

Incentive on Connections Engagement



2019/2020

Half Year Update



Scottish & Southern
Electricity Networks

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Get in touch

You can get in touch with our Connections Engagement Team at connectionsfeedback@sse.com. We want to hear your views and opinions.

Get involved

To register and receive regular updates on our business performance and opportunities for future engagement, please follow [this link to sign up](#).



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About this document

This is the Scottish and Southern Electricity Networks (SSEN) half year update on our Incentive on Connections Engagement (ICE) 2019/20 work plan, which covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas.



This document is designed to be read in conjunction with our full [2019/20 ICE Submission \(Looking Forward, Looking Back report\)](#) published in May 2019, as well as a [summary](#). Both are available on our website.

This document provides further information on our stakeholder engagement strategy and approach, progress we have made against our ICE 2019/20 work plan and an updated 2019/20 Looking Forward work plan. You will also find our rationale for updating our commitments and our response to feedback received to date; it provides the details of how we are extending and updating our 2019/20 work plan to include three new commitments and amend two further commitments based on feedback.

Foreword

I am pleased to share the progress on our 2019/20 work plan and am proud of our extensive programme of connections engagement and the work we have completed to date.

In this ever-changing environment with the move to a low carbon future, we know we need to transform our engagement strategy to continue to meet the new challenges and needs of our connections stakeholders. Stakeholder engagement has never been more important. We will continue to listen and adapt to feedback, ensuring our Business Plans reflect the needs of current and future stakeholders.

Based on our stakeholders' feedback we are taking this opportunity to update some of our existing commitments, and also introduce some new ones into our work plan, to reflect the changing needs of our connections stakeholders.

I would personally like to thank all our stakeholders who continually engage with us as well as taking the time to respond to Ofgem's recent consultation. The feedback we received has been very positive overall and has helped us to develop new commitments for this year, as well as long-term business objectives for the future.

I am confident this report reflects the feedback from our stakeholders and provides an update on our progress, clearly defining the new and updated commitments we plan to deliver in our 2019/20 work plan. However, if there is anything you feel is missing, please get in touch.

Andrew Huthwaite
Director of Connections



Stakeholder Engagement

Our strategy and approach

Our stakeholder engagement strategy is embedded in our culture and business processes, led by our Managing Director and our leadership team. It is also recognised by staff as an integral part of their role.

Our engagement strategy challenges our connections business to be forward-thinking and lead the way, which is why we will continuously look to refine and improve our approach in an ever-changing environment.

Our connections strategy and plans are based on, and informed by, the views and feedback from our stakeholders with whom we engage regularly throughout the year.

To ensure our approach to stakeholder engagement adheres to best practice, we continue to benchmark ourselves against the AA1000 Stakeholder Engagement Standard.



Engagement Review

We must continue to deliver improvements for connections customers.

Last year, due to the feedback we received, we implemented more online events and started providing online meetings as we understand that travel to our offices and event locations can be challenging for our stakeholders. We are also keen that we provide an opportunity for all to reduce our carbon footprint. This feedback has been echoed in this year's events, with 94.4% of stakeholders responding to our surveys stating they would like to see us do more online events. So far this year we have hosted 33 webinars, including Connection Surgeries, Pre-Application meetings and various other events.

Continuing our online journey and responding to feedback, we have also transformed how we collect and receive feedback from our stakeholders at events. Our stakeholders have said "it is very challenging to resource [the feedback required] during a time of such fundamental change. Any efforts to streamline this would be welcome". In response, we now collect comments and ideas using Slido and Survey Monkey to make it more accessible and efficient for stakeholders to provide feedback.

slido

 SurveyMonkey®

Stakeholder Engagement

Connection Surgeries/Pre-application Meetings

Feedback gathered from our Connection Surgeries and Pre-application meetings suggests that it is not clear to stakeholders which of the two meetings best suit their needs. We are looking to provide our stakeholders with clear guidelines on the classification of available events and meetings and a description of subjects covered. This will allow stakeholders to attend appropriate events in order to discuss desired topics.

Meetings

Feedback from the recent Ofgem consultation suggested stakeholders find bilateral meetings particularly useful, and that “Perhaps offering to meet at their [the stakeholder’s] premises rather than asking for customers to come to them [the DNO] would encourage this.” SSEN have always been willing to travel to stakeholder offices however, we will review how we advertise and offer meetings in future to make sure we give everyone an opportunity to have their say.

Events

Feedback also suggests we should look to review the number of events we host and to collaborate more with other DNOs; stakeholders “welcome the use of joint workshops with neighbouring DNOs. This format works well and is an efficient use of time for stakeholders”. We are currently working with DNOs and industry bodies to help reduce the number of events we host. So far this year, we have collaborated on events with UK Power Networks, SP Energy Networks and the Energy Networks Association (ENA). We aim to gather more feedback on how often our stakeholders prefer to be engaged with.



During recently held events, we were told we should reshape our current event structure to reduce stakeholder fatigue and create a more stimulating format. We will be seeking stakeholders’ feedback on new proposals moving forward, and have gained views at our recent Connections Customer Steering Panel (CCSP) in October. We will be looking to implement appropriate changes during our 2019/20 ICE year.

Stakeholder Engagement - Events

Hosted events

SEPD

- 17/04 Connections Surgery, Reading
- 29/04 Isle of Wight & SSEN Community Group Meeting
- 15/05 Connections Surgery, Portsmouth
- 04/06 Unmetered Forum
- 19/06 Connections Surgery, Reading
- 05/07 EV event joint with UK Power Networks & Energy Networks Association
- 17/07 Connections Surgery, Portsmouth
- 14/08 Connections Surgery, Reading
- 10/09 ICP/IDNO event & Competition in Connections Forum
- 18/09 Connections Surgery, Portsmouth
- 03/10 EV/Flexible Connections event
- 16/10 Connections Surgery, Reading
- 22/10 Customer Connections Steering Panel

SHEPD

- 02/05 G99 Hydropower Seminar
- 28/05 Wayleave Workshop, South Caledonia
- 21/08 G99/Loss of Mains Workshop
- 25/09 DG Owner Operator Forum
- 09/10 EV/Flexible Connections event joint with SP Energy Networks
- 09/10 ICP/IDNO event joint with SP Energy Networks

External events SSEN have supported

SEPD

- 11/04 Smart Island Live
- 26/06 Oxford EV Summit

SHEPD

- 08-09/05 CARES Conference
- 09/05 SR Hydro Conference
- 15-16/05 All Energy 2019
- 10/06 SR Business Impacts of Network Charging Reform Seminar
- 02/09 Annual STA Conference
- 25/09 Scottish Transport Show

Webinars for SEPD & SHEPD

- 29/08 Project Tracking x 2
- 05/09 Interactivity
- 26/09 Heat Maps
- 15/10 GIS
- 17/10 GIS

Connections Business New Operational Structure

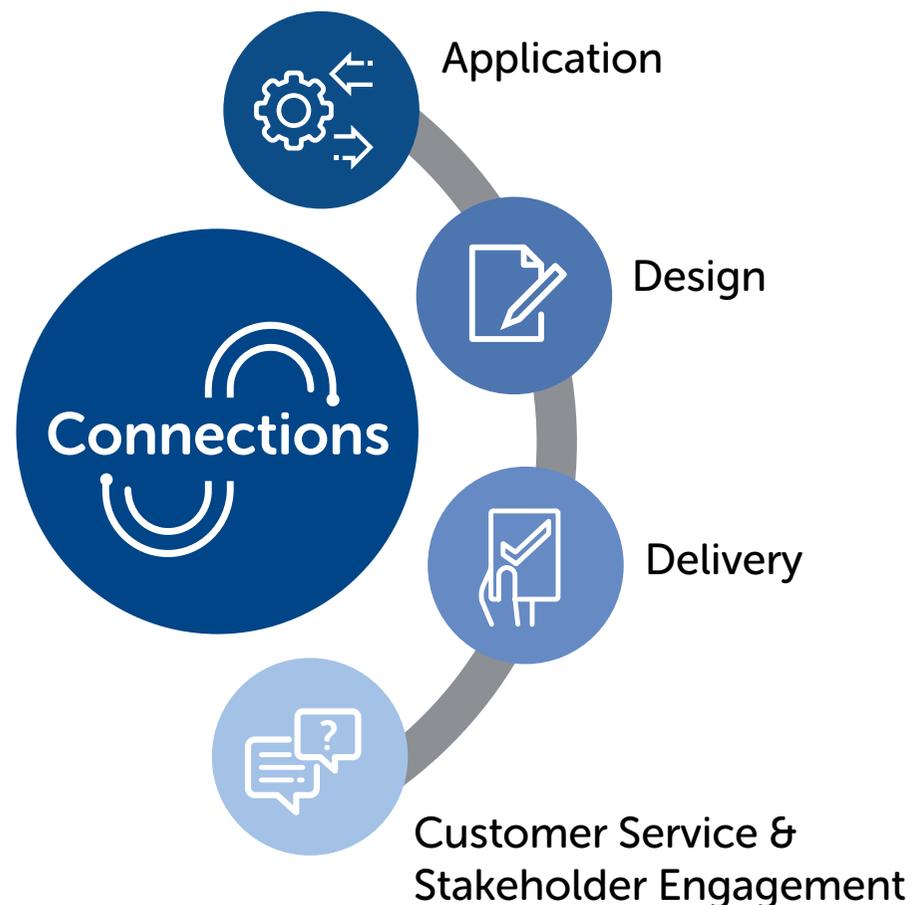
In addition to our engagement review, we have completed our Q1 commitment to implement a new operational structure for our Connections business, designed to improve the customer experience.

The new end-to-end customer journey is now the sole responsibility of the Connections Directorate.

Our Connections Directorate will have “clear accountability from initial application, through to quotation and then delivery of the connection for all market segments. In addition to this, a new Customer Experience function has been created in the Connections business to focus on continuous improvement throughout the customer’s journey. Key areas identified for improvement during 2019/20 are around enhancing the website and online capability for our Connections customers, primarily focusing on the early stages of contact through to quote issue and acceptance.”



Lisa Doogan
Head of Customer Service and Stakeholder Strategy



New and Updated Commitments

We see our commitments to improve services for stakeholders as a continuous process that we review and monitor throughout the year.

Since publishing our Looking Forward work plan in May 2019, we have continued to engage and listen to stakeholders, and in response to this feedback we have decided to update some existing commitments, as well as create new ones.

Updated Commitments

We will develop a 'Social' Constraint Managed Zone to enable more stakeholders to participate in flexibility services

The [Social Constraint Management Zone Project \(CMZ\)](#), which will produce documentation that will help smaller community groups understand the connections process and requirements of the CMZ procedure, has been extended from September 2019 into December 2019 to allow the partnerships more time to develop their projects and progress through the procurement process. Due to this we have updated this commitment to reach target in Q4 instead of Q3.

We will review our interactivity and queue management practices in line with the industry 'good practice'

Due to timeline delays with Energy Networks Association's (ENA) interactivity consultation which closed on 25th September 2019, we have amended our commitment. This will allow us to review our interactivity and queue management practices in line with the industry 'good practice', which is to be shared by the Open Networks project. As it is beyond our control that the process has not yet been agreed at industry level, we have updated our commitment to instead host an interactivity and queue management workshop for stakeholders affected, to keep them updated with current discussions and promote a response to the consultation.

New Commitments

We will work with Government, Local Authorities and related partnerships to help the transition to EV (Electric Vehicles)

During recently held EV events stakeholders told us that we should do more work with Local Authorities to help support them with EV uptake. In response to this, we have created a new Q4 commitment to host an EV event in SEPD and a webinar in SHEPD aimed to engage specifically with Government, Local Authorities and related partnerships to help the transition to EV.

We will create a video to outline the Unmetered connections journey

Unmetered stakeholders have told us that we could do more to clarify the end to end connections process.

In response to this, we will create video content aimed at providing clear advice on the entire connections journey for Unmetered customers, from application to completion of their unmetered asset. This will be complete in Q4.

We will develop new email templates to define the 'next steps' in our Unmetered Connections journey

In addition to the above commitment, our new Customer Experience team have committed to creating a new email template to be used by our Connections and Engineering Application team by Q4. This will outline the 'next steps' our unmetered stakeholders will need to take to ensure a swift completion of their connection.

By involving our stakeholders 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.

Updated Work Plan

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter	Status
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	In progress - This commitment is on target for completion in Q4. Our first CMZ services have been contracted on Islay and we have released details of the suite of 4 CMZ services now available on our website . We currently have 6MWs of contracts in place and another 12-14MWs in the final stages of procurement.
	<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	Complete - This commitment was completed in October. Details of past tenders as well as future opportunities have been uploaded to our website .
	<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.		✓			Q4	Updated Commitment - This commitment is on target to be completed in Q4.
	<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	In progress - This commitment is on target for completion in Q4. This will be in conjunction with the Social Constraint Managed Zone being established.
	<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	Complete - This commitment was completed in July by adding a traffic light system on a google map plug in on our website . We also created a user guide and key explaining how this works and ran a heatmap webinar for a show and tell with our stakeholders.
	<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	Complete - This commitment was completed in June by launching an interim solution for the System Wide Resource Register on the ENA website. This online resource provides a list of the data SSEN and other DNOs provide , where it can be located on each DNO website, whether a login/registration is required and finally any comments regarding the data provided to help customers compare and contrast across licence boundaries. We are continuing to work with DNOs, National Grid and the ENA to develop plans for an enduring solution.

Updated commitment

*DER - Distributed Energy Resources **BEIS - Department for Business, Energy & Industrial Strategy

Updated Work Plan

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter	Status
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>Complete</p> <p>This commitment was completed in June by creating a dedicated webpage on our website. Current number of 'hits' for this webpage is 132. We will continue to monitor this.</p>
	<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>Complete</p> <p>This commitment was completed in October, and can be accessed here on our website.</p>
	<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>Complete</p> <p>This commitment was completed in October. We hosted two webinars, as well as two face to face break out sessions at our ICP/IDNO engagement events throughout September and October. In addition to this, we also created a 'how to' video as well as a 'user guide'. Both can be accessed here.</p>
	<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	<p>In progress</p> <p>This commitment is on target for completion in Q4.</p>
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>In progress</p> <p>This commitment is on target for completion in Q3. During breakouts of our ICP/IDNO engagement events, we have asked our stakeholders to respond to the consultation to help identify where content can be added to or improved.</p>
	<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	<p>In progress</p> <p>This commitment is on target for completion in Q4.</p>

Updated Work Plan

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter	Status
Delivery	<p>We will implement a new operational structure for our connection department.</p> <p>We will implement a new operational structure for connection 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	<p>Complete</p> <p>This commitment was completed in June. As mentioned earlier in the report under 'Connections Business New Operational Structure' key focus points have been identified and work has begun to implement these changes.</p>
	<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	<p>Complete</p> <p>This commitment was completed in August. We hosted two Project Tracking webinars and created a 'how to guide'.</p>
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>	Attend Open Networks review meetings, host a webinar to educate customers on the interactivity and queue management consultation options, and develop an implementation plan for new process to be adopted, with the Open Networks product group.	✓	✓	✓		Q3	<p>Updated Commitment</p> <p>This commitment is on target for completion in Q3. We regularly attend Open Networks review meetings, and we hosted an Interactivity webinar in September to educate and explain the consultation options to our stakeholders. We will continue to develop an implementation plan for new process to be adopted with the Open Networks product group.</p> <p style="text-align: right;">Updated commitment</p>
	<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>In progress</p> <p>This commitment is on target for completion in Q3. We have engaged with stakeholders at our EV related events and sought feedback on their preferred approach. We are now due to implement this by the end of Q3.</p>
	<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 reinforcement is triggered. This will enable customers to re-apply for a reduced capacity, avoiding reinforcement if they wish to.</p>	Introduce 'trigger point' information as business as usual for Connection Offers made for DG HV and EHV market segments		✓			Q3	<p>In progress</p> <p>This commitment is on target for completion in Q3. We will add information on our website to clearly outline the new process to our stakeholders.</p>

Updated Work Plan

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter	Status
Application & Design	<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	<p>Complete</p> <p>This commitment was completed in September. Customers whose application has triggered work at Extra High Voltage (EHV) or 132kV now have the option to cancel their application up to day 25 without incurring a full Connection Offer Expense. We updated our Connections Offer Expenses guide to reflect changes.</p>
	<p>We will create a video to outline the Unmetered connections journey.</p> <p>We will create an Unmetered Animation video to help customers understand their connections journey.</p>	Unmetered Animation video created and published on our website to help explain connections journey.				✓	Q4	<p>New Commitment</p> <p>An Unmetered animation video is currently being designed.</p>
	<p>We will develop new email templates to define the 'next steps' in our Unmetered customers connections journey.</p> <p>We will develop new email templates used by our Application Team to help Unmetered customers understand their 'next steps' within their connections journey.</p>	Application team email templates amended to show Unmetered customers their 'next steps' in their connections journey.				✓	Q4	<p>New Commitment</p> <p>Email templates are currently in design due to be implemented by our Application team in Q4.</p>
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>Complete</p> <p>This commitment was completed early as we attended the Oxford EV Summit in June and the Scottish Transport Show in September.</p>
	<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>In progress</p> <p>This commitment is on target for completion in Q4. We are engaging with several OEMs and we will be updating stakeholders as to what we have discussed in Q4.</p>

New commitments

Updated Work Plan

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter	Status
Collaboration & Engagement	<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>In progress</p> <p>This commitment is on target for completion in Q4. Our EV strategy is being written and is due to be published and shared with stakeholders by the end of Q4.</p>
	<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>In progress</p> <p>This commitment is on target due to be complete in Q4. We are working with industry experts to create an investor support pack and run engaging webinars to help our stakeholders outline possible opportunities and risks in this area.</p>
	<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	<p>Complete</p> <p>This commitment was completed in June. We have created a dedicated webpage accompanied by FAQ documents, and provided an email address G98G99@sse.com for our stakeholders to contact us. We also ran a specific engagement event on G99 in SHEPD, and included G99 breakout sessions at our SHEPD ICP/IDNO event. In addition to this we plan to host a G99 webinar in Q3.</p>
	<p>We will work with Government, Local Authorities and related partnerships to help the transition to EV.</p> <p>We will engage with the LEPs, Local Authorities and Regional Transport partnerships in our network area to support the uptake of EV.</p>	Host an EV event in SEPD and a webinar in SHEPD aimed to engage specifically with Local Authorities and related partnerships.	✓			✓	Q4	<p>New Commitment</p> <p>We are hosting an EV event in SEPD on 14th November, and we plan to host a webinar in Q4 in our SHEPD region. Both are aimed at Local Authorities and related partnerships.</p>

New commitments

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

Ofgem ICE Consultation

On the 15th October 2019, Ofgem published their minded to position regarding the ICE penalty. They concluded that SSEN “met the assessment criteria in the market segments in which they could face penalties”.

Whilst SSEN did not attract any penalties under this penalty only incentive, Ofgem raised 5 points for DNOs to consider, based on the feedback they received from stakeholders. Our response to each is set out below:

Lack of notification on ICE plans

We will continue to notify our stakeholders during our events, through newsletters, social media and our [website](#) when we publish our ICE plans. We will review the timing of these communications to ensure they remain effective.

Difficulties signing up for communication

We will continue to advertise our events on a dedicated area of our [website](#) where customers can also register for our mailing list.

Request for additional engagement methods

In 2018 we introduced additional methods of engagement such as online events. Going forward we will look for opportunities to increase the use of online events, as well as offering more bi-lateral meetings at a location to suit our stakeholders.

More quantitative outputs

In 2018/19 we introduced the use of KPI measurements in our ICE work plan. We will continue to include, where appropriate, quantitative measurement methods in future work plans.

Connections Process

We will engage with stakeholders to gain more specific feedback on the end-to-end connections process including connection applications and variation requests. We will review feedback provided to identify areas where we can make improvements to our stakeholders’ journey.



Ofgem ICE Consultation

Following the ICE consultation in the summer, we wrote to all those who responded to the consultation and invited them to engage in further discussion. Outside of Ofgem's key concerns here are our responses to feedback received regarding our ICE submission.

"We would like to see more activities aimed at making more capacity available to connect distributed generation"

Throughout the last year, a key part of our stakeholder engagement has been to proactively manage contracted projects which have, for varying reasons, seen a stall in progression.

This has resulted in projects either being progressed via a programme which sees the agreed capacity utilised, or agreements cancelled or terminated to ensure capacity is not sterilised.

At the same time, we continue to work closely with other DNOs across the multiple work streams of the Open Networks project to ensure capacity is utilised to its full extent, continuing to develop flexible solutions to allow customers to connect quicker and at lower cost, for example by constrained connections or sharing capacity.

A significant step towards a more efficient use of available capacity to connect distributed generation is Ofgem's recent decision on SHEPD's derogation request to implement a proposed trial of [Alternative Approach \(AA\)](#) on Orkney. This derogation will allow more efficient allocation of capacity based on a customer's readiness to connect which will help customers connect more quickly if they are ready to.

Further ideas and improvements including having 3rd party data on our new GIS system

One of our 2018/19 commitments was to update and improve our Geographical Information System (GIS). Due to unforeseen IT challenges, this commitment was extended into our 2019/20 work plan and is now operational as of 21st October 2019. The initial launch replicated our existing GIS system with improved functionality. As such, it is prudent to complete the current set of planned works, before making commitments to extend the GIS to include other third party data outside of our network.

"As with all the DNOs, the plans set out a significant emphasis on the transition to a DSO and the potential implications that this may have. There is however no mention in these plans on what the impacts will be to us as an IDNO and the customers that are served on our networks."

As set out in Ofgem's ED2 Open Letter consultation, there are many models that are being discussed at industry level at this point and the regulator has no firm position as yet. We continue to work with the industry and stakeholders to develop thinking and share information as it emerges with all our stakeholders.



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

connectionsfeedback@sse.com



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