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17th August 2016

Dear James

Consultation on the Incentive on Connections Engagement: Looking Back reports 2015-16 and Looking Forward plans 2016-17

Thank you for the opportunity to comment on the ICE Looking Back Reports and Looking Forward Plans. Our detailed comments are attached on the templates (one for each DNO). We would like to take this opportunity to make some general comments which apply to all the DNOs in one form or another, regarding the Reports and Plans, and these are set out below. This letter should be read in conjunction with the comments made on the templates provided.

1. Individual actions / KPIs should be S.M.A.R.T.. Hyperlinks should be provided to the results of the actions where applicable.
2. An explicit action should be for each DNO to review other DNO actions and ICE Reports / Plans against their own to see where and how they can adopt best practice
3. It would be good if all DNOs would voluntarily incorporate a reasonable defined timeframe for updating their network drawings - following for example ICP activity - and making these available to ICPs and other interested stakeholders on-line. The CiC CoP may need a modification as a result.
4. It is good to see the DNOs setting out their reports in the way they have making them easy to read. However one of these was overlong and it would be useful for comparison, bench marking and adoption of best practice if the DNOs could agree on a common way to set out the actions / KPIs in terms of actions completed and actions planned in one report. The tabular approach adopted which identifies each of the actions and the stakeholder segment would be a good starting point. This would then enable other data, including case studies if required, to be set out in an Appendix or similar.
5. We believe that a more pro-active and transparent approach should be taken where, for example, ICPs or customers do not take up a particular offer in respect of process or competition to establish and publish the reasons behind this.
6. There should be clearly set out numbers of operating ICPs / IDNOs etc. from year to year
7. "Personalising" the reports by naming key DNO personnel and having "single point of contact" should be encouraged

We hope these comments and those in the templates assist.

Yours sincerely



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cc Graham Smith – UCCG Chair