NORTHERN POWERGRID
Powering the region

Ofgem Incentive on Connections Engagement DG Report 2014/15

Who we are and what we do

Who we are and what we do

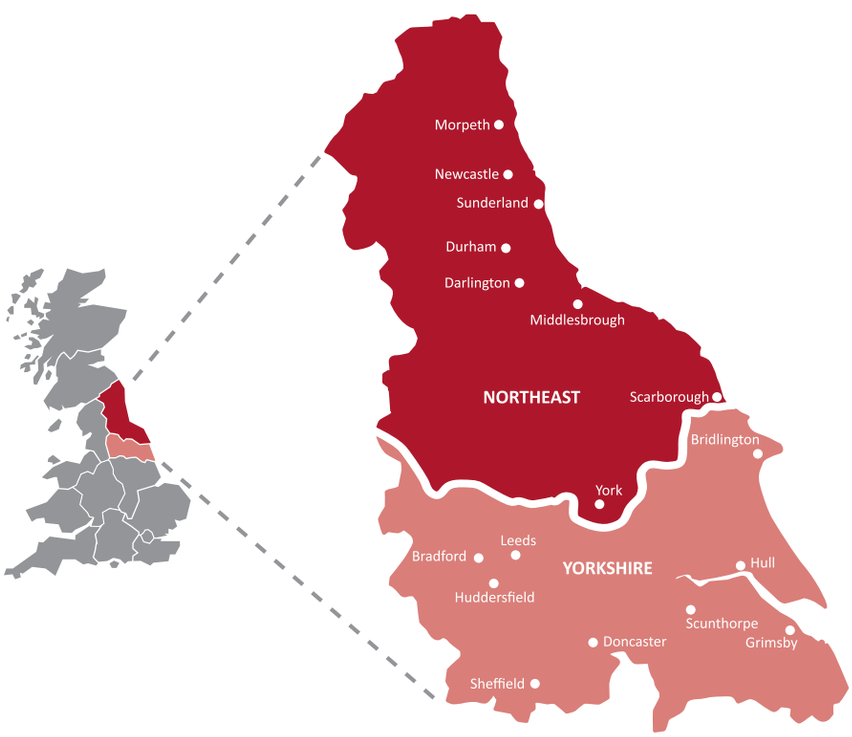
Northern Powergrid runs the only major electricity distribution network that provides power to customers in the Northeast, Yorkshire and northern Lincolnshire. We move electricity to and from homes and businesses over our network. We don't sell electricity, neither do we operate power stations.

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.

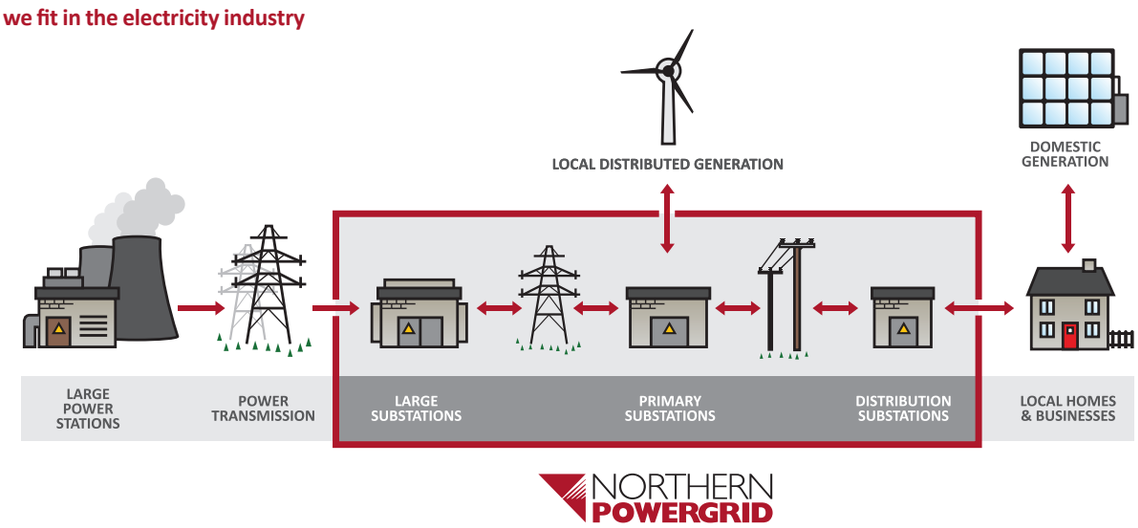
Keeping that network running safely, reliably and efficiently is our business. We are open for business every hour of every day of the year – no matter what the circumstances.

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



1 www.northernpowergrid.com/page/generation_connections.cfm

Executive Summary

"DG is the fastest growing connections market in the UK and it is important that we service the requirements of generation developers in the pursuit of government generation targets. This DG service improvement plan represents the outcome of a significant piece of stakeholder engagement leading to a comprehensive and justified set of actions to provide DG customers with the service they require, which we are now setting out to deliver…"

John Barnett, Commercial Director

The introduction of the Incentive on Connections Engagement is a welcome development, as it gives further focus to our actions on improving customer service across relevant market segments. As we prepare for RIIO ED1 the transformation of our connections business that we are planning is based entirely on what our customers have told us is the way they want to do business.

In the particular case of distributed generation (DG) customers, we recognise that this is the main sector of continued growth within our industry, with the incentives to meet government renewable-generation targets continuing to drive significant investment in generation assets. It is therefore important for the prosperity of the UK and the northeast of England in particular that we strive to ensure that we facilitate as many generation connections as technically possible in the most efficient and expedient manner.

Our tailored approach to providing connections will mean that DG customers will benefit from a service that provides them with all of the information and tools to:

- carry out feasibility studies for their projects;
- hold exploratory discussions with technical experts;
- apply easily for a quotation that suits their needs, be it a feasibility estimate or a firm quotation;
- benefit from flexible and innovative commercial agreements; and
- the ability to work as a team to deliver the physical connection of the generation asset to our distribution network in the required timescale.

Throughout the preparation of this plan we have engaged extensively with generation stakeholders, ranging from small regional installers of domestic PV to large national developers of wind and solar technology. The comments and issues they have raised have directly driven the actions we are taking to improve service and, when reviewing our proposed plan, our stakeholders have agreed with our actions and endorsed the service that we are aspiring to deliver.

The process of developing our service-improvement plan and engaging stakeholders has been successfully assured against the requirements of AA1000SES.

Introduction

"Northern Powergrid fully supports the introduction of the proposed Incentive on Connections Engagement (ICE). This will ensure that we maintain our focus on improving customer service for those customers in market segments where we don't pass the competition test and this trial to report on the DG relevant market segment will help us better understand and refine the whole ICE process."
Ian Cobley, Connections Regulation Manager

Incentive on Connections Engagement (ICE)

After consulting with the industry, Ofgem proposed the Incentive on Connections Engagement (ICE). Starting from 1 April 2015, ICE will apply to all the relevant market segments where a distribution network operator (DNO) has not passed the competition test. For each licensee, the incentive carries a maximum penalty of up to 0.9% of base revenues to be shared evenly across the nine relevant market segments. The incentive for DNOs in this regime is the avoidance of financial penalties.

ICE is designed to maintain DNO focus and commitment to continue improving customer service in those market segments where competition is still emerging and not proven. For all market segments, regardless of whether the competition test has been passed or not, DNOs must also comment on how they have promoted the development of competition in connections. The mechanics of assembling our DG plan for this trial are very similar to the manner in which we prepared both our business plan and our stakeholder engagement plan.

As well as being available in this report our forward-looking work plan is available on our website www.northernpowergrid.com/page/generation_connections.cfm

Generation activity in the Northeast and Yorkshire

Generating electricity from renewable and energy-efficient sources is a key part of government strategy to tackle climate change. The 2009 Renewable Energy Directive set a target for the UK to achieve 15% of its energy consumption from renewable sources by 2020, implying substantial growth in local (distributed) generation connected to our network and related investments in network infrastructure.

We already serve one of the most active regions in the UK for DG, with 455 MW of new projects connected in 2012-13 (up from 218MW in 2011-12), and 2,632 MW connected in total. Wind turbines and domestic photovoltaic solar panels are the dominant elements of this capacity.

Customer enquiries about connecting generation increased from 1,300 in 2010-11 to 3,500 in 2012-13. We issued 3,100 price quotations and estimates – an increase of 244% compared with 900 in 2010-11. Our average lead-time to connect new generation has decreased from 146 days to 102 days over the same period.

The northeast of England continues to be one of the busiest areas in the UK for the development and connection of generation projects. Through our comprehensive stakeholder strategy NPg continues to recognise the importance of the DG market segment and work with generation companies to reflect their wishes in operational practice, in order to ensure that the service we provide meets their requirements and enables them to realise their projects.

Stakeholder Engagement

"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, ranging from single one-on-one discussions to large sector-specific plenary events, whilst also making as much use as possible of digital channels of communication…"
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.

Stakeholder engagement has been a cornerstone of the development of our business plan for the RIIO ED1 period and this principle is one that we continue to use to drive and shape our customer service. We use the output from this engagement and requests from our customers to build a service improvement plan, outlining the changes we intend to make to the way we operate. Through this our customers can gauge whether or not what we are intending to do aligns with their requirements and can measure our performance.

Interacting locally with customers face to face

In interacting with the DG sector we actively engage with customers through multiple channels to seek their views. Twice-yearly we hold customer forums, normally in June and November. Major generation customers are invited to these events, where we discuss current issues within the industry; customer-service initiatives that we are working on; and concerns that customers have with our performance. We also report back on progress against actions that we have taken away from previous sessions. A 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. Customer requests from these sessions are used directly to feed the ongoing development of our DG service-improvement plan.

The sessions have been well attended, with an average of fifty customers at each session, and, based on the feedback we receive, we know that these forums are effective in allowing customers the opportunity to have their say in public and enabling us to check that we are addressing the right improvements in our services.

Interacting at a national level

Since their conception we have proactively contributed to the development and delivery of the series of national DG fora and continue to play a part in the national DG-DNO steering group, where we are able to solicit the views of major DG customers directly and work with other DNOs at a national level to improve overall customer service. In parallel with this a DG-DNO technical steering group also works to address aspects relating to DNO policies and practices.

Giving access to technical specialists

As well as the forum events we also operate monthly design surgeries where customers who either have ongoing projects or are at the stage of initial consideration of a scheme, well in advance of submitting an application, 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 DNO to launch this service, in 2011, and DG customers have made and continue to make good use of the availability of key experts to resolve issues well in advance of their getting onto the critical path of the delivery of their project.

Making our experts accessible

A cornerstone in Northern Powergrid's improvement of customer service is the exploitation of digital channels of communication, maximising the use of web technology. In cases where customers are unable to attend a surgery, or if they 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. In 2014, we have already received and responded to 57 enquiries via this method.

Using market research to good effect

If we are not careful, stakeholder engagement can end up soliciting the views of a narrow cross-section of customers in any one sector, namely those who by nature actively take opportunities to engage. To overcome this we have recently taken a different approach to obtaining a wider response by soliciting the views of DG customers via an independent telephone survey.

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 quotation and/or delivery service from us. It also sought customers' views on what NPg could do better to improve service levels going forward.

This type of stakeholder survey has enabled us to engage with a wider cross-section and the harder-to-reach DG customers, and we are now able to use the resulting satisfaction scores as the baseline for future levels of service improvement. The survey results can be found in detail in the Appendix – Customer survey results.

Developing further interactions

Building on the positive response to the survey, we plan to solicit the views of DG customers on an ongoing basis, firstly by periodically repeating the survey and secondly by establishing a regular focus group to test our improvement proposals and to discuss in detail issues that arise concerning the provision of DG connections. This group will interact using an appropriate medium, whether that be face to face or via an electronic community of interest. We have already used online communities of interest to good effect in seeking customers' feedback as we already have 253 registered connection customers who actively participate in discussing and providing feedback on the topics that we post on the community site.

We have already shared the outcomes of the recent DG market research with that wider connections community of interest.

Keeping DG customers informed

We use e-bulletins to keep DG customers informed of our planned stakeholder events and to highlight to them new services that we offer and areas of interest that we post on our website. In reaching out to DG customers in this way we attempt to keep 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.

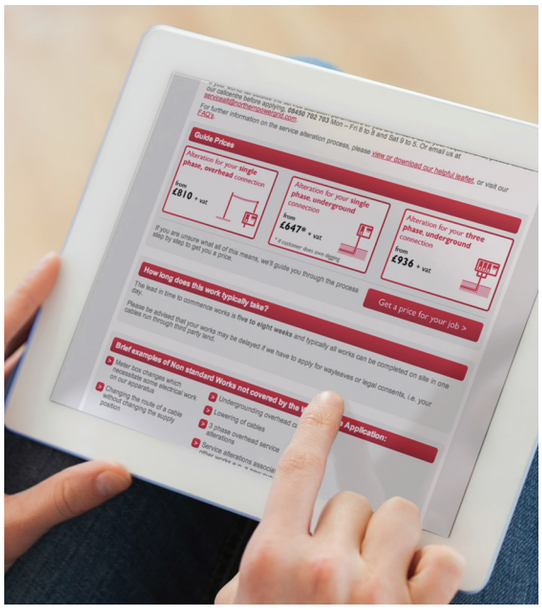
Stakeholder Response – General Feedback

"Our customers are the best people to tell us how we are performing and where we can improve. The key themes that have emerged are about making the quotation process simpler and quicker whilst providing easy access to specialists to discuss projects. We have taken these requests and built them into real actions that change our business processes and improve the service we give..."
Mike Hammond, Head of Connection Services

Our ongoing extensive stakeholder engagement, particularly during 2013 as part of the preparation of our well justified business plan submission, has made clear that the key issues that stakeholders believe contribute to good customer service are:

- simpler and faster application process;
- access to specialists to discuss project solutions;
- a more personal tailored approach to relationship management;
- flexible quotation offers and acceptance terms;
- project delivery in line with customers' project timescales;
- ease of access to generation-specific industry information; and
- improved means of digital communication.

These issues have been clearly highlighted in the responses we have received from stakeholders and we have detailed below some of the pertinent requests and how we plan to react to resolve them:



You Said	We Plan To
"You don't take account of what we say"	We review feedback received from customers and use it to drive the development of actions in our DG service-improvement plan that will continuously deliver improvements within our business. We also offer customers the opportunity to participate in an online community, which allows customers to discuss issues with us direct and have a conversation with a wider audience.
"We would like a single point of contact"	We are currently in the process of developing Key Account management services for the RIIO ED1 period. This service is being provided now to some customers depending on the size and complexity of the work involved in providing their connection. It will not be possible to offer the service to a wider range of customers until we complete a restructuring of our connections business from April 2015 onwards. We also offer and promote the ability for customers to contact us via our "Ask the Expert" or "planning a large Industrial Project?" options on our website.
"We want a feasibility study service"	We have supported and actively contributed to the development of a feasibility study process within the industry sector, and we are now planning the implementation of such a service within the Northern Powergrid region. However, feedback from other DNOs that already offer a "Quote Plus" service is telling us that, to date, there has been a very low take-up of this service. Therefore, in order to ensure we provide a service that customers want, we propose to conduct further engagement with our own DG stakeholders before we settle on the final process to implement.
"Can you extend the quotation validity period?"	Our quotation validity period has been extended to 90 days, in line with what our customers requested in 2011. We are committed to being flexible, subject to passing internal governance restrictions, and, if requested to do so before the quotation expires, we will always give consideration to extending this by a further 90 days as necessary. We plan to engage with stakeholders in detail during 2014 to understand the benefits of extending the period by another 90 days as standard.
"Simplify your application process and cut the jargon"	We have reviewed our online application forms and agree they need to be simplified. In 2014 we will provide separate electronic application processes for up to 50kW, above 50kW up to 200kW and above 200kW. This will save time for customers as information requirements differ depending on the size of connection requested.
"We want more options in order to cut costs"	We offer constrained connections as standard options based upon a customer's location. This allows costs to be cut as little reinforcement work is necessary. Looking ahead, we are evaluating and discussing the scope for Active Network Management Schemes where the capacity on our distribution network is tight, to provide further options in future for us to allow active management of connections and thereby open up more connection capability.

You Said	We Plan To
"We would like access to more information"	To help our customers we have sought to develop our website and provide a large amount of information relating to DG connections. This information includes heat maps (maps showing potential available capacity for the connection of DG in red, amber, green geographic shading), information on connections, contestable vs. non-contestable connections activities and guidance on our online application processes. We will continue to expand and improve this facility with a number of actions in our improvement plan.
"We would like to see greater amounts of information in your letters to us"	We regularly review and update our letters to improve clarity. In June we will be launching a revised suite of quotation letters to provide even more information to customers. This will include a full breakdown of cost into apportionment, reinforcement, and contestable and non-contestable elements. As an extension to the service we already provide for the 'LV or HV work including HV' market segment, there will be the facility within all appropriate quotation letters for customers to accept either the contestable and non-contestable elements of the quotation or just the non-contestable elements.
"We would like more access to gain guidance on NPg policies and standards" (ICPs)	We provide a 'hot desk' facility at our offices for those ICP customers that request it and this allows the customer to work alongside our design engineers. In addition we provide "Ask the Expert" on our "Get Connected" web page, where customers can request assistance and receive a response from an appropriate specialist within 24 hours. We are considering providing a technical-support telephone line in order to better communicate any changes or other information as necessary.
"Reduce connection lead times from quotation to delivery"	We intend to publish a monthly update on our average-time-to-connect and average-time-to-quote performance on our website. Going forward, in restructuring the connections business to give the correct focus to different market segments we plan to reduce end-to-end delivery timescales where possible.
"We don't understand your process"	A process flow is currently made available on our website and is regularly reviewed and updated as necessary. Having received these comments, we will consult on whether this process flow needs expanding in order to provide more assistance and help for our customers. Going forward we will ensure that our operatives explain the connections process when engaging with customers and ensure that the next steps are clearly understood.
"I struggle to contact my designer"	All communications sent from our staff will now include their direct dial numbers and email addresses in order to improve communication.

The outcome of our customer survey

Overall, satisfaction scores were good across most areas of the connections process, particularly the process of designing and quoting the project and then carrying out on-site work. Customers gave an 86% satisfaction score for the dealings they had with a design engineer, where 51% of respondents had contact with a Northern Powergrid designer before receiving their quotation and 53% after. Mean scores of 81% and 79% respectively were achieved for the time it took to complete works and the professionalism of Northern Powergrid's on-site workforce. Details of the survey results can be found in Appendix – Customer survey results.

Stakeholder Response – Channels of Communication

"Based on feedback from stakeholders we are seeking to make positive use of the internet, exploiting digital channels of communication: we are proud of the electronic services we already have in place and we plan to continue to develop and expand these services throughout 2014"
Kendra Burrow, Connections Website Development Project Manager

Customers need us to communicate regularly with them throughout the process of getting a new connection. We are acutely aware that our communications are not regular enough and that we need to make improvements. We plan to improve the accessibility of our staff; improve contact after application by providing contact details of a customer's allocated designer within five days of receiving the application; and keep customers informed of our progress in providing the quotation.

Of the customers who use our existing connections web services, 80% say that they would recommend using our online services to a friend. As a result of this and other specific customer feedback, a strong part of our strategy has been to provide more information for our customers online. We are very pleased that the web services we offer now are being well used and received, and we intend to continue to build on this platform. As well as providing new services we will also improve our website by making it fully adaptive to the technologies our customers are using, so that customers can reach us via smart phone, tablet or PC.

Based on the feedback we have received from DG customers, we are planning a clear set of improvement actions that include:

"Getting through to speak to someone was difficult. They could improve the website to show telephone numbers"

The next 12 months will see us restructure our website to make phone numbers, email addresses and other contact information more readily available. We will also improve the "my account" area for DG connections customers choosing to apply online. Enhancements to the system will enable our customers to find contact information for the designer allocated to their specific application much more easily.

"The online system is a vast improvement, but is still too technical"

We want to make it easier for our generation customers to make an application, and we will achieve this by making the online application process more prominent across the website and by developing a suite of more tailored online application forms. We will also keep the amount of technical information we ask for to a minimum.

"I think half the battle is learning the process"

We recognise that the process for applying for a connection is not a simple one. We therefore plan to provide our customers with a guide to completing the application process, which will advise them of the information we require, how they can find it and how we will use it. Part of the work to improve the website will include enhancing our FAQs, providing our customers with a jargon buster, and adding links to useful websites and case studies.

"They could include an online feasibility checker"

For simple connections, we have already developed a quick calculator, which shows typical costs based on similar connections work we have carried out in the past. Enhancements to this online process to calculate indicative prices for DG connections are due for completion in 2014, enabling our customers to estimate their own scheme at a time convenient to them.

"They should have an online database to check the capacity restrictions in each area prior to applying"

It is part of our plan to provide more help for customers in the form of heat maps. We want to save customers from making an application in an area where our network is constrained and will struggle to support any more generation connections without reinforcement that would be costly for the customer.

We are not happy with our existing heat maps and are currently developing new ones: these will provide information that will enable our customers to locate the primary substation nearest their development and determine any constraints associated with a connection to it.

"The availability of network mapping when you are originally making an application should be improved"

We already have an on-demand map "view and print" service that our customers can register to use on our website, but our black and white records are not always easy to understand. We are currently replacing our asset information systems, and completion of this project will enable us to develop a new online tool to enhance this service by enabling our customers to register and view our asset records online. The new records system will provide improved visibility of our assets against real map backgrounds and will be accessible online 24 hours a day.

All of the actions that we have identified to improve the level of communication and accessibility of information to DG customers form an integral part of our DG improvement plan.

Stakeholder Response – National Consultation

"Offering our DG customers information, technical support and a smooth application process is key to meeting their needs to keep us off their critical path, whilst ensuring they get the excellent service we are committed to provide."
Derek Fairbairn, Customer Connections Design Manager

The DG-DNO steering group that Northern Powergrid plays an active role in aims to share best practice and communicate progress to stakeholders and customers both at a national level through the annual DG fora and at a local level through a DNO's established lines of communication. There are a number of issues that we are currently consulting on that are influencing our improvement plan.

Topic	Issue	Current Stance
Fair and reasonable deposits	The deposit for connections should not be excessive and should be tied to milestones agreed with individual projects.	We currently offer, subject to passing our internal governance, staged payments that reflect delivery of the scheme with a reasonable timescale. The staged payments include the cost of wayleaves, civils and design or stability studies.
Application Process	DNOs should implement an interactive application process to allow project proposals to be consistent with grid availability.	We are compliant with the CCCM* and are currently reviewing our interactivity process to ensure our network availability is proactively managed against existing connection offers.
Quotation Validity	This should be flexible in the event of slow but anticipated progress of project e.g. planning.	We currently offer a 90-day acceptance period and, provided customers are taking all reasonable steps, we will extend for a further 90 days if the price of the works has not changed and there are no interactivity issues.
Quotation Breakdown	Connection quotations should be broken down by contestable and non-contestable works consistently amongst all DNOs.	We have revised and updated our full suite of connection offer letters and believe them to be consistent with other DNOs' offer breakdowns.
Network Availability	Heat maps and information on available circuit capacity should be produced for all voltage levels.	We are presently updating our heat maps, targeting the end of June 2014 for delivery. They will include information on: ▶ capacity ▶ demand ▶ fault level ▶ known constraints At the end of 2014 it is planned to enhance this information further following the introduction of a new multimillion-pound IT system.
Feasibility Studies	DNOs should have standards of performance for feasibility studies as they do for the application process.	We will continuously review our performance for carrying out feasibility studies but it is not a service used frequently by our customers. We are assessing the introduction of the Quote Plus service offered by SP Energy Networks and will review customer uptake to drive our decision on introducing this.

*Common Connection Charging Methodology, Northern Powergrid's statement can be found at the following URL: www.northernpowergrid.com/downloads/quotation.cfm

We will continue to use our monthly surgeries and open-door policy to engage with our customers and these will be supported by the national DG fora in the autumn of 2014. In parallel Northern Powergrid attends the DG-DNO Technical Group and consistently looks to adopt best practices.

Stakeholder Response – Competition in Connections

"We are committed to enhancing the experience that independent connections providers (ICPs) serving DG customers receive when dealing with us, with our key focus being to refresh and streamline our processes to reflect the growth of competitive activity and ICPs changing requirements"
Mark Johnston, Connection Commercial Manager

Improve online information in relation to competition in connections

In order to recognise the specialist nature of independent connections providers (ICPs) and to better cater for their needs as a customer group, our intention is to develop a web-based environment specifically for ICPs and customers wishing to understand what competitive alternatives are available to them. In addition to promoting competition, other benefits will include a refreshed and regularly maintained download section containing all relevant specification and process documentation plus key contact details supported by assistance from our dedicated 'competition in connections' team.

Promote the newly contestable work elements

We have increasing numbers of ICPs who regularly carry out their own live connections at LV and others interested in carrying out unmetered connections across our two licence areas. We intend to develop the option for "self-determination" of point of connection (PoC) further over the coming months and provide an outline process for HV self-assessment. When finalised, this will allow suitably accredited parties to do a greater proportion of contestable work without our further involvement.

Improve access to technical information and advice

We have listened to what ICPs have told us and understand their need to see improvements in relation to the access to information they require to design extension assets. This includes a requirement to talk to our technical people who are able to answer policy and standards-type questions. We aim to provide ICPs with direct access to our engineers for advice by giving them a technical helpline. In addition, we are also aiming to introduce permanent hot-desk facilities to allow ICPs to come in and use our design systems and data to do their design work.

Streamlining processes

Currently we operate a two stage payment process for ICPs where they pay the costs of the point of connection design and design approval upon acceptance of the quotation. The full cost of the connection is then paid once design approval has been sought.

We have listened to feedback from ICPs who believe our two-stage process is cumbersome and unnecessary, so we plan to reduce administration and complexity for independent connectors by changing the process to payment for all works upon acceptance of the quotation.

The Northern Powergrid DG Service Improvement Plan

"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

We have taken all of the feedback and suggestions from DG customers, we have considered the issues at length and, where possible, we have developed the thinking and resolutions into service-improvement actions. These actions form the basis of our DG service improvement plan, which covers seven main aspects of the end-to-end connections process:

1. **Customer Service –** "improving the customer experience"
2. **Application Process –** "making it easier and quicker"
3. **Information Provision –** "making information readily available"
4. **Technical Developments –** "exploiting innovation"
5. **Charging –** "being fair and reasonable"
6. **Choice and Competition –** "opening of markets"
7. **Stakeholder Engagement –** "being customer led"

The DG plan contains a total of 67 actions, of which 34 remain to be completed by the beginning of the RIIO ED1 period. The breadth of the subject of the actions is a result of the extensive engagement we have had with stakeholders. Our willingness to implement all possible solutions to resolve issues that have been raised means that our robust forward-looking plan will enable us to meet the requirements of the DG customer group. In our plan we also show where delivery timescales will extend beyond that of our 12-month plan, together with an explanation.

Our plan shows the relevant outputs that we will be delivering and when during the regulatory year 2014/15, together with the key performance indicators and targets we will be using to show our progress. We also explain how we will measure and report against actual performance indicators and against our workplan. DG customers can readily access this information by going to the DG page on our website, where there is a link to the latest metric updates, which will be provided on a regular basis. www.northernpowergrid.com/page/generation_connections.cfm

DG Plan

Themes	Our commitments		Total Actions	Completed Actions as of 31st Mar 2014	Outstanding – To Complete
	Actions as of 31st March 2014	Additional Actions 2014/15			
1. Customer Service – "improving the customer experience"	7	2	9	4	5
2. Application process – "making it easier and quicker"	19	2	21	14	7
3. Information Provision – "making information readily available"	5	2	7	2	5
4. Technical Developments – "exploiting innovation"	11	0	11	3	8
5. Charging – "being fair and reasonable"	3	1	4	3	1
6. Choice and Competition – "opening of markets"	5	3	8	3	5
7. Stakeholder Engagement – "being customer led"	6	1	7	4	3
Total	**56**	**11**	**67**	**33**	**34**

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
———	Projected timescale
·····	Revised timescale
Any item in red denotes a change that has been added for the 2014/15 plan	
◆	New Key milestone
———	New Action Timeline
·····	Revised timescale for an existing action

Northern Powergrid Distributed Generation (DG) Improvement Work Plan: ICE Trial April 2014 – March 2015

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High Level Plan		RAG Progress	Q2 2014			Q3 2014			Q4 2014			Q1 2015			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 appropriately captured and that tangible improvement opportunities are recorded, realised and communicated	Running to plan													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: http://www.northernpowergrid.com/haveyoursay/distributed_generation.cfm If you would like to get involved with our 'online community' please register your details at: http://www.northernpowergrid.com/yourpowergrid/our_online_community.cfm During January 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 http://www.northernpowergrid.com/page/getconnected.cfm
		1.2	Helping Customers get Connected	1.2.2	Establish key account management for regular DG customers and implement in RIIO ED1	Running to plan													In May 2013, we established a proof of concept for our key account management approach as part of our preparation for our RII0 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.
				1.2.4	Five day communication standard for receipt of a customer's application	Running to plan													During recent customer surveys we were asked to improve our communication with customers. As such we will impose a new internal standard surrounding customer contact, with contact being made within five days of receipt of an application.
				1.2.5	Five days communication standard upon receipt of a complete job pack to discuss work dates.	Running to plan													We will impose a new five day internal standard and process upon receipt of a customers completed job pack a designer will be in touch within five days to discuss the job and associated delivery dates.
		1.3	Resourcing	1.3.3	Continue to develop a DG engagement model in line with RIIO ED1 Incentive on Customer Engagement (ICE)	Running to plan													Ofgem have circulated Draft ICE guidance for comment. DNOs have responded and Ofgem have revised and re-issued the ICE guidance document issued for the purpose of this summer's trial. The timeline for this trial is as follows: ▸ 30 Apr 2014 – DNOs to submit DG ICE plan, Ofgem to publish on their website and seek customer views ▸ 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 ▸ 30 Oct 2014 – DNOs can re-submit revised DG ICE plans to Ofgem

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High Level Plan		RAG Progress	Q2 2014			Q3 2014			Q4 2014			Q1 2015			Progress made to date
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
2.0	Application Process	2.1	Feasibility Studies	2.1.1	Working collaboratively with other DNOs Review existing feasibility study service and consider how it might be enhanced to better meet customer requirements. Consult with customers and stakeholders	Okay to agreed revision													A meeting was held 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 DNO's areas with a view to implementing an appropriate service later in the year.
		2.3		2.1.2	Communicate the outcome of changes in our feasibility study process	Okay to agreed revision													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.
			Quotation Validity Period	2.3.4	Extend quotation validity period from 90 days to 180 days	Running to plan													This is our 'minded to' position for the RIIO ED1 period. 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 regards to the extension of the quotation validity period. Following which we will then propose a way forward.
		2.5	Online Application Process	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: http://www.northernpowergrid.com/page/generation_over_16amps.cfm To further assist our customers with generation applications, we are extending this action and developing multiple online application processes which 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	Make available web communication channels to improve the ease of access and the 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: http://www.northernpowergrid.com/page/generation_single_installation.cfm 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.
		2.6	Reducing Timescales	2.6.1	Reduce Quotation Timescales	Running to plan													Following customer feedback on the time taken to receive a quote, we intend to reduce our quotation timescales by 30% across all market segments, between now and March 2015. This target will be achieved through changing our online application forms, a review of our staffing requirements and a review of our processes.
				2.6.2	Reduce Connection Timescales	Running to plan													Following customer feedback on our delivery timescales, we are committed to reducing these by 30% across all market segments, between now and March 2015. This target will be enabled by changes in our application processes, more information provided on our website and a review of our resource requirements.

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High Level Plan		RAG Progress	Q2 2014			Q3 2014			Q4 2014			Q1 2015			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	3.1.1	Develop an area of our website which will provide specific information about our generation connection process and connection to our network	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 help 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: http://www.northernpowergrid.com/page/generation_connections.cfm 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 code of practices ▸ Functional specifications for EHV customers These enhancements will be completed by the end of September 2014.
				3.1.3	Continue to develop an online DG knowledge base, including a help and advice facility and a DG specific frequently asked questions web page	Running to plan													In May 2012, we published technical specifications on our website to advice customers of proposed connection work. This information can be viewed online at: http://www.northernpowergrid.com/page/generation_over_16amps.cfm 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 continue to develop our DG specific frequently asked questions web page through 2014 with assistance from our DG stakeholders.
				3.1.4	Production and publication of heat maps for demand and generation at HV and EHV substations	Running to plan													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 networks capability to connect large generators. This information can be viewed online at: http://www.northernpowergrid.com/page/generation_over_16amps.cfm 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. ▸ Capacity ▸ Demand ▸ Fault level ▸ Known constraints Therefore the completion of these enhancements will be June 2014. 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.

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High Level Plan		RAG Progress	Q2 2014			Q3 2014			Q4 2014			Q1 2015			Progress made to date
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3.0	Information Provision (cont'd)	3.2	Information on our website	3.2.1	Improve visibility of contact details on our website	Running to plan													Our customers informed us that our contact details for the DG sector on the website are not as prevalent as they should be. We will redesign our website by September 2014 in order to better show these. We will also be improving the "My Account" section of our customer's online applications to include the assigned engineers name and contact details.
				3.2.2	Improve the visibility and content of our process flow charts.	Running to plan													We already offer a process flow chart on our website for customers but recognise that applications vary based on size. As such we are developing an application guide which will include information required, how a customer can find it and how this information will be used in our process. This will be completed September 2014.
4.0	Technical Development	4.1	Innovation Collation and Rollout	4.1.1	Assess alternative connection options offering the potential to reduce connection costs and timescales with a sample of DG developers	Running to plan													As part of our business as usual activities were continue to discuss and offer various connections solutions both inside and outside of the monthly surgeries, details of which can be located at: http://www.northernpowergrid.com/page/customer_surgeries.cfm
		4.1	Innovation Collation and Rollout (cont'd)	4.1.2	Publish analysis of available headroom on a selected sample of distribution networks, from trials of the LCN technologies	Running to plan													Through trialling innovative smart grid equipment, 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.
				4.1.3	Publish analysis of generation profile data which may influence GB distribution policy for the benefit of customers. Analysis to include PV and Micro-CHP Installations	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': http://www.networkrevolution.co.uk/industryzone/projectlibrary 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 a prototype design tool that will allow designers to run connections network assessments. This will enable studies into whether new smart grid technologies could be used in new connections instead of more expensive traditional reinforcement	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 performs a cost benefit analysis. This then offers the designer the most cost-effective solution. We have recently held two NPADDS user groups 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.

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High Level Plan		RAG Progress	Q2 2014			Q3 2014			Q4 2014			Q1 2015			Progress made to date
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4.0	Technical Development (cont'd)	4.2	Capacity	4.2.3	Adapt our business in offering Active Network Management (ANM) for generation connections in 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 25th March to review the commercial aspects with subsequent monthly sessions to schedule for April, May & June. 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	Make update recommendations to the ENA Engineering Technical Report: ETR130 (July 2006) 'Application guide for assessing the capacity of networks containing distributed generation.' following outputs of item 4.1.3 above	Running to plan													Scoping work has been carried out referencing current ETR standards. A recommendations paper will be delivered by EA Technology Ltd in December 2014, following analysis of generation profiles by Durham University. The first sample set of generation data has been provided to Durham University in order for analysis to commence.
		4.3	Consistency in Standards Interpretation (cont'd)	4.3.2	Working collaboratively with other DNOs actively participate in any new opportunities or trials to improve technology within LCNF arena and develop further links with other DNOs and stakeholders	Running to plan													We look to participate in new development opportunities and share information with other DNO LCNF teams. Most recently we have participated in workshops and knowledge dissemination events with: SSE – Orkney Active Network Management SP – North Wales Real-time thermal rating outputs SP – Cumbernauld Flexible Networks demonstration WPD – Lincolnshire Low Carbon Hub. The next participation event is with ENW's CLASS (Customer Load Active System Services) project on: Wednesday 30 April 2014 in Manchester.
		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	5.3	Pricing Reviews	5.3.1	Quarterly Pricing Reviews	Running to plan													Our prices are reviewed on a monthly basis to ensure we are cost reflective. We review all elements of contract, labour and materials. we carry out extensive analysis which then gets approved as prices are net neutral or as an increase/decrease.
6.0	Choice and Competition	6.1	Address barriers of competition	6.1.5	Provide access for ICP customers to a 'technical helpline' to answer technical, policy and standards questions	On target – not started													Provision on of this service is being considered as an integral part of the re-design of the connections business for RIIO ED1.
				6.1.6	Introduce technical workshops and hot desk facilities for ICPs to improve access to our systems and information	On target – not started													
				6.1.8	Provide a web based environment for ICPs.	Running to plan													Following comments made by our customers, we intend to review our current competition in connection webpages on our site and replace them as necessary with a specific page dedicated to providing information within this area. This action will be complete November 2014.

Renewable UK Issues		Renewable UK Suggestions		Northern Powergrid High Level Plan		RAG Progress	Q2 2014			Q3 2014			Q4 2014			Q1 2015			Progress made to date
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6.0	Choice and Competition (cont'd)	6.1	Address barriers of competition (cont'd)	6.1.9	Introduce a self-determination point of connection process for HV.	Running to plan													We are aware that ICPs have the expertise to utilise live connections at LV; as such we intend to expand our point of connection self-determination package to include HV. This action will be completed December 2014
				6.1.10	Remove the two stage design approval process	Running to plan													Following comments from ICPs who state our two stage design approval process is unnecessarily cumbersome and complex. We are taking the step to remove this so we are in line with other DNO's by offering a single stage design approval process. This will be completed by July 2014.
7.0	Stakeholder Engagement	7.2	Customer Feedback Seminars	7.2.2	Continue to organise twice yearly customer engagement events	Running to plan													We hold twice yearly customer engagement events which are attended by a wide range of customers, whether they have projects in our licence area or not. Our last event for 2013 was held the Railway Museum in York, 12 November 2013. The event was attended by 35 customers representing 21 companies. Feedback interviews of the event and the full recording of the speakers is available on our website http://www.northernpowergrid.com/page/getconnected.cfm The first of our 2014 events will take place on 18 June at the Railway Museum in York If you are interested in any information regarding this event, or if you would like to receive information and be involved in future events, please email Gillian Horner at: gillian.horner@northernpowergrid.com 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 http://www.northernpowergrid.com/page/getconnected.
		7.4	Support the DG Fora	7.4.2	Working collaboratively with other DNOs Support and participate in the 2014 DG Fora	Running to plan													The DG Fora dates have now been set for Q3 – 2014 and all DNOs will be driving the event schedule over the coming months. In addition, notifications to all customers who have requested a DG connection in the past twelve months will be sent to increase the publicity level of the event.
		7.5	Customer Updates	7.5.1	Provide quarterly E-bulletins surrounding DG news.	Running to plan													In order to better communicate our improvements we will issue a quarterly E-bulletin in order to highlight recent company improvements and news.

Output Measures

"It is very important that we are able to measure our performance against plan during the execution of the actions and correct the plan where necessary to ensure we deliver the improvements we expect to see." Karen Mallon, Connections Business Performance Manager

The following section shows the measures we are using to judge improvements in our performance, notably turnaround times on quotation and on delivery.

There are three types of key measures by which we will measure the success of the implementation of our service improvement plan over the coming year: operational performance improvements, process improvements and levels of stakeholder engagement.

The key measures that we will be reporting against for operational improvements are:

- Average time to quote (excluding days paused)
- Targeted overall reduction in average time to quote of 30% across all market segments (including days paused)
- Targeted overall reduction in time to connect of 30% across all market segments (acceptance to connection)
- Time to obtain wayleaves/legals
- Contact customer within five working days of receipt of application
- Contact customer within five working days of receipt of job pack to agree work dates

These measures will be disaggregated for LV, HV and EHV connections.

For process improvements the measures will be:

- Having an electronic application process with three levels of DG applications dependent on size
- Having better and more comprehensive online FAQs,
- Having more comprehensive, easy-to-use and circuit-specific heat maps
- Having better information contained in a customer's personal account
- Having better process flow charts and information to explain the connections process
- Having dedicated ICP information available to customers on the web
- Extending the ability for ICPs to self-determine their point of connection at HV
- Providing technical support staff for the application stage

Success in stakeholder engagement in the coming year will be measured by the following:

- 12 monthly surgeries held with DG customers to discuss the development of projects
- 2 customer stakeholder events delivered with DG invited to discuss current issues and performance
- 3 national DG fora having been arranged and attended by DG customers
- Web-based communities of interest operating and discussing DG matters
- 500 DG customers surveyed on the customer experience they received when applying for a connection
- Issuing of four quarterly E-bulletins communicating company news

The quantitative values of these measures are detailed in the Appendix – Metric Tables Section 16 and SLC 15 performance to this report.

Stakeholder Endorsements of the Plan

"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 Connections 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 do differently. 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: in addition personal discussions have been held with 50 customers.

The following are some of the endorsements that we have received about our plan:

I believe NPg have been very accommodating and have provided advice and guidence responding positively to our suggestions. I feel that the monthly meetings and workshops are helpful and kept us up to date and are key to future developments and improvement. I strongly belive the process now in place and existing lead times for allowing ICPs to work on the network has enough flexibility and are sufficient charges and allowing ICPs to work under their own DSRs and codes of practice but have full faith in NPg to listen and work with us in the coming months as the relationship strengthens.

Zach Bullock
Principal Operations Manager
Amey – NDS Limited

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 DNO's and makes the process very straightforward.

Keep up the good work.

Thanks and regards,
Chris Sowerbutts
Southern Solar Ltd.

Appendix – Customer survey results

Explain customer survey

The tables below are metrics taken from our recent DG customer survey and are split into total number of respondents and then further split into those who have made less than five applications to Northern Powergrid and those who have made 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 quote	Overall	< 5	> 5
Yes	90%	89%	90%
No	5%	9%	4%
Not sure	5%	2%	6%

Did you have any contact with a designer before or after your quote?	Overall	< 5	> 5
Yes, before	51%	40%	56%
Yes, after	53%	40%	59%
No	26%	40%	19%
Unsure	4%	2%	5%

How satisfied were you with the dealings you had with the designer?	Overall	< 5	> 5
1-6	9%	3%	11%
7-8	31%	21%	34%
9-10	61%	76%	55%
mean score	8.6	9.0	8.5

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

Were you given contact details for someone who was responsible for your job?	Overall	< 5	> 5
Yes	83%	80%	83%
No	13%	20%	10%
Not sure	5%	0%	7%

1 = poor 5 = good 10 = excellent

How satisfied were you with the communication during this time?	Overall	< 5	> 5
1-6	28%	10%	33%
7-8	48%	80%	37%
9-10	25%	10%	30%
mean score	7.0	7.4	6.9

How satisfied were you with the time in which the work was completed?	Overall	< 5	> 5
1-6	17%	13%	20%
7-8	33%	50%	20%
9-10	50%	38%	60%
mean score	8.1	8.4	7.8

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 explaining the connections process to you clearly	Overall	< 5	> 5
1-6	24%	33%	18%
7-8	33%	33%	32%
9-10	44%	33%	49%
mean score	7.8	7.1	8.1

Overall how satisfied were you with the service provided by Northern Powergrid?	Overall	< 5	> 5
1-6	23%	26%	21%
7-8	48%	44%	50%
9-10	29%	30%	29%
mean score	7.5	7.4	7.5

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)[1]			
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)[2]			
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)[3]			
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)[1]			
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)[2]			
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)[3]			
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[4]	9	45	28
Provision of EHV POC[5]	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

Time to Connect (Acceptance to connection)[3]			
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

Connecting your generator to the electricity network

Our aim is to make it as simple as possible to connect a generator to our distribution network.

Whether or not you are planning to export any of the electricity you generate, your generator will need to be connected to the electricity network, either through your existing electricity supply or via a new dedicated connection. As your generator can affect our ability to maintain a safe and reliable electricity supply to customers, we have established a simple set of rules to help you get connected.

If you need help understanding these rules, email your questions to: askourexpert@northernpowergrid.com

Size of your generating unit within any single premises

Is your generation unit less than 16 Amps per phase
OR 3.68KW for Single Phase **OR** 11.04KW for 3 phase?

Yes → **Voltage level of connection**

Is your generating unit connected at 230 V for a single phase **OR** connected at 400 V for a 3-phase system?

No → **Large scale generation** G59

Yes → **Number of generating units**

Are you planning to install more than one unit in a single premise?

No → **Large scale generation** G59

Yes → **Number of premises**

In how many premises are you planning to install generating units?

No → **Large scale generation** G59

Yes →

Small scale generation
G83 Stage 1

No →

Small scale generation for multiple premises
G83 Stage 2

Large scale generation
G59

What is the connections process?

Apply for your connection

We'll send you a quotation or estimate valid for 90 days

Return your signed acceptance and payment

We'll contact you within a maximum of 5 working days to arrange your job

We'll send you a new Metering Point Administration Number (MPAN) which you'll need to give to your chosen energy supplier*

The connections work will be completed

Your energy supplier will then arrange your meter installation

You are now connected and generating

Apply online: **www.northernpowergrid.com/connections**

*Not all connections will require a new Metering Point Administration Number (MPAN)

Notes

NORTHERN POWERGRID
Powering the region

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

On twitter

Twitter@northpowergrid

Via our online community

northern-powergrid.explainonline.co.uk

And online at:

www.northernpowergrid.com

Connections enquiries

By Telephone
0845 070 2703

By Email
getconnected@northernpowergrid.com

General enquiries

By Telephone

0845 070 7172

By Email
cus.serv@northernpowergrid.com