

**Northern Powergrid Incentive on Connections Engagement (ICE) Work Plan: April 2015**

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The following work plan is submitted under Northern Powergrid’s Incentive on Connections Engagement (ICE) regulatory requirement. The actions contained within are applicable to the Northern Powergrid (Northeast) Ltd and Northern Powergrid (Yorkshire) plc license areas unless otherwise stated.

| RAG Progress Key |                             |
|------------------|-----------------------------|
| Ref              | Status Description          |
| 1                | Completed to planned target |
| 2                | Running to plan             |
| 3                | On target - not started     |
| 4                | Completed late              |
| 5                | Overdue - target still okay |
| 6                | Okay to agreed revision     |

| Project Plan Key |   |
|------------------|---|
| Ref              | Description   |
| ◆                | Key milestone   |
| —                | Projected timescale   |
| .....            | Revised timescale   |
| ●                | Start of Action   |
| *                | Indicates an action where collaboration with other DNOs is possible |

| Any item in red denotes a change that has been made since the last quarterly update |   |
|---|---|
| Ref   | Description   |
| ◆   | New Key milestone   |
| —   | New Action Timeline   |
| .....   | Revised timescale for an existing action                            |
| ●   | Start of Action   |
| *   | Indicates an action where collaboration with other DNOs is possible |

**Metered Market Sector**

| Theme | Area for Improvements                        | Outcome for customers | Sub Actions                             | Current Measure   | Target Measure            | Voltage affected   | RAG Progress                          | Q2 2015 |                         |     | Q3 2015 |     |     | Q4 2015 |     |     | Q1 2016 |     |     | Progress made to date |   |   |  |  |  |  |  |
|-------|--|-----------------------|---|---|---------------------------|--|---------------------------------------|---------|-------------------------|-----|---------|-----|-----|---------|-----|-----|---------|-----|-----|-----------------------|---|---|--|--|--|--|--|
|       |  |                       |   |   |                           |  |                                       | Apr     | May                     | Jun | Jul     | Aug | Sep | Oct     | Nov | Dec | Jan     | Feb | Mar |                       |   |   |  |  |  |  |  |
| 1.0   | Provision of Information                     | 1.1                   | Wayleave guidance                       | Provide better guidance for customers about wayleaves & consents.                                   | 1.1.1                     | Develop and publish a wayleave guidance document   | Wayleave guidance published           | All     | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 1.2                   | Demand Heat Maps                        | Publication of demand heat map with primary substation information                                  | 1.2.1                     | Publish primary substation demand information  | Publish demand heatmaps               | HV/EHV  | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 1.3                   | Performance Metrics                     | Availability of current performance metrics   | 1.3.1                     | Publish a monthly dashboard of performance information   | Monthly dashboard published           | All     | Running to plan         | ◆   | ◆       | ◆   | ◆   | ◆       | ◆   | ◆   | ◆       | ◆   | ◆   | ◆                     | ◆ | ◆ |  |  |  |  |  |
|       |  | 1.4                   | Access to mains records                 | Access online to safe dig plans   | 1.4.1                     | Mains record system to be made available to customers online   | Access to mains records               | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 1.5                   | Community Energy                        | Provide community energy groups with advice on how to get connected                                 | 1.5.1                     | Consult with local community energy groups   | Consult                               | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 1.5.2                     | Create a guidance document   | Draft guidance document               | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 1.5.3                     | Review with local community energy groups  | Ensure fit for purpose                | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
| 1.5.4 | Publish guidance document                    |                       |   |   | Publish guidance document | All  | On target – Not started               |         |                         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
| 2.0   | Application Process                          | 2.1                   | Plot call off process                   | Have a flexible quotation process for phased housing developments                                   | 2.1.1                     | Implement plot call off process  | Implement                             | LV/HV   | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 2.2                   | Budget Quotes and Optioneering          | Provide customers with the range of technical options available in a budget quotation               | 2.2.1                     | Implement at LV  | Implement                             | LV      | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 2.2.2                     | Implement at HV  | Implement                             | HV      | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 2.2.3                     | Implement at EHV   | Implement                             | EHV     | On target – Not started | ◆   |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
| 3.0   | Communicating Better                         | 3.1                   | Written communication improvements      | Quotations written in understandable plain English including all the required technical information | 3.1.1                     | Redesign the small works quotation letters and information pack to provide clear and more understandable information | Implement new letters                 | LV      | Running to plan         | ◆   |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 3.1.2                     | Redesign the large works quotation letters and information pack to provide clear and more understandable information | Implement new letters                 | HV/EHV  | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 3.2                   | Key Timescales for contact              | Communicate effectively with our customers  | 3.2.1                     | Contact customers within 5 days of application to ensure it is complete (LV)   | Implement & Measure                   | LV      | Okay to agreed revision |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 3.2.2                     | Contact customers within 5 days of application to ensure it is complete (HV)   | Implement & Measure                   | HV      | Okay to agreed revision |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 3.2.3                     | Contact customers within 5 days of application to ensure it is complete (EHV)  | Implement & Measure                   | EHV     | Okay to agreed revision |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 3.2.4                     | Contact from a project engineer within 5 days of acceptance of a quotation   | Implement & Measure                   | All     | Okay to agreed revision |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
| 4.0   | Technical / Commercial Development           | 4.1                   | Wayleave timescales                     | Introduce a service level standard to complete legal consents                                       | 4.1.1                     | Implement a service level standard to complete legal consents within 66 working days                                 | Internal service standard implemented | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 4.2                   | Progress the release of unused capacity | Reduce connection charges in line with a customer's capacity  | 4.2.1                     | Identify customers with spare capacity   | Identify customers                    | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
| 4.2.2 | Seek agreement for release of spare capacity |                       |   |   | Contact customers         | All  | On target – Not started               |         |                         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
| 5.0   | Enabling Competition                         | 5.1                   | ICP self-determination POC              | Enable self-determination POC by ICPs   | 5.1.1                     | Provide access to all relevant data and standards required by ICPs   | Provide access                        | All     | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 5.2                   | ICP design approval                     | Enable design approval by ICPs  | 5.2.1                     | Develop and implement an audit process to assess and maintain standards for ICP derived POC and design approval      | Implement audit process               | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 5.3                   | Competition information                 | Provide customers with information about available ICPs and Competition in Connections              | 5.3.1                     | Implement a register of ICPs operating in NPg regions  | Implement / Maintain ICP register     | All     | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 5.3.2                     | Ensure customers receive CinC information as part of the connections application process                             | Promote CinC                          | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 5.3.3                     | Promote CinC in every external email related to the connections business   | Promote CinC                          | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 5.3.4                     | Where a phone has a hold function the message will promote CinC  | Promote CinC                          | All     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 5.3.5                     | Issue emails targeted at customers in relevant market segments   | Issue Emails                          | All     | On Target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 5.4                   | Metered Disconnections                  | Allow ICPs to carry out metered disconnections on brownfield sites                                  | 5.4.1                     | Design and run pilot*  | Run pilot scheme                      | LV      | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  |                       |   |   | 5.4.2                     | Implement for ICPs*  | Implement                             | LV      | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
|       |  | 5.5                   | Dual quotations                         | Provide dual quotations for all major works applications  | 5.5.1                     | Implement dual quotes at LV  | Implement                             | LV      | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
| 5.5.2 | Implement dual quotes at HV                  |                       |   |   | Implement                 | HV   | Running to plan                       |         |                         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |
| 5.5.3 | Implement dual quotes at EHV                 |                       |   |   | Implement                 | EHV  | Running to plan                       |         |                         |     |         |     |     |         |     |     |         |     |     |                       |   |   |  |  |  |  |  |

**Distributed Generation Market Sector (Page 1 of 2)**

| Theme                       | Area for Improvements   | Outcome for customers  | Sub Actions   | Current Measure  | Target Measure   | Voltage Affected                | RAG Progress                     | Q2 2015                 |                         |     | Q3 2015 |     |     | Q4 2015 |     |     | Q1 2016 |     |     | Progress made to date |  |            |  |
|-----------------------------|---|--|---|--|--|---------------------------------|----------------------------------|-------------------------|-------------------------|-----|---------|-----|-----|---------|-----|-----|---------|-----|-----|-----------------------|--|------------|--|
|                             |   |  |   |  |  |                                 |                                  | Apr                     | May                     | Jun | Jul     | Aug | Sep | Oct     | Nov | Dec | Jan     | Feb | Mar |                       |  |            |  |
| 1.0                         | Provision of Information                                      | 1.1 Provision of heat maps<br>Expand the information provided to include:<br>• Bulk Supply Points<br>• Distribution Substations above 200kW<br>• EHV/HV underground and overhead networks & share base data. | 1.1.1 Publish BSPs/GSPs with RAG Status*  |  | BSP/GSP Rag Status published   | EHV                             | Running to plan                  |                         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  | 1.1.2 Publish capacity availability for Bulk supply points*   |  | BSP capacity information added   | EHV                             | Running to plan                  |                         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  | 1.1.3 Publish EHV underground and overhead network on heatmaps*                                     |  | EHV network maps included  | EHV                             | Running to plan                  |                         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  | 1.1.4 Publish HV underground and overhead network on heatmaps*                                      |  | HV network maps included   | HV                              | Running to plan                  |                         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  | 1.1.5 Include distribution substations and show the area they serve above 200kW*                    |  | Distribution substations added   | HV                              | Running to plan                  |                         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  | 1.1.6 Provide heat maps base data in spreadsheet format*  |  | Base data to be provided on request  | All                             | Running to plan                  |                         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 1.2 Substation Information   | Publish substation address information  | 1.2.1 Publish substation longitude and latitude information  |  | Substation information provided | All                              | Running to plan         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 1.3 Wayleave guidance  | Provide better guidance for customers about wayleaves & consents.                                   | 1.3.1 Develop and publish a wayleave guidance document   |  | Wayleave guidance published     | All                              | Running to plan         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 1.4  | Contracted capacity   | Publish a contracted capacity register for primary substations within our heatmaps   | 1.4.1 Publish Quoted capacity at primary substations                             |                                 | Quote information published      | HV/EHV                  | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 1.4.2 Publish Contracted capacity at primary substations                         |                                 | Contracted information published | HV/EHV                  | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 1.4.3 Publish Connected capacity at primary substations                          |                                 | Connected information published  | HV/EHV                  | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 1.4.4 Publish cumulative connected capacity by GSP                               |                                 | Cumulative information published | All                     | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 1.5  | Community Energy  | Provide community energy groups with advice on how to get connected  | 1.5.1 Consult with local community energy groups                                 |                                 | Consult                          | All                     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 1.5.2 Create a guidance document   |                                 | Draft guidance document          | All                     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 1.5.3 Review with local community energy groups                                  |                                 | Ensure fit for purpose           | All                     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 1.5.4 Publish guidance document  |                                 | Publish guidance document        | All                     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 1.6 Performance Metrics  | Availability of current performance metrics   | 1.6.1 Publish a monthly dashboard of performance information   |  | Monthly dashboard published     | All                              | On target – Not started |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
| 1.7 Access to mains records | Access online to safe dig plans                               | 1.7.1 Mains record system to be made available to customers online   |   | Access to mains records  | All  | On target – Not started         |                                  |                         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
| 2.0                         | Application Process   | 2.1 Interactivity  | To provide an industry best practise interactivity process  | 2.1.1 Issue consultation on interactivity process*   |  | Consult                         | All                              | On target – Not started |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   | 2.1.2 Review customer feedback*  |  | Utilise feedback                | All                              | On target – Not started |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   | 2.1.3 Make necessary process changes to the interactivity process*   |  | Change process if necessary     | All                              | On target – Not started |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 2.2  | Generator Application Process   | Making generation applications more understandable   | 2.2.1 Develop information material   |                                 | Develop material                 | All                     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 2.2.2 Publish webinar  |                                 | Publish / promote on website     | All                     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 2.3 Quotation Feasibility Service  | Implement a quote plus feasibility service  | 2.3.1 Design and implement a quote plus process*   |  | Implement quote plus            | All                              | On target – Not started |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 2.4  | Electronic G59 Application forms  | Provide electronic G59 application forms, up to 50kW, up to 200kW, and above 200kW   | 2.4.1 Introduce the application forms  |                                 | Implement application forms      | All                     | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 2.4.2 Discuss wider adoption of electronic forms with ENA.*                      |                                 | Discuss with ENA / Other DNOs    | All                     | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 2.5  | G83 application to connect notifications  | Expand our online service to include G83/2 multiple premises application/notification and introduce an online account for all SSEG installers. | 2.5.1 Creation of online account for all SSEG installers                         |                                 | Online accounts for SSEG         | LV                      | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 2.5.2 Online service to include G83/2 multiple premises application/notification |                                 | Online service goes live         | LV                      | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 2.6  | Budget Quotes and Optioneering  | Provide customers with the range of technical options available in a budget quotation  | 2.6.1 Implement at LV  |                                 | Implement                        | LV                      | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 2.6.2 Implement at HV  |                                 | Implement                        | HV                      | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 2.6.3 Implement at EHV   |                                 | Implement                        | EHV                     | On target – Not started |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
| 2.7 Statement of works      | Streamline working with national grid to reduce waiting times | 2.7.1 Move straight to Mod app stage where necessary   |   | Save customers time  | HV/EHV   | Running to plan                 |                                  |                         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
| 3.0                         | Communicating Better  | 3.1 Key Timescales for contact   | Communicate effectively with our customers  | 3.1.1 Contact customers within 5 days of application to ensure it is complete (LV)   |  | Implement & Measure             | LV                               | Okay to agreed revision |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   | 3.1.2 Contact customers within 5 days of application to ensure it is complete (HV)   |  | Implement & Measure             | HV                               | Okay to agreed revision |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   | 3.1.3 Contact customers within 5 days of application to ensure it is complete (EHV)  |  | Implement & Measure             | EHV                              | Okay to agreed revision |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   | 3.1.4 Contact from a project engineer within 5 days of acceptance of a quotation   |  | Implement & Measure             | All                              | Okay to agreed revision |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 3.2 Written communication improvements   | Quotations written in understandable plain English including all the required technical information | 3.2.1 Redesign the DG quotation letters and information pack to provide clear and more understandable information                              |  | Implement letters               | All                              | Running to plan         |                         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   | 3.3  | Key Account management  | Establish key account management for regular DG customers  | 3.3.1 Train key account managers   |                                 | Train key account managers       | All                     | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  |            |  |
|                             |   |  |   |  | 3.3.2 Key account managers to make initial contact                               |                                 | Managers to make contact         | All                     | Running to plan         |     |         |     |     |         |     |     |         |     |     |                       |  | (End 2016) |  |

**Distributed Generation Market Sector (Page 2 of 2)**

| Theme | Area for Improvements              | Outcome for customers   | Sub Actions                             | Current Measure  | Target Measure | Voltage Affected  | RAG Progress | Q2 2015                           |     |                         | Q3 2015 |     |     | Q4 2015 |     |     | Q1 2016 |     |     | Progress made to date |  |  |
|-------|------------------------------------|---|---|--|----------------|---|--------------|-----------------------------------|-----|-------------------------|---------|-----|-----|---------|-----|-----|---------|-----|-----|-----------------------|--|--|
|       |                                    |   |   |  |                |   |              | Apr                               | May | Jun                     | Jul     | Aug | Sep | Oct     | Nov | Dec | Jan     | Feb | Mar |                       |  |  |
| 4.0   | Technical / Commercial development | 4.1   | Active network management (ANM)         | Develop ANM connection service offers  | 4.1.1          | Develop ANM connection service offers   |              | Develop ANM trials                | All | On target – Not started |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    | 4.2   | Progress the release of unused capacity | Reduce connection charges in line with a customer's capacity                           | 4.2.1          | Identify customers with spare capacity  |              | Identify customers                | All | On target – Not started |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    |   |   |  | 4.2.2          | Seek agreement for release of spare capacity*   |              | Contact customers                 | All | On target – Not started |         |     |     |         |     |     |         |     |     |                       |  |  |
| 4.3   | Wayleave timescales                | Introduce a service level standard to complete legal consents | 4.3.1                                   | Implement a service level standard to complete legal consents within 66 working days   |                | Internal service standard implemented   | All          | On target – Not started           |     |                         |         |     |     |         |     |     |         |     |     |                       |  |  |
| 5.0   | Enabling Competition               | 5.1   | ICP self-determination POC              | Enable self-determination POC by ICPs  | 5.1.1          | Provide access to all relevant data and standards required by ICPs  |              | Provide access                    | All | Running to plan         |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    | 5.2   | ICP design approval                     | Enable design approval by ICPs   | 5.2.1          | Develop and implement an audit process to assess and maintain standards for ICP derived POC and design approval |              | Implement audit process           | All | On target – Not started |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    | 5.3   | Competition information                 | Provide customers with information about available ICPs and Competition in Connections | 5.3.1          | Implement a register of ICPs operating in NPg regions   |              | Implement / Maintain ICP register | All | Running to plan         |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    |   |   |  | 5.3.2          | Ensure customers receive CinC information as part of the connections application process                        |              | Promote CinC                      | All | On target – Not started |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    |   |   |  | 5.3.3          | Promote CinC in every external email related to the connections business  |              | Promote CinC                      | All | On target – Not started |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    |   |   |  | 5.3.4          | Where a phone has a hold function the message will promote CinC   |              | Promote CinC                      | All | On target – Not started |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    |   |   |  | 5.3.5          | Issue emails targeted at customers in relevant market segments  |              | Issue Emails                      | All | On Target – Not started |         |     |     |         |     |     |         |     |     |                       |  |  |
|       |                                    | 5.4   | Dual quotations                         | Provide dual quotations for all major works applications                               | 5.4.1          | Implement dual quotes at LV   |              | Implement                         | LV  | Running to plan         |         |     |     |         |     |     |         |     |     |                       |  |  |
| 5.4.2 | Implement dual quotes at HV        |   |   |  |                | Implement   | HV           | Running to plan                   |     |                         |         |     |     |         |     |     |         |     |     |                       |  |  |
| 5.4.3 | Implement dual quotes at EHV       |   |   |  |                | Implement   | EHV          | Running to plan                   |     |                         |         |     |     |         |     |     |         |     |     |                       |  |  |

### Unmetered Market Sector

| Theme | Area for Improvements  | Outcome for customers | Sub Actions                            | Current Measure   | Target Measure       | Market Affected  | RAG Progress                      | Q2 2015                                      |                         |                 | Q3 2015         |     |     | Q4 2015 |     |     | Q1 2016 |     |     | Progress made to date |   |  |
|-------|--|-----------------------|--|---|----------------------|--|-----------------------------------|--|-------------------------|-----------------|-----------------|-----|-----|---------|-----|-----|---------|-----|-----|-----------------------|---|--|
|       |  |                       |  |   |                      |  |                                   | Apr  | May                     | Jun             | Jul             | Aug | Sep | Oct     | Nov | Dec | Jan     | Feb | Mar |                       |   |  |
| 1.0   | Provision of Information                                       | 1.1                   | Performance Metrics                    | Availability of current performance metrics   | 1.1.1                | Publish a monthly dashboard of performance information   | Monthly dashboard published       | Local authority, PFI & unmetered other       | Running to plan         | ◆               | ◆               | ◆   | ◆   | ◆       | ◆   | ◆   | ◆       | ◆   | ◆   | ◆                     | ◆ |  |
|       |  | 1.2                   | Access to mains records                | Access online to safe dig plans   | 1.2.1                | Mains record system to be made available to customers online   | Access to mains records           | Local authority, PFI & unmetered other       | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
| 2.0   | Application Provision  | 2.1                   | Online self-service process            | Customers will be able to apply for unmetered connections/disconnections online                     | 2.1.1                | Apply & be quoted for unmetered connections/disconnections online  | Implement online service          | Unmetered other                              | Running to plan         | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
| 3.0   | Communicating Better   | 3.1                   | Written communication improvements     | Quotations written in understandable plain English including all the required technical information | 3.1.1                | Redesign the unmetered quotation letters and information pack to provide clear and more understandable information | Implement new letters             | Unmetered other                              | Running to plan         | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 3.1.2                | Redesign the PLA quotation letters and information pack to provide clear and more understandable information       | Implement new letters             | Local authority                              | Running to plan         | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  | 3.2                   | Key account management                 | Unmetered customers will have access to a single point of contact for quotations and for delivery   | 3.2.1                | Appoint & train staff for PLAs   | Train points of contact           | Local authority                              | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 3.2.2                | Appoint & train staff for other unmetered customers  | Train points of contact           | Unmetered other                              | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 3.2.3                | Establish a programme of meetings with customers   | Establish meetings                | Local authority, PFI & unmetered other       | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  | 3.3                   | Key Timescales for contact             | Communicate effectively with our customers  | 3.3.1                | Contact customers within 5 days of application to ensure it is complete (Local Authority)                          | Implement & Measure               | Local authority                              | Okay to agreed revision | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 3.3.2                | Contact customers within 5 days of application to ensure it is complete (Unmetered Other)                          | Implement & Measure               | Unmetered other                              | Okay to agreed revision | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 3.3.3                | Contact customers within 5 days of application to ensure it is complete (PFI)                                      | Implement & Measure               | PFI  | Okay to agreed revision | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 3.3.4                | Contact from a project engineer within 5 days of acceptance of a quotation   | Implement & Measure               | Local authority, PFI & unmetered other       | Okay to agreed revision | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  | 4.0                   | Charging                               | 4.1   | PLA charging regimes | PLA's will receive a fixed annual price  | 4.1.1                             | Fixed annual price process to be implemented | Implement               | Local authority | Running to plan | ◆   |     |         |     |     |         |     |     |                       |   |  |
| 4.1.2 | Process review and improvements                                |                       |  |   |                      |  | Review process                    | Local authority                              | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
| 5.0   | Enabling Competition   | 5.1                   | ICP self-determination POC             | Enable self-determination POC by ICPs   | 5.1.1                | Provide access to all relevant data and standards required by ICPs   | Provide access                    | Local authority, PFI & unmetered other       | Running to plan         | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  | 5.2                   | ICP design approval                    | Enable design approval by ICPs  | 5.2.1                | Develop and implement an audit process to assess and maintain standards for ICP derived POC and design approval    | Implement audit process           | Local authority, PFI & unmetered other       | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  | 5.3                   | Competition information                | Provide customers with information about available ICPs and Competition in Connections              | 5.3.1                | Implement a register of ICPs operating in NPG regions  | Implement / Maintain ICP register | Local authority, PFI & unmetered other       | Running to plan         | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 5.3.2                | Ensure customers receive CinC information as part of the connections application process                           | Promote CinC                      | Local authority, PFI & unmetered other       | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 5.3.3                | Promote CinC in every external email related to the connections business   | Promote CinC                      | Local authority, PFI & unmetered other       | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 5.3.4                | Where a phone has a hold function the message will promote CinC  | Promote CinC                      | Local authority, PFI & unmetered other       | On target – Not started | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
|       |  |                       |  |   | 5.3.5                | Publish a specific CinC leaflet for our unmetered markets  | Publish leaflet                   | Local authority, PFI & unmetered other       | Running to plan         | ◆               |                 |     |     |         |     |     |         |     |     |                       |   |  |
| 5.3.6 | Issue emails targeted at customers in relevant market segments | Issue Emails          | Local authority, PFI & unmetered other | On Target – Not started   | ◆                    |  |                                   |  |                         |                 |                 |     |     |         |     |     |         |     |     |                       |   |  |