

# Incentive on Connections Engagement Newsletter

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## Q1 Newsletter- ICP / IDNO

### Welcome

I am delighted to introduce our first ICE newsletter for 2020-21. I trust you will enjoy catching up on our progress since our last newsletter published in March.

In what has been a challenging couple of months for our industry, organisation and many of our stakeholders, I am extremely proud that we continue to deliver the high standard of service you have come to expect; even during these unprecedented times.



We have been hosting numerous interactive virtual meetings, our colleagues are settled in home workstations; and we have adapted our working styles to support our businesses and our stakeholders; continuing to drive our promise of delivering an excellent service.

This quarter has been busy for the ICE team who have successfully completed our final Ofgem submissions and ICE annual reports for 2019-20. Collectively, hard work, commitment and team work has contributed to a great start to the new year. We continue to listen to your feedback and over this next 12 months we aim to carry on building on what we achieved in 2019-20.

Keep your eyes peeled for upcoming opportunities to register for one of our ICE events listed on our [website](#). Alternatively, you are able to request a [surgery session](#) with one of our business experts to discuss a specific topic of interest at any time by your preferred method of contact.

I would like to take the opportunity to thank you for your participation, feedback and contributions over the last 12 months and I look forward to taking part in ICE related sessions with you throughout the year.

Please get in touch with the [team](#) should you have any questions.

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## ICE news

We are so pleased to introduce Ami Mathieson as the new ICE Manager at Electricity North West. Ami joined the company in 2011 working within the Customer Directorate, before making the move to ICE earlier this year.

"I am thrilled to have joined the ICE team this year and especially at such a busy time with year-end approaching us, and taking part in the production of the [2020-21 ICE Workplans](#) throughout the last couple of months has been a joy. Reviewing feedback from our internal and external stakeholders has provided me with a real insight into what our stakeholders want.



"In addition, submitting our [ICE annual reports for 2019-20](#) was a great opportunity for me to experience an in-depth look at all the great achievements we fulfilled last year and I am looking forward to building on this. My driver has always been to provide the best service for our stakeholders and customers. Whilst it has been a challenge to learn a new role whilst working from home, I have embraced the opportunity and have loved working alongside a great team.

"There are some challenges ahead with the current COVID-19 restrictions in terms of delivering our usual workshops, however I am looking forward to us fulfilling these commitments we have made using the virtual options available to us until our usual face-to-face events can return."

Keep an eye on our [website](#) for our Quarter 1 ICE updates for ICPs/ IDNOs, Distributed Generation EHV / HV and LV, and Unmetered Other which will be published shortly.

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## ICP / IDNO update

Our [2020-21 ICE Workplan](#) for Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs) has now been published and we are well underway with plans to deliver our commitments this year. Thank you for the feedback received following the proposal period of the 2020-21 workplan, it was encouraging to see that the comments received suggested that we had the right focusses in mind for this year.

The transition towards connecting low carbon technology is an area that has been highlighted industry wide. As part of our 2020-21 workplan for ICPs & IDNOs, we will be focusing on electric vehicles in particular and how we can support you through the process of connecting to our network whilst providing a single point of contact for any of your queries. Details of this will be available in the upcoming months.

Furthermore, we have committed to reviewing the Bilateral Connections Process with a view of keeping our stakeholders up-to-date with any changes implemented along with opportunities to receive detailed briefings on policy changes and Engineering Recommendation G98 & G99.

## Events update

Due to social distancing requirements, we are adapting our delivery techniques for our invaluable ICE workshop sessions. The move towards online events looks to be the only practicable solution

during these difficult times. We will continue to deliver on our commitments set out in our 2020-21 ICE Workplans via recorded webinars until we can resume with business as usual.

We have committed to offering two **Self Determination Points of Connection workshops** this year. These training sessions always spark a healthy interest from our ICP stakeholders and are a good opportunity to discuss how we can support you during this process. We are hosting our first session via webinar on Wednesday 8 July from 11:00am-12:00pm. If you would like to attend this event please [register your details](#) and we will be in touch soon with the Webex login details.

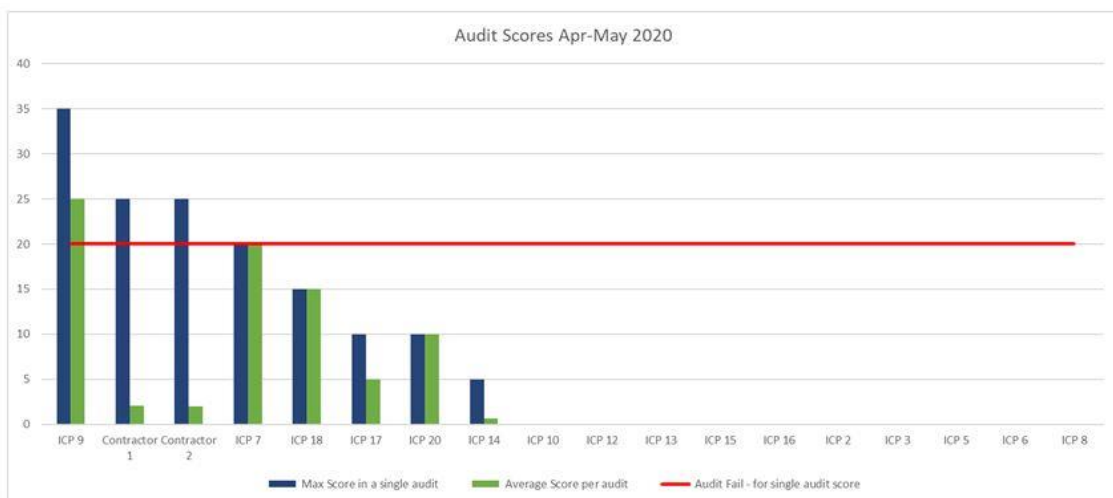
## ICP audit data

To support our safe working practices, we perform site audits across all our sites, including those of ICPs.

For the period 1 April to 31 May 2020, there were a total of 159 site audits performed; 36 for ICP sites and 123 for Electricity North West contractor sites. The average number of non-conformances identified per audit remains low for the majority, with an average of less than 0.25 non-conformance overall, but with some variation across the different ICPs in the period. 10 out of the 16 ICP's achieved a clean slate on all their audits in the period.

However, the number of visits that resulted in being Abortive visits were 11 for ICP sites and 20 for Electricity North West contractor sites. These are not included in the numbers above, and corresponds to 23% of all visits to ICP sites, and 14% for contractor sites. Please ensure our auditors are kept informed with accurate whereabouts information.

The graph below shows the maximum and average scores per audit for ICPs. Any non-conformance found in an audit is scored based on severity, with a total score of 20 on a single audit being classed as an audit 'failure'. This quarter, there were no audit failures across all our ICPs.



## Connection agreements

Following on from the re-launch of our connection agreements last November, we have now made the Bilateral Adoption Agreement available on [our website](#). If you wish to produce your own, you can now send us your draft unsigned Bilateral Adoption Agreement as your design submission pack to the Competition in Connections mailbox [cic@enwl.co.uk](mailto:cic@enwl.co.uk).

## The Accelerated Loss of Mains Change Programme: Fourth application window now open!

Distribution Network Owners and National Grid ESO have teamed up through the Accelerated Loss of Mains Change Programme (ALoMCP) to accelerate compliance with new requirements in the Distribution Code.

Loss of mains protection is used to prevent damage when there are problems on the electricity distribution network, however the techniques which have been used historically can disconnect generation when it is not necessary to do so. This unnecessary disconnection is more likely to happen when more renewable generation is running and the costs of preventing any consequent disruption are paid for by the electricity industry and consumer. Changing loss of mains protection will therefore deliver a step change in how the electricity system can be operated and will allow more low carbon power to flow at lower cost.

Owners of generators fitted with older forms of loss of mains protection will need to make changes to their protection by September 2022. Generator owners will be offered support to help them to make the change. As part of the Accelerated loss of mains (LoM) change programme, generator owners are eligible to apply for a financial contribution to help them get the necessary work done.

The fourth application window is now open and will close on **11 August 2020**. There is currently no certainty as to whether there will be any further application windows available after window 4, so we would urge anyone who is yet to apply, to do so as soon as possible as funding is still available for eligible sites.



There has been some good progress so far and we were the first DNO to have processed payments to generation owners, which have totalled over £200,000.

For further information on the programme you can visit our [website](#), or contact us directly at [ALoMCP@enwl.co.uk](mailto:ALoMCP@enwl.co.uk), and applications are to be submitted via the [ENA portal](#).

## Flexible Services

Following our Spring 2020 tender, the results have now been published on our website. Unfortunately the bids received for these requirements were insufficient and did not demonstrate efficient investment of our customer's money. However we will continue to review the requirements at these sites, and some may be re-tendered in Autumn once we have conducted our annual loading review.

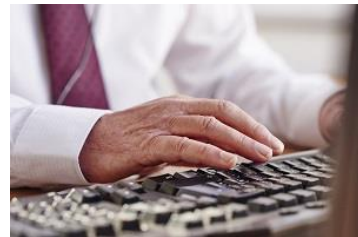
We are always looking at how we can improve our flexible service processes, if you have any feedback on how we can do this, then please fill in our [feedback form](#), or [contact us directly](#).

We will be holding a joint workshop in the Autumn with our Community and Local Energy colleagues, where we will be publishing our new flexibility requirements, and exploring how we can further break down the barriers to participating in flexible services. Keep an eye on the [events](#) page, or sign up to our flexible services [distribution list](#) to stay up to date with events and announcements like these.

Alternatively, you can [register your asset](#) on our website, and we will contact you directly if there is a flexible service requirement within your area.

## Website feedback

As we continue to make improvements to the Connections pages of our website, we would like to gather your feedback on your experience of using these pages. Your input will really help us to develop the best user journey for our stakeholders and ensure the information you need is easy to find. You can start this **short 2 minute survey** [here](#).



## 1 Useful links

We recently published our annual [Guaranteed Standards of Service and Performance](#) for Metered and Unmetered customers on our website. The standards we apply cover the service we provide to people wanting to connect to the network. These standards are independently set and judged by our regulator, Ofgem, so you always know we're doing our best for you.

We regularly publish [Safety Bulletins](#) on our website to actively support and promote safe working for everyone, and to share our experience and learning.

Electricity North West [Stakeholder Engagement newsletter June 2020](#)

[Book an over-the-phone surgery appointment](#) at a time that suits you to speak with one of our connections experts about current or future projects, complex schemes or a list of possible sites.

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## Get in touch

For all stakeholder enquiries please get in touch with our Incentive on Connections Engagement team at [ICE@enwl.co.uk](mailto:ICE@enwl.co.uk).

If you would like to sign up to receive our e- newsletters and event invites please [register your details here](#).

