

## 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? <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>	Electricity North West (ENW)  BT has almost 10,000 connection points across the ENW licence area
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	
<b>We want your views on how well the DNOs have engaged with connections stakeholders over the last regulatory year</b>	

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?	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.							
<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.	<p>The DNO engagement plan on Unmetered Other identifies the generally low number and small value of unmetered connections across ENW region.</p> <p>Openreach welcome the recognition by the DNO (Unmetered Other, pg.5, copied below) of the importance of these connections and welcomes continued engagement with ENW to ensure an appropriate level of service is available to support the Openreach network and our customers requirements  <i>"Although this is a relatively small market segment compared to the other segments seeking connections from us, it represents a vital part of our local community allowing us to use our streets safely and enables us to use our telephones and internet at home."</i></p> <p>We also welcome ENW recognition of our customers' needs for equivalent treatment in the reconnection of metered and unmetered street furniture connection points.</p>							
5. <i>Actions:</i> Do you think the DNO has delivered its work plan?	While not specifically identified in the looking back report, engagement with ENW on reconnection of street furniture following knockdowns has continued							

<p><b>a)</b> How has the DNO done this?</p> <p><b>b)</b> If you do not think the DNO has delivered its work plan, please explain why.</p>	to support Openreach customer service delivery through timely reconnections.			
<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.</p>	No further comments			
<b>Your feedback on the DNOs stakeholder engagement performance</b>				
<p>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?</p>	In respect of Openreach requirements, the DNO has taken into account our issues and concerns and has responded to them.			
<p>8. How satisfied are you with the DNO's overall engagement performance?</p>	very unsatisfied	not satisfied	satisfied	very satisfied
			✓	
<p>9. General feedback – please provide any further feedback on the DNO's 2018/19 engagement performance not covered in your responses above.</p>	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?	<p>Openreach welcome the inclusion the following commitments in the Unmetered Other Looking Forward Workplan (section 3.4) and to continued engagement with ENW to support positive outcomes:</p> <p><b>“We will improve access to Geographical Information Systems”</b> – Openreach consider the inclusion of unmetered assets on GIS systems will support our service delivery to our customers</p> <p><b>“Improve our processes for dealing with emergency street furniture jobs”</b> – Openreach consider that the formalising of the current processes will support our service delivery to our customers</p> <p><b>“We will work with stakeholders to identify ways that we can improve the notification of planned supply interruptions to key unmetered installations”</b> – Openreach welcome the opportunity to support ENW improvements and the recognition by ENW of the key services provided by Openreach unmetered installations.</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.)?	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.
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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](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