

# Ofgem Incentive on Connections Engagement 2016

## WPD looking forward and looking back reports

### Appendix 2: WPD ICE KPIs 2015/16

In this appendix we have set out WPD's ICE Key Performance Indicators for 2015/16.

## Western Power Distribution ICE Workplan 2015/2016

### Key Performance Indicators

In order to facilitate improvements to the connections services we provide, a number of actions were identified within our 2015/16 Incentive on Connections Engagement Workplan. To measure important aspects of those services, and whether these actions delivered improvements in those measures, we committed to a total of 17 Key Performance Indicators. These KPI's cover 6 key areas and include 12 improvement targets.

1. Communication and engagement			
Reference	Metric	Description	Target
	Customer Survey	Conduct monthly satisfaction survey for large connection customers, covering the market segments under the ICE scope	WPD Score>8.8
	DG Survey	Conduct annual satisfaction survey. Monitor split between DG LV, DG HV and DG EHV segments.	WPD Score>8.8
	Awareness of competition in connections	Measure customer awareness of competition in connections through customer survey	Establish a benchmark figure for future ICE plans
	Guaranteed Standards	Maintain 100% success in achieving Connections Guaranteed Standards of Performance	100% success
	Community Energy engagement events and attendees	Monitor the numbers events held and participants in our Community Energy stakeholder engagement activities	Maintain 2014/15 levels
	Stakeholders engaged	Measure the number of participants in our stakeholder engagement activities	Maintain 2014/15 levels
	Actions arising as a result of Stakeholder engagement	Actions within ICE plan	Deliver 100% of actions
	Complaint Handling	Measure number of connections complaints received and the time to resolve them to track our performance	Target top quartile amongst other DNOs

2. Availability of information & online services			
Reference	Metric	Description	Target
	Percentage of online applications	Use percentage of applications requested online as an indicator of the awareness of customers and usefulness of our online application services	Increase over 2014/15
	Online application survey	Conduct survey on user satisfaction for online application facility to assess performance and identify further improvements	2015/16 is benchmark year - target to increase in subsequent years

3. Service provided post connection offer acceptance			
Reference	Metric	Description	Target
	Time to connect	Reduction in overall time to connect by 20% across all market segment of connections	20% reduction in each market segment per Licence
	Legals & Consents internal standards performance	Measure the performance against the internal standards once implemented for the connections Legals and Consents processes. Meet 100% of the internal standards.	100% success

4. Extension of Contestability			
Reference	Metric	Description	Target
	Volume of PoC self-determinations	Measure the volume of POCs determined by ICPs under trial and business as usual processes. In addition express these volumes as a percentage of the total POCs provided by WPD and ICPs.	2015/16 is benchmark year - target to increase in subsequent years
	Volume of HV self-connections	Measure the volume of HV connections by ICPs under trial and business as usual processes. In addition express these volumes as a percentage of the total HV connections for ICP PoCs.	2015/16 is benchmark year - target to increase in subsequent years
	Volume of Design self-approvals	Measure the volume of self-approved ICP designs under trial and business as usual processes. In addition express these volumes as a percentage of the total design approval volumes for ICP connections.	2015/16 is benchmark year - target to increase in subsequent years

5. Offers & Agreements			
Reference	Metric	Description	Target
	Volume of alternative connection offers	Measure the volume of offered and accepted alternative connection offers for DG. In addition express these volumes as a percentage of the total DG connection offers.	Increase over 2014/15 benchmark: 77 offers 12 Acceptances

6. Innovation			
Reference	Metric	Description	Target
	ANM scheme construction	Commence construction on 4 BSP Groups Grendon/Bridgwater/West Burton/Indian Queens	Commence construction

# 1. Communication and engagement

## Monthly survey of large connection customers & annual DG connection customers survey

In April 2015, the scope of connections customers surveyed under the Broad Measure was reduced to customers within the single service and small project market segments.

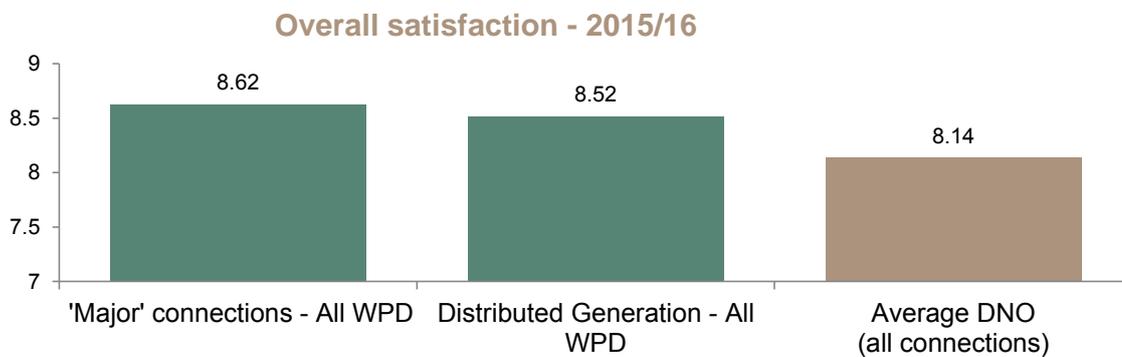
We believe the survey is still a strong indicator of how we are performing and therefore committed to the following action:

- 1.3 Carry out 2015 annual DG survey with a split for major DG EHV schemes with significant sample size to assess service levels specific to this segment

The volume DG EHV schemes were not sufficient enough to provide a broad sample of customers to survey and therefore these customers have been grouped into the overall DG survey. The DG survey was an annual one off survey due to sample size requirements and covered DG connections and quotations for the regulatory year April 2014 to March 2015.

Within our KPI's, we also committed to continuing the monthly satisfaction survey for large connection customers. These commenced in May 2015 and we set ourselves a target score of >8.8 for both customer groups.

Issues with network constraints resulted in an anticipated reduction in our scores for generation customers. Whilst satisfaction remains higher than the broader measure results for other DNO's, the lower than anticipated end of year results indicate that there is still more work to be done by WPD in the 2016/17 period.



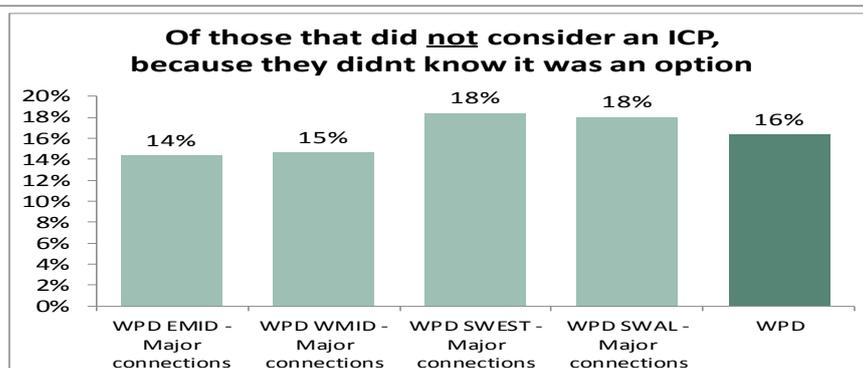
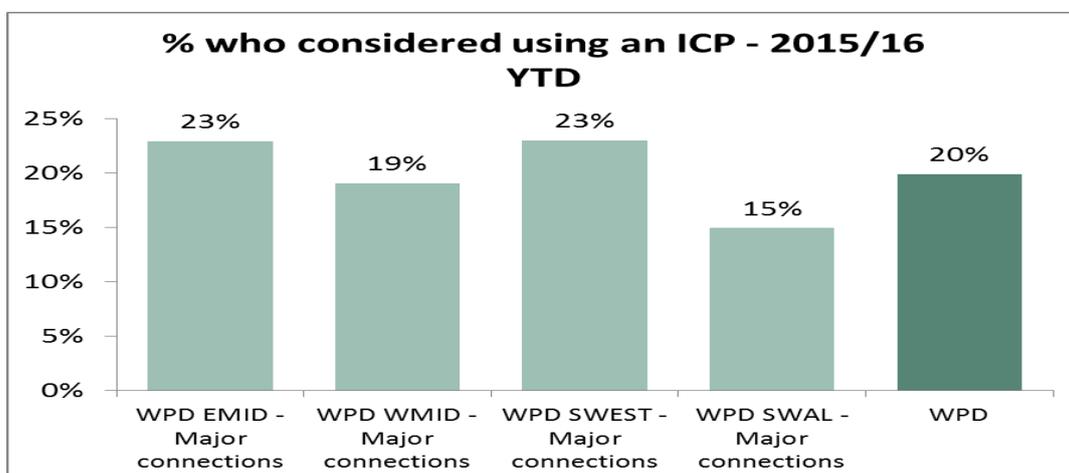
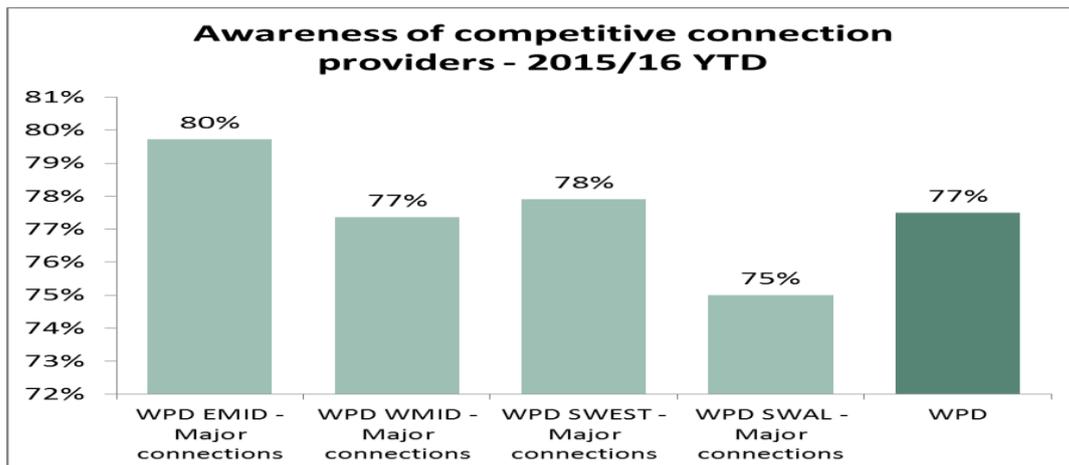
# 1. Communication and engagement

## Competition in connections - customer awareness survey

The Competition in Connections market has been growing quickly in the last few years. To determine the level of awareness of competition amongst our customers, we included competition related questions in our large connection and distributed generation customer surveys.

On average across the four WPD licenced areas, 77% of customers had an awareness of competitive connection providers with 20% considering the use of an independent connection provider.

2015/16 is our benchmark year and we would therefore look to increase awareness of the different connection options available to customers going forward.



# 1. Communication and engagement

## Meeting our Connections Guaranteed Standards of Service - 2015/16

Every year WPD provides around 70,000 budget estimates and quotations and around 30,000 connections. We also make around 10,000 street furniture fault repairs for local authorities.

For every connection, WPD operates under a number of Ofgem standards of service guarantees for providing budget estimates, quotations, scheduling works, commencing works, completing works and energisation, and street lighting repairs. These require us to provide these services within fixed or agreed timescales. In certain circumstances exemptions may apply.

If we fail to meet the standards, we make specified payments.

In 2015/16 we failed to meet our connections service standards on 4 occasions against a target of 100% success rate. The failures have been turned into learning points and briefings issued as required to prevent further failures occurring of this nature.

	Connections Services provided to small LV Metered Demand Customers	Connections Services provided to large HV or EHV Metered Demand Customers	Connections Services provided to Metered Generation Customers	Connections Services provided to Independent Connections Providers	Connections and repairs to Unmetered Supplies
East Midlands	✓	3 failures to provide a budget estimate on time and 1 failure to make the payment on time (out of approx. 2,700 budget estimates)	✓	✓	✓
West Midlands	✓	✓	✓	✓	✓
South West	1 failure to make contact with the customer to agree a date to start work (out of approx. 6,000 such contacts)	✓	✓	✓	✓
South Wales	✓	✓	✓	✓	✓

✓

Denotes 100% success in that Connections Guaranteed Standard of Service area

# **1. Communication and Engagement**

## **Community Energy Engagement Events and attendees**

Having received positive feedback at community energy events in the 2014/15 period, we committed within our 2015/16 ICE workplan to continue these:

Action 1.6 Continue and expand programme of Community Energy Workshops

We agreed to maintain 2014/15 levels of engagement which saw 100 stakeholders engaged across 5 events. This year has seen this increase to 275 stakeholders engaged at 8 WPD Community Energy Workshops, with a further 318 stakeholders engaged at related events.

# 1. Communication and engagement

## Stakeholders engaged

Stakeholder engagement is important for obtaining feedback about our services and the way we operate. The table below captures a broad range of connections stakeholder engagement activities which maintains our levels of engagement for similar events held in 2014/15.

### Connection Stakeholder Events

Date	Venue	No. of Stakeholders
14/04/2015	South West Distributed Generation Connections workshop event	55
21/04/2015	Presentation at Renewable Energy Marketplace	150
24/04/2015	Unmetered Supplies User Group - East & West Midlands	4
28-30/04/2015	Large Scale Solar Event	450
30/04/2015	Connection renewable energy exchange event in Wales (REX)	100
22/05/2015	Connections performance with ICPs	6
22/05/2015	CBI – connections constraints South West	5
29/05/2015	Ofgem/DNO meeting regarding DG constraints	10
02/06/2015	Low Carbon Hub Event	58
03/06/2015	Welsh Assembly Government (WAG) & Plaid Cymru – connections constraints	3
05/06/2015	WPD meeting with Ofgem regarding DG constraints	4
09/06/2015	FALCON project event at Smart Grid GB	25
15/06/2015	Ofgem meeting regarding DG constraints	5
17/06/2015	Connection Surgeries	7
23/06/2015	WPD Customer Connections Steering Group	11
24/06/2015	Quicker and more efficient distribution connections ofgem meeting with DNOs	16
24/06/2015	Unmetered Supplies User Group - South West	10
02/07/2015	Meeting to discuss Grid Constraints with Ofgem	4
09/07/2016	SMART Cornwall / Cornwall Council and LEP	9
14/07/2016	Unmetered supplies User Group - South Wales	12
20/07/2015	Department for Energy and Climate Change	5
06/08/2015	Meeting with IDNO	3
08/08/2015	Strategic Investment Options for further growth of DG in the South West	9
18/08/2015	DG customer workshop - Tackling the Grid Queue	25
10/09/2015	Ofgem DG Workshop and technical issues	12
10/09/2015	Connection Surgeries	10
15/09/2015	DG Forecasting	5
15/09/2015	South West strategic study kick off meeting	5
16/09/2015	Connection Surgeries	2
23/09/2015	ENA DG Forum*	100
24/09/2015	Ofgem DG Workshop	12
08/10/2015	Meeting with David Caper from DECC	1
09/10/2015	Connection Consultant	1
15/10/2015	MCCG meeting	40
20/10/2015	Customer Connections Steering Group (CCSG)	14
22/10/2015	Welsh Assembly Environmental Committee Enquiry	12
30/10/2015	Meeting with Clare Moody (MEP)	3
03/11/2015	WPD DG forum	66
03/11/2015	Cardiff policy forum	30
10/11/2015	Cornwall Energy Network	10
19/11/2015	Meeting with DG Developer	5
24-26/11/2015	LCNI Conference	1200
27/11/2015	CBI Connections complaints	2
02/12/2015	Unmetered supplies User Group - South Wales	12
03/12/2015	Cardiff policy forum	200
10/12/2015	Connection Surgeries	13
03/01/2016	Strategic Investment Event	25
07/01/2016	Connections bilateral meetings with Connection Consultant	1
11/01/2016	Connections bilateral meetings with Connection Consultant	1
18/01/2016	Connections bilateral meetings with Connection Consultant	1
01/01/2016	6 WPD Stakeholder Workshops	259
27/01/2016	Unmetered Supplies User Group - South West	6
03/02/2016	South West Strategic Study update (DG)	25
08/02/2016	DG Developer	1
23/02/2016	Customer Connections Steering Group (CCSG)	16
31/03/2016	Welsh Assembly Government/Ofgem meeting re: Complaints	8
<b>Total events</b>	<b>52</b>	<b>3,084</b>

# 1. Communication and engagement

## Connection Stakeholder Engagement through customer surveys

Within our planned connection engagement activities for 2015/16 we estimated that we would engage with 2000 large connection customers and 400 Distributed Generation customers for the continued broad measure style surveys. The large connection customer survey commenced in May 2015 and by year end we had surveys a total of 1,991 customers. The distributed generation customer survey is conducted annually, with 402 customers being surveyed by year end, which brings us in line with our proposed engagement.

### Customer Surveys

Period	Survey	Number of customers
April 2015 to February 2016	Broad Measure Surveys - Quotations Survey of customers receiving an alteration/connection quotation who fall within the ambit of the quotation accuracy scheme and fall into the following categories: ECGS2A - Single LV service Demand Quotation including service alterations ECGS2B - Small project Demand Quotation	3,267
April 2015 to February 2016	Broad Measure Surveys - Completed works Survey of customers who fall within the quotation accuracy scheme where all the work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed and the customer falls into the following category: ECGS6A - Complete works for a single LV service demand or small project demand connection including service alterations	2,539
May 2015 to February 2016	DG Survey - Quotations Survey of customers who received an alteration/connection quotation in relation to the installation of Distributed Generation (DG)	339
May 2015 to February 2016	DG Survey - Completed Works Survey of customers where all the work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed, and the connection is to facilitate Distributed Generation (DG)	63
May 2015 to February 2016	ICE/Major Connections Survey - Quotations Survey of all other customers who do not fall under the broad measure or DG surveys who received an alteration/connection quotation	1,708
May 2015 to February 2016	Ice/Major Connections Survey - Completed Works Survey of all other customers who do not fall under the Broad Measure or DG surveys where all work conducted by the DNO and its agents (rather than just the electrical works) associated with the new connection/alteration has been completed	283
<b>Total number of surveys conducted</b>		<b>8,199</b>

# Ofgem Complaint Handling Standards

## 1. Communication and engagement

### Complaint Handling - Apr 2015 - Mar 2016 (Connections Only)

WPD operates a complaints escalation procedure to enable customers to register complaints about connection quotations or delivery. Customers can register complaints via our Contact Centre enquiries line, online, by email, telephone or in writing to WPD's Complaints Department. We measure our performance against the number of complaints resolved by the end of the next working day following receipt of the complaint, and those resolved with 31 calendar days.

Our target was to be ranked in the upper quartile amongst other DNO's. The complaints information will not be available until June and therefore we will record our performance to the target in future updates and submissions.

#### CONNECTIONS COMPLAINTS

		EMID	WMID	SWALES	SWEST
Total number of connections complaints registered with WPD 2015/16		16	21	11	33
Number of complaints resolved by the end of the first working day after the complaint was received		7	19	6	15
Percentage		43.75%	90.48%	54.55%	45.45%
Number of complaints that took between 2 and 31 days to resolve		3	1	0	8
Percentage		18.75%	4.76%	0.00%	24.24%
Number of complaints unresolved after 31 calendar after the complaint was received including ongoing complaints		6	1	5	10
Percentage		37.50%	4.76%	45.45%	30.30%

## **2. Availability of information & online services**

### **Percentage of online applications**

Within our 2015/16 looking forward ICE submission, a number of actions in relation to improving the information available on WPD's website and services such as online application processes following stakeholder feedback, including:

- 2.1 Implement web-based application and job tracking functionality for large/high volume customers including unmetered supplies for Local Authorities

Our target was to use the percentage of applications requested online as an indicator of awareness of customers, with an increase on 2014/15. This year has seen an increase in both the overall volume and the percentage of all enquiries which were received via the website.

<b>Connection enquiries 1st April 2015 - 31st March 2016</b>	<b>Total</b>	<b>2014/15</b>
Total number of Connection Enquiries Raised	77,400	80,133

<b>Connections Enquiries<sub>1</sub></b>	<b>Total</b>	<b>2014/15</b>
No of Connection Enquiries raised from the website <sub>2</sub>	3,397	2501
% of Total	4.4%	3.1%

<b>Online Connection Portal</b>	<b>Total</b>
No of eligible Enquiries <sub>3</sub>	22,240
No of eligible enquiries raised from the website	1,495
% of eligible total	6.7%
No of eligible enquiries accepted online	148
% of eligible total	0.7%
No of eligible enquiries paid online	103
% of eligible total	0.5%

<b>Competition in Connections (CiC) Enquiries<sub>4</sub></b>	<b>Total</b>
No of CiC Enquiries Raised	6,665
Number of CiC enquiries raised via CIRT	1,579
% of all CiC enquiries raised via CIRT	23.7%

<sup>1</sup> Connection Enquiries include, but are not limited to, budget estimates and formal quotation for demand connections, generation applications, service alterations, disconnections and unmetered supplies.

<sup>2</sup> Relates to enquiries raised online using the step by step application tool. This figure excludes those who visit the website connection pages and downloaded an application form for offline submission.

<sup>3</sup> The online connection Portal is currently available only to enquiries for a single phase single service or small project demand enquiry, including service alterations.

These customers can accept and pay for a connection online. They can also request automatic email updates at key stages within the end to end process, such as quotation issued.

<sup>4</sup> Crown Internet Routing & Tracking (CIRT) is an internet based application for ICPs and IDNOs to submit applications online. It has been developed to allow connection providers and WPD to easily:

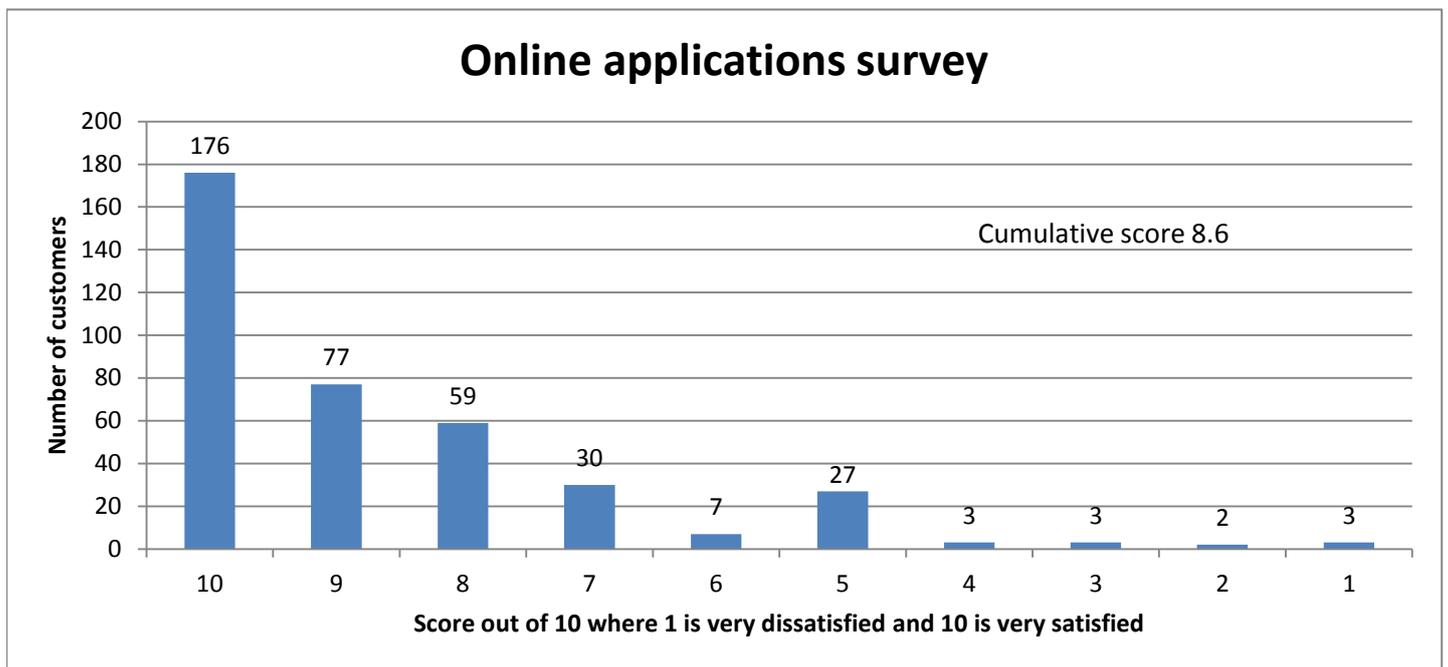
Create and route connection enquiries

Enable tracking of individual schemes, stage by stage

## 2. Availability of information & online services

### Online application survey

We implemented an online survey in January 2016 for customers using the online application form. Customers were asked to provide an overall score out of 10, where 1 is very dissatisfied and 10 is very satisfied, for how satisfied they were with the service provided by WPD in relation to the ease of completing the online application form and information provided during the online application process. Customers are also given the opportunity to provide comments supporting their score which provides WPD with the feedback necessary to consider further improvements to the online applications process going forward. Our cumulative score of 8.6 would be our benchmark going forward into 2016/17.



### **3. Service provided post Connection offer acceptance**

#### **Reduction in overall time to connect by 20% across all market segment of connections**

Within our ICE looking forward plan, we made a commitment to provide a faster and more efficient connections service, agreeing the following action:

- 3.3 Investigate service provided post acceptance. Implement improvements identified along with staff training.

These actions improve the time taken to complete connections. For smaller connections (LVSSA and LVSSB market segments) we are tracking our performance against targets specified by Ofgem. For other market segments we committed to a 20% reduction in the time to connect in line with outputs specified without our RIIO-ED1 Business Plan.

We have been working on improving the time to connect and in 2015/16 have delivered ahead of targets for the majority of market segments.

### **ED1 - Average & maximum time to connect (YTD)**

2015/16	LV-SS (LVSSA)		LV-SP (LVSSB)	
	Avg No of days	Actual Max No of days	Avg No of days	Actual Max No of days
East Midlands	31.39	208	41.39	207
West Midlands	34.13	178	43.55	174
South Wales	31.12	176	33.58	172
South West	30.44	216	36.59	205
<b>Ofgem target</b>	<b>42.08</b>		<b>52.7</b>	

No data is available this year for the KPI regarding Legals & Consents - internal standards were implemented in March 2016 and therefore data will be captured for 2016/17

## 4. Extension of Contestability

### Volume of PoC self determinations, HV self-connections and Design self-approvals

A Code of Practice was implemented in 2015 to set out minimum requirements towards the development of the competitive market. More information regarding the CoP can be found within the ICE looking back report submission.

For ICE 2015/16 WPD committed to delivering the following related actions:

- 4.1 – Continue trials and implement a process to allow self assessment of Point of Connection for ICPs for the majority of straight forward connections
- 4.4 – Design & implement new design approval regime with ability for suitably accredited ICPs to self-approve their own contestable designs where applicable
- 4.5 – Develop and publish a set of simple designs and guidance for simple HV and LV connections to allow submission by ICPs without the need for design approval

The new process enabling ICPs to submit self-approved designs and self-determined points of connection was implemented in September 2015. Take up has been slow, with 6 of the 8 self-determined points of connection being received through February to March 2016 and the 2 self-approved designs each being received in March 2016. In addition, whilst in place prior to the 2015/16 period, this year has seen the first High Voltage POCs connected by an ICP taking place.

2015/16 is our benchmark year and we would anticipate increasing volumes over the coming months.

#### Volume of Point of Connection (POC) Self-Determinations

Measure the volume of POCs determined by the ICPs under the trial and business as usual processes.

In addition, express these volumes as percentage of the total POCs provided by WPD and ICPs.

Points of Connection	Regulatory Year 2015/16	% of Total
Self Determined POC by ICP	8	0.13%
WPD Determined POC	6242	99.87%
<b>Total POC's</b>	<b>6,250</b>	

#### Volume of HV Self Connections Completed

Measure the volume of HV connections by ICPs under trial and business as usual process.

In addition, express these volumes as a percentage of the total HV connections for ICP POCs.

HV POC Connections Completed	Regulatory Year 2015/16	% of Total
HV POC connected by ICP	10	4.46%
HV POC for ICP connected by WPD	214	95.54%
<b>Total connected HV POCs</b>	<b>224</b>	

#### Volume of Self Approved Designs

Measure the volume of self approved ICP designs under trial and business as usual processes.

In addition, express these volumes as a percentage of the total design approval volumes for ICP connections.

Design Approvals	Regulatory Year 2015/16	% of Total
ICP Self Approved Design	2	0.60%
WPD Design Approval	329	99.40%
<b>Total Design Approvals</b>	<b>331</b>	

## 5. Offers And Agreements

### Volume of Alternative Connection Offers

It is not possible to connect further amounts of generation on some areas of our network without making changes to our assets. This can be due to the network reaching the physical limit of power able to be transferred through it, usually due to thermal, voltage, protection or fault level issues. This can trigger a requirement for upstream reinforcement which introduces additional costs and timescales for a new connection. Alternative connections can now be provided which enable connection ahead of the required reinforcement where customers are willing to have their capacity temporarily reduced. Customers may choose to accept an alternative connection as either an interim connection, pending completion of works, or an enduring connection which would not therefore attract apportioned costs for any reinforcement works in the area. More information regarding the types of alternative connection available can be found within the Innovation KPI.

We set a target to increase the 2014/15 benchmark levels which saw 77 alternative quotations issued with 23 schemes subsequently accepted. This year has seen the volume of alternative connection offers provided increase significantly to 446, of which 86 were accepted.

#### Across all Four WPD Licence Areas

	Voltage Level	No. Quotes Sent	No. Enquiries Completed	No. Quotes Accepted	No. Sites Energised	Quote Accepted as Proportion of Quotes Sent	Total MW Quotes Sent	Total MW Quotes Accepted
Alternative Active Network Management	EHV	64	50	8	0	13%	475.5	95.4
	HV	74	61	9	4	12%	278.1	97.1
	LV	0	0	0	0	-	0.0	0.0
	<b>Total all Voltage Levels</b>	<b>138</b>	<b>111</b>	<b>17</b>	<b>4</b>	<b>12%</b>	<b>753.6</b>	<b>192.5</b>
Alternative - Export Limiting	EHV	0	0	0	0	-	0.0	0.0
	HV	0	0	0	0	-	0.0	0.0
	LV	0	0	0	0	-	0.0	0.0
	<b>Total all Voltage Levels</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>0.0</b>	<b>0.0</b>
Alternative Intertrip	EHV	40	31	9	3	23%	356.4	66.9
	HV	71	61	13	0	18%	187.5	21.9
	LV	2	2	0	0	0%	0.1	0.0
	<b>Total all Voltage Levels</b>	<b>113</b>	<b>94</b>	<b>22</b>	<b>3</b>	<b>19%</b>	<b>544.0</b>	<b>88.8</b>
Alternative Timed	EHV	10	10	2	0	20%	101.1	25.0
	HV	156	114	34	6	22%	82.2	18.8
	LV	29	22	11	2	38%	4.1	2.1
	<b>Total all Voltage Levels</b>	<b>195</b>	<b>146</b>	<b>47</b>	<b>8</b>	<b>24%</b>	<b>187.4</b>	<b>45.9</b>
<b>Alternative Connections Total</b>	<b>EHV</b>	<b>114</b>	<b>91</b>	<b>19</b>	<b>3</b>	<b>17%</b>	<b>933.0</b>	<b>187.3</b>
	<b>HV</b>	<b>301</b>	<b>236</b>	<b>56</b>	<b>10</b>	<b>19%</b>	<b>547.8</b>	<b>137.7</b>
	<b>LV</b>	<b>31</b>	<b>24</b>	<b>11</b>	<b>2</b>	<b>35%</b>	<b>4.2</b>	<b>2.1</b>
	<b>Total all Voltage Levels</b>	<b>446</b>	<b>351</b>	<b>86</b>	<b>15</b>	<b>19%</b>	<b>1485.0</b>	<b>327.2</b>
Conventional	EHV	4469	3950	690	108	15%	48266.3	9114.6
	HV	6523	5570	1514	657	23%	9495.4	2372.7
	LV	5842	5111	1341	831	23%	383.8	97.5
	<b>Total all Voltage Levels</b>	<b>16834</b>	<b>14631</b>	<b>3545</b>	<b>1596</b>	<b>21%</b>	<b>58145.5</b>	<b>11584.8</b>
Combined alternative & conventional	EHV	4583	4041	709	111	-	49199.3	9301.9
	HV	6824	5806	1570	667	-	10043.2	2510.4
	LV	5873	5135	1352	833	-	388.1	99.7
	<b>Total all Voltage Levels</b>	<b>17280</b>	<b>14982</b>	<b>3631</b>	<b>1611</b>	<b>-</b>	<b>59630.5</b>	<b>11912.0</b>
Alternatives as a Percentage of Conventional	EHV	2.6%	2.3%	2.8%	2.8%	-	1.9%	2.1%
	HV	4.6%	4.2%	3.7%	1.5%	-	5.8%	5.8%
	LV	0.5%	0.5%	0.8%	0.2%	-	1.1%	2.2%
	<b>Across All Voltage Levels</b>	<b>2.6%</b>	<b>2.4%</b>	<b>2.4%</b>	<b>0.9%</b>	<b>-</b>	<b>2.6%</b>	<b>2.8%</b>

# Innovation

## Innovation

### ANM scheme construction

In areas where there are multiple complex constraints affecting a number of customers over a long period of time, full active network management systems will be implemented. Distributed control systems continually monitor all the limits on the network and then allocate the maximum amount of capacity to customers in that area, based on the date their connection was accepted. This Last In, First Out (LIFO) hierarchy prioritises the oldest connections when issuing capacity, but is scalable so that new entrants will get access to the capacity when it becomes available.

The following table reflects the current plan for ANM deployment, though the order and dates are subject to change following an annual review of network status and customer enquiries.

We committed to commencing 4 BSPs within the 2015/16 period and at year end we had commenced 12.

Timed	Soft-Intertrip	ANM
Entire Network	All non-complex networks not due to be opened for ANM within two years	Skegness, Corby and Bridgwater

GSP Group	Active BSP group	Quoting from	Building during
Bicker Fen	Skegness	Active	Active
Grendon	Corby	Active	Active
	Northampton	April 2016	April 2017
Bridgwater	Bridgwater Street	Active	Active
West Burton	Horncastle	Active	Active
Indian Queens	Truro	Active	November 2016
Swansea North	Swansea	November 2016	November 2017
Pembroke	Pembroke	November 2016	November 2017
Cellarhead	Meaford	April 2017	April 2018
Rassau	Abergavenny	November 2017	November 2018
Feckenham	Feckenham	April 2018	April 2019
Berkswell	Warwick	April 2019	April 2020
Bishops Wood	Hereford	November 2019	November 2020
Pyle	Pyle	April 2020	April 2021
Remaining GSPs		January 2021	November 2021

### Incentive on Connection Engagement

If you have any questions about this report:

**Call us:** free on 0845 724 0240

**Email:** [connectionpolmids@westernpower.co.uk](mailto:connectionpolmids@westernpower.co.uk)

**Write to us:** Richard Allcock, Connection Policy, Western Power Distribution, Pegasus Business Park, Herald Way, Castle Donington, DE74 2TU

More information can be found on our website at [www.westernpower.co.uk/connections](http://www.westernpower.co.uk/connections)

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