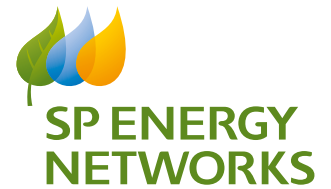


# Incentive on Connections Engagement (ICE) ICE Customer Improvement



## Hello and Welcome

Connecting customers to the network is a critical function of our business and we pride ourselves on delivering an excellent customer experience. Every day district and central teams listen and react to our customers' needs, finding innovative solutions with the aim of improving the level of service we offer.

The needs of large commercial connection customers can however be different to the needs of smaller domestic connections customers. To address this, Ofgem introduced ICE (Incentive on Connections Engagement) which ensures that DNOs (Distribution Network Operators) continually listen, adapt and change to meet the needs of our customers.

Each year, we must submit a looking forward / looking backward plan to Ofgem detailing our Customer Improvement Actions. This plan is based on customer and stakeholder feedback gathered throughout the year. Actions in the plan could be anything from improving timeliness of connections, extending the provision of information to simply enhancing the overall customer experience.

To keep you updated with our progress, we will issue regular newsletters; highlighting our key achievements and the challenges in delivering our 2018/19 ICE action plan. Please do take the time to familiarise yourself with this important piece of work.

Details of how to contact our Connections team are detailed below. Printable contact lists are available for SPD and SPM. Our full contact us page is also available.



## Benefits of our ICE Customer Improvement Actions Include:

1. Improvements made in one district can be quickly cascaded across all districts via the ICE Business Leads
2. Design, Delivery and Desk Top Quote staff embedded in the ICE Customer Improvement Actions process to allow two way feedback and direct action.
  - a. Real benefits to our customers allowing them to progress their projects
  - b. Improve constraint information via on-line heat maps
  - c. Alternative connection offers on constrained networks
3. Greater community support for renewal projects
4. Enriching the support and solutions we can offer to our customers on a project by project basis, with much more visibility on-line and through our direct communications.

### Incentive on Connections Engagement - (ICE)

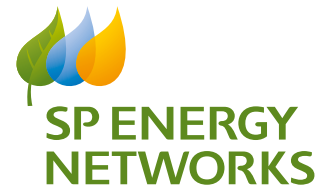
Allows us to formally capture and report on all the efforts we put into our major connections customers on an annual basis via the ICE submission report. We face a penalty of up to £6m if we fail to meet reasonable stakeholder/customer requirements.

### Introducing District Key Contacts

To ensure you have direct access to the key Management and Engineering Staff in each of the district we have provided an updated link on our web page. This will optimise the effectiveness of our response to your needs .

[spenergynetworks.co.uk/pages/connections\\_contact\\_us.aspx](https://spenergynetworks.co.uk/pages/connections_contact_us.aspx)

# Incentive on Connections Engagement (ICE) ICE Customer Improvement



## Looking Back:

We delivered all 11 ICE actions last year. Here is a snapshot of some of the improvements made in 2017/18:

- We've been working hard to improve our project management proactive approach
- We created and cascaded an Electric Vehicle booklet, which we can provide this on request
- We have greatly expanded and extended out partnership working adding another 6 key stakeholders
- Our Web site has been revamped to our stakeholders requirements, including an interactive customer journey
- Our Land and Planning team continue to make improvements in both communication and performance across all districts
- Contestable telecommunications is has been offered for pilot in our licence areas
- Network outages are communicated on a regular basis with our operations team having face to face meetings with our key stakeholder and working with them to optimise down time.

CE submission: [spenergynetworks.co.uk/pages/incentive\\_on\\_connections\\_engagement\\_ice\\_submission\\_2017\\_2018.aspx](https://spenergynetworks.co.uk/pages/incentive_on_connections_engagement_ice_submission_2017_2018.aspx)

"Early visibility of planned network outages and any constraints is increasingly important to us and the SPEN owner/operator forum is a valuable tool that assists our commercial forecasting and the scheduling of planned maintenance."

"We are pleased with project management support SP Energy Networks has been providing for our project. The meetings, site visit and plans have been very helpful."

"It has been appreciated that there seems to be a closer working relationship between the SPEN Project Managers and Land Rights Teams."

## Looking Forward:

Following extensive research and discussions with our connections customers and stakeholders, we have built a plan with 13 strategic actions, including:

- Our Approach to Connection Offer Expenses – We launched on 3rd September after extensive consultation with our stakeholders
- G59 to G98/99 - We are currently rolling out a communication on the impact of this regulation change to our stakeholders
- Events have been expanded almost doubling the number per year, whilst widening the scope and sectors we cover. See events calendar on the web
- Our land and planning team have set up a bi-annual land and planning stakeholder panel to seek further improvements face to face.
- Additionally we have introduced Owner operator and Demand workshops to ensure a broad and inclusive stakeholder group
- Queue Management capacity release – Our queue management policy is now established as business as usual with c 200MW current released with the potential for 1 - 2 GW of further release by March 2019

### Further Information:

[spenergynetworks.co.uk/pages/stakeholder\\_information.asp](https://spenergynetworks.co.uk/pages/stakeholder_information.asp)

[spenergynetworks.co.uk/pages/regulation\\_guidance\\_leaflets.asp](https://spenergynetworks.co.uk/pages/regulation_guidance_leaflets.asp)

[spenergynetworks.co.uk/pages/stakeholder\\_information.asp](https://spenergynetworks.co.uk/pages/stakeholder_information.asp)

[spenergynetworks.co.uk/pages/connection\\_opportunities.asp](https://spenergynetworks.co.uk/pages/connection_opportunities.asp)

### Contact us on:

[spenergynetworks.co.uk/pages/connections\\_contact\\_us.aspx](https://spenergynetworks.co.uk/pages/connections_contact_us.aspx)