

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.
- 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. 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?	Renewable Connections Developments Limited			
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.	No, it is not confidential.			
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.	Western Power Distribution Western Power Distribution (East Midlands) Plc Western Power Distribution (West Midlands) Plc Western Power Distribution (South West) Plc Western Power Distribution (South Wales) Plc Please note that this is for the period September 2019 to August 2020 only when I have been working for the above company.			
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 (Sept 19 – Aug 20)		Total number of connections	Total MVA of connections
	Metered Demand Connections	Low Voltage (LV) Work	0	0
		High Voltage (HV) Work	3 (as part of DG)	10
		HV and Extra High Voltage (EHV) Work	0	0
		EHV work and above	4 (as part of DG)	83
	Metered Distributed Generation (DG)	LV work	0	0
		HV and EHV work	16 (2 cancelled prior to offer)	537
	Unmetered Connections	Local Authority (LA) work	0	0
Private finance		0	0	

		initiatives (PFI) Work		
		Other work	2 (third party works assessments for transmission connections)	100 (study re-run due to change)

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
	x							
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
	x							
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?	I have not seen any info about WPD's engagement events this year, however I may not be on the mailing list. I am very satisfied with WPD's service so have not felt a need to engage.							
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.	I have not seen the work plan but I am very satisfied with WPD's service so have not felt the need to engage.							
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	As above.							

work plan, please explain why.				
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.	As above.			
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?	As above.			
8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.	very unsatisfied	not satisfied	satisfied	very satisfied
				X with overall service
9. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.	<p>WPD continues to be the benchmark to which all other DNOs should aspire and Ofgem should encourage information sharing and standardisation. Customer service is excellent and timely, information provision throughout the application process is excellent and feedback from online resources and surgeries almost always translates into a connection offer along the same lines.</p> <p>WPD has numerous innovative projects such as ANM and flexible demand which benefit customers and the information provided around them is good.</p> <p>WPD also lead the way by having a full Appendix G process for Statement of Works which is the most efficient.</p> <p>Requests for surgeries and information are always prompt. WPD has the benefit of having a single point of contact for pre-app surgeries, budgets, system planning, offers and then delivery. This enables a mutually beneficial personal relationship to be built and reduces the cumbersome delays experienced by some DNOs who have separate account, commercial and engineering teams.</p> <p>Queue management can be erratic across different engineers.</p>			

	<p>WPD also have the clearest, most comprehensive offer documentation and some of the most competitive pricing.</p> <p>They have unfortunately removed some information from the heat maps which makes it less effective than it was.</p> <p>Ofgem should allow other DNOs to inspect WPD's work and replicate it.</p>
--	--

Section 2: Looking Forward plans 2020/21	
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, feedback is always welcomed.
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>I have not seen them as there are few improvements to make, however some improvements are here:</p> <ul style="list-style-type: none"> - Clearer post acceptance processes for new customers. - Free interactivity re-validations, or a cut price CoE as the work has already been done. - Stop revising up CoE every spring. - Restore full LTDS and loading info to heat maps. - Provide minimum loading on these tools. - Locate all pre-app tools in one place on the website and make the G81 easier to navigate. - Standardise queue management.
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.)?	Have not seen document.
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?	Have not seen document.

