



2019

ICE Submission Summary Report

Looking Back Report 2018/19 (Summary)

Looking Forward Report 2019/20 (Summary)



Scottish & Southern
Electricity Networks

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This is a summary of the combined Scottish Hydro Electric Power Distribution and Southern Electric Power Distribution submission towards the Incentive on Connections Engagement for 2019/20.

The full report can be viewed on our website at www.ssen.co.uk/ICE/

This document is divided into 3 main sections...

<p>1</p> <p>Stakeholder Engagement Strategy</p> <p>Our strategy, approach and governance for how we engage with you, our connections stakeholders.</p>	<p>2</p> <p>Looking Back Summary</p> <p>A summary of our engagement in 2018/19, of our Work Plan and performance against the commitments we made last year.</p>	<p>3</p> <p>Looking Forward Summary</p> <p>How we will engage with you in the year ahead, how we developed our new Work Plan and what targets and commitments we will aim to deliver in 2019/20.</p>
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Introduction

Stakeholder engagement is at the core of everything we do, embedded in our activities across the business and fundamental to how we develop our long-term strategy and service improvements for our connections and wider customers.

Our industry is evolving rapidly from a predominantly passive network to an active network, with new commercial markets, opportunities for flexibility, emerging technologies for connecting customers. Listening and acting on what stakeholders are telling us informs how we, as a business, need to transform to meet the new challenges we will face as we transition to a Distribution System Operator (DSO).

As chair of our Connection Customers Steering Panel, over the last 4 years, I have been fortunate to discuss these topics in more detail with our customers. Their knowledge and understanding of our business is hugely important in ensuring the feedback we rely on is informed and accurate. These sessions provide valuable perspectives and challenge, ensuring that our strategy and work plans are robust and that we are held to account by those engaged in the process.

This year we have focused on bringing ideas and decisions to the panel to seek their direction on wider industry changes and improvements.

Going forward, we will collaborate even more with other DNOs, broader utility sector players and the transport industry, to create synergies, share best practice and develop customer solutions together.

I am proud to see this engagement well underway in our industry-leading projects discovering how customers will interact with DSO services, but also through our work plans which this year are seeking to build robust relationships with transport companies to facilitate the transition to greater Electric Vehicle uptake.

As we continue on this journey of continual improvement and challenge, I am confident that our 2019/20 work plan reflects the feedback from our stakeholders and will continue to deliver real impact for our customers.

Colin Nicol Managing Director Networks





Who We Are and What We Do

Scottish Hydro Electric Power Distribution (SHEPD)

Operates in the north of Scotland and safely provides connections and delivers electricity to around 778,000 customers across a quarter of the UK landmass. This attracts unique challenges in terms of both distance and terrain. As well as serving the major population centres of Aberdeen, Dundee, Inverness and Perth, we use more than 110 subsea cable links to connect to most Scottish islands including the Inner and Outer Hebrides, Arran and the Orkney Islands.

SHEPD

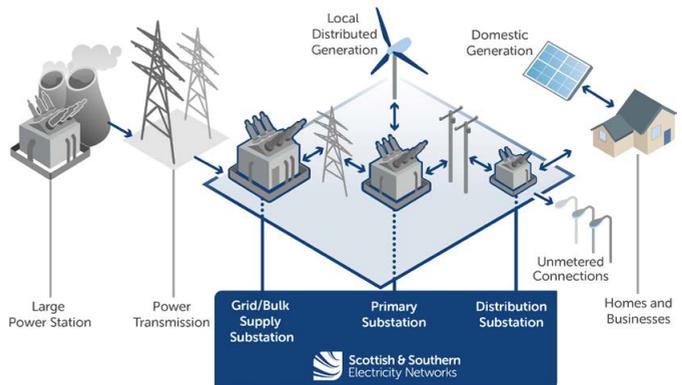
Southern Electric Power Distribution (SEPD)

Operates in central southern England and is the larger of our two distribution networks in terms of customers served, and safely provides connections and delivers electricity supplies to more than 3 million customers. It covers an area ranging from rural communities in Dorset, Wiltshire, Gloucestershire and Oxfordshire, to towns and cities including Bournemouth, Oxford, Portsmouth, Reading, Southampton, Slough, Swindon and parts of west London. We also distribute electricity to and across the Isle of Wight.

SEPD

Our Networks

Our electricity distribution networks are the systems of overhead lines, underground cables and associated assets that deliver electricity to your homes and businesses.



Stakeholder Engagement

Our Strategy

Our stakeholder engagement strategy challenges our connections business to be forward-looking and deliver meaningful outcomes for connections customers and stakeholders across our licence areas. Our strategy is based on, and informed by, the views and feedback from our stakeholders with whom we engage with regularly throughout the year, updating them on our progress and presenting key areas of focus for the coming year.

We continue to refine and improve our approach to stakeholder engagement, building on the feedback we receive from customers and stakeholders. Although our robust stakeholder engagement strategy is understood and embedded throughout the business, we must continue and deliver improvements for connections customers.



Our Engagement

Your feedback is critical in helping us identify requirements of connections customers and how we should be responding as a business to those needs. Through our engagement, your feedback gives us direction, endorsement and holds us to account for the actions we commit to deliver for you. It ultimately improves the services we offer to our customers and stakeholders and the decisions we make on your behalf.

Our Engagement

Our engagement strategy is enhanced by a four tier approach. This helps us tailor our events to the topics our customers and stakeholders want to engage with us on. The approach used depends on the type of engagement; visionary, strategic, targeted or operational.

By putting this strategy into practice, we ensure that we offer a variety of opportunities so that engaging with us is accessible, convenient and appropriate.



Our Governance

We have developed a strong governance structure so that stakeholder feedback is formally integrated into all aspects of SSEN's operations, from the strategic decisions taken by senior managers down to the day-to-day tasks we undertake at a local level to connect customers to our network. Feedback from customers is visible at the highest level of our organisation, feeding into strategic decision-making. Feedback collected through events, surgeries, day to day interactions and emails are logged and discussed at our Internal Working Group (IWG). Our Internal Working Group consists of senior managers from across the connections business, involved in all areas of providing connections services from design through to delivery.

The group meets regularly to review feedback from customers and follow up actions.

Ideas and information discussed at the Internal Working Group are then shared with our Internal Steering Group (ISG). This group meets every 6 weeks with leaders from across the business. Our monthly internal reports capture updates on engagement and work plan development which is shared with SSEN's leadership team.

Looking Back

Engagement Activities

As a result of the GDPR Legislation in early 2018 we cleansed and updated our connections stakeholder database. We have been working to rebuild our network of contacts to ensure we continue to deliver broad and inclusive stakeholder engagement. We have proactively identified new stakeholders to provide us with a wider range of views. For instance, we broadened our assessment and review of the proposed connections website by inviting Citizens Advice and Energy UK to provide feedback.

This year you told us that travelling to meetings can be difficult, and we saw customers choosing to opt for virtual options rather than face to face. Looking back, we continued to develop further virtual opportunities to engage, having done so purposefully, to reduce the need for customers to travel to attend face to face meetings.

We continued to host joint events with Scottish Power Energy Networks (SPEN) and UK Power Networks (UKPN) to reduce demands on stakeholders working across licence boundaries.

We have continued to provide targeted events, based on customer requests through direct channels and our new online request form. This helped us to ensure that our engagement was relevant and appropriate for our stakeholders.

Social Media
followers

30,849



Events
held

59



8,830

Hits on updated
webpages including:

- Connections Homepage
- Appendix G & Statement of Works
- Interactivity and queue management
- Network Assets information



Types of Events

Webinars



Forums



Workshops



Expos



Panels



Category	Commitment	KPI	Distributed Generation	Demand	ICP/IDNO	Unmetered	Target	Status	
Information Provision	18.1	<p>Create a facility for customers to feedback on network design policy changes.</p> <p>We will provide visibility of our draft network design policy changes on our secure area to give registered customers the ability to review and provide feedback on document changes prior to implementation.</p>	<p>Number of documents issued.</p> <p>Number of people who were consulted.</p> <p>Number of people who have responded and our action.</p>			✓	Q2	Q3 ✓	
	18.2	<p>Review of Connections Website.</p> <p>We will carry out a detailed review of our connections website to ensure this is easy to navigate, intuitive and that relevant documents and information are easily accessible.</p>	<p>Development of proposals for a new website structure.</p>	✓	✓	✓	✓	Q4	Q4 ✓
	18.3	<p>Provision of additional contact information and escalation processes.</p> <p>We will complement our existing contact guides by providing additional contact hierarchies for other areas of our connections business (e.g. flexible connections) which will include information on their escalation processes.</p>	<p>Improved website content published.</p> <p>Target 8/10 customer satisfaction.</p>	✓	✓	✓	✓	Q2	Q2 ✓
	18.4	<p>Provide information on the Statement of Works processes and Appendix G trials.</p> <p>We will provide information on the Statement of Works processes and updates on our Appendix G trials.</p>	<p>Improved website content published.</p> <p>Target 8/10 customer satisfaction.</p>	✓		✓		Q2	Q2 ✓
	18.5	<p>Information on capacity of network assets.</p> <p>We will improve the information on the capacity of substations and current loading to simplify initial assessment of connection viability.</p>	<p>Improved website content published.</p> <p>Target 8/10 customer satisfaction.</p>	✓	✓	✓		Q4	Q4 ✓
	18.6	<p>Update and improve our GIS system.</p> <p>We will invite customers to review and test our new GIS system, which will provide an improved user experience compared to our current GIS System.</p>	<p>Customer testing conducted on developing GIS system</p>	✓	✓	✓	✓	Q4	Q4 ✓

Category	Commitment	KPI	Distributed Generation	Demand	ICP/IDNO	Unmetered	Target	Status
Information Provision	18.7 Street furniture reconnection guide. (New Commitment) We will develop a guide outlining the process we follow to achieve reconnection following street furniture knockdowns.	Develop and publish guide.				✓	Q4	Q4 ✓
	18.8 Electric Vehicle connection guide. (New Commitment) We will develop a guide outlining what to expect and key considerations when applying for a domestic, work place or on-street charging point.	Develop and publish guide.		✓		✓	Q3	Q3 ✓
Application & Quotation Processes	18.9 Target improvement in time to quote. We will target enhanced timescales for customers who have been included in our new connection offer expenses.	We will target 10% improvement on industry best practice benchmark; the guaranteed standard. This will be applied to HV/EHV Generation offers, reducing their quotation timescale from 65 working days to 59 working days.	✓				Q2	Q2 ✓
	18.10 Queue management and Interactivity. We will explain in more detail how the queue management and interactivity processes work.	Improved website content. Additional information provided with generation offer.	✓				Q2	Q2 ✓
	18.11 Quote letter review. We will develop a summary document to be issued with our generation quote letters. This will include the key information that customers require in a more accessible and shorter format than the existing documentation.	Review completed Outcomes shared with stakeholders. Improvements implemented to quote letters where necessary.	✓				Q3	Q3 ✓

Category	Commitment	KPI	Distributed Generation	Demand	ICP/IDNO	Unmetered	Target	Status
Application & Quotation Processes	18.12 Improve our online application process for mixed generation/demand sites. We will enhance our online application process to expand the generation and storage options. We will also review and improve the information available for mixed generation/demand connections (e.g. housing with PV) to provide better information for customers wishing to apply online.	Complete improvements to online application forms.	✓	✓			Q3	Q3 ✓
Delivery	18.13 Detailed review of our wayleaves process. We will carry out a detailed review of our wayleaves process to ensure that this is operating effectively and, where possible, is avoiding undue delays to the connections process.	Review completion expected in 24 months. Publish progress update at 12 months.	✓	✓	✓	✓	Q4	Q4 ✓
	18.14 Enhanced tracking information for online applications. We will improve information on our tracking functionality for online application projects which include design approval stages.	Develop an information pack on the use of our tracking function and issue to customers at events. Target 8/10 customer satisfaction.			✓		Q3	Q3 ✓
	18.15 Site readiness guides. Following quote acceptance, we will provide to each customer/site manager guidance on what is required to be delivered prior to the connection being made. This will include information on desired meter board locations and sizes, cable depths and trenching guide, joint bay sizes and general/emergency contact details.	Publish guide. Target 8/10 customer satisfaction.		✓			Q2	Q3 ✓
	18.16 Mains phasing information. Where requested, we will provide mains phasing information prior to any works commencing on site.	Mains cable phasing to be clarified at initial contact meeting following quote acceptance.			✓		Q1	Q1 ✓

Category	Commitment	KPI	Distributed Generation	Demand	ICP/IDNO	Unmetered	Target	Status
Delivery	18.17	<p>Enhancement to MPAN Process.</p> <p>We will make it more visible how customers can request new or additional MPANs.</p>	Develop a customer information pack and issue to customers at events. Target 8/10 customer satisfaction.	✓			Q1	Q1 ✓
	18.18	<p>Dedicated Forum for Competition in Connections.</p> <p>We will help establish a dedicated forum for ICPs and IDNOs.</p>	Forum established. Number of meetings held.		✓		Q3	Q2 ✓
Competition in Connections	18.19	<p>Dedicated points of contact for Competition in Connections.</p> <p>We will provide dedicated points of contact for our Competition in Connections customers who will oversee the delivery of their connection projects.</p>	Dedicated team established in our SEPD area. Dedicated CiC contact/ key account manager identified for each of our SHEPD regions.		✓		Q3	Q3 ✓
	18.20	<p>We want customers to drive what we talk about.</p> <p>We will introduce an online process allowing customers to request future events or workshops on topics that are of most interest to them.</p>	We will implement the process and share outputs with customers.	✓	✓	✓	✓	Q4 ✓
Collaboration and Engagement	18.21	<p>Pre-application meetings.</p> <p>We will enhance our connection surgeries to offer pre-application advice on capacity, constraint, reinforcement and other factors that could affect project viability.</p>	Subject to demand, we will hold a minimum of 10 pre-application surgeries and target 8/10 on customer satisfaction.	✓	✓	✓		Q2 ✓
	18.22	<p>Customer engagement.</p> <p>We will trial opportunities for booking "virtual" or online connection surgeries to ensure customers, particularly those in remote locations, have the opportunity to discuss their project or connection offer.</p>	Subject to demand, we will hold a minimum of 10 virtual surgeries and target 8/10 on customer satisfaction.	✓	✓	✓		Q3 ✓

Looking Forward

How We Develop Our Work Plan



We are committed to continually driving improvements, focusing on delivering quality connections services and innovating in line with changing requirements. This includes how we engage with you in formulating our future improvement plans.

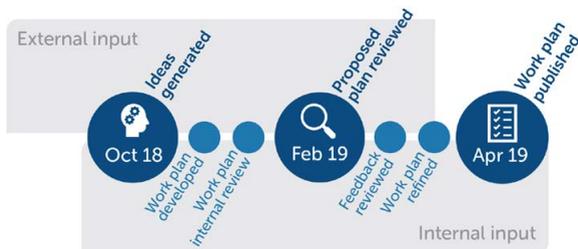
By involving you every step of the way, we continue to ensure that our engagement is meaningful and effective. We work hard to ensure that our approach to engagement is accessible and relevant, providing a range of feedback channels for us to capture and respond to your feedback.

We have a robust governance process in place, providing visibility to our senior managers and directors across the business.

Your feedback and our work plans are continually reviewed and refined by dedicated internal governance groups, as well as external steering panels.

This transparency and approach to continual improvement forms part of our decision making process when formulating our work plans. Continually assessing your feedback and flexibility within our engagement processes ensures that we will continue to identify, assess and tailor our plans to address the connections issues that are most important to you.

The content of our work plan for the coming year is a direct result of this sustained engagement and responds to areas you have highlighted that we need to focus on to improve customer experience.



Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO*	Unmetered	Quarter
Constraint Management	<p>We will develop a suite of flexibility services with pricing options. We will develop a suite of Constraint Managed Zone services, based on network requirements and associated pricing options for qualifying DER* to register for.</p>	Flexibility services and pricing options established and communicated to interested stakeholders. We will target 20MW of contracted DER services.		✓			Q4
	<p>We will notify stakeholders of possible flexibility opportunities. We will contact stakeholders who have registered interest in qualifying areas and open a flexibility services tender.</p>	Publish report on how many stakeholders invited to tender.		✓			Q4
	<p>We will develop a 'Social' Constraint Managed Zone to enable more stakeholders to participate in flexibility services. We will work with National Energy Action and BEIS* to develop our Social Constraint Managed Zones. As part of this we will aim to develop easier routes for communities and smaller organisations to participate in our constraint managed zones.</p>	Social Constraint Managed Zone established. Report provided on level of interest shown.		✓			Q3
	<p>We will disseminate learnings from our Social Constraint Managed Zones to support uptake of flexibility services. We will work with National Energy Action to develop learning to help communities understand how to work with DNOs*, how DNOs can engage successfully with local communities, with a view to translating energy efficiency into distribution system benefit.</p>	Document Index, handbook and information sources for communities.		✓			Q4
	<p>We will introduce a more granular level detail of constraint on our heat maps. We will develop a traffic light system with associated detail to provide a more granular level of information on the source of constraint at Grid Supply Point (GSP) level.</p>	Heat maps updated. Stakeholder feedback recorded.		✓			Q2
	<p>We will work with the industry to support the phased implementation of a System Wide Resource Register. We will work with other DNOs, National Grid and the ENA* to implement the first phase of an industry 'System wide resource register' and seek feedback from stakeholders on further developments.</p>	Single online resource developed with links to DNO sources.		✓			Q1

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter
Information Provision	<p>We will introduce (Appendix G) information for relevant Grid Supply Points (GSP) on our website for our SEPD area.</p> <p>We will publish an up to date Appendix G summary on our website including all GSPs subject to the Appendix G process in our SEPD area.</p>	New content provided for SEPD area on website. Number of 'hits' for this webpage monitored.		✓			Q1
	<p>We will introduce our new Geographical Information System (GIS).</p> <p>Following User Acceptance testing, we will implement our new GIS system for external users.</p>	GIS system implemented and access via SSEN website completed.	✓	✓	✓	✓	Q3
	<p>We will host training workshops for stakeholders on our new GIS system.</p> <p>We will host training sessions for stakeholders on how to use our new GIS system.</p>	Minimum of four training sessions offered either Face to Face or via webinar.			✓		Q4
	<p>We will deliver our new stakeholder approved connections website navigation.</p> <p>Building on stakeholder feedback last year we will deliver the website navigation for the connections area of our website, which was developed and approved by stakeholders in 2018/19.</p>	New website navigation for connections launched.	✓	✓	✓	✓	Q4
Competition in Connections	<p>We will review our G81 online library to identify improvements.</p> <p>We will undertake a technical review of our G81 library, and identify where content can be added to or improved.</p>	Gap analysis completed with defined priority list.			✓		Q3
	<p>We will review opportunities to make more connection activities contestable.</p> <p>We will review our existing connection activities to identify if we can extend contestability further (i.e. standalone diversions or disconnections).</p>	Review completed and disseminated.			✓		Q4
Delivery	<p>We will implement a new operational structure for our connections department.</p> <p>We will implement a new operational structure for connections customers designed to improve customer experience, in a phased approach, beginning with a review to identify priority areas for implementation.</p>	We will identify priority areas and key focus points.	✓	✓	✓	✓	Q1

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter
Delivery cont...	<p>Provide project tracking workshops for customers.</p> <p>We will hold training workshops with customers to help them track their projects online.</p>	We will offer a minimum of two sessions either face to face or via webinar.	✓	✓	✓	✓	Q4
Application & Design	<p>We will review our interactivity and queue management practices in line with the industry 'good practice'.</p> <p>We will review our interactivity and queue management processes in line with published 'good practice' established by the Open Networks project and update where necessary.</p>	Review the good practice guide and implement change where appropriate.		✓			Q3
	<p>We will make it easier for stakeholders to locate the recommended ADMD on our website.</p> <p>We will make our After Diversity Maximum Demand (ADMD) figures more visible to stakeholders looking to introduce EV charging to domestic developments.</p>	Engage with stakeholders on preferred approach and implement.	✓		✓		Q3
	<p>We will introduce 'tipping point' information with Connection Offers.</p> <p>Where applications are affected by reinforcement, we will provide the point at which significant reinforcement is triggered. This will enable customers to re-apply for a reduced capacity avoiding reinforcement.</p>	Introduce 'tipping point' information as BaU for Connection Offers made for DG HV and EHV market segments.		✓			Q3
	<p>We will give customers the option to cancel their application up to day 25 without incurring a full Connection Offer Expense.</p> <p>We will give customers a longer time to cancel their application before they will be required to pay the full Connection Offer Expense. This will reduce the Connection Offer Expense that customers pay, for selected market segments, if they cancel up to 25 working days after they have submitted their application.</p>	Implement 50% staged COE payment for selected market segments (subject to terms and conditions).		✓			Q2

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter
Collaboration & Engagement	<p>We will work with peers and other industries to encourage faster Electric Vehicle (EV) uptake.</p> <p>We will engage with other DNOs and other industries to facilitate cross-industry solutions and greater take up of EVs.</p>	Engage in planned national events twice a year.	✓	✓	✓	✓	Q4
	<p>We will engage with Original Equipment Manufacturers (OEMs) and representatives with a view to identifying initiatives to support the uptake of EVs.</p> <p>We will meet with OEMs to generate ideas and discuss options for early identification of prospective EV owners/ drivers to enable greater uptake of EVs whilst safeguarding the network for all users.</p>	Stakeholders updated on what we discussed.	✓	✓	✓	✓	Q4
	<p>We will develop, share and update our Electric Vehicle (EV) strategy with stakeholders.</p> <p>We will share and develop our strategy with stakeholders.</p>	Strategy published and shared with stakeholders.	✓	✓	✓	✓	Q4
	<p>We will hold a webinar on flexible connections specifically for generation investors.</p> <p>We will hold a webinar on flexible connections specifically for generation investors. The webinar will outline the possible opportunities and risks, addressing any incorrect assumptions associated with flexible connections.</p>	Provide webinars and an investor support pack.	✓	✓	✓	✓	Q4
	<p>We will continue to help customers understand the new requirements for generators to comply with engineering recommendation G98/G99*.</p> <p>We will provide new information on our website, create Frequently Asked Questions and a dedicated email address for customer queries relating to G98/G99.</p>	Webpage and FAQ documents published, email address established and shared with customers.		✓			Q1

*DER - Distributed Energy Resource

*BEIS - Department for Business, Energy & Industrial Strategy

*DNO - Distribution Network Operator

*ENA - Energy Networks Association

*G98/G99 refer to the new EU Engineering Recommendations which will replace the former recommendations G83 and G59.a



Scottish & Southern
Electricity Networks

Powering our
community



If you have any questions, would like to be kept updated with our progress or are simply interested in finding out more please contact:

connectionsfeedback@sse.com

Engage with us online



SSEN Connections Engagement



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