



Serving the Midlands, South West and Wales

Connections - Priorities for 2016

Stakeholder Workshops - Afternoon Surgery

January 2016

Ofgem Incentive of Connections Engagement (ICE)

Introduced by Ofgem under RIIO–ED1, with the aim to:

Replicate the effects of competition

Incentivise DNOs to improve the overall customer experience

Enable customers to influence a DNO's high level strategy and work plan of activities

- The Incentive came into force 1st April 2015
- ICE requires DNOs to submit evidence (for different connection market segments including DG) that they have:
 - Engaged with a broad range of customers
 - Responded to the needs of their customers
 - Set relevant performance indicators
 - Developed a forward-looking work plan to improve performance
 - Reported actual performance against indicators and work plan

WPD ICE Workplan

The WPD ICE Workplan sets the actions which we will undertake each year in order to deliver the service improvements required by our stakeholders in line with the priorities they have helped us to identify.

- The WPD ICE Workplan is created using input from our stakeholders including the WPD CCSG panel along with our broad range of connection stakeholders.
- We use Stakeholder discussions and feedback to prioritise the issues and to identify and formulate a set of actions to address them
- The initial set of actions in the plan develop though the year where further actions are identified and added.
- A set of Key Performance Indicators with targets are set to measure our performance and that the ICE Workplan actions deliver the required improvements.

We would like to use this session to discuss the Priorities and issues you want us to address in our 2016/17 ICE Workplan

ICE Priorities for 2016

Reassessing key ongoing issues

- Our 2015/16 ICE workplan was developed with these key action areas identified through our engagement activity:
 - ▶ Consistency of process and communication across WPD
 - ▶ Service provided post-acceptance of connection offer including transparency of work schedule and progress
 - ▶ Availability of network information including available capacity
 - ▶ Consistent and proactive communication throughout connection process
 - ▶ Ability to have early discussion prior to connection application

From your experience of WPD, we are seeking your views as to whether you think these are still priority issues for 2016/17?

ICE Priorities for 2016

New key areas for action

- Considering the primary outputs of our Connections Strategy, we have formulated the following key areas for improvement actions during 2016/17:
 - DG Forecasting - Scope out a more detailed study and scenarios for DG volumes and potential network investment
 - Capacity queue management (export and demand)
 - Competition in Connection Code of Practice harmonisation and implementation of best practice
 - Post acceptance performance

We are seeking your views on:

- **Have we correctly identified the key action areas?**
- **any there other important areas you think we should be addressing?**

Our Connections Strategy

The primary areas of WPD's connections outputs are:

- ▶ To provide a faster and more efficient connections service
- ▶ To improve communication with customers
- ▶ To enhance engagement with major customers
- ▶ To achieve guaranteed standards of performance
- ▶ To enable facilitation of the competitive market

ICE Priorities for 2016

Prioritising the key areas for action

- We want to use your feedback to inform the prioritisation of action areas
 - DG Forecasting
 - Scope out a more detailed study and scenarios for DG volumes and potential network investment
 - Capacity queue management (export and demand)
 - CoP Harmonisation and implementation of best practice
 - Post acceptance performance
 - Other areas identified today

We are seeking your views on:

- **Which of these action areas should have the highest priority?**
- **Do you have any views on how we could improve in these areas?**