

Response template – Incentive on Connections Engagement

- 1.1 We are seeking views on how well the DNOs have engaged with their large connection customers to ensure they are delivering a service that meets these customers' needs.
- 1.2 The questions we have asked are directly linked to the minimum criteria set out in the ICE guidance document. You can find this on our website [here](#).
- 1.3 We have added an optional section for additional comments and considerations, which is an opportunity for you to provide extra feedback or evidence that you may want to share with us.
- 1.4 If you have any questions on this document, please contact connections@ofgem.gov.uk.
- 1.5 **Responses should be sent by e-mail by 30 July 2021 to the address above.**
- 1.6 Unless marked confidential, all responses will be published by placing them in Ofgem's library and on our website www.ofgem.gov.uk. Respondents may request that their response is kept confidential. Ofgem shall respect this request, subject to any obligations to disclose information, for example, under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.
- 1.7 Respondents who wish to have their responses kept confidential should clearly mark the document/s to that effect and include clear reasons for confidentiality. We ask you to consider this carefully as sharing the comments with the relevant DNO may help improve their performance and ensure a transparent and effective ICE process. Respondents are asked to put any confidential material in the appendices to their responses.
- 1.8 We will consider the responses to this consultation and these will be used alongside other evidence for our assessment of the ICE plans.
- 1.9 Each of the questions asked by this consultation is set out in the template below.

- 1.10 **Please ensure that you indicate the DNO or specific licence area** to which your experiences relate. Please note that Northern Ireland is not subject to this consultation.
- 1.11 When considering your responses to these questions, please consider your experiences, the actions that the DNO has undertaken or committed to undertake, and the actions that you consider it could reasonably undertake.
- 1.12 **Please make sure you highlight which year a specific event happened in. The regulatory year runs from 1 April to 31 March.**

Annex: response template

| About you and your work | | | | |
|---|--|--------------------------------------|------------------------------------|---------------------------------|
| What is the name of your company? | CLEVELAND STEEL AND TUBES LTD | | | |
| Is your response confidential? Please explain which parts and why. For a fair process, we prefer the DNOs to be able to respond to any comments made, particularly if they are negative. Please consider carefully before marking any part of your response confidential. | NO | | | |
| Which DNO's ICE submission is your response related to? If you wish to provide a response to the ICE submission of more than one DNO group, please use a separate template for each group. | NPOWER [Note: the customer confirmed this refers, in fact, to Northern Powergrid] | | | |
| What type of connection do you generally require? For each type of connection, how many applications have you made in the past year, and what is the total MVA (Mega Volt Ampere)? | Type of connection | | Total number of connections | Total MVA of connections |
| | Metered Demand Connections | Low Voltage (LV) Work | | |
| | | High Voltage (HV) Work | | |
| | | HV and Extra High Voltage (EHV) Work | | |
| | | EHV work and above | | |
| | Metered Distributed Generation (DG) | LV work | | |
| | | HV and EHV work | | |
| Unmetered Connections | Local Authority (LA) work | | | |
| | Private finance | | | |

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|--|--|---------------------------|--|--|
| | | initiatives (PFI) Work | | |
| | | Other work | | |

Section 1: Looking Back report 2020/21

We want your views on how well the DNOs have engaged with connections stakeholders over the last regulatory year

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|--|------|---|---|---|---|---|---|----|
| 1. How many of the DNO's stakeholder engagement events have you been invited to this year? (This can include engagement outside official events.) Please tick a box. | none | 1 | 2 | 3 | 4 | 5 | 6 | >6 |
| | | | | X | | | | |
| 2. How many DNO Stakeholder events have you been to? This can also include meetings outside of official engagement events. Please tick a box. | none | 1 | 2 | 3 | 4 | 5 | 6 | >6 |
| | X | | | | | | | |
| 3. Tell us about how the DNO engaged with you: a) What did the DNO do? b) How did the DNO do it? c) Did the DNO have a robust engagement strategy? | | | | | | | | |

The DNO's work plan

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|--|--|--|--|--|--|--|--|--|
| 4. <i>Objectives:</i> Have you seen the DNOs work plans and the objectives they outline? a) Does it take into consideration your needs? If so, how? b) If it doesn't please explain why. | | | | | | | | |
| 5. <i>Actions:</i> Do you think the DNO has delivered its work plan? a) How has the DNO done this? b) If you do not think the DNO has delivered its work plan, please explain why. | | | | | | | | |

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|--|--|---------------|-----------|-------------------|
| <p>6. <i>Outputs:</i> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Did the DNO meet these outputs? Please explain why.</p> | | | | |
| Your feedback on the DNOs stakeholder engagement performance | | | | |
| <p>7. Do you think the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders?</p> | NO | | | |
| <p>8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.</p> | very unsatisfied | not satisfied | satisfied | very satisfied |
| | | X | | |
| <p>9. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.</p> | <p>I WAS INVOLVED WITH A SPECIFIC STRATEGY TEAM FOR DALTON INDUSTRIAL ESTATE AND NPOWER ENGAGED WITH US AND CAME UP WITH A STRATEGIC PROPOSAL FOR ELECTRICIY TO THE ESTATE. THEY THEN WENT AWAY AND DECIDED TO DO SOMETHING ELSE AND DIDN'T TELL ANY OF US</p> | | | |

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| Section 2: Looking Forward plans 2021/22 | |
| We want your views on what the DNO aims to achieve in the coming year | |
| <p>10. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?</p> | NO |
| <p>11. Do you agree that the DNO has a comprehensive work plan of activities (with associated delivery dates) that will meet the requirements of its connection stakeholders? If not, has the DNO provided reasonable and well-justified reasons? What other activities should the DNO do?</p> | NO. THEY HAVENT COMMUNICATED WITH US OTHER THN GENERIC STUFF |
| <p>12. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (eg key performance indicators, targets, etc.)?</p> | NO IDEA |
| <p>13. Would you agree that the DNO's proposed strategy, activities and outputs have been informed and endorsed by a</p> | |

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| <p>broad and inclusive range of connection stakeholders? If not, has the DNO provided robust evidence that it has pursued this engagement?</p> | |
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Section 3 (optional): Other comments and considerations

This is an opportunity for you to provide extra feedback on specific areas

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| <p>14. Would you like to share any other comments or any further considerations on how you think DNOs could better meet the needs of all customer types?</p> | <p>THE WHOLE PROCESS IS A NONSENSE. WE WERE ASKED TO FILL IN A FORM BY NPOWER AND IF YOU WERENT AN INDUSTRY SPECIALIST YOU COULDN'T HOPE TO UNDERSTAND T NEVER MIND FILL IT IN. SO TO THE BEST OF MY KNOWLEDGE NO ONE DID. THIS QUESTIONNAIRE IS SIMILAR, ITS ALL JUST A BOX TICKING EXERCISE. THE WHOLE INDUSTRY SET UP IS RIDICULOUS AS NPOWER ARE NOT ALLOWED TO INSTALL ELECTRICTY IF THEY DON'T HAVE A SPECIFIC CONNECTION REQUEST AND SO OUR INDUSTRIAL ESTATE HAS NOT GOT A SINGLE kw OF SPARE POWER AND YET ANY MORE WILL BE BROUGHT ON IN DRIBS AND DRABS IN SPITE OF THE FACT THAT THERE IS A KNOWN 5MW OF NEW DEMAND DUE IN THE NEXT COUPLE OF YEARS. NPOWER HAVE SOME SORT OF PLAN BUT GIVEN THAT THEY MET WITH US, AGREED A PLAN, THEN HAVE GONE AWAY AND CHANGED THEIR MINDS BUT NOT COMMUNICATED THE NEW PLAN HW SHOULD WE BE ABLE TO JUDGE IT?</p> |
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