

WESTERN POWER **DISTRIBUTION**

Serving the Midlands, South West and Wales

Competition In Connections

Stakeholder Workshop

June 1st 2017

#WPDCiC

Housekeeping

- Building evacuation
- Facilities
- Introductions
- Signing up for afternoon workshops
- #WPDCiC

Agenda

Welcome & overview	10:00 – 10:15
Presentation: Our approach to Competition in Connections Q&A session	10:15 – 10:55
Coffee break	10:55 – 11:20
Introduction to workshop session	11:20 – 11:30
Workshop	11:30 - 12:25
• Key Improvements in the CiC process for customers	
• Feedback	
Lunch	12:25 - 13:10
Individual Surgeries round 1 Individual Surgeries round 2 Choose 2 from • Legals and consents • Provision of information • Self determination • Design approval	13:10 – 13:40 13:45 – 14:15
Next steps and close	14:15-14:35



Serving the Midlands, South West and Wales

Our approach to Competition in Connections

June 1st 2017

Phil Swift

Operations Director

#WPDCiC

Our objectives for today

- Set the scene for where we are now
- Be honest about some of the challenges we face
- Provide an opportunity to give feedback
- Shape our plans for the future

Our connections strategy

- The fundamental objective is to provide excellent customer service for customers connecting to the network whilst facilitating competition in the connections market
- Primary focus of our connections activities
 - To provide a faster 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
- IDNOs and ICPs are important customers and we understand that we have work to do in this area to improve the process for everyone involved

Extension of contestability

- A new licence condition (SLC52) on Competition in Connections (CiC) came into effect in 2015
- This requires WPD to facilitate competition in the connections market by:
 - Removing barriers to entry
 - Operating to an Ofgem-approved Code of Practice (CoP) setting out a common set of rules to enable competitors to access the market
- The Competition in Connections Code of Practice came into effect for all DNOs in October 2015
- The CoP is developed at national level via the Code of Practice Panel including DNOs, ICPs and IDNOs
- Today is an opportunity to review WPD's progress after 18 months of operation

Code of Practice in Competition

- The key area of focus within the CoP are
 - Determining the point of connection
 - Design approval
 - Accreditation and authorisation
 - Auditing and inspection
 - Legal and consents

Ofgem Incentive on 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 on 1st April 2015 following the completion of the competition test period
- ICE requires DNOs to submit evidence (for different connection market segments including CiC) to ensure that they have
 - Engaged with a broad range of customers
 - Responded to the needs of their customers
 - Developed a forward-looking work plan to improve performance
 - Set relevant performance indicators
 - Reported actual performance against indicators and work plan

How WPD's approach has evolved

- WPD's Business Plan commenced in April 2015 with 10 connection commitments
- ICE update on 2016/17 - Plan published showing actions completed and feedback received
- ICE improvement plan for 2017/18 available online containing actions in 10 key areas
- Our plan evolves based on feedback and changing circumstances but is always driven by customer requirements
- We want to know how to improve our CiC service so that we are better than the other DNOs

What does our current ICE plan look like ?

- Covers 10 key areas
 - Actions to improve the information provided as part of the connections process
 - Actions to improve customer service
 - Actions to improve offers and agreements
 - Actions to improve competition in connections
 - Actions to improve the legal and consents process
 - Actions to support connection of storage
 - Actions to improve queue and capacity management
 - Actions to support Community Energy
 - Actions to improve forecasting and identify strategic reinforcement
 - Actions to support the transition to DSO

Key CiC area - Legal and consents

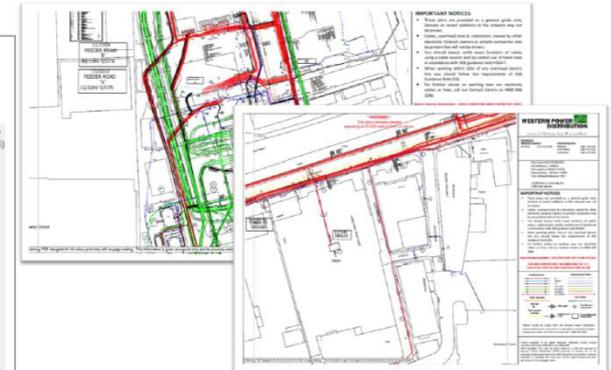
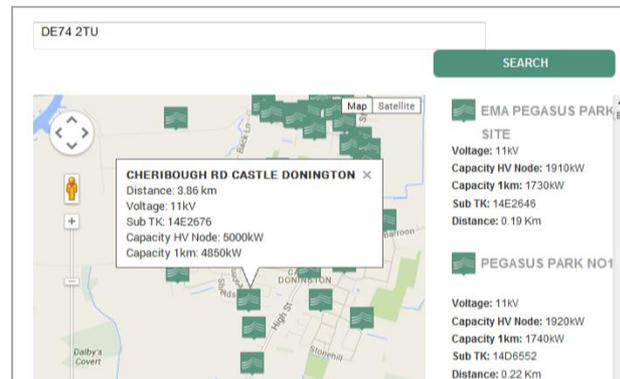
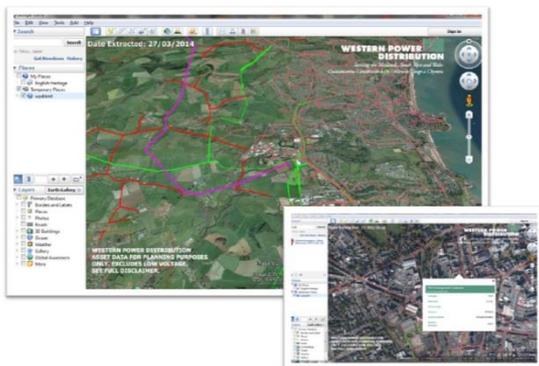
Bruce Pollard

- In our 2017/18 plan we focus on
 - Guidance on use of wayleaves or easements for EHV/HV works
 - Making individual project information available online
 - Publishing information on legals and consents performance
 - Setting internal standards and publishing performance against standards once implemented
 - Improving the “solicitor-solicitor” process to reduce the overall time to complete a connection

Key CiC area - Provision of information

Stephen Davies

- Our current plan includes
 - Network mapping and capacity information improvements
 - The workshop session will focus on improvements to the technical information website for ICPs



Key CiC area - Self connection

- Continuing work started in the 16/17 work plan we will complete a trial of a new “Option 4” for ICPs/IDNOs self-connection
- “Option 4” allows ICPs and IDNOs that have successfully completed a WPD audit on their corporate operational processes to carry out HV self-connect on discrete sections of our network without the transfer requirements of the existing CiC Options
- This approach has been jointly developed and trialled successfully
- We are currently amending our relevant policies and standard techniques and will roll out as BAU during the summer and communicate this change via our technical documents web site
- We will then work with stakeholders to support the submission of a CiC CoP change

Key CiC area - Self determination

Tim Hughes

- This workshop session will review the plan actions that aim to improve self service processes
 - Self design
 - Self approval
 - Self connection
- The use of the CIRT interface to progress enquires and exchange documents

Key CiC area – Design approval

Simon Waldron

- We have committed to review the design approval process to ensure consistent application across WPD
- We will also be using the workshop session to understand views on pre-approval of design solutions

How you can get involved

- Our ICE plan is not set in tablets of stone and will be updated in line with customer feedback
- We have a range of methods for engaging with CiC customers
 - Survey
 - Connection surgeries and workshops
 - Connections panel
 - Key Account Managers
- Today's workshop will focus on actions in our plan to improve the CiC process
- It is your opportunity to tell us:
 - Where WPD perform well
 - Where other DNOs do better
 - Areas we should prioritise for improvement

Questions?

Information for Stakeholders

Thank you for attending

- Slides and feedback will be posted on the website - www.westernpower.co.uk
- Code of Practice - www.connectionscode.org.uk
- ICE plan - <http://www.westernpower.co.uk/connections/ICE>
- We would appreciate feedback on any of the areas discussed today. Please contact:

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