

## Response template – Incentive on Connections Engagement

- 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 [here](#).
- 1.3. If you have any questions on this document, please contact [connections@Ofgem.gov.uk](mailto:connections@Ofgem.gov.uk).
- 1.4. **Responses should be sent by e-mail by 28 August 2020 to the address above.**
- 1.5. Unless marked confidential, all responses will be published by placing them in Ofgem's library and on our 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. We ask you to consider this carefully as sharing the comments with the relevant DNO may help improve their performance and ensure a transparent and effective ICE process. Respondents are asked to put any confidential material in the appendices to their responses.
- 1.7. 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 below.
- 1.9. **Please ensure that you indicate the DNO or specific licence area** to which your experiences relate. Each DNO is group and individual DNO is listed on our [here](#). Please note that 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: response template

About you and your work				
What is the name of your company?	Electrical Testing Ltd (Represented by James Barker, Chief Engineer & Compliance)			
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. Please consider carefully before marking any part of your response confidential.	There is no reason for my response to be treated as confidential and I am entirely comfortable with full transparency of my comments.			
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 ICE Initiative 21.19 (2019). Assess the feasibility to extend the scope of ECS 02 0067 to permit service transfers on LV SWA Cables.			
What type of connection do you generally require?  For each type of connection, how many applications have you made in the past year, and what is the total MVA (Mega Volt Ampere)?	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		
		HV and EHV work		
	<b>Unmetered Connections</b>	Local Authority (LA) work	>4500	
		Private finance		

		initiatives (PFI) Work		
		Other work		

### Section 1: Looking Back report 2019/20

#### 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?	<p>a) At an early stage, UKPN recognised the importance that the initiative would have on a business such as ours within the highway connections market. Ultimately it would enable ICP's such as ourselves to offer a previously unrecognised solution when dealing with the live transfer of unmetered services, which have originally been connected with the non-standard steel wire armoured (SWA) service cables. The advantages of being able to do this would greatly impact both ourselves and our clients in a very positive way. The key advantages were;</p> <ul style="list-style-type: none"> <li>• improvements would be made to overall client costs</li> <li>• significant reductions in inconvenience for a local authority</li> <li>• significant reductions in streetworks related disruptions</li> <li>• Reduced need for working at height in many scenarios</li> <li>• enabling a simpler connection solution and reduced need to carry out further advanced 'live working' procedures. This in turn, greatly assists with justification for live LV connections work and compliance with the EAWR 1989.</li> </ul>							

	<p>Ultimately, UKPN firstly recognised the importance of this initiative and then facilitated a series of collaborative meetings.</p> <p>b) UKPN were very open to enable the ICP to actively assist with how such a procedure could be safely and adequately adopted. This involved engagement on the topic at stakeholder events and also dedicated meetings and workshops to discuss the progress throughout delivery. The DNO recognised that in fact, the area of necessary expertise was likely stronger outside of their own organisation, given the unusual service cable type not normally recognised on the DNO network. Their willingness to collaborate on the matter and work together with ourselves, demonstrated a fantastic approach to solving the problem.</p> <p>c) Yes, the engagement strategy was very robust and successful. Communication efforts were outstanding throughout the delivery of the initiative. The flexibility and commitment demonstrated was an absolute credit to UKPN.</p>
<b>The DNO's work plan</b>	
<p>4. <i>Objectives:</i> Have you seen the DNOs work plans and the objectives they outline?</p> <p><b>a)</b> Does it take into consideration your needs? If so, how?</p> <p><b>b)</b> If it doesn't please explain why.</p>	<p>a) Yes, there are a number of initiatives which would prove to be advantageous. One example of particular interest would be ICE Initiative 17.20, 'Assess the feasibility of making the provision of service alterations initiated by the end customer contestable'.</p> <p>This is a scenario which our organisation is beginning to see more of and would satisfy the requirements of a range of our customers.</p> <p>b) Not Applicable</p>
<p>5. <i>Actions:</i> Do you think the DNO has delivered its work plan?</p> <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>	<p>a) Yes, I absolutely believe that UKPN have delivered their work plan in this period.</p> <p>c) Not Applicable</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.	Yes, I am entirely satisfied that the outputs were appropriate and suitably met by the DNO. All milestones in relation to the initiative concerned were achieved on target.			
<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, I firmly believe that UKPN have continued to ensure that they actively engage with a diverse range of stakeholders. The efforts made during normal circumstances is always commendable and this has not suffered even during the complexities introduced by COVID-19. In my opinion UKPN have adapted to the pandemic situation and enhanced their efforts for engagement by introducing alternative options for effective communication.			
8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.	very unsatisfied	not satisfied	satisfied	very satisfied
				✓
9. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.	Not Applicable			

<b>Section 2: Looking Forward plans 2020/21</b>	
<b>We want your views on what the DNO aims to achieve in the coming year</b>	
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, very much so. The willingness to engage with a range of stakeholders has been clearly evident in my opinion.
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, I believe that this is well documented within the DNO's looking forward report.
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, again these are well documented and updates/achievements are shared accordingly at suitable intervals.
13. Would you agree that the DNO's proposed strategy, activities and outputs	Yes, I believe that this is the case. Having been involved for a number of years now

<p>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?</p>	<p>with UKPN stakeholder workshops and participating within a scrutiny panel, I am able to see how the development of initiatives have evolved from initial conception to completion and the relevance that these have across the range of stakeholders.</p>
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