



NPg Service Upgrades – Operational Delivery Framework

Overview

Our team at VOCON Energy contribute to the Northern Powergrid (NPg) fuse upgrade process from the set-up of the application right through to issuing approval documents for LCT installations. We recognise the importance of attention to detail and effective communication with both internal and external parties in order for each application to be efficiently processed at all stages. By prioritising these factors while working, it allows us to provide quality customer service whilst achieving crucial targets.

As NPg's regions are managed by two different contractors, we work alongside OCU and Freedom to fulfil each application. The divide of regions is as below:

OCU:

- Yorkshire
- North Lincolnshire
- Humber

Freedom:

- Tyne & Wear
- Teesside

Set Up Team

The fuse upgrade process begins with our set up department. Our team receive applications from installers or homeowners advising that they are installing low carbon technology at a property, this will either be an Electric Vehicle Charging Point (EVCP) or an Air Source Heat Pump (ASHP). The requirements of the applications are checked by the team and manually set up on Northern Powergrid's CRM database and internal system, QPID, to be progressed through the necessary phases.

With a weekly average of 600 applications actioned, our team set up over 30,000 per year, all of which have to be closely checked against NPg guidelines and requirements.

CLIENT:

Northern Powergrid, OCU & Freedom Group

PROJECT LOCATION:

Yorkshire, North Lincolnshire, Humber, Teesside & Tyne & Wear

PROJECT DESCRIPTION:

VOCON Energy supports Northern Powergrid (NPg) in delivering its fuse upgrade process for Low Carbon Technology installations, managing applications from initial set-up through to approval and delivery coordination.

Working closely with regional contractors OCU and Freedom Group, our team validates applications, assesses technical requirements, arranges site surveys and coordinates works across the NPg network.

Through strong attention to detail, clear communication, and efficient processes, we ensure high-quality customer service while meeting key performance targets.



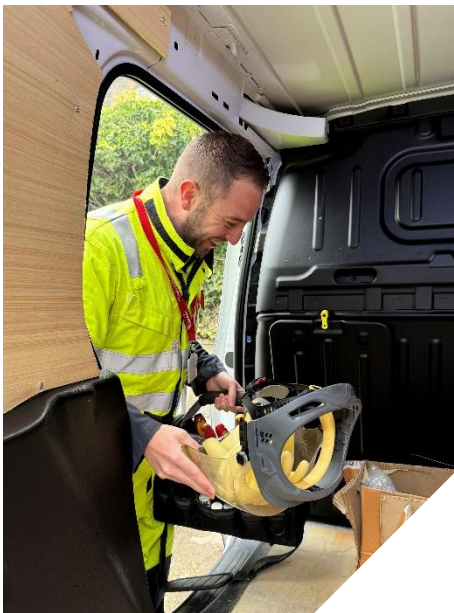
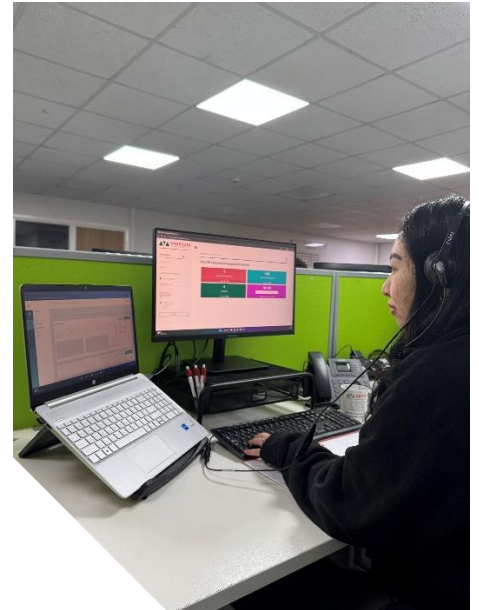
CSCs

Once the set-up process has been completed, the application is progressed to a Connection Support Coordinator (CSC), based on the region. OCU have their own group of CSCs to assess jobs in their area, whilst Freedom outsource this to us.

The CSC uses a variety of records and software to assess the requirements of the property to determine how the application needs proceed, this could result in either a site visit or approval documents being issued to the applicant. Should a site visit be required at the property, the CSC will collate detailed documentation, which is shared with the surveyor, this will include information such as looped supply status, cables in situ along with cut out and fuse ratings. They will also issue a free-of-charge quotation to the customer.

Scheduling Team

We have an inhouse scheduling department which arranges site visits should the CSC deem it necessary for the property. We currently have a team of 8 surveyors which cover the entirety of the NPg area. They have availability for 7 appointments per day which are organised into morning and afternoon slots.



Surveyors

Our surveyors attend the property to determine what works will be required. They gather all the relevant information on bespoke survey forms, which are shaped by OCU's and Freedom's needs. Where possible, our surveyors upgrade or downgrade fuses in line with NPg's policies; this is a process which was developed and implemented by ourselves and OCU to minimise customer wait times.

We typically complete between 180-190 surveys per week, allowing for a high number of applications to be progressed efficiently.

The completed form is automatically sent over to the delivery department and the CSC to progress to the next stage of the process. Once the CSC has received the survey form, they make any necessary amendments to the quoted works.

Delivery Team

Should further works be required, the customer is advised to accept the free-of-charge quotation. Northern Powergrid process the acceptance and send the job to our delivery department which works closely with OCU to manage the customer and schedule the required works. As the scope of works can vary between jobs and coordination with neighbouring properties can be required, lead times for completion can fluctuate from 5 days to several weeks, therefore it is imperative that the team carefully manage customer expectations.

In the past two years, our delivery department has seen substantial growth. From a total of 1172 jobs in 2023, a volume increase of 469% saw 6673 jobs pass through the department in 2025, with the team expanding to meet demand.

