



Serving the Midlands, South West and Wales

Connection Customer Steering Group

Wednesday 27th February 2019

HOUSEKEEPING

- ✓ Alarm test at 11am



Agenda

10:10 – 10:30	Director's update	Alison Sleightholm
10:30 – 11:00	ICE update	Vanessa Buxton
11:00 – 11:20	Coffee	
11:20 – 11:45	Open Networks update	Nigel Turvey
11:45 – 12:15	Electric Vehicles	Paul Jewell
12:15 – 13:00	Lunch	
13:00 – 13:50	G98/G99, Legal Process and Connections Policy update	Tim Hughes & Bruce Pollard
13:50 – 14:00	Summary, feedback and next steps	Tim Hughes

WESTERN POWER **DISTRIBUTION**

Serving the Midlands, South West and Wales

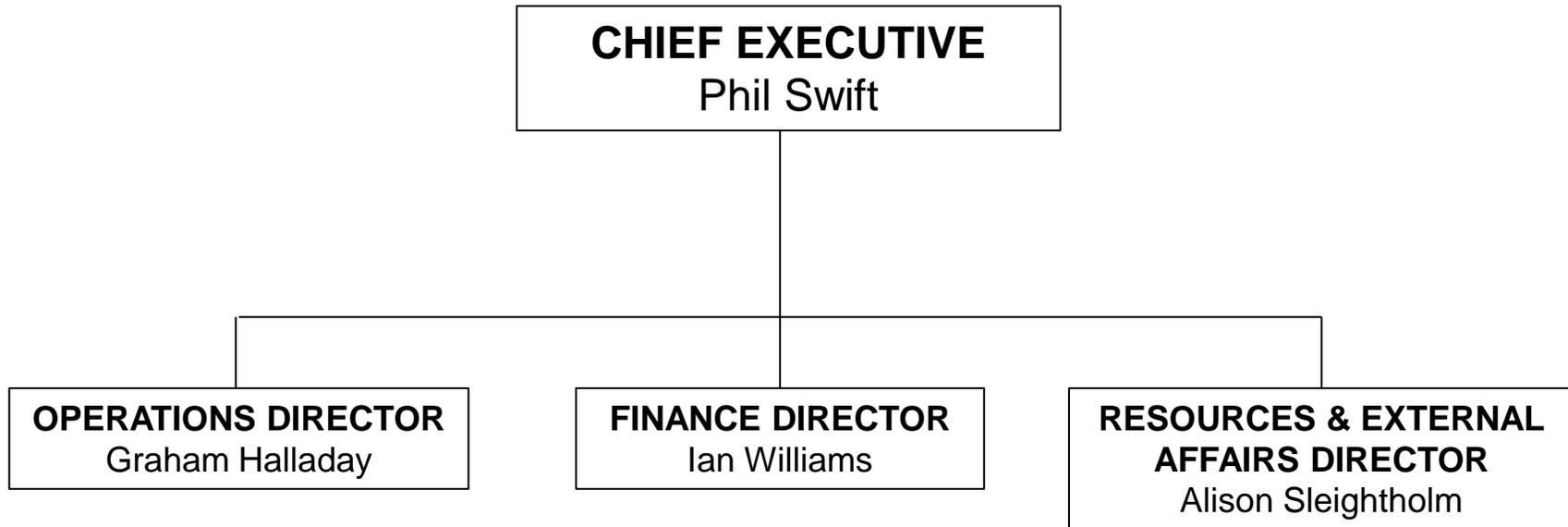
CCSG Update

Alison Sleightholm

Resources & External Affairs Director

Wednesday 27th February 2019

WPD Structure



The current RIO framework

$$R_{\text{evenue}} = I_{\text{ncentives}} + I_{\text{nnovation}} + O_{\text{utputs}}$$

Incentives to drive leading performance



Customer service
Network performance
Losses
Connections
Efficiency

Focus on driving innovation



Network Innovation Competition

Clearly defined commitments to deliver



Safety	Environment
Reliability	Connections
Customer satisfaction	Social obligations



Underpinned by extensive stakeholder engagement



The next price control will cover 5 years



- Commencing 1st April 2023
- Covering the period 2023-2028
- Preparations are now underway – extensive engagement with stakeholders will be crucial

Our timeline for RII0-ED2

- In the current price control WPD was the only electricity distribution company to have its Business Plan “fast tracked” (accepted first time round and in total by Ofgem)
- There may be an opportunity for “fast tracking” in the next price control. If so, for a Business plan starting in 2023, the timetable would be:

First draft Business Plan published for stakeholders to review	Sept-20
Second draft Business Plan published for stakeholders to review	Dec-20
Initial submission of the Business Plan to Ofgem	Mar-21
Present to Ofgem’s Consumer Challenge Group	Apr-21
Final Business Plan submission	Jun-21
Ofgem consultation	Sep-21
Final Ofgem determination	Feb-22

- A submission in early 2021 therefore requires us to begin our planning now
- Beginning in 2019 means we are looking up to 9 years ahead, so we must be forward thinking and inclusive when we engage

How do we ensure the business plan is a fair one?

- In order to give customers a stronger voice within RIIO-ED2, Ofgem has set out requirements for 'Enhanced Engagement'
- **WPD must create an independent challenge body called a Customer Engagement Group (CEG)**
 - Formed of customer and stakeholder representatives
 - Engages directly with senior management and the Board
 - It will sit above WPD's wider engagement programme (including these workshops and our existing Customer Collaboration Panel)
- Ofgem has established a RIIO-2 Consumer Challenge Group
- Independent reports are required from both new groups
- Open hearings will be held with companies

Customer Engagement Group

- **Independence:** 12-14 independent members, Chair & Secretariat. 4-6 meetings a year
- **Expertise:** Wide ranging from customer representation, regional issues and vulnerability, through to future energy systems, low carbon technologies and resilience
- **Full transparency:** everything will be published online
- **Remit:**



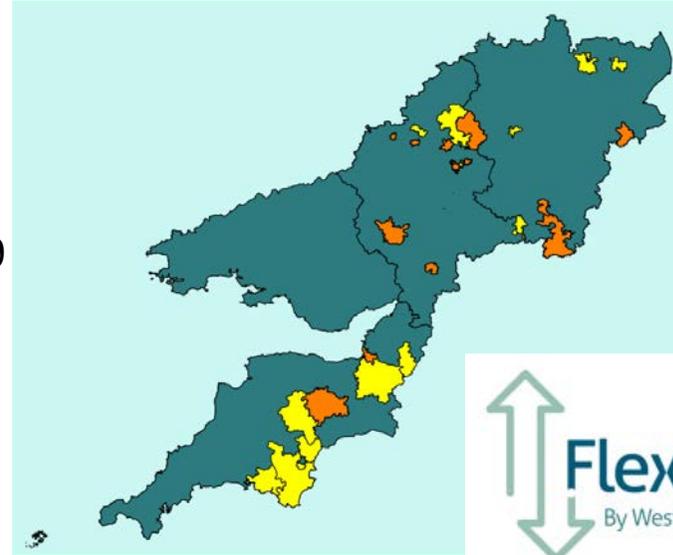
DSO Transition

Actions delivered in 2018

- **DSO Forward Plan** published in August setting out the benefits to stakeholders and the immediate steps we are taking in the transition to DSO.
- **Distribution System Operability Framework (DSOF)** updated and republished as a series of individual articles. Covers future technical and commercial issues which could impair our ability to operate and maintain our networks efficiently whilst developing capacity for new connections.
- Working with National Grid ESO on a Regional Development Plan, WPD have published the **Distribution Future Energy Scenarios (DFES)** and **Strategic Investment Options** reports for the South West in July with accompanying webinar.
- Implemented Flexibility signposting, and procurement as a BAU non-network alternative to reinforcement for 5 constraints across 18 primary substations requiring 63MW.

Flexibility Procurement in 2019

- 12 constraints across 80 primary substations
- 93.4MW required
- ITTs out for March
- To operate over the summer and winter of 2019
- Affects over £25m of reinforcement
- Second round in July/August
- **Additional zones** signposted with future requirements over 5 years



Expression of Interest
Early February
2019



Procure
Mid February to
March 2019



Build and Test
April to May 2019



Operate
June 2019 to
May 2021

One Year
initial term
forming into
rolling
contracts

We will follow a 6 monthly procurement cycle, bringing on new flexibility zones and ensuring we meet all our system needs

WESTERN POWER **DISTRIBUTION**

Serving the Midlands, South West and Wales

ICE priorities for 2018/19 workplan

Vanessa Buxton

Connection Policy Coordinator

27th February 2019

Finalising our initial ICE priorities for 2019/20

Setting our priority areas of focus for the next ICE workplan

- We are already starting to look at the initiatives we need to develop for our next ICE workplan
- To do this we need to understand which areas our stakeholders feel are the key areas where we should focus our efforts
- In October the CCSG members fed back that our initial thoughts on what the priorities should be were on track.
- We have tested this further with stakeholders at our annual Stakeholder Workshops and identified additional areas of focus.

We want to use this session to enable CCSG members to feedback on these priorities so that we can use this to finalise our initial view for 2019/20 and therefore the structure of our Ice Workplan.

WPD Annual stakeholder workshops 2018

Key areas of stakeholder feedback

- We held our annual stakeholder workshops at the beginning of February, with six events across our region. Presentations focussed on planning for RIIO-ED2 with our stakeholders' direction, using roundtable discussions and electronic voting to capture feedback.
- Afternoon connections breakout session was on the development of our 2019/20 workplan.
 - Stakeholders were consulted on our proposed priority areas for the coming year (right), to prioritise them and to add any they felt were missing.
 - WPD's community energy engagement and proposed 2019/20 initiatives were used as an example of WPDs ICE approach to seek feedback on this and to facilitate discussion on our approach to other priority areas.
- Additional priorities stakeholders identified included
 - ▶ **Wayleaves & legals improvements**
 - ▶ **Accuracy of costs in offers & transparency of assumptions in offers**
 - ▶ **Availability of forecast and planning info**
- Continuing Innovation

Priority Areas

Transition to DSO

Availability of Information

Network capacity allocation and reservation

Competition in Connections

Low Carbon Technology

Community Energy

Assessment & Design fees

WPD Annual stakeholder workshops 2018

Key areas of stakeholder feedback

- Stakeholders at the afternoon connections breakout sessions ranked their priorities for WPD to focus on. Combined with the feedback from the CCSG in October, these are ranked in the following order:

Rank Key connections priority

1	Network capacity allocation and reservation	Review impact of new policies and procedures, continue to engage on strategic investment and forecasting.
2	Transition to DSO	Continue to increase engagement and deliver flexibility across WPD
3	Availability of Information	Further enhance and increase the information available to customers to help them to better understand options and opportunities for their connections
4	Assessment & Design fees	Continue to review and monitor impact of A&D with stakeholder feedback
5	Low Carbon Technology	Increase engagement and enhance available information to assist with take-up of LCTs, including EVs
6	Competition in Connections	Continue development and delivery of initiatives to improve service and facilitate competition
7	Community Energy	Continue levels of engagement, providing information ensuring CE groups are able to take advantage of opportunities in the developing energy system

Do you agree with this ranking, are there other areas you believe we should have increased focus?

Identifying ICE initiatives for 2019/20

- Once stakeholders have identified priority areas for us to focus on, we will develop these further to create specific initiatives for inclusion in our ICE Workplan
- These initiatives can be broad in scope with long-term targets or very specific with relatively short timescales and use a 'SMART' objectives to ensure the initiatives deliver tangible improvements.

Transition to DSO

Availability of Information

Network capacity allocation and reservation

Competition in Connections

Low Carbon Technology

Community Energy

Assessment & Design fees

(Additional priorities identified)

Considering the Priorities identified earlier:

- **Do you have any views on how we could improve in these areas?**
- **What actions would you like to see WPD undertake with our ICE workplan initiatives?**

ICE: next steps

2019/20 ICE workplan

- We will develop initiatives that will deliver on the priorities which have been refined with the CCSG.
- Our 2019/20 ICE Workplan will be published by the end of April

2018/19 ICE workplan

- We are publishing our next ICE workplan update this week including completed initiatives and commentary on initiatives in progress.
- The 2019 ICE submission including our looking back on 2018/19 and looking forward 2019/20 reports will be published at the end of May.



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Open Networks Update

Nigel Turvey

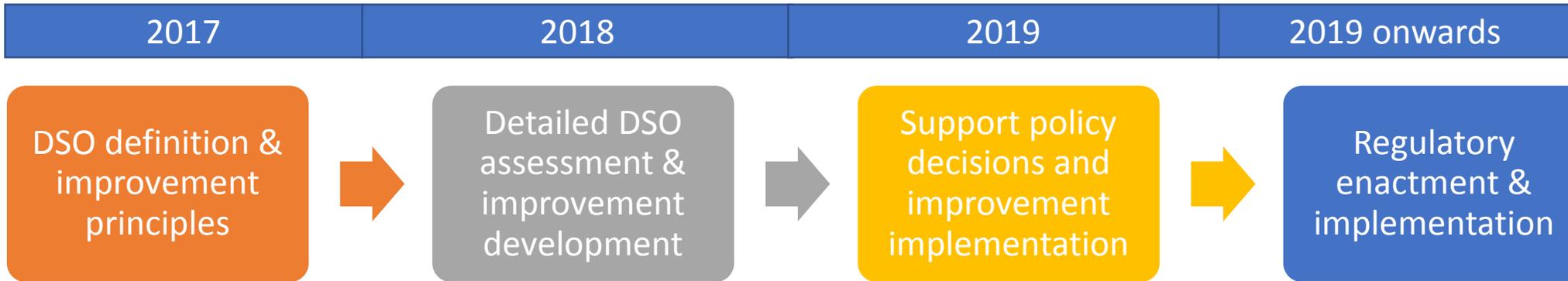
Distribution System Operation & Future Networks Manager

Wednesday 27th February 2019

Energy Networks Association

Open Networks Project 2019 Workplan

Project Development & New Benefits



To the public

Secure, reliable electricity to homes and businesses.

Smarter electricity system that keeps network costs down for the public

More control and choice for public over how they use electricity



To existing and new businesses

Easier for business customers to connect to the grid

More competitive market opportunities for businesses

2019 Workplan



2019 Workplan

2018 Workstreams

Workstream 1 – T – D Process

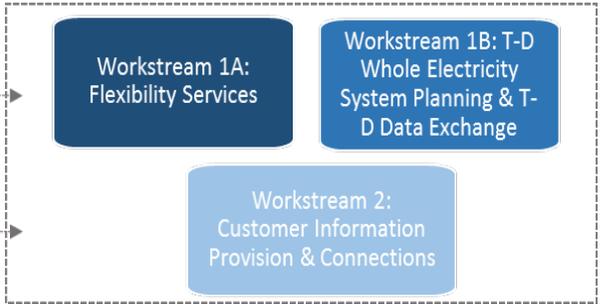
Workstream 2: Customer Experience

Workstream 3: DSO Transition

Workstream 4: Charging

Workstream 5: Comms & Stakeholder Engagement

2019 Workstreams



Workstream 3: DSO Transition

No explicit workstream as part of SCR Development – Key Dependency

Workstream 5: Comms & Stakeholder Engagement

Workstream 4: Whole Energy Systems

New workstream

Short-term improvements separated from longer term DSO Transition to focus on making improvements now

Split into 3 workstreams to ensure scope manageable

Number of key dependencies to be managed closely, including: Ofgem’s Significant Code Review of network charging and access; Energy Data Taskforce; Trials.

2019 Priorities

- We will be ensuring we focus on key priorities:
 - Opening Flexibility Markets
 - Progressing the pathway to future DSO
 - Implementing “least regret” short term changes that benefit customers
- We will be ensuring that we focus on these key priorities
 - Please provide us feedback with your view on this
- There are a lot of parallel initiatives calling on similar resources (e.g. RII02, Charging reforms, Open Networks) which is a risk to progress

Energy Networks Association

Workstream 1A – Flexibility Services

DSO Services Process for Standardisation & Improvement

DSO service products

- Active power
- Reactive power

Forecasting driving system needs

Visibility of service needs

- Piclo and other platforms
- Official Journal of the EU (OJEU) Processes
- DSO advertising/ procurement

Procurement process and selection

- E-tenders
- Piclo
- And other platforms

Operational dispatch

Settlement

- Also developing how we can facilitate other markets in addition to directly procured DSO services

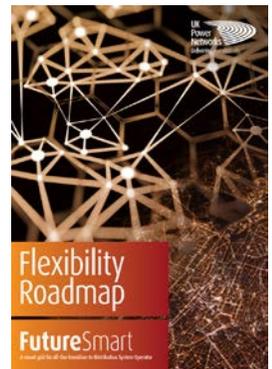
2019 Deliverables

WS1A Products		Timescale
1	Flexibility Market Principles	Jan 19 – Jun 19
2	DSO Services – Procurement Processes	Jan 19 – Aug 19
3	DSO Services – Dispatch and Settlement Processes	Jul 19 – Oct 19
4	DSO Services – Commercial Arrangements	Jan 19 – Dec 19
5	DSO Services – Conflict Management & Co-optimisation	Jan 19 – Dec 19
6	Facilitation of new markets	Jul 19 – Dec 19

- Important to engage with stakeholders through development

Learn-By-Doing: Flexibility Projects

- **The Open Networks project is taking a learn-by-doing approach**
- **National Grid/UKPN: Power Potential (formerly TDI 2.0)**
 - Reactive power market from DER for Transmission voltages via DNO
- **WPD: Flexible Power**
 - Online platform for procuring flexibility services
- **Centrica/WPD: Cornwall Local Energy Market**
 - Virtual marketplace that will provide participants with a platform to buy and sell energy and flexibility both to the grid and the wholesale energy market
- **Various: Piclo**
 - Map based platform for displaying and procuring network constraints and registering flexibility services



Energy Networks Association

Workstream 1B – Whole Electricity System Planning & T-D Data Exchange

2019 Deliverables

WS1B Products		Timescale
1	Investment Planning	Jan 19 – Dec 19
2	Whole Electricity System FES	Jan 19 – Dec 19
3	Real time data exchange & Forecasting	Jul 19 – Dec 19
4	Data exchange in planning timescales	Jan 19 – Dec 19

- Progressing work started in 2018
- Whole electricity system approach to optimise T-D to benefit customers
- Whole System FES will set building blocks and levers to use in both ESO FES and DNO FES developments
- Regional Development Programmes key input – learn by doing

Energy Networks Association

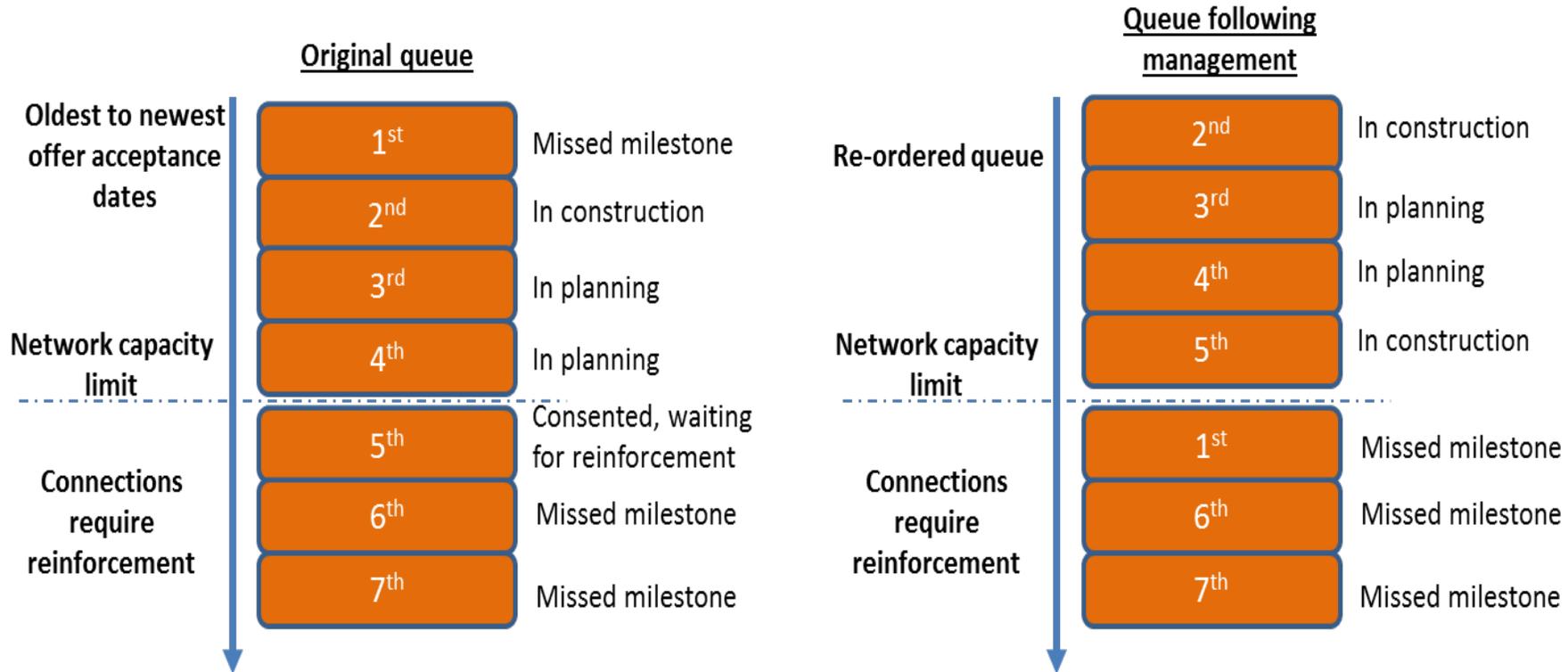
Workstream 2 –Customer Information Provision & Connections

2019 Deliverables

WS2 Products		Timescale
1	System Wide Resource Register – Detailed Design and Early Implementation	Jan 19 – Dec 19
2	Queue Management	Jan 19 – Dec 19
3	Interactivity	Jan 19 – Dec 19
4	Connections Agreement Review	Jun 19 – Jul 19

- Common web-page at ENA, then develop consolidated requirements for System Wide Resource Register
- Answer Issue 1.6 from Smart Systems and Flexibility Plan for Queue Management
 - Looking to bring forward timing

Queue Management Example



Consulting on flexing milestones and approaches to queue management

Need to address how securities and cancellation charges might vary for parties moving up/down the queue

System Wide Resource Register

- DER availability information enables the increased deployment of customer flexibility to benefit the system.
- 2019 – centralised signposting at ENA; decision on further development of any centralised register

GB-wide resource register – proposed format

Customer name	Project site	Connection site (GSP)	Supply point	Primary	MW connected	MW contracted	Export MW capacity	MW change (+/-)	Effective date MW change	Type of connection	Date connected	Licence area	Plant type	Service provider Y/N	Type of service	Contract duration	Exclusivity Y/N

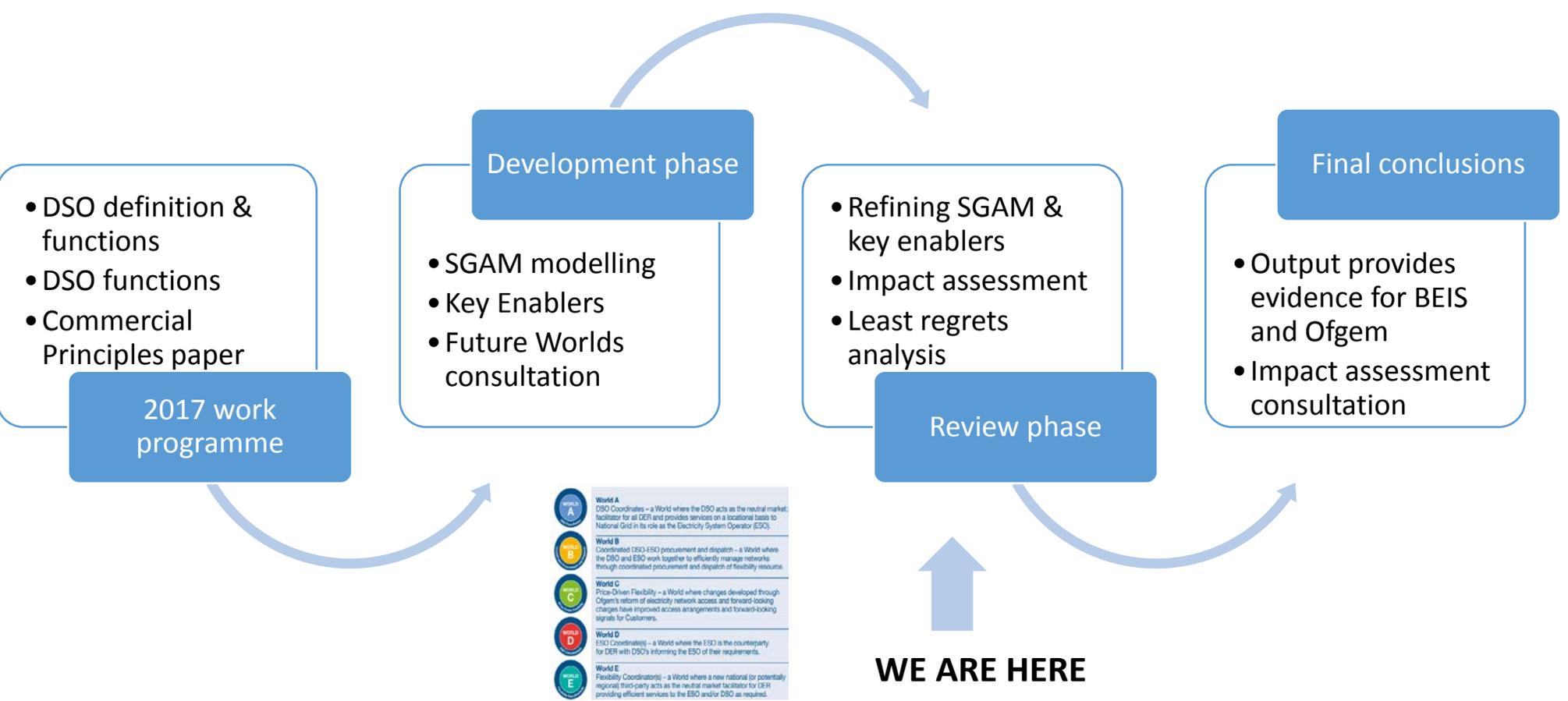
Reinforcement works register – proposed format

Customer name	Works description	Works completion date	Driver (generation/demand)	Licence area	T/D	Customer name	Customer site	GSP	Customer completion date	Queue position

Energy Networks Association

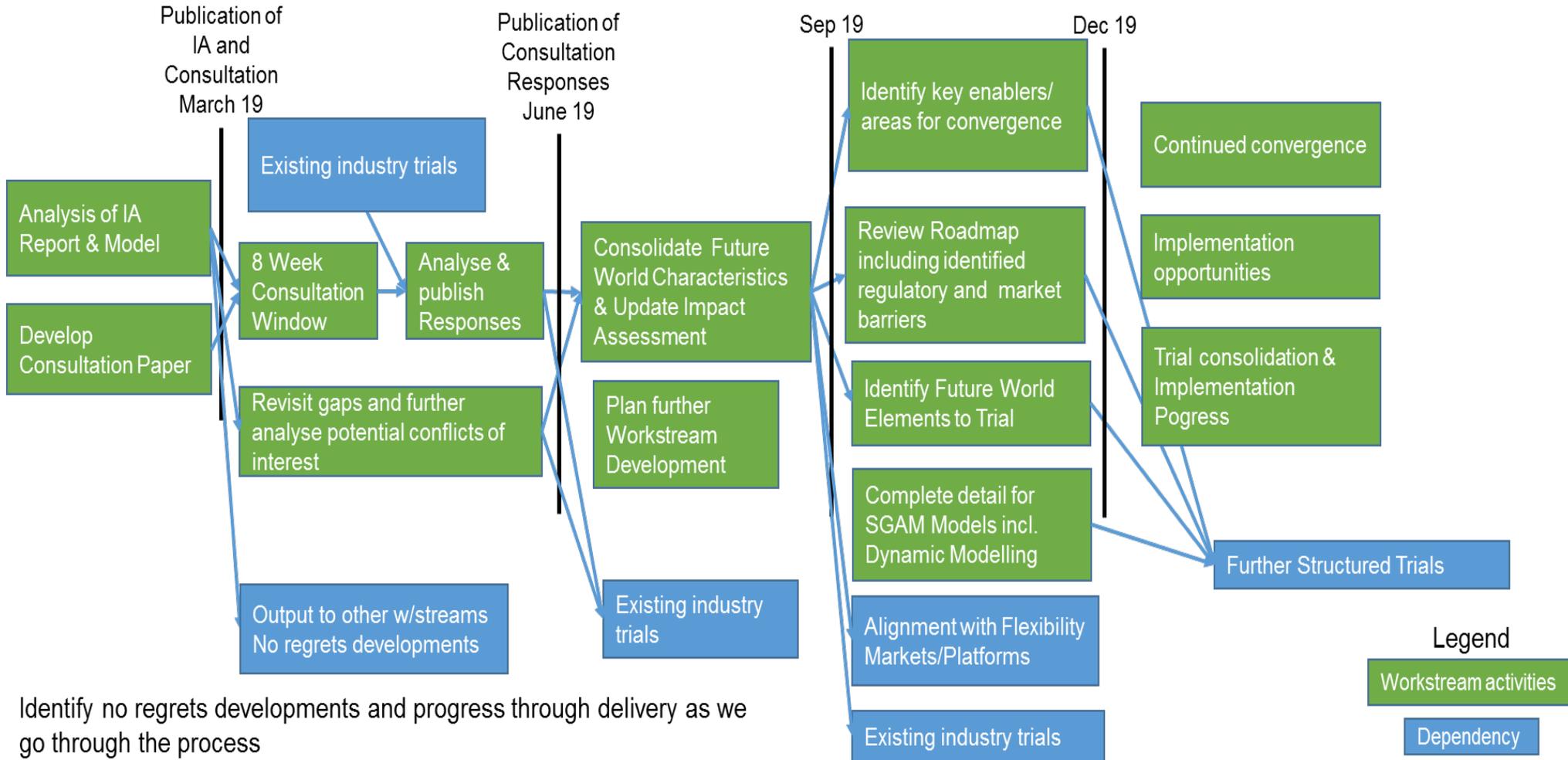
Workstream 3 – DSO Transition

Current Status of Modelling and Impact Assessment



WE ARE HERE

DSO Transition Development 2019



Identify no regrets developments and progress through delivery as we go through the process

2019 Deliverables

WS3 Products		Timescale
1	Impact Assessment	2018 – Sep 19
2	Consolidate Future World Characteristics	Jun 19 – Sep 19
3	Key Enablers & Decisions required	Sep 19 – Dec 19
4	Review DSO Transition Roadmap	Sep 19 – Dec 19
5	Identify Future World Elements to Trial	Sep 19 – Dec 19
6	Further Modelling	Sep 19 onwards

- Objective to develop a detailed view on the pathways for the DSO transition and provide evidence base to support regulatory and policy decision making

Energy Networks Association

Workstream 4 – Whole Energy Systems

Whole Energy Systems

- Our 2017 definition of “Whole Energy System” and work to date has been electricity network focused whilst recognising cross-vector information exchange and opportunities.
- Reflecting on stakeholder views, ONP has initiated the Whole Energy Systems workstream in 2019 to consider a more integrated approach extending to other energy vectors including gas, heat, transport, waste and water.
- A key question to address is whether more cost effective decisions for planning or operation could be made by electricity networks and other infrastructure providers if a whole energy systems view was taken into account (e.g. could there be more effective investment in gas infrastructure to alleviate a potentially expensive constraint in electricity infrastructure).
- This is a 3 month scoping exercise to see whether there is value to deliver for customers and to package up any relevant work for delivery through 2019.
- External stakeholders part of the workstream scoping exercise to ensure wider industry views input

Proposed Consultations

Product	Description	Launch Timing
Overall Project		
	Future Workplan & Prioritisation for 2019	Jan 19
WS3 – DSO Transition		
P1	Impact Assessment	Early Mar 19
WS1A – Flexibility Services		
P1	DSO Services – Market Principles	Jun 19
WS1B – Whole Electricity System Planning & T-D Data Exchange		
	N/A	
WS2 – Customer Information Provision & Connections		
P2	Queue Management	Aug 19
WS4 – Whole Energy Systems		
	Dependent on scoping work	

- We thought 1 per quarter struck a good balance for stakeholders
- Conscious of consultation fatigue
- We could reduce or add more, subject to our resourcing – let us know

- Potential additional consultations – commercial arrangements or procurement processes for flexibility

Network Charging – key dependency

Currently there are two charging reviews in progress

Targeted charging review – at a ‘minded to’ position looking to:

- Remove further ‘embedded benefits’ which reduces the income that generation connected to the distribution network receive
- Change the way charges are scaled to recover allowed revenues to be a fixed amount per class of customer. Essentially low usage customers will pay more and high usage customers less for using the network

Significant Code Review – just started looking at a wide range of issue including:

- Whether connection charges should only be for very local assets. This would require locational use of system charges to be introduced for many customers
- Wide ranging review of distribution use of system charges
- Review the definition and choice of access rights (when and how much a customer can import or export electricity)
- Improve the allocation of access rights, including enhancing the scope for markets (e.g. being able to trade access rights or curtailment obligations with other customers)



Serving the Midlands, South West and Wales

Electric Vehicles and Connections

Paul Jewell
Policy Manager

Agenda

- Forecasts and the changing horizon
- WPD's Electric Vehicle Strategy document
- Engagement on Electric Vehicles with Local Authorities
- Changes to policy implemented over the past year
- Innovation Projects
- Planned changes to design standards

Forecasts and the changing horizon

- Our forecasts for Electric Vehicle adoption predict around 37,000 across our region now rising to 3,064,000 in 2030.
- In simple terms, each Electric Vehicle uses the same kWhs of energy per year as a standard domestic home.
- The What Car “Car of the Year” for 2019 being the Kia e-Niro and it being described as “sensibly priced” and will “fit into most people’s lives”.
- We also predict price parity in 2021 or 2022 and a step change in car ownership.

Electric Vehicle Strategy Document

- Our first Electric Vehicle strategy document is in final draft ready for issue. It covers areas including;
 - Our forecasts and assumptions
 - Technical considerations
 - Stakeholder Engagement
 - Our plans to support connections
 - Innovation Projects
 - Transitioning to Business as Usual
- We are planning to create shorter customer-specific documents for the different stakeholders involved with Electric Vehicles.

Engagement with Local Authorities

- During 2018 we saw an increase in interest from Local Authorities who were planning to support Electric Vehicle deployment. Government grants have become available to help them with infrastructure.
- We held two Local Authority stakeholder Electric Vehicle events (Bristol & Birmingham) in November with 130 participants.
- Since the Electric Vehicle event we have revised our guidance to LAs based on their feedback and comments.
- We are planning innovation projects which will help LAs deliver charge points in an efficient way

Changes to Policy

- Technical considerations affect how Electric Vehicle chargers can be accommodated on our network. They include:
 - Harmonic effects (all locations)
 - Earthing (public locations)
- We have tested the harmonic effects of chargers through our “Electric Vehicle Emissions Testing” project. As a result we have changed policy to discount the harmonic effect of 7kW or 32A domestic chargers making their connection quicker and simpler.
- We have also decreased the prescribed maximum resistance of WPD mains conductors to a value of 190 mΩ for new connections and designs.

Changes to Policy

- Earthing creates a challenge for us where chargers are installed in public areas. The IET guidance document specifies that these shall be locally earthed using a “TT” system. Most of our low voltage network is earthed using a “PME” system.
- The presence of both earthing systems in a local area can cause problems as they present different earth voltages. The IET guidance requires 10m segregation between these earthing zones
- We have recalculated the segregation with specific modelling for Electric Vehicle chargers and reduced the segregation to 0.3m (3 phase) or 3.6m (single phase). Our design policy reflects this distance.

Innovation Projects

- Back in 2009 we participated in the CABLED project, an early demonstrator of Electric Vehicle technology.
- We started the Electric Boulevards project in 2013, charging buses through Inductive Power Transfer.
- In 2016 we developed Electric Nation to understand how Electric Vehicle charging will affect our low voltage network and how this can be modelled and mitigated on our network.
- In 2019 we will run our Superfast Electricity project which will show how future domestic electricity installations may change.

Future Innovation Projects

- We are planning projects to cover a wide range of Electric Vehicle charge installations and use models
 - Electric Vehicle filling stations
 - On street charging
 - Smart Homes – Electric Vehicle and storage
 - Connect and Manage
 - Self Assessment
 - Hub Charging

Planned changes to Design Standards

- Coming out of the innovation projects we expect to see a range of changes to our design standards.
- During 2019 we expect to;
 - Change the design minimum for service cables
 - Change our design capacity assumptions for housing
- During 2020 we expect to;
 - Develop a Hub solution to support multiple public charging points
 - Deliver Connect and Manage equipment for hotspots

Publications and Advice

- Guide on electric vehicle charging and DNO engagement for local authorities
 - <https://www.westernpower.co.uk/downloads/15766>
- Getting electric vehicles moving guide
 - <https://www.westernpower.co.uk/downloads/3220>
- Electric Vehicle Emissions Testing report
 - <https://www.westernpower.co.uk/downloads/1957>

Any questions

G98/G99 RfG Update

27th February 2019

Tim Hughes – Connection Policy Manager

Connections Update

G98/G99 Requirements for Generators update

- Two new Engineering Recommendations (ERECs) have been developed to reflect the latest requirements for generators (RfG) connecting to the GB distribution system as a consequence of the introduction of new European Connection Codes:
 - *EREC G98 – Requirements for the connection of Fully Type tested Micro-generators (up to and including 16A per phase) in parallel with public Low Voltage Distribution Networks on or after 27 April 2019*
 - *EREC G99 – Requirements for the connection of generation equipment in parallel with public distribution networks on or after 27 April 2019*
- Aim is to increase active control of the network and to keep the electricity supply stable

Connections Update

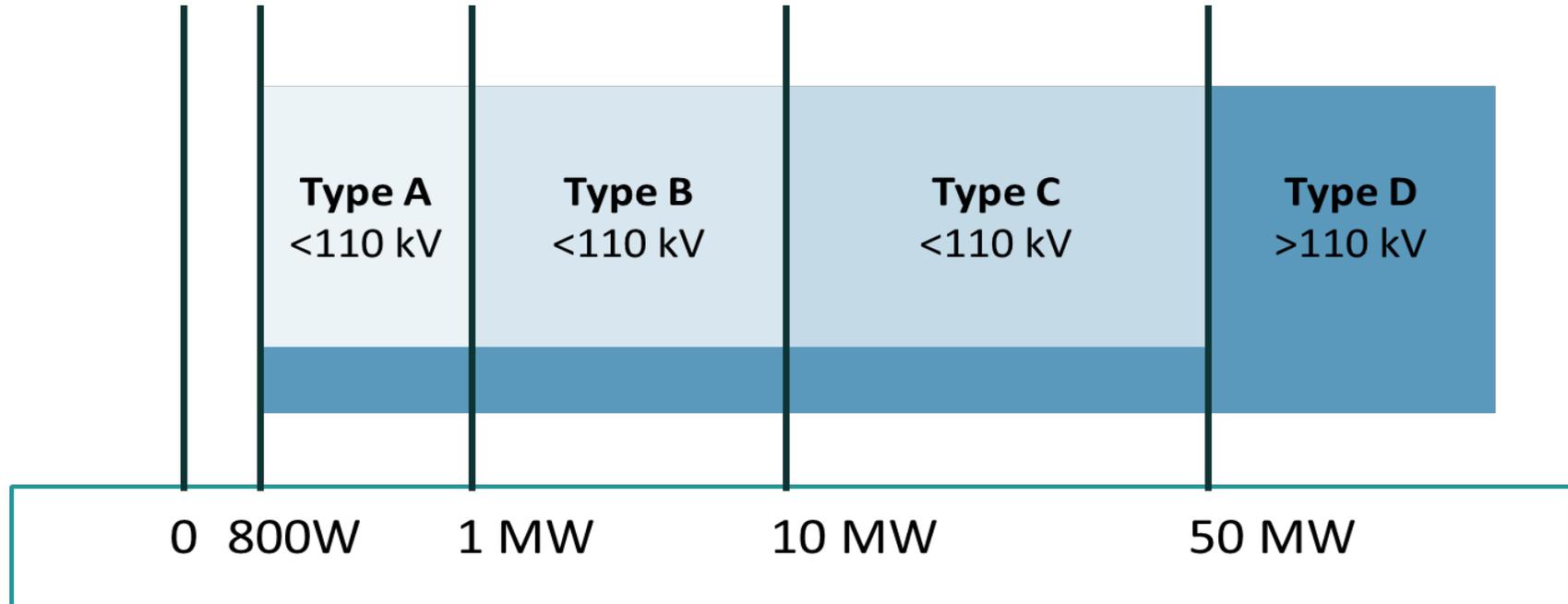
G98/G99 Requirements for Generators update

- Persons wishing to connect generation in parallel with our network on or after 27th April 2019 will need to comply with the relevant ERECs unless they have a contract for the purchase of main generating plant that has been signed before 17 May 2018
- They must notify DNOs of the above by 17 November 2018
- Generation connecting before 27th April 2019 can connect under either ERECs (G83/G98 or G59/G99) depending on which document the generating units were designed to comply with

Connections Update

G98/G99 Requirements for Generators update

- Generators will be categorised according to size



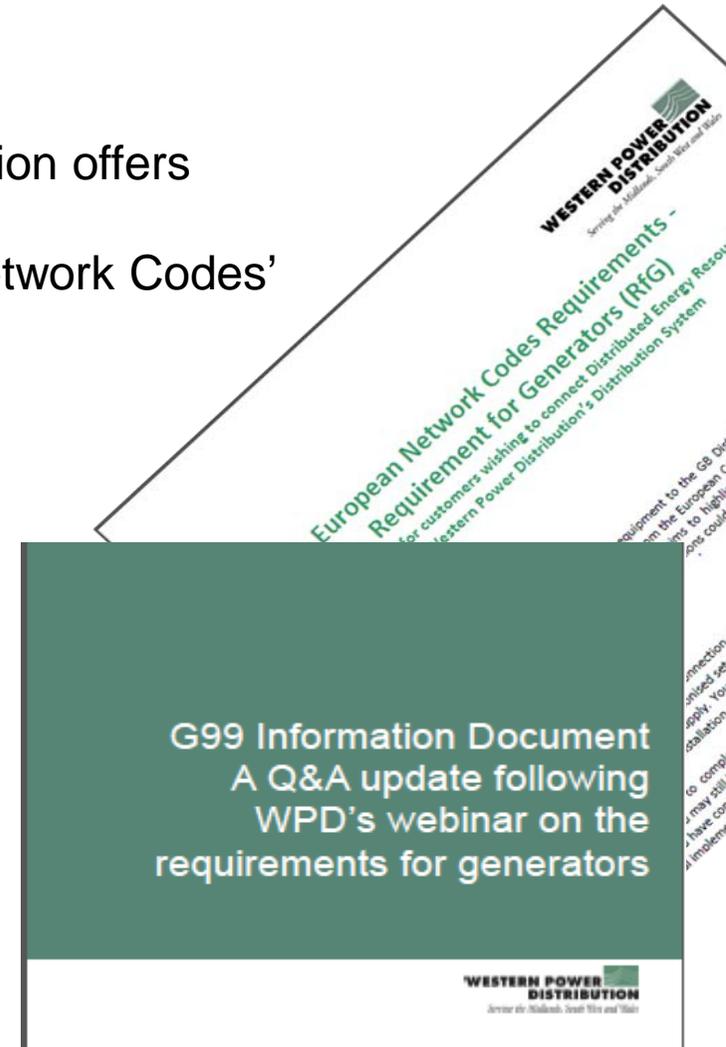
- For Distribution connected (Types A, B and C), new compliance and simulation requirements, particularly with respect to basic capabilities and fault ride through

Connections Update

G98/G99 Requirements for Generators Update

What have we done to inform stakeholders of the latest RfG?

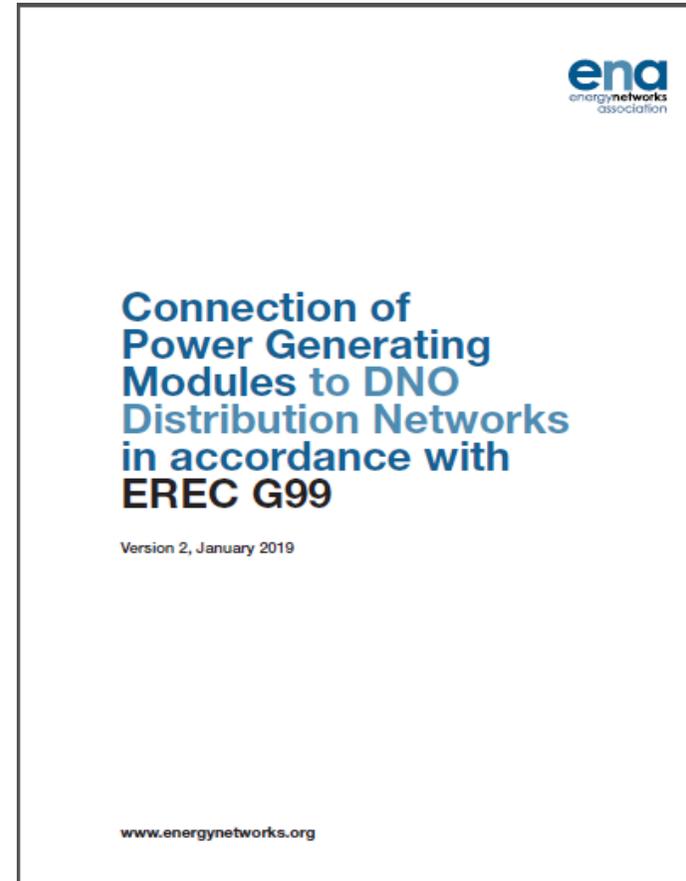
- ✓ Written to customers with accepted connection offers
- ✓ Included reference to RfG in all new generation connection offers
- ✓ Created a new Website page: 'Implementation of EU Network Codes'
- ✓ Published an Information Leaflet
- ✓ Webinar held on 16th November 2018
- ✓ Q&A sheet, slides & recording available
- ✓ Email help-line available:
wpdrfginfo@westernpower.co.uk
- ✓ Face to face Planner training undertaken



Connections Update

G98/G99 Requirements for Generators Update

- Revised standard Application Forms published by ENA
- WPD now only accepting the G99 application form
- Parts 1-3 treated as minimum information requirement
- Part 4(a-f) forms: per generator type
- Part 5: additional data prior to energisation

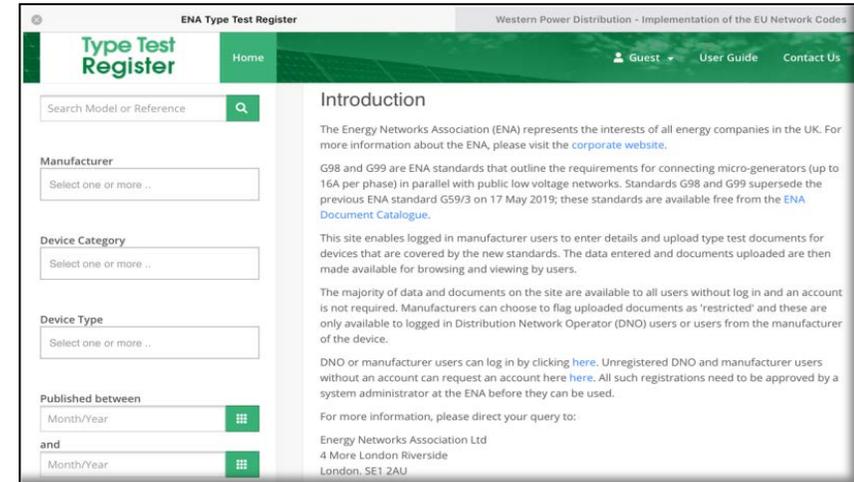


Connections Update

G98/G99 Requirements for Generators Update

Developers required to demonstrate compliance via product type tests, manufacturers' information and onsite test results;

- ENA Type Test Register Database
 - Manufacturer able to register Type Testing
 - Upload test documents/certificates
- Currently – nothing registered!
 - Manufacturer to demonstrate compliance
 - G98 – requires full Type Testing



- G99 Compliance may be demonstrated using the following methods:
 - Provision of Manufacturer's Data / Information
 - Type Verification Tests
 - Simulation Studies
 - On-site Commissioning Tests

Connections Update

G98/G99 Requirements for Generators Update

What more should we do to inform customers?

Provide assistance and guidance on the implementation of ER G98 & G99	2.24	Provide information and guidance on ER G98 & G99	Publish information and guidance to assist customer understanding of the latest requirements for generators connecting to the GB Distribution system as a consequence of the introduction of the new European Connection Codes and the Electricity Network Association's new Engineering Recommendations G98 and G99. Engage customers through a webinar to disseminate information relating to compliance requirements and timescales.	Q1 2019	
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- Further work required as part of our ICE commitment:
 - ✓ Explanation of Application Forms
 - ✓ Explanation of Compliance Requirements, Forms, & Testing
 - ✓ Develop Operational Notification process
 - ✓ Develop webpages
- What else?

New Connections Legal Process

27th February 2019

Bruce Pollard – Consents & Wayleaves Manager

New Connections Legal Process

- New external website
- New guidance documents
- New intranet
- New case tracking information
- New approach to the legal process

Geldards law firm
Applications & Consents Process
January 2019

January 2019
Page 1

Collaborative Partnership Protocol

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;

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

- I** Geldards to action and allocate new instructions within 2 days of receipt
- II** Our customers lawyers to reply to Geldards initial letter/email within 5 days of receipt
- III** Our customers lawyers to reply to Geldards land ownership queries within 10 days of receipt
- IV** Geldards to sign documents under WPD Power of Attorney within 2 days of issuing final versions
- V** Our customers to sign and return final version documents to Geldards (via their lawyers) within 10 days of receipt.

B 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.

C 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.

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:

- Legal Process**
Speed up the legal process
- Handshake**
Improve communication between our customers lawyers and our own solicitors, Geldards
- Question Mark**
Avoid confusion regarding the land ownership information and legal documentation that we require
- 50 Days**
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.

Distribution Applications Legal Process Summary

January 2019
Page 2

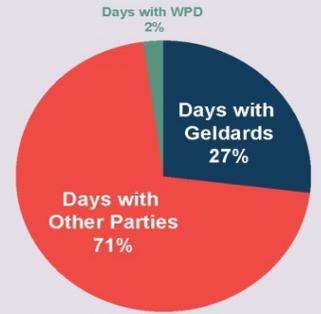
Geldards law firm

This reversal contrasts with an improving performance trend in the previous quarter and may be due to a later/slower than expected return to work following Christmas closures.



However, Geldards are optimistic that the latest edition of the Protocol, including customer online access to their case management system, will act as a catalyst for improvement.

The latest average action days pie chart (based on the largest yet sample of matters), reflects the recent deterioration in other parties performance relative to that of WPD and Geldards



*Based on a sample of 71 new connections matters in January 2019

Monthly performance standards reporting.....

1	Contact agencies (all)
2	Applications submitted
3	Consents cleared (all)

Our compliance against

- Signed Documents**
average days to return signed documents increased to 52
- Land Ownership Queries**
average days to respond to land ownership queries increased to 88
- Initial Letter**
and average days to reply to initial letter increased to 21.

Click for larger view.

New Connections Legal Process

Home / Getting Status Information About the Legal Process Relating to Your Connection

Getting Status Information About the Legal Process Relating to Your Connection

Legal Process Status - Matters with WPD

The first stage of any new connection legal processes is making contact and negotiating with landowners and planning authorities. In relation to legal transactions, when terms have been agreed we instruct our lawyers to acquire the land and/or rights over land in question. Where the ball is in WPD's court, prior to our lawyers being instructed, customers can track the status of our activities in the legal and consents process through our CIRT (Crown Internet Routing and Tracking) portal. CIRT is an on-line system which, for customers who have registered to use it, provides a means of making connection applications. Legal process transactions which relate to connection applications which have been raised through CIRT can be tracked by customers through that interface. This provides visibility of the status of transactions through to the point where we instruct our lawyers.

Details of how to register for CIRT can be obtained by clicking [here](#) ^{of}

Details of how to access information on the legal processes of your connection in CIRT can be obtained by clicking [here](#) ^o.

Legal Process Status - Matters with our Lawyers

Our lawyers, Geldards LLP, operate a case management system called High Q which enables us to track the progress of new connections transactions which we have instructed them to action. Geldards LLP have made High Q available to our new connection customers, their legal representatives and their Independent Connection Providers. This provides our customers and their representatives with case-level status information about the legal process relating to their connection.

Click the images below for a Quick Access Guide to Geldards LLP's High Q platform and the Terms and Conditions to using High Q.



**Customer access
to our
case-management
systems**

New Connections Legal Process

Enquiry Details

ENQUIRY IS COMPLETE

Enquiry Reference 2899424

Work Site Address Leicestershire

WPD Responsible Team Hinckley and Nuneaton (01455 232267 or 01455 232268)

WPD Responsible Person

Enquiry Category Wayleave Legal Process

Customer Reference

Start Date 31/10/2017

Completed Date 01/11/2017

[Go Back](#)

Activities

<u>ACTIVITY NAME</u>	<u>TARGET DATE</u> 	<u>COMPLETED DATE</u>	<u>COMPLETER</u>
<u>Wayleave Specialist Instructed</u>	07/11/2017	31/10/2017	Harry, Stu
<u>Site Purchase</u>	07/11/2017	31/10/2017	Harry, Stu
<u>Wayleave / Easement Purchase</u>	07/11/2017	31/10/2017	Harry, Stu
<u>Statutory Consents</u>	07/11/2017	31/10/2017	Harry, Stu
<u>Section 37 Application</u>	07/11/2017	01/11/2017	Harry, Stu

1 - 5

WPD's CIRT portal

New Connections Legal Process

Site Purchase Details

Site Selection / Negotiations				Terms Agreed		Terms Approved		Lawyers Instructed		Legals Complete	
Land Owner Name	Requestor	Target Date	Completed Date	Target Date	Completed Date	Target Date	Completed Date	Target Date	Completed Date	Target Date	Completed Date
Land Owner A	Stu, Harry	07/11/2017	31/10/2017	14/11/2017	31/10/2017	28/11/2017	31/10/2017	05/12/2017	31/10/2017	12/12/2017	31/10/2017

1 - 1

Wayleave / Easement Purchase Details

Route Selection / Negotiations				Terms Agreed		Terms Approved		Lawyers Instructed		Legals Complete	
Land Owner Name	Requestor	Target Date	Completed Date	Target Date	Completed Date	Target Date	Completed Date	Target Date	Completed Date	Target Date	Completed Date
Land Owner A	Stu, Harry	07/11/2017	31/10/2017	14/11/2017	31/10/2017	28/11/2017	31/10/2017	05/12/2017	31/10/2017	12/12/2017	31/10/2017

1 - 1

Statutory Consents Detail

Contact Agencies	Applications Sub	Consents Cleared
31/10/2017	31/10/2017	31/10/2017

1 - 1

WPD's CIRT portal

Section 37 Application

Section 37				Exemption Regs		Planning Permission	
Form B Submitted	Form B Received	S37 Submitted	S37 Received	Exemption Submitted	Exemption Received	Permission Applied	Permission Granted
05/12/2017	05/12/2017						

1 - 1

New Connections Legal Process

Milestone Information

▼ Milestone Information

Initial letter sent to Customers/Landowners Legal Representative

30/08/2018

Reply to initial letter received from Customers/Landowners Legal Representative

31/08/2018

Title queries raised

Title queries dealt with

Documents agreed and engrossments sent

Geldards' HighQ system

New Connections Legal Process

Milestone Information

▼ Milestone Information

Initial letter sent to Customers/Landowners Legal Representative

30/08/2018

Reply to initial letter received from Customers/Landowners Legal Representative

31/08/2018

Title queries raised

Title queries dealt with

Documents agreed and engrossments sent

Geldards' HighQ system

New Connections Legal Process

New Connections Legal Process - Day 20 Progress Report

Customer/Landowner	Mr Smith
Objective	Lease
Site Address	One Westfield Avenue, Clifton, Nottingham, ,
WPD Reference	XYZ1234
Geldards Reference	KM/99999999.00559
Customers/Landowners Legal Representative	Eversheds
Customers/Landowners Legal Representative Reference	Test Reference

Completion Flight Path

50 Days Target	10/03/2018
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Case Status	At Risk	60%
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Milestone Progress Bar



Milestone	Date Completed
Instruction received	19/01/2018
Initial letter sent to Customers/Landowners Legal Representative	22/01/2018
Reply to initial letter received from Customers/Landowners Legal Representative	23/01/2018
Title queries raised	23/01/2018
Title queries dealt with	25/01/2018
Documents agreed and engrossments sent	26/01/2018
Executed engrossments received from Customers/Landowners Legal Representative	
Pre-completion Land Registry Search	
Completion	

Day 20 reports

New Connections Legal Process

New Connections Legal Process - Day 20 Progress Report

Customer/Landowner	Mr Smith
Objective	Lease
Site Address	One Westfield Avenue, Clifton, Nottingham, ,
WPD Reference	XYZ1234
Geldards Reference	KM/99999999.00559
Customers/Landowners Legal Representative	Eversheds
Customers/Landowners Legal Representative Reference	Test Reference

Completion Flight Path

50 Days Target	10/03/2018	
Case Status	Behind Target	30%

Milestone Progress Bar



Milestone	Date Completed
Instruction received	19/01/2018
Initial letter sent to Customers/Landowners Legal Representative	
Reply to initial letter received from Customers/Landowners Legal Representative	
Title queries raised	
Title queries dealt with	
Documents agreed and engrossments sent	
Executed engrossments received from Customers/Landowners Legal Representative	
Pre-completion Land Registry Search	
Completion	

Day 20 reports



Connections Update

27th February 2019

Tim Hughes – Connection Policy Manager

Connections Update

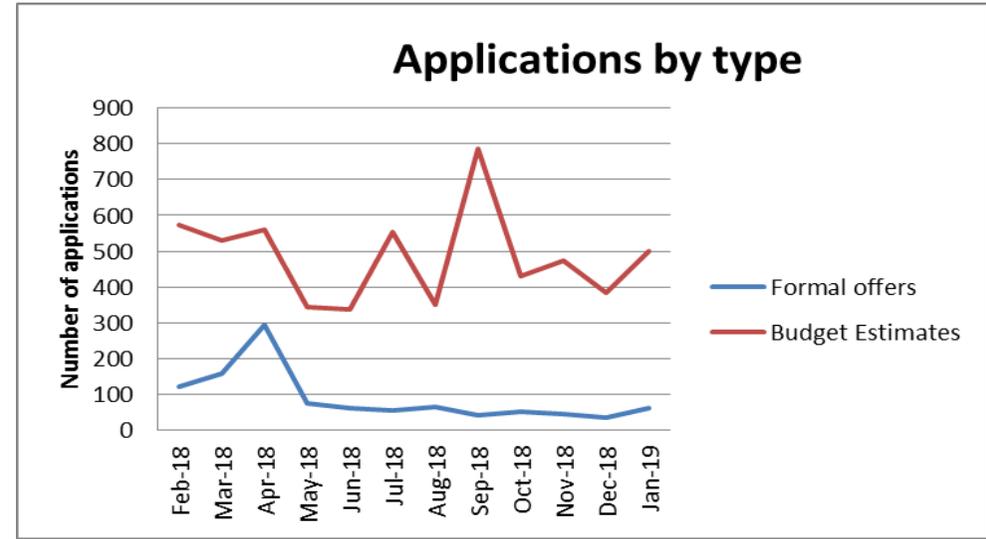
Agenda

- A&D Fees
- Capacity Allocation & Reservation
- Online Applications/LJNC process
- Allowable Changes
- Variations to connection charges
- Open Networks update
- EREC G88 Working Group
- Website enhancements

Connections Update

A&D Fees update

- What has happened since the Regulations were introduced?



Note: Relates to all connections involving EHV/132kV works

Connections Update

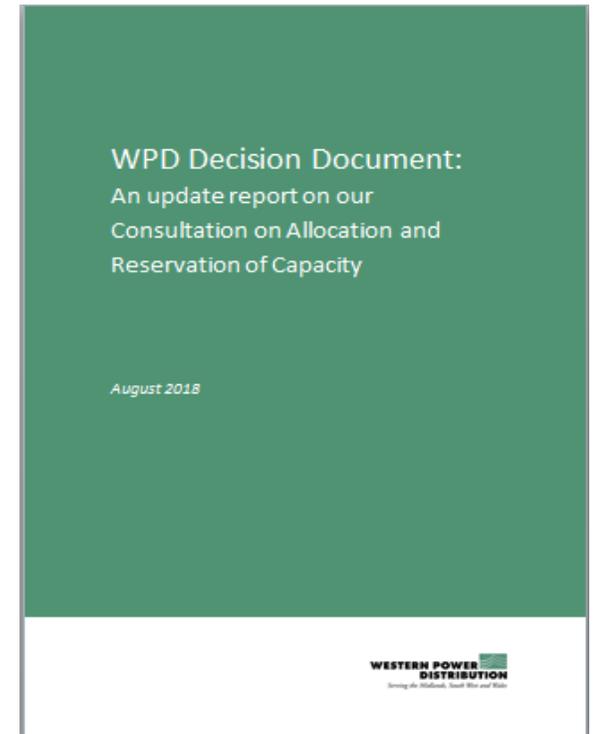
A&D Fees update

- Concerns levied at a national level typically around non-uniformity of application
- DNOs are working with stakeholders through the ENA to try and resolve these issues
- Call for DNOs to develop a common methodology for calculating relevant expenses
- Potential for proposals to be developed through formal industry change governance
- WPD will work independently and in collaboration with industry representatives

Connections Update

Capacity Allocation and Reservation

- We consulted on the issues we are encountering, setting out some proposals on our minded to approach in how we allocate network capacity and allow customers to reserve it at three key stages of the connection process;
 - Application
 - Acceptance of offer
 - Energisation and subsequent build out
- A Decision Document was issued setting out the conclusions we have drawn having considered all the customer responses



Connections Update

Capacity Allocation and Reservation

- The Decision Document set out a number of key areas for development:
 - **Letter of Authority** – establish process for the use of an LoA to substantiate the application in terms of establishing the applicant's relationship with the landowner
 - **Application information requirements** – update ground rules for information requirements in order to secure capacity under a formal Connection Offer
 - **Connection Offer Milestones** - review and extend existing milestones thus strengthening our ability to ensure projects which are able to progress and have been granted the appropriate planning permissions etc. can do so
 - **Development Phase** – following the implementation of DCP294, review and clarify the applicant's ability to ramp-up capacity requirements for up to five years post energisation

Connections Update

Capacity Allocation and Reservation

- We have been developing policy and process in a number of key areas:
 - **Capacity reservation rules** – clarify policy and process relating to the ability to reserve capacity post energisation using a two-tier system based upon whether or not an applicant has made a financial commitment
 - **Speculative developments** – clarify policy and process relating to existing methodology for dealing with speculative developments by charging an applicant 100% of the reinforcement costs where the development is deemed speculative and charging a capitalised charge for future operations, repairs and maintenance of the distribution system
 - **Infrastructure Offers** – progress the development of infrastructure offers for use on e.g. large domestic or commercial developments where the long term requirements are not fully known and are therefore speculative

Connections Update

Capacity Allocation and Reservation

- We will issue an update document setting out our final proposals
- We are mindful of similar work undertaken at industry level; i.e. Open Networks
- There is still an opportunity to feedback thoughts on the proposals

WPD Policy Update Document:
An outline policy report on our
Consultation on Allocation and
Reservation of Capacity

March 2019

**WESTERN POWER
DISTRIBUTION**
Serving the Midlands, South West and Wales

Connections Update

Online application/notification and completion process

- Initial development of our new web browser based online function is now complete. It will allow ICPs/IDNOs to:
 - Apply for a connection offer
 - Submit work notifications/completion certificates under the live jointing process

- Both functions will be sited within the same online portal to:
 - Provide a single login for all services
 - Enable a consistent look and feel to each function
 - Enable ICP's to view active notifications, completions and connection applications within the same dashboard

Connections Update

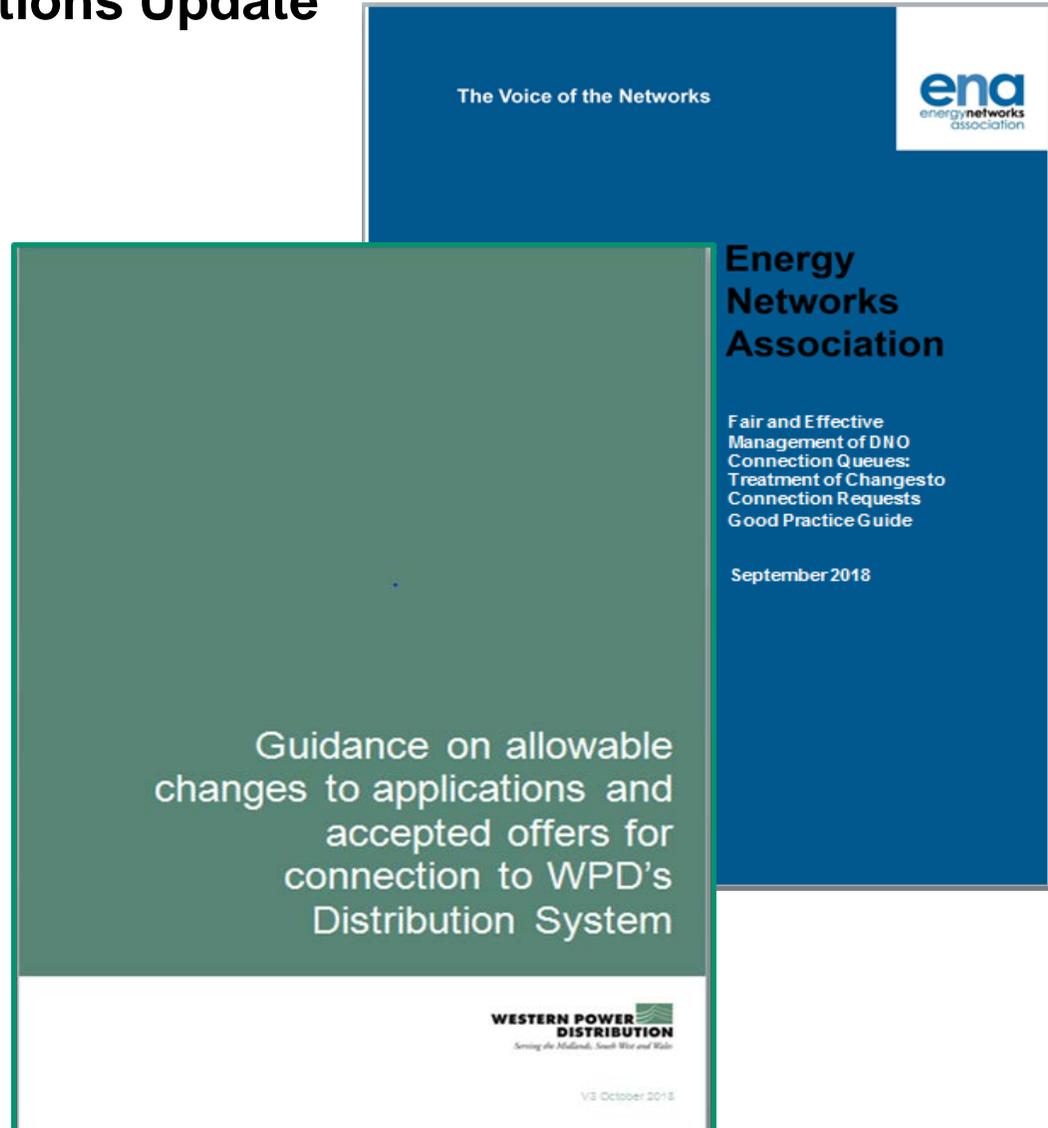
Online application/notification and completion process

- Next steps:
 - ICP user testing is currently underway
 - Remedy any issues raised during testing
 - Upload the changes to the live website
 - Provide guidance and login details to ICPs
- We will seek further feedback once the online function is live
- Further work already in planning to improve the ICP dashboard

Connections Update

Allowable Changes

- New WPD guidance document issued outlining permissible changes that can be made to a connection application
- Covers pre-energisation changes
- Includes high level over-riding principles and several change request scenarios
- Provides clarity for the customer and manages expectations



Connections Update

Variations to connection charges

- In response to feedback received we have produced a document explaining potential variations to connection charges within the Connection Offer
- Aim is to provide assistance to the applicant in understanding those charges that may be variable
- The document is provided to give an indication of the more common circumstances where this may occur, and a typical range of potential cost variation
- Applicants should still refer to the WPD contact for any specific questions relating to a Connection Offer received

WESTERN POWER DISTRIBUTION ("WPD") Variations to Connection Charges		
Area of Works	Offer Detail	Potential Cost Implication
Fault Level at the Connection Point	This Connection Offer is subject to any further studies on the Distribution System that WPD may require when full details of the Proposed Connection(s) and the Customer Installation have been confirmed (including, but not limited to transient, steady state and dynamic stability studies). The costs of these studies are not included in the Connection Charge and shall be	<p>Following receipt of full and final details for the Customer's installation, such as final generator details or transformer impedances, there may be a need to carry out further detailed studies to determine if the customer's installation detrimentally impacts upon the WPD or any other 3rd party network. Any works identified as a result of these studies could result in an increase in costs of the Connection Charge.</p> <p>Once full and final details of the Customer's installation are provided, detailed studies could result in the need to replace switchgear for a higher fault level rating. Cost will vary, dependent on the number of units that require replacement and the voltage level of the switchgear.</p> <p>Typical Switchgear Unit costs: 11kV – 33kV: £30,000 - £60,000 66kV – 132kV: £70,000 - £120,000</p> <p>Please note, these costs are for the switchgear only. Additional costs will be required for ancillary items and associated labour.</p> <p>The requirement for an inductor arrangement will also affect costs.</p>

Connections Update

Open Networks Project

- ON currently reviewing initial work undertaken in 2018 and setting out proposals for 2019
- Workstream 2 focused on *'Customer Information Provision and Connections'*

WS2 Products		Timescale
1	System Wide Resource Register – Detailed Design and Early Implementation	Jan 19 – Dec 19
2	Queue Management	Jan 19 – Dec 19
3	Interactivity	Jan 19 – Dec 19
4	Connections Agreement Review	Jun 19 – Jul 19

- Work also being undertaken to monitor the rollout of practices based on several 2018 Products (e.g. Good Practice ahead of Connection Applications)

Connections Update

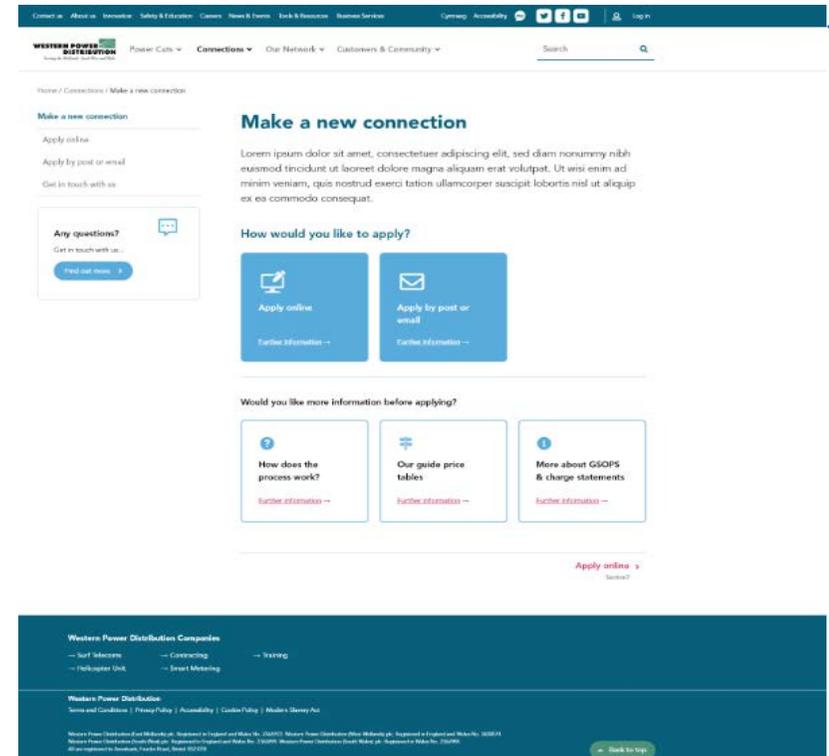
EREC G88 Working Group

- G88 relates to principles for the planning, connection and operation at the interface between the DNO and IDNO networks
- There is a desire to reconvene the former EREC G88 Working Group to consider various issues that have arisen since last it was reviewed
- Draft ToR drawn up with the aim to review and, where appropriate, revise the principles applied relating to ER ECG88
- Potential topic areas for the G88 Working Group to consider are:
 - ✓ Connection requirements
 - ✓ DER/EV connection process and the streamlining of the approvals
 - ✓ Review of technical boundary arrangements
 - ✓ Transition to DSO – information exchange, etc.
- Group will be hosted by ENA and inaugural meeting should be held in the Spring

Connections Update

Website enhancements

- We are undertaking further enhancements to the 'Connections' pages of our website
- Initial work set out to provide 'Connections services' and 'Connections Information' pages
- Our intent is to build on the navigation and content of pages
- Aim to filter out unnecessary information but retain clarity for both regular and occasional users



Connections Update

Website enhancement demo

Connection services



Make a new connection

Connect a small domestic dwelling or a whole domestic housing estate, a small business or a large commercial development.

[Find out more](#)



Connect generation or energy storage

Get your renewable energy or microgeneration connected safely and securely to our network.

[Find out more](#)



Change, or disconnect, your connection

If you need to change your connection, either it's location or it's size, or if you need to disconnect, you can apply here.

[Find out more](#)



Install a new EV charging point or a heat pump

As the use of electric vehicles becomes more common place the demand for charge points is likely to rise and we want to help meet that demand.

[Find out more](#)



Get a guide price

View our pricing tools, information and price guidance to help plan your development.

[Find out more](#)



Accept & pay for your connection offer

Fusce tristique nulla quis mauris pulvinar, ac condimentum urna placerat. Mauris urna metus, interdum in arcu id, sodales posuere nisl.

[Find out more](#)

Connections Update

Website enhancements

- The first phase will go-live by the end of March 2019
- We will be looking for further feedback to ensure we are moving in the right direction
- Focus will be on improving the information available, e.g. building on what we have done for DER and EV/HP

WESTERN POWER **DISTRIBUTION**

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WPD CCSG **Wrap up – Summary and Next Steps**

Tim Hughes

Summary and next steps

- Issues and feedback captured from today
- ICE Workplan published at end of April
- ICE looking forward and looking back report submission at end of May
- Dates for 2019 Workshops:

Dates	Location
11th June	WPD Birmingham Office, Beacon House, Long Acre, Nechells, Birmingham, B7 5JJ
29th October	WPD Gloucester Office, Saw Mills End, off Corinium Ave, Gloucester GL4 3BH