

AUGUST  
2022

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COLLABORATIVE  
PARTNERSHIP PROTOCOL

The protocol is an innovative process outlining a series of practical steps that our customers and their lawyers should consider taking if they wish to avoid delays in securing connections to our network.

The Protocol aims to:



Speed up the legal process



Improve communication between our customers lawyers and our own solicitors, Geldards



Avoid confusion regarding the land ownership information and legal documentation that we require



Establish a timetable for completion of the new connections legal process being, ideally, within 50 days from Geldards receiving instructions from us to act on a matter



Act as a collaborative working model and a behavioural ready reckoner.

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### The central elements of the Protocol are:

**A**

A shared commitment to act efficiently and speedily with the aim of completing as many new connections matters as possible within 50 days of Geldards being instructed.

**B**

As part of the above commitment, agreeing to be measured against the performance standards below

**1**

Geldards to action and allocate new instructions within 2 days of receipt

**2**

Our customers lawyers to reply to Geldards initial letter/email within 5 days of receipt

**3**

Our customers lawyers to reply to Geldards land ownership queries within 10 days of receipt

**4**

Geldards to issue progress reports (see below) within 2 days of day 20 in 80% of cases

**5**

Geldards to sign documents under WPD Power of Attorney within 2 days of issuing final versions

**6**

Our customers to sign and return final version documents to Geldards (via their lawyers) within 10 days of receipt.

**C**

Monitoring progress of matters by means of a progress report issued 20 days from Geldards being instructed to enable our customers, their lawyers, us and Geldards to assess the case status by reference to the performance standards and identify what remains to be done to achieve the 50 days completion target.

**D**

Identifying land ownership issues at an early stage by Geldards issuing a land ownership requirements checklist at the outset and re-issuing it at 20 days intervals as an aide-memoire for any outstanding requirements.

**E**

Geldards implementing document signature touch points to highlight to customers lawyers the within 10 days performance standard for signing and returning final documents, firstly, when they are issued for signature, secondly, when they have been signed by Geldards and, thirdly, if they have not been signed and returned within that period.

**F**

Providing online access to Geldards case management system so that our customers, their lawyers and any independent connection providers instructed by our customers can track the progress of their matters.

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WITHIN 50 DAYS  
COMPLETIONS

The number of within 50 days completions in August were 100% higher compared with July.



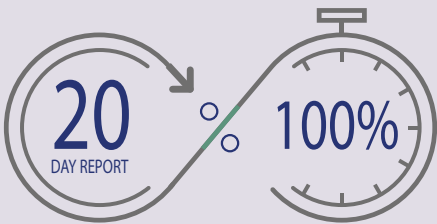
PERFORMANCE  
STANDARDS

Geldards outperformed their performance standards for case opening and allocation (same day) and issuing day 20 reports (100%) and achieved their performance standard for signing documents (2 days).



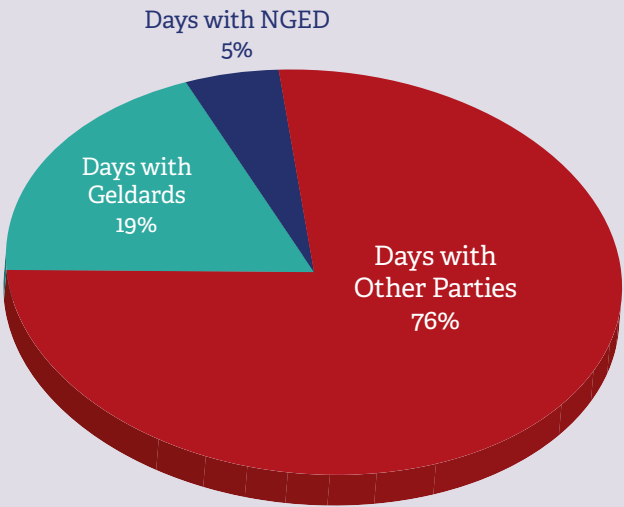
Case opening and allocation

Signing documents



Issuing day 20 reports

AVERAGE ACTION DAYS\*



\* Based on a sample of 33 matters in May 2022

Other parties performance standards improved re average days to reply to initial letter (14), and to respond to land ownership queries (162) but worsened for returning signed documents (58).

