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RIIO-ED2 Customer Service, Vulnerability and Connections Working Group: Customer Service and Connections

9 April 2020

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The focus of today's session will be:

- Discuss views on SSEN's proposals for customer service outputs in ED2
- Discuss views on SPEN, ENWL and UKPN's proposals for enhancing the BMCS and connections outputs/incentives
- Discuss potential approaches to capturing larger connection customers in the ED2 price control

	Agenda
09:50 – 10:20	1. Intro and recap of outstanding actions
10:20 – 11:00	2. Balanced Scorecard - continued from 19th March (SSEN)
11:00 - 11:15	Break
11:15 – 12:00	3. Complaints Metric - continued from 19th March (SSEN)
12:00 – 12:40	Lunch
12:40 – 13:10	4. Enhancing the BMCS - LCT and PSR proposal (SPEN)
13:10 - 14:50	5a. Connections incentives options (UKPN) 5b. Roundtable discussion on approaches to capturing larger connection customers in ED2
14:50 - 15:00	6. Next steps and actions

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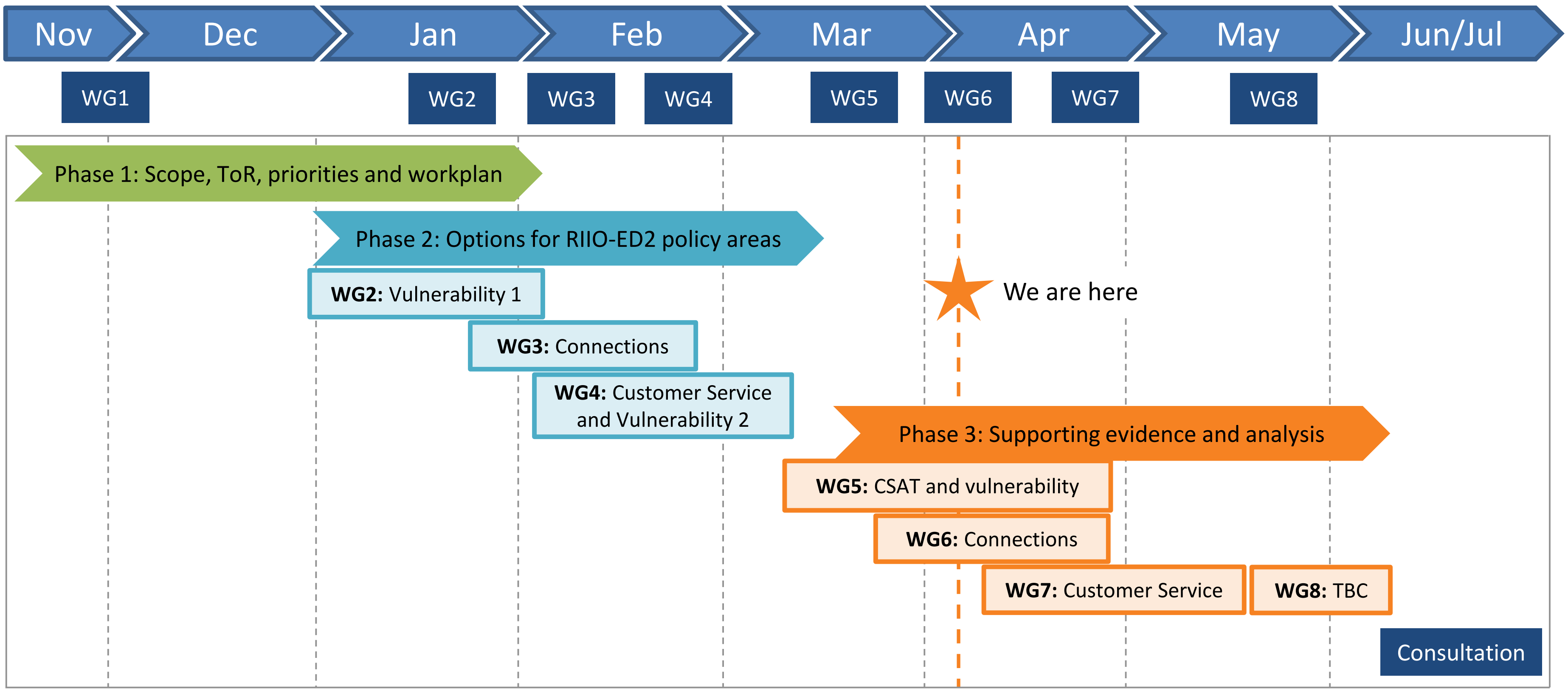
Proposed phased work plan and timeline for CSVCWG



Phase 1 Settle scope of Group, share and agree a ToR & carry out a prioritisation exercise to inform future work (WGs 1 and 2).

Phase 2 Explore options (for outputs and incentives) for the policy areas under consideration by the Group and the merits and drawbacks of these options. **Group members should put forward policy options for discussion and review ahead of these sessions** (WGs 2, 3 and 4).

Phase 3 Gather evidence and analysis to support and develop options (WGs 5, 6 and 7). As such, options should be brought to the Group by end of February, to ensure sufficient time for consideration. We may require an eighth WG session, but this will be decided close to the time.

In some sessions we may discuss more than one issue area but the aim is to focus on one issue area per session. The above plan **allows us to discuss an issue area more than once where policy options can be developed over time**.

Proposed dates and locations for CSVC working group sessions

WG session	Date	Time	Location
1. Introductory session	28 November 2019	10am-4pm	Ofgem London offices (Room 1.17)
2. Policy options: Vulnerability	23 January 2020	10am-4pm	Ofgem London offices (Room 1.13)
3. Policy options: Connections	04 February 2020	10am-2pm	Ofgem London offices (Room 1.09)
4. Policy options: Customer Service and Vulnerability	27 February 2020	10am-4pm	Ofgem London offices (Room 1.17)
5. Evidence and analysis: CSAT and vulnerability	19 March 2020	10am-4pm	Teleconference
6. Evidence and analysis: Connections	**9 April 2020**	**10am-4pm**	**Teleconference**
7. Evidence and analysis: Vulnerability	30 April 2020	10am-4pm	Teleconference
8. Evidence and analysis: TBC	28 May 2020	10am-4pm	TBC

Item 1: Intro and recap of outstanding actions/issues

Item 2&3: Balanced Scorecard and Complaints – (SSEN)

SSEN Overall Customer Satisfaction Approach and Methodology Summary – Working Group 5

There were a number of additional actions that SSEN agreed to take away following the last RIIO-ED2 Customer Service Vulnerability and Connections Working session.

- To collate all DNO feedback in relation to SSEN Customer Balanced Scorecard Proposal
- To collate all DNO feedback in relation to SSEN Customer Complaints Proposal
- To develop a strawman for Social CMZs
- To collate all DNO feedback in relation to Customer Touchpoints

Noteworthy

- *No additional DNO feedback was provided for customer touchpoints*
- *3/6 DNOs responded in relation to the balanced scorecard proposal*
- *3/6 DNOs responded in relation to the SSEN customer complaints proposal*
- *There was no additional feedback in relation to Social CMZs*

- 3/6 DNOs responded and agreed the customer satisfaction incentive should be based on work delivered and not be a subjective view. **SSEN is included in this response.**

- 2/6 DNOs responded and disagreed with the view that Broad Measure doesn't provide enough data to create improvement plans. **SSEN continues to believe data provided by customers is not necessarily in relation to the category they have been scored against, leaving confusion on where improvements are required, without making an assumption.**

- 2/6 DNOS responded stating the current incentive has worked extremely well and continues to deliver value for customers. **SSEN agrees that the current incentive has worked well in ED1, but it gives little room to continue to enhance the customer experience.**

- 2/6 DNOs responded and agreed the Broad Measure does not support digital Channels and is not flexible to be able to adapt to new channels easily. It is believed we could either have a separate category for Digital or create as a channel used – in addition to phone contact.

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- 2/6 DNOs responded and agreed the sample sizes need to be increased, whilst 1/6 DNOs believe the sample sizes agreed for ED1 are based on the volume needed to deliver a statistically robust survey, and no matter how many more you add, the answer would not be any different. Others believe the sample size should be increased.

- 4/6 DNOs agree the weighting for each segment do not correlate with volume of customers passing through those journeys and should be adapted based on work volumes. **SSEN agrees that the weighing against established and agreed categories needs to be reconsidered, taking into account worst performing categories in ED1 and new technologies in ED2.**

- 6/6 DNOs agreed that in ED1 Ofgem wanted more focus on connections because this was the worst performing area. This should be reassessed in ED2 and we should take into account new priority categories such as LCT and weight accordingly.

- 1 DNO did not believe customer trust levels should be measured via Broad Measure. Recognised that it does not include measurable factors such as customer trust, and this metric under the current framework would be hard to build in and should just be a core part of customer branding. **SSEN still believe that customer trust levels and developing a mechanism to measure this is important.**

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SSEN Overall Complaints and Enquires Hybrid Proposal

- 3/6 DNOs support having a reward element, but believe SSEN's proposals would deliver a financial reward that is too low relative to the additional cost of running and auditing the mechanism.

3/6 DNOs including SSEN agreed the proposed incentive should be based on upper quartile performance. It is estimated this could deliver an incentive of 0.01 to 1.79 = £1m and 1.80 to 2.40 = £0.5m, for upper quartile performance only, but would incentivise all DNOs to drive exceptional performance.

SSEN believes targets proposed for ED2 (slide 8) could be extremely stretching but further analysis is required to ensure they are proportionate – striking a balance between improving performance and adding value without resulting in disproportionate costs to manage services and the mechanism..

- 3/6 DNOs including SSEN would like to introduce a new category specifically for PSR customers. If we are to introduce a specific category for PSR under Broad Measure or a balanced scorecard, this should be consistent across the board. SSEN proposed a 12 hour "Resolve" SLA for PSR customers – 20% weighting.

2/6 DNOs would rather a target is implemented for the % of PSR complaints resolved in 24 hours. ***However, SSEN' believes this is no different to the D1 rule for all customers that is currently in place, and does not provide "priority" for our most vulnerable.***

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- 3/6 DNOs agreed with reducing the target from 31 days to 15 days with 30% weighting.

1 DNO believes that there should be a clock stop where the customer delays actions proposed by the DNO e.g. complaint is raised just as the customer is going on holiday and it can't be progressed.

SSEN agrees but this needs further development.

- 2/6 DNOs agreed that we should have a "Proactive" measure for complaints, to enable a reactive and proactive approach across the board. **SSEN believes that the concept of complaints per 1,000 customers, based on our industry average, is still being debated as this is a plausible and easy way to measure**.

- 2/6 DNOs, including SSEN, agreed that there should be a data ratification process in place. This would provide additional assurance to Ofgem and customers. **SSEN and SPEN proposed that this could be light touch to avoid unnecessary cost and complexity, based on a % of annual submission, and should be carried out by an independent body annually.**

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PSR Category - Introduce 12 hour Measurement from first point of contact to resolve PSR customers complaints		Weighting - Proposed - 20%	Only applicable if you can reach the customer within 12 hours and certain "clock stop" factors still to be developed

Collective Complaints Hybrid Proposal

Current D1+ Measurement to remain	Current - 10%	Proposed - 20%	Agreed
Introduce 12 hour Measurement from first point of contact to resolve PSR customers complaints		Proposed - 20%	Only applicable if you can reach the customer within 12 hours and certain "clock stop" factors still to be developed
Current D31 measurement to be replaced by D15 metric	Current - 30%	Proposed - 20%	Agreed
Repeat Complaints	Current - 50%	Proposed - 10%	Agreed
Ombudsman Complaints	Current - 10%	Proposed - 30%	Agreed

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Item 4: Enhancing the BMCS and connections outputs (ENWL, UKPN and SPEN)

SPEN LCT Proposal & Next steps

Category	Change	New or Existing	Weighting
Interruptions (excluding PSR)	No change from ED1 other than excluding PSR customers (Planned & Unplanned)	Existing Category in ED1	20%
Connections (excluding Low Carbon Technology)	No change from ED1 other than splitting out LCT (Quotes & Delivered)	Existing Category in ED1	20%
General Enquiries	No change from ED1 • Service delivered only	Existing Category in ED1	20%
PSR - Interruptions	Same definition as Interruptions but customer is registered on DNOs PSR.	New Category in ED2	20%
Low Carbon Technology	• Quotes • Service Delivered • Advice Provided	New Category in ED2	20%

Interruptions		Connections		General Enquiries	
40%		40%		20%	
Interruptions	20%	Connections	20%	General Enquiries	20%
PSR Interruptions	20%	LCT	20%		

Next Steps

- Work through contact scenarios and volumes (next 2 months)
- Provide a view of current LCT volumes to OFGEM (end of April)
- Provide a view on current volumes in 4 proposed customer segments to OFGEM (end of April)

What different services could fall under the proposed LCT categories? (SPEN)

- ❑ Quotation for a connection for LCT
- ❑ A connection delivered for LCT
- ❑ Advice provided regarding LCT (this will need to be defined)

Do all LCT-related services fall into the sub-categories of connections and general enquiries or not?

- ❑ Yes they would at the moment but the volumes are small in comparison to expected volumes

Do we know what the volumes of LCT categories are now/would likely be in ED2?

- ❑ Several forecasts have been completed for LCT uptake
- ❑ Next steps to convert these to contact rates (SPEN)
- ❑ Slide pack circulated on a piece of work commissioned by Delta EE on LCT forecast volumes.

Proposed New Customer Segments for Connection & LCT Categories

Proposed New Customer Segments	Description of Segment
DGLV	Typically smaller generators, less than 500kW and usually much smaller, operating in farms, factories smaller office premises, schools, colleges, hotels, CHP plants and domestic scale premises.
HVHV	Single Point Loads such as larger factories, industry office premises, data centres, occasionally supermarkets, hotels, shopping centres.
LVAL	Additional load typically small to medium sized commercial or industrial customers requiring additional power capacity or extension assets. May include schools, colleges or other educational establishments
LVHV	Larger domestic housing developments commercial dispersed loads such as retail parks or industrial units. Farms and other rural businesses are a good example of this as often rural overhead line systems cannot provide the same capacity as urban cable networks, therefore rural customers require a greater incidence of HV work.

Customer Service, Vulnerability and Connections Working Group

Connections Incentives Options

Ross Thompson
09 April 2020

Utility Week Awards 2016 WINNER Utility of the Year

INVESTORS IN PEOPLE | Gold

THE SUNDAY TIMES 25 BEST BIG COMPANIES TO WORK FOR 2019

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Purpose

- To give a high level overview of the mechanisms in place today
- To present a range of possible connections arrangements for RIIO-ED2
- To explore the strengths and weaknesses of the options that have been identified to date
- Suggest some next steps

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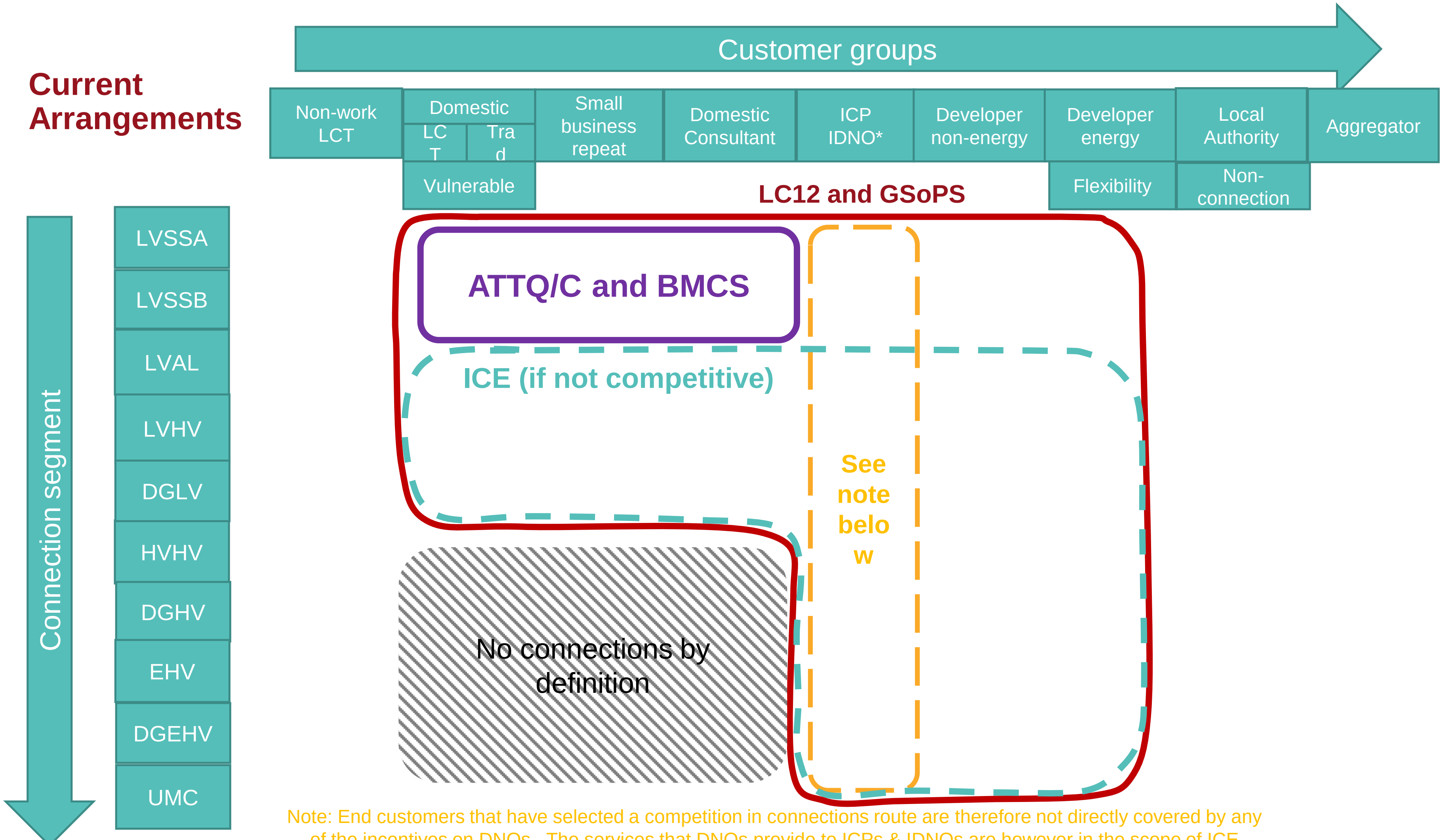
Background

- The options presented in this deck are:
  - A combination of the range of views put forward to date
  - Reflect further thinking from UKPN and other licensees
  - Based on the current charging arrangements continuing to be in place in ED2
  - Based on the working principle that DSO functions and those of the DNO will continue to reside under the same entity

Current Arrangements

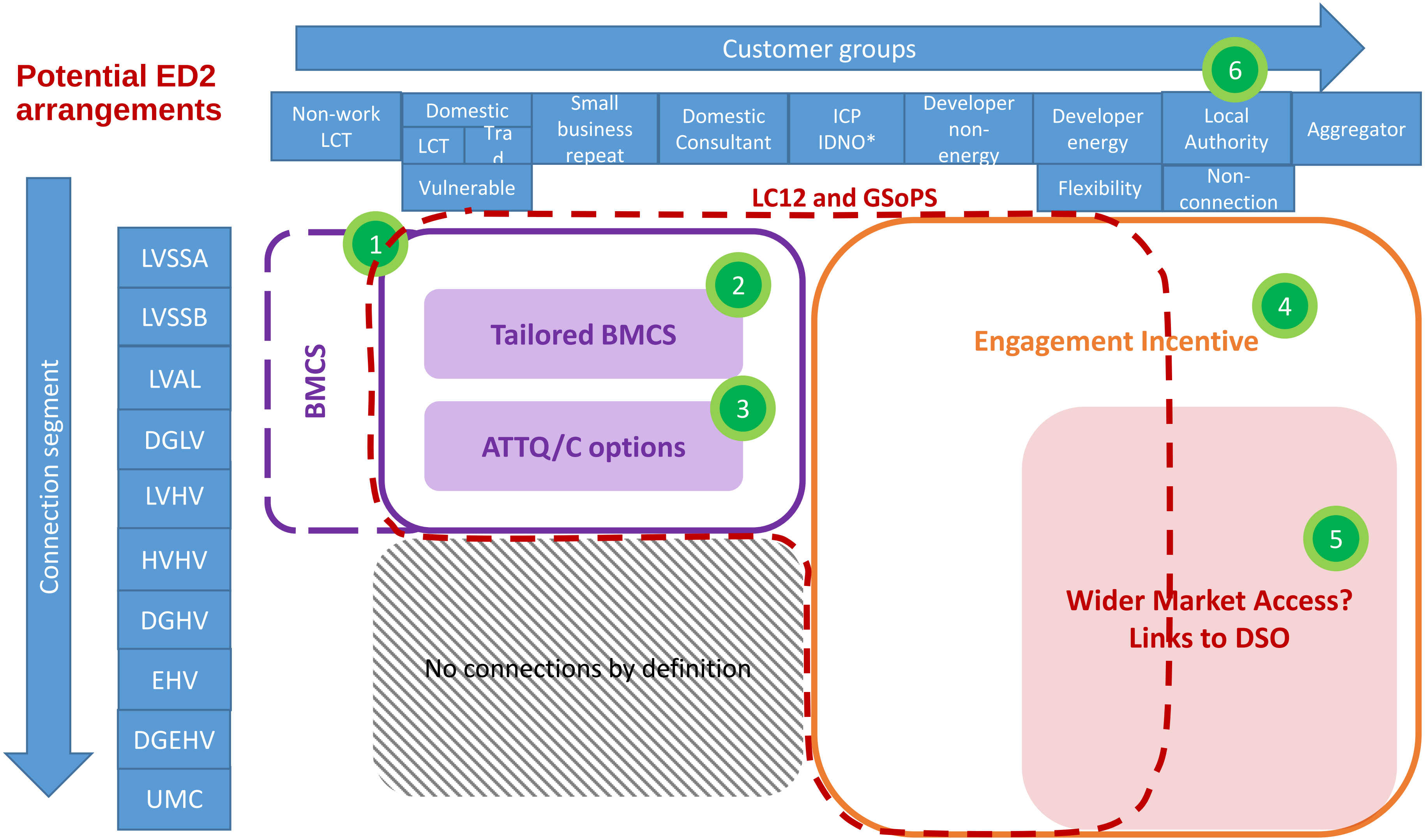


Note: End customers that have selected a competition in connections route are therefore not directly covered by any of the incentives on DNOs. The services that DNOs provide to ICPs & IDNOs are however in the scope of ICE

Current Arrangements

- Current Connection incentives are broadly defined by customer segment - categorised by work required
- This means:
  - Identical Customers may end being covered by different incentives if different work is required
  - Domestic customers requiring reinforcement or the installation of assets above LV are expected to be covered by ICE
  - Customers are not covered by any incentives if no work is required

Potential ED2 arrangements



Current Arrangements Customer Satisfaction Surveys

- Current incentives cover:
  - Interruptions – where a customer experiences a power cut (not relevant here)
  - Connections – where the customer has received a quote or had a connection made
  - General Enquiries – where the DNO has provided a ‘service’ not included above. Note where the DNO just provides advice then this would not be included
- Three broad categories of activities have been considered in relation to defining revised scope:
  - Work: things like providing a quote or making a connection
  - Services: things like load checks
  - Enquiries: things like advice, signposting etc

1 Scope of Broad Measure for LCT customers

Description	Initial Observations
a. Do nothing	
Customers connecting LCTs that trigger connections or upgrades are already covered in the Connections element. Customers triggering other types of work are included in the GE element.	• Well understood format and maintains a level playing field between traditional and LCT customers • Missed opportunity to reflect new customer types and new/changing customer requirements
b. Keep current BMCS categories and have "memo" reporting for LCT customers	
This would keep the current incentive boundaries but allow LCT customer scores to be reported separately for informational/reputational purposes.	• Supports reputational incentive and deals with potentially low volumes in early years of RIIO-ED2 • Scope of BMCS remains the same
c. Create new BMCS category for all LCT covering 'work' and 'services'	
Keep the current scope of customers surveyed (i.e. those that trigger any type of work) but incentivise these scores under a new, separate element of BMCS.	• Places a separate, direct incentive on LCT-driven work • Scope of BMCS remains the same
d. Create new BMCS category for LCT and include all activities	
As above, create a new separate element of BMCS for LCT customers (including LCT-related Connections and GE) and include those customers that we interact with but do not trigger work (for example staying within capability of service assets).	• Broadens the scope of BMCS to include all LCT customers and places direct incentive in this area • Work required to identify these newly included customers and understand their expectations
e. Create new BMCS category for LCT 'enquiries' only	
This option would involve the creation of a new pot for LCT customers not currently captured by Connections or General Enquiries scope.	• Broadens the scope of BMCS to include all LCT customers • Work required to identify these customers and set appropriate incentive parameters

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2 Scope of Broad Measure for Small Users (Connections)

Description	Initial Observations
a. Do nothing	
Keep current arrangements where scope of BMCS is broadly defined by electrical work associated with a connection. This results in some customers being out of scope when upstream work is required.	• Format of incentive well understood and easy to identify current customer grouping • Missed opportunity to align incentives to customer groups and their associated requirements
b. Extend broad measure to new electrically defined segments	
BMCS could be extended to cover more market segments such as LVAL and LVHV.	• Covering more customer segments that may not be well served by ICE • This will start to combine customer types with substantially varying requirements
c. Define broad measure scope by size/number of connection	
Use new definitions for defining scope of customers to be surveyed focusing on size of point of connection (e.g. 100A single phase, 100A 3 phase etc.) regardless of upstream work. Essentially removing/adjusting conditions on LVSSA and LVSSB definitions	• Customers with identical electrical requirements will be consistently covered by the survey • Work will be required to understand the impact of more extensive delivery requirements on consumer experience
d. Define broad measure scope by customer type	
Use new definitions for defining scope of customers to be surveyed focusing on customer type (e.g. domestic, small commercial). This could allow tailoring of survey to customer type. (e.g. domestic vs small business vs consultant vs highways etc.)	• Customers with identical electrical requirements will be consistently covered by the survey and opportunity to tailor survey to customer expectations • Work would be required on how to identify and categorise customers based on their category rather than nature of electrical work
e. Define broad measure by customer type but with exceptions for specified circumstances	
As above but customers triggering some types of work (e.g. HV) not in scope.	• Reflects the different consumer experience in these circumstances • Potentially creates a “gap” in incentive coverage

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3 ATTQ/C

Description	Initial Observations
a. Do nothing	
Leave current scope and arrangements for measuring ATTQ and ATTC	• Missed opportunity to reflect learning from RIIO-ED1
b. Retain ATTQ and ATTC but amend to account for genuine customer delays	
Retain both elements of incentive as mechanistic measure but develop rules to exclude delays from customers that are entirely outside DNO control. For example accepting a quote but not being ready to schedule work or rescheduling work for a later date.	• Incorporates learning from RIIO-ED1 regarding features of the incentive that are not measuring genuine customer expectation • Will require work to define firm rules that ensure consistent reporting
c. Retain ATTQ but use a different mechanism for ATTC to reflect customer expectations	
Retain ATTQ as an incentive based on a mechanistic average but amend TTC to be based on customers' expectations for example through a monetised question under BMCS.	• Allows the flexibility for measuring time to connect based more closely on meeting customer expectations • Would require new design and balancing of incentives
d. Define scope of ATTQ/C by customer type	
In line with options under broad measure, define scope of ATTQ/C by customer type or size of point of connection. This may require the definition of a new category and target for larger work (e.g. "LVSSC"). This could also include separate reporting for LCT connections.	• More consistent application of incentives to customer types, potential to maintain alignment scope of BMCS and ATTQ/C • Significant work required to determine impact of quoting and delivering larger jobs which will have to deal with larger natural variation
e. Opt-out for LVHV	
In line with option under BMCS, potential for customers triggering HV work to be out of scope for ATTQ and/or TTC.	• Recognises impact of delivering larger HV work • Potentially creates a "gap" in incentive coverage
f. Remove ATTQ/C	
Remove ATTQ/C if other incentives (such as BMCS) are seen as adequate to cover customers' expectations.	• Careful consideration would have to be given to ensuring progress in this area is not lost – particularly given expected uptake of LCTs

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4 Developing Incentive on Connections Engagement (ICE)

Description	Initial Observations
a. Do nothing	
Keep current scope and mechanism of the ICE incentive. This could involve re-assessing levels of competition to avoid incentivising market segments that are now considered competitive.	• Well known engagement approach for stakeholders • Missed opportunity to reflect the learning regarding the ICE process gained through RIIO-ED1
b. Modified ICE	
The mechanism could be retained but the process improved to better reflect ways customers are engaged, increased levels of competition and remove any unnecessary regulatory burden.	• Learning from RIIO-ED1 can be reflected in a modified process • Potentially a missed opportunity to better address customers' expectations
c. Absorb into stakeholder engagement arrangements	
Recognising the role connections will play in decarbonisation and involvement of wider stakeholders (for example Local Authorities with climate ambitions), absorb Connections Engagement into wider Stakeholder Engagement arrangements.	• Reflects the wider anticipated changes in the connections landscape and interaction with other policy areas such as decarbonisation • Thought would need to be given to balance of incentives and how DNOs sit within markets
d. Replace with an adapted version of ATTQ/C	
Replace current ICE process with arrangements that more mechanistically measure customers' core expectations for example TTQ and TTC.	• More quantifiable metrics of customer experience available • Would need to deal with significant variation in types of work being delivered for larger customers. Speed isn't always most important factor for customers, often better to match their wider programme of works.
e. Replace with Customer Satisfaction Survey of senior representatives	
Potentially in combination with option above, replace the ICE process with a Customer Satisfaction Survey of senior representatives of the larger customers.	• Potentially lower regulatory burden and quantifiable metric • Could be significant issues identifying the right representatives and issues around scores being skewed by low volumes of responses and subjectivity

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5 Flexibility and market access

- Need to be mindful that the experience of many "Developer-energy" and some wider customers will be impacted by flexibility arrangements for example:
  - Flexible connections/Curtailment arrangements
  - Flexibility procurement
  - Access to wider markets (e.g. ESO ancillary services)

6 Wider stakeholders

- Increasingly, wider stakeholders such as Local Authorities are an indirect party in connections activity despite not being a connection customer, for example:
  - Engagement on DFES type activities which reflect local ambition and inform connections forecasts
  - Wider responsibilities for electrification of transport fleets etc. – can be involved in discussions regarding efficient strategies
  - Traditional local development/ambitions which will result in connections activity

Summary

- Opportunity to look at incentive boundaries to better reflect type of customer rather than work required. This would mean:
    - Similar Customers from a requirements perspective would be subject to the same incentives
    - Simplicity from a customer perspective
    - Inclusion of all customers in incentives regardless of level of work required
- Potentially extend scope of incentives to include wider customer base and other key stakeholders

Next steps

- Gain wider input on potential options and observations
- Capture wider views on customer expectations
- Assess options against how well they address customer expectations and suitable engagement methods
- Continue to collect evidence to support proposals – such as current and forecast volumes

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Additional Material

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Customer requirements/expectation

Defining incentives by customer type would allow better mapping of customer wants/needs to design of incentive

Group	Requirements/Expectations
Domestic Users	• Up front advice even when no work required • Simple understanding of what they can expect and guidance through connections process • Directions to other resources
Small Commercial	• Up front advice even when no work required • Simple understanding of what they can expect • Common process and experience wherever they connect
Repeat Users	As per wider customer type plus: • Simpler ways to submit applications • Retention of key account information to facilitate faster applications/quotes
Developer – non energy	• Advice on multiple options • Information on flexibility and other services
Developer - energy	• Advice on multiple options • Information on flexibility and other services • Wider market access

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Links to other RIIO-ED2 workstreams

Group	Requirements/Expectations
Decarbonisation	• Expectations on getting LCT of all scales connected • Expectation around network being ready • Requirement to imbed flexibility with suitable signals around "sharing"
Capacity mechanism	• Encouraging efficient reinforcement for connections including appropriate funding for innovative solutions
Strategic reinforcement	• Improves customer experience when connecting • Accelerate uptake of LCT – no perceived barriers.
Curtailment Index	• Impact on customers both when and after connecting • Ensure innovative solutions are taken up – customer surety.
Customer Service	• BMCS
Vulnerability	• Mostly overlap with Domestic customers

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Item 5: Discussion on options for connections outputs/incentives

Connections in ED2: current arrangements and challenges

ED2 objective

A high-quality and reliable service to all network users and consumers, including those who are in vulnerable situations by:

- Delivering great customer service
- Supporting customers in getting connected to the grid quickly and at least cost

Challenges

- How to 'bank' ED1 connections performance in ED2?
- How to ensure increasing variance in customer needs is met eg increased LCT uptake and flexibility?
- How to ensure flexible and adaptive RIIO arrangements to accommodate potential wider policy changes (eg access reform) incl. enabling strategic investment in ED2 and not resulting in slower connection times for new customers
- Ensure that likely increased prevalence of non-firm connections is captured under arrangements
- How to ensure efficient spend without risk of windfall gains?
- How to ensure any new mechanisms are easy to implement and not overly burdensome on DNOs and regulator?

Current arrangements

Incentive on Connections Engagement (ICE)
No penalties have been applied in RIIO-ED1, but areas of concerning performance still being highlighted

Financial, penalty only, up to -0.9%

Time to connect (TTC) incentive
Prompted performance improvements, but not all DNOs are routinely meeting targets

Financial reward only, up to +0.4%

Guaranteed Standards of Performance (minimum service level)
DNO pays per GSOP payment value in event of failure of standard

BMCS: Customer Satisfaction Survey
All DNOs either met or outperformed their CSS targets in the first three years of RIIO-ED1

Financial reward and penalty, +/- 1%

- Standard Licence Condition 12
- Requirement to produce LTDS
- Requirement to produce DG Connections Guide

All customers | Major connections customers | Minor connections customers

RIIO-ED1 arrangements include a mix of licence obligations (and minimum standards stipulated in GSOPs) as well as incentives to drive DNOs to deliver quality connections service.

LOs set out minimum standards expected and GSOPs help protect consumers against unacceptable levels of service. **Initial view is that we would retain LOs and GSOPs in ED2.**

Reflections on material and considerations for connections outputs/incentives

With specific regard to larger connection customers in RIIO-ED2:

- How to ensure the proposed inclusions of customers (/market segments) in existing mechanisms is appropriate eg BMCS and TTC?
  - What services are being delivered and to what extent is wider reinforcement work required?
  - Is this a market segment where there is active competition in relation to this service?
  - What are the current volumes of services/customers being provided to these market segments and are they sufficient to be included?
- If included, how to ensure that those larger connection customers not proposed for inclusion are captured in ED2 eg through a modified ICE mechanism?
- If included, would we want to isolate performance for these new customer types (because we are interested in the service being delivered for these customers and perhaps also because volumes are not significant enough to include in the general population)? If so:
  - Should segmentation be by customer type or by service type? To what extent do customer expectations change depending on the customer type vs the service they are receiving?

Additional considerations for overall connections outputs/incentives in ED2:

- To what extent will a decision on the Significant Code Review (SCR) and our approach to anticipatory investment impact the case for new and amended outputs?
  - For example, would an 'LCT uptake mechanism' approach reduce the need for connections outputs such as the TTC?

Example package 1

- ✓ LCT incentive (Ofgem proposal)
- × TTQ/TTC
- ✓ Broader BMCS (eg incl. larger connection customers and LCT customers)
- ✓ Modified ICE

Example package 2

- ✓ Volume driver (ENWL's capacity mechanism proposal)
- ✓ TTQ/TTC
- ✓ Broader BMCS (eg incl. larger connection customers and LCT customers)
- ✓ Modified ICE

- **Actions and next steps**
- **Plan for upcoming WGs**