	Hold stakeholder events for the South Wales study.	Q3 2016	Measure no. attendees and satisfaction	Complete	A meeting regarding the South Wales study took place on 15th June and was attended by 25 stakeholders.
			6.4	Carry out South Wales strategic network study.	Q4 2016	Action completed on time	Ongoing	
			6.5	Commence work on Midlands Strategic network study.	Q4 2016	Action completed on time	Ongoing	
	Do more to promote the innovative projects that WPD is undertaking to raise awareness among stakeholders.	WPD will launch a newsletter to keep stakeholders informed on WPDs Innovation Projects and provide an email update facility on our website.	6.6	Produce regular innovation newsletter to be issued quarterly.	Q2 2016	Quarterly newsletter produced, available for download on website and emailed to registered stakeholders Date: 1 May (Spring); 1 August (Summer); 1 November (Autumn); 1 Feb 17 (Winter)	Complete	A guide has been produced to include innovative solutions for connecting to the grid and a greater focus on alternative connection offers. A copy of the latest newsletter can be viewed here .
	Develop and implement trials to facilitate the scenarios in Ofgem's Quicker and More Efficient Connections review	WPD will continue to develop trials to facilitate scenarios delivering anticipatory investment from the QMEC consultation and roll these out to trial schemes.	6.7	Develop trial frameworks and agreements	Q3 2016	Action completed on time	Complete	Draft agreement developed to support trial for using aggregated export capacities of multiple customers to avoid triggering £200/kW.
			6.8	Request derogations from Ofgem as required to facilitate trial conditions.	Q3 2016	Action completed on time	Complete	Derogation from our charging methodology is required and has been submitted to Ofgem, now awaiting consultation.
			6.9	Roll out trials and communicate to stakeholders.	Q1 2017	Capacity created as a result of the trial Volume of connections facilitated by trials	Ongoing	
	Continue with planned deployment of Active Network Management (ANM) schemes to facilitate connection of generation under alternative connection arrangements.	WPD will continue with the ANM deployment as planned.	6.10	Building of ANM assets to commence on 3 Grid Supply Points (GSPs) during plan period.	Q1 2017	Commence construction on 3 GSPs (10 Bulk Supply Points)	Ongoing	

Incentive on Connection Engagement

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