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

ICE Work Plan Owner: Mike Hammond
ICE Work Plan Primary Contact: Joe Spencer

Telephone: 01924 869408

Email: <u>joe.spencer@northernpowergrid.com</u> **Or**

ICE@northernpowergrid.com

Northern Powergrid webpage: http://www.northernpowergrid.com

Connection Enquiries: Telephone 0845 0702 703 Or

Connections Team: getconnected@northernpowergrid.com

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 Pro	gress 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	Кеу	Any item in red	denotes a change that has been made since the last quarterly update
Ref	Description	Ref	Description
♦	Key milestone	•	New Key milestone
	Projected timescale		New Action Timeline
•••••	Revised timescale	•••••	Revised timescale for an existing action
•	Start of Action	•	Start of Action
*	Indicates an action where collaboration with other DNOs is possible	*	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	RAG Progress		2 2015	Q3 2		Q4 2			2016	Progress made to date
		Ī		Provide better guidance for customers		Develop and publish a wayleave guidance		Wayleave guidance	affected		Apr	May Jun	Jul Au	g Sep	Oct No	v Dec	Jan F	-eb	Mar
		1.1	Wayleave guidance	about wayleaves & consents.	1.1.1	document		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									
1.0	Provision of Information				1.5.1	Consult with local community energy		Consult	All	On target –Not									
						groups		Draft guidance		started On target – Not									
		1.5	Community Energy	Provide community energy groups with	1.5.2	Create a guidance document		document	All	started									
				advice on how to get connected	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									
		2.1	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									
2.0	Application Process			Drovide systemers with the range of	2.2.1	Implement at LV		Implement	LV	On target – Not started							•		
2.0	Application Process	2.2	Budget Quotes and Optioneering	Provide customers with the range of technical options available in a budget	2.2.2	Implement at HV		Implement	HV	On target – Not started							•		
				quotation	2.2.3	Implement at EHV		Implement	EHV	On target – Not started	•								
						Redesign the small works quotation letters		Implement new		started									
			Written communication	Quotations written in understandable plain	3.1.1	and information pack to provide clear and more understandable information		letters	LV	Running to plan	•								
		3.1	improvements	English including all the required technical information		Redesign the large works quotation letters		Implement new											
					3.1.2	and information pack to provide clear and more understandable information		letters	HV/EHV	Running to plan			**						
3.0	Communicating Better				3.2.1	Contact customers within 5 days of		Implement & Measure	LV	Okay to agreed		-							
	· ·					application to ensure it is complete (LV) Contact customers within 5 days of				revision Okay to agreed									
		3.2	Key Timescales for contact	Communicate effectively with our	3.2.2	application to ensure it is complete (HV)		Implement & Measure	HV	revision									
			·	customers	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		*							
				Introduce a service level standard to		Implement a service level standard to		Internal service		On target – Not									
		4.1	Wayleave timescales	complete legal consents	4.1.1	complete legal consents within 66 working days		standard implemented	All	started									
4.0	Technical / Commercial Development		Progress the release of unused	Reduce connection charges in line with a	4.2.1	Identify customers with spare capacity		Identify customers	All	On target – Not started				•					
		4.2	capacity	customer's capacity	4.2.2	Seek agreement for release of spare		Contact customers	All	On target – Not									
		5.1	ICP self-determination POC	Enable self-determination POC by ICPs	5.1.1	capacity Provide access to all relevant data and		Provide access	All	started Running to plan				-					
	•					standards required by ICPs Develop and implement an audit process					+ +								
		5.2	ICP design approval	Enable design approval by ICPs	5.2.1	to assess and maintain standards for ICP derived POC and design approval		Implement audit process	All	On target – Not started				-					
					5.3.1	Implement a register of ICPs operating in		Implement / Maintain	All	Running to plan		•							
						NPg regions Ensure customers receive CinC information		ICP register		On target – Not									
				Provide customers with information about	5.3.2	as part of the connections application process		Promote CinC	All	started									
		5.3	Competition information	available ICPs and Competition in	5.3.3	Promote CinC in every external email		Promote CinC	All	On target – Not									
				Connections		related to the connections business Where a phone has a hold function the				started On target – Not	+						-		
					5.3.4	message will promote CinC		Promote CinC	All	started				->-					
5.0	Enabling Competition				5.3.5	Issue emails targeted at customers in relevant market segments		Issue Emails	All	On Target – Not started									
	3.1					Ţ.													
					5.4.1	Design and run pilot*		Run pilot scheme	LV	Running to plan						+			
		5.4	Metered Disconnections	Allow ICPs to carry out metered disconnections on brownfield sites									+ +					-	
					5.4.2	Implement for ICPs*		Implement	LV	On target – Not started								-	♦
					5.5.1	Implement dual quotes at LV		Implement	LV	Running to plan	+-+			-					
		5.5	Dual quotations	Provide dual quotations for all major works	5.5.2	Implement dual quotes at HV		Implement	HV	Running to plan				-					
				applications															
					5.5.3	Implement dual quotes at EHV		Implement	EHV	Running to plan				-					



<u>Distributed Generation Market Sector (Page 1 of 2)</u>

	Theme		Area for Improvements	Outcome for customers		Sub Actions	Current	Target Measure	Voltage	RAG Progress		2 2015		Q3 2015		Q4 201			Q1 2016	Progress made to date
					1.1.1	Publish BSPs/GSPs with RAG Status*	Measure	BSP/GSP Rag Status	Affected EHV	Running to plan	Apr	May	Jun Jul	Aug Se	p Oct	Nov	Dec	Jan	Feb Mar	· ·
					1.1.2	Publish capacity availability for Bulk supply		published BSP capacity	EHV	Running to plan										
				Expand the information provided to include:		points* Publish EHV underground and overhead		information added EHV network maps	EHV											
		1.1	Provision of heat maps	Bulk Supply Points Distribution Substations above 200kW	1.1.3	network on heatmaps* Publish HV underground and overhead		included HV network maps		Running to plan										
		1.1	Trovision of fleut maps	EHV/HV underground and overhead networks share base data.	1.1.4	network on heatmaps* Include distribution substations and show		included Distribution	HV	Running to plan										
				& Share base data.	1.1.5	the area they serve above 200kW*		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	\vdash		•							
		1.3	Substation Information	Dublish substation address information	121	Publish substation longitude and latitude		Substation information	All	Dunning to alon				+ +						
		1.2		Publish substation address information Provide better guidance for customers about	1.2.1	information Develop and publish a wayleave guidance		provided Wayleave guidance	All	Running to plan							-			
		1.3	Wayleave guidance	wayleaves & consents.	1.3.1	document Publish Quoted capacity at primary		published Quote information		Running to plan										
1.0	Provision of Information				1.4.1	substations Publish Contracted capacity at primary		published Contracted	HV/EHV	Running to plan				•						
		1.4	Contracted capacity	Publish a contracted capacity register for primary substations within our heatmaps	1.4.2	substations		information published	HV/EHV	Running to plan				••						
				substations within our neatmaps	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				—						
					1.5.1	Consult with local community energy groups		Consult	All	On target –Not started			>							
		1.5	Community Energy	Provide community energy groups with advice on	1.5.2	Create a guidance document		Draft guidance document	All	On target – Not started					•					
		1.5	Community Energy	how to get connected	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				H						
		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							*			
					2.1.1	Issue consultation on interactivity process*		Consult	All	On target – Not started										
		2.1	Interactivity	To provide an industry best practise interactivity process	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	2.2.1	Develop information material		Develop material	All	On target – Not started					-					
		2.2	denerator Application (10cess	understandable	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	Floring CFO Application forms	Provide electronic G59 application forms, up to	2.4.1	Introduce the application forms		Implement application forms	All	Running to plan						*				
2.0	Application Process	2.4	Electronic G59 Application forms	50kW, up to 200kW, and above 200kW	2.4.2	Discuss wider adoption of electronic forms with ENA.*		Discuss with ENA / Other DNOs	All	Running to plan										
				Funeral currentine service to include C02/2	2.5.1	Creation of online account for all SSEG installers		Online accounts for SSEG	LV	Running to plan				+	•					
		2.5	G83 application to connect notifications	Expand our online service to include G83/2 multiple premises application/notification and	252	Online service to include G83/2 multiple			137	Dun diente d										
				introduce an online account for all SSEG installers.	2.5.2	premises application/notification		Online service goes live	LV	Running to plan										
					2.6.1	Implement at LV		Implement	LV	On target – Not started										
		2.6	Budget Quotes and Optioneering	Provide customers with the range of technical options available in a budget quotation	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			•						<u> </u>	
					3.1.1	Contact customers within 5 days of application to ensure it is complete (LV)		Implement & Measure	LV	Okay to agreed revision			•							
		2.1	Kon Thomas I. S	Communicate officials 1 and	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	Key Timescales for contact	Communicate effectively with our customers	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			•							
3.0	Communicating Better	2 7	Written communication	Quotations written in understandable plain English	271	Redesign the DG quotation letters and		Implement latters	All	Running to plan				1						
		3.2	improvements	including all the required technical information	3.2.1	information pack to provide clear and more understandable information		Implement letters	All	Running to plan										
					3.3.1	Train key account managers		Train key account	All	Running to plan	\vdash								(End	
		3.3	Key Account management	Establish key account management for regular DG customers	5.5.1	Train key account managers		managers	OII.	naming to plan									2016)	
					3.3.2	Key account managers to make initial contact		Managers to make contact	All	Running to plan										
			1	i	1	00.11.000		20201												



Distributed Generation Market Sector (Page 2 of 2)

			et sector (ruge 2 or 2)						Voltage		C	2 2015		Q3 20	15	C	4 2015		Q:	1 2016		
	Theme		Area for Improvements	Outcome for customers		Sub Actions	Current Measure	Target Measure	Affected	RAG Progress Ap	pr	May J	ın J	ıl Aug	Sep	Oct	Nov [Dec	Jan	Feb	Mar	Progress made to date
		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										\dashv	>	
			Progress the release of unused	Reduce connection charges in line with a	4.2.1	Identify customers with spare capacity		Identify customers	All	On target – Not started												
4.0	Technical / Commercial development	4.2	capacity	customer's capacity	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		-										
		5.1	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					••							
					5.3.1	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		—										
5.0	Enabling Competition	5.3	Competition information	Provide customers with information about available ICPs and Competition in Connections	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							-	•				
1					5.4.1	Implement dual quotes at LV		Implement	LV	Running to plan												
		5.4	Dual quotations	Provide dual quotations for all major works applications	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

Drogress made to date		016	Q1 20		15	Q4 201			Q3 2015		015	Q2 2		C Progress	d	Market Affected	Current Measure Target Measure	Sub Actions		Outcome for sustamore	Area for Improvements		Theme	
Progress made to date	ar	b Ma	n Feb	Ja	Dec	Nov	Oct	Sep	Aug Se	Jul	y Jun	r M	Apr	G Progress	u	Market Affected	Current Measure Target Measure	Sub Actions		Outcome for customers	Area for Improvements		meme	
	•	•	•	•	•	•	•	•	• •	•	•	•	•	ining to plan		Local authority. PFI & unmetered other	Monthly dashboard published	Publish a monthly dashboard of performance information	1.1.1	Availability of current performance metrics	Performance Metrics	1.1	Provision of Information	1.0
					*			+				+		target –Not started		Local authority. PFI & unmetered other	Access to mains records	Mains record system to be made available to customers online	1.2.1	Access online to safe dig plans	Access to mains records	1.2		
						*		\dashv				干		ining to plan	er R	Unmetered other	Implement online service	Apply & be quoted for unmetered connections/disconnections online	2.1.1	Customers will be able to apply for unmetered connections/disconnections online	Online self-service process	2.1	Application Provision	2.0
								•	-			\perp		ining to plan	er R	Unmetered other	Implement new letters	Redesign the unmetered quotation	3.1.1	Quotations written in understandable plain English including all the required technical	Written communication	3.1		
									•			_		ining to plan	, R	Local authority	Implement new letters	Redesign the PLA quotation letters and information pack to provide clear and more understandable information	3.1.2	information	improvements			
										•		+		target – Not started	, 0	Local authority	Train points of contact	Appoint & train staff for PLAs	3.2.1					
										-		干		target – Not started	er C	Unmetered other	Train points of contact	Appoint & train staff for other unmetered customers	3.2.2	Unmetered customers will have access to a single point of contact for quotations and for delivery	Key account management	3.2		
									•			丰		target – Not started		Local authority. PFI & unmetered other	Establish meetings	Establish a programme of mostings	3.2.3				Communicating Better	3.0
												#		ay to agreed revision		Local authority	Implement & Measure	Contact customers within 5 days of	3.3.1					
												+		ay to agreed revision	er C	Unmetered other	Implement & Measure	Contact customers within 5 days of	3.3.2					
												\mp		ay to agreed revision	c	PFI	Implement & Measure	Contact customers within 5 days of	3.3.3	Communicate effectively with our customers	Key Timescales for contact	3.3		
												\mp		ay to agreed revision		Local authority. PFI & unmetered other	Implement & Measure	Contact from a project engineer within 5 days of acceptance of a quotation	3.3.4					
								ightharpoons				,		ining to plan		Local authority	Implement	Fixed annual price process to be implemented	4.1.1	PLA's will receive a fixed annual price	PLA charging regimes	4.1	Charging	4.0
								•				+		target – Not started	, 0	Local authority	Review process	Process review and improvements	4.1.2	,			5.10.8.10	
								•				+		ining to plan		Local authority. PFI 8 unmetered other	Provide access	Provide access to all relevant data and standards required by ICPs	5.1.1	Enable self-determination POC by ICPs	ICP self-determination POC	5.1		
								•	-4			\mp		target – Not started		Local authority. PFI & unmetered other	Implement audit process	Develop and implement an audit process to assess and maintain standards for ICP derived POC and design approval	5.2.1	Enable design approval by ICPs	ICP design approval	5.2		
											•	—		ining to plan		Local authority. PFI & unmetered other	Implement / Maintain ICP register	Implement a register of ICPs operating in NPg regions	5.3.1					
												\mp		target – Not started		Local authority. PFI & unmetered other	Promote CinC	Ensure customers receive CinC information as part of the connections application process	5.3.2				Enabling Competition	5.0
												\mp		target – Not started		Local authority. PFI & unmetered other	Promote CinC	Promote CinC in every external email related to the connections business	5.3.3	Provide customers with information about	Competition information	5.3		
								•				丰		target – Not started		Local authority. PFI & unmetered other	Promote CinC	Where a phone has a hold function the message will promote CinC	5.3.4	available for s and competition in connections				
								\top				#		ning to plan	FI& R	Local authority. PFI 8	Publish leaflet	Publish a specific CinC leaflet for our	5.3.5					
		+		,	>			井				丰	+	Target – Not	FI & O	Local authority. PFI 8	Issue Emails	Issue emails targeted at customers in	5.3.6					
								•			•			target – Not started nning to plan target – Not started target – Not started target – Not started target – Not started target – Not started	er	unmetered other Local authority. PFI 8 unmetered other	Implement audit process Implement / Maintain ICP register Promote CinC Promote CinC Promote CinC Promote CinC	standards required by ICPs Develop and implement an audit process to assess and maintain standards for ICP derived POC and design approval Implement a register of ICPs operating in NPg regions Ensure customers receive CinC information as part of the connections application process Promote CinC in every external email related to the connections business Where a phone has a hold function the message will promote CinC Publish a specific CinC leaflet for our unmetered markets	5.2.1 5.3.1 5.3.2 5.3.3 5.3.4	Enable design approval by ICPs	ICP design approval	5.2	Enabling Competition	5.0