

## Response template – Incentive on Connections Engagement

Question	Response																																		
<b>About you and your work</b>																																			
1. What is the name of your company?	Noveus Limited																																		
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.	WPD, midlands, south west and wales																																		
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>15</td><td>3</td></tr> <tr> <td>High Voltage (HV) Work</td><td>3</td><td>3</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></td><td></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	15	3	High Voltage (HV) Work	3	3	HV and Extra High Voltage (EHV) Work			EHV work and above			<b>Metered Distributed Generation (DG)</b>	LV work			HV and EHV work			<b>Unmetered Connections</b>	Local Authority (LA) work			Private finance initiatives (PFI) Work			Other work		
Type of connection		Total number of connections	Total MVA of connections																																
<b>Metered Demand Connections</b>	Low Voltage (LV) Work	15	3																																
	High Voltage (HV) Work	3	3																																
	HV and Extra High Voltage (EHV) Work																																		
	EHV work and above																																		
<b>Metered Distributed Generation (DG)</b>	LV work																																		
	HV and EHV work																																		
<b>Unmetered Connections</b>	Local Authority (LA) work																																		
	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 X	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 X	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?	<p>The engagement I have had with WPD has been through the connection process. I have not been to any connections meetings other than specific to my projects. WPD are always very accommodating in respect to meeting before Offers are issued and afterwards to discuss project specific issues.</p> <p>The DNO engagement strategy is broadly based on volume of activity rather than interest or issues. Thus, as a customer if you are very interested you may not be generally invited to meetings, and have to rely on your own research and the DNO website.</p>							
<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	<p>Yes. The plan is comprehensive in both depth and breadth. WPD are seeking to improve across several areas which will help customers.</p>							

<p>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</p>	<p>Yes. From what I have experienced WPD is keen to improve and make the process of getting connected easier for customers. The processes have been changed and implemented in a progressive manner.</p>			
<p>6. <b>Outputs:</b> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why</p>	<p>The targets are defined outputs and tangible.</p>			
<p align="center"><b>Your feedback on performance</b></p>				
<p>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?</p>	<p>The breadth of the action plan would indicate a broad base of stakeholders from a number of areas of business although I have not been invited to attend a meeting.</p>			
<p>8. How satisfied are you with the DNO's overall performance?</p>	very unsatisfied	not satisfied	satisfied	very satisfied
			X	
<p>9. General feedback</p>	<p>From my perspective as a customer, WPD has been improving its connections delivery over the past twelve months. The quotation offers are delivered within the designated timeframes, the scopes are clear, plans provide good information and the cost breakdown is easy to understand. The design team are very approachable and helpful.</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?	The engagement plan is robust, however I believe more could be done to attract more input from customers. Clearly there is a high level of engagement but it is not clear how a customer can find out when and where meetings are held. It may be that more could be done to promote on line contributions if meetings are oversubscribed.
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. The work plan appears to be extensive and robust.
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. The outputs for the actions appear to be appropriate.
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?	I cannot comment on this as I have not been part of the fora or meetings, but from the breadth of the subject matter covered it would appear that WPD are taking a diverse set of actions to deliver change across the spectrum of customer types.

## **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