

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?	Centrica Business Solutions			
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.	<p>This response is non-confidential and may be published.</p> <p>Any DNO wishing to discuss our response may contact me at helen.stack@centrica.com.</p>			
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 .	NPG – all areas			
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
	Metered Demand Connections	Low Voltage (LV) Work		
		High Voltage (HV) Work		
		HV and Extra High Voltage (EHV) Work		
		EHV work and above		
	Metered Distributed Generation (DG)	LV work		
		HV and EHV work		
	Unmetered Connections	Local Authority (LA) work		
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
					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?	<p>There seemed to be more engagement events on wider areas rather than connections specific – innovation, DSO, EVs etc. So outside of ICE the figure would be >6.</p> <p>NPG does well at running stakeholder events including roundtables to both inform stakeholders on NPG's policy direction and to capture feedback through breakout sessions.</p>							

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.	<p>Yes – we were not engaged on connections specific issues, but we were involved in other engagement events that probably fed into last year's work plan.</p> <p>Areas where work was done to help meet our needs included:</p> <ul style="list-style-type: none"> • Electric Vehicles roll-out • Statement of Works – via stalled mod CMP 298 & publication of Appendix G data • DSO transition engagement
5. <i>Actions:</i> Do you think the DNO has delivered its work plan? a) How has the DNO done this?	Yes

b) If you do not think the DNO has delivered its 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.	<p>Probably – for an engagement incentive.</p> <p>We would always prefer to see KPIs that demonstrate that real improvements were delivered, rather than just saying that stakeholders were engaged with.</p> <p>NPG met the output measures that it set.</p>			
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?	Probably – most of our engagement with NPG has been through other for a on innovation, DSO and EV uptake.			
8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.	<div>Very unsatisfied</div>	<div>not satisfied</div>	<div>satisfied</div>	<div>very satisfied</div>
9. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.	<p>Our employees report that NPG has an excellent capacity/heat map that is user-friendly. They can enter the details they want to check and know in 30s if it is possible to connect or not.</p> <p>It was easy to get hold of contacts in the NPG connections teams.</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?	Probably – based on the information presented in the Looking Forward report.
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>Yes – NPG has done well to present a comprehensive range of activities, many of which seek to address areas where we would like to see improvements from DNOs e.g.</p> <ul style="list-style-type: none"> • Data on transmission constraints and mod apps – which NPG will add to heat maps • Improved outage information

	<ul style="list-style-type: none"> • Measures to support EV roll-out & electrification of heating • DSO function adoption • Starting to think about the needs of LCT installers (the ENA has made a good start with its EV and HP connection guide, but there is a grey area for other LCT).
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.)?	Possibly – but only because this is an engagement incentive. We would prefer KPIs that tested for delivery of real improvements rather than whether stakeholders had been engaged with. For example the KPI for Action 4.2 is the number of stakeholders engaged with, rather than the delivery of the platform mentioned in the second column.
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?	<p>NPG's ICE Looking Forward criteria does suggest that NPG followed a robust process – however I don't have a record of us being involved in this.</p> <p>We have had involvement in NPG innovation and other stakeholder events. So our view may well have been captured via these other events.</p>

