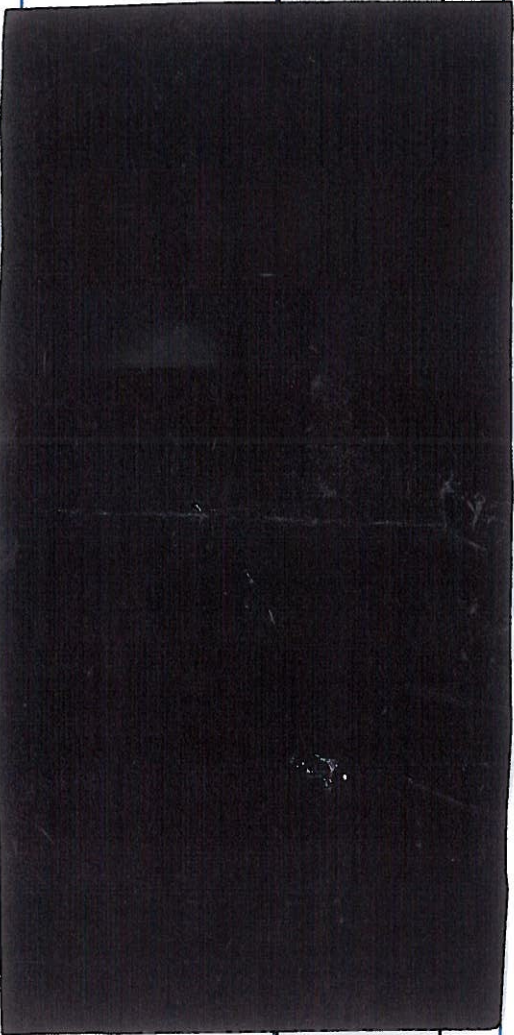


## Response template – Incentive on Connections Engagement

Question	Response
<b>About you and your work</b>	
<p>1. What is the name of your company?</p> <p>2. Which DNO's ICE submission is your response related to?</p> <p><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></p> <p>If you wish to provide a response to the ICE submission of more than one DNO, please use a separate template for each DNO.</p>	<p>Lightsource BP Renewable Energy Investments Limited</p> <p>Electricity North West Limited</p>
<p>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?</p>	

## 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
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	<p>a) What did the DNO do?</p> <p>b) How did the DNO do it</p> <p>c) Did the DNO have a robust engagement strategy?</p>							
<p><b>The DNO's work plan</b></p>								
4. <b>Objectives:</b> Have you seen the DNOs work plans?	<p>a) Does it take into consideration your needs? If so, how?</p> <p>b) If it doesn't please explain why</p>							
5. <b>Actions:</b> Do you think the DNO has delivered its work plan?	<p>a) How has the DNO done this?</p> <p>b) If you do not think the DNO has delivered its work plan, please explain why</p>							

6. <b>Outputs:</b> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? please explain why	We had very low-level engagement with ENW during the licence period 2017/18 so did not take this into consideration. Our engagement has increased somewhat for 2018/19.			
<b>Your feedback on performance</b>				
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 appear to ask for regular feedback and have promised to implement what now appear to be industry standard tools such as heat maps. We did not attend any of the ENW events in 2017/18 so cannot comment on the diversity of delegates.			
8. How satisfied are you with the DNO's overall performance?	very unsatisfied	not satisfied	satisfied	very satisfied
9. General feedback	We had little engagement with ENW in the regulatory year 2017/18, however the one application we received was subject to a large interactive queue. However the level of service received was good, with interactive re-validations undertaken swiftly and detailed answers to our questions provided on the same day. In regulatory year 2018/19 we have found ENW's EHV engineers to be willing to share useful information about the network over a conference call. This, however, only appears to be necessary as the online mapping and capacity services provided by ENW are lacking and not regularly updated.			

## Section 2: Looking Forward plans 2018/19

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

<p>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>	<p>Yes. Since the company has started looking to develop sites in ENW's licence area in the regulatory year 2018/19 we have attended two of the Distributed Generation Surgery Sessions via Skype. These have been very useful with the engineers on hand to give insight into grid capacity and areas to target/not to target. Insight into NGET issues and likely future works has also been useful. These preliminary discussions are imperative in the era of up-front A&amp;D fees to submit "smarter" applications. However these are made more necessary by ENW's poor online network resources that are not regularly updated.</p>
<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>	<p>The work plan seems comprehensive, particularly on stakeholder engagement.</p> <p>What is lacking is more defined information on what should be provided to show "visibility of remaining capacity". ENW's heat maps and available information is way behind the rest of the industry. In the era of up-front A&amp;D fees it is imperative to have detailed network maps, capacity information, constraint information, contact information, NGET SoW/Appendix G information etc up-front. It is not efficient to be calling engineers every time.</p> <p>The regular DG surgery sessions, as well as ad hoc &amp; pragmatic engagement, should be maintained as these have been useful. Owner/operator forums are also useful and should lead into more collaborative outage planning.</p> <p>Improved quote times are also welcomed, as was one of the drivers for introducing upfront A&amp;D fees. For the price these would ideally be quicker.</p> <p>Ongoing reviews of A&amp;D fees are welcomed and we have already engaged ENW on this at events. A breakdown of how the costs are arrived at and also information on what we should expect in the deliverable (what work are we paying for?) should be publicised. Adequate notice (1 month) of any changes must be communicated.</p>



	We would like policy to be implemented around modification applications, zero export applications and change of technology. Lightsource BP is able to contribute to this.  Policy documents on the technology and processes for ANM should be published.
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 some are vague: "engage with stakeholders" and "continue to work towards 58 day average Time to Quote". It would be hard to judge if these were 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?	Unsure about endorsements, not well publicised.

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

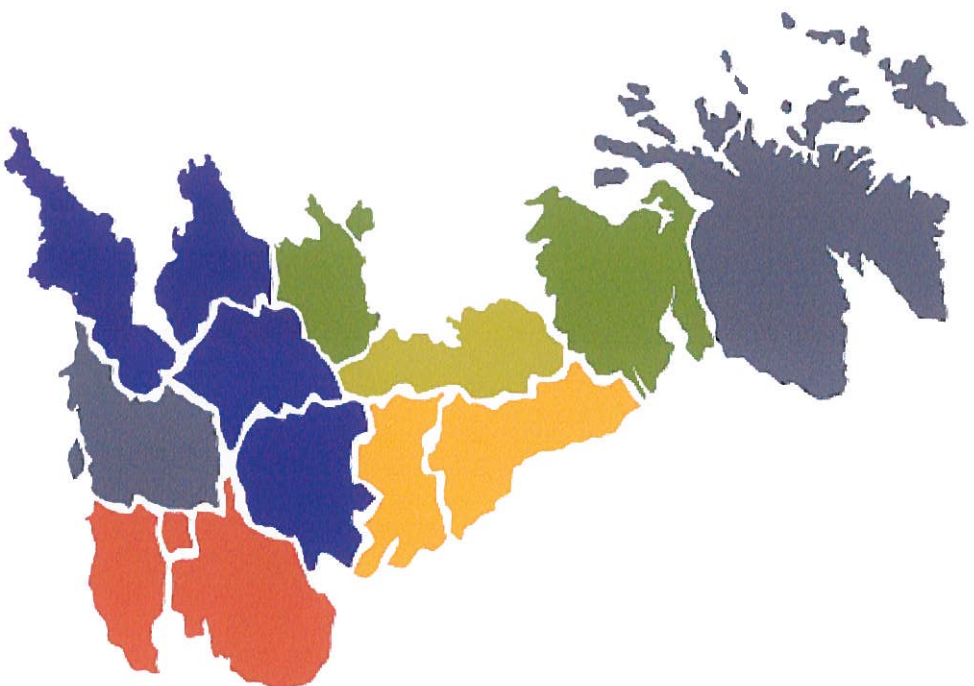
- 1.1. We would like to hear the views of interested parties in relation to any of the issues set out in our open consultation letter.
- 1.2. The questions we have asked are directly linked to the minimum criteria set out in the ICE guidance document. You can find this on our website.

- 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

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

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