

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 22 December 2023 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 in the last regulatory year. In our RIIO-ED2 final determinations, published on 30 November 2022, we confirmed that we would remove the ICE and replace it with a Major Connections Incentive (MCI), effective from 1 April 2023, DNOs are relieved of any obligations¹ to submit a Looking Forward plan for year 2023-24, following the removal of ICE from 1 April 2023.
- 1.12 **Please make sure you highlight which year a specific event happened in. The regulatory year runs from 1 April to 31 March.**

¹ [Direction to modify the Incentive on Connections Engagement \(ICE\) Guidance Document | Ofgem](#)

Annex: response template

About you and your work				
What is the name of your company?				
<p>Is your response confidential? Please explain which parts and why.</p> <p>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.</p>				
<p>Which DNO's ICE submission is your response related to?</p> <p>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.</p>				
<p>What type of connection do you generally require?</p> <p>For each type of connection, how many applications have you made in the past year, and what is the total MVA (Mega Volt Ampere)?</p>	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 2022/23

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
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
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

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
9. General feedback – please provide any further feedback on the DNO's engagement performance in 2022/23, not covered in your responses above.				

Section 2 (optional): Other comments and considerations	
This is an opportunity for you to provide extra feedback on specific areas	
10. Would you like to share any other comments or any further considerations on how you think DNOs could better meet the needs of all larger customer types?	