

# Incentive on Connections Engagement (ICE)

Our service improvement work plan for 2018/19



Theme	Area for improvement and action reference	Action	The outcome for customers	Performance metric	Our measure of impact/success	Status	Voltage	Applicable to		Q2 2018			Q3 2018			Q4 2018			Q1 2019				
										Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
1.0 Provision of information	1.1 Access to network information.	We will develop a new process to provide customers who request it with access to more detailed network information.	Customers will have access to more detailed network information and asset records to support and inform their own design activity.	New process implemented.	Customer feedback.	OK to plan	EHV HV	M	DG														
	1.2 Network information.	We will develop a new process to provide customers who request it with access to network information in KMZ and GIS formats.	Customers will have better access and the ability to work with our network data.	New process implemented.	Customer feedback.	OK to plan	EHV HV	M	DG ICP														
	1.3 DG owner operator forum.	We will hold a DG owner operator forum each quarter.	DG customers will have a forum to discuss operational issues and obtain accurate and up-to-date outage information, enabling them to plan more efficiently and strategically.	Four DG owner operator forums held during 2018/19.	Feedback received from DG owner operator forum members.	OK to plan	EHV		DG														
	1.4 DG connections guide.	We will work with the ENA to update the DG connections guide and incorporate new technologies like storage and export limiting devices.	Customers will have more accurate and up-to-date information on the requirements for connection of distributed energy resources.	Completion of a revised ENA DG connection guide.	Number of downloads of the revised ENA guide.	OK to plan	EHV HV		DG														
2.0 Improving our application and delivery processes	2.1 Contact information for connection engineers.	We will create a new web page where customers can find the contact details for our regional connections engineers.	Customers will be able to access the contact details of our connections engineers quickly and easily.	New web page created and published on our website.	Web page usage and customer feedback.	OK to plan	ALL	M UM	DG ICP														
	2.2 Improved customer communications.	We will include a description of the connection project, as well as the enquiry reference, at the beginning of all our customer correspondences.	Customers with multiple connections will be able to identify the project we are referring to quickly and easily.	Customer correspondence reviewed and new standards applied.	Customer feedback.	OK to plan	ALL	M UM	DG														
	2.3 Updates on our connection offers.	We will provide customers with an update on the progress of their connection quotation midway through its preparation, where a 65-day guaranteed standard applies.	Customers will be better informed on the status and timescales of their expected offer.	Feedback being delivered.	Customer feedback.	OK to plan	EHV HV	M UM	DG														
	2.4 Self-service budget tool.	We will mobilise a project to build a self-service budget tool and keep our customers informed and involved.	Customers will have the opportunity to influence and contribute to the development of a new tool.	Project mobilised and customers engaged.	Customer involved in development of the new tool.	OK to plan	LV	M	DG														

Key Start of action | Forecast completion date | - - - Projected timescale | Metered demand customers | Unmetered customers | Distributed generation customers | Independent Connections Providers



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6.0 Innovation	6.1 Better technical guidance for generators.	We will publish technical guidance for generators on how to go about making a connection application for hybrid generation-storage sites.	Generators will have access to improved technical guidance and be better informed about how to make a connection application for hybrid generation-storage sites.	Guidance published.	Document downloads and feedback received.	OK to plan	EHV HV		DG	◆												◆
	6.2 Our transition to a distribution system operator (DSO).	We will continue to engage with stakeholders on our vision and strategy for our transition to a DSO.	Stakeholders will be better informed and have the opportunity to engage, share their views and shape future outputs.	Vision and strategy shared.	Stakeholder feedback.	OK to plan	ALL	M	DG	◆												◆
	6.3 Our engagement with flexibility service providers.	We will engage with flexibility service providers to understand any improvements to our connections process that are required to support the continued growth of distributed energy resources such as storage, flexible generation and demand side response.	Stakeholders will be able to engage with our experts and can influence and inform changes to our connection process.	Stakeholder engagement session delivered.	Stakeholder feedback.	OK to plan	ALL	M	DG	◆												