

Western Power Distribution – Looking Back to 2019-20

About you and your work																											
1. What is the name of your company?	BUUK Infrastructure																										
2. 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. So please consider carefully before marking any part of your response confidential.'	This response is not confidential. We have not completed section 4 as this part is commercially sensitive. We feel that this has no bearing on our comments and as this is commercially sensitive, we do not feel it is appropriate to share this data widely.																										
3. 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																										
4. What type of connection do you generally require? For each type of connection, how many connection applications, including total MVA (Mega Volt Ampere) of connections have you made in the past year?	<table border="1"> <thead> <tr> <th>Type of connection</th> <th>Total number of connections</th> <th>Total MVA of connections</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Metered Demand Connections</td> <td>Low Voltage (LV) Work</td> <td></td> </tr> <tr> <td>High Voltage (HV) Work</td> <td></td> </tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td> <td></td> </tr> <tr> <td>EHV work and above</td> <td></td> </tr> <tr> <td rowspan="2">Metered Distributed Generation (DG)</td> <td>LV work</td> <td></td> </tr> <tr> <td>HV and EHV work</td> <td></td> </tr> <tr> <td rowspan="3">Unmetered Connections</td> <td>Local Authority (LA) work</td> <td></td> </tr> <tr> <td>Private finance initiatives (PFI) Work</td> <td></td> </tr> <tr> <td>Other work</td> <td></td> </tr> </tbody> </table>			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	
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Section 1: Looking Back report 2019/20								
<i>We want your views on how well the DNOs have engaged with connections stakeholders over the last regulatory year</i>								
5. 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
6. 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
7. Tell us about how the DNO engaged with you: p) What did the DNO do? q) How did the DNO do it? r) Did the DNO have a robust engagement strategy?	<p>WPD hold open forum sessions with WPD Senior Managers, WPD Policy Managers and CiC Managers. They provide an Agenda with relevant topics and answers to previous sessions. Minutes were also provided to all attendees. These are useful but sometimes it is difficult to get enough engagement with customers. WPD have tried to get more involvement but the area is so vast we wonder if the distances and time involved results in less engagement.</p> <p>A regular mailing list is also sent around to attendees, but we are not sure if this reaches a wider audience.</p>							
The DNO's work plan								
8. Objectives: Have you seen the DNOs work plans and the objectives they outline? k) Does it take into consideration your needs? If so, how? l) If it doesn't please explain why.	<p>Yes, WPD generally take into account the needs of customers. Historically, WPD have been the most customer focused of the DNOs and generally this is still the case. Sometimes, we do see consistency of application across the regions but WPD do work on reducing any issues.</p>							
9. Actions: Do you think the DNO has delivered its work plan? k) How has the DNO done this?	<p>Yes, from a BUUK perspective WPD have delivered on everything discussed in their workplan. The documents they circulate show their performance and this is generally positive.</p>							

l) If you do not think the DNO has delivered its work plan, please explain why.				
10. Outputs: Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Did the DNO meet these outputs? Please explain why.	Similar to the other DNOs, these are targets that are not stretching. We believe this is a reaction to the Ofgem fines that were threatened on all DNOs. It would also be good to have a summary table of their outputs in the future.			
Your feedback on the DNOs stakeholder engagement performance				
11. 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?	We do think the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders. This can be seen from their ICE plan which demonstrates the customer groups they have worked with			
12. How satisfied are you with the DNO's overall engagement performance?	very unsatisfied	not satisfied	satisfied	very satisfied
			x	
13. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.	Improvements have been made around the areas of concern we raised last year. We are still waiting to see their new policy in capacity management, and we are keen to work with WPD on this process.			

Western Power Distribution – Forward Looking to 2020-21

Section 2: Looking Forward plans 2020/21	
We want your views on what the DNO aims to achieve in the coming year	
1. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	We are satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate.
2. 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?	We agree that WPD now has a comprehensive work plan of activities which covers all of the areas we have discussed with them.
3. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (e.g. key performance indicators, targets, etc.)?	<p>Many of the outputs seem a little vague or involve the publication of generic documentation. This is not a specific issue to this DNO and is a criticism that we would level against all the ICE plans. This highlights the concern we have with the current ICE which would benefit from a fundamental reform.</p> <p>If improvements are identified through the ICE period, there is not a mechanism for the DNO to amend their ICE plan. Equally, if tasks are identified that cannot be completed in a 12 month ICE period then these are not recorded as the DNO knows they are unable to achieve them in a 12-month timescale but knows this will happen over 24 months. As this is beneficial to the customer, it should be being recorded and the ICE process should accommodate this.</p>
4. Would you agree that the DNO's proposed strategy, activities and outputs have been informed and endorsed by a broad and	We have been engaged with the development of their ICE strategy via their engagement days, but we have experienced that there was not a great deal of other customers present at these.
inclusive range of connection stakeholders? If not, has the DNO provided robust evidence that it has pursued this engagement?	<p>Maybe a different form of engagement, co-ordinated across all DNO, with fewer meetings with multiple DNO at the same location at the same time would be a better approach to engaging customers.</p> <p>It would also be useful for the DNO to meet bilaterally with more customers as we find this particularly useful. Perhaps offering to meet at their premises rather than asking for customers to come to them would encourage this.</p>

