

electricity
north west

Bringing energy to your door



ICP / IDNO Online Workshop

February 2021

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2020-21 ICE Workplan Update

- Bilateral Connections Agreements Update
- Heatmap tool Update
- Electric Vehicle Strategy Consultation
- Land Rights & Consents
- Earthing Assessments Reminder

Future Business Planning

- ICE workplan 2021-22
- 2023-2028 Business Planning

Questions & Close

Meet the Team



Ami Mathieson

Incentive on Connections
Engagement Manager



Hannah Sharratt

Stakeholder Engagement
& Regulatory Manager



Jonathan Cropper

Delivery Manager



Brian Hoy

Head of Market
Regulation



**Martin
Edmundson**

Head of Business
Connections

Bilateral Connections Agreements Update



Why do we need Adoption and Connection Agreements?



- Electricity North West is an asset company
- Accurate knowledge, management and maintenance of its assets is essential
- Adoption Agreements document the assets and delivery responsibilities for new installations to be adopted by ENWL. They also provide indemnity on those assets
- Connection Agreements document the interfaces and supply characteristics of new assets

Why is this important?



- A new process and Service Level Agreements for Adoption and Connection Agreements was introduced last October
- Take up so far by ICPs has been low
- Steps are being taken to encourage the use of templates and promote Service Level Agreements
- Confusion as to which document is required and when

What are Adoption Agreements?



All ICPs

- **Master Adoption Agreement (MAA)**

- Is an agreement between Electricity North West and any ICP wanting to work on our network
- It outlines the general terms and conditions
- It is signed only once and in advance of any work by an ICP

Then
Either

- **Bilateral Adoption Agreement (BAA)**

- A site specific agreement for Electricity North West to take ownership of a network constructed by a third party
- It documents the characteristics of the installation to be adopted
- It is signed by the ICP and their Customer and provides ENW a two year indemnity on the installation
- Every design approved ICP scheme requires an adoption agreement

Or

- **Unmetered Tri-Partite Agreement**

- An agreement for Electricity North West to adopt unmetered street electrical fixture works constructed by a third party in adopted highway
- Specific to a geographical area and are in place for the duration of works up to a period of two years
- POCs are self determined and there is no associated ENWL project reference



IDNO

- **Bilateral Connections Agreement (BCA)**

- An agreement for Electricity North West to enter into a joint connection agreement with another Network Operator under the umbrella of DCUSA
- It documents the point of interface between the networks and the supply characteristics
- Each design approved ICP scheme with a DNO and IDNO interface requires a connection agreement

Demand Customer

- **Standard Connections Agreement (SCA)**

- An agreement for Electricity North West to enter into a joint connection agreement with a Customer under the umbrella of the National Terms of Connection
- This standard document covers arrangements for a demand customer at all voltage levels
- This is a new document to provide a simpler, more consistent agreement for demand only customers with a capacity greater than 60kVA and are CT metered.

- **Bespoke Connections Agreement (BesCA)**

- As the SCA and for connections requiring specialist arrangements such as generation or flexible connections.

Which Agreements do I need for my scheme?



Agreement Type?	When?	Agreement Required?
Adoption Agreements	All ICPs and signed once	Master Adoption Agreement (MAA)
	For each design approved scheme	Bilateral Adoption Agreement (BAA)
	For unmetered street electrical fixture works in adopted highway	Unmetered Tri-Partite Agreement
Connection Agreements	For schemes with a DNO and IDNO interface	Bilateral Connection Agreement (BCA)
	For schemes with CT metered DNO Demand Customers requiring 60kVA or greater	Standard Connection Agreement (SCA)
	For schemes with DNO Demand Generation or Flexible Contract Customers	Bespoke Connection Agreement (BesCA)

What is the Design Approval process?



Following acceptance of a Point Of Connection (POC) offer, the ICP will submit their design for approval.

The design submission typically includes

- 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
- details of any legal consents required



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



Design approval will also provide the ICP with a site-specific **Bilateral Adoption Agreement (BAA)** and (if applicable) a **Bilateral Connection Agreement (BCA)** requiring signature by all parties **prior to energisation.**

Design Submission Process



BAA = Bilateral Adoption Agreement
BCA = Bilateral Connection Agreement

Submit your completed **BAA** template and **BCA** template (if required) with your **design submission**

ENWL review the **BAA** and **BCA** templates when reviewing your submitted design

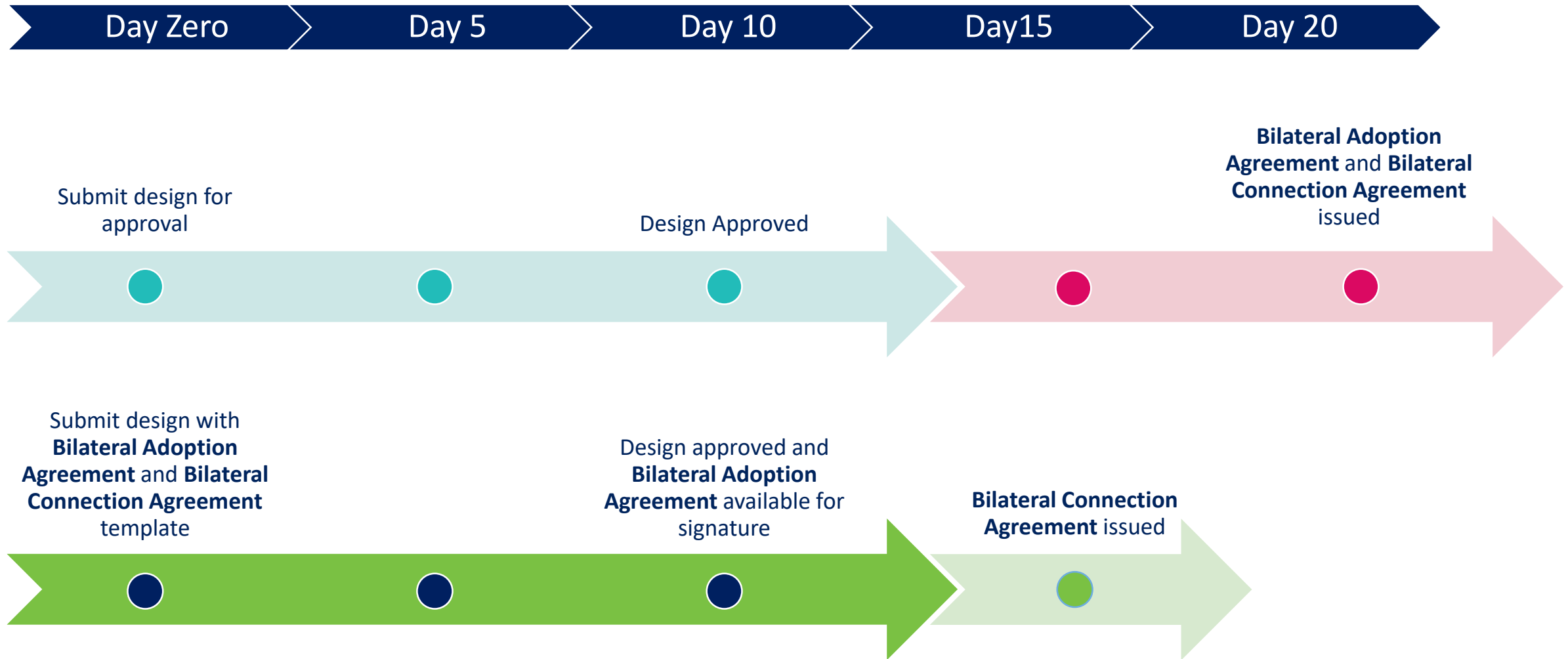
Correctly completed **BAA*** templates will be approved and available for signature on **design approval**.

Correctly completed **BCA** templates will be approved and your **BCA** document provided **within 5 working days** of **design approval**

Incorrect, incomplete or missing templates will not immediately result in a design rejection. However, ENWL then require **up to 10 working days** to produce and issue the **BAA*** and **BCA** following **design approval**

* Please check the document thoroughly as there may be highlighted sections that still require completion by the ICP, e.g. Customer details

Design Approval Timeline





All **Adoption and Connection Agreements** **must** be returned signed to ENWL* **at least 10 working days prior** to the submission of an energisation request

ENWL commit to sign and return all completed **Adoption and Connection Agreements** within **10 working days**

All **Adoption and Connection Agreements** **must** be completed and signed by all parties prior to energisation

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

What else do I need to know?



- We will only accept submissions using the most current versions of each template
- Any agreements already received in the 'old' format will continue to be processed
- Incorrect versions and incomplete forms will result in delays to your Adoption and Connection Agreements
- Please be vigilant to ensure this does not impact your scheme
- The most up to date versions of each form are available from the following link along with guidance on how to complete them
 - [Connection Contracts](#)

Any questions?



Update to the Heatmap Tool





What's changed & why?

- As part of the Incentive on Connections Engagement (ICE) scheme, we are committed to listening to feedback from Stakeholders and using it to inform our annual ICE workplan
- Two years ago we launched our Heatmap Tool, which enables developers to assess the level of capacity availability for new connections to our network
- Feedback requested that we improve visibility of network information / capacity for HV connections
- To achieve this we agreed to supplement the values of the total available capacity, with the size of the largest feasible connection for an application (based on existing primary switchgear and a single circuit connection.)



How have we implemented this?

- Previously the suitability for connection RAG status was determined by the total headroom available at the site for new connections
- This was confusing for some users, as the maximum single connection (particularly at HV) was often much lower than the quoted headroom figure, due to network constraints
- To address this we have updated the 11/6.6kV connections data to include the maximum circuit breaker rating (MW) at that Primary. Where there are multiple types of circuit breakers onsite the rating used in the Heatmap tool is the lowest
- On our results table, the RAG status has been updated to take into account the switchgear rating, and inform users as to which factor (switchgear or headroom) is the limiting value
- The online map will also display the switchgear rating details alongside the previously included values

Demonstration



Input example

Easting	485004
Northing	479026
Capacity (MW)	7.5
Connection Type	Demand – N-0

Previous results

Primary Substation Location		Headroom (MW)	Can Connect? (RAG)
Easting	Northing		
389077	440584	13.3	Green
383248	456995	5.9	Red
381025	469428	9.6	Green
381588	463721	7.5	Yellow
387571	439522	12.0	Green
386638	437064	17.1	Green
386020	438507	8.2	Yellow
385446	437481	17.3	Green
385569	434469	13.7	Green
385349	433821	14.2	Green

No longer shows as suitable for connection due to switchgear rating

RAG remains the same as limiting value is the available headroom

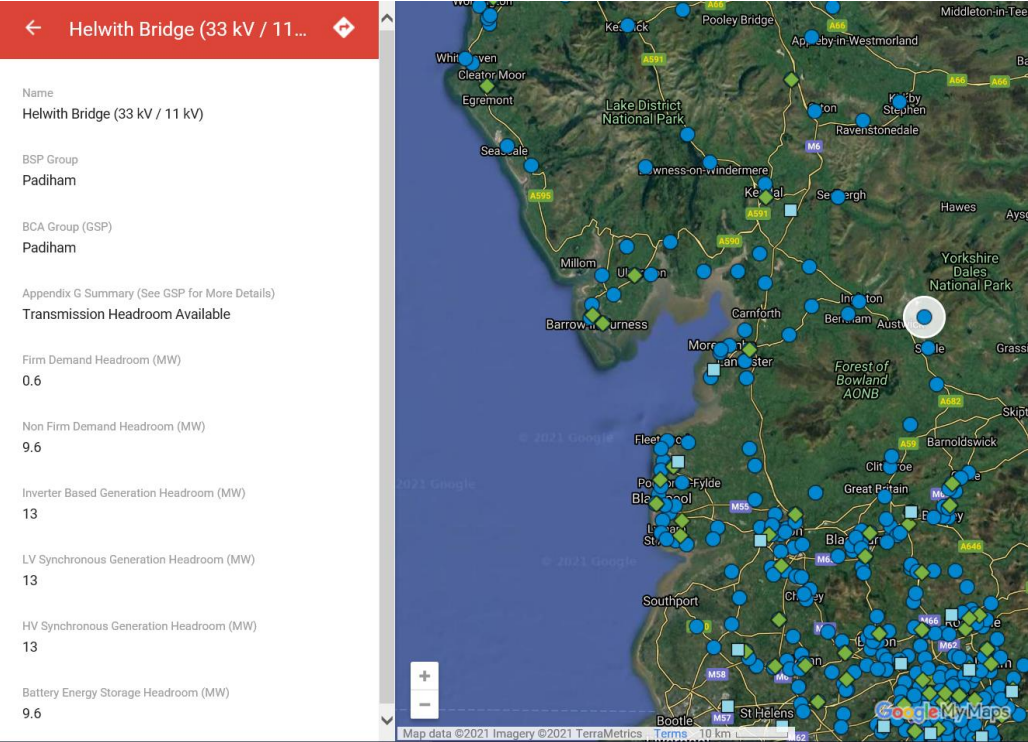
New results

Primary Substation Location		Headroom (MW)	Max Single circuit connection (MW)	Can Connect? (RAG)	Limiting factor
Easting	Northing				
389077	440584	13.3	4.6	Red	Switchgear Rating
383248	456995	5.9	12.0	Red	Headroom
381025	469428	9.6	12.0	Green	Headroom
381588	463721	7.5	12.0	Yellow	Headroom
387571	439522	12.0	9.1	Green	Switchgear Rating
386638	437064	17.1	7.2	Red	Switchgear Rating
386020	438507	8.2	4.6	Red	Switchgear Rating
385446	437481	17.3	4.6	Red	Switchgear Rating
385569	434469	13.7	4.6	Red	Switchgear Rating
385349	433821	14.2	4.6	Red	Switchgear Rating

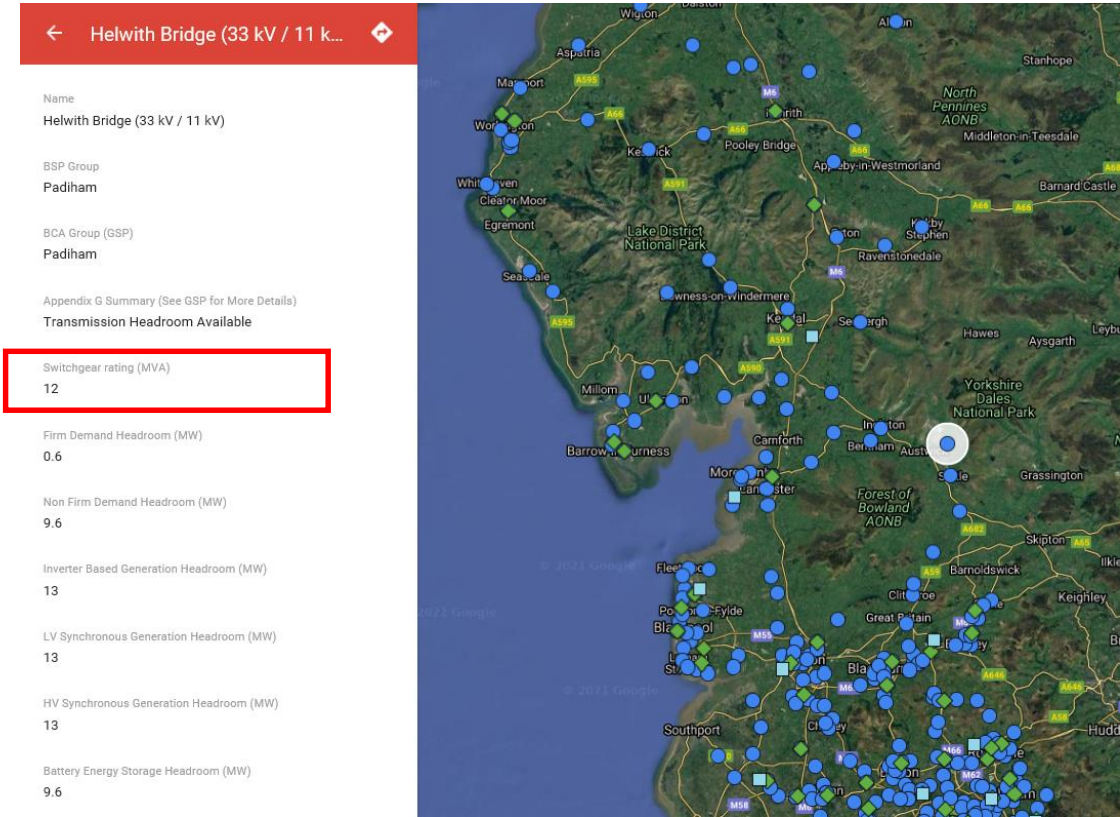
Key	
Green	Capacity <90% of headroom
Yellow	Capacity >90% & < 100% of headroom
Red	Capacity >100% of headroom

Key		
RAG	Limiting factor: Headroom	Limiting factor: Switchgear rating
Green	Capacity <90% of headroom	Suitable
Yellow	Capacity >90% & < 100% of headroom	N/A
Red	Capacity >100% of headroom	Unsuitable

Map Layout



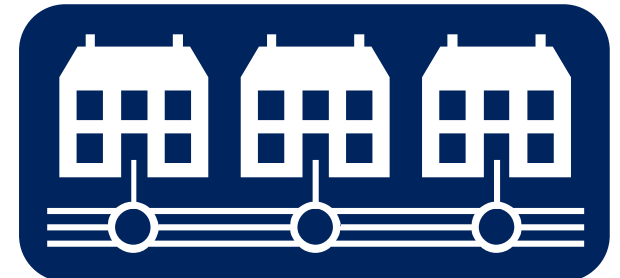
New rating information appears on map extract as well





- The Heatmap tool is only intended to be used as an indicator during the early stages of a new application
- Dependent on circuit design and designed point of connection the available capacity may vary from the Heatmap tool indication upon final design.
- If the tool doesn't indicate capacity then feel free to arrange a consultation with the ENW connections team to further discuss your requirements.
- All the information on the Heatmap tool is correct at time of publication, the new switchgear information will be updated quarterly due to the infrequency of changes to primary switchboards
- Currently the changes only apply to Primary level (11/6.6kV) connections, as the method used is unsuitable for the complexity of the network associated with higher voltages
- The Heatmap Tool(s) are available for everyone and can be found on our website: [Heatmap Tool](#)

Questions?



Electric Vehicle Strategy Overview

We will provide a greater level of information and support surrounding the uptake of Electric Vehicles (EV) within the ENWL network



Why we need an electric vehicle strategy

- Climate Change Act : UK Government committed to Net Zero by 2050
 - Decarbonisation of transport sector
 - Ten-Point Plan for Green Industrial Revolution
- Estimated 35 million EVs on UK road by 2050, 3 million in the North West.

ENWL has a lead role to play to help deliver the Government's commitments:

- Help customers adapt to the EV Revolution
- Ensure sufficient charging points
- Increase the demand capacity of the network through flexibility and reinforcement

ENWL published its Electric Vehicle Strategy February 2021.

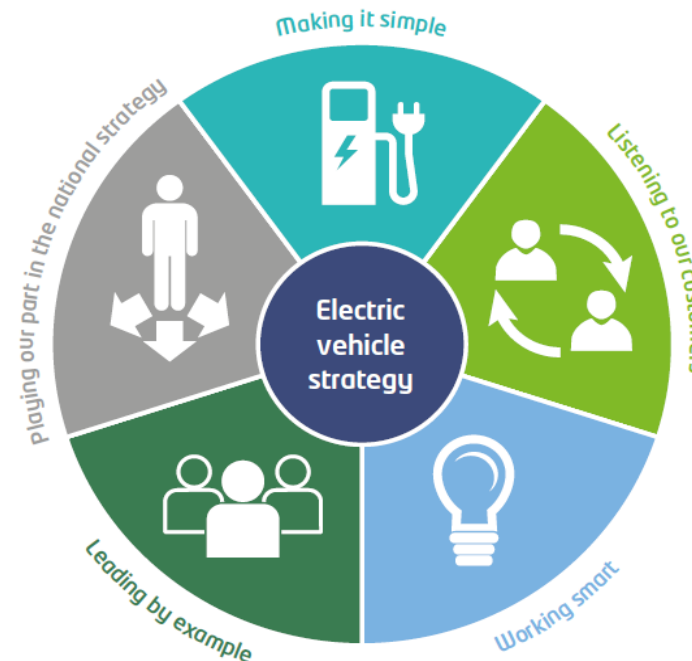
THE SCALE OF THE CHALLENGE





- There are five elements to the Strategy:

1. **Making it Simple** – making it easy to connect and minimise costs
2. **Listening to Our Customers** – continually seek feedback and offer help for them to adopt EVs
3. **Working Smart** – through innovation ensure our network is prepared for a rapid uptake of EVs.
4. **Leading by Example** – will decarbonise our transport encourage employees to do the same
5. **Playing our part in the National Strategy** – will work with electricity and transport industries to inform national regulatory rules.





ENWL is participating in the industry's Green Recovery initiative organised by Ofgem via the ENA.

This initiative will support further decarbonisation and economic recovery from Covid-19 in our region.

Our call for evidence is seeking stakeholder suggestions for investments in accordance with green development criteria and views on our long list of suggested investments.

Our shortlist will be selected based on:

- Scheme benefits
- Value for money
- Network utilisation
- Deliverability

<https://www.enwl.co.uk/about-us/news/green-recovery/>



- We have 11 proposed projects, and are receiving further proposals.
- Each scheme is in an area where we have previously identified the need for network intervention to support the connection of electric vehicles, heat pumps or local strategic developments.

Electric Vehicles

- Strategic Reinforcement Areas including Motorway Service Stations for EV charging x3
- EV Charging Hubs and On-Street Charging

Net Zero Ready Homes and Streets

- Pre Sense technology deployment
- Electric heating enablement
- Economic regeneration and low carbon living x5

Any questions?



For any EV related queries from ICP's, please contact cic@enwl.co.uk

Earthing Assessments reminder





Provide an overview of the changes in CoP333 – 3 methods of assessment introduced

ENWL agreed to carry out earthing assessments for a short period of time to assist with the transition

From July 2021, ICPs will be required to undertake their own earthing assessment

The Network Asset Viewer was released in May 2020 – ICPs are now able to access cable data for earthing assessments

The PoC report will be updated to include the running routes that require assessment and the associated primary substation information



You will be required to submit your earthing assessments and designs from
5th July 2021

Sessions are now available to register for on our [website](#)

If you require any further clarity or assistance, please email cic@enwl.co.uk

Land Rights & Consents Bespoke Update Report





- We can provide updates on the consents acquisition process.
- Requests should be issued to our wayleaveenquiries@enwl.co.uk 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 Simeon.knights@enwl.co.uk

Example:

SITE ADDRESS	ENERGY SOLUTIONS REFERENCE	UPDATE
41 Toytown Square, Manchester, M1 2AB	5500111111	Scheme is with legal and our solicitors and the owners solicitors are close to agreeing the form document
100-110 Noddy Street, Preston, PR1 2AB	5500222222	Not been instructed
17 Plots at Big Ears Road, Carlisle, CA1 2AB	5500333333	Awaiting the return of the heads of terms from your client

2020-21 ICE Workplan Update



2020-21 ICP / IDNO ICE Workplan



Commitment	Output / Key Performance Indicator	Update
We will target our Time to Quote for HV	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 will target our Time to Quote for LV	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 will target our Time to Connect for HV	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 will target our Time to Connect for LV	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 4 working days on average
We will target our LV/HV design approval responses	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

2020-21 ICP / IDNO ICE Workplan



Commitment	Output / Key Performance Indicator	Update
We will provide a greater level of information and support surrounding the uptake of Electric Vehicles (EV) within the ENWL network	We will publish contact details for EV related connection queries for ICPs. We will provide regular updates to publications reflecting the latest national approach.	• Contact details published on website • Updates provided in newsletters, via the website and during update webinars.
We will continue to monitor and review our connection charging approach to make charging fair for all our customers.	We will communicate any changes to our approach to A&D Fees to stakeholders.	• No change
We will improve access to Network Information	We will produce and publish training material for use of our new GIS functionality. We will deliver a training session for new users in the ICP community. We will review options for offering remote training options via webinars.	• Training material published in Summer 2020 • Webinars delivered and published to provide guidance and support.
We will support the Self Determination of POCs	We will run 2 training sessions to support the Self Determination of Point of Connection for ICPs, subject to the number of registrations received. We will review options for offering remote training options via webinars.	• 2 training sessions delivered via webinars and published on our website.



Commitment	Output/Key Performance Indicator	Update
We will provide stakeholders with the opportunity to receive detailed briefings on policy changes.	We will continue to host webinars on policy topics relevant to the stakeholders, including EREC G5/5. We will review & improve our policy website pages.	• EREC G5-5 webinar delivered in Summer 2020 • New Policy webpages and secure area on the website delivered.
We will continue to offer opportunities for stakeholders to engage with us.	We will host 2 workshops and various webinars covering a range of topics. We will offer surgery sessions as required.	• 2 workshops delivered • Various webinars delivered on topics of interest.
We will continue to communicate with our stakeholders.	We will issue quarterly updates on ICE and Health & Safety via newsletters to registered stakeholders	• Quarterly updates shared via newsletters.

Future Business Planning : ICE Workplan Development 2021-22



Proposed ICE Commitments for 21-22



Commitment / Action	Proposed Outcome
Onboarding of new ICPs	We will develop & publish guidance documentation as a simple resource for new ICPs to signpost information, guidance and support relevant for ICPs working in our area.
We will target processing timescales for HV BCA's.	We will aim to issue XX % of HV BCA within 10 working days .
We will provide stakeholders with the opportunity to receive detailed briefings on policy changes.	We will continue to host webinars on policy topics relevant to our stakeholders.
We will support the Self Determination of POCs	We will run 2 training sessions for ICPs.
We will continue to communicate on how we are supporting EV charging.	We will communicate our EV strategy with ICP / IDNO's.
We will continue to offer opportunities for stakeholders to engage with us.	Offer a minimum of 3 engagement opportunities across webinars and workshops. We will also provide surgery sessions to meet our stakeholders needs, targeting all are held within 10 working days.

Any comments?

Are these the right commitments?

Have we missed something?

Proposed ICE Commitments for 21-22



Commitment / Action	Proposed Outcome
Target Time to Quote timescales for LV Quotations	We aim to outperform the regulatory standard by providing quotes on average in 11 working days (compared to the guaranteed standard of 15 workings days)
Target Time to Quote timescales for HV Quotations	We aim to outperform the regulatory standard by providing quotes on average in 15 working days (compared to the guaranteed standard of 20 workings days)
Target LV/HV design approval responses	We aim to outperform the regulatory standard by providing LV/HV design approval responses within 8 working days on average (compared to the guaranteed standard of 10 working days)
Target Time to Connect timescales for LV	We aim to outperform the regulatory standard by providing quotes on average in 7 working days (compared to the guaranteed standard of 10 workings days)
Target Time to Connect timescales for HV	We aim to outperform the regulatory standard by providing quotes on average in 15 working days (compared to the guaranteed standard of 20 workings days)

Any comments?

Are these the
right
commitments?

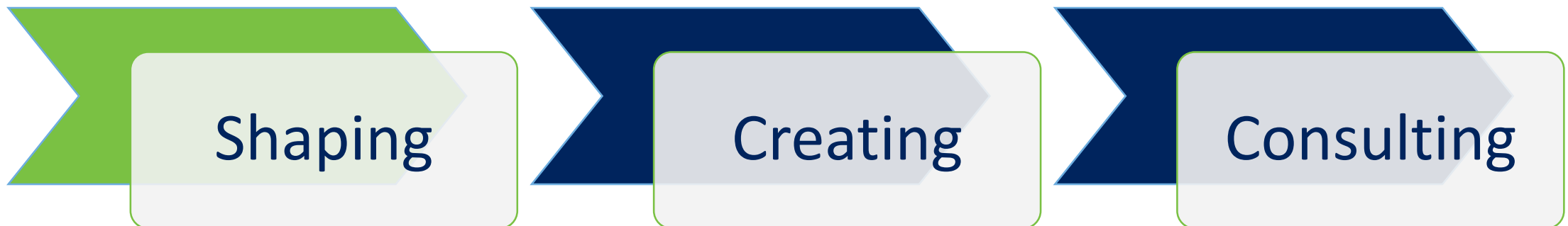
Have we missed
something?

Future Business Planning : 2023-28 Business Plans (RIIO-ED2)





- We have published our strategy for [Major Connections](#) where we are seeking your views to inform our future approach.
 - Do you have any views on our current performance against the baseline expectations?
 - If there are any areas where you think we need to improve, do you have any specific suggestions on what we should do?
 - What do you consider best practice, perhaps from your engagement with other network companies?
 - Do you agree that this is a sensible and appropriate approach?
- We are engaging with our stakeholders to Shape our Major Connections Strategy, then Create our plans and finally Consult to capture any final refinements.

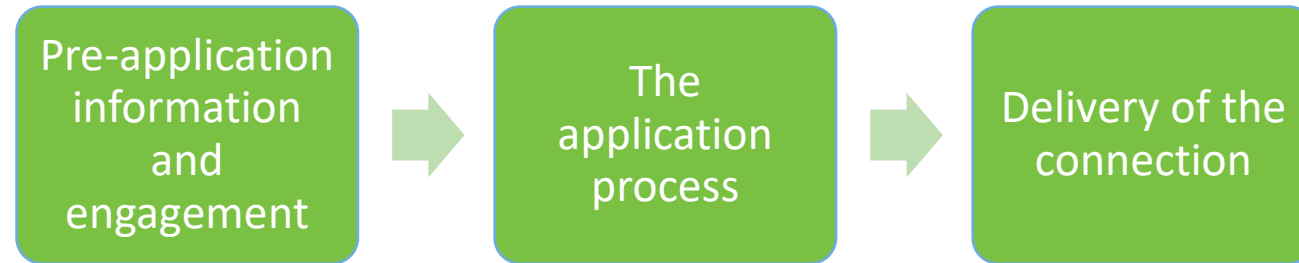




- Ofgem set out its requirements for DNOs to develop and submit ‘major connections strategies’ in its ‘Sector Specific Methodology Decision’ in December 2020:
 - *The DNO’s strategy will need to set out the activities the DNO plans to undertake to improve the services provided to major connections customers in RIIO-ED2.*
 - *Major connection customers include those connections customers in market segments where there is an absence of effective competition (ie they have not passed the Competition Test).*
 - *To ensure that DNOs deliver best practice in the provision of non-contestable activities, DNOs’ strategies should capture these activities, even where these have passed the Competition Test.*



- As part of its Sector Specific Methodology Decision, Ofgem set out three high level principles that largely cover the three stages of connections activity:

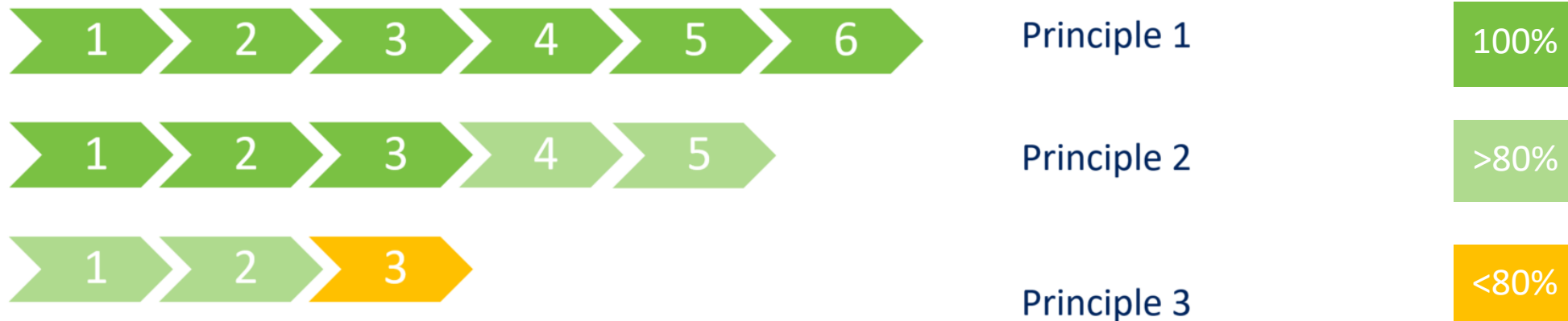


- **Principle 1:** Support connection stakeholders prior to making a connections application by providing accurate, comprehensive and user-friendly information.
- **Principle 2:** Deliver value for customers by ensuring simplicity and transparency through the applications process.
- **Principle 3:** Facilitate the delivery of timely and economical connections that meet customers' needs.

A list of Baseline expectations are defined under each Principle



- ICP and IDNO respondents rated the majority of Baseline expectations as 'meets' or 'exceeds'
 - 100% agreed across all Principle 1 expectations
 - 2 expectations in Principle 2 with 86% of respondents rating 'met' or 'exceeds' – all others at 100% agreement
 - 2 expectations in Principle 3 with >80% of respondents rating 'met' or 'exceeds'
 - 1 expectation in Principle 3 with 75% of respondents rating 'met' or 'exceeds'



- Deeper dive into the above 5 standards to explore why and how we might improve these areas



Principle 1 -Support connection stakeholders prior to making a connections application by providing accurate, comprehensive and user-friendly information

- All met or exceed

Principle 2 -Deliver value for customers by ensuring simplicity and transparency through the applications process

- Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of a connections offer.
- Have processes in place to help customers identify how they could make changes to their connection requirements, that would meet their needs and allow them to get connected more quickly or cheaply.

Principle 3 - Facilitate the delivery of timely and economical connections that meet customers' needs

- Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the delivery process. Ensure various channels are available for customers to access support or help.
- Complete any cost reconciliation in a timely manner.
- Where there are slow moving projects and where these may impact on other customers, have processes in place for releasing capacity that is not being used.

Breakout Rooms (4)



- Discuss your experience
- Do you agree with ratings?

- Suggestions for improvements

Room 1 hosted by **Martin**

Room 2 hosted by **Jonathan**

Room 3 hosted by **Hannah**

Room 4 hosted by **Brian**



Principle 2 - Deliver value for customers by ensuring simplicity and transparency through the applications process

✓ 86% × 14%

Provide customers with clear connection quotation cost breakdowns, listing out the cost components and any assumptions used in the formulation of a connections offer.

Information available on our website [HERE](#) along with a designated [webpage for Competition in Connections](#)
Cost breakdown provided in quotes.



Principle 2 - Deliver value for customers by ensuring simplicity and transparency through the applications process

✓ 86%

× 14%

Have processes in place to help customers identify how they could make changes to their connection requirements, that would meet their needs and allow them to get connected more quickly or cheaply.

Planner made available at all stages pre application, application and delivery to assist with getting stakeholder connected as quickly and cheaply as possible.

Information & guidance available via [CIC mailbox](#) and our [website](#) or via specific surgery sessions ([HERE](#)).



Principle 3 - Facilitate the delivery of timely and economical connections that meet customers' needs

✓ 75%

× 25%

Provide tailored communication plans to suit different customer needs, including the provision of specified points of contact during the delivery process. Ensure various channels are available for customers to access support or help.

Communication throughout project delivery tailored to the stakeholders needs.

Specific points of contact provided (eg Construction Coordinator) throughout connections process or via [CIC mailbox](#)



Principle 3 - Facilitate the delivery of timely and economical connections that meet customers' needs

✓ 86% × 14%

Complete any cost reconciliation in a timely manner.

Written confirmation of changes are discussed with the customer and issued with any cost reconciliation being dealt with in a timely manner.

✓ 83% × 17%

Where there are slow moving projects and where these may impact on other customers, have processes in place for releasing capacity that is not being used.

Process for slow moving projects detailed in [contracts](#)



- Develop Connections Strategies for relevant market segments
 - Distributed Generation at Low Voltages
 - Unmetered Other
 - **Non-contestable works**
- Host further engagement to Create and then finally Consult on our Strategies.



Non-contestable

Shaping

Creating

Consulting

Any questions?





- Please give us your honest feedback either email [ICE](#) or leave your feedback in the chat



- 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 ICE@enwl.co.uk
- Thank you for your attendance.