

Response Good Energy – Incentive on Connections Engagement June 2017

Question		Response																																				
About you and your work																																						
1. What is the name of your company?		Good Energy Ltd																																				
2. Which DNO’s ICE submission is your response related to (see Annex 2 for DNO map)? Please indicate clearly in your response to the questions below whether your comments refer to the DNO’s plans as a whole, or to one of the DNO’s licence areas. If you wish to provide a response to the ICE submission of more than one DNO, please use a separate template for each DNO.		Western Power Distribution (South Wales) plc																																				
3. What type of connection do you generally require? And for each type of connection, how many connection applications, including total MVA (Mega Volt Ampere) of connections have you made in the past year? Please note that we will assess storage within the relevant metered generation market segment.		<table><tr><th colspan="2">Type of connection</th><th>Total number of connections</th><th>Total MVA of connections</th></tr><tr><td rowspan="4">Metered Demand Connections</td><td>Low Voltage (LV) Work</td><td></td><td></td></tr><tr><td>High Voltage (HV) Work</td><td></td><td></td></tr><tr><td>HV and Extra High Voltage (EHV) Work</td><td></td><td></td></tr><tr><td>EHV work and above</td><td></td><td></td></tr><tr><td rowspan="2">Metered Distributed Generation (DG)</td><td>LV work</td><td></td><td></td></tr><tr><td>HV and EHV work</td><td>2</td><td>15</td></tr><tr><td rowspan="3">Unmetered Connections</td><td>Local Authority (LA) work</td><td></td><td></td></tr><tr><td>Private finance initiatives (PFI) Work</td><td></td><td></td></tr><tr><td>Other work</td><td></td><td></td></tr></table>			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	2	15	Unmetered Connections	Local Authority (LA) work			Private finance initiatives (PFI) Work			Other work		
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Consultation questions

Section 1: Looking Back report 2016-17

We want your views on how well the DNOs have performed over the last year

1. Are you satisfied that the DNO had a comprehensive and robust strategy for engaging with connections stakeholders? Do you consider that the DNO implemented its strategy? If not, are you satisfied that the DNO has provided a reasonable and well-justified explanation?	Although we cannot comment on WPD's strategy, we have found them accessible, and easy to engage with.
2. Are you satisfied that the DNO had a comprehensive work plan of activities (with associated delivery dates) to meet the requirements of its connections stakeholders? Do you consider that the DNO delivered its work plan? If not, are you satisfied that the DNO has provided a reasonable and well-justified explanation?	During construction, they completed the works on time, and were flexible to our needs. However, they did not provide us with a comprehensive work plan of on-site activities, with associated delivery dates.
3. Do you consider that the DNO's work plan provided relevant outputs (e.g. key performance indicators, targets etc.)? Are you satisfied that the DNO has delivered these outputs? If not, do you view the reasons provided to be reasonable and well justified?	We have no view on this question, but felt the flexible approach worked well for both parties – we found it accommodating, and well-suited to the objectives of the project.
4. Do you agree that the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders? If not, has the DNO provided reasonable justification?	<p>WPD has significantly improved its engagement over the year, although it was somewhat limited at the beginning of the year.</p> <p>WPD have taken on feedback from a broad range of stakeholders, ranging from community energy groups to large-scale developers.</p> <p>WPD has particular improved the way it deals with Statement of Works challenges.</p> <p>As a customer, we were impacted unexpectedly by Statement of Works for two of our developments which were soon to start construction. Initially we</p>

	<p>received some highly critical news by means of standardised letter, which we found unhelpful. Albeit this is necessary for documentation purposes, it meant the process was and offered little in the way forward to advance our projects reasonably. We held up FID on both projects as a result.</p> <p>Engagement immediately following the letter was also not accommodating; however when we were appointed a stakeholder manager to oversee us as a customer, the more personal interaction improved the overall engagement drastically.</p> <p>The stakeholder manager had a strong understanding of how the problem affected our sites and worked with us to find a remedy that would allow us to connect at our previously planned date. Whilst at the same time ensuring that WPD were satisfied with the solution found.</p> <p>The engagement now is much easier, and we find that the more information that is shared between all parties, the better.</p>
<p>The following two questions refer to the specific areas we discuss in our letter – meeting the needs of all types of connections customers, and connecting when the networks are constrained.</p>	
5. Do you consider that the DNO's activities and outputs over the past year were adequate in meeting the needs of all types of connection customers, including the particular needs of newer types of connection customers?	We have participated in several seminars WPD has held that are aimed at newer and less experienced connection customers such as community energy groups and they have been extremely well received.
6. Do you consider that the DNO's activities and outputs over the past year were adequate in meeting the needs of customers looking to connect when the networks are constrained?	See response to Q4.
<p>Section 2: Looking Forward plans 2017-18</p>	
<p>We want your views on what the DNOs aim to achieve in the coming year</p>	
7. Are you satisfied that the DNO has a	Although we support any steps to engage more fully with stakeholders, we

comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	do not feel well-placed to assess broad future engagement strategies. And therefore have no view on WPD's future strategy.
8. 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 DNOs do?	We have no view on WPD's future strategy.
9. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (e.g. key performance indicators, targets, etc.)?	We have no view on WPD's future strategy.
10. 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 they have not been endorsed, has the DNO provided robust evidence that it has pursued this?	We have no view on WPD's future strategy.
The following two questions refer to the specific areas we discuss in our letter – meeting the needs of all types of connections customers, and connecting when the networks are constrained.	
11. Do you consider that the DNO's planned activities and outputs will be sufficient to meet the needs of all types of connection customers, including the particular needs of newer types of connection customers? What other activities should the DNO undertake in this area?	We have no view on WPD's future strategy.
12. Do you consider that the DNO's planned activities and outputs will be sufficient to meet the needs of customers looking to connect when the networks are	We have no view on WPD's future strategy.

constrained? What other activities should the DNO undertake in this area?	
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