

Incentive on Connections Engagement (ICE)



Contents

Events	3
Like our updates?	3
Register for policy updates	3
Policy Updates	3
Community and Local Energy Strategy	3
Launching our Curtailment Index	3
Expanding our Grid & Primary team	4
Changing our quotation validity periods	4
Online applications	4
Managing capacity	5
Owner-Operator panel	5
Inspections - are you on the list?	5
Audit performance statistics	5

Winter Update

Welcome to our third 2017-18 connections newsletter, keeping you up to date on our latest news and updates from our Incentive on Connections Engagement (ICE) Work plan.

Have your say!

We've been listening to your feedback at our June and October workshops, surgery sessions and throughout the summer and autumn consultations. We've taken your feedback on board and have developed our initial ideas for our 2018-19 ICE work plan.

As part of our strategy we are now testing these plans with our expert panels, but also with our wider stakeholder group by survey and in our workshops next year to ensure our engagement is broad and inclusive.

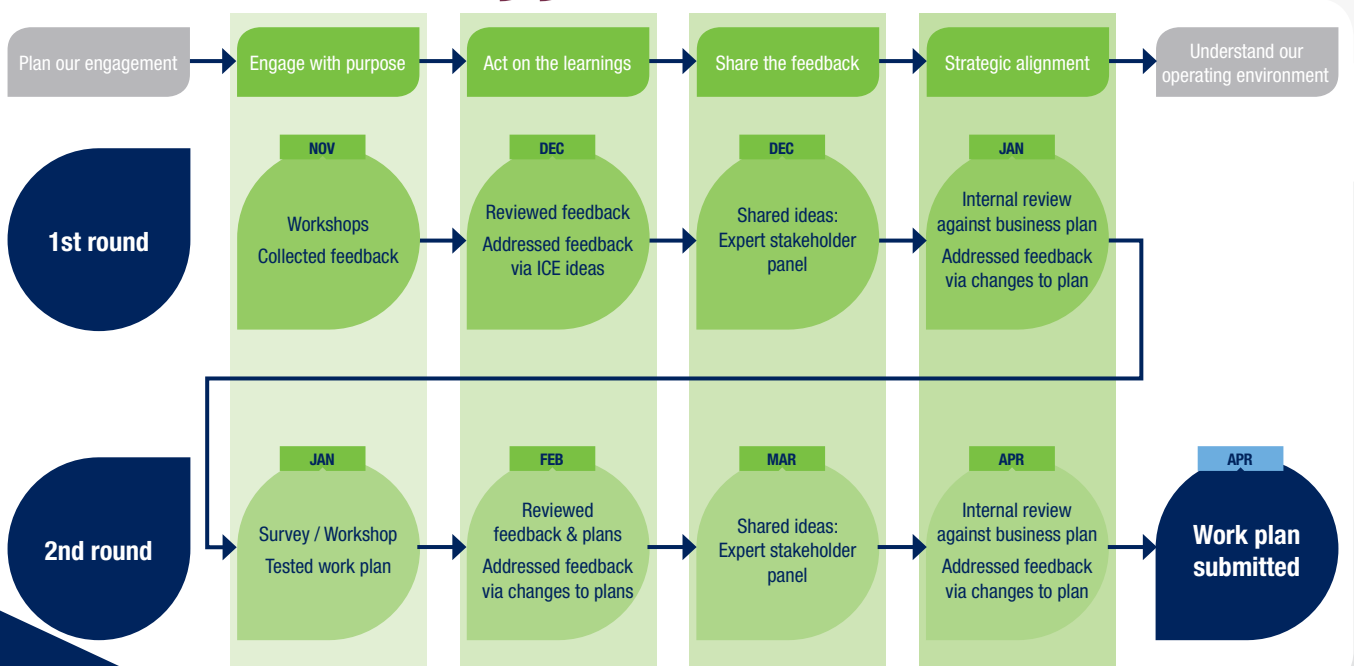
Please take this opportunity to review our early plans and **have your say!**

“We’re now seeing interesting work across DNOs as they transition to Distribution System Operators. We’re working to develop closer relationships with our connected customers and sharing our vision with stakeholders to keep them updated with our thinking and plans.”

Cara Blockley, Central Services Manager

Our ICE development process

We start developing our plans early to give you, our stakeholders, multiple opportunities to review, comment and shape our work plan as part of the wider development process.



Events

Some of our upcoming events include:



Estates and wayleave surgery, Salford, 10am - 12:30pm



DG Validity periods, webinar, 10am-11am



Pre-application/capacity surgery, Preston, 9am - 12 noon



DG offer documentation, webinar, 10am - 11:30am



DG workshop and surgery sessions, Preston, 10am - 3:30pm



ICP/IDNO workshop - location TBC

To register your place, please [register online](#)

Keep up to date with all of our planned events and feedback on our website.

Like our updates?

If you wish to continue receiving these updates please re-register online by 5th January 2018. In the new year we will be moving to a new mailing system and as such require all of our readers to re-register to be included in the next update mailout.

Like to see something different in our newsletters?
[Please tell us](#)

Register for policy updates

Want to keep up to date with any changes in our policies, engineering standards and specifications? [Sign up now](#) for our new policy newsletters.

Community and Local Energy Strategy

Throughout October and November we've been engaging with community and local energy groups and stakeholders to inform the development of our Community local energy strategy. Our local evening and Saturday workshops with stakeholders generated some lively debates and helped us to develop our thinking with the input of the community energy groups we seek to support. As part of this process we have developed a consultation document which sets out our initial response to the feedback we have received so far and a series of questions which will help us to develop a strategy which meets the needs of our customers. [Take a look.](#)

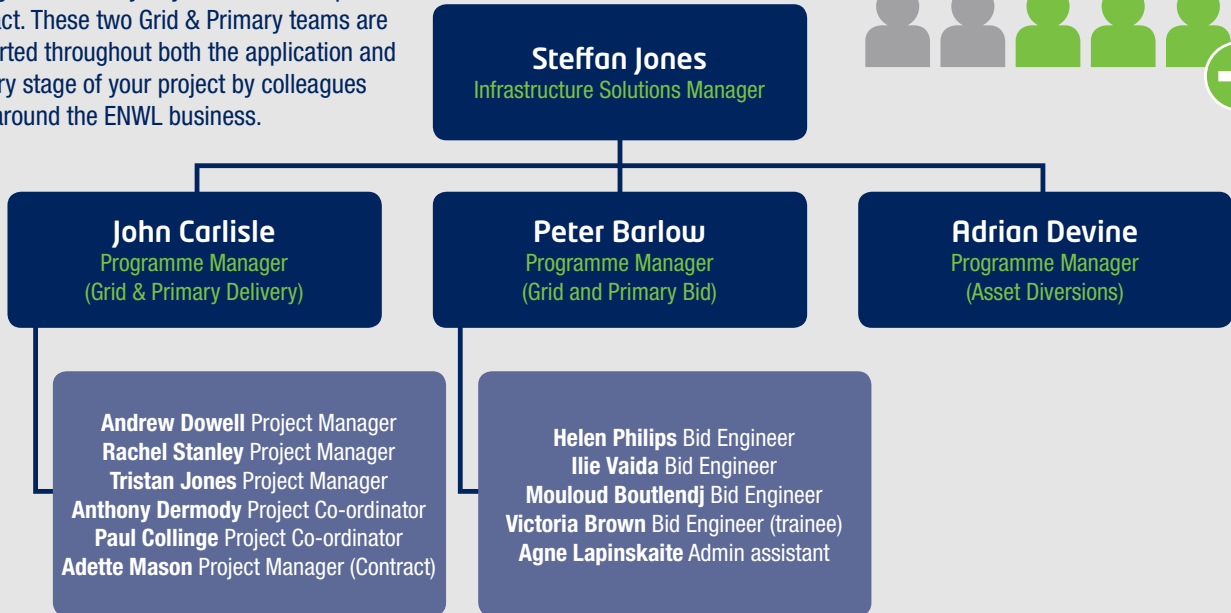
Launching our Curtailment Index

On 4th December we launched our new curtailment index and 'cap' for all new DG connection applications over 200kW. As part of our quotation we will provide our forecasts for any constraint on your connection based on our historical records to help with financial feasibility and investment assurance.

We will also provide an average curtailment 'cap'. This means that should the level of curtailment experienced exceed the 'cap' set, we will seek to intervene to bring the curtailment back down within the limit. We believe our commitment to set a cap on curtailment will give DG customers more confidence in their assumed revenue and returns thereby supporting the development of renewable generation in our area. Want to find out more? Take a look at our [website](#) for more information.

Expanding our Grid & Primary team

In response to the ever increasing volume of large scale connections applications and active connection schemes we have recently restructured and expanded the Grid & Primary team within Infrastructure Solutions. We have created two dedicated teams, one that will be responsible for your scheme from application through to acceptance and a second that will manage the delivery of your connection post contract. These two Grid & Primary teams are supported throughout both the application and delivery stage of your project by colleagues from around the ENWL business.



Changing our quotation validity periods

When you receive a quote from us the offer will be valid for 6 months from the date of issue. This means that you have 6 months to accept the quote before it expires (at which point you'll need to re-apply). We are proposing to change our validity periods, but want you to tell us your thoughts before we implement any changes.

Take a look at our [proposal](#) and [send us](#) your feedback!

Online applications

Did you know you can now **apply online**? We launched our online applications along with our new website on 31 October. Our online application forms now provide you with more choice on how you want to apply.

Our online forms are designed to be flexible around you and that is why we still accept our ENWL application forms as well as ENA application forms, so you can apply however you want to.

? Have you seen our new website? Tell us what you think



Managing capacity

Please note that if you are applying for a distributed generation quote, your connection will be subject to a number of termination **terms and conditions** associated with the progression of your project. As part of our commitment to manage capacity fairly for all connecting customers, we now request evidence of progression following acceptance of our Connection Offer. These new conditions are in line with the Energy Network Association (ENA) recommendations and intend to reduce the amount of capacity held by non-moving or slow moving projects for the benefit of the wider distributed generation community.

Owner-Operator panel

Are you an owner or operator of a distributed generation plant? We're looking to work closer with our owner-operators on outages and other network related work that could affect your export.

Interested? [Get in touch](#) with us to find out more.

Inspections - are you on the list?



Mobile-Data-UK (MDUK) is an online tool used as part of our safety management system. We routinely carry out inspections on ICP connection work, log and send the results of our inspection to the contact details we have on MDUK. If you are actively completing connections work in our area please check that the contact details for your company are correct and kept up to date. To make any changes please get in touch with our [inspections team](#).

Audit performance statistics

We've committed to being open about our audit inspection performance scoring across our contractors and ICPs. Below shows our year to date scores for 2017-18 where the average number of non-conformities identified in inspections, is represented alongside number of audits.



Incentive on Connections Engagement 2017-18

Q3 update



Looking Forward Work Plan
Distributed Generation

Looking Forward Work Plan

Action	Output/KPI	Status	Timescale
Improve visibility of our flexible connections	Output: All generation quotations will highlight where a flexible connection has been offered	On target	Q4 2017-18
Improve constraint data provided with flexible connection quotations	Output: Historical data to be provided for all flexible connection quotations. Up to 5 years' data to be provided in accordance with our records	Complete	Q2 2017-18
Facilitate regular engagement sessions	KPI: Hold 10 events overall and target 80% of attendees review our events as 'useful' or 'very useful'	On target	Q4 2017-18
Implement online application	Output: Launch of online application and measure impact via number of applications submitted through the new process. Target 10% of applications to be made online	Complete	Q2 2017-18
Develop a local energy strategy	Output: Stakeholder workshops held and draft local energy strategy circulated for ratification	Complete	Q3 2017-18
Champion Virtual Private Networks in industry to support more flexible and efficient connections	Output: Develop proposals for Virtual Private Networks	On target	Q4 2017-18
Host community energy event	Output: Host event and target 80% of attendees reviewing the event as 'useful' or 'very useful'	Complete	Q4 2017-18
Continue to improve LV time to quote	KPI: Target average of 28 Working Days	Current average 31 WD	Q4 2017-18
Continue to improve HV time to quote	KPI: Target average of 45 Working Days	Current average 43 WD	Q4 2017-18
Continue to improve EHV time to quote	KPI: Target average of 58 Working Days	Current average 62 WD	Q4 2017-18
Provide quarterly updates on progress of actions	Output: Progress updates published online and distributed via mailing lists. Engage with stakeholders in workshops to monitor effectiveness of these updates, target 80% attendees reviewing our newsletters as 'useful' or 'very useful'	On target	Q4 2017-18
Develop Community Energy distribution list and share relevant updates	Output: We will target a minimum of 50 stakeholders by March 2018 and share newsletter updates on a quarterly basis	On target	Q3 2017-18
Establish DG owner-operator panel	Output: Establish a DG owner-operator panel	On target	Q4 2017-18
Target improvements in customer satisfaction	KPI: Target an average of: 82% satisfaction with delivery 85% overall satisfaction	Current average Delivery satisfaction 85% (3 responses) Overall satisfaction 82% (18 responses)	Q4 2017-18

Incentive on Connections Engagement 2017-18

Q3 update



Looking Forward Work Plan

Independent Connection Providers / Independent Distribution Network Operators

Looking Forward Work Plan

Action	Output/KPI	Status	Timescale
Improve online access and navigability of policies	Output: Launch of new website and engage with stakeholders in workshops to monitor effectiveness of our improvements	Complete	Q2 2017-18
Improve visibility of policy updates	KPI: We will issue our policy newsletter quarterly and target a minimum registration of 100 contacts working in our area	Complete	Q1 2017-18
Work with ICPs/IDNOs to improve access to training facilities	Output: Training Needs Analysis to be completed. Success of TNA to be measured through number of places booked/cancelled on courses	On target	Q4 2017-18
Provide better support for training queries	Output: A better customer experience, where customers indicate a better awareness of what documentation is required to book training and options available	Complete	Q3 2017-18
Improve route map for EU passport holders in our area	Output: Document and embed the process for ICPs	Complete	Q3 2017-18
Improve visibility of audit performance	Output: League table and results will be shared quarterly	On target	Q4 2017-18
Continue to facilitate workshops and training sessions subject to demand	Output: Minimum of 1 workshop and 1 training session and target 80% attendees reviewing our events as 'useful' or 'very useful'	Complete	Q4 2017-18
Continue to improve LV time to quote	KPI: Target average of 11 Working Days	Current average 10 WD	Q4 2017-18
Continue to improve HV time to quote	KPI: Target average of 15 Working Days	Current average 13 WD	Q4 2017-18
Continue to improve LV time to connect	KPI: Target average of 7 Working Days	Current average 7 WD	Q4 2017-18
Continue to improve HV time to connect	KPI: Target average of 15 Working Days	Current average 10 WD	Q4 2017-18
Provide quarterly updates on progress of actions	Output: Progress updates published online and distributed via mailing lists. Engage with stakeholders in workshops to monitor effectiveness of these updates, target 80% attendees reviewing our newsletters as 'useful' or 'very useful'	On target	Q4 2017-18
Develop additional support for design submissions	Output: Issue design submission pack to ICPs working in our area	Complete	Q2 2017-18



Bringing energy to your door

Electricity North West Limited

Registered Office:
304 Bridgewater Place
Birchwood Park
Warrington
Cheshire
WA3 6XG

Registered no: 2366949 (England)



Stay connected... www.enwl.co.uk |

