



NORTHERN POWERGRID

INCENTIVE ON CONNECTIONS ENGAGEMENT (ICE)

2016-17 WORK PLAN CONSULTATION

Date issued:	11 March 2016
Closing date:	01 April 2016
Status:	Open
Contact:	ICE@northernpowergrid.com

The purpose of this document

As part of the Ofgem's Incentive on Connections Engagement and our ongoing drive to improve customer service, we have prepared a service improvement plan for 2016-17 which has been developed from the views of our stakeholders and is specifically designed to respond to feedback we received from our major works customers. Before finalising our work plan, we would like to know whether what we are proposing meets your requirements and priorities, or whether there are other areas or issues that you would like to bring to our attention.

Our service improvement plans

This consultation sets out our proposed service improvement work plan for the period 1 April 2016 until 31 March 2017. It is based on what our customers have told us during the course of the year, but we are aware there may still be other issues we are not aware of and need to consider. We would like you to comment on the suitability of our proposals and to add any suggestions of your own that you feel would further improve our connections customer service.

This is the second year that we have produced and consulted on detailed work plans for improving our services to major works connections customers. Our continuing dialogue with our customers and stakeholders has been very important in helping us to frame these work plans and gain feedback on how successful our initiatives have been. We are very grateful to all those who have contributed to this, but we know that as well as improving our connections service there are also likely to be aspects of our stakeholder engagement that could also benefit from your comments.

We know that there may be some of our connections customers who may not have felt the need to speak to us recently or who may not have been able to attend any of our stakeholder events. Because of this, we may not have been able to take their needs fully into account. We would like to ensure that their needs do not go unregistered, even if all that may be required is 'more of the same please' and so we are running an open consultation on our 2016-17 work plan actions.

The Incentive on Connections Engagement (ICE)

We are judged by Ofgem on how well we have engaged with our customers and met their needs through the Incentive on Connections Engagement (ICE). ICE applies to major connections customers in the metered, unmetered and distributed generation markets and is designed to replicate the effects of competition and drive Distribution Network Operators to better understand and meet the needs of major works connections customers.

Our consultation with you

This is a great opportunity for you to influence the customer service improvement actions included in our 2016-17 ICE plan. In addition to seeking your views on the suitability of our proposals we would like to know if there are any other issues we should consider. This is your opportunity to comment, please make the most of it.

Please take some time to consider our proposed 2016-17 work plan and give us your feedback. You can choose how you respond to us. There is a questionnaire at the end of the document which you can complete and return to us via email or post; you can also complete it online at <https://www.snapsurveys.com/wh/s.asp?k=145762815226>, this should take no more than 10 minutes of your time. If your comment is more general you can email us at ICE@northernpowergrid.com

However you choose to respond, could you please let us have your comments on or before 1 April 2016.

Many thanks for your help.

Mike Hammond
Head of Connections Services
Northern Powergrid

Please send us your feedback via:

Email: ICE@northernpowergrid.com

Online at: <https://www.snapsurveys.com/wh/s.asp?k=145762815226>

Post: FAO Emma Wilson, Northern Powergrid, New York Road, Shiremoor, NE27 0LP

2016-17 WORK PLAN

No.	Service issue	Proposed action(s)	Outcome for customers	Market segment(s) affected	Target measure	Voltage
Theme 1: The provision of information						
1.1	Customers are using our heat maps to try and estimate the likely cost of a connection. The fact that a substation has spare capacity does not always mean the cost to connect will be low.	Produce case studies on different types of HV and EHV connection projects to give customers a better understanding of the likely cost and resources required to deliver a particular job.	More information about what is involved in delivering an HV/EHV connection.	Distributed Generation Metered	Publication	EHV HV
1.2	Customers said that they want to see us continue to improve our pre-construction activities, in particular our wayleaves delivery performance. Customers also want to see the time it takes to secure wayleaves reduced and to be shown evidence of our performance.	Publish wayleaves / easements performance statistics on a monthly basis.	Better understanding of time taken to obtain wayleaves / easements.	Distributed Generation Metered	Publication	All
1.3	Customers told us we could make it easier for them to locate information on ICE, particularly our work plans, on our website.	Develop our dedicated ICE page on our website to feature more information and resources for our customers.	Better understanding of ICE, our work plan progress and stakeholder opportunities.	Distributed Generation Metered Unmetered	Web pages go live	All

No.	Service issue	Proposed action(s)	Outcome for customers	Market segment(s) affected	Target measure	Voltage
Theme 2: Improving our application process						
2.1	Independent connections providers (ICPs) who have experienced our design approval process told us we could make the process quicker and easier.	Review of ICP design approval process to provide clear, succinct and timely responses.	Clear and timely approval of ICP design submissions.	Distributed Generation Metered	Implementation	All
2.2	Customers suggested we could speed up the design approval process by pre-approving a set of standard configuration templates for protection and for building and civil designs. The customer can then simply confirm that their design consists of whichever of the pre-approved elements, enabling design approval to be granted more quickly.	Publish approved standard templates for 11kV, 20kV and 33kV connections.	Quicker approval of schemes designed by independent connections providers (ICPs).	Distributed Generation Metered	Publication	EHV HV

No.	Service issue	Proposed action(s)	Outcome for customers	Market segment(s) affected	Target measure	Voltage
2.3	Customers told us that it would be quicker and more efficient to produce quotes for multiple ICPs at the same point of connection if we were to re-use the same quotation where it remains valid.	Improve the speed of providing point of connection quotations requested by multiple ICPs for the same location.	Quicker quotations.	Distributed Generation Metered	Implementation	EHV HV
2.4	Customers said there is nowhere for them to request a temporary site supply as a separate service line. Instead the temporary service request has to be made as part of the full metered connection application form.	Implement changes to the application process to make it easier for customers to apply for a separate temporary site supply.	Easier to apply for a temporary site connection.	Distributed Generation Metered	Implementation	All

No.	Service issue	Proposed action(s)	Outcome for customers	Market segment(s) affected	Target measure	Voltage
2.5	Local Authorities asked us to review our timescales to reconnect knocked down street lights. They told us that by working together we could deliver a faster service than the current 4-6 weeks and in so doing prevent complaints from members of the general public.	<p>1. Run a pilot with a Local Authority to reconnect all knocked down public lighting within a target of 10 working days from receipt of the notification by the public lighting authority that a new column has been erected.</p> <p>2. Post pilot completion, consider roll out of the process across all Local Authorities.</p>	Faster reconnection of knocked down street lamps.	Unmetered	Complete pilot	LV
Theme 3: Improving communications						
3.1	<p>In our 2015/16 ICE work plan we committed to introducing key account managers for regular DG customers by December 2016.</p> <p>This action is carried over from the previous ICE work plan.</p>	As part of our ongoing connections customer service improvement plans we will train and deploy single points of contact (key account managers) for ALL regular customers.	Single points of contact for all regular connections customers.	Distributed Generation Metered Unmetered	Contact made with customers	All

No.	Service issue	Proposed action(s)	Outcome for customers	Market segment(s) affected	Target measure	Voltage
Theme 4: Technical and commercial developments						
4.1	Customers told us they want to know more about our plans to roll out active network management on our network.	Provide a focussed update on active network management at the May 2016 Connections Customer Forum.	Better informed about our deployment of active network management.	Distributed Generation	Information shared	All
4.2	Customers asked us to review our policy about allowing export limiting devices on our network.	<ol style="list-style-type: none"> 1. Develop and implement a policy on the use of export limiting devices for Northern Powergrid connections. 2. Advise customers of our policy on export limiting devices. 	Ability to propose the use of export limiting devices in DG connections.	Distributed Generation	Implementation and information shared	All
4.3	A customer asked us to review our policies on witness testing required for small scale generation projects to understand if third parties can become competent to act on behalf of the DNO and carry out the witness testing.	<ol style="list-style-type: none"> 1. Review our protection policy and confirm our position on third party witness testing. 2. Advise customers of our revised policy on protection. 	A revised policy on protection and witness testing.	Distributed Generation	Information shared	All

No.	Service issue	Proposed action(s)	Outcome for customers	Market segment(s) affected	Target measure	Voltage
4.4	A customer challenged the complexity of our protection schemes which when added to small scale connections can make them unviable. They wanted us to ensure our protection requirements remain proportionate with the size and cost of the proposed connection solution.	<ol style="list-style-type: none"> 1. Review our protection policies, including the protection scheme requirements compared to the size and cost of the connection solution. 2. Advise customers of our revised policy on protection. 	A revised policy on protection scheme requirements.	Distributed Generation	Information shared	All
4.5	Northern Powergrid has played a leading role in the ongoing national debate on Assessment & Design fees. Our customers told us they want to be kept informed of any decisions and outcomes.	<ol style="list-style-type: none"> 1. Continue to engage with DECC on its consultation on Assessment & Design fees and keep customers informed of developments. 2. Implement any required changes following outcome of consultation. 	A revised approach to Assessment & Design fees.	Distributed Generation Metered	Information shared	All

No.	Service issue	Proposed action(s)	Outcome for customers	Market segment(s) affected	Target measure	Voltage
4.6	Our customers told us they want us to continue to push for any unused capacity held within slow moving contracts to be released for use by the wider connections market.	Participate in the Ofgem 'Quicker More Efficient Connections' (QMEC) actions being carried out by the DG DNO steering group regarding the withdrawal of network capacity from slow moving projects and implement any appropriate process changes within Northern Powergrid.	Better management of slow moving contracts to release unused capacity.	Distributed Generation Metered	Implementation	All
4.7	Our customers told us they wanted to understand more about Northern Powergrid's innovation strategy.	Run a focussed stakeholder session on Northern Powergrid's innovation strategy, including storage, demand side response and active network management.	A better understanding of Northern Powergrid's innovation strategy and smart grid development plan.	Distributed Generation Metered	Information shared	All

No.	Service issue	Proposed action(s)	Outcome for customers	Market segment(s) affected	Target measure	Voltage
Theme 5: Enabling competition						
5.1	We are currently undertaking a trial of part-funded reinforcement. This would enable ICPs to quote for and carry out reinforcement work on our existing network associated with providing a new connection, offering a wider turnkey package to customers. Customers told us they wanted to be kept informed of the outcome of the trial and the next steps in the development of this approach.	Communicate the progress and outcome of the part-funded reinforcement trial and consider the next steps in the development of the process.	Extending the breadth of work deliverable by ICPs.	Distributed Generation Metered	Information shared	HV LV

The survey below can be completed online using this link: <https://www.snapsurveys.com/wh/s.asp?k=145762815226>. You can also complete the questionnaire below and return by email to ICE@northernpowergrid.com or post to Emma Wilson, Northern Powergrid, New York Road, Shiremoor, NE27 0LP.

Incentive on Connections Engagement 2016-17 Work Plan Consultation Questionnaire

Your Name:

Company Name:

Telephone:

Email:

(If you prefer to remain anonymous, please complete the survey online using the link above)

Please indicate which market segment(s) you operate in:

Metered	<input type="checkbox"/>	Distributed Generation	<input type="checkbox"/>
Unmetered	<input type="checkbox"/>		

Please indicate what kind of customer or stakeholder you are:

Domestic customer (or representative)	<input type="checkbox"/>	Community energy scheme	<input type="checkbox"/>
Business customer (or representative)	<input type="checkbox"/>	Consultant	<input type="checkbox"/>
Local authority/council officer	<input type="checkbox"/>	Energy/utility company	<input type="checkbox"/>
Parish councillor	<input type="checkbox"/>	Regulator/government	<input type="checkbox"/>
Developer/connections representative	<input type="checkbox"/>	Academic/educational institute	<input type="checkbox"/>
Distributed Generation developer	<input type="checkbox"/>	Other	<input type="checkbox"/>

1. The Provision of Information

Action 1.1: We are proposing to produce case studies on different types of HV and EHV connection projects to give our customers a better understanding of the cost and resources required to deliver a particular job. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 1.2: We are proposing to publish wayleaves/easements performance statistics on a monthly basis. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 1.3: We are proposing to develop the dedicated ICE page on our website to feature more information and resources for customers. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

2. Improving our Applications Process

Action 2.1: We are proposing to review our ICP design approval process to provide clearer, more succinct and timely responses. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 2.2: We are proposing to publish approved standard templates for 11kV, 20kV and 33kV connections. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 2.3: We are proposing to improve the speed at which we can provide point of connection quotations requested by multiple ICPs for the same location by re-using the same quotation. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 2.4: We are proposing to implement changes to our application process to make it easier for customers to apply for a separate temporary site supply. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 2.5: We are proposing to run a pilot with a Local Authority to reconnect all knocked down public lighting within a target of 10 working days. Post pilot completion, we will consider rolling out the process across all Local Authorities in our licence area. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

3. Improving Communications

Action 3.1: We are proposing to train and deploy single points of contact (key account managers) for all regular connections customers. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 4.1: We are proposing to provide a focussed update on active network management at our Connections Customer Forum on 17 May 2016. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 4.2: We are proposing to develop and implement a policy on the use of export limiting devices. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 4.3: We are proposing to review our protection policy and confirm our position on third party witness testing. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 4.4: We are proposing to review our protection policies, including protection scheme requirements compared to the size and cost of the connection solution. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 4.5: We propose to continue to engage with DECC on its consultation on Assessment & Design fees and keep our customers informed of any developments. We will implement any required changes following the outcome of the DECC consultation. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 4.6: We propose to participate in the Ofgem 'Quicker More Efficient Connections' (QMEC) actions being carried out by the DG DNO steering group regarding the withdrawal of network capacity from slow moving projects and implement any appropriate process changes within Northern Powergrid. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Action 4.7: We are proposing to run a focussed stakeholder session on innovation, including storage, demand side response and active network management to help customers better understand Northern Powergrid's innovation strategy and smart grid development plan. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

5. Enabling Competition

Action 5.1: We are proposing to communicate the progress and outcome of our part-funded reinforcement trial to customers and consider the next steps in the development of the process. Would you support this action?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>	NOT APPLICABLE	<input type="checkbox"/>
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Do you have any further comments on this action?

Is there anything else you think we should consider including in our 2016-17 ICE plans?
(Please provide as much detail as possible)

