

Incentive on Connection Engagement (ICE)

2022/23 LOOKING FORWARD WORK PLAN



ACTION	THE OUTCOME	PERFORMANCE MEASURES	MEASURES OF IMPACT/SUCCESS	VOLTAGE	STATUS	APPLICABLE TO	Q2 2022			Q3 2022			Q4 2022			Q1 2023		
							Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1.1 We will publish details of any known constraints on the transmission and distribution networks on our network availability heat maps.	Stakeholders will have better visibility and be able to make more informed choices about how, where and when to connect.	<ul style="list-style-type: none"> Information published and reviewed on a quarterly basis. 	<ul style="list-style-type: none"> Number of webpage visits. Stakeholder feedback. 	EHV HV	ON TRACK	M DG												
1.2 We will formalise a process whereby stakeholders can request network data and information.	Stakeholders will receive a more timely and efficient response to requests for data to help them perform their own upfront assessments.	<ul style="list-style-type: none"> Engage with stakeholders to understand their experience and expectations. New process developed and published. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Number of data requests responded to. Stakeholder feedback. 	ALL	ON TRACK	M UM DG ICP CE												
1.3 We will publish information on different network data sources and platforms we make available, including how to access them.	Stakeholders will know what data is available, in what format and how to access it. Where appropriate, we will also state the frequency with which the data is updated so that stakeholders can be confident the information provided is accurate and up to date.	<ul style="list-style-type: none"> New webpage developed and published. 	<ul style="list-style-type: none"> Number of webpage visits. 	ALL	ON TRACK	M UM DG ICP CE												
1.4 We will update our guidance for stakeholders seeking EV connections.	Stakeholders seeking connections for EV charging infrastructure will be better informed about our rules and processes, and in particular the circumstances by which they can 'connect and notify' and when to make an application that could incur a connection offer expense.	<ul style="list-style-type: none"> Guidance updated and published. Webpage updated. 	<ul style="list-style-type: none"> Number of downloads. Number of webpage visits. Stakeholder feedback. 	HV LV	ON TRACK	M UM ICP CE												
2.1 We will review our current process and make improvements as necessary, to ensure any stakeholders with proposed or existing connections affected by known constraints on the transmission and distribution networks will receive better and more timely communication.	Stakeholders will be better informed about the likely impact on their project's timescales and cost and be able to engage with us on this important issue.	<ul style="list-style-type: none"> Engage with stakeholders to understand their expectations and requirements. Review our processes and make necessary changes. Commit to a minimum timescale for our interaction with NGESO. 	<ul style="list-style-type: none"> Process reviewed, changes implemented and minimum timescale for interaction with NGESO communicated to stakeholders. 	EHV	ON TRACK	M DG												
3.1 We will work with stakeholders to develop and agree our connections engagement strategy to ensure it meets their needs.	Stakeholders will have the opportunity to inform and shape our future engagement strategy.	<ul style="list-style-type: none"> Engage with stakeholders to understand their expectations and requirements. Review our current strategy, learning from best practice and successful initiatives and activities. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Strategy developed and communicated. Stakeholder feedback. 	ALL	ON TRACK	M UM DG ICP CE												
3.2 We will review and formalise our pre-application support and advice proposition.	Stakeholders will receive better upfront advice and support and can explore their options before making an application.	<ul style="list-style-type: none"> Engage with stakeholders to understand their expectation and requirements Review and develop our proposition, learning from best practice 	<ul style="list-style-type: none"> Number of stakeholders engaged. Proposition reviewed and communicated. Stakeholder feedback. 	ALL	ON TRACK	M UM DG ICP CE												
3.3 We will host 'connections 101' sessions to introduce stakeholders to our connections business. The sessions will be aimed at stakeholders who are new or unfamiliar with our policies and practices and will explain the end-to-end process and what stakeholders should expect.	Stakeholders will receive a comprehensive introduction and overview of our end-to-end connections process and understand our role and responsibilities and a network operator and connections provider.	<ul style="list-style-type: none"> Minimum of two 'connections 101' engagement sessions held. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Target of 85% stakeholder satisfaction rate with sessions held. 	ALL	ON TRACK	M UM DG ICP CE												

KEY: M METERED DEMAND CUSTOMERS UM UNMETERED CUSTOMERS DG DISTRIBUTED GENERATION CUSTOMERS ICP INDEPENDENT CONNECTIONS PROVIDERS/INDEPENDENT DISTRIBUTION NETWORK OPERATORS CE COMMUNITY ENERGY GROUPS
 ◆ ACTION STARTS OUR FORECAST TIMESCALE FOR COMPLETION ◆ FORECAST COMPLETION DATE

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4.1 We will publish information on flexible connections for stakeholders considering this type of arrangement, including any changes necessitated by the Access and Forward-looking Charges Significant Code Review.	Stakeholders will be better informed and know what to expect when accepting this type of offer. They will know who to contact to discuss a flexible connection and how to make changes to an existing arrangement.	<ul style="list-style-type: none"> Guidance published. FAQs updated. 	<ul style="list-style-type: none"> Number of webpage visits. 	EHV HV	ON TRACK	DG												
5.1 We will develop and agree our future engagement strategy together with ICPs and IDNOs.	Stakeholders will have the opportunity to inform and shape our engagement strategy. They will clearly understand how their feedback drives change in our business and how we can continue to work together to minimise input services, extend the scope of contestable works and promote fair and open competition in connections.	<ul style="list-style-type: none"> Engage with stakeholders to understand their expectations and requirements. Minimum of two dedicated engagement sessions held. 	<ul style="list-style-type: none"> Target of 85% stakeholder satisfaction rate with the sessions held. Stakeholder feedback. 	ALL	ON TRACK	ICP												
6.1 We will engage with stakeholders and communicate our network investment and development plans, including how our 'flexibility first' approach will help more stakeholders connect to our network.	Stakeholders will be better informed and have confidence in our network's capacity to support their net zero plans.	<ul style="list-style-type: none"> Engagement session held and plans communicated. 	<ul style="list-style-type: none"> Number of stakeholders engaged. Target of 85% stakeholder satisfaction rate with session held. 	ALL	ON TRACK	M UM DG ICP CE												

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