

Response template – Incentive on Connections Engagement

Question	Response																																		
About you and your work																																			
1. What is the name of your company?	UK Power Reserve Limited																																		
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.	SP Energy Networks, Manweb Region only																																		
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></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">Metered Distributed Generation (DG)</td><td>LV work</td><td></td><td></td></tr> <tr> <td>HV and EHV work</td><td>13</td><td>260</td></tr> <tr> <td rowspan="3">Unmetered Connections</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	Metered Demand Connections	Low Voltage (LV) Work			High Voltage (HV) Work			HV and Extra High Voltage (EHV) Work			EHV work and above			Metered Distributed Generation (DG)	LV work			HV and EHV work	13	260	Unmetered Connections	Local Authority (LA) work			Private finance initiatives (PFI) Work			Other work		
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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
							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 a) What did the DNO do? b) How did the DNO do it c) Did the DNO have a robust engagement strategy?	A) Asked individual representatives of UKPR with whom SPEN has a direct professional relationship to review a draft of their ICE action plan. Published an action plan on their website that detailed their plans over the year. B) Invited individual representatives of UKPR to a fair number of pre-arranged workshops and seminars. C) Yes, SPEN proved to take stock of the feedback captured at earlier customer events.							
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	A) Yes – the improved quality of information from SPEN Manweb, across several areas, alongside personal follow-up by connection engineers, enabled UKPR to reach an early decision as to whether we then submit a formal connection application.							

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	A) Yes – SPEN has provided several different communication channels across a number of defined customer segments, allowing customers (or their partners/agents) to easily access SPEN Manweb information.			
6. Outputs: Were the outputs (KPIs, targets etc) in the DNO’s work plan appropriate? Please explain why	KPIs are predominately linked to the delivery of completed work packages by quarterly target dates. This seems an appropriate way of measuring progress in a quantitative sense. The feedback gained from direct customer interaction at fora and other events was also important. Overall, UKPR believes that the SPEN Manweb ICE plan outputs were appropriate.			
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, SPEN Manweb has sought feedback from a broad and inclusive range of stakeholders. SPEN Manweb were one of the first DNOs to recognise the potential of the early growth of EVs and their impact on their network and incorporating this element into their ICE plans.			
8. How satisfied are you with the DNO’s overall performance?	very unsatisfied	not satisfied	satisfied	very satisfied
				X
9. General feedback	SPEN Manweb have put considerable effort into engagement with their connections customers and their partners. We have observed a demonstrable improvement in their service performance and a willingness to receive feedback from stakeholders. Our experience is that SPEN act to resolve issues in a timely and professional manner. However, UKPR urges SPEN Manweb to be careful to, and address, a number of attempts from some stakeholders, which have taken advantage of the engagement process to pursue very specific project-related issues, to the detriment of SPEN’s overall positive approach.			

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 – SPEN Manweb has clearly communicated their desire to continue with a high level of engagement activity to meet the need of their customers.
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 – the SPEN Manweb ICE plan covers a wide range of activities that should improve their customer 'experience'. Their engagement with 'expert' panel enables them to test out new ideas and provides a robust challenge forum.</p> <p>We believe that neighbouring DNOs should work more closely together, sharing common activities and objectives, getting better value for both time and money.</p>
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 – SPEN Manweb has reviewed their outputs from previous years and taken into account feedback to provide customer-relevant measures.
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?	UKPR can only comment on the strategy, activities and outputs related to the segment that is applicable to the business: we are very pleased with the level of commitment and engagement and we are confident that SPEN Manweb is

If they have not been endorsed, has the licensee provided robust evidence that it has pursued this?	on track to deliver the same high standards across the different segments of their network.
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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
- 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. 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
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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