

## 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					1.5.2	Create a guidance document	Draft guidance document	All	On target – Not started											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	Expand the information provided to include: • Bulk Supply Points • Distribution Substations above 200kW • 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										

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													

\* Indicates an action where collaboration with other DNOs is possible

## 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									◆				