Pelectricity

Bringing energy to your door

ICP / IDNO Update Webinar

September 2020

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Meet the Team

Ami Mathieson Mark Williamson Martin Edmundson **ICE Manager** Head of Business Connections **Energy Solutions Director** Simeon Knights **Brian Hoy** Hannah Sharratt

Head of Market Regulation

Connections Stakeholder Engagement & Regulation Manager

Land Rights and Consent Manager

John Carlisle



Delivery Programme Manager

Jonathan Cropper



Delivery Manager

Agenda



Open Forum, Wrap up & Close

Bilateral Connection Agreements (BCA) Jonathan Cropper









• The BCA records the point of interface between the ENWL and IDNO network and defines the agreed maximum load.

• Accurate information is essential for management and maintenance of our assets.

"We will proactively engage with stakeholders to review the Bilateral Connections Agreement (BCA) process and keep our stakeholders informed of any changes"

Obtain Feedback and perform internal review

Identify areas for improvement and share proposals with stakeholders

Implement and embed improvements

A questionnaire was issued to our stakeholders to gauge opinion on the BCA process.



Stakeholder Feedback







What do the results tell us?

Results suggest the process works for most, 60% of the time, and only sometimes for 40%.

Timescales are important or very important to all. Responses suggest that existing timescales are inappropriate to the process (including creation and provision of the BCA to the ICP/IDNO, and return of the ENWL signed BCA to the ICP/IDNO).

Some view the BCA as part of the energisation process only, potentially not understanding it's importance and significance.

There is some interest to open the BCA to be self-served.

The BCA document should be available within the shortest possible time period following design approval.

What have we identified?



Lack of knowledge of the BCA document requirements

No defined or agreed SLAs

Difficult to determine a clear starting point for any SLA (e.g. IDNO substation name and number? Legal clearance?)

Disconnect between design approval and contracts processes

IDNO delays in providing information Changes to original requirements following design approval

Focus on delivery of Regulatory Obligations (eg GSoP)

Proposals

BCA templates for common scenarios will be made available on our website to download, complete and submit.



*The signed agreement should be sent electronically to <u>contracts@enwl.co.uk</u> prior to energisation.

Summary & Next steps

- The BCA is an important document in ensuring have accurate information on our network
- We reviewed the BCA process with stakeholder feedback
 - Some inconsistencies were identified
- Proposed improvements discussed
 - New process to apply to all designs submitted after 30th September 2020.
- We will review the success of these changes in Jan-Mar 2021

Next steps:

- Clear any outstanding BCAs awaiting action by ENWL
- Templates will be made available on the connection contracts webpage
- BCA template provided at design submission

Design Submission Pack

Jonathan Cropper





What is the Design Approval process?



The design submission should typically include

- the schedule of work to be delivered (including phasing)
- approved design and plan
- adoption plan highlighting the areas of land ownership along the cable route
- Costs (e.g. asset values)
- details of any legal consents required



ENWL have **10 working days** to approve or reject the submitted design

Following design approval ENWL will provide the ICP with a site-specific Bilateral Adoption Agreement (BAA) requiring signature by the developer and ICP **prior to energisation**.

The BAA records the information in the design submission, and provides ENWL with an indemnity on the adopted cables for a period of two years.

Lack of clarity and understanding of what should be included in a design submission pack

Omissions risk design being rejected

Leading to:

- Multiple design submissions
- Frustrations for both ICP and ENWL
- Delays in design approval
- Delays in producing the BAA
- Potential delays in delivery

Increase awareness of the minimum information required at design submission to reduce the number of delays or rejections due to simple data omissions

Simplify the design submission template to assist

Provide guidance to support the template. Improve and simplify quality of onboarding / refresher training on website.

Ensure ENWL continue to develop a consistent and fair approach to the design approval process

Publish feedback on common design submission errors

Produce the BAA in a timely manner following design approval

Proposals



The existing design submission pack be retired

The design submission pack be replaced by the simplified BAA template

The completed BAA is submitted as the design submission

The BAA will be reviewed during the design approval process

Outstanding consents are caveated in the BAA and provided prior to energisation

Design Approval therefore provides an approved BAA for signature on day zero

Any subsequent design revisions are provided via the amended BAA for approval

The BAA is recorded, tracked and managed from design submission introducing a simplified and transparent process

• i.e. Unapproved design or revision = BAA outstanding, Approved design = BAA with ICP for action

Network Management System (NMS) Update

Hannah Sharratt





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Our ICE 2019-20 Commitment:

Engage with stakeholders on the impact of our new Network Management System (NMS), reviewing the process for pre-construction drawings and communicate any changes.

By working together as part of our ICE commitment in 2019-20, we were able to minimise the potential impact for ICPs / IDNOs.

How can you help....?

- NMS **must** be updated with any network changes
 - BEFORE: Designs submitted are used to prepare our NMS prior to energisation
 - AFTER: As laids are critical in recording ACTUAL network configuration
- Cut-over period may affect outage availability
 - Dates on next slide

Our new Network Management System is needed to cater for future network requirements & transition to DSO

NMS Go Live Plan - November

Phase 1 – week 1

Go Live NMS Outage Management application All of the LV Network will be managed via NMS

Phase 2 – Week 2

Transmission, Manchester & Ashton network regions phased cut over onto NMS System During cutover there will be limitations on HV planned outages

Phase 3 – Week 3 - 4

Mid Lancs, South Lancs, South Lakes, North Lakes regions phased cut over onto NMS System

During cutover there will be limitations on HV planned outages

Network Asset Viewer Hannah Sharratt





Network Asset Viewer

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Land Rights & Consents Bespoke Update Report Simeon Knights







- We can provide updates on the consents acquisition process.
- Requests should be issued to our <u>wayleaveenquiries@enwl.co.uk</u> mailbox for updates.
 - Please ensure you include the Energy Solutions reference number and the full postal address of the site.

Simeon Knights South Area Manager Gregg Davies North Area Manager

- Monthly updates can be provided for your schemes, usually within 5 working days of a request.
- Updates will be sent directly to the instructing email address.
- Any subsequent comments or responses will be dealt with under similar terms.

 For more information, please contact me at <u>Simeon.knights@enwl.co.uk</u>

Example: **ENERGY** SITE SOLUTIONS UPDATE **ADDRESS** REFERENCE Scheme is with legal and our 41 Toytown solicitors and the owners Square, 5500111111 Manchester, solicitors are close to agreeing the form document **M12AB** 100-110 Noddy Street, Not been instructed 5500222222 Preston, PR1 2AB 17 Plots at Big Awaiting the return of the Ears Road, heads of terms from your 5500333333 Carlisle, client CA1 2AB

Incentive on Connections Engagement (ICE) Update

Ami Mathieson





ICE 2020-21 Workplan Performance



We will continue to monitor and review our connection charging approach to make charging fair for all our customers.

✓ No change

ICE 2020-21 Workplan Performance

ICE 2020-21 Workplan Performance	
We will further improve the heat map tool by including information on the size of the largest feasible connection based on existing switchgear and a single circuit connection. This will supplement the values of total available capacity for further demand and generation, already listed for each substatio	✓ On target
We will implement internal refresher training to ensure consistency across all areas of the business.	✓ Ongoing
We will improve visibility of contact information on our website.	✓ On target for delivery by end Dec
➤We will continue to offer opportunities for stakeholders to engage with us.	 ✓ Webinars ongoing. ✓ Online 'workshops' delivered September
➤We will continue to communicate with our stakeholders.	✓ Ongoing
Any comments please contact ice@enwl.co.uk	

ICE 2020-21 Workplan Performance

•	We aim to outperform the regulatory standard by providing quotes within an average of 15 working days (compared to the guaranteed standard of 20 working days for HV demand)	✓ Currently providing HV quotes 12 working days on average
>	We aim to outperform the regulatory standard by providing quotes within an average of 11 working days (compared to the guaranteed standard of 15 working days for LV demand)	✓ Currently providing LV quotes 8 working days on average
>	We aim to outperform the regulatory standard to provide an average time to connect of 15 working days (compared to the guaranteed standard of 20 working days for HV demand)	✓ Current time to connect for HV work is 11 working days on average
>	We aim to outperform the regulatory standard to provide an average time to connect of 7 working days (compared to the guaranteed standard of 10 working days for LV demand)	✓ Current time to connect for LV work is 3 working days on average
>	We aim to outperform the regulatory standard by providing LV/HV design approval responses within an average of 8 working days (compared to the guaranteed standard of 10 working days)	 ✓ Currently providing Design Approval responses 8 working days on average

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RIIO ED2 – Ofgem Proposals for Connections

Brian Hoy





RIIO-ED2 timeline



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As part of its Sector Specific Methodology Consultation (SSMC) Ofgem is consulting on removing ICE and replacing with new mechanism

Details sections 5.37 to 5.61 of Annex 1

https://www.ofgem.gov.uk/system/files/docs/2020/07/ed2_ssmc_annex_1_delivering_value_for_money_services_for_cu stomers.pdf

- Deficiencies of ICE perceived to be by Ofgem:
 - Not convinced DNOs have sought to address customers concerns and priorities
 - Think ED2 should ensure a degree of standardisation
 - Progress made by some companies should service as minimum levels of service
 - Should be based on more quantitative measures of impact of companies actions

Ofgem proposal that it is consulting on:

- New framework that doesn't apply to market segments that passed Competition Tests
- Based on connections strategies in Business Plan
 - Potential for penalty or reward through Business Plan Incentive
- Ex post assessment of performance
 - Potential for penalties & rewards
- Incentive 0.1% base revenue per market segment in scope

Table 18: Proposed RIIO-ED2 Connection Principles

Connection Principles	
Connection Principle 1	Support connection stakeholders to make informed decisions by providing accurate, comprehensive and user-friendly information
Connection Principle 2	Deliver value for customers by ensuring simplicity and transparency at all stages of the connections process
Connection Principle 3	Facilitate the delivery of timely and economical connections that meet customers' needs

Connections strategies

- DNO's vision for meeting customers needs aligned to three high level principles
- Tangible links between deliverables, outcomes/benefits & comparison to existing provision
- Encourage common metrics
- Funded through baseline allowances to deliver strategies

Ex post assessment

- Hold to account for delivery of strategies
- Assess delivery of strategies and met performance targets
- Assessed once in price control & at end
- Potential for reward and penalties

Appendix – details of minimum requirements





A4.6 As a baseline standard, we expect DNOs to:

- Establish and maintain up to date guidance on how, and where, customers can connect to the distribution network. This should include information about the application and delivery process. It should also include the provision of heat maps, capacity registers, Long Term Development Statements (LTDS) to clarify, at a granular level, where capacity is available, where network services may be beneficial, and likely curtailment levels in constrained areas.
- Offer a range of connection options which suit customers' requirements, including where customers are looking to provide energy services, for example to the System Operator.
- Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of a quote. This should include:
 - Simple explanations of products and pricing options
 - Clear outline of what prices include and exclude, including contestable cost elements
 - Where appropriate, the likely implications for the customer's connection offer if any changes arise, either as a result of changes to their own requirements or because of other customers that are seeking to connect in the same area.
- Specifically in relation to flexible connection customers, provide clarity around conditions and circumstances of current and future curtailment, including in areas with transmission constraints.
- Where flexible or alternative connections are not available in constrained areas, provide information about when these types of connection will become available. If not, the DNO should explain why this information is not available and when it will be.
- Where consortium connections are available, provide clear and detailed information about where, how and under what conditions such projects can proceed.

A4.9 As a baseline standard, we expect DNOs to:

- Have clear and simple customer journey process, which accounts for the particular needs of different groups of customers and which is effectively communicated to customers and delivery partners. This should include:
 - Tailored communication plans to suit different customer needs, including specified engagement methods and points of contact during the connection process
 - Clarity on DNO, customer and third party responsibilities
 - Regular updates on project/connection
- Provide good customer service to connection stakeholders along the customer journey. This should include processes to manage customer accounts and resolve any issues that arise, including a process for escalating issues.
- Have robust and processes in place to proactively engage with connection stakeholders. This should include how the DNO plans to both identify and address connections issues.

- A4.12 As a baseline standard, we expect DNOs to:
- Processes to help customers identify how they could make changes to their connections requirements, that would meet their needs and allow them to get connected quicker or cheaper.
- Ensure the availability of flexible connections for all customers, including storage.
- Where there are slow moving projects, and where these are impacting on other customers, or existing customers that are materially underutilising capacity in constrained parts of the network, have processes in place for releasing capacity that is not being used.
- Have processes in place for the promotion of certain types of customers (such as storage) in connection queue if it will help others connect more quickly/cheaply.
- DNOs to show consideration of innovative connection solutions for customers which may include, amongst other things, improved coordination with other utility connection providers and between connection customers.

Please give us your honest feedback on the forms provided

- Presentation slides will be available via our website shortly.
- Future events, including webinars are available here

- Don't forget to get in touch with us at <u>ICE@enwl.co.uk</u>
- Thank you for your attendance.



