



NPg Service Upgrades – Operational Delivery Framework

Overview

Our team at VOCON Energy contribute to the Northern Powergrid (NPg) service upgrade (FSU) 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

PROJECT LOCATION:

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



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 approval documents being issued to the applicant or a site visit being arranged to inspect the condition of the supply. Should a site visit be required at the property, the CSC will collate detailed documentation, which includes information such as looped status, cables in situ along with cut out and fuse ratings. They will also issue a free-of-charge quotation to the customer.

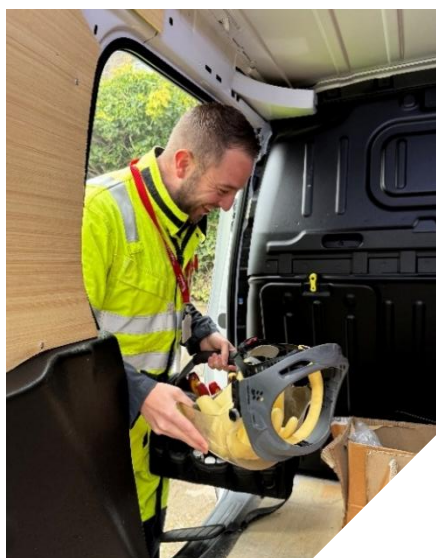
Scheduling Team

We have an in-house scheduling department which arranges site visits should the CSC deem it necessary for the property. Once a job has been sent over from the CSC, our team contact the customer within 24 hours to agree a date on which we can attend for a site visit. Using the documents collated by the CSC, the scheduling team will create an online information pack for the surveyor to access remotely when they arrive on site. An important aspect of the schedulers' role is to ensure efficient route planning in order to maintain surveyor productivity, as well as minimising environmental impact.

Works Coordinators

We have a team of Works Coordinators who are responsible for coordinating and overseeing the end-to-end survey process for OCU, ensuring consistency and quality across all submissions in line with client expectations and standards. Our team maintain effective communication, liaising with both internal and external departments, to allow for streamlined progression of applications. Where the scope of works will impact the supply of neighbouring properties, the Works Coordinators promptly contact these individuals to clearly explain the FSU process along with arranging site visits to obtain required information and permissions. They conduct thorough quality assurance checks on all submitted surveys, verifying accuracy before approving the transfer to OCU. Should they identify the requirement of additional information during this process, they proactively gather the details necessary for approval.

In addition, the team process any 'same day' upgrades that our surveyors carry out, contacting the customer to discuss their satisfaction of the process and issuing NPg approval documents for the LCT installation.



Surveyors

We currently have a team of 8 surveyors which cover the entirety of the NPg area. 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.

