

## 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.	UK Power Networks, applicable to all three licence areas																																		
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>20</td><td>2</td></tr> <tr> <td>High Voltage (HV) Work</td><td>20</td><td>5</td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td>4</td><td>80</td></tr> <tr> <td>EHV work and above</td><td>1</td><td>40</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>1</td><td>25</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	20	2	High Voltage (HV) Work	20	5	HV and Extra High Voltage (EHV) Work	4	80	EHV work and above	1	40	<b>Metered Distributed Generation (DG)</b>	LV work			HV and EHV work	1	25	<b>Unmetered Connections</b>	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?	UKPN invited me to each event, with a proposed agenda, location date etc via email, they also use Eventbrite to book attendance. There have also been meeting invites for conference calls.							

#### The DNO's work plan

4. <b>Objectives:</b> 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	Yes. The objectives are discussed amongst all the stakeholders present and these are prioritised and dates agreed with everyone. UKPN are working on the plans to the agreed dates.
5. <b>Actions:</b> Do you think the DNO has delivered its work plan? a) How has the DNO done this?	Yes. The work plan has been changed with stakeholder agreement through the year where priorities have changed.

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	Yes. In the main the actions were defined with definite results, a new standard issued, a guide published. Graphs on regular measures continue as is.			
<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?	Yes. The stakeholders who attend the forum come from different perspectives, local authorities, energy consumers, developers, consultants, generators and contractors. The forum I attend is very open and stakeholders have the opportunity to contribute and in the main they all do so.			
8. How satisfied are you with the DNO's overall performance?	Very unsatisfied	not satisfied	satisfied	very satisfied
				X
9. General feedback	The DNO is making great efforts to improve their service, there are also sub groups for specific areas of interest such as BNOs, earthing, etc. These provide a very focussed group who have a handle on the detail to discuss improvements and get them resolved.			

## Section 2: Looking Forward plans 2018/19

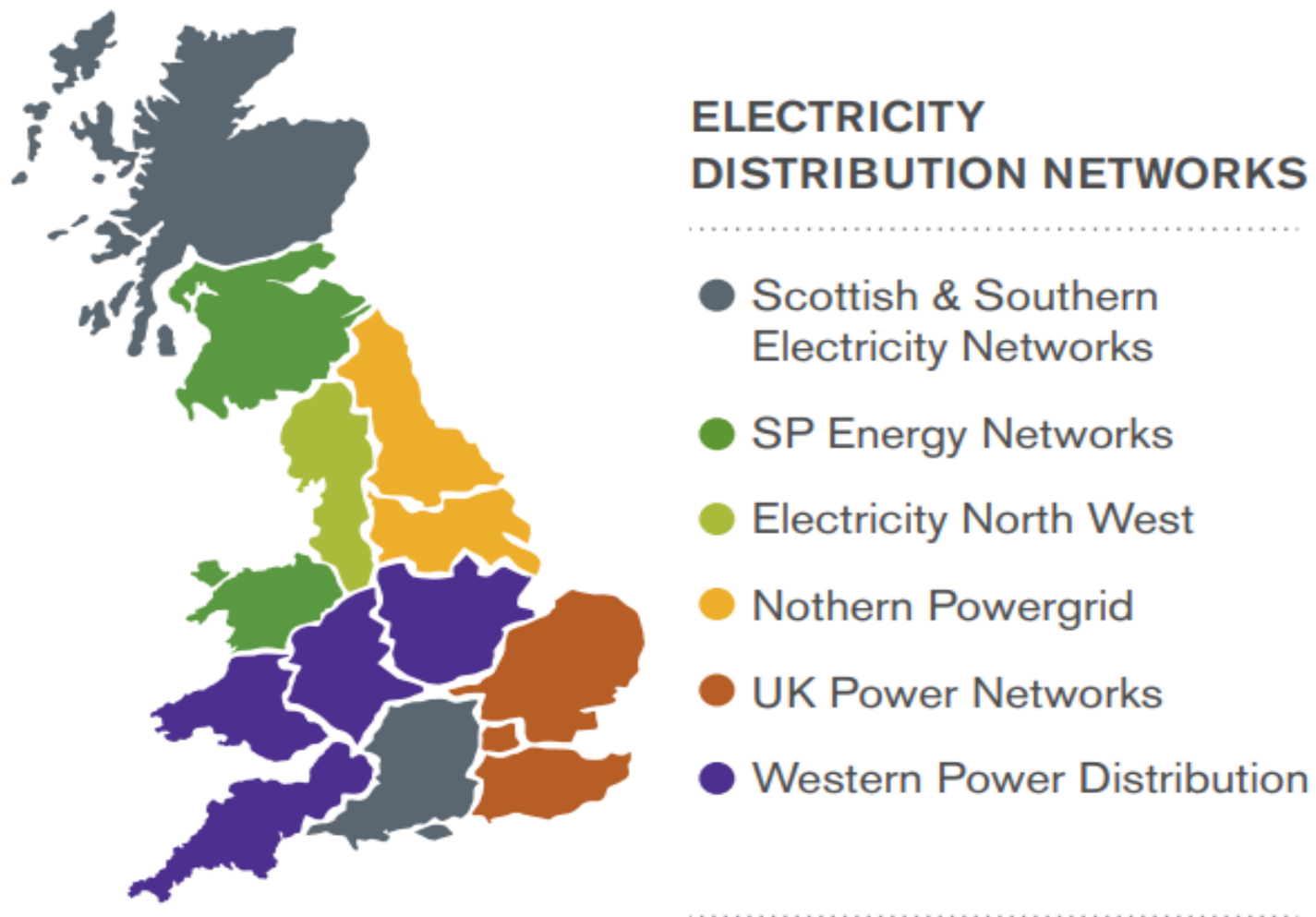
### We want your views on what the DNO aims to achieve in the coming year

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. The breadth of the stakeholders provides many inputs and robust reasons and discussions on key issues. UKPN have been challenged by stakeholders to ensure the timescales are deliverable, on occasion the stakeholder have persuaded UKPN to take more time on an issue to ensure there is time to debate and agree rather than rush a change.
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?	The plan for 2018/19 has been agreed so this meets what the stakeholders have asked for. If new issues arise, UKPN have historically agreed to bring these in also. The biggest challenges come with IT and these often need input from other parts of the DNO than connections, example the improvement to G81.
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. Based on history to date UKPN continues to deliver change.
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. The stakeholders all have a voice and have consented to the work plan. I would add a general comment that it would be useful for Ofgem to attend some of the meetings with UKPN stakeholders to judge personally how the fora are operated.

## **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





	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