Western Power Distri	bution CCSG Workplan 2014	Applicable Market Segment												
		Distributed												
				Demand Connections					Generation Connections		Unmetered Connections			
				Domestic LV	One-off I&C			HV & EHV	EHV and					
Issue	WPD initiative	Target Date	Connection Process	work (LVSSA)	work (LVSSB)	LV works	HV Works	works	Above	DGLV	DG HV EHV	UMLA	UMPFI	UM Other
		0												
Improve online application														
functionality	Implement staged CIRT (web-based tool for application and													
	tracking) functionality for all connections enquiries / customers		Information &											
	i.e. non-Competition In Connections applications	Nov'14	Application Information &											
Improve awareness of website services including updates & changes	Implement user email alert for website updates and changes	Jun'14	Application											
		1	Information &											
	improve accessibility of website info and services	Jun'14	Application											
Improve availability of Network information														
	Review network information currently available to customers	o/o Mar'14	Information &											
	and assess further requirements where necessary	e/O Mar 14	Application											
			Information &											
	Implement access to further network information for customers	Nov'14	Application											
Improve assistance of customers wishing to apply for connections	Implement a programme of Connection Surgeries following on		Information &											
	from last year's trial	Jun'14	Application											
	hold workshop event for community energy schemes to better		Information &											
	understand their requirements	Jun '14	Application											
Improve information provided in														
formal offers and consistency														
	assess whether further information could be provided to improve the offer letter, in particular the cost breakdown,		Quotation &											
	timescales and milestones. Implement improvements identified	Nov'14	Acceptance											
Consult on processes regarding interactivity, acceptance validity, payments and reservation of capacity	WPD to consult with stakeholders on the approach it takes	e/o Feb'14	Quotation & Acceptance											
		6/016014	Quotation &											
	Implement a clear strategy and communicate to stakeholders.	Jun'14	Acceptance											
Acceptance of e-signatures	implement policy to allow acceptance of electronic signatures for		Quotation &											
	agreements	Nov'14	Acceptance											
improving the process of gaining	identify and implement improvements to connections legals													
legals and consents	process to improve timescales, consistency and transparency for		Quotation &											
	customers	Nov'14	Acceptance											
Extension of contestability - Point														
of Connections (POC) self-	Trial and implement process to allow self assessment of POC for		Quotation &											
assessment	Independent Connection Providers (ICPs)	Nov'14	Acceptance											
Extension of contestability -														
connection reinforcement	Develop trial and procedures to facilitate ICPs carrying out	Nov'14	Quotation &											1
<u> </u>	connections reinforcement	Nov'14	Acceptance											
Improve communication in unmetered connections	implement process to notify LAs of programmed dates for UMS connection works (potentially via online application system)	Nov'14	Construction & Connection											
	connection works (potentially via online application system)	1107 14	Construction &											
	investigate ability to notify UM customers of planned outages	Jun'14	Connection											
Expand service for IDNO network														
emergency support	rollout ability to support Independent Network Operators		Construction &											1
	(IDNOs) networks for fault repair service across WPD regions	Nov'14	Connection											
Improve Consistency of process	implement training and briefings to improve consistency across		Construction &											
	teams	Nov'14	Connection											
Improve and consolidate			Construction &											
inspection and monitoring (I&M) processes	Consult on and develop integrated I&C process	Nov'14	Connection &											