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# ENWL Incentive on Connections Engagement

ICP/IDNO Workshop

Thursday 4<sup>th</sup> October 2018

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# Welcome & Introduction

Mark Williamson Energy Solutions Director

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- Over 30 years in the electricity distribution industry
- 28 years with ENWL
- Energy Solutions Director since 1 July 2018
- South Operations Director prior to this role
- Focus as Energy Solutions Director is putting customers at the centre of everything we do:
  - Understanding your energy needs
  - Understanding what we do right
  - Understanding what we could do better
  - Understanding what we get completely wrong.
- My aim is to make it easy to do business with us and get you connected with the minimum of fuss.

- One word Feedback!
- Since 1 July I've been seeking feedback from as many customers as I can
- Today's event is key for me I've got a room full of my customers who I'm sure want to give me plenty of feedback
- Use the feedback forms and give us your honest opinion
- Contact me, Michelle and your usual contacts in ENWL at any time to give us feedback
- mark.williamson@enwl.co.uk
- michelle.snowden@enwl.co.uk
- ice@enwl.co.uk





Agenda

13:00	Welcome & Introduction	
	Mark Williamson, Energy Solutions Director	
13:05	ICP/IDNO ICE Workplan 2018/19 Update	
	Michelle Snowden, ICE Manager	
13:20	Stakeholder Update: Earthing C333 Policy/ICP Points of Connection	
	Mike Doward, Connections Charging Manager	
13:30	Commercial Adoption Agreements	
	Vincent Dwyer, Commercial Manager	
13:50	Health & Safety	
	Ellen Richardson, Health, Safety & Environment Manager	
14:05	NMS Ready	
	Julie Jackson, Data Infrastructure Manager	
14:20	BREAK	
14:40	Estates & Wayleaves	
	Gregg Davies, Estates & Wayleaves Manager	
14:55	Assessment & Design Fees	
	Brian Hoy, Head of Market Regulation and Compliance	
15:15	Panel Question & Answer Session	
15:30	Wrap Up & Close	
	Mark Williamson, Energy Solutions Director	

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# ICE Update: ICP/IDNO 2018/19 Workplan

Michelle Snowden, ICE Manager

## How are we performing against our commitments?



Commitment	How we'll achieve it	Output/Key Performance Indicator	Delivery Date	Status
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 our stakeholders regarding our proposals	Q4	On Target
We will continue to target improvements in LV time to connect	We aim to outperform the regulatory standard by completing connections on average in 7 working days (compared to the guaranteed standard of 10 working days)	We will continue to work towards a 7-day average Time to Connect	Q4	YTD Average 13.6 days
We will continue to target improvements in HV time to connect	We aim to outperform the regulatory standard by completing connections on average in 15 working days (compared to the guaranteed standard of 20 working days)	We will continue to work towards a 15 day average Time to Connect	Q4	YTD Average 15 days
We will continue to target improvements in LV time to Quote	We aim to outperform the regulatory standard by providing quotes on average in 11 working days (compared to the guaranteed standard of 15 working days)	We will continue to work towards a 11 day average Time to Quote	Q4	YTD Average 8.68 days
We will continue to target improvements in HV time to Quote	We aim to outperform the regulatory standard by providing quotes on average in 15 working days (compared to the guaranteed standard of 20 working days)	We will continue to work towards a 15 day average Time to Quote	Q4	YTD Average 12.84 days
We will target faster LV/HV design approval responses	We aim to outperform the regulatory standard by providing design approval responses within an average of 8 working days (compared to the guaranteed standard of 10 days)	We will target LV/HV design approvals responses within an average of 8 working days	Q4	YTD Average 8.91 days
We will improve efficiency in issuing Bilateral Connections Agreement (BCA) documentation	Where multiple parties are involved we will notify ICPs of when a BCA is sent and to whom it was sent to	Introduce revised process	Q2	Complete
We will provide more clarity and transparency on the energisation process for non-contestable works	We will provide a guidance document outlining the prerequisites to agreeing a power on date to ensure an efficient process	Publish guidance doc	Q3	On Target

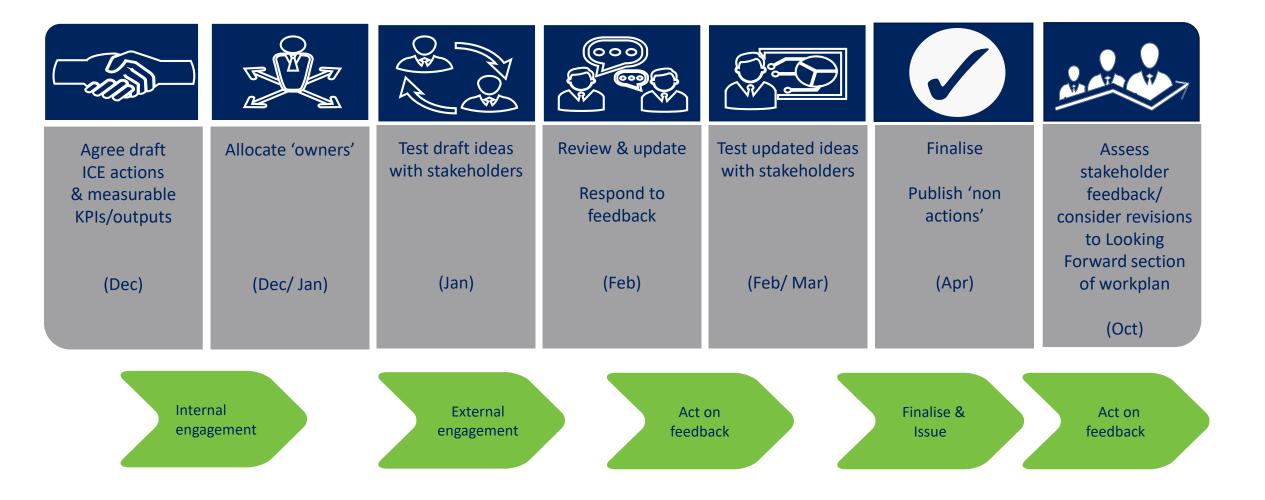
## How are we performing against our commitments?



Commitment	How we'll achieve it	Output/Key Performance Indicator	Delivery date	Status
We will continue to support Self Determination of Points of Connection by ICPs	We will continue to provide Self Determination of Points of Connection training to ICPs	We will host 2 sessions over the year (subject to a sufficient number of registrations)	Q4	On Target 1 of 2 training sessions completed
We will continue offer opportunities for stakeholders to engage with us	We will host 2 workshop on topics requested by stakeholders	Host 2 workshops 80% of attendees surveyed rate the event as "useful" or "very useful"	Q4	On Target Workshop taking place today, with second scheduled for Tuesday 29 <sup>th</sup> January 2019
We will provide more clarity on land consents process and progress	We will host a consents-focussed session to help and assist our stakeholders with this element of the process	Host a Wayleaves workshop and 2 surgery sessions 80% of attendees surveyed rate the event as "useful" or "very useful"	Q4	On Target
We will provide stakeholders with the opportunity to comment on proposed policy changes before we make them	We will publish on our G81 webpage in draft form, all proposed changes to relevant policy and invite comments from stakeholders ahead of formal change	Publish draft policy documents online and inform registered stakeholders	Q1	Complete
We will provide stakeholders with the opportunity to receive detailed briefings on policy changes	We will host a minimum of 2 webinars on policy changes relevant to the stakeholders	Host 2 webinars 80% of attendees surveyed rate the event as "useful" or "very useful"	Q3	On Target
We will improve our communication of safety to ICPs working in our area	We will issue safety bulletins to ICPs	Email safety bulletins to registered stakeholders	Q1	Complete by end of Q2
Continue to provide visibility of inspection performance	We will publish quarterly updates on anonymous performance of our inspections of ICPs and our own contractors	Quarterly newsletters distributed to registered stakeholders and published online	Q4	On Target
Continue to Provide quarterly updates on progress of actions	We will publish quarterly updates on our actions and outputs	Quarterly newsletters distributed to registered stakeholders and published online	Q4	On Target

Process





We're always updating our website with new information to help you

**Recent uploads include:** 

- ✓ Competition in Connections Code of Practice Compliance Report
- Statutory obligation quotation letter
- ✓ POC drawings

## Find an ICP

✓ Would you like your details on our website?

### **Contact Us**

 Our ICE pages include a 'find a contact' document for you to refer to at the different stages of your project



✓ We want your feedback!

 Get in touch with us via the website under our Incentive on Connections Engagement page or email us at <u>ICE@enwl.co.uk</u>

 Don't forget to sign up to our distribution lists online to keep up to date with upcoming events, policy changes, health and safety bulletins and to receive our quarterly newsletters.

# Earthing C333 Policy/ HV Points of Connection

Mike Doward

**Connections Charging Manager** 

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# Identification of HV Points of Connection



## Earthing Policy Update



## Aims – Redraft and update CoP333

## Proposed Outputs -

- Stage 1 Global Earthing System
- Stage 2 Light Design
- Stage 3 Full Design



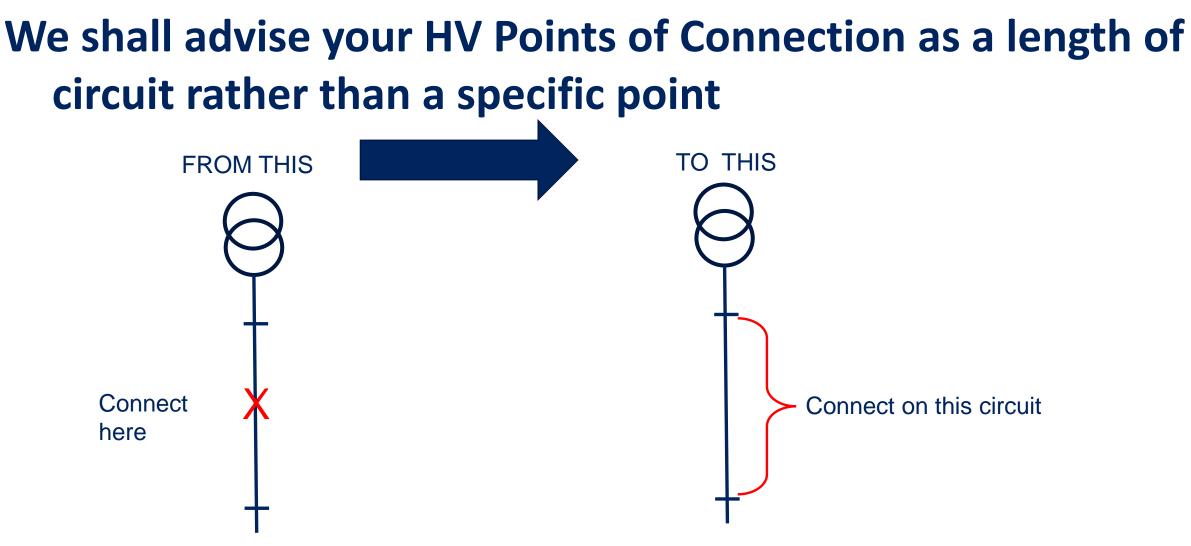
## Earthing Policy Update

## **Next Steps**

- Internal ENWL review of draft CP333
- Draft of CP333 sent to the Expert Panel
- Expert Panel returns comments
- Publish CP333 on website for ICPs/IDNOs
- Consultation closes
- Internal review of comments
- Policy submission to approval panel
- Approval panel decision
- Go live

5/10/18 8/10/18 26/10/18 31/10/18 5/12/18 13/12/18 14/12/18 28/12/18 01/01/19





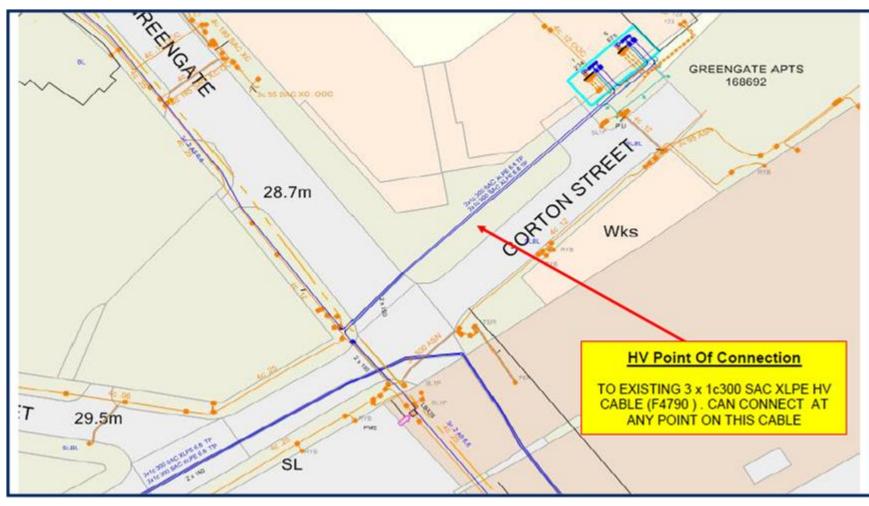


## Your advantages of the HV POC being identified as a length of circuit ;

- Allows flexibility in the exact location
- Allows you to consider site practicalities
- Lets you choose the optimum location
  - Safest
  - Most convenient
  - Shortest route
  - Most economic
  - Least effect on traffic



## **Example 1;** connection anywhere along circuit



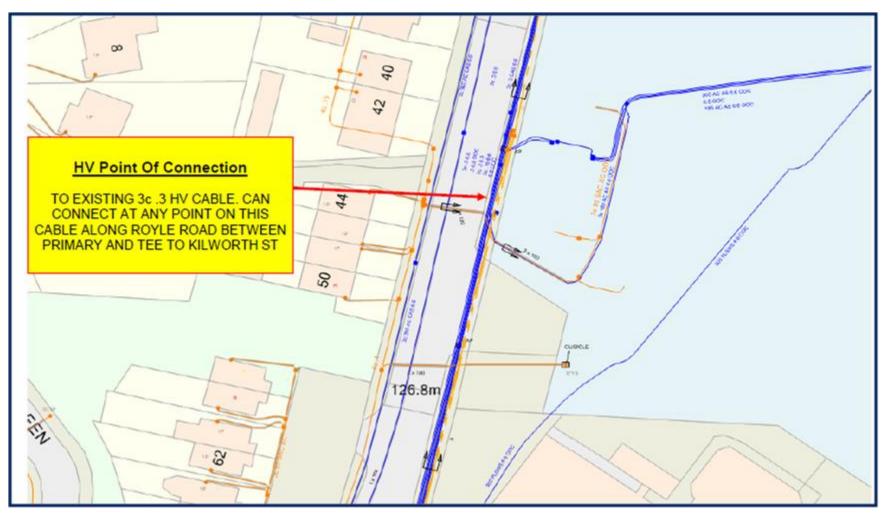
POINT OF CONNECTION
TECHNICAL DETAIL

3x 1c300 SAC XLPE
6600 Volts
3 x 1c300 SAC XLPE
Looped
F4790



## Identification of HV Points of Connection

## **Example 2;** connection between Primary & Tee point



POINT OF CONNECTION TECHNICAL DETAIL				
Cable Size @ P.O.C :	3c .3			
Voltage :	6600 Volts			
Minimum Cable Size :	3 x 1c300 SAC XLPE			
Loop or Teed (HV only)	Looped			
Feeder Name / No :	Primary to Highfield Tee Kilworth St			

X

# Adoption Agreements Vincent Dwyer Commercial Manager

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## We made a commitment to implement best practice.

## Review

# • All DNO approaches reviewed

Framework-style agreement

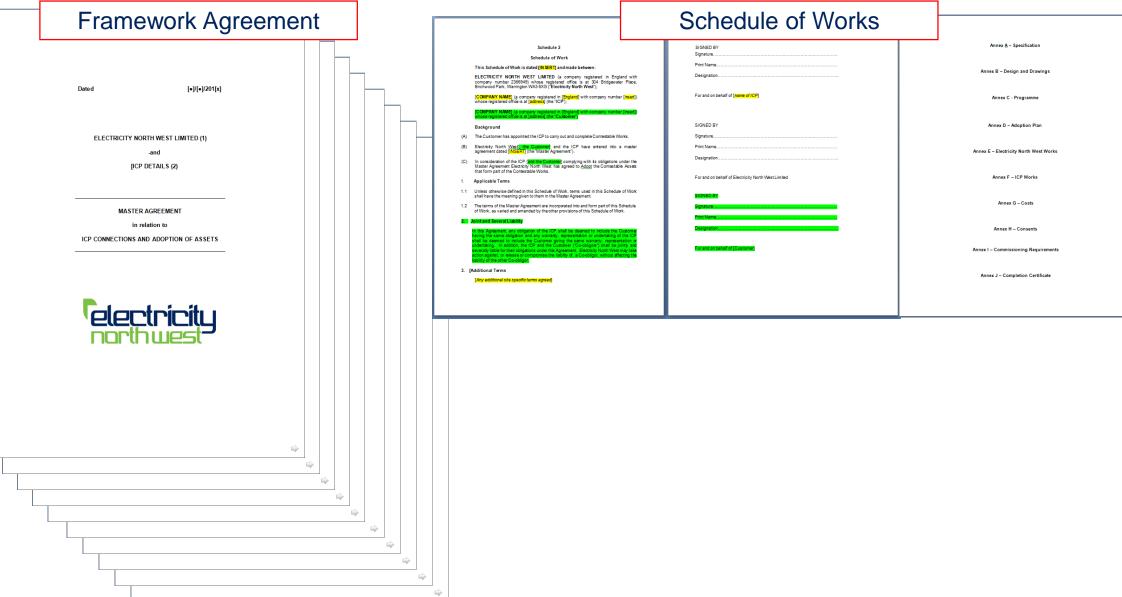
- Overarching bilateral agreement with each ICP
- Site-specific schedule

## Benefits

- Streamline the process
- Reduced admin
- Minimise legal costs

## The Agreements





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- Additional site specific clauses can be added/amended if there is a specific customer request, but need prior commercial / legal review.
- Annexes A J to include operational and technical detail;
  - A Specification
  - B Design and Drawings
  - C Programme
  - D Adoption Plan
  - E Electricity North West Works
  - F ICP Works
  - G Costs
  - H Consents
  - I Commissioning Requirements
  - J Completion Certificate

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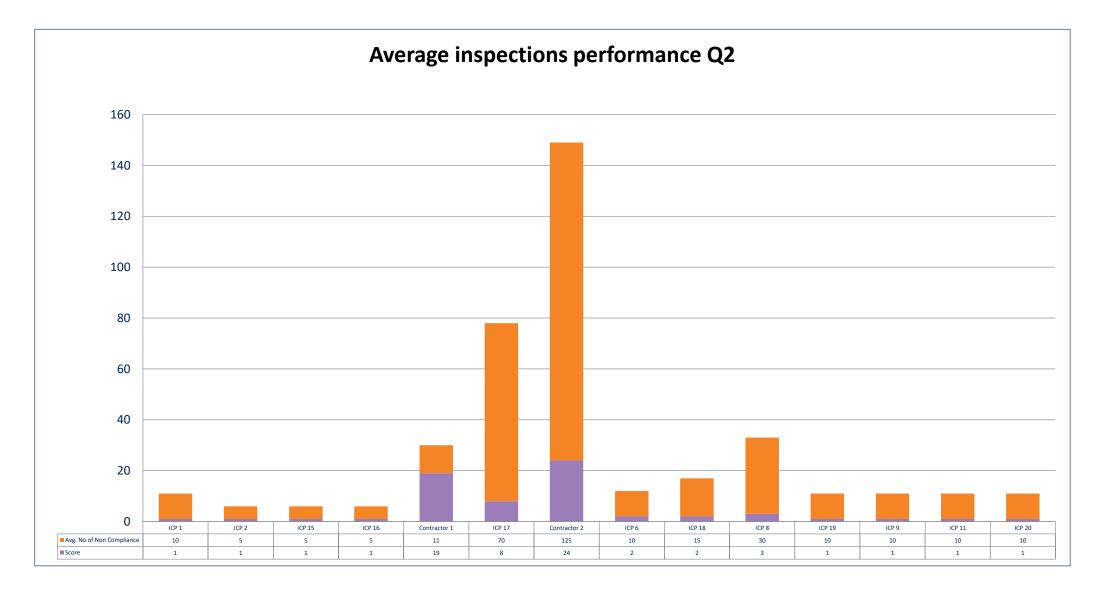
# Health & Safety

Ellen Richardson Health, Safety & Environment Manager

## Introduction – DNO Environment

- 2003 to 2017 (all DNOs) 13 fatalities
  - 2003 hit by falling pole
  - 2003 induced voltage incident
  - 2005 linesman electrocuted
  - 2006 linesman electrocuted
  - 2006 linesman electrocuted in 400kV substation
  - 2007 jointer electrocuted making a cable joint
  - 2007 engineer electrocuted from pole mounted transformer
  - 2008 tap changer explosion
  - 2012 induced voltage incident
  - 2012 linesman killed when pole snapped
  - 2013 linesman fell from pole
  - 2015 engineer electrocuted at substation charged cable incident
  - 2017 apprentice electrocuted making a cable joint
- High risk industry we are very concerned (and so are the HSE)
- We will do everything we can to prevent any harm to employees, contractors 3<sup>rd</sup> Parties

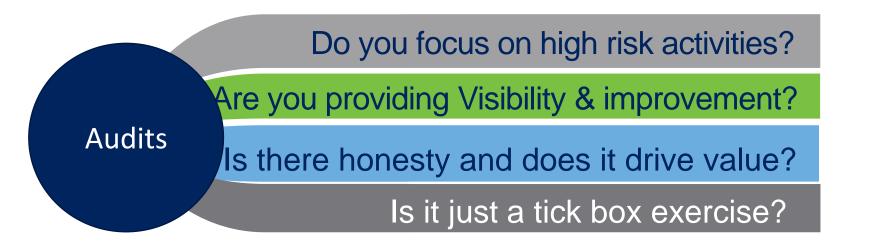




## **Re-occurring Issues**

- Cable Laying
  - Bedding and blinding material is not present
  - Poor quality material or contaminated trench
  - Shallow cable installation
- Jointing
  - Joint is not suitably supported
  - Joint hole is too narrow to work safely

## Good Practice: Live Working



## **ENWL Standards**



### ENWL standards are very simple – you need to be aligned

SAFETY The Golden Rules

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Our Safety Golden Rules are designed to provide clarity on the

fundamentals which are necessary for working safely in all areas of our business.

Compliance with the Safety Golden Rules is a requirement of working here. Failure to adhere to them is unacceptable.

So read them, understand them, and put safety at the centre of your day.

#### Individuals have an obligation and a right to stop any work that is considered unsafe

- Risk assessment processes shall be strictly observed
- Safety procedures shall be strictly observed
- All incidents shall be reported promptly
- Safety and fire fighting equipment must not be tampered with or discarded without authorisation
- Acts of violence and horseplay by employees or contractors will not be tolerated
- Breaches of the company drugs and alcohol policy will not be tolerated
- Smoking is permitted in designated areas only
- Tasks will be carried out with caution and the application of defensive behaviours
- Everyone will participate in team safety processes

### HIGH HAZARD Life Saving Rules

Our High Hazard Life Saving Rules are designed to help create and maintain a safe working environment. They apply to our highest risk activities and summarise the key controls prescribed in our Distribution Safety Rules, Codes of Practice and other safety procedures. Whenever these activities are being carried out these rules must be applied. Breaking them is a serious issue that could lead to disciplinary action.

#### 

#### BVER

 Undertake only used unless you are Ruthorised to do so and familiar with the Inherent risks.
 Fissume and velocitical explorent is doed until proven dead by approved moons
 Work on high voltage equipment unless you have a suitable safety document
 Ularit on high voltage equipment unless you have a suitable ulariton in the equipment other than in accordance with approved the warking procedures
 Use on you so a capliament unless they are of an approved type and have a current test certificate / dote where approved the unless of the subscience of the unless

#### DRIVING

Rever drive or operate any vehicle or plan
 Unless you are competent and it to do so
 Unless its its fractory prosent and in a safe state of repair
 Phove the limits set for speed, weight and any overhead
 restrictions
 Unless the risk of flitting or stifting padestrions is controlled
 When using a hansh height prove to call, text or e-hall

#### BREAKING GROUND

ground breaking activities unless:

 The creat including service records have been checktas to identify air links and structures in the ground Controls create h place to prevent damage to any underground services Controls one in place to ensure the ground util not collapse during diagong Pisset cuarters are notified prior to diagong near major services

### ied out these rules must be applie Jld lead to disciplinary action.

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#### Rever work at height: • I there are sofer atternatives • Unless you have planned the work and applied the hierarchy of control • Unless you are protected by an appropriate fail prevention or protection system

 Unless you have all the correct access and protective equipment available
 If any access or protective equipment is not appropriately tested, inspected and tagged

#### LIFTING OPERATIONS

Lift without planning it first
 Carry wat any lifting operation unless it is deepately
 upervised and only carried out by trained and competent
 people
 Lift unsecured loads
 Exceed the operating limits of any piece of lifting equipment
 Lift unsecured loads
 Exceed the operating limits of any piece of lifting equipment
 use any lifting equipment unless it is oppropriotely tested.
 Un unsecure tagged
 Uff unless the ground?foundation has been assessed or
 designed by a competent provide loads or allow anyone else to
 vity our hoads to ophich point unless of any anyone else to

#### CONFINED SPACES

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### Standard for Personal Protective Equipment

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#### This standard sets outs the requirements for the use of Personal Protective Equipment by Electricity florth West employees and contractor employees when carrying out work, visiting or undergoing training for any work on or adjacent to the electricity distribution network.

Where specific PPE is prescribed in policy for defined tasks or areas e.g. live work, work at height, switching, tree cutting, oil handling, working on the highway, then the specific PPE must be worn. This will normally be in addition to or in replacement of the PPE prescribed in this standard.

This standard does not apply to driving or any work in offices, depots, workshops, data centres or control rooms which will be subject to separate PPE requirements as required.

#### Eye protection, sofety footwear, gloves and hi-visibility clothing must be worn when carrying out work, visiting or undergoing training for any work on or adjacent to the electricity distribution network on our construction and operational sites, this includes substations.



The eye protection to be used can be selected from the range of light eye protection provided. Where needed prescription eye protection will be provided in line with our eye care policy. Eye protection may be removed where an individual dynamic risk assessment deems the use impractical e.g. if a particular level of visual dexterity is required.



Safety footwear can be selected from our range of safety boots and shoes. Safety boots providing ankle support should be used for routine croft activities. The use of wellingtons should be limited to situations where ground conditions means standard safety boots are not practical.



The glove to be used is the lightweight cut-resistant glove provided. Gloves may be removed where an individual dynamic risk assessment deems their use impractical e.g. if a particular level of manual dexterity is required.



Hi-visibility clothing provided is the arc-resistance coverall with hi-viz stripes, short and long sleeve vests, lightweight jackets and waterproof iackets.

29

Next Steps





What do we need going forward ?

## Safety Commitment

- Reduce aborted visits by keeping ENWL updated on your daily where abouts
- Tighter internal supervisory and inspection regime
  - Ensure Improvement in quality of work
  - Ensure PPE is available and worn
- Share information and communicate best practice

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## NMS Ready

Julie Jackson

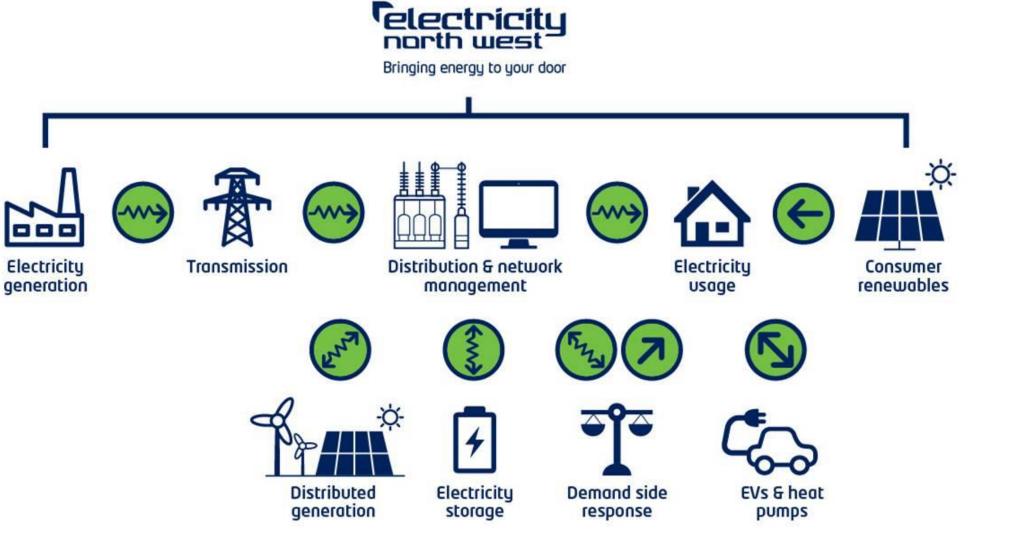
Data Infrastructure Manager

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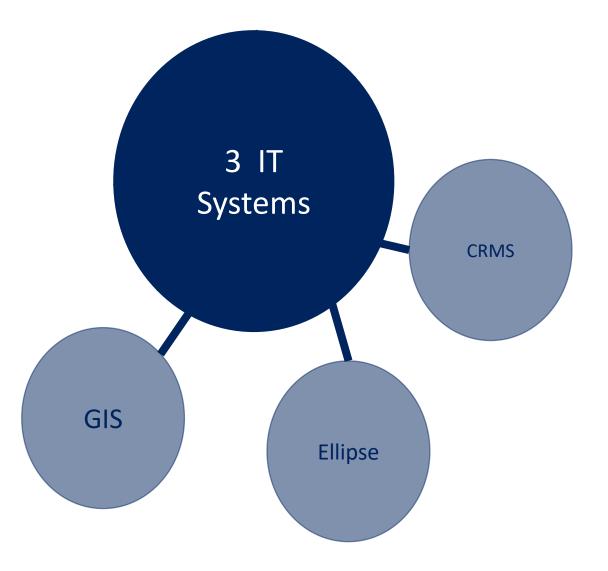






Currently





Currently the live schematic diagram is hosted in CRMS

In NMS the live schematic diagram is generated from GIS and Ellipse meaning that;

- a geographical based planning drawings must be submitted to Data Management prior to work being carried out.
- A pre-laid drawing will now be required as well as an as-laid drawing

The submitted geographic planning drawings will be used to;

- Create an amendment to GIS and Ellipse that will be used to automatically generate the NMS schematic diagram.
- This will be required for HV and LV

## Issues with Network Records

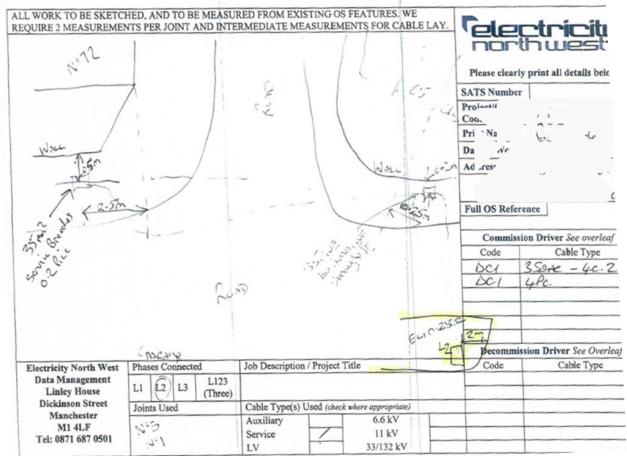


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## **Current Approach**

- The Current approach to network amendments is not sufficient to maintain the NMS data model, either in terms of quality or timeliness
  - Very poor quality
  - Lack of measurements
  - Lack of locations
  - Lack of driver codes
  - Delay in receiving as-laids

aslaid.drawings@enwl.co.uk



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# Estates & Wayleaves

Gregg Davies Estates and Wayleaves Manager

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#### Land Rights are needed when:

 An ICP installs equipment within land owned by the developer (Onsite consents).

We will secure our Land Rights from the Developer direct unless the equipment is being adopted by an IDNO.

• An ICP installs equipment on third party owned land (**Offsite consents**).

The Developer/ICP will acquire the third party landowner's agreement to install the equipment **AND** their agreement to our standard Heads of Terms for post adoption Land Rights.



• There are special requirements for planning, environmental and archaeological considerations which might be impacted by the installation (Additional Consents).

We expect ICPs/Developers to acquire all the statutory consents required to carry out their installation. These include, but are not limited to, Schedule Monument Consent, Land Drainage Consent and Natural England Assent.

Continued...

# How we do things continued...



• An IDNO adopts an embedded network from an ICP.

The IDNO will secure the Land Rights they require from the developer direct.

When an IDNO adopts a substation, they will also incorporate our post adoption Land Rights (e.g. to access our HV switchgear and HV cabling within the development site) within their transfer or lease as part of the **Incorporated Rights Process.** 

### Who does what and when?

The <u>ICP</u> is responsible for:

- Identifying the Developer's land, third party owned land and land forming part of the adopted highway when submitting their design approval.
- Obtaining any third party landowner agreements to their installation works and our post adoption rights ('Heads of Terms').
- Providing us with a signed copy of the agreed terms and a land registry compliant legal drawing correctly showing the position of the equipment they propose to install.

Continued...

#### Who does what and when?

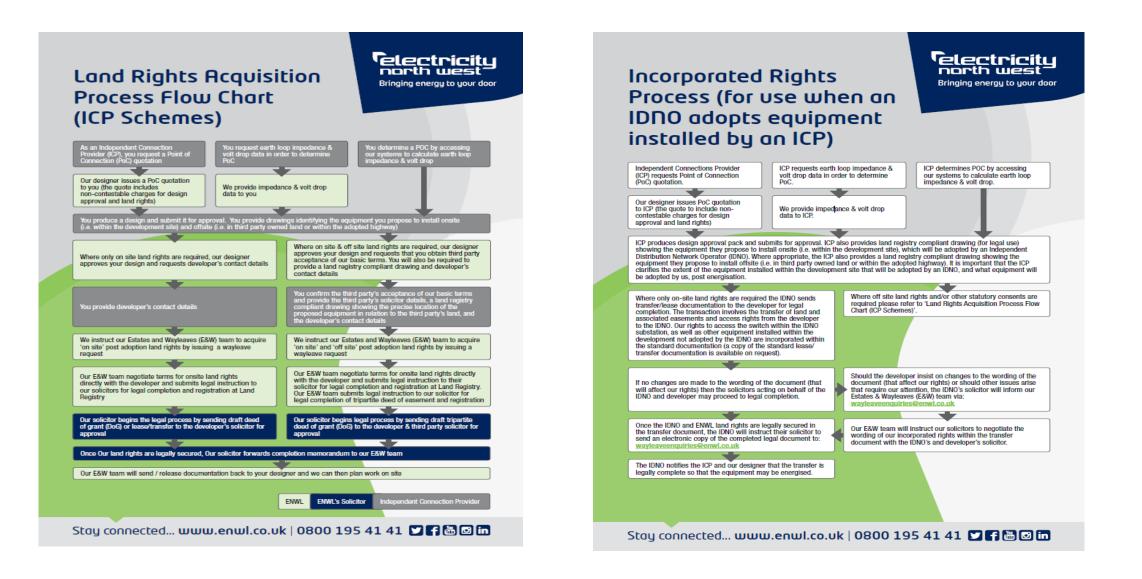
The <u>ICP</u> is responsible for:

- Providing us with the contact details for the solicitors acting on behalf of the Developer and third party.
- Providing us with copies of any other consents that you have obtained e.g. Environment Agency Permission or Scheduled Monument Consent.

#### Who does what and when?

#### **ENWL** is responsible for:

- Approving your design.
- Providing you with our standard Heads of Terms.
- Instructing our solicitors to legally secure a tri-partite deed of easement.
- Ensuring that our solicitor progresses matters and provides appropriate updates.
- Notifying you of when the deed has legally completed and when the equipment has been adopted.



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# Connection Offer Expenses – our approach

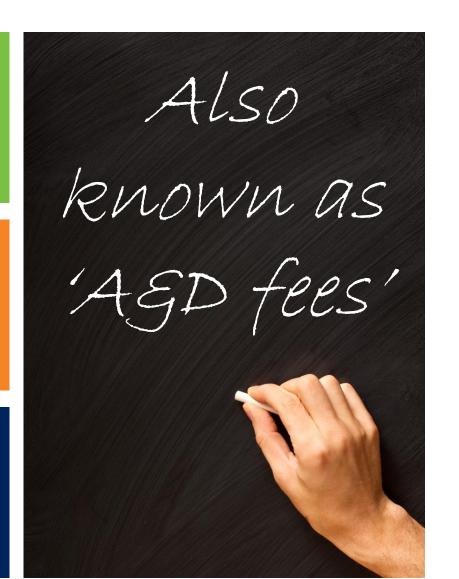
Brian Hoy

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# BEIS introduced new regulations from April 2018

These 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



Summary



### Four different options available to you for EHV offers

Budget Estimate	Gen +	Full Works Offer	POC Only offer
<ul> <li>No charge</li> <li>Can't accept</li> <li>No queue position</li> </ul>	<ul> <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> <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> <li>Initial charge of £1,000 for</li> <li>Connection Offer</li> <li>Balance of £15,800 on acceptance</li> </ul>

Applicable from 4 May 2018









Make arrangements in advance so invoice can be paid quickly Cancel quickly if you don't want to incur costs

Late payment means your offer can't be accepted

Late payment risks you having to pay in advance of getting your offer next time





Includes cost of all Budget Estimates issued



Includes the cost of all Gen+ initial assessments (less initial charge)



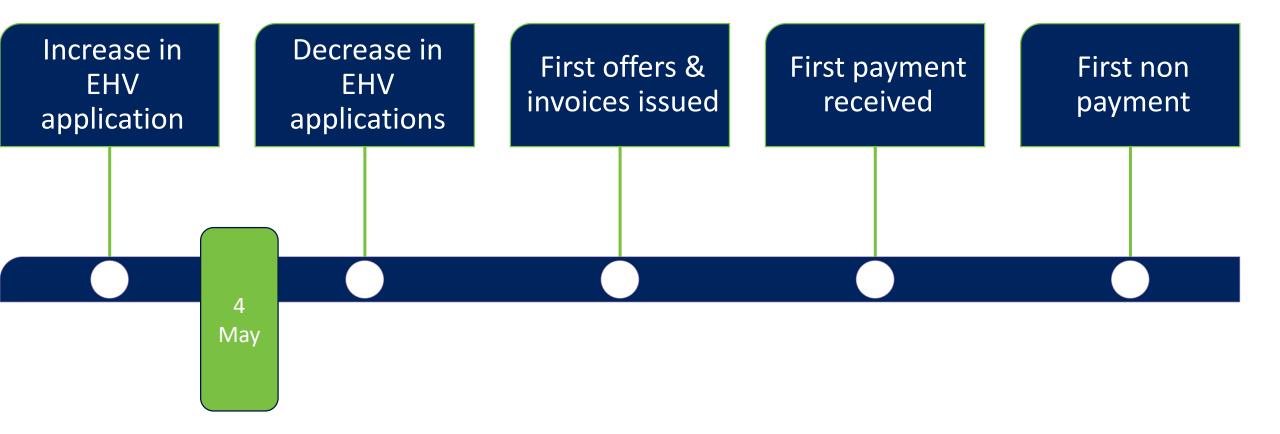
Includes costs of all Connection Offers that are accepted



Includes the costs of all Connection Offers that are not accepted

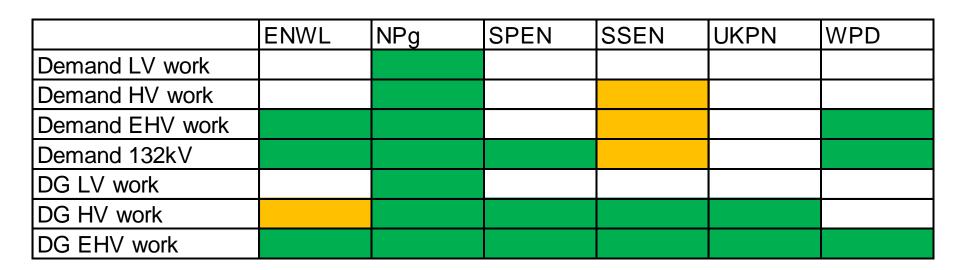
All costs associated with issuing Connection Offer are recovered through the Connection Offer charges: part recovered from initial £1,000 fee and rest on acceptance

### What have we experienced?



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What's next?



Implemented
Coming soon
Under review

We have observed an increase in DG HV applications as a result of our charges for EHV

We are looking to extend charges for this category next



### Options

There are four categories of customers that DNO can recover costs from:

Two associated with enquiries/ applications

Two associated with accepted projects

# Wrap Up & Close

Mark Williamson Energy Solutions Director

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- ✓ Thank you for your attendance
- ✓ Please give us your honest feedback on the forms provided
- ✓ Presentation slides will be available via our website

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# Useful web links for ICPs/IDNOs

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#### **Find a North West ICP**

The link below helps visitors find North West ICPs – if you'd like to include new contact details or update your pre-existing contact details in the document, please email us at <u>ice@enwl.co.uk</u> https://www.enwl.co.uk/globalassets/get-connected/cic/customers/icps-list-06-2018.pdf

#### **Contact ENWL**

ICP stakeholders can use this link to find day-to-day contacts within ENWL

https://www.enwl.co.uk/globalassets/get-connected/cic/icpsidnos/contacts-for-icps-september-2018.pdf

#### Keep updated on Policy changes

Use this link to access our G81 Policy information. Check these pages regularly for policy updates, feedback opportunities and our latest newsletters.

https://www.enwl.co.uk/get-connected/competition-in-connections/information-for-icpsidnos/g81-policies/

#### Find out more about Design Approvals

Find out everything you need to know about our design approval processes by clicking on the link below:

https://www.enwl.co.uk/get-connected/competition-in-connections/information-for-icpsidnos/contestable-activities/design-self-approval/