

## Response template – Incentive on Connections Engagement

Question	Response																												
<b>About you and your work</b>																													
1. What is the name of your company?	AMP Energy Services Ltd																												
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																												
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></td><td></td></tr> <tr> <td>HV and EHV work</td><td>2  (not in ENW region)</td><td>24  (not in ENW region)</td></tr> <tr> <td></td><td>Local Authority (LA) 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			HV and EHV work	2  (not in ENW region)	24  (not in ENW region)		Local Authority (LA) work		
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	<b>Unmetered Connections</b>	Private finance initiatives (PFI) Work						
		Other work						
<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
			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 <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?								
<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								
5. <b>Actions:</b> Do you think the DNO has delivered its work plan?								

<b>a)</b> How has the DNO done this? <b>b)</b> If you do not think the DNO has delivered its work plan, please explain why				
6. <b>Outputs:</b> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why				
<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?				
8. How satisfied are you with the DNO's overall performance?	very unsatisfied	not satisfied	satisfied	very satisfied
		x		
9. General feedback	<p>We have not made any new connections in the licence area(s) in the period but we have made applications for a number of sites and received offers at 11 and 33kV.</p> <p>Positive:</p> <ol style="list-style-type: none"> <li>1. It is generally possible to have timely and meaningful conversations with the system planners</li> <li>2. Connection offers are generally clear and comprehensive</li> <li>3. The information available on the website is comprehensive</li> </ol> <p>Negative:</p>			

	<ol style="list-style-type: none"> <li>1. The interactivity process is not fit for purpose and incredibly frustrating – interactivity queues become endless (i.e they keep being extended with no end date in sight)</li> <li>2. They do not offer a formal application service whereby, prior to confirming the import/export capacity required, a customer can ask the DNO to investigate a range of export/import capacity options for a premises and identify the various different connection solutions in detail.</li> <li>3. Staged payments should be possible on all grid offers. Payment on acceptance must but justifiable. If the works are not going to proceed for sometime it is not reasonable for the DNO to demand monies associated with works are paid on acceptance.</li> <li>4. They did not consult with stakeholders prior to re-introducing A&amp;D fees (and their new charging regime seems ill considered)</li> </ol>
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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?	
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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?	
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.)?	
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?	

## **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