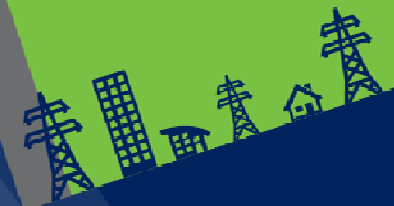


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# ICP/IDNO Workshop 1<sup>st</sup> March 2018

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# Welcome Mike Taylor –Head of Customer Engagement



# General Housekeeping



Please Sign In...



Facilities are by the canteen



Mobiles and Electronic Devices  
to Silent Please...



No Planned Fire Alarms...



In the Event of an Alarm...



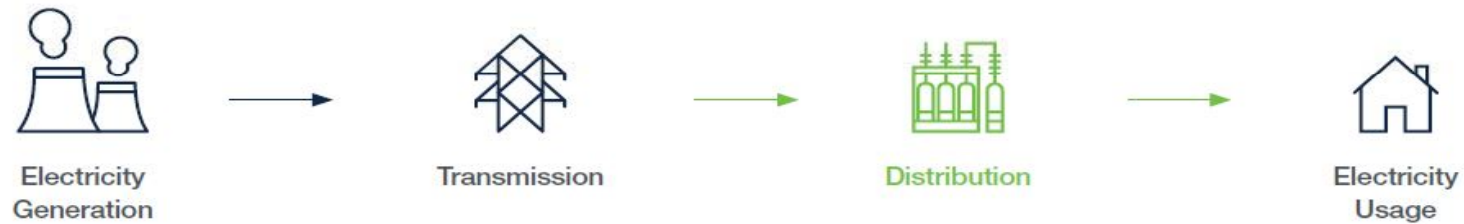
Your Feedback is Important...



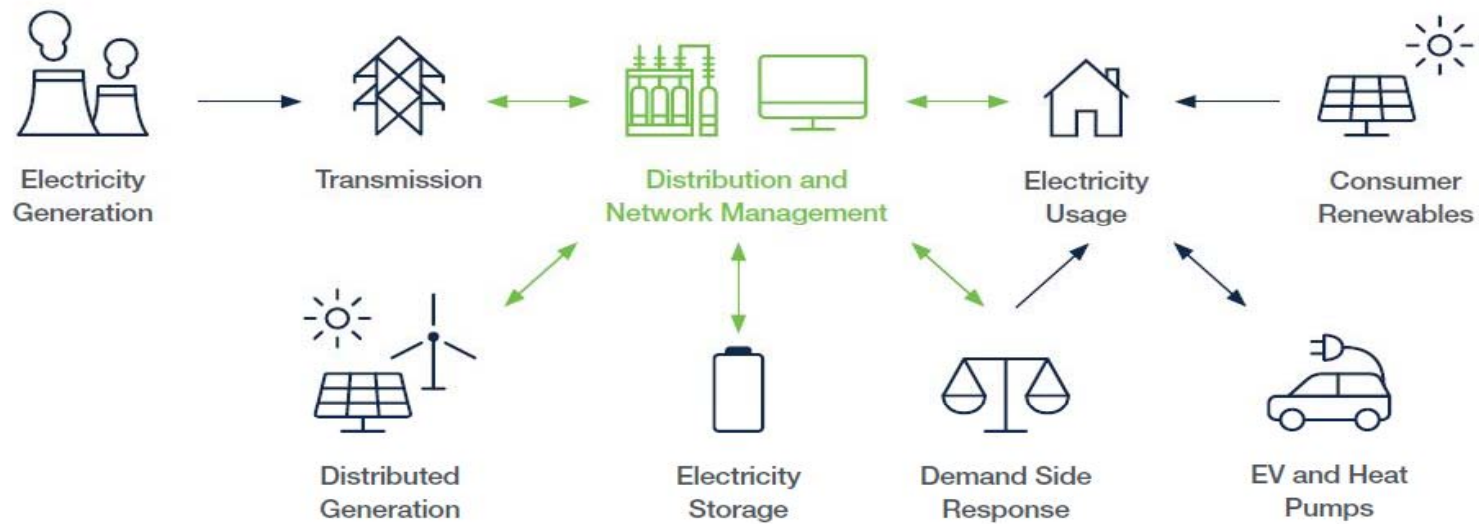
# DNO – DSO



This has big implications for our role in the system - what used to be relatively simple...



...is becoming far more complex and multi-directional



# Preparing for the future: Purpose and Principles



## OUR PURPOSE

**Together we have the energy  
to transform our communities**

## OUR PRINCIPLES

**We are  
SWITCHED ON**

**MIND SET**

We are SWITCHED-ON to our colleagues, customers and the world around us.

**We are  
ADAPTABLE**

**SKILL SET**

We are ADAPTABLE, always looking for better ways to get things done.

**We take  
PRIDE**

**HEART SET**

We take PRIDE in all we do because it matters to people's lives.

With demand for electricity predicted by some to double by 2050, our customers' reliance on electricity to keep their lives running - from electric vehicles to home-working, solar panels to heat pumps - means that our role is changing and we need to ensure we're best placed to keep pace with change and meet that important challenge.

Because of the way we're managing the business and the pace of change in the industry, there was an urgent need to revisit our vision and values.

Our customers need cleaner, greener energy to enable and enhance 21st century life in the North West and our principles set out how we respond to that challenge.

Electricity North West is operating in a dynamic, rapidly changing environment. Our customers rely on us now more than ever before. We keep them connected with friends, family and the wider world; keep their electric cars running; ensure their house is warm when they get home from work and enable them to work smarter and more flexibly. We keep customers' lives running smoothly.

Electricity used to be a centralised model that changed little technically over many years – we kept the lights on. However, this is becoming far more complicated and multi-directional. To help us manage and meet the challenge of adapting to successfully operate in this fast-moving sector, we needed to develop a new forward looking purpose and set of principles (what we do and why we do it)

# Agenda



Session	Time
Registration & lunch	12:30 - 13:00
Welcome & Introduction	13:00
ICE work plans	13:05
Policy/Earthing/P283	13:35
Wayleaves update	13:55
Break – 15 Minutes	14:00
Assessment & Design Fees	14.15
SDPoC	14.45
Training Updates	14.55
Panel Questions	15:25
Close	15.40
Optional Training Academy Tour	15.45

# ICE Work Plan Review

## Rebecca Johnston - ICE Manager



# Introduction



- Rebecca Johnston
- 5 years with the Wayleaves Section
  - Grid and Primary
  - Secondary Networks
- 2<sup>nd</sup> January – Customer Engagement ICE Manager





## 2017 – 2018 Work Plan progress



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

## 2017 – 2018 Work Plan progress



Action	Output/KPI	Status
Improve visibility of audit performance	Output: League table and results will be shared quarterly	Ongoing
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'	Ongoing
Continue to improve LV time to quote	KPI: Target average of 11 Working Days	On target
Continue to improve HV time to quote	KPI: Target average of 15 Working Days	On target
Continue to improve LV time to connect	KPI: Target average of 7 Working Days	On target

## 2017 – 2018 Work plan



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

# Process



Internal  
engagement

External engagement

Act on  
feedback

Finalise &  
Issue

# Proposed 2018-2019 Workplan DG LV



Commitment	Action	Output/Key Performance Indicator	Delivery Date
Improve connection charging approach to make charging fair our customers	Conduct an impact assessment and plan implementation of assessment and design fees.	Engage with stakeholders regarding our proposals	Q4
We will share our vision for the transition of DNOs to DSOs.	Engage with stakeholders on our transition to DSO strategy	Hold an engagement session with our stakeholders	Q4
Target improved customer satisfaction.	Our aim is to target an improvement in overall customer satisfaction	<i>NB current 17-18 target is 85%</i> KPI: 85% satisfaction (subject to statistically significant sample sizes)	Q4
Target improved Time To Quote for LV DG quotations	We aim to outperform the regulatory standard by providing quotes on average in 28 working days (compared to the guaranteed standard of 45 workings days)	We will continue to work to 28 days	Q4
We will engage with community energy stakeholders on our network information	We will engage with community energy stakeholders on our network information	Hold an engagement session with community energy stakeholders	Q4
We will continue to offer opportunities for stakeholders to engage with us	We will facilitate a workshop specifically for our LV DG stakeholders	Hold a workshop centred around LV DG topics where 80% of attendees surveyed rate the event as 'useful'	Q4
We will continue to offer pre-application surgery sessions and webinars	Host connection surgeries for LV DG customers	Offer a minimum of 3 x surgery sessions/webinars 80% of attendees to rate event as 'useful' or 'very useful'	Q4

# Sources of feedback



feedback	Sponsors	Where?	Who?	Our commitment 2018/19
"It's good to be providing a regular route for customer feedback"	4	Expert Stakeholder Panel	DG stakeholders	Target improved customer satisfaction subject to statistically significant base sizes.
We were told that customers needed more support and dialogue when it comes to viewing our network information	5	Community workshop Energy	Community stakeholder Energy	We will engage with community energy stakeholders on our network information
We were told that our workshops are useful and provide a good opportunity to meet our staff	5	Community workshop Energy DG Workshop	Community Energy and DG stakeholders	We will continue to offer opportunities for stakeholders to engage with us
"Going to offices and speaking to someone and seeing the maps to understand why some areas and locations might not work is really important"	5	Community workshop Energy	Community stakeholder Energy	We will continue to offer pre-application surgery sessions

# Proposed 2018 – 2019 Workplan DG HV/EHV



Commitment	Action	Output/Key Performance Indicator (KPI)	Delivery date
Improve connection charging approach to make charging fair for our customers	Conduct an impact assessment and plan implementation of assessment and design fees.	Engage with stakeholders regarding our proposals	Q4
We will share our vision for the transition of DNOs to DSOs.	Engage with stakeholders on our transition to DSO strategy	Hold an engagement session with our stakeholders	Q4
We will review our EHV connection offers	We will review our connection offers and introduce a new offer pack in line with ours and stakeholder needs	Issue new connections offer pack	Q2
We will improve visibility of remaining available capacity	We will publish improved information on available thermal capacity & fault level	Publish online	Q2
Improve speed of response where transmission works required for a distribution connection	We will transition to a new transmission-distribution interface process, publish the new process on our website and publish transmission updates	We will communicate the new process to customers, transition to the new process and publish the process	Q4
Develop and continue DG owner/operators panel	Hold 1 x DG owner operator forum sessions for generators at 33/132kV	Hold a DG owner operator panel session . 80% attendees to rate the event as 'useful'	Q3
Target improved Time To Quote timescales for EHV quotations	17/18 – 58 working days  We aim to outperform the regulatory standard by providing quotes on average in 58 working days (compared to the guaranteed standard of 65 workings days)	We will continue to work towards a 58 day average Time To Quote	Q4
We will continue to offer opportunities for stakeholders to engage with us	Offer surgery session and webinars and a workshop covering a range of topics	Offer 8 opportunities for stakeholders to engage covering a range of relevant topics 80% of attendees to rate event as 'useful' or 'very useful'	Q4

# Sources of feedback



feedback	Sponsors	Where?	Who?	Our commitment 2018/19
We were told that we should communicate areas that are hard to connect to as a result of 'wider works'	5	Expert stakeholder panel  Workshops	DG HV and EHV stakeholders	We will improve visibility of remaining available capacity
"I'd like a commitment of working with customers regardless of whatever process is used, more engagement essentially, don't leave us in a black hole"	4	Expert stakeholder panel	DG HV and EHV stakeholders	Improve information provision on transmission connection process
"Better communication between yourselves and NGET thus improving SOW process"	4	Workshops	DG HV stakeholder	Improve information provision and speed of response on transmission works required with a distribution connection
"As a consultant working with a number of developers, I would however like to have more engagement at early stages of a project where we're tasked to look at system sizes etc"	1	Surveys	DG HV stakeholder	Continue to host workshops and pre-application surgery sessions





Feedback sheets

Thank you



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# 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

# Earthing Policy Update Project



## Progress to Date

- Specialist Earthing consultant has been appointed and project underway
- First draft of CP335 under internal review, CP333 will follow
- Earthing consultant developing standard earthing designs for distribution substations
- Soil Resistivity model purchased and internal roll out planned

## Project Timeline:

- Project Started – October 2017
- Drafts of CP335 and CP333 reviewed – May 2018 (dependant upon ENATS 41-24 & EREC S34 Consultation)
- Develop standard earthing designs for distribution substations – March 2018
- Roll out British Geographical Survey Soil resistivity Model to staff – February 2018
- Complete documentation (including Connections Guide) – June 2018
- Roll out – July 2018

P283



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## 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 (i.e. >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

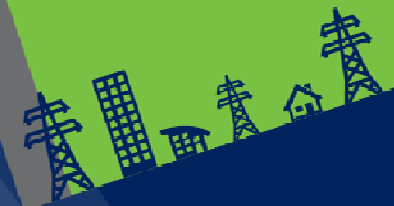


- In broad terms the P283 obligations are for the DNO to store the commissioning record and the CT (and VT) test certificates and provide it to the meter operator and supplier within set timescales.
- These obligations are set out in BSC Section L, BSC Procedure 515 and BSC Metering CoPs; the relevant requirements are translated in our CoP 510.
- Your obligations are to provide this information for your projects to [P283commissioning@enwl.co.uk](mailto:P283commissioning@enwl.co.uk)
- Our obligations are to complete the commission within 16 day of energisation and submit relevant dataflow to Meter Operator within another 5 days.



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# Estates & Wayleaves

Introduction February 2018

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## Introduction

2018 sees a big change in the Estates & Wayleaves team with the retirement of Chris Gaskell and the appointment of his replacement as Head of Estates & Wayleaves, Joanne Cleghorn.

Joanne has worked in the electricity industry for almost 20 years, originally working within the Estates & Wayleaves team for UUES, moving to National Grid then Freedom Group before joining ENWL in January 2018.

She is keen to ensure that we develop and maintain an excellent working relationship and has an  policy should you wish to speak with her – no need to wait for the advertised surgery sessions, if you need assistance, don't hesitate to contact her.

Joanne can be contacted at [joanne.cleghorn@enwl.co.uk](mailto:joanne.cleghorn@enwl.co.uk) or 08433 115150



# The Team



## The North and Lakes: Kendal & Carlisle Depots

Area Manager – Gregg Davies

[gregg.davies@enwl.co.uk](mailto:gregg.davies@enwl.co.uk)

Mobile: +44(0)7826 540 366

Direct Tel: 0843 311 5155

## Central - Preston Depot

Area Manager – Del Brown

[delyth.brown@enwl.co.uk](mailto:delyth.brown@enwl.co.uk)

M: 07825 964092

Tel: 0843 311 3969

## South - Salford Depot

Area Manager – Mark Sinfield

[mark.sinfield@enwl.co.uk](mailto:mark.sinfield@enwl.co.uk)

Mobile 07770 324297

DDI 08433 115157

Grid & Primary: ENWL area

Area Manager – Chris Sharples

[Chris.sharples@enwl.co.uk](mailto:Chris.sharples@enwl.co.uk)

Mobile: 07917889354

Direct Tel: 0843 311 5153



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# Here to Assist You

It is important to us that we both develop and maintain a good working relationship with you and that we have clear policies and procedures in place to assist you and ensure that you are able to meet your commitments.

We offer presentations to your teams so that you understand our requirements and are open to discussion when you need assistance or clarification on land rights issues.

Please do not hesitate to get in touch with any of the E&W management team – we are happy to help where we can.



**“COFFEE BREAK”**  
Please be ready to continue in 15 minutes



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## Connection Offer Expenses – our approach

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BEIS intend to introduce new regulations  
from April 2018

These will allow DNOs to charge  
customers for their connection offer  
whether it is accepted or not

BEIS intention is to allow a fairer  
allocation of costs to customers

*Also  
known as  
'AGD fees'*



# What do we propose to charge for?



## What we won't be charging for

Budget Estimates

Minor connections (1-4)

Cancellations within cooling off period

Offers for service alterations or diversions

## What we will be charging for

EHV offers (demand and generation) from May 4th 2018

LV and HV offers (demand and generation) but from a later date

Requotes including interactivity requotes

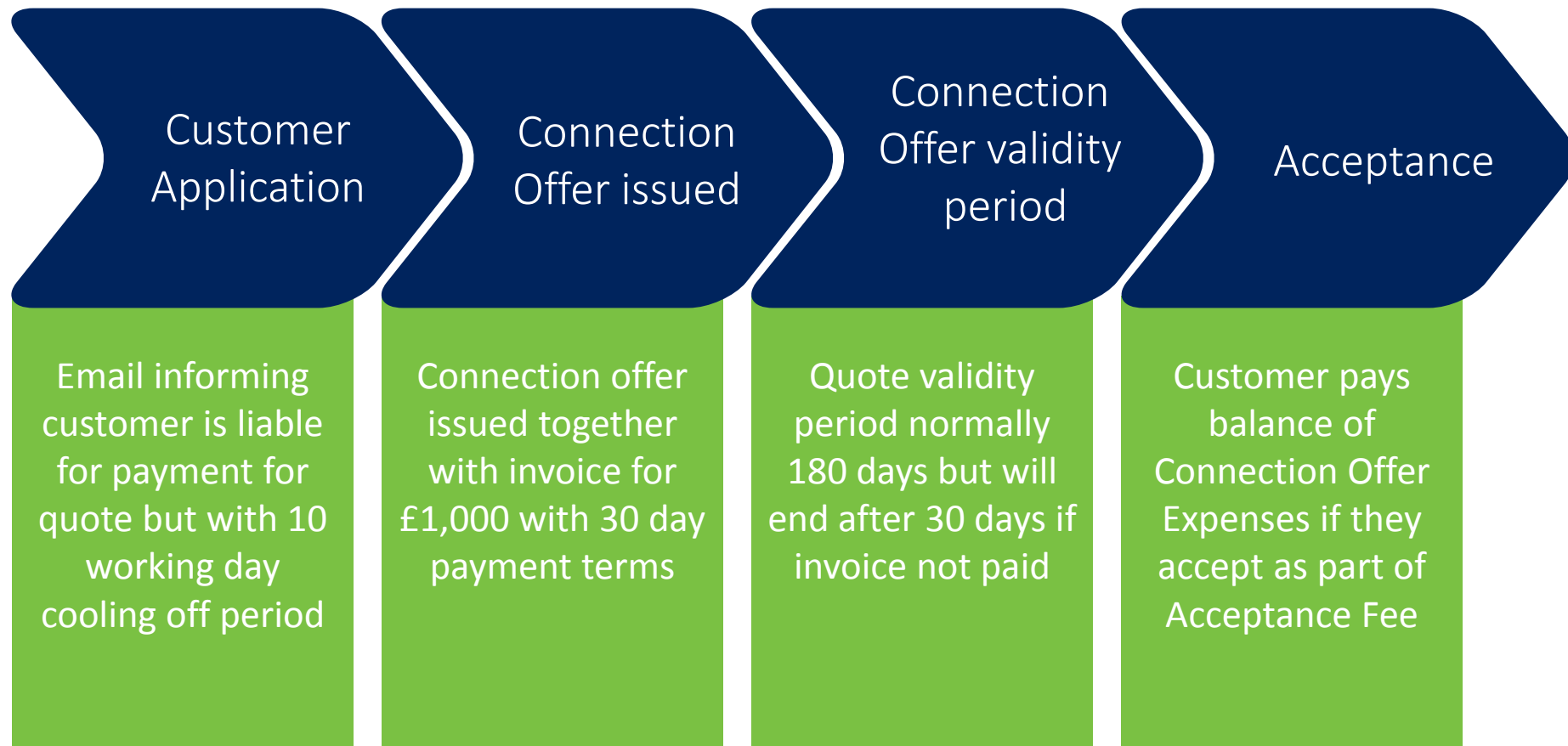
Cancellations (after cooling off period)

Gen+ initial assessments

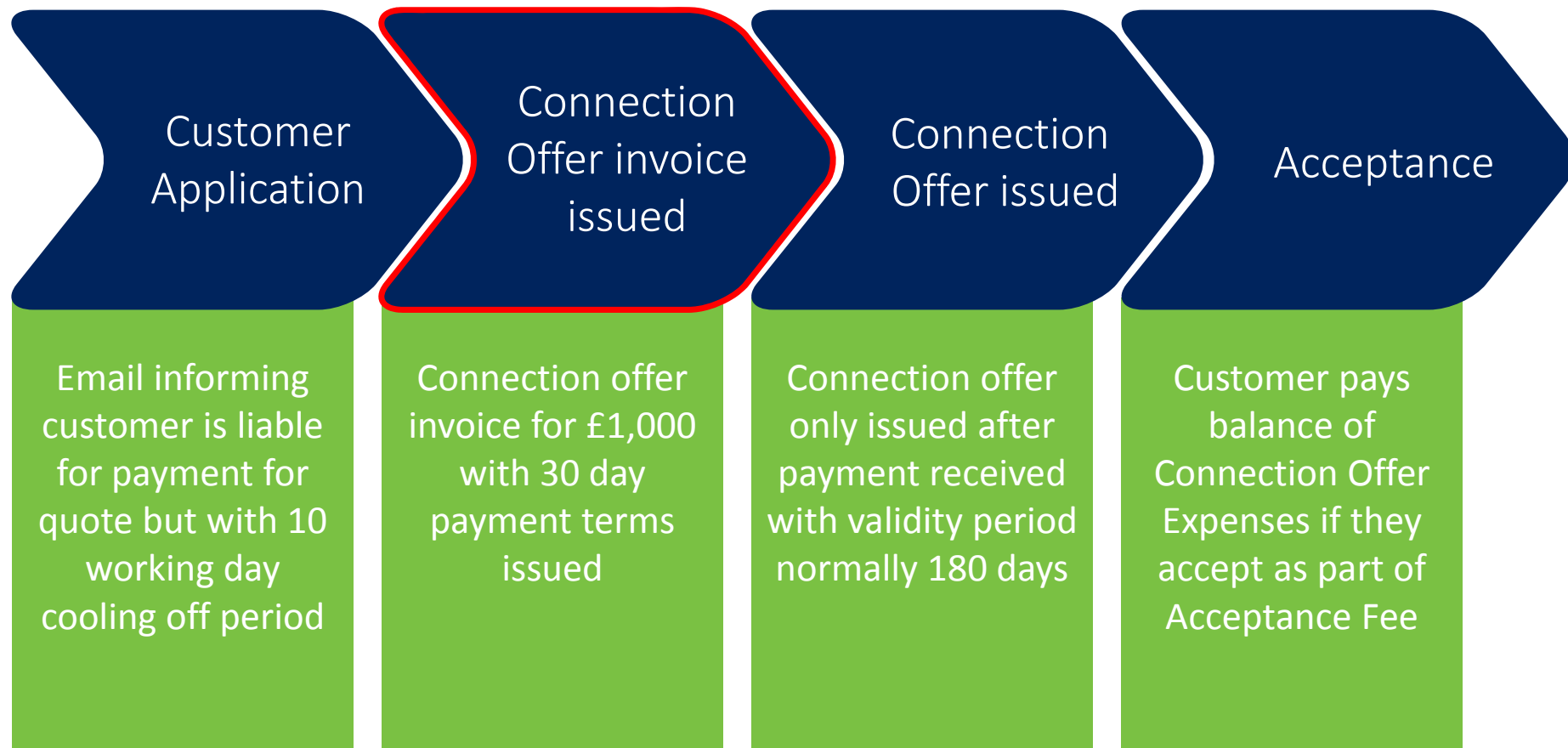
These charges will be due whether the connection offer is accepted or not



## The basic process



## Revised process if payments not made



## Gen+ process



### Customer Submission

Customer submits up to six variations for same site eg different capacities and/or technologies together with **£500** payment

### Budget costs and POC

We provide budget costs and POC for all six variants within 30 working days

### Confirmation of viable options

You will have 7 days to confirm if any are viable and you want to progress through to a full offer using submission date as application date

### Connection Offer issued

Connection offer issued together with invoice for £1,000 with 30 day payment terms

### Connection Offer validity period

Quote validity period normally 180 days but will end after 30 days if invoice not paid

## Our charges



For Connection Offers issued in ENWL area

Initial charge for any EHV Connection Offer:  
£1,000

Residual charge on acceptance:  
£20,200 for a full works offer

Residual charge on acceptance:  
£15,800 for non contestable work only



## How is our Connection Offer charge calculated?



- ☒ Includes cost of all Budget Estimates issued
- ☒ Includes the cost of all Gen+ initial assessments (less initial charge)
- ☒ Includes costs of all Connection Offers that are accepted
- ☒ Includes the costs of all Connection Offers that are not accepted

All costs associated with issuing Connection Offer are recovered through the Connection Offer charges: part recovered from initial £1,000 fee and rest on acceptance

## Why do other DNO charges appear lower?



- ☐ Includes cost of all Budget Estimates issued
- ☐ Includes the cost of all Gen+ initial assessments
- ☒ Includes costs of all Connection Offers that are accepted
- ☐ Includes the costs of all Connection Offers that are not accepted

Only the cost of that Offer is included in the charge; other charges are included as an on-cost on the construction work and paid on acceptance



## Four different options available to you for EHV offers

Budget Estimate	Gen +	Full Works Offer	POC Only offer
<ul style="list-style-type: none"><li>•No charge</li><li>•Can't accept</li><li>•No queue position</li></ul>	<ul style="list-style-type: none"><li>•Initial charge of £500 payable in advance</li><li>•Further charge of £1,000 for full offer</li><li>•Queue position retained</li></ul>	<ul style="list-style-type: none"><li>•Initial charge of £1,000 for Dual Offer</li><li>•Balance of £20,200 if full works accepted</li><li>•Balance of £15,800 if POC only accepted</li></ul>	<ul style="list-style-type: none"><li>•Initial charge of £1,000 for Connection Offer</li><li>•Balance of £15,800 on acceptance</li></ul>

Applicable from 4<sup>th</sup> May 2018



QUESTIONS

&

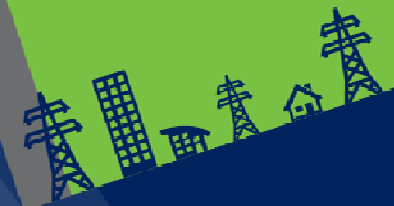
DISCUSSION





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# The Academy

Jo Fallows

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# Agenda



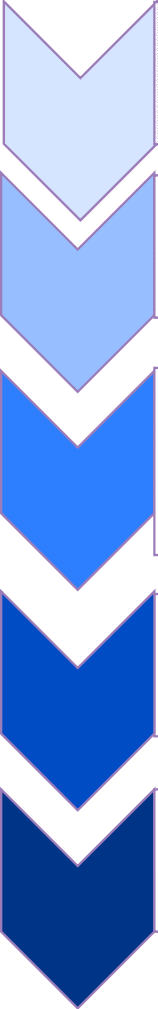
Competency  
accord Power  
Skills Scheme

ICP Training  
and  
Authorisation  
Requests

Academy ICE  
Actions  
Status

## Competency Accord Power Skills Scheme - Background



- 
- Provision for the sector to create a common set of requirements raise workforce competency levels, reduce risk and waste
  - Creation of common and readily available training schemes
  - The first standardised training schemes of Competency Accord were;
    - SHEA Power
    - BESC AME (Access, Movement and Egress)
  - Registration on Energy and Utility Skills Register to capture training and assessment records
  - Continuous development of Competency Accord is maintained through development of the NSAP Power Skills Scheme



## Development of 3 key documents

### NSAP Power Skills Scheme Governance and Scheme Overview

- Overview
- Governance
- Registration
- Scheme Rules and unit groups

### NSAP Power Skills Scheme Technical Specification

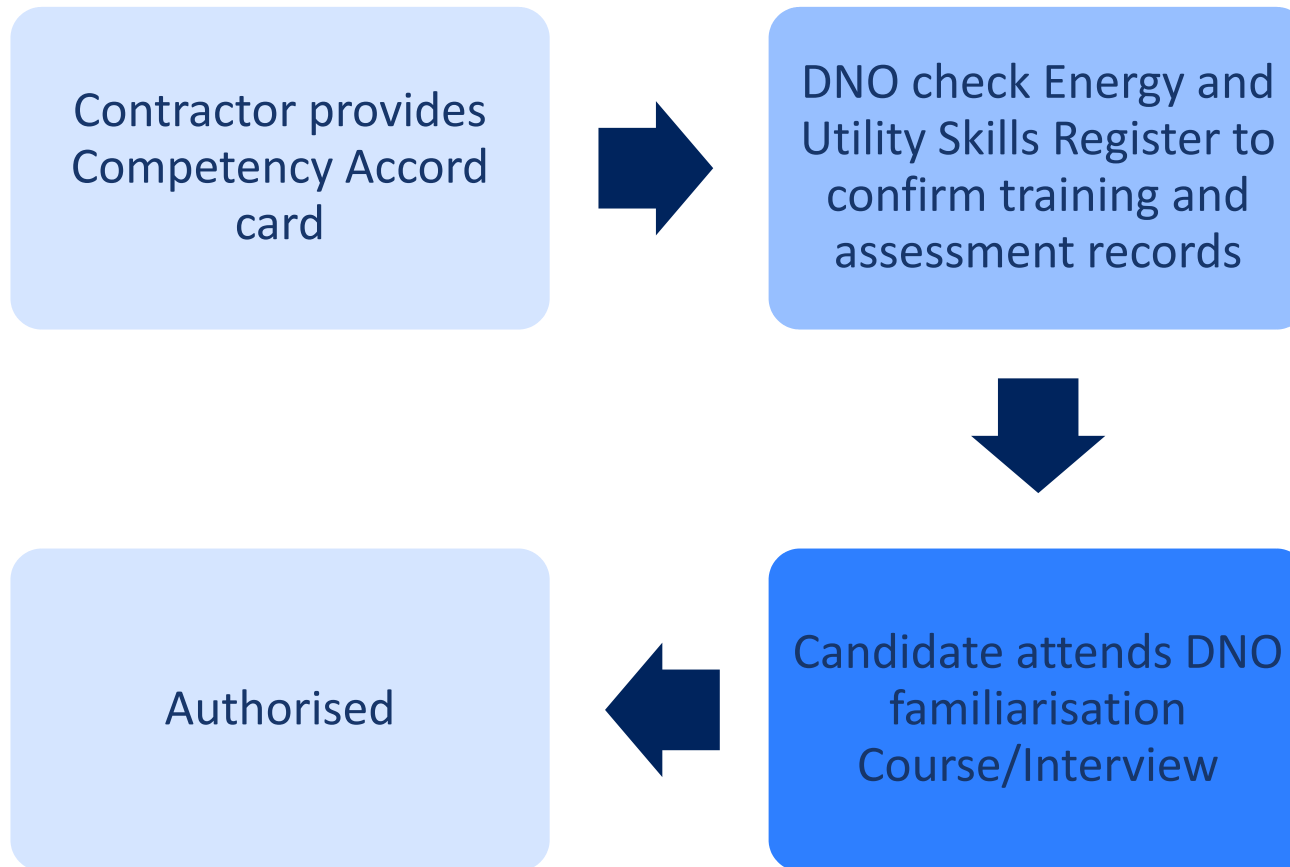
- consists of 80 units based on the Level 3 Power Network Craftsperson Apprenticeship
- Routes to Registration
- NSAP Approved programme and 80 units

### NSAP Power Skills Scheme Fees

- Registration
- Assessment and audit Fees
- Training and Assessment

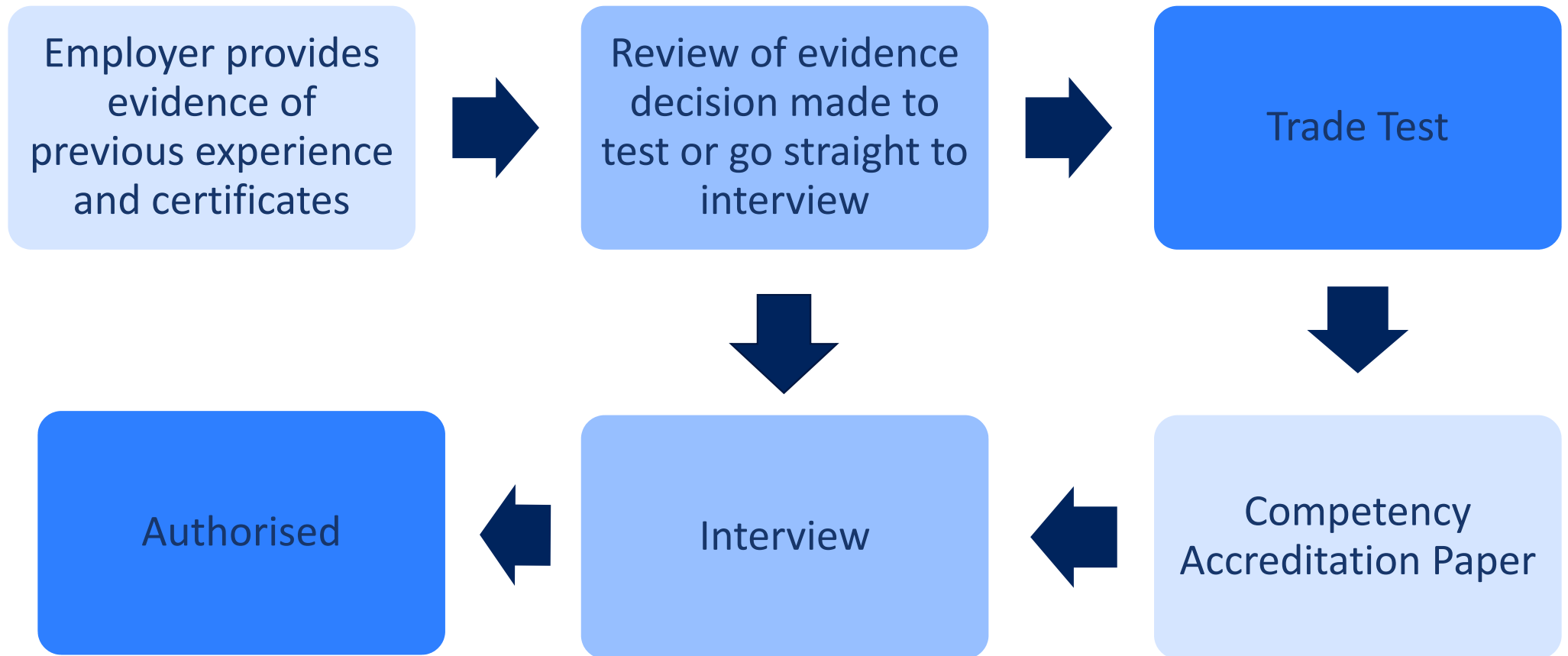
- 1-2-1 meetings are taking place with EU skills and DNOs/Contractors
- NERS relationship development
- ENA Training and Competency Committee endorsement

## Competency Accord Process - Draft



<http://www.power.nsacademy.co.uk/what-we-offer/competency-accord>

# Process for competent person requiring Electricity North West Authorisation




# ICP Training and Authorisation requests



Since 1<sup>st</sup> April 2017 have received 75 requests from ICPs

Training	Authorisations - Other	Interviews
26	11	38

3 outstanding but have been scheduled to take place in March;  
2 interviews  
1 Safety Mates course



Initial contact made  
with Academy to  
discuss training  
requirements and  
courses

## General booking form

This is for all training course requests

- Company Name
- Contact name
- Telephone number
- Purchase order number
- Delegates name
- National Insurance Number
- Job title

## Competency Accreditation booking form

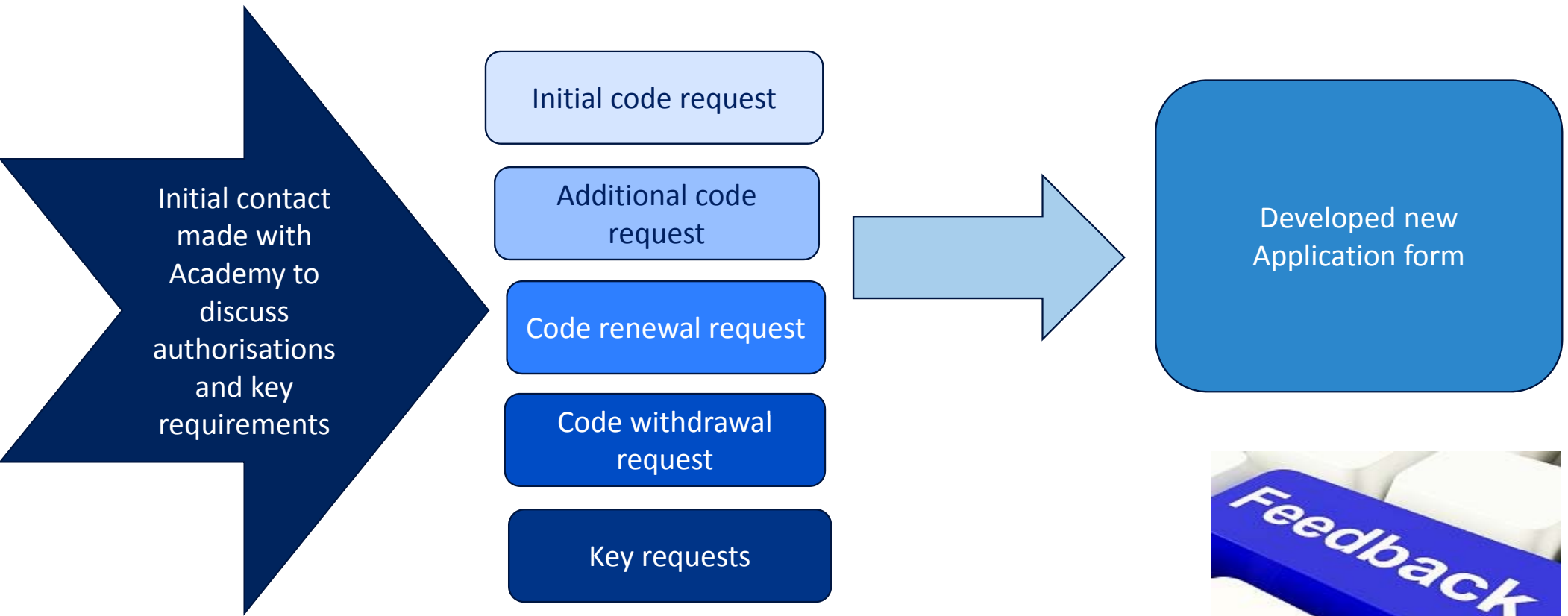
This is for H200 authorisation refresher for crafts

- Company Name
- Contact name
- Telephone number
- Purchase order number
- Delegates name
- National Insurance Number
- Job title
- Existing authorisation codes

Contacts us at: [theacademy@enwl.co.uk](mailto:theacademy@enwl.co.uk)



# Authorisation documentation



Contacts us at: [theacademy@enwl.co.uk](mailto:theacademy@enwl.co.uk)



### General Enquiries

- [TheAcademy@enwl.co.uk](mailto:TheAcademy@enwl.co.uk)
- 08433 - 114747

### 1-2-1 Meetings

- Jakki O'Shea, Academy Office Team Leader  
[jakki.O'Shea@enwl.co.uk](mailto:jakki.O'Shea@enwl.co.uk)
- John Lee, Technical Training Lead  
[john.lee@enwl.co.uk](mailto:john.lee@enwl.co.uk)

## ICE Actions for the Academy 2017/18



Action	Output	Status
Develop bespoke jointers mate course for unmetered activities	Course developed and implemented	Closed
Work with ICPs/IDNOs to improve access to training facilities	Met with a number of ICPs and on request will continue to have regular meetings to discuss training and authorisation requirements	Closed
Provide better support for training queries	Additional resources One to one meetings available Documentation explained at workshop	Closed
Improve route map for EU passport holders in our area	Competency Accord overview Process in place with an evaluation and review period	Closed



# Panel Q&A



## Wrap Up and Close

