

## Response template – Incentive on Connections Engagement

Question	Response																																
<b>About you and your work</b>																																	
1. What is the name of your company?	Centrica Plc – Distributed Energy & Power (DE&P) division																																
2. Which DNO's ICE submission is your response related to?  <b>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.</b>  If you wish to provide a response to the ICE submission of more than one DNO, please use a separate template for each DNO.	Electricity North West (ENWL)  This response is for the single Electricity North West licence area.																																
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?	<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"><b>Metered Demand Connections</b></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"><b>Metered Distributed Generation (DG)</b></td><td>LV work</td><td colspan="2" rowspan="2">We require DG connections.</td></tr> <tr> <td>HV and EHV work</td></tr> <tr> <td rowspan="3"><b>Unmetered Connections</b></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> </tbody> </table>	Type of connection		Total number of connections	Total MVA of connections	<b>Metered Demand Connections</b>	Low Voltage (LV) Work			High Voltage (HV) Work			HV and Extra High Voltage (EHV) Work			EHV work and above			<b>Metered Distributed Generation (DG)</b>	LV work	We require DG connections.		HV and EHV work	<b>Unmetered Connections</b>	Local Authority (LA) work			Private finance initiatives (PFI) Work			Other work		
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<b>Consultation questions</b>								
<b>Section 1: Looking Back report 2017/18</b>								
<b>We want your views on how well the DNOs have performed over the last regulatory year</b>								
<b>Your engagement with the DNO</b>								
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
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
3. Tell us about how the DNO engaged with you <b>a)</b> What did the DNO do? <b>b)</b> How did the DNO do it <b>c)</b> Did the DNO have a robust engagement strategy?	Centrica DE&P employees are on a DNO stakeholder e-mail lists and have attended events where possible. We have not kept a record of the number of events invited to or attended, therefore cannot complete Q1 and Q2. The ICE engagement events are easy to find on the DNO website. We find it useful that the DNO has made available for download both slides presented at past events and event feedback. These are uploaded in a timely manner. Event feedback is very concise and to the point – we would like more information on how ENWL intends to act on the feedback. We'd welcome future engagement events being made available as webinars.							
<b>The DNO's work plan</b>								
4. <b>Objectives:</b> Have you seen the DNOs work plans? <b>a)</b> Does it take into consideration your needs? If so, how? <b>b)</b> If it doesn't please explain why	Yes.  a) Partially. The Looking Back Report shows a clear process for identifying LV DG stakeholder needs, but there is little detail on the needs beyond the title e.g. 'breakdown of charges' on p11. In the 2017-2018 Completed Workplan for DG, it is not clear if or how the issues identified in the Looking Back Report were covered.							

	Beyond the increasing engagement actions in the 2017-2018 Completed Workplan, on paper there appear have been a limited number of improvements made to the actual connections process. However, because the level of detail provided on the original action and the KPI is low it is impossible to say if this is a fair assessment.  b) Last year ENWL published reports/workplans that covered both LV DG and HV & EHV DG. This year detailed material is only provided on LV DG, given that this is the market segment where the competition test was not passed. We would prefer both segments to get equal treatment.			
5. <b>Actions:</b> Do you think the DNO has delivered its work plan? a) How has the DNO done this? b) If you do not think the DNO has delivered its work plan, please explain why	Yes - some clear numeric KPIs were set and met e.g. around time to quote, where KPIs were exceeded.			
6. <b>Outputs:</b> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why	Some KPIs are clear, concise and appropriate. We are also looking for qualitative improvements across all the DNOs e.g. in data provision and would therefore welcome some more detailed description of the improvements planned and/or made.			
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?	Noting that this is the Looking Back section, if we compare the 2017-2018 workplan with feedback from the DG stakeholder sessions during 2017 it seems that new priority issues were emerging e.g. capacity availability, statement of works and it is not clear if these were added to the 2017/18 strategy.			
8. How satisfied are you with the DNO's overall performance?	very unsatisfied	not satisfied	satisfied	very satisfied
			Y	

9. General feedback	<p>There was a clear programme for stakeholder engagement, with session materials and feedback made available online. Clear KPIs were set and met. We would like to see the issues identified in the stakeholder sessions acted on during the year and at least added to the Looking Forward plans. Looking Back and Forward material is very concise and more detail is needed on the DNO's past and planned actions to give a full assessment.</p> <p>In general, and across all DNOs there is a lot of work to do in this space to refocus on the right areas. More needs to be done to get DG connected and for GB to meet its aspirations in respect of a smarter energy system.</p>
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## 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?	<p>Yes. ENWL has good mechanisms for engaging with connection stakeholders and holding joint discussions. We'd welcome opportunities for stakeholders to join discussions online e.g. through webinars. It would be good to see feedback emerging from engagement sessions being incorporated in the strategy during the year.</p>
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?	<p>Yes – to an extent. We would like to see feedback from the 2017 engagement sessions captured e.g. on capacity availability.</p> <p>We welcome ENWL's publication of a voluntary workplan for DG HV/EHV as well as DG LV.</p> <p>The 'DNO to DSO transition' is an important industry issue, which we are engaging on, but for the purpose of ICE, we would prioritise issues around connection capacity, data transparency and connection charging transparency.</p>

	As general feedback from reviewing all the DNO plans, we want to see the DNOs freeing up capacity for connections by using the new technologies that have been trialled under innovation programmes.
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 where there is a qualitative element we would like to see more detail beyond something being ‘published’ or ‘communicated’, at least in the assessment of how the KPI has been met.
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  ENWL has shown how stakeholder engagement sessions in the past year have highlighted topics that are important to connecting customers. Given the concise nature of the forward plans it is not 100% clear if all of these have been captured.

## **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](mailto: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](http://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**



## ELECTRICITY DISTRIBUTION NETWORKS

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- Scottish & Southern Electricity Networks
  - SP Energy Networks
  - Electricity North West
  - Northern Powergrid
  - UK Power Networks
  - Western Power Distribution
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	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