

Incentive on Connections Engagement (ICE) 2016/17 service improvement plan












Theme	Area for improvement	Action	The outcome for customers	Target measure	Voltage	RAG status	Relevant market segments	Q2 2016			Q3 2016			Q4 2016			Q1 2017			Comments
								Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
1.0 Provision of information	1.1 Heat maps	We will refresh the data on our generation and demand heat maps on a monthly basis	Up-to-date generation and demand heat map data	% of heat map updates performed on a monthly basis	EHV HV	On track	M				◇	◆	◆	◆	◆	◆	◆	◆	◆	We are updating the data on our generation and demand availability heat maps in line with our commitment www.northernpowergrid.com/generation-availability-map www.northernpowergrid.com/demand-availability-map
	1.2 Connections case studies	We will produce case studies on different HV and EHV connections projects to help customers understand the likely cost and resources required to deliver a specific job	Better understanding of what is required to deliver different types of HV and EHV connections	Case studies available to customers	EHV HV	On track	M			◇						◆				The action remains on track to deliver to target
	1.3 Provision of wayleaves	We will publish quarterly wayleaves and easements performance statistics	Better visibility on the time taken for Northern Powergrid to obtain wayleaves and easements	Publication of quarterly performance statistics	EHV HV	On track	M			◇			◆			◆			◆	Wayleaves data is published on our website at https://www.northernpowergrid.com/performance-dashboard/
	1.4 Stakeholder updates	We will ensure customers are kept informed of the progress of our ICE work plan actions with regular stakeholder updates and by developing the ICE section of our website	Better information available for our customers	Web page usage and stakeholder surveys	All	On track	M				◇			◆						The action remains on track to deliver to target
	1.5 Understanding of technical terminology	We will develop a jargon buster to help customers understand the technical terminology used in connections	Better understanding of the industry and technical terminology used in connections	Jargon buster available to customers on our website	All	Complete	M				◇		◆							The jargon buster is available online at http://www.northernpowergrid.com/jargon-buster
	1.6 NEW ACTION Contracted capacity register	We will refresh the data on our contracted capacity register on a monthly basis	Up-to-date generation contracted capacity data	% of monthly updates achieved	EHV HV	OK to plan not started	M											◇	◆	NEW ACTION added to our 2016/17 work plan

Key ◇ Start of action | ◆ Forecast completion | — Projected timescale | ◆ Revised completion | - - - Revised timescale | ◆ Action completed | M metered demand | U unmetered | DG distributed generation










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2.0 Improving our application and delivery processes	2.1 ICP design approval	We will review of our ICP design approval process and make any necessary changes to ensure we can provide clearer and more timely responses to ICP submissions	Clear and timely approval of ICP design submissions	% reduction in approval time under new process	All	On track	M DG													The action remains on track to deliver to target
	2.2 ICP design approval	We will publish approved standard templates for 11kV, 20kV and 33kV connections for use by ICPs in their designs	Quicker approval of schemes designed by ICPs	% of ICPs using new standard templates	EHV HV	On track	M DG													The action remains on track to deliver to target
	2.3 ICP quotations	We will implement a new process where ICPs will benefit from faster quotes for sites where we have already issued a quotation	Quicker quotations	% reduction in time to quote under new process	EHV HV	On track	M DG													The action remains on track to deliver to target
	2.4 Applications	We will implement changes to our application process that make it easier for customers to apply for a separate temporary site supply	Making it easier to apply for a temporary site connection	% of temporary connections applied for using the new process	All	Behind OK	M DG													The action is running behind target, remedial action is underway and we now expect to complete the action by end Q4 2016
	2.5 Public street lighting reconnection	We will run a pilot with a Local Authority to reconnect knocked down street lighting within a target of 10 working days, from receipt of notification that a new column has been erected. Post-pilot, we will consider how to roll this out to other Local Authorities in our region	Faster reconnection of knocked down street lighting and a better service delivered to Local Authorities and members of the public	% decrease in working days taken to reconnect knocked down street lighting	LV	On track	U													The action remains on track to deliver to target
	2.6 Converting budget estimates into firm quotations	We will improve how we issue budget estimates to make it quicker and easier for customers to proceed to a firm quotation	Making it quicker and easier for customers to proceed from estimate to a firm quotation	Implementation of a new process	All	Behind OK	M U DG													The action is running behind target, remedial action is underway and we now expect to complete the action by end Q4 2016
	2.7 NEW ACTION Transmission / distribution interface	We will support the national working party on transmission processes and adopt best practice process outcomes	Improved communication on transmission issues and support for customers through the process	Progress communicated, new processes and policies implemented	EHV	OK to plan not started	M DG													NEW ACTION added to our 2016/17 work plan

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4.0 Technical and commercial developments	3.0 Improving our communications	3.1 Single points of contact (key account management)	We will provide single points of contact in quotation and delivery for all connections customers	Single points of contact in quotations and delivery for all customers	% of customers issued with single points of contact	All	On track	M	U	DG												The action remains on track to deliver to target
		4.1 Export limiting devices	We will develop and implement policy on the use of export limiting devices for Northern Powergrid connections and communicate the policy to customers.	Ability to propose the use of export limiting devices for DG connections	Policy implementation and information shared	All	Complete			DG												We have revised our policy on export-limiting devices and will now permit them to be used on our network. The new Code of Practice is available online at http://www.northernpowergrid.com/asset/0/document/2449.pdf and we have added FAQs to our website for customers who want to know more about using export-limiting devices
		4.2 Protection policy	We will review our protection policy and confirm our position on third party witness testing.	A policy review on protection and witness testing	Policy review and position on witness testing confirmed	All	On track			DG												The action remains on track to deliver to target
		4.3 Assessment & Design (A&D) fees	We will continue to support and actively engage in DECC's consultation on A&D fees and keep our customers informed of the developments. We will implement any necessary changes to our policies and processes following the outcome of the consultation	A revised approach to A&D fees	Progress reported, new policy and processes implemented	All	On track	M		DG												The action remains on track to deliver to target
		4.4 Release of unused capacity	We will continue 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. We will communicate the outcomes and implement any necessary policy and process changes resulting from these actions	Better management of slow moving contracts to release unused capacity	Progress reported, new policy and processes implemented	All	On track	M		DG												The action remains on track to deliver to target
		4.5 Protection policy	We will review our protection policy, including the protection scheme requirements compared to the size and cost of the connection solution and advise customers our new policy	A revised policy on protection scheme requirements	Policy review and information shared	All	On track			DG												The action remains on track to deliver to target

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4.0 Technical and commercial developments	4.6 Sharing our smart grid strategy	We will run a focussed session for stakeholders on Northern Powergrid's innovation strategy, incorporating storage, demand side response and active network management	Better understanding of our innovation strategy and smart grid development plan	Information shared	All	Complete	M													At our Connections Customer Forum in May 2016, we briefed stakeholders on our innovation vision and strategy. The information is available on our website at http://www.northernpowergrid.com/asset/0/document/2462.pdf
	4.7 Active network management (ANM)	We will run a focussed session for stakeholders on active network management	Better informed about our deployment plans for active network management	Information shared	All	Complete														We briefed stakeholders on our ANM roll-out plans at our Connections Customer Forum in May 2016 and took them through the application process. The information is available on our website at http://www.northernpowergrid.com/asset/0/document/2462.pdf
	4.8 NEW ACTION Contract milestones	We will continue to participate in the development of the ENA good practice guide on standard milestones for connection contracts	Standardised milestones in DNO quotation offers	Good practice guide completed	HV EHV	OK to plan not started	M													NEW ACTION added to our 2016/17 work plan
	4.9 NEW ACTION Contract milestones	We will implement standard contract milestones regarding projects that fail to proceed	Northern Powergrid standard contract milestones	Project termination milestones implemented in all (100%) of Northern Powergrid contracts	HV EHV	OK to plan not started	M													NEW ACTION added to our 2016/17 work plan
	4.10 NEW ACTION Capacity clawback	We will implement standard contract milestones regarding a clawback of unused capacity after a maximum build-out period	Ability for DNOs to release unused network capacity	Build-out time limit implemented in all (100%) of Northern Powergrid contracts	All	OK to plan not started	M													NEW ACTION added to our 2016/17 work plan
	4.11 NEW ACTION Capacity clawback	We will proactively contact HV and EHV distributed generation customers utilising less than 75% of their maximum export capacity with a view to discussing the potential of releasing unused capacity	Ability for DNOs to release unused network capacity	All (100%) of customers in the 75% range contacted	HV EHV	OK to plan not started	M													NEW ACTION added to our 2016/17 work plan

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4.0 Technical and commercial developments	4.12 NEW ACTION Constrained networks	We will agree actions with customers which best resolve their issues connecting to constrained networks, for implementation in 2016/17 and 2017/18	Actions agreed to resolve constrained network issues	Necessary actions agreed with customers and improvement plan updated accordingly in Q4, 2016/17	HV EHV	OK to plan not started	M													NEW ACTION added to our 2016/17 work plan
	4.13 NEW ACTION Connecting new technologies	We will run a technical workshop for stakeholders exploring all aspects of connecting storage, ANM, export limiting devices and other technical innovations	Better understanding of the technical principles involved in connecting new technologies	Workshop delivered, number of attendees and overall satisfaction score	HV EHV	OK to plan not started	M													NEW ACTION added to our 2016/17 work plan
5.0 Enabling competition	5.1 Part-funded reinforcement	We will run a part-funded reinforcement trial, communicate the progress and outcome to customers and post-trial consider how we can make this a business-as-usual practice	Enable ICPs to participate in part-funded reinforcement trials	Information shared and next steps considered	HV LV	On track	M													The action remains on track to deliver to target
	5.2 Metered disconnections	We will design and run an ICP metered disconnections pilot	Allow ICPs to carry out metered disconnections on brownfield sites	Pilot scheme completed and outcome reviewed	HV LV	Complete	M													We completed a successful pilot of metered disconnections with an ICP partner and reviewed the outcomes of the trial
	5.3 Metered disconnections	We will implement metered disconnections for ICPs	Allow ICPs to carry out metered disconnections on brownfield sites	Process and policy developed and information shared	HV LV	On track	M													The action remains on track to deliver to target
	5.4 NEW ACTION ICP self-determination point of connection (POC)	We will hold a workshop and demonstration for ICPs on how to self-determine POCs	Better understanding for ICP customers about how to self-determine POCs	Workshop delivered to stakeholders	All	OK to plan not started	M U DG													NEW ACTION added to our 2016/17 work plan

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