ICP/IDNO workshop 18 October 2017

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Welcome

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Agenda

Session	Time
Registration	12:30
Welcome & Introduction	12:45
Incentive on Connections Engagement	13:15
Training Academy Update	13:40
Authorisation options / Earthing	13:50
Design Approval	14:00
Electricity Connections Charging Regulations / P283	14:05
Break	
Land rights & consents	14:30
Website Launch update	14:40
Q&A panel	15:00
Close	

Incentive on Connections Engagement

ICE update 2017-18

Action	Output/KPI	Status	Target
Improve online access and navigability of policies	**Output:** Launch of new website and engage with stakeholders in workshops to monitor effectiveness of our improvements	**Delayed**	**Q2**
Improve visibility of policy updates	**KPI:** We will issue our policy newsletter quarterly and target a minimum registration of 100 contacts working in our area	**In Progress**	**Q4**
Work with ICPs/IDNOs to improve access to training facilities	**Output:** Training Needs Analysis to be completed. Success of TNA to be measured through number of places booked/cancelled on courses	**In Progress**	**Q4**
Provide better support for training queries	**Output:** A better customer experience, where customers indicate a better awareness of what documentation is required to book training and options available	**Anticipated delays**	**Q3**
Improve route map for EU passport holders in our area	**Output:** Document and embed the process for ICPs	**Anticipated delays**	**Q3**

ICE update 2017-18

Action	Output/KPI	Status	Target
Improve visibility of audit performance	**Output:** League table and results will be shared quarterly	**In Progress**	**Q4**
Continue to facilitate workshops and training sessions subject to demand	**Output:** Minimum of 1 workshop and 1 training session and target 80% attendees reviewing our events as ‘useful’ or ‘very useful’	**In Progress**	**Q4**
Continue to improve LV time to quote	**KPI:** Target average of 11 Working Days	**10 WD**	**Q4**
Continue to improve HV time to quote	**KPI:** Target average of 15 Working Days	**12 WD**	**Q4**
Continue to improve LV time to connect	**KPI:** Target average of 7 Working Days	**5 WD**	**Q4**

ICE update 2017-18

Action	Output/KPI	Performance	Target
Continue to improve HV time to connect	**KPI:** Target average of 15 Working Days	**14 WD**	**Q4**
Provide quarterly updates on progress of actions	**Output:** Progress updates published online and distributed via mailing lists. Engage with stakeholders to monitor effectiveness, target 80% attendees reviewing as 'useful' or 'very useful'	**In Progress**	**Q4**
Develop additional support for design submissions	**Output:** Issue design submission pack to ICPs working in our area	**Complete**	**Q2**

ICE consultation

	ICP/ IDNO	DG	UM Other
2016 Feedback	• T2Q target not ambitious • Point of contact	• No adverse feedback	• No adverse feedback
ENWL Action	• New action in 2016-17 work plan • Tightened targets in 2016-17 • Wrote letter to ICP	• None taken	• None taken
Ofgem Consultation	• Point of contact feedback not addressed	• Customer Satisfaction targets not met • Were they ambitious?	• Unmetered Other T2C targets not met • Were they ambitious?
ENWL Response	• Explained our action in 2016-17 work plan and response to ICP	• Met 25 out of 27 actions • Only DNO to set these targets • Narrowly missed • Statistically significant?	• Met 5 out of 6 actions • Only DNO to set these targets • Narrowly missed

Our strategy

"No visibility of this [engagement strategy]."

	Plan our engagement	Engage with purpose	Act on the learnings	Share the feedback	Strategic alignment	Understand our operating environment
1st round		NOV 16 Workshops Collected feedback	DEC 16 Reviewed feedback Addressed feedback via ICE ideas	DEC 16 Shared ideas: Expert stakeholder panel	JAN 17 Internal review against business plan Addressed feedback via changes to plan	
2nd round		JAN 17 Survey / Workshop Tested work plan	FEB 17 Reviewed feedback & plans Addressed feedback via changes to plans	MAR 17 Shared ideas: Expert stakeholder panel	APR 17 Internal review against business plan Addressed feedback via changes to plan	

You said, we will do

It's important that we can show you how our thinking has developed and where our actions have come from. We review engagement feedback from the previous year to identify key issues and topics and plan our engagement appropriately.

Therefore development of our actions begins well ahead of our engagement. Each of our actions can be traced back to your feedback and each has been checked and endorsed by stakeholders in subsequent events.

Your feedback	Sponsors / Where?	2017/18 commitment
You told us that it can be difficult to find relevant policy documents online. Policy information was voted in our workshops as one of the most important types of information we make available and therefore should be quick to locate and access. However current tools and navigation can slow the process. **"The documents themselves are clear but finding them is difficult"** **SMS PLC workshop**, October, 2016	Workshop	We will improve the navigability of our policy documents online, to make it easier for stakeholders to locate and use information
You told us that it's important to continue to holding training for contestable processes to encourage ICPs to take up new options. Attendance at our training sessions have been lower than we expected, but are still regarded as highly valuable for those attending (majority willing to attend again). **"Training/workshops on POC determination. It isn't good enough to say 'we did some workshop in Jan' people come and go from companies and people in time will need a refresh"** **Future Utility Solutions**, workshop October, 2016	Workshop	We will continue to facilitate workshops and training sessions for ICPs working in our area.
Feedback from our workshops and expert stakeholder panels suggests that the service we provide in our Training Academy could be improved. You told us that availability of courses, provision of new bespoke courses and response times could all be improved.	Workshop	We will undertake a trial Training Needs Analysis (TNA) with a minimum of two ICPs in our area to improve training services/planning with a view to facilitating quicker access to training
Rising customer expectations mean that ICPs are coming under new pressure to respond quicker and compete with others in the market. We understand these pressures and are looking to continue improving our service.	Where? Follow on from 2016/17	We will continue to tighten our average LV and HV Time to Quote and Time to Connect targets

Taking stock

- Where should we focus?
- What's important to you?

Land rights & consents

Training

Policy information

Design Approval

Network information

Flexible connections

Time to Quote

Signposting network support

Training Academy

Introducing change at the Academy

New leadership management
- Steve Cox – Director
- Jo Fallows – Technical Training Delivery Manager

Work load
- Training
- Authorisations

Recruitment
- Technical training manager
- Training and authorisation administrators

What we are doing

Training needs analysis

- Review of all internal and external training requirements
- Advance notice allows us to be pro-active

Customer Centric and Flexible Planning

- More proactive to meet training needs
- Knowledgeable team to advise and recommend

ICE commitments

- Engaging with 2 ICPs to improve access to training facilities
- Improve support for training queries
- Improve route map for EU passport holders in our area

Authorisation options

Background

Why?

- Reduce reliance on DNO authorisation
- Promote quicker connection work by ICP (removing potential delay)

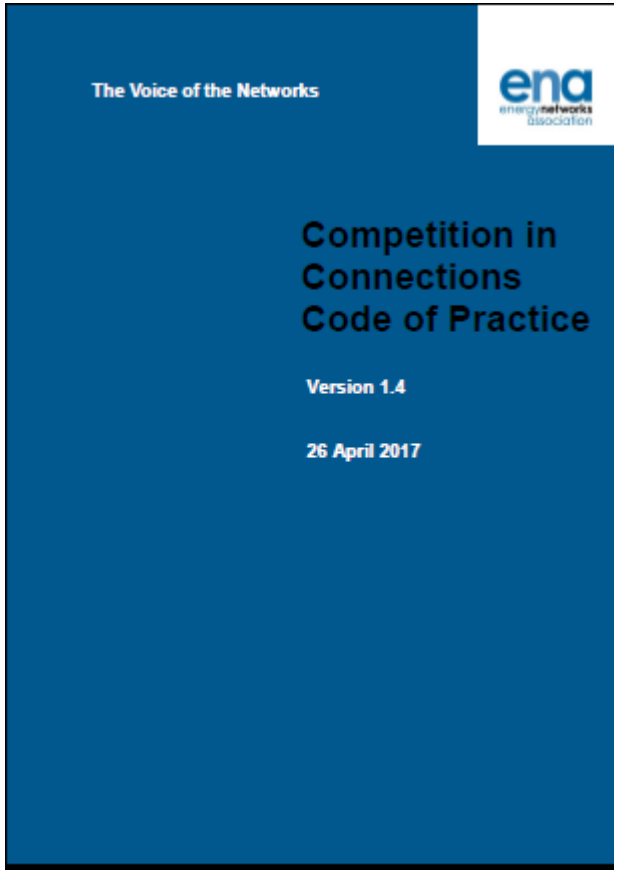
What?

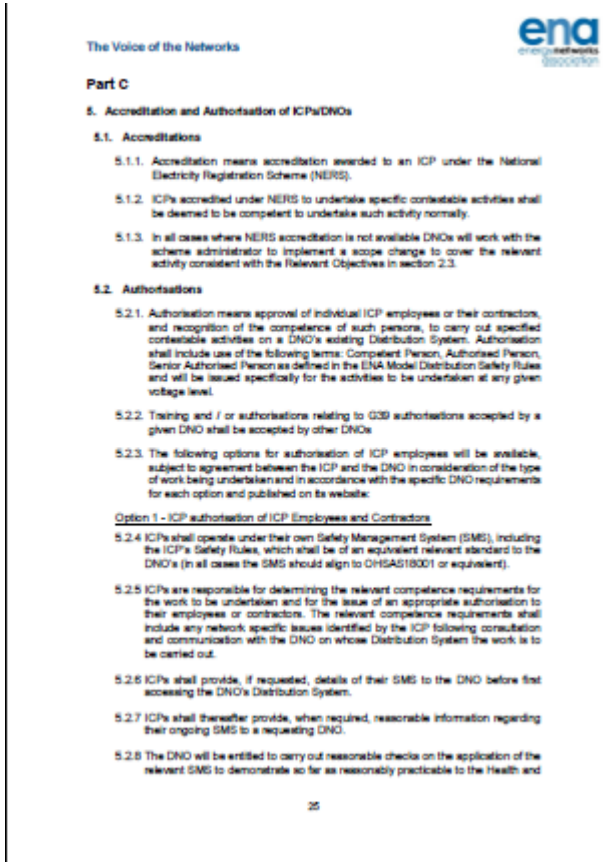
- Low Voltage: Live mains and services connections metered and unmetered, overhead and underground.
- High Voltage: 11/6.6kV overhead and underground
- Extra High Voltage: 33kV and 132kV overhead and underground

How?

- Option 1: ICP authorises own Competent Persons, Authorised Persons and Senior Authorised Persons and uses own Safe System of Works – LV works only
- Option 2: Electricity North West authorises ICPs staff as Competent Persons, Authorised Persons and Senior Authorised Persons – All voltages
- Option 3: Transfer of Control to ICP – HV works only

ENA Competition in Connections Code of Practice





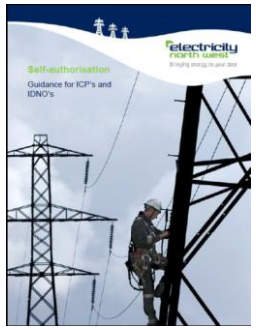
Options available to you

5 take up

Option 1

LV

- Competence – ICP determines
- Information sharing
- Indemnity
- ENWL Inspection



19 take up

Option 2

- Competence – ENWL determines
- Information sharing
- Authorisation interview
- ENWL inspection

0 take up

Option 3

HV

- Competence – ICP determines
- Information sharing
- Indemnity
- ENWL Inspection

Work types

	Option 1	Option 2	Option 3
Unmetered work	✓	✓	✗
LV work	✓	✓	✗
LV operations	✓	✓	✓
HV work	✗	✓	✓
HV operations	✗	✓	✓
EHV work	✗	✓	✓
EHV operations	✗	✓	✓

Earthing

Earthing Policy Update Project – current arrangements

- Current policy has known deficiencies
- As an a result a two stage process introduced to cover the interim period whilst policy is updated
  - Stage 1 – Desktop Study (potentially requiring site measurements)
  - Stage 2 – Detailed Study
- Where possible ENWL tries to keep assessments to Stage 1 – but depends on several factors including local geology and network conditions

Earthing Policy Update Project

ENWL has authorised a project to transform Earthing Policy

Project aims:

- To align ENWL designs with national standards
- Standardise substation earthing designs
- Remove where possible need for detailed studies and bespoke designs
- Improve data sets for existing network earth information – make available on website
- Transform and simplify earthing policy – make available on website

Project benefits:

- Reduce connection costs and timescales
- Reduce design uncertainty

Project Timeline:

- Project Started October 2017
- Initial review of ENW policy and interim recommendations Christmas 2017
- Project complete June 2018

Design approval

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Agenda

- The current position
- Ideas to improve the process
- The solution
- The benefits
- New Submission pack
- Implementation
- Discussion & Questions

The current position & Ideas to improve the process

- The current position
  - Different submissions styles from different ICPs
  - Information sent in different formats
  - Delays in time spent understanding the submissions
  - New entrants to the market unclear of the format or expected standards
  - Information not required is sent
  - Design Approval engineers are on ICP’s critical path
  - Confusion
  - Inefficient

- Ideas to improve the process
  1. Do Nothing
  2. Increase our prices and allocate more resource
  3. Review process and move towards a more efficient way of working

The Solution & Benefits

- The Solution
  - Option 3 – review our processes and move to a more efficient working method for all parties
  - Take the existing Design Submission Check list, modernise it and turn it into a submission pack
  - Make it an interactive form
- The benefits
  - ENWL clarify the standards we expect from the ICP / IDNO community
  - All information in one document
  - Signpost ICPs to the relevant information on our website
  - Enables ICPs to send information directly to the key teams
  - Removes Design Approval engineer from the critical path
  - Act as an aide for ICPs submitting designs to ensure only required information is sent
  - Editable PDF
  - Streamlines approvals for ENWL
  - Faster service
  - Working together better

Design Submission Pack

- The Design Submission pack
- Implementation and summary
  - Live now
  - Please use it
  - Provide us with any feedback
  - Help us to help you!

ENWL Project reference number and version	
1.1 Name and address of development	
1.2 Name of the Independent Connection Provider (ICP)	
1.3 Construction, Deisgn and Managment (CDM) - Information relating to the specific risks associated with the site	
1.4 A programme of the works including indicative customer power on date	○
1.5 Details of the phasing of the work	○
1.6 Current drawings including an adoption plan with all submissions	○
1.7 Confirmed maximum import capacity (MIC) kVA	○
Confirmed maximum export capacity (MEC) kVA	○
Confirmation the proposed design is in line with the MIC / MEC as per the accepted point of connection quotation	○
1.8 Drawing numbers for all (HV, LV & Service) cable routes	○
1.9 Road crossing details inc proposed cross section drawings	○
1.10 Duct details for all services & mains	○
1.11 Legal consent information form LINK completed and submitted to ENWL Legal team at the appropriate time. *For guidance please refer to* http://www.enwl.co.uk/our-services/connection-services/competition-in-connections/information-for-icps-idnos/landrights	○
Heads of terms signed from the developer LINK including associated solicitor details	○
Heads of terms signed from third parties LINK inc associated solicitor details	○
Land registry compliant legal drawings for both on site and off site work. See example of good LINK	○
Highways searches plan indicating the extent of adopted highways	○
Land registry title registry and plan	○
Any other consents / permissions i.e. environment agency, land drainage consent, county council ordinary water course consent	○
Details of the assets to be installed i.e. approved design	○
Consent form LINK	○

Electricity Connections Charging Regulations (ECCR)

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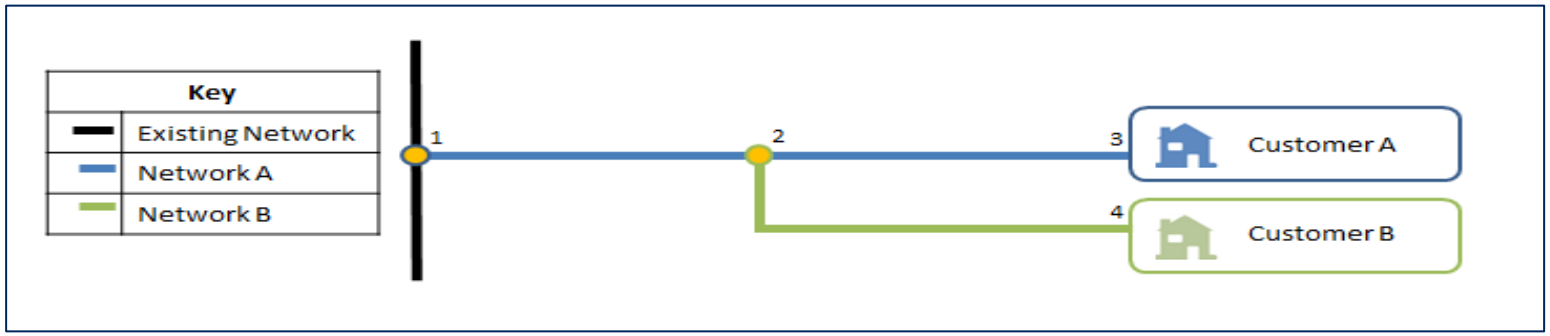
What is ECCR?

- The Electricity Connections Charging Regulations were introduced in 2002 (and then later amended)
  - The are also know as the ‘second comer rules’

- The main principle is to ensure that connections customers are not disadvantaged by being the first to connect
  - If a second customer connects to assets paid for by a first, then they pay a proportion of the costs
  - If reinforcement is required for the first connection then the customer pays a proportion based on the Cost Apportionment Factor (CAF)



What's changed?

- DECC initiated some changes to these regulations in 2014 but the development of the Regulations has been slow
- BEIS have progressed these and they came into effect from **6 April 2017**

- Two principal changes
  - will apply to works installed by ICPs
  - will apply to assets for 10 years (rather than 5)

- Ofgem developing associated guidance (started last year but not completed)

How will this work?

- The new Regulations apply to assets installed by an ICP and adopted by a DNO
- The DNO will estimate the costs of the work as if it had carried out the work and use that as the basis of calculating the charge to the second comer
- If the second comer connects then the DNO will pay the charge (less it's expenses) to the first comer
  - The ICP therefore needs to provide the details of the first comer
- There are other rules that govern whether the first comer receives the payment but those are no different to where the DNO has made the first connection

P283

P283 - background

- When a new supply to a customer is created the ‘metering system’ must be compliant with the Balancing and Settlements Code (BSC).

- Elexon is the organisation that administers and governs compliance against the BSC.

- For CT metered supplies (ie >60kVA) the measurement transformers form part of the metering system and there is an explicit BSC obligation to provide site commissioning information and test certifications for the current and voltage measurement transformers:
  - CTs only for LV supplies and CTs and VTs for HV/EHV supplies.

- We call these obligations P283, from the change proposal number.

Obligations

- In broad terms the P283 obligations are for the DNO to store the commissioning record and the CT (and VT) test certificates and provide it to the meter operator and supplier within set timescales.

- These obligations are set out in BSC Section L, BSC Procedure 515 and BSC Metering CoPs; the relevant requirements are translated in our CoP 510.

- Your obligations are to provide this information for your projects to P283commissioning@enwl.co.uk

- **We will not adopt any assets without this information**.

Break

Land rights & consents

Land Rights & Consents

Land Rights and Consents…

- What are they?
- Why do we need them?
- When do we need them? (Onsite and offsite works).
- How can you help us to help you?
- Our guidance information.

Upcoming Events…

We're here to help…

- Estates & Wayleaves Surgery – 3rd November 2017 (Preston).
- Estates & Wayleaves Surgery – 2nd February 2018 (Preston).
- Estates and Wayleaves Workshop – 20th March 2018 (Preston).

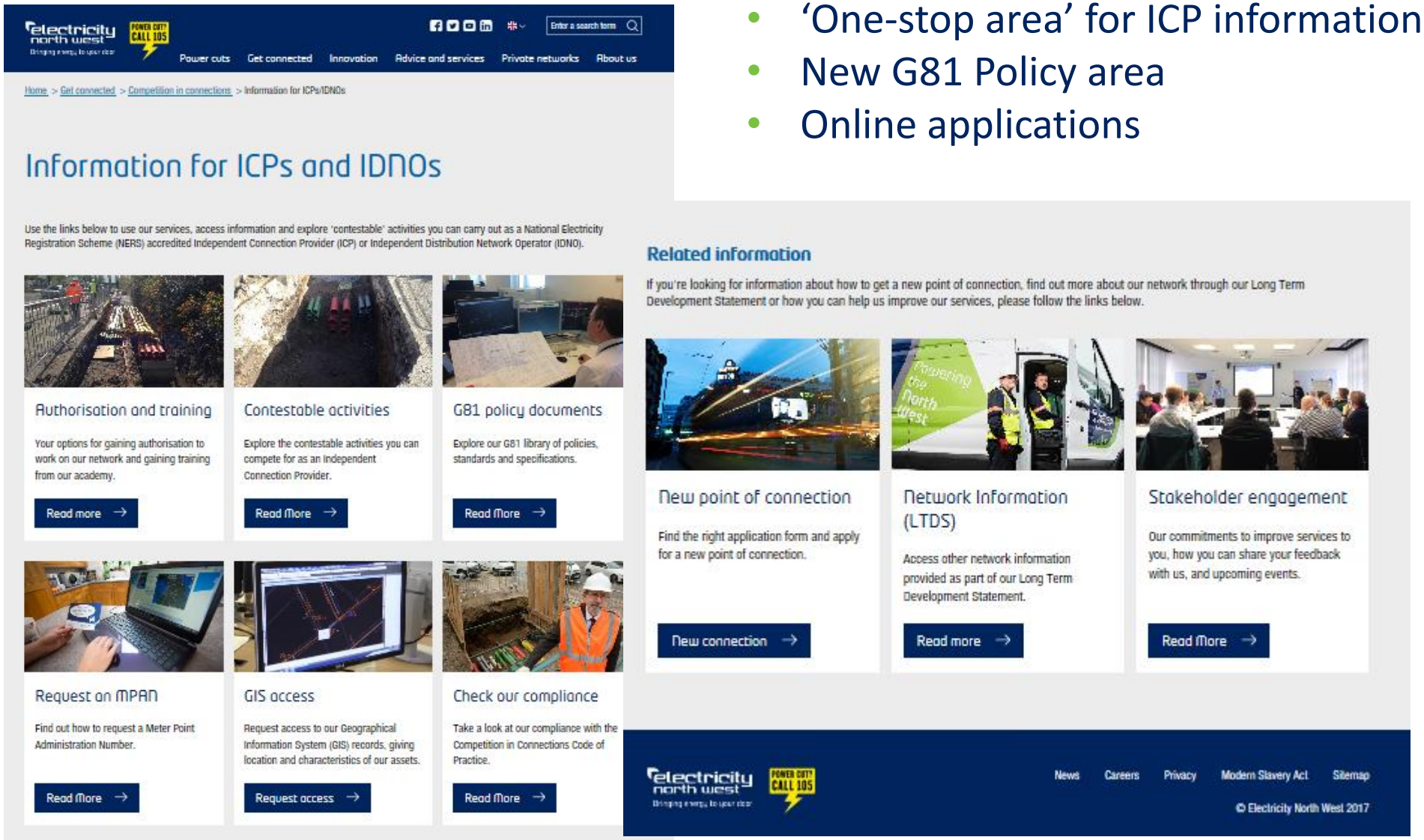
Please contact rebecca.lees@enwl.co.uk to attend.

ENWL website launch

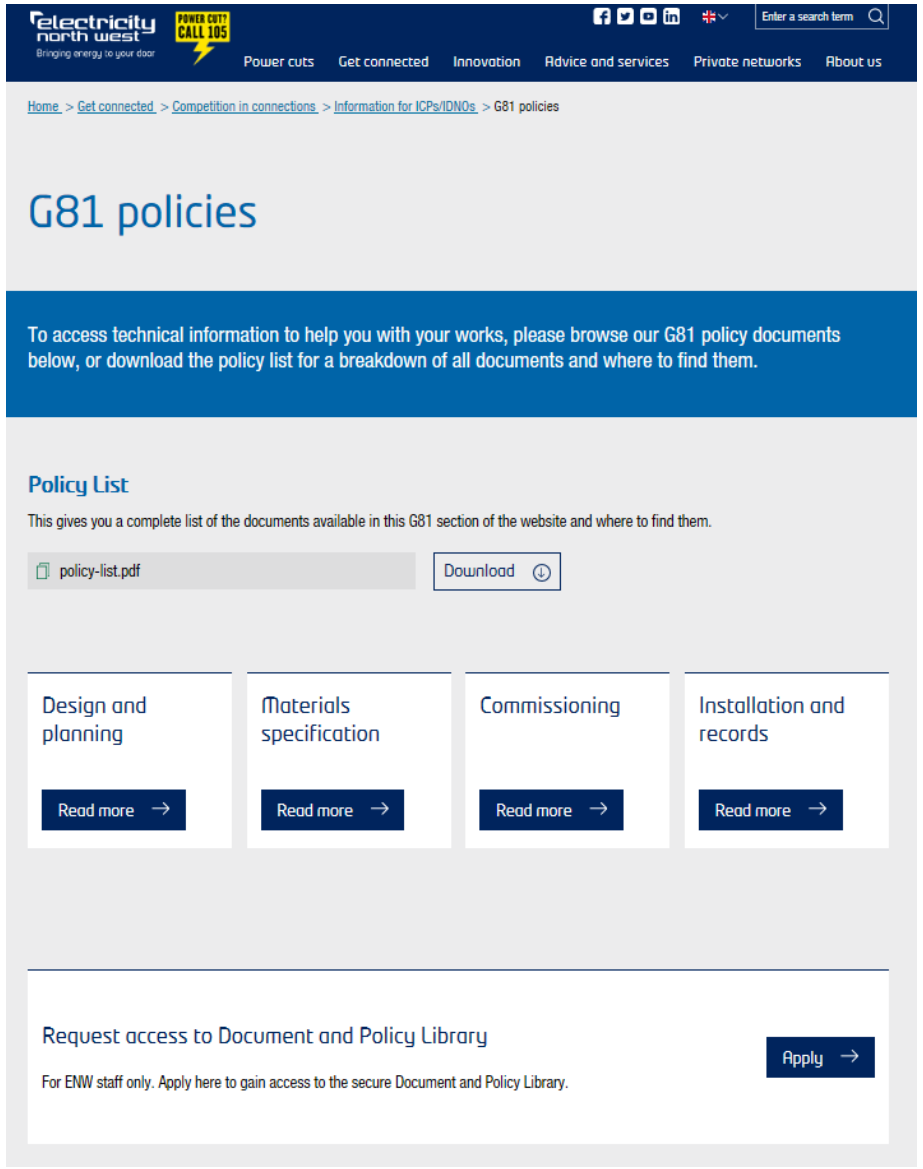
ENWL new website

- ‘One-stop area’ for ICP information
- New G81 Policy area
- Online applications

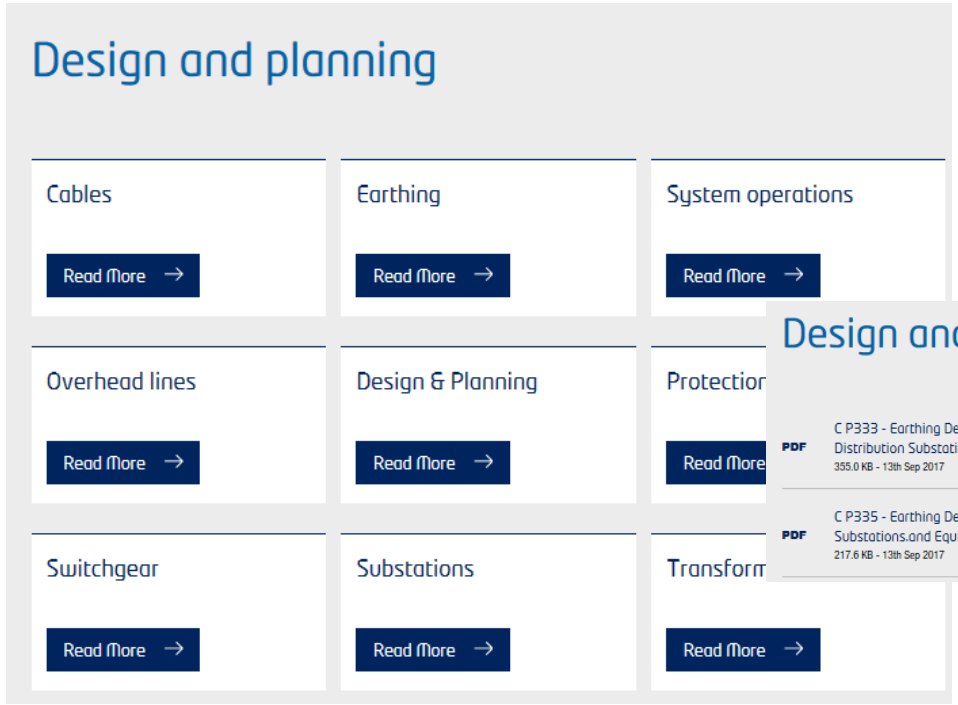
Launching November 2017!



G81 Library



- Organised as per industry ‘best practice’
- Open access to policy library
  - Registration only required for internal (ENWL) documents
- ‘Natural language’ search function



Panel Q&A