

## Response template – Incentive on Connections Engagement

About you and your work																																					
1. What is the name of your company?	Roadnight Taylor																																				
2. Is your response confidential? <b>Please explain which parts and why.</b>  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, <b>please use a separate template for each group.</b>	UKPN																																				
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?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;"></th> <th style="width: 40%;">Type of connection</th> <th style="width: 20%;">Total number of connections</th> <th style="width: 20%;">Total MVA of connections</th> </tr> </thead> <tbody> <tr> <td rowspan="4" style="text-align: center; vertical-align: middle;"><b>Metered Demand Connections</b></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" style="text-align: center; vertical-align: middle;"><b>Metered Distributed Generation (DG)</b></td> <td>LV work</td> <td style="text-align: center;">5?</td> <td></td> </tr> <tr> <td>HV and EHV work</td> <td style="text-align: center;">16?</td> <td style="text-align: center;">Many tens of</td> </tr> <tr> <td rowspan="3" style="text-align: center; vertical-align: middle;"><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			High Voltage (HV) Work			HV and Extra High Voltage (EHV) Work			EHV work and above			<b>Metered Distributed Generation (DG)</b>	LV work	5?		HV and EHV work	16?	Many tens of	<b>Unmetered Connections</b>	Local Authority (LA) work			Private finance initiatives (PFI) Work			Other work		
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## 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: <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?	<b>a)</b> Steering group of expert DER connections stakeholders (the DER Scrutiny Panel) <b>b)</b> Wider stakeholder engagement events (including shared event with SSEN which worked very well for stakeholders) <b>c)</b> A number of very valuable dial-in connections surgeries <b>d)</b> Yes							
<b>The DNO's work plan</b>								
4. <i>Objectives:</i> Have you seen the DNOs work plans and the objectives they outline? <b>a)</b> Does it take into consideration your needs? If so, how? <b>b)</b> If it doesn't please explain why.	<b>a)</b> Yes. UKPN have taken into account those items that the DER Scrutiny Panel deemed most pertinent to our needs as specialist stakeholders <b>b)</b> N/A							
5. <i>Actions:</i> 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.	<b>a)</b> Yes <b>b)</b> N/A							

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.	Yes			
<b>Your feedback on the DNOs stakeholder engagement performance</b>				
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?	Yes			
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.	<p>A historic criticism has been that it has been difficult to engage with UKPN's HV and EHV Planners, as they were 'protected' from connections customers. A number of stakeholders raised this as a significant barrier to attaining detailed, up-to-date and accurate network intelligence in advance of submitting an application. In the new era of connection offer expenses this was unacceptable – and UKPN readily took this feedback on board. The resulting surgeries (whereby a time slot could be booked with the relevant planners and contract managers, with site information sent to the UKPN team in advance) were very thorough and valuable (on the whole). However, as it could take up to two months to get a surgery, this solution fell short of what we needed. As a result, UKPN committed to providing a surgery within seven working days (which they have succeeded in doing, pretty consistently). This gives us a timely and educated conversation with the relevant planner who has theoretically done some homework in advance. This works very well and is the result of stakeholder engagement and a pragmatic can-do attitude.</p>			

	UKPN recognise that its network records are not as complete and accessible as other DNOs, and we hope and expect to see some significant movement in this regard (GIS files for all HV/EHV assets).
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## 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?	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 DNO provided reasonable and well-justified reasons? What other activities should the DNO 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'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?	Yes

## 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 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](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

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- 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