



Incentive on Connections Engagement (ICE)

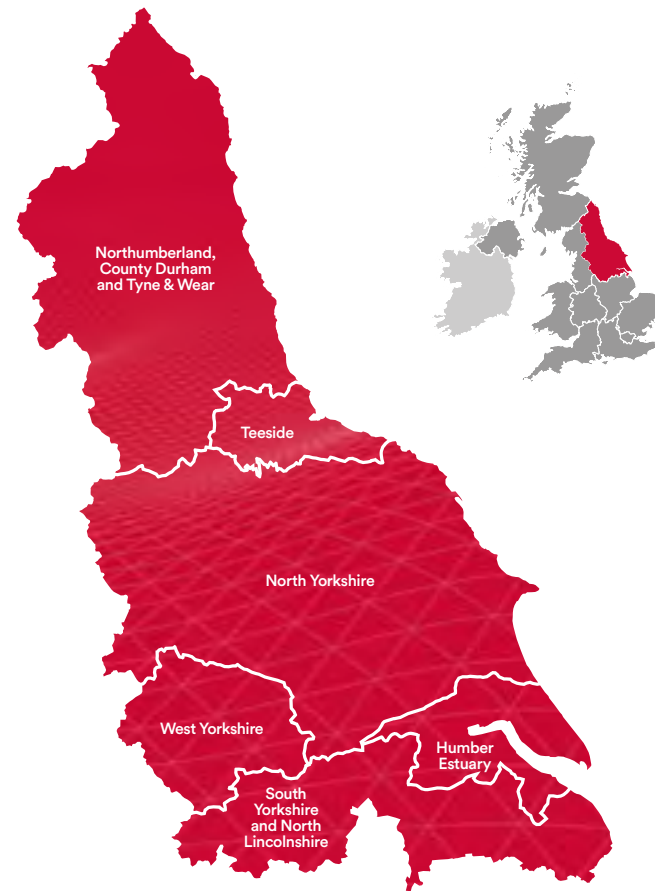
2019/20 Mid-year Update

What we do

At Northern Powergrid we deliver power to more than 8 million people across the North East, Yorkshire and northern Lincolnshire and we are proud of the role we play in powering the lives of the customers and communities we serve.

Our network of more 96,000km of overhead line and underground cable spans from the Scottish borders to northern Lincolnshire and from the North Sea coast across the Yorkshire Dales.

We connect people to the powergrid and, if your power is ever interrupted, we will be there to fix it, 24 hours a day, 365 days a year.



Foreword



As our region's electricity network operator, one of the most important jobs we do is connecting people to the Powergrid. Every new connection we deliver contributes to the economic growth and development of our region by enabling new homes to be built and occupied, new businesses to start trading, new forms of generation to produce power and providers to offer new services to support the energy system.

However, as the ways in which our customers choose to generate, distribute and consume energy are changing, we too must adapt to meet their evolving needs and it is only through listening to the views of our stakeholders that we can ensure we are responding appropriately.

Effective engagement is central to the successful delivery of our Incentive on Connections Engagement (ICE) process. Together, with our connections stakeholders, we have built a robust process for engagement and interaction that delivers real results and I am confident that all the actions we have delivered through ICE have improved our customers experience and the levels of service they receive.

I am encouraged by the response we received during this year's ICE consultation but acknowledge that we still have work to do. Your feedback drives us to continuously improve and deliver a consistently high level of service for our customers.

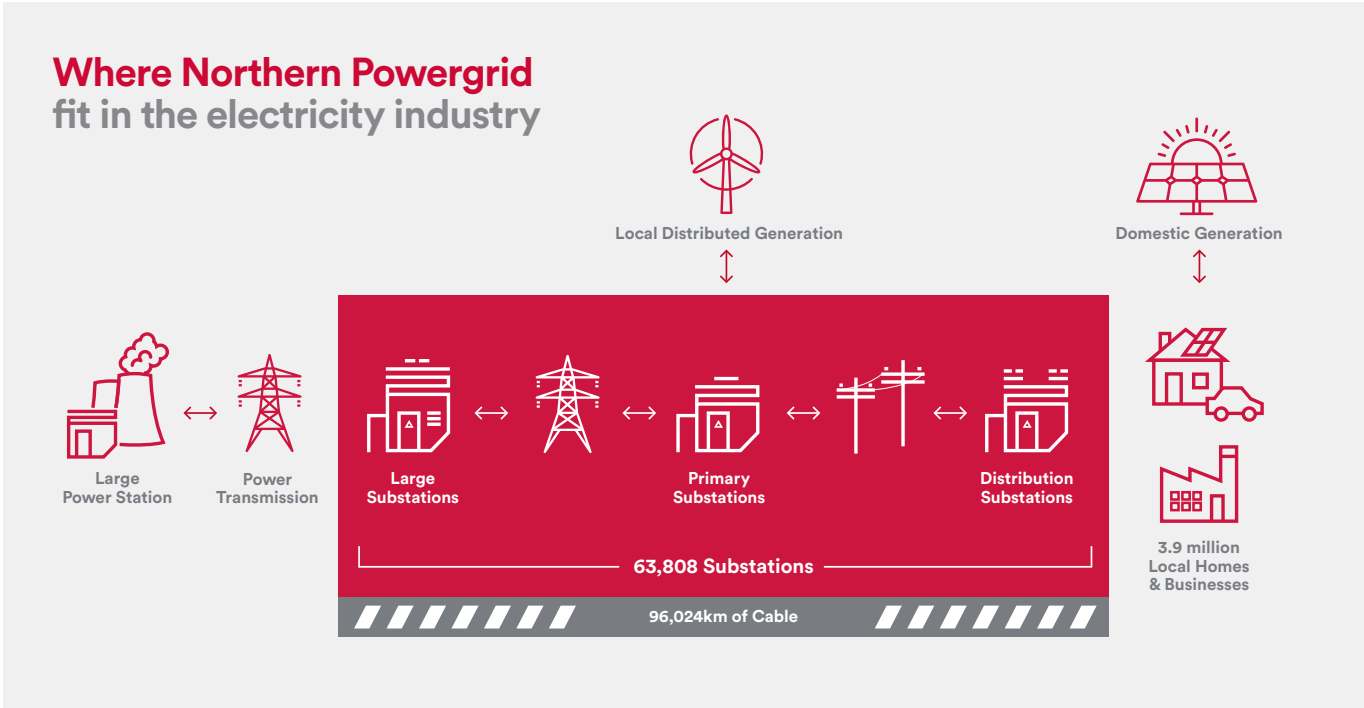
I am pleased to report that we remain on track to deliver all the actions in our 2019/20 ICE plan and will be adding a further action, to engage with customers with poor power factor and with a view to helping them to reduce losses and ultimately their energy bills. Our team is working hard to deliver all our actions by the targets we have set, but as ever our commitment is to deliver all of our actions in the remainder of this ICE plan year.

Decarbonisation of transport and growth in electric vehicles (EVs) remains at the forefront of our minds and that of our stakeholders. As a result, much of our engagement activity over the past few months has focused on this topic. We have delivered webinars, hosted forums and met with stakeholders to explain the steps we are taking to support the electrification of transport in our region. Our experts continue to support our customers to deliver new and increasingly innovative charging solutions and we are developing guidance to make the process of applying for different types of EV connection as straight forward as possible.

We have been working hard to identify customers who procure connections through a third party, to ensure they know how to contact us should they need us and we have met with the agents and contractors who work on their behalf, to identify any emerging trends and potential challenges before they impact on our respective critical paths. We are also developing new tools that will help our customers to complete their own upfront assessments and in most cases, avoid the need to apply for a budget estimate from us.

Our commitment to operational excellence means that we are always looking at how we can do things better, at least cost to our customers. I would like to thank all our connections stakeholders and customers who continue to contribute to ICE. Your feedback holds us to account, helps us to better understand your needs and ultimately, helps us to improve the service we provide.

Patrick Erwin
Patrick Erwin
POLICY AND MARKETS DIRECTOR



Engagement update

We work hard to understand the needs of our connections stakeholders and customers and to continually improve the service we provide. We want to give all of our stakeholders the opportunity to give us feedback and so we have been focusing on being more proactive in our engagement efforts and extending our reach whilst honing in on the topics our stakeholders really want to talk to us about.

Workshops and events

Our Connections Customer Forums continue to be well supported and are the source of the majority of the feedback we receive. These events attract a broad range of connections stakeholders and customers and cover a wide range of topics. They are an opportunity for our customers to meet our team and tell us what more we can do to help them get connected. Our ICP Seminars do a similar job, providing Independent Connections Providers (ICPs) and Independent Distribution Network Operators (IDNOs) who are active in our region, with an opportunity to engage with us, provide feedback and be updated on the latest developments.

New ways to engage

Last year we established our DG owner operator forum and we are pleased by the support we have received from the generation community and steadily growing membership of this group. It is an opportunity for generators and developers to engage with our operational experts and obtain information on network outages that will help them plan more strategically. At our next meeting in November we will be discussing constraints, flexibility and the Statement of Works process and we would encourage all stakeholders with an interest in these topics to take part in these forums.

More information can be found at northernpowergrid.com/dg-owner-operator-forum

Our first targeted local government event was also well received. These forums are intended to be a springboard for closer and on-going engagement. They will help us to better understand the priorities of these stakeholders and how best we can support them in achieving their targets. Stakeholders have had opportunities to shape the agenda for these meetings and our first event in October

was themed around the electrification of transport, with a special focus on new EV connections.

Webinars

We understand that not all of our customers can take time away from their businesses to attend meetings or take part in our engagement forums and so we have been delivering more webinar based engagement. We are also looking at how we can deliver virtual surgeries for customers who find it difficult to travel to our offices.

Recordings of all our webinars can be found on our YouTube channel for anyone interested to revisit and watch. Stakeholder feedback and the numbers of stakeholders registering to take part have been extremely positive and so we are now looking at how we can incorporate more webinar based engagement into our strategy for 2020.

Get connected

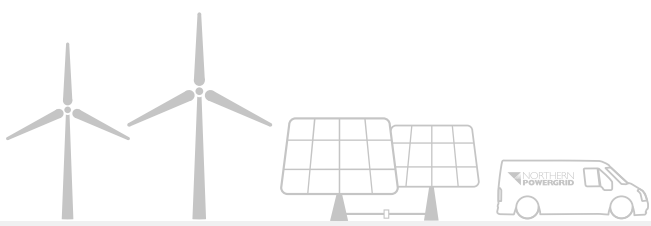
We want to make it as easy as possible for connections stakeholders to engage with us, whatever the level of interaction and service they require.

We have published contact details for our Design Team Managers, Commercial Engineers and dedicated Competition in Connections (CiC) team online and encourage our customers to pick up the phone to them to discuss any current or planned projects. We will shortly be publishing a guide that contains the contact details for all our connections team and will be distributing these at our engagement events and online.

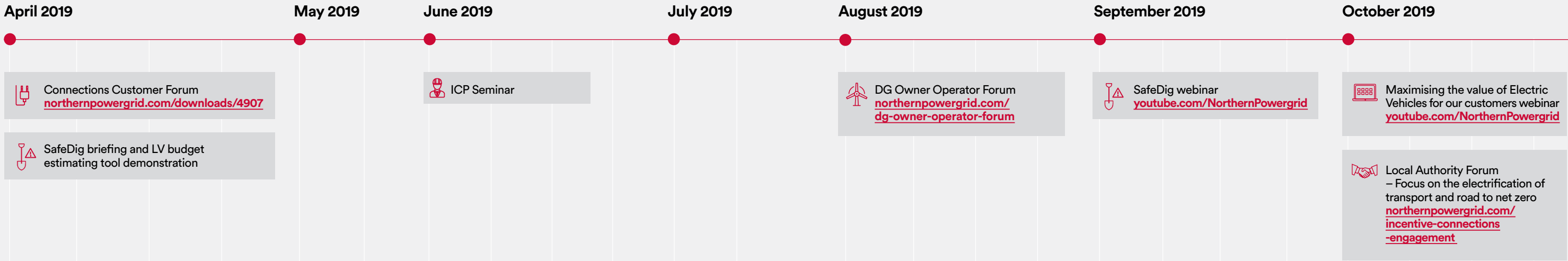
In response to stakeholder feedback, we have taken steps to increase our online presence and now promote all our engagement events and webinars on social media.



Stakeholders who register at northernpowergrid.com/get-connected will receive regular email updates from us, as well as industry news and priority invites to our connections events.



Engagement activities we have delivered



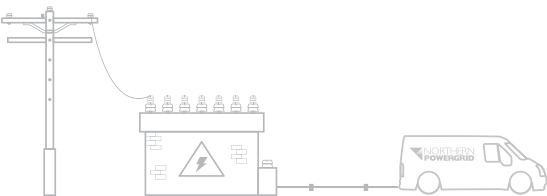
How your feedback shapes our plans

Stakeholder feedback has always been the foundation on which we build our service improvement plans. Together with our stakeholders and customers, we have built a robust process for connections engagement and interaction that drives change and delivers meaningful results.

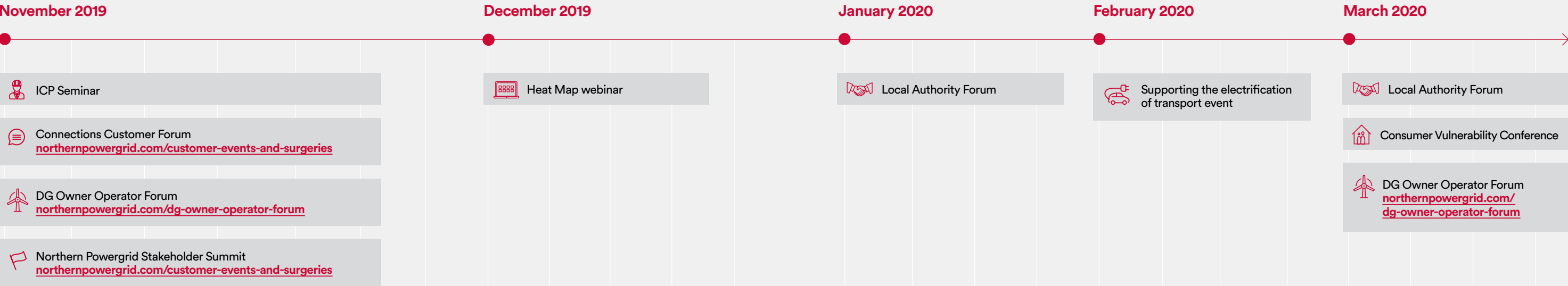
In April, we surveyed more than 300 connections customers as part of our broad and inclusive consultation on our proposed 2019/20 ICE work plan. When considering whether to add additional actions to our plan at the mid-year point, we looked again at the results of this survey, paying particular attention to the customers who responded to the question ‘is there anything missing from Northern Powergrid’s plan you would like to see added?’.

Although the feedback we received did not generate any additional actions for this years’ ICE plan, we appreciate the time our connections customers devote to completing this annual survey and want to reassure them that their comments are acknowledged and acted upon.

We employ a robust process when forming our ICE work plans. We gather feedback from a range of different sources and every stakeholder or customer comment we receive is recorded and then acted upon, whether that requires contact from our team, a small change to our business-as-usual processes or more significant service improvement delivered through ICE. In the past six months, we have collected a significant number of stakeholder comments. This feedback is being used to inform our thinking and future iterations of our ICE plans.



Engagement activities still to come



Actions update

Our team has been working hard over the past six months to deliver the commitments we made in our 2019/20 ICE work plan. This section gives an update on each of those actions and the one new action we are adding at the mid-year point.

ACTION

1.1

New EV connections

The growth in electric vehicles, and development of charging infrastructure capable of supporting the transition to a fully decarbonised transport system by 2050, is dominating our thinking and that of our stakeholders.

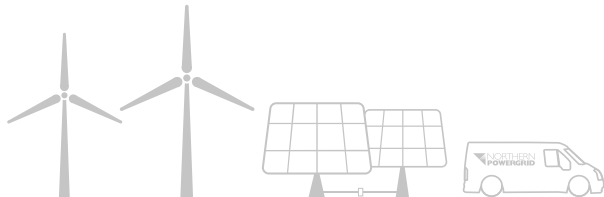
We have seen a significant increase in the number of connections applications we are receiving for new and innovative types of EV installations and our team is working hard to support our customers, help them to understand the technical parameters and identify locations sites for new EV connections.

Recognising that there is not a 'one size fits all approach' to new EV connections, we are looking at how we can improve our online application process and make it easier to apply for different types of EV charging installations. In the meantime, we are making good progress with the commitment we made to review the EV information we currently make available online and make improvements as necessary.

We are also developing a new EV guide which will contain practical advice and useful tips for customers looking to install EV chargers at home, in public and on streets and motorways. Importantly, we want our connections customers and stakeholders to help us shape the content of this guide and so we will be seeking their views on what we have produced at our Connections Customer Forum in November.

MUMICP

ON TRACK



Quick glance summary

Ref	Commitment	Status
1.1	We will develop and publish a new EV connections guide. We will also review the EV information that is currently available on our website and make updates and improvements as required.	ON TRACK
1.2	We will inform stakeholders about the launch of our new SafeDig webpage and provide briefings and training for users.	COMPLETE
1.3	We will produce a new guide for customers with the contact details for our connections team.	ON TRACK
1.4	We will deliver training on our network availability heat maps for users.	ON TRACK
1.5	We will identify customers with poor power factor and provide advice on how they can reduce their losses and in turn their electricity costs.	ON TRACK
2.1	We will develop and deploy a new self-serve LV budget estimating tool.	ON TRACK
3.1	We will engage with stakeholders who use a contractor to procure multiple connections and seek feedback from those stakeholders on our service.	COMPLETE

Ref	Commitment	Status
3.2	We will engage with stakeholders to understand what we could do to improve their connections surgery experience.	ON TRACK
3.3	We will deliver a series of connections forums aimed at Local Authorities where they can come together to discuss emerging connections issues and access specialist advice.	ON TRACK
4.1	We will engage with stakeholders to inform them about the steps that are being taken to facilitate the roll-out of EVs in our region.	ON TRACK
4.2	We will provide updates on developments in the Statement of Works process and progress of the Appendix G trials.	ON TRACK
5.1	We will develop a new process that will allow accredited ICPs to undertake street lighting overhead pole transfers as contestable works.	ON TRACK
6.1	We will continue to engage with stakeholders as we transition to a DSO.	ON TRACK



ACTION

1.2

SafeDig

To ensure the safety of anyone completing work that requires them to dig near our underground assets we provide detailed information on where our cables are located.

Previously, they had to request this information from us by email before starting work. Earlier this year, we introduced a new self-serve system that makes the process of obtaining network information quicker and more efficient.

Our new SafeDig system brings together our two legacy processes for the North East and Yorkshire into a single automated and easy-to-use system that is compatible with all modern web browsers. It allows users to select the area of our network they are interested in and then download the asset data, usually within minutes.

Since SafeDig went live in April 2019, we have contacted all users of the previous system to invite them to start using the new service. We held a workshop at our Connections Customer Forum in April and briefed ICPs attending our ICP Seminar in June. We have also delivered bespoke training sessions for major users including utility providers and their contractors.

We held a webinar in September 2019 and more than 130 stakeholders registered to take part. Participants were a 50/50 split of new and experienced SafeDig users and so we walked them through the registration process and explained how to select different areas of our network and download the data. We asked them to tell us about their experience of using the new system and sign posted available help and routes into our business for any issues they were experiencing. We held a live Q&A and asked those taking part whether the session had improved their understanding of how to use SafeDig and its benefits; 90% of those who responded agreed that it had.

Although the activities we have delivered meet the targets we set ourselves for this action, we will continue to engage with stakeholders and to promote SafeDig. We will be demonstrating the system at our Connections Customer Forum in November and at engagement events throughout the year.

M DG UM ICP

COMPLETE ✓



📄 A recording of our SafeDig webinar is available on our YouTube channel at [youtube.com/NorthernPowergrid](https://www.youtube.com/NorthernPowergrid)

📄 Anyone wishing to register and start using SafeDig can do so at [northernpowergrid.com/services-directory/safedig](https://www.northernpowergrid.com/services-directory/safedig)

ACTION

1.3

Connections customer guide

We know it is important for our customers to feel that they can pick up the telephone and talk to our engineers about their connection and that is why one of the commitments we made in our 2018/19 ICE plan was to publish the contact details of our team on our website.

This year, we are building on that commitment by producing a new guide for customers with the contact details for all our Design Team Managers, Commercial Engineers and dedicated CiC team. It will contain information on our reporting structures and routes for escalation and an overview of the new regional structure we have put in place this year to better serve the local needs of our customers.

This action makes our connections experts even more accessible and underlines our commitment to continuous improvement and customer service.

M DG UM ICP

ON TRACK ✓

ACTION

1.4

Heat map training

Our network availability heat maps form part of a suite of online tools that we make available to help our customers to develop their own upfront assessments and feasibility studies. In many cases these are the same tools used by our design engineers.

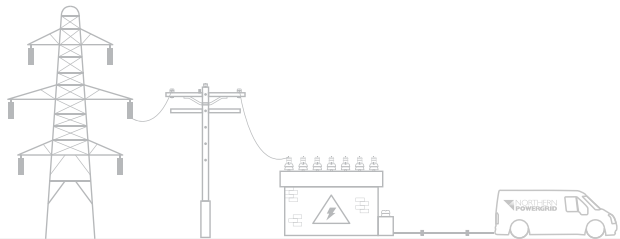
We were the first DNO to launch an interactive heat map and make this level of detailed network and planning information available to customers. Our heat maps help our customers to understand where there is high, medium and low capacity to connect to our network and this is illustrated through a red, amber and green traffic light system. The data is refreshed every month to ensure users have the accurate and up-to-date information.

We are making changes to our heat maps to improve the accuracy of the information available and users' experience. We are developing a 'how to' guide and in line with our ICE commitment, will deliver a webinar in December this year so that users can be better informed about how to use our heat maps and the network information that is available to them.

📄 To register for our heat map webinar email yourpowergrid@northernpowergrid.com

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ON TRACK ✓



NEW

ACTION

1.5

Engaging with customers with poor power factor

We have been taking steps to minimise losses on the network by investing in new technology, installing more efficient assets and operating the network more efficiently. The actions we are already taking in respect of our own business and network should help to minimise losses, reduce our carbon footprint and lower our customers' energy bills.

We think it is important however, to also work with customers to minimise losses. Customers with poor power factor can materially impact losses on the network. We intend to identify them and then engage with them, with a view to helping them improve their power factor. By reducing their losses customers can expect to see reductions in their energy bills and also their carbon emissions.

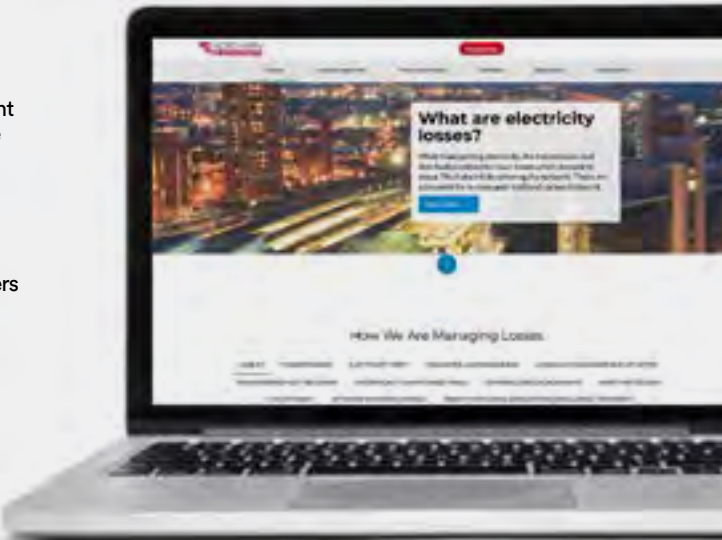
We will be holding briefings at our Connections Customer Forum in November and at other engagement events throughout the year. We will also be producing a simple guide for customers.

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For more information on how we are managing losses visit northernpowergrid.com/losses





ACTION

2.1

LV budget estimating tool

Many of our customers will want to complete their own upfront assessments and so we have made available a suite of online tools to help them to assess the cost, likely timescales and viability of their proposed project before approaching us for a new connection. In most cases, these are the same tools used by our design engineers.

We are taking this further, however, by developing a new Low Voltage (LV) budget estimating tool that will enable our customers to create their own budget estimates and guide them towards the most cost-effective and viable connection option; potentially within minutes.

We have been engaging with interested stakeholders whilst developing this new tool, in particular with Local Authorities, who have told us they will use this tool to identify sites for new EV charging installations.

Our aim is still to launch our new tool in this ICE plan year and we have been engaging with our stakeholders throughout the course of the year, with briefings held at our Connections Customer Forums in and ICP seminars. The new tool will also be demonstrated at the Low Carbon Networks and Innovation Conference (LCNI) in October and at our Stakeholder Summit in November.

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ACTION

3.1

Customers who procure connections through a third party

This year we have been thinking about how best to engage with customers who interact with us through a third party.

We want to ensure that whether they use an agent or contractor to procure connections or make their own applications, all of our customers can have a say in how we deliver new connections, both now and in the future.

We have been working hard to identify customers who employ a third party to procure multiple connections on their behalf. We want to ensure that they know how to engage with us should they ever need us.

We identified end customers and wrote to them with an invite to give feedback on our connections service. We have also been talking to the contractors who work on their behalf to identify emerging trends and any potential challenges before they impact on either of our critical paths.

To make this process more straightforward in future, we are updating our connections application forms to include a section for the agent to complete and tell us about the client they are working for.

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COMPLETE

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ACTION

3.2

Connections surgeries

Our monthly connections surgeries give customers and ICPs an opportunity to sit down with our engineers and discuss any current or planned projects. We were the first DNO to introduce the concept back in 2011 and they continue to be well utilised, with our team delivering a total of 72 surgery sessions last year.

Our surgeries are bookable via our website¹ and take place at our offices in the Northeast and Yorkshire. However, we have been looking at how we can refresh the format and improve the experience of those customers booking a surgery.

Feedback is key to improving this service and so we have identified all customers and ICPs who attended a surgery session in 2018 and will be contacting them to invite feedback on their experience. After some customers responding to our ICE survey told us they were not aware that we provided this service, we have been thinking about how we can better promote our surgeries and improve our online booking process.

We understand that not all of customers or ICPs who attend our surgeries will find it easy to travel to our offices and so we are trialling virtual surgeries delivered by WebEx. We will also be introducing a new process to survey the satisfaction of those attending our surgeries that will help us identify any opportunities for continuous improvement.

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ACTION

3.3

Local government forums

We want to ensure that we understand the priorities of local authorities and local government stakeholders in our region and how best we can support them in meeting their targets.

We received feedback from local government stakeholders that they would appreciate a more targeted forum where they could come together to explore emerging energy challenges, any common approaches and access specialist advice and support.

We said we would host a series of events aimed at local government stakeholders. We surveyed these stakeholders before making the commitment to ensure this would be a worthwhile engagement for them and afterwards to give them opportunities to shape the content and delivery of the sessions.

Our first forum took place in October and focused on decarbonisation of transport and the road to net zero, with a special focus on new EV connections. It was well supported with representation from many of the local authorities in our region.

These forums are intended to be a springboard for on-going and closer engagement and we look forward to delivering further sessions in 2020 which will hone in on key issues and challenges these stakeholders are facing.

M DG UM ICP

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¹ northernpowergrid.com/customer-events-and-surgeries



ACTION

4.1

Supporting the electrification of transport

We are committed to supporting the electrification of transport in a way that minimises the need for new network infrastructure and reinforcement and delivers maximum value for our customers.

Our £83m smart grid enablers programme is preparing our network for rapid growth in electric vehicles and we have set out the actions we are taking in our 'Maximising the value of electric vehicles for our customers' report published earlier this year. But, with climate emergencies being declared by many Local Authorities and a trend towards new and innovative charging solutions, we have a responsibility to engage with interested stakeholders about the steps we are taking to support the electrification of transport in our region and ensure our network is fit for the future. To do this, we said we would host a minimum of two dedicated engagement events in this ICE plan year, the first of which was a webinar held in October. Over 150 stakeholders registered to attend.

During the webinar we discussed our role in the low-carbon transition, current EV uptake and future projections. We talked about the partnerships and new commercial and technical solutions we are developing and how we can support our stakeholders in achieving their targets. We held a live Q&A and then asked participants whether the webinar improved their understanding of what Northern Powergrid was doing to support the electrification of transport; 77% of those who responded agreed it had and 14% were neutral.

Our second dedicated engagement will be a stakeholder event in February 2020. Decarbonisation of transport will also be on the agenda at our annual Stakeholder Summit where the theme is 'Creating a sustainable energy future for the North'.



ON TRACK



- A recording of our webinar is available on our YouTube channel at youtube.com/NorthernPowergrid
- You can read our 'Maximising the value of electric vehicles for our customers' report at northernpowergrid.com/asset/0/document/5043.pdf



ACTION

4.2

Updates on Statement of Works and Appendix G

We play an active role in the national working group tasked with transforming the Statement of Works process that identifies constraints on National Grid's transmission network and any associated liabilities or requirements for customers connecting to regional distribution networks.

Trials are underway at a national level to understand how DNOs can provide more accurate and timely information for customers affected by transmission issues. Our customers told us that they want us to keep them informed about the progress of these trials and any transmission issues or grid works that could affect them when securing a new connection to our network. We said we would do this by providing updates at our Connections Customer Forums and other relevant engagement events.

We have been engaging with interested stakeholders and will be holding briefings at our Connections Customer Forum and DG owner operator forum in November, ensuring we meet our commitment to keep our customers informed.

We have been challenged by a small number of affected customers to do more. They have identified actions, specifically, publishing Appendix G summary tables, adding transmission constraints to our heat maps and publishing details of Mod Apps received from National Grid that they would like us to consider. Although not achievable in the remainder of this ICE plan year, we are considering these requests for next year's plan and will be working with the stakeholders to agree the specific actions and timescales for delivery.

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ACTION

5.1

Extending the scope of contestable works

We are not the only company who can provide a new connection to our network. Our customers are free to compare our prices and levels of service with Independent Connections Providers (ICPs) who can also deliver some, or all, of the work.

The work that ICPs can undertake is known as 'contestable' and we are committed to maintaining and continuously developing an environment in which they can compete freely to undertake this work.

We actively promote fair and open competition in connections to ensure that our customers have a choice in who delivers their new connection. Our dedicated Competition in Connections (CiC) team works closely with ICPs and IDNOs that are active in our region to minimise the input services we are required to provide and extend the scope of the contestable work they can offer to their clients.

In line with that commitment, we have trialled a new end-to-end process that will allow suitably accredited ICPs to undertake overhead street lighting transfers as contestable works. This action opens up a significant new market for ICPs and extends the scope of the contestable works that they can offer to their unmetered clients.

Building on the lessons learned from the trial, we aim to roll out the new process by the end of this year, in line with our ICE commitment and will be briefing ICPs attending our ICP Seminar in November on our progress.

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ACTION

6.1

Our transition to a DSO

As we continue to transition towards becoming our regions' distribution system operator (DSO) it is important that we do so in an open and transparent way.

Our responsibilities as a DSO will extend far beyond the traditional role of a DNO.

As a DSO we will be responsible for the integrity of the energy system and the operation of local energy markets. We will be exploring ways to balance demand and generation and offering our customers new solutions including the ability to flex when and how they use or generate electricity. Clearly, our connections customers will have an important role to play in our transition and that is why we have been working hard to ensure they have opportunities to help shape our vision and comment on our plans.

DSO will therefore be on the agenda at our Connections Customer Forum in November and we will be discussing flexibility and the services customers can offer us at our DG owner operator forum in November. DSO is a key theme of our 2019 Stakeholder Summit and will also be on the agenda at our Consumer Vulnerability Conference next year.

We published our DSO V1.1 development plan in October this year. This document sets out our sets out our thinking and addresses stakeholder feedback received following the release of the last iteration of our plan².

Importantly, we are continuing to work hard to make sure our connections stakeholders and customers are kept informed and are aware of the opportunities DSO will bring, including the provision of flexibility services.

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² DSO V1.0 – Emerging thinking and next steps

Incentive on Connection Engagement (ICE)

2019/20 MID-YEAR UPDATE

ACTION	THE OUTCOME	PERFORMANCE METRICS	MEASURES OF IMPACT/SUCCESS	VOLTAGE	STATUS	APPLICABLE TO				Q2 2019			Q3 2019			Q4 2019			Q1 2020			MORE INFO
										Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
1.1	We will develop and publish a new Electric Vehicle (EV) connections guide. We will also review the EV information that is currently available on our website and make updates and improvements if required.	Stakeholders will have a useful guide on how to apply for different types of EV connections and access to better online information.	<ul style="list-style-type: none">Engage with stakeholders to understand their requirements.Develop and publish a new EV connections guide.Review the information available on our website and make improvements if required.Add an EV connections FAQ section to our website	LV	ON TRACK	M	UM		ICP	◇												PAGE 8
1.2	We will inform stakeholders about the launch of our new SafeDig webpage and provide briefings and training for users.	Stakeholders will be better informed about our new SafeDig system and its benefits and have access to an automated and more user-friendly system	<ul style="list-style-type: none">Issue a communication to SafeDig users regarding the launch of the new webpage.Hold briefings on our new SafeDig system at our Connections Customer Forums and ICP Seminars.Hold a 'how to' training session on the new SafeDig system.	ALL	COMPLETE	M	UM	DG	ICP	◇												PAGE 10
1.3	We will produce a new guide for customers with contact details for our connections team.	Customers will have access to a useful guide that tells them who to contact about new connections.	<ul style="list-style-type: none">Develop and publish guide.	ALL	ON TRACK	M	UM	DG	ICP	◇												PAGE 11
1.4	We will deliver training on our network availability heat maps for users.	Stakeholders will be better informed about how to use our heat maps and the network information available. They will also have opportunities to provide feedback to help inform any future developments.	<ul style="list-style-type: none">Deliver a heat map training webinar.Create a 'how to' guide for heat map users.	EHV HV	ON TRACK	M		DG														PAGE 11
NEW 1.5	We will engage customers with poor power factor and offer advice on how they can reduce their losses and in turn their electricity costs.	Stakeholders will be better informed about losses and how to reduce their electricity consumption and therefore costs.	<ul style="list-style-type: none">Identify customers with poor power factor.Briefings held at our engagement events in Q4 2019.Develop and publish an information guide.	EHV HV	ON TRACK	M																PAGE 12
2.1	We will develop and deploy a new Low Voltage (LV) self-serve budget estimating tool.	Users will have access to a new automated tool that will allow them to self-serve and generate their own LV budget estimates.	<ul style="list-style-type: none">New tool developed and deployed.	LV	ON TRACK	M	UM	DG	ICP	◇												PAGE 12
3.1	We will engage with stakeholders who use a contractor to procure multiple connections and seek feedback from those stakeholders on our service.	Customers who use a contractor to procure multiple connections on their behalf will have the opportunity to give feedback and help shape our service improvement plans.	<ul style="list-style-type: none">Identify customers who use a third party to procure their connections.Contact identified customers to seek feedback on our service.	ALL	COMPLETE	M	UM	DG		◇												PAGE 13
3.2	We will engage with stakeholders to understand what we could do to improve their connections surgery experience.	Stakeholders will have the opportunity to give feedback and help shape our proposition.	<ul style="list-style-type: none">Engage with stakeholders to seek their feedback.Review how we promote and deliver our connections surgeries and make improvements if necessary.Trial 'virtual' surgeries for customers who find it difficult to attend our offices.Introduce a new process to survey satisfaction of stakeholders attending our surgeries.	ALL	ON TRACK	M	UM	DG	ICP	◇												PAGE 13
3.3	We will deliver a series of connections forums aimed at Local Authorities where they can come together to discuss emerging connections issues and access specialist advice.	Local Authorities will have a forum where they can explore common approaches to emerging connections topics. They will have a better understanding of how to engage with us and have access to specialist advice and support.	<ul style="list-style-type: none">Three Local Authority forums delivered in the 2019/20 ICE plan year.	LV	ON TRACK	M	UM	DG	ICP	◇												PAGE 14
4.1	We will engage with stakeholders to inform them about the steps that are being taken to facilitate the roll-out of Electric Vehicles (EVs) in our region.	Stakeholders will have a greater understanding of what we are doing to prepare for the expected growth in EVs. They will have a platform to explore the challenges and opportunities ahead and the actions we are taking to accommodate the electrification of transport.	<ul style="list-style-type: none">Two dedicated engagement sessions delivered in the 2019/20 ICE plan year.	ALL	ON TRACK	M	UM	DG	ICP	◇												PAGE 15
4.2	We will provide updates on developments in the Statement of Works process and progress of the Appendix G trials.	Stakeholders will be better informed about how we manage new connections that are affected by the Transmission network.	<ul style="list-style-type: none">Briefings held at our Connections Customer Forums and ICP Seminars.	EHV HV	ON TRACK	M		DG		◇												PAGE 16
5.1	We will develop a new process that will allow accredited ICPs to undertake street lighting overhead pole transfers as contestable works.	The new process will allow accredited ICPs to undertake this work, extending the scope of the work they can offer to unmetered clients.	<ul style="list-style-type: none">New process developed and implemented.	LV	ON TRACK		UM		ICP	◇												PAGE 16
6.1	We will continue to engage with stakeholders as we transition to a Distribution System Operator (DSO).	Stakeholders will be involved as we transition to a DSO. They will be able to inform our strategy and approach and be kept informed about opportunities arising, including the provision of flexibility services.	<ul style="list-style-type: none">Two dedicated engagement sessions held in the 2019/20 ICE plan year.Stakeholders will have opportunities to provide feedback and help shape our DSO transition plans.	ALL	ON TRACK	M	UM	DG	ICP	◇												PAGE 17

KEY:

- M

METERED DEMAND CUSTOMERS
- UM

UNMETERED CUSTOMERS
- DG

DISTRIBUTED GENERATION CUSTOMERS
- ICP

INDEPENDENT CONNECTIONS PROVIDERS
- ◇

ACTION STARTS
-

OUR FORECAST TIMESCALE FOR COMPLETION
- ◇

FORECAST COMPLETION DATE
- ◆

ACTUAL COMPLETION DATE

Contact us about our plans



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