

# Ofgem Incentive on Connections Engagement DG Report 2014/15 Part 2



# Who we are and what we do



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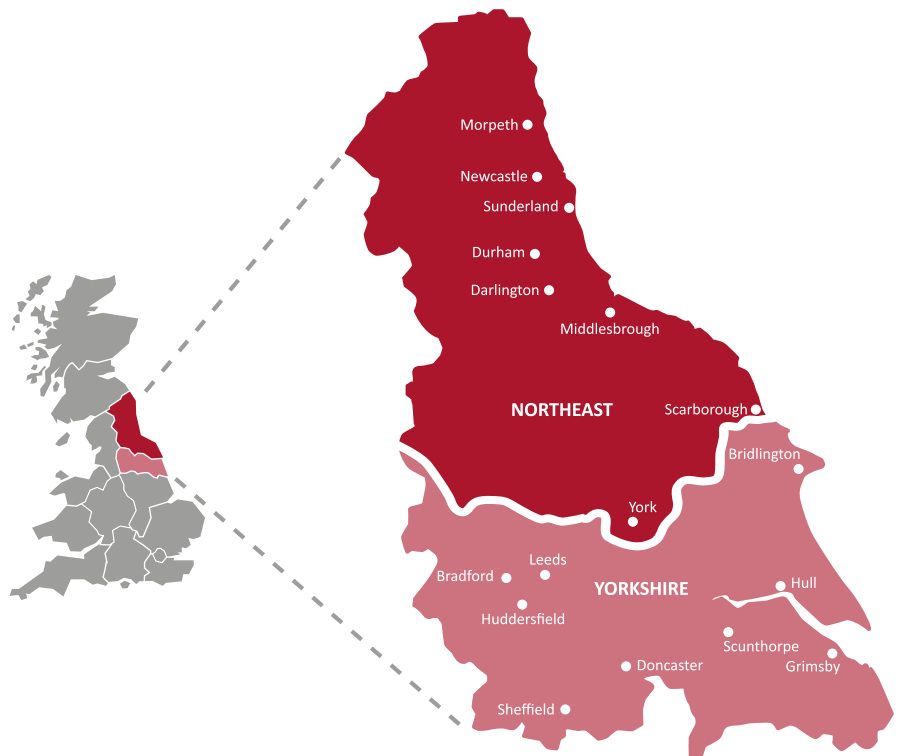
Northern Powergrid runs the only major electricity distribution network that provides power to customers in the Northeast, Yorkshire and northern Lincolnshire. We move electricity to and from homes and businesses over our network. We don't sell electricity, neither do we operate power stations.

We operate a network of more than 61,000 substations and around 91,000km of overhead power lines and underground cables that takes electricity from National Grid's transmission network and from smaller generators and delivers it to homes and businesses throughout the region.

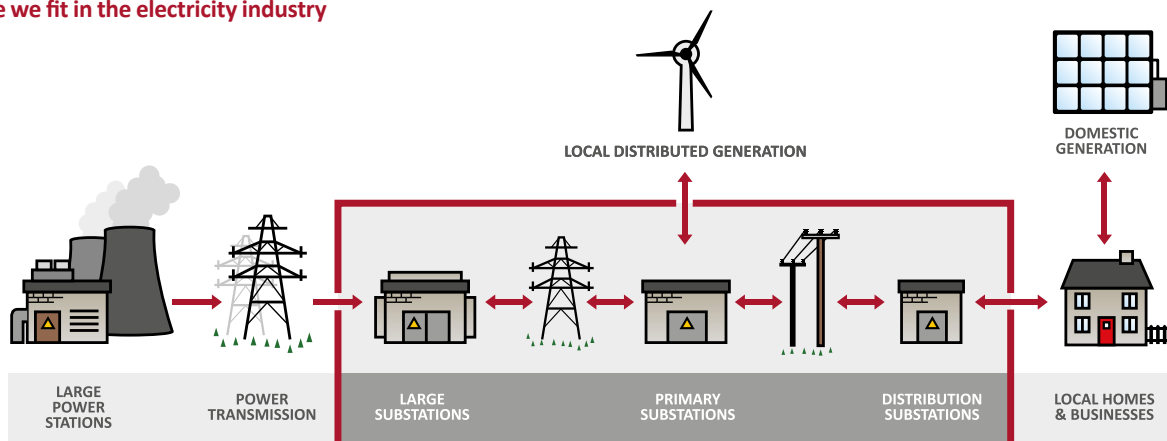
Keeping that network running safely, reliably and efficiently is our business. We are open for business every hour of every day of the year – no matter what the circumstances.

As a customer, you pay an energy supplier for the electricity that you use. Your bill includes an amount that we charge suppliers for using our network to deliver your power. This covers the cost of running, maintaining and investing in our network. We operate as one company but we are regulated by the energy regulator, Ofgem, as two licensed businesses: Northern Powergrid (Northeast) Ltd and Northern Powergrid (Yorkshire) plc.

Note this map is a geographical representation of our licence areas.



## Where we fit in the electricity industry



## Executive Summary



**“It is important that we are accountable for the promises we have made and this report identifies the positive steps that we have accomplished in improving service to generation customers against the plan we agreed.”**

**John Barnett, Commercial Director**



The distributed generation (DG) sector has continued to be of significant importance to us as it has remained the sector that has continued to grow in demand for connections and has presented the most challenges to us in ensuring that we have been able to make all required connections.

It is therefore important that the services we have provided over the last regulatory year should have met the requirements of our customers, making the job of connecting to our network easy whilst facilitating and supporting the provision of services to the sector by independent connections providers. Over the period we have executed against the improvement plan that we set out, having listened to customers' requirements, and from this report we trust that you will be able to see we have made positive improvements in the service we deliver.



# Introduction



“We are keen to provide customers with the results of our efforts to improve customer service, good and bad, over the past year. This ‘looking back’ report gives us an ideal opportunity to do so for customers in the DG market sector. In producing this report we recognise that there is more to do before our customers will feel our service offers everything they need. With the help of DG customers we are working hard to ensure this happens.”

**Ian Cobley, Connections Regulation Manager**

**Welcome to our part two ‘looking back’ report for the year ended 31 March 2014, where we review performance against our strategy for stakeholder engagement, our work plan of activities and the key performance outputs that we set ourselves in our DG improvement plan produced in April 2013 and updated quarterly since then.**

We demonstrate how we have engaged with our DG stakeholders, and how well we have undertaken our work plan of activities and delivered against planned timescales: where we have failed or experienced problems and delays, there is an explanation of why and what we have done about it.

We have worked hard over the past 12 months to improve the level of customer service given to our DG customers and to better understand the issues our customers face in getting a connection.

This report shows how our strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of DG stakeholders and how this feedback has led to further actions in our plan up to and beyond the end of the reporting year. Gathering feedback from customers is important to the way we formulate and present our plans and we would welcome your views.



## How we engaged customers



“As a DNO we exist to serve customers and their engagement in developing our services and making sure they are fit for purpose in an ever-changing business environment is extremely important. We therefore take engaging with stakeholders very seriously and deploy varied processes to discuss issues and seek stakeholders’ views.”

**Julie Thompson, Connection Services Improvement Manager**

### The importance of stakeholder engagement

We continually seek to improve the service that we provide, and the most effective way to ensure that we deliver what our customers want is to engage with them on a regular basis and seek their views about the service we give and what improvements we can make.

### Interacting locally with customers face to face

We actively engage with our DG customers through multiple channels to seek their views. In 2013 we held two customer forums. The key purpose of these sessions is to give customers the ability to tell us how we are performing and how they would like us to improve.

We have used the output from these engagements and the requests from our customers to enhance our service improvement plan, which is updated and published on our website every quarter. Through this our customers can gauge whether or not what we are intending to do aligns with their requirements and can measure our performance.

### Giving access to technical specialists

As well as the forum events in 2013 we have continued to operate monthly design surgeries where customers can discuss the details of their project with one of our design or commercial engineers and explore any technical or commercial issues. Northern Powergrid was the first distribution network operation (DNO) to launch this service in 2011. These sessions are popular with DG customers and continue to make good use of the availability of key experts to resolve issues well before they can materialise on the critical path of the delivery of their project.



### Making our experts accessible

Part of continuous improvement of customer service is to maximise the use of web technology. In cases where customers are unable to attend a surgery or prefer anyway, they can receive the same level of engagement via our online “Ask the Expert” request process, where the customer interacts with our technical or commercial experts electronically. In 2014, between January and March, we have already received and responded to 59 enquiries via this method.

### Using market research to good effect

In January 2014 we took a different approach to the way we engaged with a wider cross-section and the harder-to-reach DG customers. Five hundred customers who had requested a quotation and/or had recently had connections work completed were asked to participate in a telephone survey: of these, 150 customers completed the survey. This 30% response rate is high compared with other forms of survey, through which we might receive on average a 5% response rate. The survey results can be found in detail in Appendix 1 – Customer Survey Results.

This type of stakeholder survey has enabled us to measure our current satisfaction levels amongst DG customers, and we are now able to use these satisfaction scores as the baseline for future levels of service improvement.

### Keeping DG customers informed

We have used E-bulletins and created a dedicated online community of interest to keep DG customers informed of our planned stakeholder events and to highlight to them new services that we offer and items of interest that we post on our website. In reaching out to DG customers in this way we are keeping them as up to date as possible on events and issues whilst directing them to our website, which acts as the focal point for information provision and general engagement on DG topics.

## How we engaged – customer connections events

Customer connections events are held every six months. The briefings provide a forum for us to share our improvements and ideas with customers and gather their feedback and suggestions on further improvements going forward.

We find these events invaluable in helping us to understand the issues being faced by our customers and to help us to learn how we can provide a better service to suit their needs. We aim to use these events to keep customers informed of developments happening within the electricity connections industry that might be important to customers; to keep customers abreast of the improvement plans we have in place; and to allow us to share and learn from customers' experiences.

These events provide opportunities throughout the day for customers to speak to our team, who are always delighted to discuss any of the topics covered in the presentations and any other issues that are of interest to you.

The discussion topics change at each event, focussing on the most relevant current issues. Previous topics have included:

- ▶ Recent changes and updates
- ▶ What is planned for the future
- ▶ RIIO ED1 consultation
- ▶ eAM Spatial project
- ▶ Distributed generation
- ▶ Online self-service connections application
- ▶ Competition in connections
- ▶ Hitachi rail project





## Survey Details



“We engage with our DG customers on a regular basis and seek their views about the service we give and what improvements we can make. In January 2014 we surveyed 150 (30%) of our DG customers about our performance. The feedback we received was invaluable and has confirmed the improvements we are making are what our customers want.”

**Julie Thompson, Connection Services Improvement Manager**

In January 2014 we commissioned Explain, an independent market research company, to carry out quantitative research to measure current satisfaction levels amongst DG customers. Five hundred customers who had requested a quotation and/or had recently had connections work completed were asked to participate in a telephone survey, and 150 of them completed the survey. This 30% response rate is high compared with other forms of survey, from which we might expect to receive on average a 5% response rate.

The survey sought to identify what customers thought of their experience in receiving a connection quotation and/or delivery service from us. It also sought customers’ views on what we could do better to improve service levels going forward.

The following tables highlight metrics taken from our recent survey and are split into total number of respondents and then further split into those who have made fewer than five applications and those who have made five or more than five applications. This allows us to see a clearer picture of the requirements of our customers by informing us where we need to aim our improvements so as to have the best impact.



Were you satisfied with the timescale in which you received your quotation	Overall	<5	>5
Yes	90%	89%	90%
No	5%	9%	4%
Not sure	5%	2%	6%

How easy did you find the quotation to understand?	Overall	<5	>5
1-6	23%	24%	23%
7-8	41%	38%	42%
9-10	36%	38%	35%
Mean score	7.6	7.5	7.6

1 = poor 5 = good 10 = excellent

How satisfied were you with the overall professionalism of the workforce?	Overall	<5	>5
1-6	17%	13%	20%
7-8	39%	50%	30%
9-10	44%	38%	50%
Mean score	7.9	8.4	7.6

How would you rate the staff at being helpful?	Overall	<5	>5
1-6	10%	10%	9%
7-8	34%	35%	33%
9-10	57%	54%	58%
Mean score	8.5	8.4	8.5

## Customer Feel – You said / We did



**“We have listened to our customers and responded positively to their comments and suggestions. Our plan is reflective of their requirements and we have implemented 25 changes over the last 12 months.”**  
**Mark Johnston, Connection Commercial Manager**

You Said	We Did
We want to know more about your processes – Customer Feedback	We created a ‘Simplifying Distributed Generation’ guide to better inform our customers about how we connect DG and give guide prices for different options
Wayleave and legal delays are too long – DG-DNO Steering Group	We reviewed and redesigned our processes to ensure they are efficient and discussed with customers ways in which we can run the wayleave and legal processes in parallel with the application process to reduce overall timescales
We would like an alternative connections process for design fees – DG-DNO Steering Group	We have progressed and contributed to a business case amongst other DNOs, DG-DNO Steering Group and DG stakeholders. This allowed for a case to be presented to DECC during August 2013. A session with DECC, stakeholders and Ofgem was planned for the 5th June 2014, the outputs of this are currently being considered
Type-testing requirements for both G59 and G83 applications are complex – Customer Feedback	With other DNOs we contributed to a national database of type-testing information for DG products and this is hosted by the ENA
We would like a longer validity period for our applications – Customer Feedback	Following stakeholder interaction we have extended our quotation validity period from 60 to 90 days
I would like to apply online – Customer Feedback	We implemented a new self-service online application process on our website during April 2013, and also expanded the service in November to allow contact centre staff to assist online applications where necessary
I don’t understand what type of application I need to apply for – Customer Feedback	We provide a decision-support tool on our website that allows customers to narrow the application choices down based upon questions about their projects

### ‘Simplifying Distributed Generation’ guide

Our DG customers asked for a ‘single point of reference’ document that contained our connections processes, our guide to prices and timescales and links to other useful websites. We developed the ‘Simplifying Distributed Generation’ guide to provide them with a booklet that would help assist them through the complexities of making an application to connect. You can download the document on the following hyperlink: [www.northernpowergrid.com/page/generation\\_connections.cfm](http://www.northernpowergrid.com/page/generation_connections.cfm)

### Legal and wayleave processes

We have reviewed our legal and wayleave processes with other DNOs to ensure that our current processes are as time-efficient as they possibly can be. We actively encourage customers to inform us early of the possible need for wayleaves so the application process can run concurrently. We were recognised by the DG community as being flexible in our wayleave agreements by both discussing work required and changing our terms and conditions accordingly.

### Assessment and design fees – business case

In order to provide improved overall customer service we are seeking to reduce the number of Section 16 connection offers issued that do not proceed and the business case for DECC is one of a number of initiatives (including providing more on-line information, heat maps and access to technical & commercial resource) intended to help with this problem.

Following on from the submission of the business case to DECC, a national workshop was held on 5th June 2014 and the outputs are currently being considered, with further discussions planned to take place with interested stakeholders once we have carried out the review.





### National database of type-tested equipment

Customers had said that we sometimes delayed their projects due to incorrect information being provided by them, but that DNOs differed in their approach on this. As the result of the creation of a centralised database of type-tested equipment the customer can log the number provided on the ENA database and the DNO will get all of the appropriate information, thereby minimising the work the customer has to do and ensuring the DNO has all of the information with which to provide the connection offer.

### Increasing quotation validity periods to 90 days

Our customers asked us to increase the length of time that our connection offers remained valid for acceptance. Their feedback was that 60 days was often too short for them to be able to commit to acceptance of their project. Additionally, customers told us that asking us to reissue expired offers was a further administrative burden for them. Following review we increased the validity of most of our offers to a standard of 90 calendar days. The feedback from the majority of customers has been positive, such that we have committed to consider increasing validity periods further and expect to consult with stakeholders about it over the coming months.

### Online application process

One of the most significant developments in 2013 in relation to the Northern Powergrid connections webpages was the implementation of a new self-serve online application process.

A main feature of the new electronic application process is the customer's account area, which provides our customers with up-to-date information relating to their application. The launch of our new connections application process greatly benefits our customers as it allows them to apply for a new connection quickly, easily and at a time that is convenient to them.

### Decision support tool

The connection process varies with the size of the generation equipment to be installed. Our DG customers found it difficult to understand if they had the option to install and notify or if they had to make an application to connect prior to installing the generation. To help our customers decide the right way to proceed we provided a decision support tool on our website. [www.northernpowergrid.com/page/generation\\_connections.cfm](http://www.northernpowergrid.com/page/generation_connections.cfm)



## On the national scene



**“Key to ensuring we offer a consistently high level of service is working across the DG industry on a range of national issues and if we can adopt best practice to improve the service we afford our customers then we will strive to implement them as soon as possible.”**  
**Derek Fairbairn, Customer Connections Design Manager**

### Annual DG fora events

As one of the six DNO groups we actively support and deliver some of the content at the three DG fora events in Scotland, England and Wales. The DG fora allows the DNOs, DG stakeholders, Ofgem and DECC to give their views on how this market sector has progressed in terms of DG improvement plans for the DNOs, DG stakeholders’ requests being met and any regulatory or political movements/discussions that have affected or will affect the ongoing development of distributed generation. The events provide an open invitation to any parties interested in this market sector. You can find a list of future dates and events, and the material delivered at the 2013 fora at: [www.energynetworks.org/events/networking-workshops-andfora/2014-dg-fora/distributed-generationfora-2014/](http://www.energynetworks.org/events/networking-workshops-andfora/2014-dg-fora/distributed-generationfora-2014/)

Previous attendees include representatives from the banking industry, developers and speculators, manufacturers, estate agents and landowners. The content is jointly agreed between the DNOs and DG stakeholders as part of the DG-DNO Steering Group discussions.

### DG-DNO Steering Group

The DG-DNO Steering Group was formed following discussions between Ofgem, DNOs and the DG community. It has formal terms of reference and is attended by all of the DNOs and representatives from across the DG industry - covering trade bodies, developers and the NFU, to name a few. Meetings are held in London every two months and the Steering Group extends invitations to external bodies such as Ofgem and DECC to support any subjects that may require their input/guidance in terms of resolving/agreeing plans of action. To date both Ofgem and DECC have attended, signifying the importance that is attached to this group, which includes a subgroup covering all technical aspects associated with connecting to the DNO networks. The group is also promoted by the DG community in order that any issues that cannot be resolved or clarified by an individual DNO can be discussed on a national basis, so that the views of other DNOs and the DG attendees can provide direction and clarity to assist in any final decisions.

### Northern Powergrid DG forum event

On the 8th May 2014 we held a DG-specific event to publicise how DG was affecting our network and we covered a number of topics including;

- ▶ Our commitments and aspirations now and out to 2023
- ▶ Commercial operations including application process, volumes and interactivity
- ▶ Network availability including EHV and HV hotspots
- ▶ Protection considerations and complexities associated with DG
- ▶ Network investment and strategy for the region
- ▶ Primary Engineering Projects (PEP) – deliverability, timescales, and customer interactions

The event also provided an opportunity for customers to interact with all the teams involved in delivering the material presented, and support was received from those attendees via filming and formal feedback after the event. This event was well received, with a request for another to be held in six months’ time. The filming and slides from the event can be found at: [www.northernpowergrid.com/yourpowergrid/recent\\_engagement\\_activity.cfm](http://www.northernpowergrid.com/yourpowergrid/recent_engagement_activity.cfm)





### **National Grid (NGET) demand/ generation seminar at Birmingham**

We attend all the seminars that NGET arrange and provide regular input at these sessions on our position, in terms of the impact of any changes to processes and/ or policies. This is done on Northern Powergrids and also on our customers behalf who may be affected, as we seek to understand and influence how such changes will be communicated. An example of this is the recent change to the 'statement of works' process that has removed the need for customers connecting to the Northern Powergrid network to experience the two-month delay and associated cost for a statement of works request when Northern Powergrid and NGET are already aware that there will be an impact on the NGET system. These customers now no longer have to submit a statement of works or incur the associated costs, but can progress straight to stage 2 of this process, saving approximately two months and three thousand pounds. We attended all of the initial meetings and actively supported the introduction of this.

### **Collaboration with other DNOs outside the DG-DNO Steering Group**

As part of sharing best practices and understanding new processes introduced across other DNOs, Northern Powergrid had a joint meeting with Scottish Power and SSE to discuss how the introduction of the 'feasibility study plus' process had been utilised by the DG community, i.e. whether they had taken up this new service, having pushed for it on a national basis. Although the take up was low we are minded to introduce this option to see if our customers would like this alternative.





## Plan Actions



“This plan represents the output of a significant consultation with stakeholders and reflects their requirements in a set of actions that will resolve current issues with our process and provide a service that provides an efficient and effective connections service for DG customers.”

**Mike Hammond, Head of Connection Services**

Themes	Our commitments		Total Actions in plan	Completed Actions as of 31st Mar 2014	Outstanding – To Complete
	Actions as of 31st March 2014				
<b>1. Customer Service –</b> “improving the customer experience”	7		9	4	5
<b>2. Application Process –</b> “making it easier and quicker”	19		21	11	10
<b>3. Information Provision –</b> “making information readily available”	5		7	2	5
<b>4. Technical Developments –</b> “exploiting innovation”	11		11	3	8
<b>5. Charging –</b> “being fair and reasonable”	3		4	3	1
<b>6. Choice and Competition –</b> “opening of markets”	5		8	5	3
<b>7. Stakeholder Engagement –</b> “being customer led”	6		7	4	3
<b>Total</b>	<b>56</b>		<b>67</b>	<b>32</b>	<b>35</b>

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	Status Description
◆	Key milestone
●	Action start month
—	Projected timescale
.....	Revised timescale

## Northern Powergrid Distributed Generation (DG) Improvement Work Plan: ICE Trial Part 2 April 2013 – March 2014

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress	Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date					
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
1.0	Customer Service	1.1	Monitor Customer Satisfaction	1.1.1	Ensure customer feedback is captured and improvements are realised and communicated	Running to plan	●	●	●	●	●	●	●	●	●	●	●	●	●	●	<p>We continually review feedback from our customers and monitor both the outputs and benefits. One of the ways in which we receive feedback is via our 'online community' which allows us to collect opinions and perceptions from the community using online surveys and polls. 'Have your say' on distributed generation is located at: <a href="http://www.northernpowergrid.com/haveyoursay/distributed_generation.cfm">http://www.northernpowergrid.com/haveyoursay/distributed_generation.cfm</a></p> <p>If you would like to get involved with our 'online community' please register your details at: <a href="http://www.northernpowergrid.com/yourpowergrid/our_online_community.cfm">http://www.northernpowergrid.com/yourpowergrid/our_online_community.cfm</a></p> <p>During January 2014 we have contacted circa 500 DG customers who had received a quotation within the last 12 months. Of the 500 customers we contacted 150 customers were happy to participate in our customer satisfaction survey. We are using the feedback to enhance our DG plan The report is available <a href="http://www.northernpowergrid.com/page/getconnected.cfm">http://www.northernpowergrid.com/page/getconnected.cfm</a></p>			
							●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	<p>In May 2013, we established a proof of concept for our key account management approach as part of our preparation for our RIIO-ED1 business plan submission. The full implementation of this approach will not be completed until the end of March 2015. In the interim we continue to pilot this approach where possible and appropriate with a small number of large generation customers.</p>			
	1.2	Interacting with customers	1.2.2	Establish key account management for regular DG customers	Running to plan	Completed to planned target	●	●	●	●	●	●	●	●	●	●	●	●	●	●	<p>Our 'Simplifying Distributed Generation' user guide is now available on our website and among other things provides information about connecting DG ad offers guide prices on connection cost. The document can be downloaded from our website at: <a href="http://www.northernpowergrid.com/som_download.cfm?t=media:documentmedia&amp;i=1797&amp;p=file">http://www.northernpowergrid.com/som_download.cfm?t=media:documentmedia&amp;i=1797&amp;p=file</a></p>			
							●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	<p>We have reviewed and continue to review our resource against workload and currently have the capacity required. We have employed additional administrative support staff during quarter three 2013 and this is now part of the continuous capacity review process.</p>
							●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
1.3	Resourcing	1.3.1	Ensure design resource and design support are available for DG connections	Completed to planned target	Completed to planned target	●	●	●	●	●	●	●	●	●	●	●	●	●	<p>We have reviewed and continue to review our resource against workload and currently have the capacity required. We have employed additional administrative support staff during quarter three 2013 and this is now part of the continuous capacity review process.</p>					
						●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	<p>We are aware of concerns nationally about legal and wayleave delays but we have not experienced any significant problems to date. We encourage discussions with customers on ways in which we can run wayleave and legal processes in parallel with the application process to reduce overall timescales. We believe our existing wayleave and legal support meets customers' requirements but we continue to review our processes.</p>	

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress	Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date		
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
1.0	Customer Service (cont'd)	1.3	Resourcing (cont'd)	1.3.3	Develop a DG engagement model in line with Incentive on Connections Engagement	Running to plan													<p>Ofgem have circulated draft ICE guidance for comment. DNOs have responded and Ofgem have revised and reissued the ICE guidance document for the purpose of this summer's trial. The timeline for this trial is as follows:</p> <ul style="list-style-type: none"> <li>▶ 30 Apr 2014 – DNOs to submit DG ICE plan, Ofgem to publish on their website and seek customer views</li> <li>▶ 30 June 2014 – DNOs to submit a 'Looking back' report for DG in 2013/14. Ofgem to publish on their website and seek customer views</li> <li>▶ 30 Oct 2014 – DNOs can resubmit revised DG ICE plans to Ofgem</li> </ul>		
2.0	Application Process	2.1	Feasibility Studies	2.1.1	Review other DNOs feasibility study service, then consult on improvements	Running to plan													<p>We held a meeting with SSE and SPEN on 24 February to discuss the content and introduction of a feasibility study service. Because of the very poor take-up of the service we now intend to speak further to stakeholders in order to clarify the need for this service. We will also continue to monitor the uptake of customers in other DNOs' areas with a view to implementing an appropriate service later in the year.</p>		
				2.1.2	Communicate the outcome of changes in our feasibility study process	Running to plan															<p>As this action is dependent upon the outcome of action 2.1.1, the milestone has been rolled into 2014 to align with the revised completion dates for action 2.1.1. We will complete the communication of any changes in our feasibility study process within two months.</p>
				2.1.3	Progress the business case for introduction of upfront assessment and design fees (A&D) by DECC	Completed to planned target															
		2.2	Database of Turbine Specifications	2.2.1	With other DNOs develop a national database of all DG equipment	Completed to planned target														<p>The ENA type-test verification report database can be accessed online at: <a href="http://www.ena-eng.org/ProductTypeTestRegister/">http://www.ena-eng.org/ProductTypeTestRegister/</a></p> <p>The database records all products that have been type-tested to the requirements of G83 and G59 in one location. The main responsibility for uploading Type-Test Reports to the database is that of the product manufacturer. The product manufacturer is provided with access details via an individual login and password provided by the ENA. The type-test verification report pro forma is also available via the database.</p> <p>The database allows the DNOs and other users (eg consultants / designers / installers) to undertake a quick check of it to ensure that the products to be connected to the DNO networks are G83 and G59 type-tested.</p> <p>In addition to use by manufacturers the register is also freely available to other users (on a read-only basis) to browse the products held in the system, which allows prospective other users to identify products they may wish to use as part of their proposed installation.</p> <p>Using the product's unique reference number generated by the database, consultants/designers/installers can record this on the relevant G83 or G59 application form. Upon receipt of the application form the DNO will then confirm this by also referring to the register and confirming the relevant product is approved for connection.</p>	



Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress		Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date					
								Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
2.0	Application Process (cont'd)	2.3	Quotation Validity Period	2.3.1	Implement working procedures to support requote/ revalidation processes	Completed late	◆								◆						We have completed a review of our processes to reduce the timescales for re-quotation / revalidation. We are now targeting an internal standard of 10 working days.				
				2.3.2	Modify procedures to support requote/ revalidation including time-expired quotations	Completed to planned target										●								This task is complete, our process has been changed and customers should be able to get a re-quote/re-validation within 10 working days.	
				2.3.3	Extend quotation validity period from 60 days to 90 days	Completed to planned target																			The extension of the quotation validity period from 60 days to 90 days was introduced November 2012.
				2.3.4	Extend quotation validity period from 90 days to 180 days	Running to plan				●															Before we extend the quotation validity period further, our intention is to consult fully with our stakeholders to understand the full implications of any such change. During quarter two 2014 we will widely consult with our DG stakeholders with regard to the extension of the quotation validity period, following which we will then propose a way forward.
		2.4.1	Implement dual quotations for high-voltage metered demand quotations	Completed to planned target																			We have provided dual SLC15/ S16 quotations since November 2012.		
		2.4.2	Extend dual quotations to LV generation connections with contestable works	Okay to agreed revision				●																We originally communicated that this item would be completed for March 2014. Following problems in the IT implementation of these letters we have decided to revert back to our previous process until we are ready to release this service. The revised completion date for this project is now September 2014.	
	2.4.3	Extend dual quotations to HV generation connections with contestable works	Okay to agreed revision				●																We currently offer dual quote letters as standard for a section 16 quote in the HV metered & connected demand marketplace.		
	2.4.4	Extend dual quotations to EHV generation connections with contestable works	Okay to agreed revision				●																We currently offer dual quote letters as standard for a section 16 quote in the HV metered & connected demand marketplace.		
	2.4.5	Ensure quotations include a breakdown of all cost components for EHV schemes	Completed to planned target	◆																			We provide quotation breakdowns on EHV schemes in accordance with our published charging statement.		
	2.4.6	Provide full cost breakdown including contestable and non-contestable costs	Completed Late				●																We have developed and tested the process for providing this level of breakdown in accordance with our published charging statement. We need to document and brief the process to staff before we can introduce it. As this action is linked to the developments in 2.3.2 and actions 2.4.2 to 2.4.4, the deadline was rolled out to quarter one 2014.		

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress		Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date			
								Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
2.0	Application Process (cont'd)	2.5	Online Application Process	2.5.1	Implement self-serve online application process	Completed to planned target	◆→													The new online application process went live in April 2013: we continually seek feedback from our customers so that we can improve this process.			
				2.5.2	Implement contact centre assisted online application process	Completed to planned target	◆															In November 2013, we implemented a system that will enable our contact centre staff to assist customers with the completion of their online application form including the facility to create online applications for customers who do not have access to the internet or are not confident about submitting their information online.	
				2.5.3	Develop a suite of electronic G59 application forms	Running to plan	◆																In April 2013, we introduced an online G59 application available at: <a href="http://www.northernpowergrid.com/page/generation_over_16amps.cfm">http://www.northernpowergrid.com/page/generation_over_16amps.cfm</a> To further assist our customers with generation applications, we are extending this action and developing multiple online application processes that will split the electronic application forms into below 50kW, up to 200kW and above 200kW. Work is now underway to develop these and completion remains on target for the end of June 2014.
				2.5.4	Improve notification channels for submission of G83 stage one notifications	Running to plan	◆																In April 2013, we introduced an online G83 stage-one notification process, which is available on our website at: <a href="http://www.northernpowergrid.com/page/generation_single_installation.cfm">http://www.northernpowergrid.com/page/generation_single_installation.cfm</a> Work is underway to ensure that the notification process is improved, and incorporates G83/2 stage two. The work involved in developing the interactive process is more than first anticipated and therefore the delivery has been amended to the end of June 2014.
3.0	Information Provision	3.1	Information on LV (HV) Network, Voltage Issues and Plans	3.1.1	Develop our website to give specific information about our DG connection process	Running to plan	◆		◆	◆	◆									In 2013 we made some initial improvements to our website to include more information about small-scale embedded generation and large generation projects. We provided helpful information on the different DG application processes through a generation connection guide, alongside having separate information areas specific to size of connection. This information can be viewed on our website at: <a href="http://www.northernpowergrid.com/page/generation_connections.cfm">http://www.northernpowergrid.com/page/generation_connections.cfm</a> In doing this we have identified the following additional information we can provide and work is now underway to deliver the following DG web enhancements: ▶ Improving the visibility of DG on our website ▶ Establishing an online indicative pricing tool ▶ Publication of DG-specific codes of practice ▶ Functional specifications for EHV connections These enhancements will be completed by the end of September 2014.			
				3.1.2	Implement a decision tree that defines a correct application based on work type	Completed to planned target	◆															We have developed a DG decision tree to aid customers in identifying the correct application form for their work type. We completed a review of the decision tree that demonstrated that no changes were required to be made to this process at the current time. The decision support tool can be viewed on our website at: <a href="http://www.northernpowergrid.com/page/generation_connection_guide.cfm">http://www.northernpowergrid.com/page/generation_connection_guide.cfm</a>	

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress	Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date	
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
3.0	Information Provision	3.1	Information on LV (HV) Network, Voltage Issues and Plans	3.1.3	Improve the online DG knowledge base, including a advice facility plus FAQ	Running to plan													<p>In May 2012, we published technical specifications on our website to advise customers of proposed connection work. This information can be viewed online at: <a href="http://www.northernpowergrid.com/page/generation_over_16amps.cfm">http://www.northernpowergrid.com/page/generation_over_16amps.cfm</a></p> <p>Following stakeholder consultation we are extending this action to include more accurate specifications and case studies, which will provide DG customers with indicative costs and timescales with a completion date of June 2014. Alongside this we shall continue to develop our DG-specific 'frequently asked questions' web page through 2014 with assistance from our DG stakeholders.</p>	
				3.1.4	Publish heat maps for demand and generation at HV and EHV substations	Running to plan														<p>In May 2012, we published DG heat maps on our website to provide our DG customers with information regarding the fault-level headroom, providing an indication of the network's capability to connect large generators. This information can be viewed online at: <a href="http://www.northernpowergrid.com/page/generation_over_16amps.cfm">http://www.northernpowergrid.com/page/generation_over_16amps.cfm</a></p> <p>Our initial intention was to update the heat maps with revised fault-level data at the end of January 2014, but in putting together this information we identified that we could supply customers with the following enhancements.</p> <ul style="list-style-type: none"> <li>▶ Capacity</li> <li>▶ Demand</li> <li>▶ Fault level</li> <li>▶ Known constraints</li> </ul> <p>Therefore the completion of these enhancements will be June 2014.</p> <p>The introduction of our new mains record system during quarter three 2014 will enable the development of interactive heat maps. We expect that these can be utilised by the end of quarter four 2014.</p>
				3.1.5	Maintain strong links with local authorities regarding generation/load capacity	Completed to planned target														



Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress	Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date		
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
4.0	Technical Development	4.1	Innovation Collation and Rollout	4.1.1	Assess alternative connection options to reduce connection costs and timescales	Running to plan	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	As part of our business-as-usual activities we continue to discuss and offer various connections solutions both inside and outside the monthly surgeries, details of which can be located at: <a href="http://www.northernpowergrid.com/page/customer_surgeries.cfm">http://www.northernpowergrid.com/page/customer_surgeries.cfm</a>		
				4.1.2	Publish analysis of headroom on selected networks, from trials of the LCN technology	Running to plan			◆		◆		◆		◆						Through trialling innovative smart grid equipment and conducting field trials and analysis, we will calculate and publish available headroom on four sample networks. Smart grid equipment for: real-time thermal rating, demand-side response, energy storage and automatic voltage control was installed in August 2013 and commissioned in December 2013. Network trials commenced on this equipment in mid-October 2013 on our heat pump cluster network at Hexham and by mid-March we had 45 active field trials running at Hexham and our PV cluster at Maltby. Field trials will complete in June 2014 and the headroom assessment will be published in December 2014.
4.0	Technical Development (cont'd)	4.1	Innovation Collation and Rollout (cont'd)	4.1.3	Publish generation profile data for the benefit of customers/distribution policy	Running to plan	◆									◆		◆	An interim report was published at the end of 2012 that analysed both PV generation, plus 160 larger DG customers over a 2 year period 2009 to 2011; analysis and datasets are titled 'CLNR Load Profiles Report': <a href="http://www.networkrevolution.co.uk/industryzone/projectlibrary">http://www.networkrevolution.co.uk/industryzone/projectlibrary</a> The final customer data sets will be provided to Durham University (from British Gas) in April 2014, which includes PV and Micro-CHP installations. The final output reports and data sets are planned to be published in August 2014.		
				4.1.4	Develop and implement a design tool that runs connections network assessments	Running to plan	◆												◆	◆	Our prototype network planning and design decision support (NPADDs) tool has been specified with EA Technology Ltd and is currently in software development. The prototype tool will provide decision support to assess both new and old solutions and perform a cost-benefit analysis. This then offers the designer the most cost-effective solution. We have recently held two NPADDs user-group meetings in February and March 2014 with our network designers, to review network modelling, spatial mapping, solution templates and proof of concept. Progress has seen network data models built for our two key trial networks: Denwick and Rise Carr, which have been incorporated into the software tool to run load-flow assessments. These trial networks will next undergo network validation and user-testing. The final prototype will be completed in December 2014.
				4.1.5	Publish timely updates of innovative ideas from Low Carbon Network Fund (LCNF)	Completed to planned target	◆													◆	
		4.2	Capacity	4.2.1	Engage with customers to ensure we continue to offer innovative connection solutions.	Completed to planned target	◆													◆	We proactively engage with customers on a regular basis to discuss suitable connection solutions and offer technically acceptable connections following these discussions.
				4.2.2	Further develop Generation Export Management Schemes (GEMS) or similar systems	Completed to planned target	◆													◆	

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress	Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
4.0	Technical Development (cont'd)	4.2	Capacity (cont'd)	4.2.3	Offer Active Network Management for Generation Connections in the future	Running to plan												We held the first of five workshops on 27th February to build up the business plan for introducing ANM onto our network – hopefully during 2014. The next workshop is planned for June to review the commercial aspects with monthly sessions taking place during March, April & May. We are also considering an invitation to SSE to assist in this workshop to increase our understanding of ANM introduction to hopefully shorten the lead-in time for introduction.	
				4.3	Consistency in Standards Interpretation	4.3.1	Ensure ENA Report:ETR130 is updated following active network management trials	Running to plan											
		4.3.2	Work with other DNOs in any new events or trials to improve LCNF technology			Running to plan													
		4.4	Use of Legacy Projects and Strategic Development	4.4.1	Publish details of significant generation projects to share best practice	Running to plan													We are now considering a number of case study projects which will be made available on our website during 2014.
5.0	Charging	5.1	Technical Development (cont'd)	5.1.1	Develop appropriate payment options to allow a minimum payment to be taken from a customer to initiate the project	Completed to planned target												We offer stage-payment arrangements to certain customers depending on credit rating and / or the value of connection offer - including low and fair deposits.	
				5.1.2	Develop appropriate payment options to allow a minimum payment to be taken from a customer to initiate wayleaves and / or legal ahead of main connection payment	Completed to planned target													We continue to be happy to talk about minimum payment being made in advance by customers so that wayleaves and legals can be investigated and, if possible, be acquired in advance of the main connection payment. The aim is to proceed with a project safe in the knowledge that we have everything secured and, where possible, to reduce the overall time taken for a project to be completed.
		5.2	Technical Development (cont'd)	5.2.1	Provide a full cost breakdown of all work/ cost apportionment for DG connections	Completed to planned target												This service is now offered as standard following a review of our quotation process.	
6.0	Choice and Competition	6.1	Address barriers of competition	6.1.1	Improve existing access to Northern Powergrid mains records information system for Independent Connection Providers (ICPs) and other appropriate customers	Completed to planned target											Customers can already request access to Northeast records and Yorkshire GIS following the submission of a request to Ian Foster at: ian.foster@northernpowergrid.com		

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress		Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date					
								Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
6.0	Choice and Competition (cont'd)	6.1	Address barriers of competition (cont'd)	6.1.2	Further engagement on exploring the ability to self-determine point of connection (PoC)	Completed to planned target	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	<p>Commencing August 2012, we engaged in trials with a number of ICP customers. To date three separate independent connectors have successfully carried out self-determined points of connection, with a further three expected to formally utilise this trial. We concluded the first-phase trial in April 2013 and conducted an internal review resulting in the expansion of the trial to accommodate high-volume unmetered connections and individual single-phase metered and unmetered low-voltage connections.</p> <p>Since then, in excess of 100 unmetered disconnections and over 50 street lighting connections have successfully been completed utilising this trial. Interest within this trial process is increasing rapidly and we are committed to continue to work with ICPs to further develop and expand the trial. For more information about self-determining points of connection, please email Drew Johnstone at: <a href="mailto:Drew.Johnstone@northernpowergrid.com">Drew.Johnstone@northernpowergrid.com</a></p> <p>Or visit our website at: <a href="http://www.northernpowergrid.com/page/arranging_a_point_of_connection.cfm">http://www.northernpowergrid.com/page/arranging_a_point_of_connection.cfm</a></p>				
				6.1.3	Promote ICP self-connection of LV assets	Completed to planned target	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	<p>Several ICP customers have actively self-connected to our low voltage network as part of our standard processes for allowing this work.</p>		
				6.1.4	Promote ICP self-connection of HV assets	Completed to planned target	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	<p>To date no ICP customers have requested to undertake high-voltage self-connections. We continue to discuss access to our network with ICPs.</p>	
				6.1.5	Provide ICPs a helpline for technical, policy and standards questions	On target – not started	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	<p>Provision of this service is being considered as an integral part of the redesign of the connections business for RIIO ED1.</p>	
				6.1.6	Introduce technical workshops and hot desk facilities for ICPs	On target – not started	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆		
				6.1.7	Engage with the ICP community to identify emerging opportunities	Completed to planned target	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	<p>We hold regular meetings with our ICP community in addition to our monthly scheduled surgeries, the dates of which are located at: <a href="http://www.northernpowergrid.com/page/customer_surgeries.cfm">http://www.northernpowergrid.com/page/customer_surgeries.cfm</a></p>
				7.0	Stakeholder Engagement	7.1	Risk-free Appeals Process	7.1.1	Introduce a process for customer complaints / dissatisfaction	Completed to planned target	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	<p>We have a formalised customer complaints process which allows any customer to complain or register some dissatisfaction regarding any aspect of our business. <a href="http://www.northernpowergrid.com/page/contact/complaints.cfm">http://www.northernpowergrid.com/page/contact/complaints.cfm</a></p>	
7.2	Customer Feedback Seminars	7.2.1	Promote the benefits of pre application discussions to our DG customers			Completed to planned target	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	<p>We encourage our customers who are considering a major project to involve us at earliest opportunity. As part of our redesigned connections web page you can arrange a meeting with one of our team who will discuss your requirements without the need for a formal application. You can do this by clicking on "planning a large industrial project? We'd like to get involved early" located at: <a href="http://www.northernpowergrid.com/page/getconnected.cfm">http://www.northernpowergrid.com/page/getconnected.cfm</a></p> <p>Or alternatively you can email: <a href="mailto:majorworksnotification@northernpowergrid.com">majorworksnotification@northernpowergrid.com</a></p>				

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High-Level Plan		RAG Progress	Q2 2013			Q3 2013			Q4 2013			Q1 2014			Progress made to date
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7.0	Stakeholder Engagement (cont'd)	7.2	Customer Feedback Seminars (cont'd)	7.2.2	Continue to organise twice yearly customer engagement events	Running to plan	◆		◆					◆	◆				<p>We hold twice-yearly customer-engagement events, which are attended by a wide range of customers, whether they have projects in our distribution services area or not. Our last event for 2013 was held at the Railway Museum in York on 12 November 2013. The event was attended by 35 customers representing 21 companies. Feedback interviews on the event and a full recording of the speakers' presentations are available on our website <a href="http://www.northernpowergrid.com/page/getconnected.cfm">http://www.northernpowergrid.com/page/getconnected.cfm</a>. If you would like to receive information and be involved in future events, please email Gillian Horner at: <a href="mailto:gillian.horner@northernpowergrid.com">gillian.horner@northernpowergrid.com</a> or telephone 07921 112110. We continue to hold monthly surgeries where customers can meet with us to discuss potential or ongoing enquiries. Dates of our surgeries can be found on our website <a href="http://www.northernpowergrid.com/page/getconnected">http://www.northernpowergrid.com/page/getconnected</a>.</p>
		7.3	Develop staff DG knowledge base	7.3.1	Develop external training programme for Northern Powergrid staff	Completed to planned target	◆								◆	◆			<p>We engaged the National Renewables Energy Centre (NaREC) to provide in-house training to 72 employees on a range of subjects to enhance our knowledge of customers DG apparatus. This training provided staff with a more informed understanding of customers' technical issues, the impact on our network and constraints they may encounter in terms of the type of equipment customers are wishing to install. This was delivered through four training workshops during September 2013.</p>
7.0	Stakeholder engagement (cont'd)	7.4	Support the DG Fora	7.4.1	Working collaboratively with other DNOs support the 2013 DG Fora	Completed to planned target	◆											<p>We successfully supported the DG Forums during October 2013, with Northern Powergrid representatives attending all three events, in London, Cardiff and Glasgow. The outputs from these will be reviewed and appropriately actioned within the DG-DNO Steering Group.</p>	
				7.4.2	Working collaboratively with other DNOs to support the 2014 DG Fora	Running to plan											●		



## Appendix – Customer Endorsements



**“It is important not only that we seek the initial views of DG stakeholders in forming our improvement plan, but also that we seek their acknowledgement that what we have decided to build fulfils their requirements. Our customers agree.”**

**Mike Hammond, Head of Connection Services**

Having carried out our initial extensive stakeholder engagement to help formulate our improvement plan, it has been essential to seek endorsement from DG stakeholders of what we are proposing to change and also what we have completed in the years previously. To that end the plan has been circulated to 500 DG customers who have requested an electricity connection sometime during the last year, seeking their feedback. The following are some of the endorsements that we have received about our plan:

Following an ultimately successful energisation of the above can I express appreciation of your approach, skill and patience on behalf of the project, many outside factors have affected progress on this project and we would not have achieved this milestone without your cooperation and assistance.

We trust the remainder of the project may be concluded to your satisfaction.

Kind Regards

**Sean Brown**  
**Wind Prospect Ltd.**

NPg have changed in the way they deal with us and we have found them to be far more open and receptive to our requirements, in particular NPg have asked us what they could do to help us and they have responded positively to our suggestions. This is supported by the monthly surgery sessions held at Castleford where we have been able to speak to the appropriate technical and commercial staff.

Yours Faithfully

**Alistair Cameron**  
**Managing Director**  
**Multi Utility UK**

Dear Northern Powergrid Network Connections Team,

This is the first time I have submitted an application in your area and I wanted to write to congratulate you on your online application system. This is streets ahead of other DNOs and makes the process very straightforward.

Keep up the good work.

Thanks and regards,  
**Chris Sowerbutts**  
**Southern Solar Ltd.**

## Appendix – Metric Table Section 16 and SLC 15 performance

- 1 From receipt of an acceptable application to the date of the quotation excluding days on pause whilst we are waiting for further information
- 2 From receipt of an acceptable application to the date of the quotation including days on pause whilst we await further information
- 3 From receipt of a customer acceptance to the date the connection is jointed onto our network (though perhaps not energised)
- 4 From receipt of an acceptable application to the date of the quotation excluding days on pause whilst we are waiting for further information
- 5 From receipt of an acceptable application to the date of the quotation including days on pause whilst we await further information

**Table 1 – Section 16 performance  
Year ended 31 March 2014**

Time to Quote (Excluding days paused) <sup>1</sup>			
Market Segment	Min	Max	Average
LV DG Connections	0	49	33
HV DG Connections	0	65	46
EHV DG Connections	23	65	62

Time to Quote (Including days paused) <sup>2</sup>			
Market Segment	Min	Max	Average
LV DG Connections	0	250	36
HV DG Connections	0	319	60
EHV DG Connections	35	244	84

Time to Connect ( Acceptance to connection) <sup>3</sup>			
Market Segment	Min	Max	Average
LV DG Connections	19	503	81
HV DG Connections	36	290	124
EHV DG Connections	256	465	379

**Table 2 – SLC 15 Performance  
Year ended 31 March 2014**

Time to Quote (Excluding days paused) <sup>1</sup>			
Market Segment	Min	Max	Average
LV DG Connections	1	30	21
HV DG Connections	2	50	40
EHV/132kV DG Connections	15	65	62

Time to Quote (Including days paused) <sup>2</sup>			
Market Segment	Min	Max	Average
LV DG Connections	1	82	23
HV DG Connections	2	137	46
EHV/132kV DG Connections	15	415	72

Time to Connect ( Acceptance to connection) <sup>3</sup>			
Market Segment	Min	Max	Average
LV DG Connections	2	5	3
HV DG Connections	6	18	12

Provision of Information			
	Min	Max	Average
Provision of EHV POC <sup>4</sup>	9	45	28
Provision of EHV POC <sup>5</sup>	9	380	34
Respond to design submission LV DG	0	11	7
Respond to design submission HV DG	0	705	101
Respond to design submission EHV/132kV DG	124	124	124
Issue date for EHV DG Connections (Upto 72kV only)	0	0	0

**Table 3 – Wayleaves/legals performance**

Time to obtain wayleaves/ legals			
Market Segment	Min	Max	Average
LV DG Connections	2	184	44
HV DG Connections	4	350	88

**Table 4 – Volume of DG quotations for 2013/14**

Service Category	Standards Applied	Standards Quoted	Accepted
Budgets	1905	1855	–
LV Generation	1296	1157	310
HV Generation	543	423	133
EHV Generation	86	55	6

All tables use working days unless otherwise stated.



## Contact us regarding our plan

As an essential service at Northern Powergrid we believe that our customers and other stakeholders are the best judges of our performance and 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 telephone

Julie Thompson, Connections Service Improvement Manager on 0191 229 4396

### By email

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

### On twitter

[Twitter@northpowergrid](https://twitter.com/northpowergrid)

### 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

0845 070 2703

### By Email

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

## General enquiries

### By Telephone

0845 070 7172

### By Email

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