

Response template – Incentive on Connections Engagement

Question	Response																																		
About you and your work																																			
1. What is the name of your company?	<i>Utility Customer Service Management Ltd</i>																																		
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.	<i>Western Power Distribution</i>																																		
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">Metered Demand Connections</td><td>Low Voltage (LV) Work</td><td><i>300</i></td><td><i>1</i></td></tr> <tr> <td>High Voltage (HV) Work</td><td><i>10</i></td><td><i>7</i></td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td><i>N/A</i></td><td></td></tr> <tr> <td>EHV work and above</td><td><i>N/A</i></td><td></td></tr> <tr> <td rowspan="2">Metered Distributed Generation (DG)</td><td>LV work</td><td><i>5</i></td><td></td></tr> <tr> <td>HV and EHV work</td><td><i>10</i></td><td></td></tr> <tr> <td rowspan="3">Unmetered Connections</td><td>Local Authority (LA) work</td><td><i>20</i></td><td><i>0.25</i></td></tr> <tr> <td>Private finance initiatives (PFI) Work</td><td><i>N/A</i></td><td></td></tr> <tr> <td>Other work</td><td><i>N/A</i></td><td></td></tr> </tbody> </table>	Type of connection		Total number of connections	Total MVA of connections	Metered Demand Connections	Low Voltage (LV) Work	<i>300</i>	<i>1</i>	High Voltage (HV) Work	<i>10</i>	<i>7</i>	HV and Extra High Voltage (EHV) Work	<i>N/A</i>		EHV work and above	<i>N/A</i>		Metered Distributed Generation (DG)	LV work	<i>5</i>		HV and EHV work	<i>10</i>		Unmetered Connections	Local Authority (LA) work	<i>20</i>	<i>0.25</i>	Private finance initiatives (PFI) Work	<i>N/A</i>		Other work	<i>N/A</i>	
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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
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 a) What did the DNO do? b) How did the DNO do it c) Did the DNO have a robust engagement strategy?	<p><i>A – Outside of the routine stakeholder engagement, DNO put on further events directly related to Customer and DNO issues across a wide spectrum of subject areas.</i></p> <p><i>B – Variety of different approaches and venues.</i></p> <p><i>C – Yes, and flexible enough to accommodate changes based on need/ changes in market place and demand.</i></p>							

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	<p>Yes</p> <p><i>A – The needs of UCSM Ltd are being met and in attending the events, it appears this is a general feeling amongst the audience.</i></p> <p><i>B – One comment which applies to all DNO's is the need to have a clear link between charges for connection offers and Customer Service. We suspect this ability to levy such charges was introduced with very little consideration</i></p>
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	<i>regarding Customer service and (we feel) cuts across some of the Ofgem initiatives which drive towards improvements in Customer Service.</i>			
5. Actions: 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 <i>A – Commitment to meet stakeholders expectations.</i>			
6. Outputs: Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why	Yes			
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?	Yes			
8. How satisfied are you with the DNO's overall performance?	very unsatisfied	not satisfied	satisfied	very satisfied
				Yes
9. General feedback	<i>It is clear that WPD take Customer Service as important and even prior to ICE process this was the case – as a consequence they tend to be on forefront of what service improvements can be made. This is not to say other DNO's fail to make such steps, it suggests (in our view) that WPD tend to take the lead.</i>			

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
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