

Response template – Incentive on Connections Engagement

About you and your work	
1. What is the name of your company?	Openreach Limited is a wholly-owned subsidiary of British Telecommunications plc but is independently governed. Openreach Limited trades on behalf of British Telecommunications plc.
2. Is your response confidential? Please explain which parts and why. For a fair process, we prefer the DNOs to be able to respond to any comments made, particularly if they are negative. So please consider carefully before marking any part of your response confidential.'	No
3. Which DNO's ICE submission is your response related to? If you wish to provide a response to the ICE submission of more than one DNO group, please use a separate template for each group.	UK Power Networks (UKPN). Our response relates to the DNOs plans as a whole, as BT and Openreach have infrastructure in each licence area. BT has over 34,000 connection points across the three UKPN licence areas.
4. What type of connection do you generally require? For each type of connection, how many connection applications, including total MVA (Mega Volt Ampere) of connections have you made in the past year?	Openreach generally require new unmetered connections for new Fibre to the Cabinet (FTTC) installations. BT also require metered connections for new mobile base stations as well as capacity upgrades to telephone exchanges. Openreach infrastructure in the street requires repair and restoration of power following road traffic incidents (RTIs).
Section 1: Looking Back report 2018/19	
We want your views on how well the DNOs have engaged with connections stakeholders over the last regulatory year	

1. How many of the DNO's stakeholder engagement events have you been invited to this year? (This can include engagement outside official events.) Please tick a box.	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. Please tick a box.	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?	The DNO and Openreach held specific meetings regarding the knockdown issues previously raised. The meetings included the right DNO representatives at senior levels to be able to influence or direct change.							
The DNO's work plan								
4. <i>Objectives:</i> Have you seen the DNOs work plans and the objectives they outline? a) Does it take into consideration your needs? If so, how? b) If it doesn't please explain why.	Engagement with UKPN on reconnection of street furniture following knockdowns has improved significantly and has continued to support improved Openreach customer service delivery through timely reconnections.							
5. <i>Actions:</i> 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.	<p>As noted in action reference 37.18 and in the Case Study, UKPN and Openreach have agreed a simple working level process for reconnections following knockdowns, which is currently delivering the service requested by Openreach.</p> <p>We particularly welcome UKPN recognition of our customers' needs for equivalent treatment in the reconnection of metered and unmetered connection points.</p>							

6. <i>Outputs:</i> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Did the DNO meet these outputs? Please explain why.	No further comments			
Your feedback on the DNOs stakeholder engagement performance				
7. Do you think the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders?	In respect of Openreach requirements, the DNO has taken into account our issues and concerns and has responded to them.			
8. How satisfied are you with the DNO's overall engagement performance?	very unsatisfied	not satisfied	satisfied	very satisfied
			✓	
9. General feedback – please provide any further feedback on the DNO's 2018/19 engagement performance not covered in your responses above.	No further comments.			

Section 2: Looking Forward plans 2019/20

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

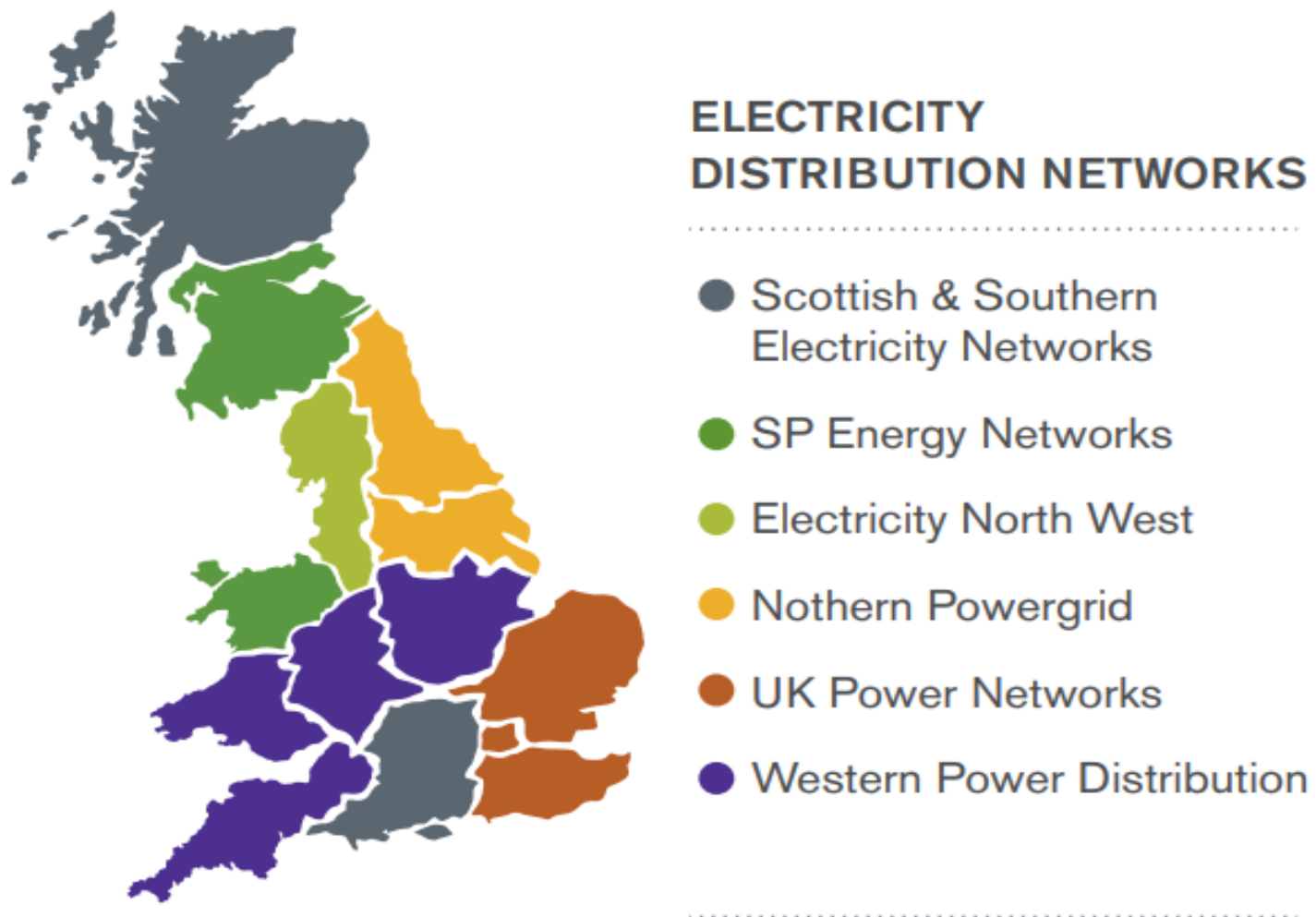
10. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	We expect that a continuation of prior activities will meet Openreach requirements for engagement.
11. Do you agree that the DNO has a comprehensive work plan of activities (with associated delivery dates) that will meet the requirements of its connection stakeholders? If not, has the DNO provided reasonable and well-justified reasons? What other activities should the DNO do?	Openreach welcome the inclusion of ICE Initiative 24.19 which responds to specific questions previously raised in engagement sessions about the ability to report and quickly resolve faults on unmetered telecoms infrastructure. We welcome the opportunity to continue engagement with NPG on this topic. We also welcome the continuous improvement process under ICE Initiative 27.19.
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.)?	No further comments.
13. Would you agree that the DNO's proposed strategy, activities and outputs have been informed and endorsed by a broad and inclusive range of connection stakeholders? If not, has the DNO provided robust evidence that it has pursued this engagement?	No comment, other than as reflected in the answers above for Openreach requirements.

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 22 July 2019 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



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