



DISTRIBUTED GENERATION WORK PLAN 2014-15

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1.Introduction

At the Distributed Generation (DG) Forum in London in October 2012, Renewable UK challenged Distribution Network Operators (DNOs) to set out their improvement plans in advance so that they could be ‘held to account’ against these plans.

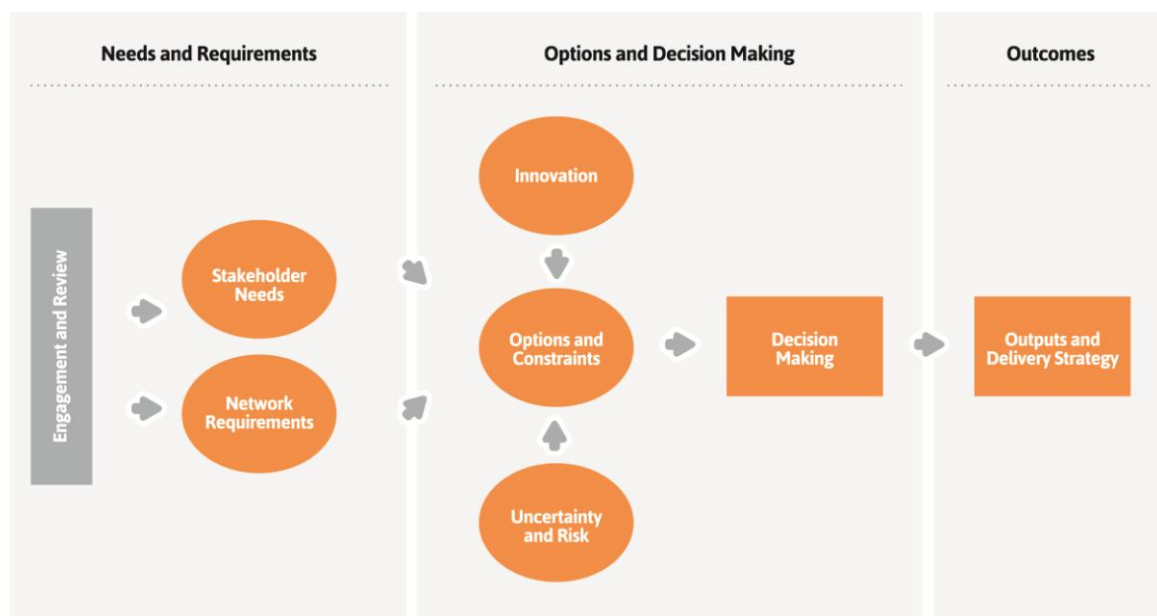
We developed and published our first plan in December 2012 and provided quarterly updates on our website. Our CEO also provided an update against that plan at the DG Fora in London on 23 October 2013.

Ofgem has developed this approach into a new regulatory incentive for DNOs that will take effect from 1 April 2015 known as Incentive on Connections Engagement (ICE). As part of the development of this incentive regime it has been agreed to trial the approach with DG stakeholders.

The attached work plan incorporates the activities that we plan to undertake during 2014-15 in response to our stakeholders.

2.Our approach to Stakeholder Engagement

We have developed a comprehensive and robust approach to stakeholder engagement that is shown in the diagram below.



Expertise from across the business has been used throughout the process of formulating, developing and finalising our DG Work Plan for 2014-15. The tables that follow highlight how and where business engagement fitted into the development of the work plan.

Business Engagement	Business Engagement
<p>Title: DG-DNO Steering Group</p> <p>Dates: Commenced 2013</p> <p>Frequency: Every two months</p> <p>Attendance: Head of Market Regulation (Chair); other DNOs; DG Trade Associations</p>	<p>Title: External Stakeholder Panel</p> <p>Dates: Commenced March 2013</p> <p>Frequency: Every six months</p> <p>Attendance: CEO, key stakeholder reps covering major business, DG developer, fuel poverty charity</p>
<p>Title: DG Fora London, Cardiff, Glasgow</p> <p>Dates: October 2013</p> <p>Frequency: Annual</p> <p>Attendance: CEO and senior managers; other DNOs; DG stakeholders</p>	<p>Title: DG Workshops</p> <p>Dates: May 2013</p> <p>Frequency: 6 monthly</p> <p>Attendance: Senior managers from Connections team; regional DG developers</p>
<p>Title: DG Customer Survey</p> <p>Dates: Commenced 2013</p> <p>Frequency: Monthly</p> <p>Attendance: Telephone survey of a sample of DG connections customers</p>	<p>Title: UCLAN Grid Connection course</p> <p>Dates: 19 and 26 March 2014</p> <p>Frequency: Ad Hoc</p> <p>Attendance: 30/40 delegates each session</p>
<p>Title: Bilateral engagement</p> <p>Dates: 2013</p> <p>Frequency: Ad hoc</p> <p>Attendance: Business Development Manger meetings with large connection customers</p>	

3. Endorsement of our work plan

We have also sought endorsement of our proposed work plan. We issued a draft of our plan to stakeholders in mid April. The plan is issued to all the DG stakeholders on the DG-DNO Steering Group. This includes all the main trade associations involved in renewables. We also issued the plan to relevant members of our External Stakeholder Panel.

We were disappointed in the level of response but acknowledge we were asking for comments over a busy and extended holiday period. The responses we did receive welcomed the fact we had sought their views. Other comments sought more explanation of what we were planning to do and some suggestions but none necessitated any alterations to our plan.

4. Development of our work plan

The attached work plan builds on the progress we have already made in making improvements for DG customers. We believe that it sets out a comprehensive series of actions with associated timescales that will meet the needs of DG customers in the north west.

All dates are set to the end of each quarter in the year.

The work plan identifies which of the two DG market segments each action relates to:

- *DG LV market segment* is a low voltage connection involving only low voltage work.
- *DG HV and EHV market segment* is any connection involving work at high voltage or above.

5. Our work plan for 2014-15

Area	Issue	Action	Market Segment	Owner	Target Date
Customer Service	1. Monitor Customer Satisfaction	We will continue with a specific customer satisfaction survey for DG customers.	Both	Business Develop't Manager	All year
	2. Customer workshops	We will hold/attend four customer workshops/seminars for DG customers.	Both	Business Develop't Manager	March 2015
	3. Community Energy	We will actively participate in the DECC review of Community Energy and look to identify best practice approaches to support community energy projects.	Both	Head of Market Regulation	September 2014
	4. Outage co-ordination	We will review our existing arrangements for providing notification of outages.	DG HV & EHV market segment	System Manag't Team Leader	December 2014
Information provision	5. Website	We will review and enhance the information provided on our website.	Both	Business Support Manager	September 2014
	6. Network information	We will continue to provide network information (LV and HV schematics) on our website as part of our Long Term Development Statement. We will investigate ways to improve the GIS information that we currently provide on our website.	Both	Network Design Manager	March 2015

Area	Issue	Action	Market Segment	Owner	Target Date
	7. Network modelling	We will provide network information via our website to include: <ul style="list-style-type: none"> • HV connectivity model • Network Load Data. 	DG HV & EHV market segment	Network Design Manager	March 2015
	8. Information on connected generation	We will review the existing information we publish on distributed generation connected to our network to see what further improvements we can make.	DG HV & EHV market segment	Network Design Manager	December 2014
Application Process	9. Interactivity	We will review alternative approaches to interactivity and develop proposals in line with best practice.	Both	Design & Quotation Manager	September 2014
	10. Feasibility Studies	We will continue to apply the same standards to Feasibility Studies as would apply to full quotations but will voluntarily pay penalty payments if we fail to meet these self imposed targets.	Both	Design & Quotation Manager	June 2014
	11. NGET works	We will engage with NGET in development of the 'Statement of Works' process to seek improvements for customers connecting to our network.	DG HV & EHV market segment	Network Design Manager	March 2015
Making connections	12. Technical issues	We will continue to participate in the DG Technical Forum and aim to adopt best practice.	Both	Network Design Manager	All year
Charging	13. Assessment and Design Charges	We will work with industry stakeholders to develop proposals to send to DECC to allow upfront charges for Assessment and Design.	Both	Head of Market Regulation	December 2014
	14. High Cost Cap	We will work with other DNOs to develop proposals to allow recovery of costs if new network is subsequently used by others.	Both	Head of Market Regulation	September 2014

Area	Issue	Action	Market Segment	Owner	Target Date
	15. Fair and reasonable deposits	We will strengthen our terms and conditions to add specific milestones in line with best practice to ensure accepted offers are progressed by customers.	Both	Design & Quotation Manager	September 2014
	16. NGET securities and liabilities	We will play an active part in discussions to ensure that customers connecting to our distribution network are not exposed to high security charges.	DG HV & EHV market segment	Head of Market Regulation	March 2015
Choice	17. Flexible connection offers	We will introduce as standard, managed DG connections based on unconstrained system normal (N) and a managed/constrained system abnormal (N-1) operating conditions.	DG HV & EHV market segment	Future Networks Manager	December 2014
	18. Competition	We will continue to support Competition in Connections through workshops for Independent Connections Providers.	Both	Business Develop't Manager	March 2015