

Response template – Incentive on Connections Engagement

Question	Response																																		
About you and your work																																			
1. What is the name of your company?	TUSC Ltd																																		
2. Which DNO's ICE submission is your response related to? 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.	UK Power Networks (all licence areas)																																		
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? Figures provided are GB wide not UKPN only.	<table border="1"> <thead> <tr> <th colspan="2">Type of connection</th><th>Total number of connections</th><th>Total MVA of connections</th></tr> </thead> <tbody> <tr> <td rowspan="4">Metered Demand Connections</td><td>Low Voltage (LV) Work</td><td>8</td><td>2</td></tr> <tr> <td>High Voltage (HV) Work</td><td>14</td><td>40</td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td>1</td><td>10</td></tr> <tr> <td>EHV work and above</td><td>3</td><td>60</td></tr> <tr> <td rowspan="2">Metered Distributed Generation (DG)</td><td>LV work</td><td>0</td><td>0</td></tr> <tr> <td>HV and EHV work</td><td>0</td><td>0</td></tr> <tr> <td rowspan="3">Unmetered Connections</td><td>Local Authority (LA) work</td><td>0</td><td>0</td></tr> <tr> <td>Private finance initiatives (PFI) Work</td><td>0</td><td>0</td></tr> <tr> <td>Other work</td><td>0</td><td>0</td></tr> </tbody> </table>	Type of connection		Total number of connections	Total MVA of connections	Metered Demand Connections	Low Voltage (LV) Work	8	2	High Voltage (HV) Work	14	40	HV and Extra High Voltage (EHV) Work	1	10	EHV work and above	3	60	Metered Distributed Generation (DG)	LV work	0	0	HV and EHV work	0	0	Unmetered Connections	Local Authority (LA) work	0	0	Private finance initiatives (PFI) Work	0	0	Other work	0	0
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Consultation questions

Section 1: Looking Back report 2017/18

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

Your engagement with the DNO

1. How many DNO stakeholder engagement events have you been invited to this year? (This can include engagement outside official events)	none	1	2	3	4	5	6	>6
								x
2. How many DNO Stakeholder events have you been to? This can also include meetings outside of official engagement events	none	1	2	3	4	5	6	>6
								x
3. Tell us about how the DNO engaged with you a) What did the DNO do? b) How did the DNO do it c) Did the DNO have a robust engagement strategy?	UKPN did really well in identifying the issues linked to connections. It did this via well-structured workshops, being open to additional thoughts from customers and acting on them. The strategy was robust at senior and middle management level, but we saw inconsistencies at the day to day level.							

The DNO's work plan

4. Objectives: Have you seen the DNOs work plans? a) Does it take into consideration your needs? If so, how? b) If it doesn't please explain why	The work plan is excellent.
5. Actions: Do you think the DNO has delivered its work plan? a) How has the DNO done this?	(a) It is trying hard, but in our experience is starting to struggle at the day to day level. (b) We believe that the volume of (excellent) initiatives made by UKPN has resulted in resources at the actual customer interface becoming stretched.

b) If you do not think the DNO has delivered its work plan, please explain why				
6. Outputs: Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why	Yes, they met customers' needs.			
Your feedback on performance				
7. Do you think the DNO's strategy, activities and outputs have taken into account ongoing feedback from broad and inclusive range of connections stakeholders?	They have tried very hard and 100% listen to what stakeholders have to say.			
8. How satisfied are you with the DNO's overall performance?	very unsatisfied	not satisfied	satisfied	very satisfied
			x	
9. General feedback	<p>There is no doubt that UKPN resources have become stretched. As a stakeholder that represents large customers, especially in an around London (LPN and EPN) we're starting to find an increase in inconsistencies from Designer to Designer and Delivery Engineer to Delivery Engineer. We cannot rely on having the same response to the same query across even the same licence area and at the delivery stage we often have to kick and push to get responses.</p>			

Section 2: Looking Forward plans 2018/19

We want your views on what the DNO aims to achieve in the coming year

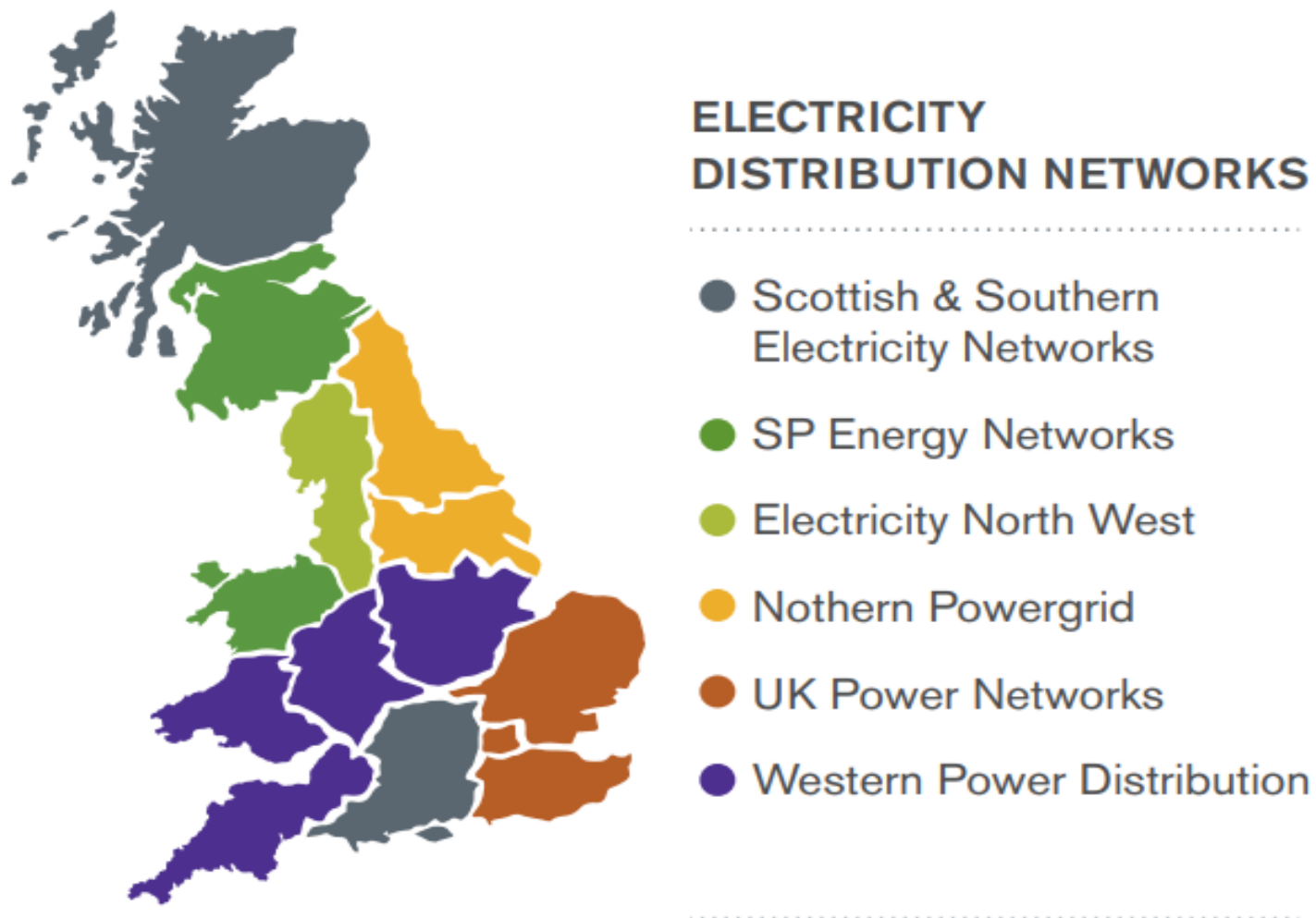
10. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	Yes.
11. Do you agree that the DNO has a comprehensive work plan of activities (with associated delivery dates) that will meet the requirements of its connection stakeholders? If not, has the licensee provided reasonable and well-justified reasons? What other activities should the DNOs do?	Yes.
12. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (eg key performance indicators, targets, etc.)?	Yes – but it needs more ‘feet on the ground’.
13. Would you agree that the DNO 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 licensee provided robust evidence that it has pursued this?	Yes – the range of connection stakeholders is excellent and due credit should be given to UKPN for ensuring this.

Annex 1 - Consultation on the Incentive of Connections Engagement (ICE)

- 1.1. We would like to hear the views of interested parties in relation to any of the issues set out in our open consultation letter.
- 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.
- 1.3. If you have any questions on this document please contact:

ICE Team
Ofgem, 10 South Colonnade, Canary Wharf, E14 4PU
0207 901 7000
Connections@Ofgem.gov.uk
- 1.4. **Responses should be sent by e-mail by 20 July 2018 to the address above.**
- 1.5. Unless marked confidential, all responses will be published by placing them in Ofgem's library and on its 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.
- 1.6. Respondents who wish to have their responses kept confidential should clearly mark the document/s to that effect and include clear reasons for confidentiality. Respondents are asked to put any confidential material in the appendices to their responses.
- 1.7. Next steps: We will consider the responses to this consultation and these will be used alongside other evidence for our assessment of the ICE plans.
- 1.8. Each of the questions asked by this consultation is set out in the template above.
- 1.9. Please ensure that you **indicate the DNO or specific licence area** to which your experiences relate. You can refer to annex 2 for a map of the DNO's licence areas. Please note, Northern Ireland is not subject to this consultation.
- 1.10. When considering your responses to these questions, please consider your experiences, the actions that the DNO has undertaken or committed to undertake, and the actions that you consider it could reasonably undertake.
- 1.11. **Please make sure you highlight which year a specific event happened in. The regulatory year runs from 1 April to 31 March**

Annex 2 – DNO's Licence Areas Map and List



	Distribution network owner	Distribution network operator
1.	Electricity North West Limited	Electricity North West Limited
2.	Northern Powergrid	Northern Powergrid (Northeast) Limited
		Northern Powergrid (Yorkshire) plc
3.	Western Power Distribution	Western Power Distribution (West Midlands) plc
		Western Power Distribution (East Midlands) plc
		Western Power Distribution (South Wales) plc
		Western Power Distribution (South West)
4.	UK Power Networks	London Power Networks plc
		South Eastern Power Networks
		Eastern Power Networks plc
5.	SP Energy Networks	SP Distribution plc
		SP Manweb plc
6.	Scottish & Southern Electricity Networks	Scottish Hydro Electric Power Distribution plc
		Southern Electric Power Distribution plc