

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?	Roadnight Taylor Ltd			
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			
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.	UKPN			
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	1	<1MVA
		HV and EHV work	11	Circa 300MVA
	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
								✓
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: a) What did the DNO do? b) How did the DNO do it? c) Did the DNO have a robust engagement strategy?	RT typically attends DNO expert panels, events on specialist topics and then informal engagement on specific issues. UKPN does these well and has a clear, robust and effective strategy.							

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.	Yes. It addresses key areas of policy development that impact LV/HV/EHV generation connections and flexibility.
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 work plan, please explain why.	With regards the areas in which we are most active it has delivered its plan.

<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>	<p>Yes</p> <p>Yes</p>			
<p>Your feedback on the DNOs stakeholder engagement performance</p>				
<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>	<p>Yes</p>			
<p>8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.</p>	<p>very unsatisfied</p>	<p>not satisfied</p>	<p>satisfied</p>	<p>very satisfied</p>
<p>9. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.</p>	<p>UKPN's connections surgery concept, whereby booking is centralised, they are delivered within a set timeframe, and site details are emailed to the UKPN team in advance (so they can carry out an initial study) is very good. In addition, UKPN has one or two very good account managers (Brian Golding is outstanding in his customer engagement and is keen and proactive in helping facilitate viable connections, no matter how challenging) who can deliver very good connections surgeries. That said, those surgeries where the system planner responsible for the corresponding grid group does the homework <u>and</u> participates on the call are typically far more valuable and significantly more likely to lead to a viable application and connection offer (although we recognise that for many, less technically-competent customers there may be little or no value in having a planner on the call). UKPN has been engaging positively in this regard in recent days. The senior connections management team's approach to engagement, in matters such as this, is very positive (with Steve Halsey, and Neil Madgwick in particular, being exemplars in this regard). They are proactive in seeking feedback and extend what amounts to an open invitation to flag every opportunity, at any time, to improve the connections journey. Further, on their receiving feedback, we typically see swift action on their part to make appropriate improvements. They face significant challenges in terms of the availability of their network records (in which they trail all the other DNOs), and whilst there is no comprehensive, quick and low-cost fix, UKPN senior</p>			

	management have recently started engaging on this point in order to identify incremental quick wins that will make it easier for customers to carry out their own, more comprehensive network studies. Whilst the UKPN heat map itself is improving, reflecting some hard work in response to feedback, we hope that network data availability will accelerate to the point that fewer (if any) connections surgeries are required. We recognise that board-level buy-in and some investment will be necessary.
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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
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
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
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?	Yes

