

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?	York & North Yorkshire Local Enterprise Partnership (LEP)			
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.	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				

		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

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?	<p>The DNO ran a number of online webinars gathering feedback on their DFES and Emerging Thinking for the Business plan, which were widely well received. They have taken on board the feedback from York and North Yorkshire Local Authority forums that decarbonisation needs to be higher up their agenda and the revised Business Plan seems to reflect this.</p> <p>On individual projects, such as local area energy planning, the DNO have been generally supportive. However, our engagement suggests that there is limited capacity to deal with data requests around research, to respond to granular requests, and to provide more specific feedback on exactly what activities are planned under the Business Planning period. In the context of local area energy planning, this lack of capacity creates a challenge as York and North Yorkshire wants to ensure that the DNO is fully engaged in the process and plans for the sub-region align with the DNO's forward plans.</p> <p>The online tools are invaluable for doing high-level mapping for potential new projects, be that energy generation or use – our Energy Programme Lead has accessed them for a number of projects over the last year and they give a great high-level appreciation of the landscape we're working in. However, partners have had trouble getting more specific details from the connections team, especially when wanting to seek clarifications on quoted connection costs or to discuss complex projects.</p>							

	The engagement strategy is wide-ranging and the online engagement events are particularly useful at providing a wealth of information to support Y&NY LEP's work around decarbonisation of the energy system.			
The DNO's work plan				
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.				
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.				
Your feedback on the DNOs stakeholder engagement performance				
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?				
8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.	very unsatisfied	not satisfied	satisfied	very satisfied

<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 style="text-align: center;">Section 2: Looking Forward plans 2021/22</p>	
<p style="text-align: center;">We want your views on what the DNO aims to achieve in the coming year</p>	
<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>	<p>The Looking Forward plan looks comprehensive. We are particularly supportive of:</p> <ul style="list-style-type: none"> - Proposed collaborative approach with Northern Gas Networks around local energy planning - Recognition that more easily accessible online tools and guides may be more useful than a multitude of events.
<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>	<p>We would welcome consideration of the need for more joint work with NPg to recommend the most appropriate energy sources for a site, essentially taking a more proactive approach to generating carbon savings. (Arguably this isn’t directly related to the Connections discussion, but it would be useful, when organisations request a cost for a connection/upgrade, if there could be more support of identifying the future needs of the site/connection, e.g. via local energy planning).</p> <p>It would also be useful if the Low Carbon Technology (LCT) working group outputs were made public and shared with stakeholders. Y&NY LEP (or alternatively a representative of the North East & Yorkshire Energy Hub) would welcome the opportunity to be part if this group to ensure alignment between NPg and regional approaches. Action 1.4 suggests it will improve the accessibility of the expertise available in NPg and reduce the time between initial idea through to installation of low carbon technologies.</p> <p>In relation to Action 3.1, need to ensure that the indicated 1 to 1 meetings, drop in clinics are organised with plenty of notice for stakeholders – to ensure required people can attend and preparation work to be undertaken.</p>
<p>12. Do you consider that the DNO has set relevant outputs that it will deliver during</p>	<p>On Action 3.1, it would be useful to understand if the LA engagement sessions</p>

<p>the regulatory year (eg key performance indicators, targets, etc.)?</p>	<p>will be geographically clustered or just be an open invite – both York and North Yorkshire and West Yorkshire are looking into regional energy planning so it would be useful to hold regionally-specific sessions to link up conversations rather than open sessions.</p>
<p>13. Would you agree that the DNO's proposed strategy, activities and outputs have been informed and endorsed by a broad and inclusive range of connection stakeholders? If not, has the DNO provided robust evidence that it has pursued this engagement?</p>	

Section 3 (optional): Other comments and considerations

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

<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>We would like to emphasise the importance of DNOs engaging and fully participating in the local area energy planning process.</p> <p>Linked to this, we advise that alignment work is required of local, regional and DNO net-zero targets. Currently, York and North Yorkshire has a net-zero target for 2034, which is substantially faster than NPG's target for 2050. As we move forward with the local area energy planning process, this is likely to create challenges in relation to the pace of change required.</p>
--	--

