

# Ofgem Incentive on Connections Engagement

2016/17 Mid-Year Update





## Foreword



### Welcome to our Incentive on Connections Engagement (ICE) mid-year update for 2016/17.

The ICE mechanism continues to pay dividends in the framework it provides for distribution network operators (DNOs) to improve services to major connections customers. Earlier this year, we set out our comprehensive service improvement plan for 2016/17, based upon stakeholder feedback we had received over the previous year and the broad and inclusive consultation we carried out on our proposals for change.

In our plan we describe 22 actions that we intend to deliver during the year. To date, we have delivered on five of the actions and remain on track to deliver all of our commitments by the end of March 2017.

Connections remains a challenging and dynamic environment and as network operators we must keep pace with our customers' changing technological and commercial requirements. We have seen a significant increase in applications to connect energy storage and we are working with customers to develop more flexible connection solutions.

We continue to engage at a national level on the issues that matter most to our customers. In the first half of the year we have continued to work on key priorities including quicker and more efficient connections, overcoming constrained networks and making the transmission interface processes quicker, simpler and more transparent for our customers. It is around these areas where we think we now have more to do.

Meaningful stakeholder interaction is central to the development and delivery of our ICE plan. I would like to thank all of those customers who took the opportunity to give us their views on the service we provide and what we could do better.

Since we published our ICE submission in May 2016, we have reviewed 70 comments from customers about the particular issues they are facing either as individuals, companies or in contributing to national debates. We carefully consider all the feedback we receive and seek to address the issues raised through the most appropriate channels, whether that means a call from one of our team, a change to our policies or practices or an action in our ICE service improvement plan.

We have listened to your feedback and identified certain issues that we think warrant further action. These issues can be readily solved and we see no reason to wait until we publish our next plan to incorporate them, instead we intend to act as soon as possible by including them as actions in our already published 2016/17 ICE Looking Forward plan.

This mid-year update provides more information on these additional actions and we will report on how well we have delivered on our commitments in our 2017/18 ICE submission.

Thank you, once again to all of our stakeholders and customers, for helping us to improve the connections service we provide.

**Andy MacLennan,**  
Business Development Director,  
Northern Powergrid



## Our region

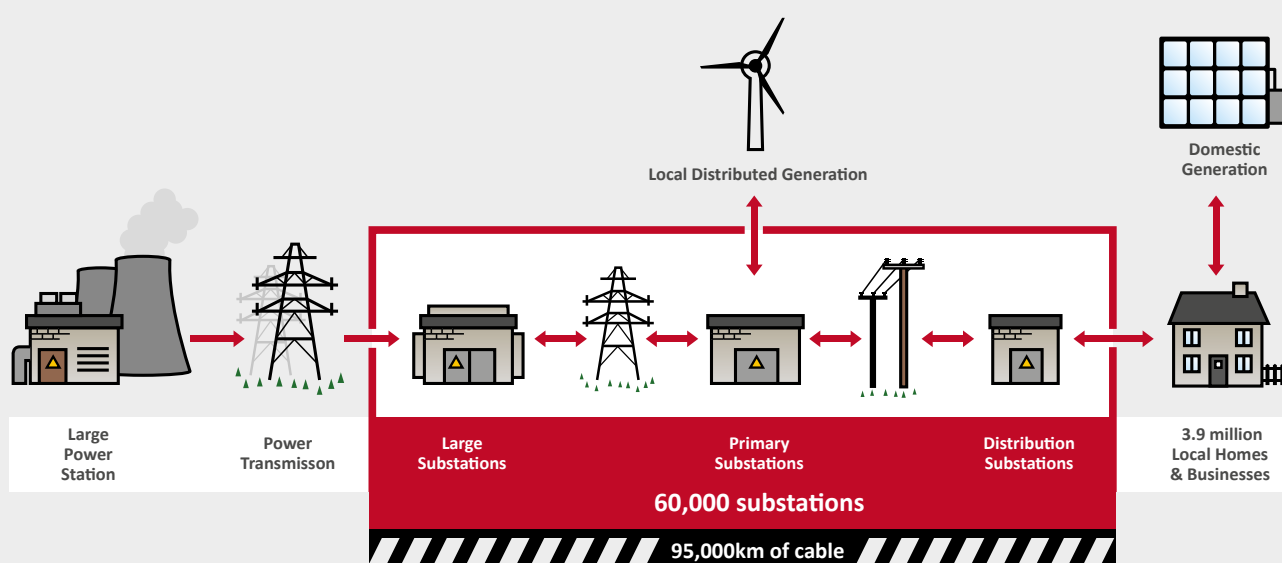
We are proud to be an integral part of the infrastructure in the North of England and it is a responsibility that we take very seriously. We are committed to caring for our region and our local communities. We work with our counterparts in the other utilities – Northern Gas Networks, Northumbrian Water and Yorkshire Water – through the Infrastructure North partnership to learn from each others' best practice, improve services for our customers and explore ways in which our innovation projects can work across more than one utility.

We are also keenly interested in the economic development of our region and as such we are enthusiastic supporters of the Northern Powerhouse initiative. It is a welcome initiative and we know it needs all of us – central government, local government and business – coming together to make it work. We are one of the leading players behind Business North, a new collaboration of businesses of all sizes, on both sides of the Pennines, coming together to make sure we play a strong and positive role in the development of the Northern Powerhouse.

**Our operational teams are divided into nine zones, to bring us closer to the communities we serve and improve our response times**



## Where we fit in the electricity industry





## Our stakeholders



**We consider a stakeholder to be any person, group or organisation that affects, or could be affected by our activities or the services we provide.**

In connections our stakeholders range from domestic customers requiring a service alteration to large scale house builders and industrial developers. It includes the distributed generation (DG) community and public lighting authorities, as well as the independent connections providers (ICPs) and independent network distribution operators (IDNOs) with whom we sometimes compete.

We consider every interaction with a stakeholder as a valuable opportunity to improve the service we provide. We employ a robust and effective engagement process that ensures we are not only listening to the views of our connections customers but also acting upon them, translating their feedback into meaningful service improvements actions.

### An overview of our connections stakeholders





## Listening to our stakeholders



**Our stakeholder engagement programme has grown in scale and significance over the past few years, to the point where it is now firmly embedded in our organisations business as usual psyche.**

We continue to operate a robust programme of connections engagement which aligns to and feeds into our overarching Northern Powergrid stakeholder strategy. We engage with our connections stakeholders and customers through a range of channels. We carefully consider all the feedback we receive and respond in the most appropriate manner.

Our twice-yearly connections customer events remain our key engagement forum. They are an opportunity for our customers to talk to us first-hand about the issues they are facing and how we can help. Many of our ideas for improvement actions originate from this forum, where we encourage our customers to share their views about the service we provide and what we could do better.

We also host events specifically aimed at ICP and IDNOs where they can engage with us on the issues they are facing and how we can work together to continue and advance the development of competition in connections.

We have utilised our stakeholder panel to good effect this year, taking valuable feedback and direction from this important critical friends group. Membership of the panel has grown to include more individuals with an interest in our connections business. Connections is discussed as a standing agenda item at our quarterly stakeholder panel meetings, where we talk to the panel about what is happening in our business and the industry as a whole. We update them on our progress against our work plan and ask them where else we should be focusing our efforts.

### How we engage with our stakeholders



**STAKEHOLDER PANEL**



**CONNECTIONS CUSTOMER FORUMS**



**MONTHLY CUSTOMER AND ICP SURGERIES**



**enquiries via our CONNECTIONS CALL CENTRE**



**CONNECTIONS NEWSLETTERS**



**Consultation with our stakeholders**



**MARKET RESEARCH**



**CUSTOMER MEETINGS**



**ASK THE EXPERT ENQUIRIES**



## Stakeholder engagement events 2016/17

Engagement Activity	Q2 2016	Q3 2016	Q4 2016	Q1 2017
ICP & IDNO Forum	✓			
Northern Powergrid Connections Customer Forum	✓			
Northern Powergrid Stakeholder Panel	✓			
Unmetered Services Group	✓			
Northern Powergrid Connection Surgeries	✓			
DNO ICE Stakeholder Managers Meeting		✓		
Community Energy Engagement Event		✓		
The DG-DNO Fora		✓		
Northern Powergrid Connection Surgeries		✓		
Northern Powergrid Stakeholder Panel			✓	
Metered Connections Customer Group			✓	
Low Carbon Networks and Innovation Conference			✓	
Engaging Communities in Network Innovation Conference			✓	
Yorkshire Water Engagement Event			✓	
Northern Powergrid Connections Customer Forum			✓	
Northern Powergrid ICP & IDNO Forum			✓	
Northern Powergrid Connection Surgeries			✓	
Major Energy Users Roadshow			✓	
Technological Developments Workshops				✓
ICP Self-Determination Point of Connection Workshops				✓
Northern Powergrid Connection Surgeries				✓

As well as our own Northern Powergrid hosted events, we continue to support, attend and contribute to engagement opportunities hosted by our connections stakeholders. This year this has included: the DG-DNO Steering Group, the Unmetered Services Group, the Metered Customer Connections Group and Community Energy events. We have also played an active role in the DNO ICE stakeholder managers group which looks for opportunities to collaborate and share best practice.

Alongside this comprehensive programme of engagement events, we continue to

receive valuable feedback from established channels our customers use to have their say on the service we provide. This includes our monthly connections customer and ICP surgeries, our online 'Ask the Expert' service, our monthly customer satisfaction surveys, formal stakeholder consultations and more general day-to-day interactions.

All comments are reviewed on a monthly basis by our Head of Connections Services. We carefully consider and where appropriate, respond to feedback, whether that is through our business as usual practices or the ICE mechanism.

Every action that is included in our ICE work plan originates from, and can be traced back to a specific stakeholder request or comment. We employ a rigorous process to ensure every action and associated outcome will not only meet the needs of the individual who requested it but will also be of benefit to a wide range of connections customers. We engage with our stakeholders on a regular basis to ensure we are delivering the outcome they expect and on completion of the action we close the loop with the customer who raised the original issue.





## Key priorities



**Through interactions with our stakeholders and the wider industry we have been working on some key priorities for our major connection customers.**

### Quicker and More Efficient Connections (QMEC)

How fast customers can get connected to the distribution network is an issue that is being discussed at a national level. The situation continues to exist where some customers are sterilising network capacity by either not progressing projects to completion, or reserving more capacity than they actually need. Within the current form of contracts, DNOs have so far been powerless to act to ensure that customers release unused capacity.

During the course of the year through our participation in the DG-DNO steering group, we have continued to play an active role in the drive to change the working practices of all DNOs. By the end of this year, and as

a direct result of this work, DNOs and the ENA will produce a good practice guide in relation to the inclusion of standard milestones in connections contracts. This will enable DNOs to take action transparently in the case of projects that have stalled in their construction or where total reserved capacity for a project is not all required for the final development. In both cases, DNOs will be able to act to retrieve unused capacity and release it to be used by others.

We have included an additional commitment in our ICE plan to adopt these good practice standards into our business as usual processes.



## Constrained networks and flexible connections

The Northeast and Yorkshire are two areas of the country with rich industrial heritage, which in the past required the development of significant electrical networks. Much of the heavy industry has disappeared over time, leaving a legacy of electrical networks that means we have not suffered the same challenges as some other network operators in terms of being constrained when new technology generation has sought a connection.

However, with the ever increasing adoption of different types of generation, the issue of constrained networks has begun to impact Northern Powergrid and we have taken a proactive approach to addressing the issue.

One of the ways we have been doing this is by providing prospective customers with all the information they need to assess available network capacity and help them make informed decisions at the project conception stage. We committed to monthly updates of our generation and demand heat maps in the work plan we set ourselves earlier this year. Following recent requests from stakeholders, we have now also included a commitment to update our capacity register on a monthly basis in this mid-year update.

The key then to getting as many customers as possible connected, is to examine the levels of flexibility customers can accept. By having an agreement that allows them to connect for as long as possible within the constraints of the existing network, it may be possible for customers to avoid significant reinforcement costs.

Offering this type of constrained offer is not a new concept to us or our customers. We have been successfully working together to get the most out of the electrical network for some time. In the past year alone, flexible connections for 130MW of EHV generation have saved our customers £4m in connections costs.

We have 700MW of active managed solutions implemented and four identified constrained network zones. In our 2015/16 plan we committed to help more customers get connected by developing a new, replicable active network management (ANM) solution. Our first new ANM solution offer has now been issued for our network in the Driffield area of East Yorkshire.

We have kept customers informed throughout, with updates given on ANM at workshops, via webinars, our customer forums and stakeholder panel meetings. Information is also available on the Northern Powergrid website so that customers have a clear understanding of what constitutes an ANM connection and how to apply. The processes and systems deployed for our first Driffield ANM solution can be scaled up and replicated across our network as necessary.

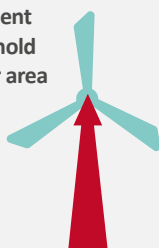


### Flexible connections



**>32,250**  
connections carried  
out per annum

**3.6GW** of distributed  
generation connected –  
almost equivalent  
to total household  
demand in our area



**700MW** of managed  
generation connections to  
get more capacity out of the  
network at key points

Voltage reductions achieved at  
**128 substations**  
to create headroom  
for rooftop solar





## The transmission and distribution interface

There is often the occasion where a customer seeking to connect to the distribution network has an impact on the transmission system. The transmission impact of any such connection must be factored into the connection offer so that the customer has a complete view of the costs of a project upon which they can base a decision to proceed.

It is our intention to continue to work with National Grid, in collaboration with other DNOs, to improve the process and understanding of transmission constraints and help customers receive comprehensive connection offers faster.

## Technical innovation into business as usual

As the technology landscape changes and develops, it is important that we can quickly adapt our services, processes and policies to accommodate the use of new technology on our distribution network. Energy storage is one area where we have seen significant growth and interest, with more than 250 applications to connect storage received since 2015.

As part of our Customer-Led Network Revolution (CLNR) project we undertook one of the first major trials of energy storage technology. We connected six storage batteries of different sizes and capacities to our network. Working with this technology has given us a first-hand understanding of the issues involved in connecting energy storage and helped inform the connections offers provided to customers in the past year.

Export limiting devices is another technology where we have kept abreast of their development and use and in response to customers' requests we have already revised our policy on their use on our distribution network. In so doing, we are expanding the scope of the renewable energy solutions our customers can offer their clients.

Ongoing discussions with our customers enables us to keep pace with new technological and commercial developments and react in a timely and effective manner. It is our intention to expand on this strategy in quarter one of 2017, with a series of technological workshops where customers can talk to us about what's on the horizon and how we can help.





## Acting on your feedback



We have been listening to your views on how we can improve our connections service and as a result of your feedback we have added nine new actions to our 2016/17 work plan.

### 1. Updating our contracted capacity register M DG

Customers told us our heat maps are a useful tool to understand the available capacity on our network. We have improved the quality of the data available by adding a contracted capacity register which provides information on quotation offers in an area, which are yet to be accepted, or those that have been accepted but are yet to be constructed.

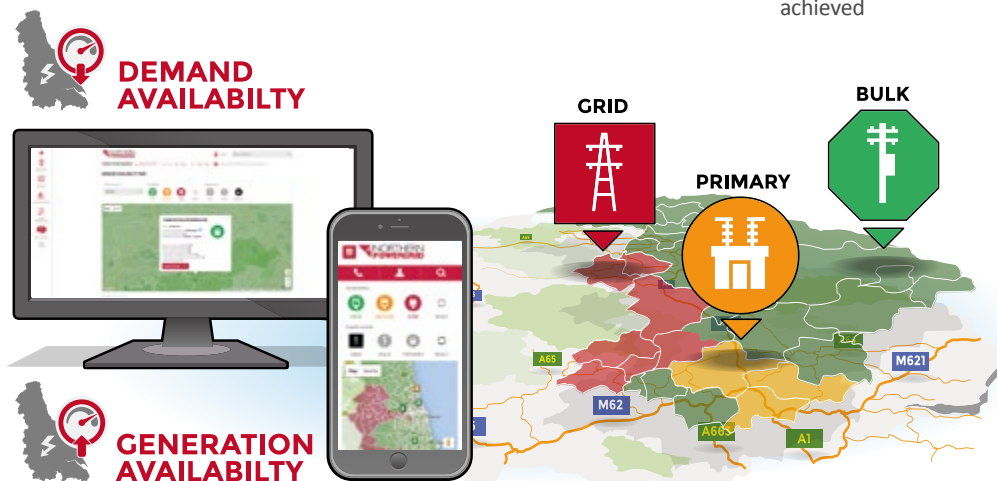
We understand that the usefulness of such tools diminishes greatly if the data they are showing becomes out of date.

In our 2016/17 work plan we committed to update the data on our generation and demand heat maps on a monthly basis. Following feedback from customers RES and RWE, we have now added an additional action to update the capacity register with the same frequency as the heat maps, keeping the data on both as current as possible.

**New action:** We will refresh the data on our contracted capacity register on a monthly basis

**Outcome for customers:** Up-to-date generation contracted capacity data

**Target measure:** % of monthly updates achieved



#### You said

"The monthly (heat map) update is important, thanks. In parallel, is the capacity register monthly?"  
Dr Graham Pannell, RES

#### We did

We made a commitment to update our contracted capacity register on a monthly basis



## You said

**"As per last year, I would have supported a continued commitment to improve communication of transmission issues, and to improve support to customers through relevant process"**

**Graham Pannell, RES**

## We did

**We made a commitment to support the national working party on transmission processes and adopt best practice process outcomes. The outcome for customers will be improved communication on transmissions issues and support through the process**

### 2. Improving the transmission/distribution (T/D) interface **M DG**

We have already highlighted the importance of the T/D interface for customers whose distribution projects are impacted by changes needed to the transmission system. To enable us to provide customers with comprehensive assessments and quotations for work more quickly it is important that we work closely with National Grid to improve the 'Statement of Works' and 'Modification Applications' processes. The action for us to continue to work closely with National Grid was endorsed by Dr Graham Pannell of RES and we have now included it as a formal commitment in our 2016/17 ICE plan.

**New action:** We will support the national working party on transmission processes and adopt best practice process outcomes

**Outcome for customers:** Improved communication on transmission issues and support for customers through the process

**Target measure:** Progress communicated, new processes and policies implemented

### 3. Supporting the development of the ENA good practice guide for connection contract milestones **M DG**

We have highlighted the importance of Ofgem's work on quicker more efficient connections and in particular the ability to recover sterilised network capacity held by customers. This work is very important to Northern Powergrid in providing a mechanism by which we can actively manage sterilised capacity in the future and potentially for previously connected customers.

As the development of this work has been initiated since we published our 2016/17 service improvement plan, in which we only included an action involving a watching brief, we now want to be more specific about the actions that will result from the industry consultation work.

The first of these actions is that we will participate and contribute to the development of the ENA good practice guide, and the issue of standard milestones for connection contracts.

**New action:** We will continue to participate in the development of the ENA good practice guide on standard milestones for connection contracts

**Outcome for customers:** Standardised milestones in DNO quotation offers

**Target measure:** Good practice guide completed

### 4. Implementing standard contract milestones regarding projects that fail to proceed **M DG**

The second of the actions associated with preventing sterilisation of network capacity is the implementation of a set of standard contract milestones, in line with the ENA good practice guide. These milestones will provide DNOs with the ability to terminate projects that have stalled and so sterilising capacity.

**New action:** We will implement standard contract milestones regarding projects that fail to proceed

**Outcome for customers:** Northern Powergrid standard contract milestones on projects that fail to proceed

**Target measure:** Project termination milestones implemented in all (100%) of Northern Powergrid contracts





## 5. Implementing standard contract milestones regarding clawback of sterilised network capacity

The third of the actions associated with preventing sterilisation of network capacity is the implementation of a set of standard contract milestones, in line with the ENA good practice guide, to enable the clawback of capacity from customers, post completion, should the connection end up not using all of the initial requested capacity.

**New action:** We will implement standard contract milestones regarding a clawback of unused capacity after a maximum build-out period

**Outcome for customers:** Ability for DNOs to release unused network capacity

**Target measure:** Build-out time limit implemented in all (100%) of Northern Powergrid contracts

## 6. Overcoming constrained networks – actively engaging existing customers to clawback unused network capacity

Constrained networks is an issue that is adversely impacting many customers trying to connect to different distribution network across the UK. Northern Powergrid's customers have so far not been as badly affected as those connecting to some other DNO networks; however the Northern Powergrid network is now becoming constrained in a few areas. We have responded to this by providing customers with flexible connection offers and by developing a replicable active network management solution that has been offered to customers, in particular those connecting to our network in Driffield, East Yorkshire. However, it is still important that we continue to consider ways of helping customers to make decisions about projects they are proposing in these areas and do as much as we can to make sure as many customers get connected as possible in these areas.

One of the areas where we have been previously successful is the release of network capacity from existing customers. This was one of the actions in our 2015/16 plan and through proactive approaches with customers we were able to release 198MW of underutilised, contracted capacity. As this capacity clawback initiative gains momentum, it is now our intention to drive this further by adding an action to our plan to contact all our HV and EHV DG customers utilising less than 75% of their maximum export capacity and work with them to release the unused capacity.

**New action:** 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

**Outcome for customers:** Ability for DNO to release unused network capacity

**Target measure:** All (100%) of customers in 75% range contacted

## 7. Overcoming constrained networks – Making it easier to connect to constrained networks

Ofgem highlighted constrained networks as an issue in its public consultation and its qualitative assessment document about the adequacy of DNOs 2016/17 ICE Looking Forward plans.

Having listened to the feedback from the public consultations and discussed the matters separately with our customers we shall work with them to develop new solutions for implementation in the last quarter of 2016/17 and to be included in the 2017/18 ICE work plan that will address issues with respect to:

- ▶ curtailment levels;
- ▶ consortium connections;
- ▶ constrained connections;
- ▶ communication of investment plans; and
- ▶ any other additional activities to facilitate grid connections

In the unlikely event that we conclude that there are no viable actions to progress any of the issues listed, we shall publish our reasons and the results of the stakeholder engagement on the particular issues.

**New action:** Agree actions with customers which best resolve their issues connecting to constrained networks, for implementation in 2016/17 and 2017/18

**Outcome for customers:** Actions agreed to resolve constrained network issues

**Target measure:** Necessary actions agreed with customers and improvement plan updated accordingly in quarter 4, 2016/17



**You said**

**"POC self-determination. Could an info or demo day be put in place to go through processes etc.? Other DNOs have done so."** **Thomas McGleenan, APTUS Utilities Ltd**

**We did**

**We made a commitment to hold workshops for ICPs that explain the processes involved in carrying out self-determination of points of connection**

## 8. Delivering stakeholder workshops on technology developments **M DG ICP**

It is important that we have an ongoing and open dialogue with customers about connecting new technologies and our adoption policies. A pre-existing action in our 2016/17 plan was to provide more information on our smart grid strategy, which we did at our May 2016 Connections Customer Forum. The latest development in the connections enquiries landscape is the recent surge in the number of applications for storage connections.

We have experience of connecting storage to our network through the trials we ran as part of our Customer-Led Network Revolution project. We now intend to share the learning on this, and other technology developments including active network management and export limiting devices at a technical workshop for customers in quarter 1, 2017. This action has been added to our plan and is endorsed by RES.

**New action:** We will run a technical workshop for stakeholders exploring all aspects of connecting storage, ANM, export limiting devices and other technical innovations

**Outcome for customers:** A better understanding of the technical principles involved in connecting new technologies

**Target measure:** Workshop delivered, number of attendees and overall satisfaction score

## 9. Supporting ICPs in understanding how to self-determine of points of connection **M U DG ICP**

Northern Powergrid has played an active role alongside other DNOs, in the development and implementation of the competition in connections code of practice. We remain committed to promoting fair and open competition in the connections market and many of the actions in our 2016/17 plan are intended to help ICPs and IDNOs extend the scope of contestable works.

We review and consider feedback from all our stakeholders, including ICPs and IDNOs, on a regular basis and seek to address their issues and concerns through appropriate channels.

We remain compliant with the code of practice in our day-to-day operations and actively seek ways in which we can assist ICPs to improve the service they offer their clients.

It is important that ICPs fully understand the processes that are in place to enable them to compete and in response to a request received from APTUS Utilities Ltd at our Connections Customer Forum in May 2016, we now intend to hold a workshop in quarter 1, 2017, to further explain the rules and processes that surround ICPs carrying out self-determination of points of connection.

**New action:** We will hold a workshop and demonstration for ICPs on how to self-determine POCs

**Outcome for customers:** Better understanding for ICP customers about how to self-determine POCs

**Target measure:** Workshop delivered to stakeholders

We conducted one of the first trials of energy storage, connecting six devices to our network including this 2.5MVA battery at Rise Carr, Darlington





## 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		DG				◆	◆	◆	◆	◆	◆	◆	◆	◆	We are updating the data on our generation and demand availability heat maps in line with our commitment <a href="http://www.northernpowergrid.com/generation-availability-map">www.northernpowergrid.com/generation-availability-map</a> <a href="http://www.northernpowergrid.com/demand-availability-map">www.northernpowergrid.com/demand-availability-map</a>
	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		DG			◆	—	—	—	—	◆					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		DG			◆			◆		◆				◆	Wayleaves data is published on our website at <a href="https://www.northernpowergrid.com/performance-dashboard/">https://www.northernpowergrid.com/performance-dashboard/</a>
	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	U	DG				◆	—	—	◆						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	U	DG				◆	—	◆							The jargon buster is available online at <a href="http://www.northernpowergrid.com/jargon-buster">http://www.northernpowergrid.com/jargon-buster</a>
	1.6 <b>NEW ACTION</b> Contracted capacity tech register	We will refresh the data on our contracted capacity tech register on a monthly basis	Up-to-date generation contracted capacity data	% of monthly updates achieved	EHV HV	OK to plan not started	M		DG										◆	—	◆	<b>NEW ACTION</b> 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












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	
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

Key Start of action | Forecast completion | Projected timescale | Revised completion | Revised timescale | Action completed | metered demand | unmetered | distributed generation



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	
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 <a href="http://www.northernpowergrid.com/asset/0/document/2449.pdf">http://www.northernpowergrid.com/asset/0/document/2449.pdf</a> 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

Key  Start of action |  Forecast completion |  Projected timescale |  Revised completion |  Revised timescale |  Action completed |  metered demand |  unmetered |  distributed generation



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	
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	DG			◆									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 <a href="http://www.northernpowergrid.com/asset/0/document/2462.pdf">http://www.northernpowergrid.com/asset/0/document/2462.pdf</a>
	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		DG			◆									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 <a href="http://www.northernpowergrid.com/asset/0/document/2462.pdf">http://www.northernpowergrid.com/asset/0/document/2462.pdf</a>
	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	DG						◆					◆	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	Good practice milestones implemented in all (100%) of Northern Powergrid contracts	HV EHV	OK to plan not started	M	DG						◆					◆	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	DG						◆					◆	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	DG						◆					◆	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



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	
4.0 Technical and commercial developments	4.12 <b>NEW ACTION</b> 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 <b>NEW ACTION</b> 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 <b>NEW ACTION</b> 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

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



## Contact us regarding our report

We always believe that our customers and stakeholders are the best judges of our performance.

We always want to hear your views and opinions on the services we provide and your ideas for what we could be doing. If you would like to comment, you can contact us in a number of ways:

 **By email**

[ICE@northernpowergrid.com](mailto:ICE@northernpowergrid.com)

 **On twitter**

[@northpowergrid](https://twitter.com/northpowergrid)  
(for power cut information and advice)

[@powergridnews](https://twitter.com/powergridnews) (for information about the company and the work we do in communities)

 **Via our online community**

[northern-powergrid.explainonline.co.uk](http://northern-powergrid.explainonline.co.uk)

 **And online at:**

[www.northernpowergrid.com](http://www.northernpowergrid.com)

## Connections enquiries

 **By telephone**

0800 011 3433

 **By email**

[getconnected@northernpowergrid.com](mailto:getconnected@northernpowergrid.com)

## General enquiries

 **By telephone**

0800 011 3332

 **By email**

[cus.serv@northernpowergrid.com](mailto:cus.serv@northernpowergrid.com)

