

A PLAIN GUIDE

OUR PLANS AND COMMITMENTS FOR GENERATION CONNECTION CUSTOMERS FOR 2014/15

Updated October 2014



WHAT IS THIS DOCUMENT?

[About Us](#) →

This plain guide is our Incentive on Connections Engagement (ICE) **'Looking Forward Report'**, on behalf of Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD), which sets out our plans and commitments in connecting our generation connection customers in both of our licensed areas over the next year.

It is part of our overall strategy of continuous improvement to listen to all our stakeholders, take and develop their ideas and so continually improve their customer service experience.

Our plans are built on comprehensive and robust engagement with our stakeholders. This is how we ensure that they provide what our stakeholders are asking of us.

THE 'LOOKING FORWARD REPORT' SETS OUT:

- Our strategy for engaging with our generation connection customers;
- a work plan explaining the key initiatives that they have asked us to complete and when we will have done these by;
- how we will measure that we have completed these initiatives including targets and key performance indicators; and
- evidence that all of these activities and commitments have been informed and endorsed by our customers.

We will publish a **'Looking Back Report'** in May 2015 to demonstrate how we have performed against the commitments made in this document.

ABOUT US

[Our Work Plan](#) →

SEPD and SHEPD are distribution network operators (DNOs) which mean they each have a licence to own and operate electricity distribution networks. Electricity distribution networks are the system of overhead lines and underground cables that distribute electricity to homes and businesses.

SEPD is the largest of our two distribution networks and safely delivers electricity supplies to over 2.8 million customers across central southern England. Our operational region ranges from rural communities in Dorset, Wiltshire, Gloucestershire and Oxfordshire to towns and cities including Bournemouth, Oxford, Portsmouth, Reading, Southampton, Slough, Swindon and in parts of west London. We also distribute electricity to and across the Isle of Wight.

SHEPD safely delivers electricity to some 740,000 customers in the north of Scotland. Our SHEPD operating region covers a quarter of the UK landmass which attracts unique challenges both in terms of distance and location. As well as the major towns and cities of Aberdeen, Dundee, Inverness and Perth, we connect to most Scottish islands with over 100 subsea cable links, including the Inner and Outer Hebrides, Arran and the Orkney islands.

SHEPD



SEPD

OUR WORK PLAN

Our Plan of Engagement →

During 2013/14 we delivered a detailed and comprehensive programme of engagement with our generation connection customers. Four key areas emerged from this in which our customers would like to see continuing improvements: customer service; information provision; the application and connection process; and ease of choice in connection provider. We identified a number of initiatives to address each of these in our work plan for 2014/15.

We followed these initiatives up, during a three week period in February 2014 with a focussed survey, involving over 125 customers and bodies, to ensure that these were truly supported by a broad and inclusive range of stakeholders. This feedback was used to further tailor our plans:

- Some initiatives were accelerated: Generation capacity Heat Maps
- Others were delayed: A quarterly report on contracted and connected generation
- Some were refocused: Guidance booklets initially focussed on up to 50kVA community connections
- And others added: A quote expiry reminder was included as a result of customer feedback

	SHEPD		SEPD	
	LV* Generation	HV** Generation	LV* Generation	HV** Generation
Our Plan of Engagement	✓	✓	✓	✓

CUSTOMER SERVICE				
Initiative 1: Account Managers extended to all Generation Connections	✓	✓	✓	✓
Initiative 2: Process maps and guidance booklets for Generation Connections	✓		✓	

INFORMATION PROVISION				
Initiative 3: Generation Capacity Heat Maps		✓		✓
Initiative 4: Better information on transmission constraints	✓	✓	✓	✓
Initiative 5: A quarterly report on what generation is contracted and connecting		✓		✓

THE APPLICATION PROCESS AND GETTING CONNECTED				
Initiative 6: Online connection application	✓		✓	
Initiative 7: Online payment	✓	✓	✓	✓
Initiative 8: Online project tracking		✓		✓
Initiative 9: Automatic quotation expiry reminder	✓	✓	✓	✓
Initiative 10: A streamlined optioneering process for generation	✓	✓	✓	✓

CHOICE IN CONNECTIONS				
Initiative 11: Register of suitably accredited alternative providers interested in working in our area	✓	✓	✓	✓
Initiative 12: Assistance with alternative options identification	✓	✓	✓	✓

*LV Generation is connected only involving work on equipment at less than 1,000 volts

**HV Generation is connected involving work on equipment over 1,000 volts

OUR PLAN OF ENGAGEMENT

Our Plan of Engagement →

Engagement with our customers is the primary way that we identify what is important to them. It is how we ensure that our initiatives and commitments are the correct ones to meet their needs.

“OVERALL, WE HAVE BEEN VERY PLEASED WITH THE APPROACH THAT SSEPD HAS TAKEN TO ENGAGING WITH THE DG COMMUNITY, AND BROADLY SUPPORTIVE OF THE ICE WORK PLAN PROPOSALS PUT FORWARD. WE CAN SEE THAT YOU HAVE LISTENED TO MANY OF OUR CONCERNS RAISED IN MEETINGS AND INDIVIDUALLY. THANK YOU VERY MUCH FOR YOUR ONGOING ENGAGEMENT.”

A National Renewables trade body

The initial step in our engagement plan is to identify the issues that are key to our customers and ensure that we fully understand them. Following this we develop a set of initiatives and commitments and discuss these with our customers to check that they will address the issues raised. We then deliver these, reporting back to our customers on our performance against these commitments and receiving their feedback. This feedback informs our next set of targets. This process is illustrated below.



We applied this approach to engagement during 2013/14 with our generation connections customers. The results of this were used to inform our initiatives for this year.

Going forward, we have a detailed and comprehensive plan in place for engaging with our generation connection customers in 2014/15. A summary of our approach is provided on the following page.

OUR PLAN OF ENGAGEMENT

Our Initiatives →

STAKEHOLDER DATABASE

We operate a comprehensive and accredited Stakeholder Engagement database to capture, review, audit and action all stakeholder interaction, initiatives and commitments. This robust, complete and overarching database of engagement allows us to gather current and future improvements and initiatives, informing our generation connections customers' work plan for 2015/16 and beyond.

INDIVIDUAL CONTACT NAMES

Our customers have consistently told us the importance of having a named person to contact with any queries that they have on their connection offer. As a result of this, all of our quotations have and will continue to include a specific contact to give the customer the opportunity to speak to a person who can help them through their connection. These individuals are the front line of all our customer engagement and the 'direct line' to the person most able to help answer any questions they may have and feedback any suggestions for improvements and initiatives we may receive.

ACCOUNT MANAGERS WITH PORTFOLIO MANAGEMENT

Following engagement with our generation connection customers over recent years, it has become clear that regular meetings with our repeat customers prove very useful for both parties, ensuring continued stakeholder engagement and an opportunity to raise issues as and when they arise. In order to get the most from this engagement we introduced, initially in our SHEPD area, the concept of a single account manager looking after all works associated with an individual customer. Our plan for 2014/15 is to extend this service to all generation connection customers in both the SHEPD and the SEPD areas, with the aim of ensuring that we identify and discuss potential improvements to provide the best service we can. This is a key part of our engagement plans going forward.

REGULAR WORKSHOPS

During 2014/15, as part of our engagement plan, we will also continue to run a series of regular workshops focussed on specific connections matters. These will include learning and sharing groups on micro generation connections, larger generation connections and the use of alternative providers for connections and are aimed at installers, developers, alternative providers and end customers. Again they provide valuable feedback from our customers on what is important and so feed into our future initiatives.

CUSTOMER SURGERIES

As an initiative in 2013/14, we trialled a number of specific, location based customer surgeries. Here individuals can book half-hour slots with the local electrical designer and account manager to discuss an existing or proposed new project. This initiative was as a direct result of customer feedback and as a result of the positive feedback we have had from customers on these events, we plan to hold rolling quarterly customer surgeries at all our major depots over the coming year.

CONSORTIA MEETINGS

Also in 2013/14, we held a number of consortia meetings, bringing together a group of developers who shared common requirements for early reinforcement. We will continue this as part of our engagement plan, proactively identifying likely large reinforcements on our network and assisting groups of developers to enter into consortia to explore alternative options to minimise their time to connect and potentially reduce their costs.

NATIONAL AND LOCAL EVENT ATTENDANCE

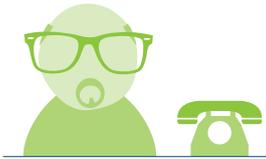
Part of our stakeholder plan also involves engaging in national and local events, presenting at trade body and associate meetings. During 2014/15 we will continue to actively participate in the DG DNO Steering Group, DG Fora, DG Technical working group and various trade, government and community groups including the Scottish Renewables Workgroup and Conference, Hydro Summit, SHREC, All Energy, various National Farmers' Union meetings, ReGen South West and other events.

FOCUSSED SURVEYS

This year, to confirm our understanding of our customers' wishes as part of our stakeholder engagement plan we will also instigate various focussed surveys of our generation connection customers.

In order to make all of the above available by the end of 2014/15 these events and services will be advertised on our website with the facility to book spaces and be kept informed together with follow-up material and outcomes

CUSTOMER SERVICE



Initiative 1 Account Managers extended to all Generation Connections

In our SHEPD area we have dedicated account managers who provide a single point of contact from enquiry through to completion for our larger generation connections customers. After engaging with these customers over the last few years, it became clear that a regular meeting with these customers would prove very useful for both parties.

In response to customer feedback our regular repeat generation connection customers have also asked instead of looking at individual projects we manage their basket of ongoing projects as a whole through regular meetings. In order to get the most from this engagement, we have therefore been trialling the management of all of their projects together in a single portfolio.

Now a single account manager can look after all works associated with an individual customer through regular catch up meetings to discuss current and potential projects, issues, suggestions and proposals. This has streamlined the process, making things easier for both parties and is widely supported by our stakeholders. Introducing this role gives us the opportunity to speak with the customers to fully understand the details of their request, work with them in order to provide the best service we can and ensure that they know what to expect throughout the connection process.

“...PLEASUED TO SEE THE ADDITIONAL CUSTOMER MANAGERS, WE HAVE SEEN BIG IMPROVEMENTS IN SERVICE FROM THE ONES ALREADY IN PLACE AND LOOK FORWARD TO THAT CONTINUING.”
Renewable trade body

“... THE COMMERCIAL CONTRACTS TEAM ARE ALWAYS AVAILABLE TO DISCUSS THE QUOTE EITHER ON THE PHONE OR VIA A FACE TO FACE MEETING IF REQUIRED AND THEY ARE ABLE TO EXPLAIN THE QUOTE AND THE DIFFERENT SEGMENTS THAT COMPRISE IT IN LAYMAN TERMS.”
Testimonial from SSEPD Competition Notice

Support for Initiative 1 Account Managers extended to all Generation Customers	SHEPD		SEPD	
	LV Generation	HV Generation	LV Generation	HV Generation
	87%	88%	92%	95%

Commitment	Additional Account Managers in Place KPI				
During 2014/15 we are committing to mirror this service of account managers with portfolio management in our SEPD area and also expand this service to all our generation connections customers. This will involve the appointment and training of six new members of staff. We commit to have this in place by Quarter 3 of 2014/15.	Q1	Q2	Q3	Q4	
	Commitment		4	6	6
	Actual	2	6		



CUSTOMER SERVICE

Initiative 2 Process maps and guidance booklets for Generation Connections

Over the last few years we have introduced a series of initiatives to improve our customers' experience through better and more tailored first contact. This has included:

- A dedicated connections call centre with new Customer Service Management structure
- A redesigned quotation letter with clearer costs, different acceptance options and simplified wording.

These improvements currently also include the provision of 'plain guides' to our smaller new domestic connections customers. The 'plain guides' is a series of short booklets issued at each stage in the process: application, getting connected and completing your supply. These have been really well received. They help to guide new and one-off customers through the process of applying for a quotation, carrying out the connection and getting supplied and metered.

"THE APPLICATION PROCESS AND GUIDELINES ARE STRAIGHTFORWARD AND THERE IS ALWAYS A NAME AND NUMBER TO CALL AND WHEN QUERIES ARISE."

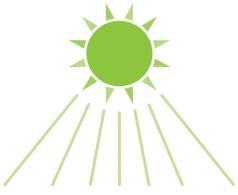
Testimonial from SSEPD Competition Notice

"WE'D SUGGEST A FOCUS ON ELIMINATING JARGON AND ACRONYMS WHERE POSSIBLE AND MAKING IT EASY FOR PEOPLE TO FIND THEIR WAY THROUGH THE CONNECTION PROCESS (THE SIMPLE FLOW CHARTS THAT ARE PROPOSED ARE AN EXCELLENT IDEA)."

Renewable trade body

Support for Initiative 2 Process maps and guidance booklets for Generation Connections – Phase 1: Less than 50kVA	SHEPD		SEPD	
	LV Generation	HV Generation	LV Generation	HV Generation
	71%	N/A	82%	N/A

Commitment	Plain Guides issued KPI			
We commit to producing a similar series of plain guides this year for smaller generator connections. We will make these available through local planning authorities, community groups and generation installers, as well as through our own website and staff. We will also automatically issue each guide to our customers at the appropriate step of their journey toward getting generation connected. We commit to have this in place by Quarter 2 of 2014/15.	Q1	Q2	Q3	Q4
Commitment		100	500	1,000
Actual		120		



INFORMATION PROVISION

Initiative 3 Generation Capacity Heat Maps

"I MAKE NUMEROUS G83/G59 REQUESTS FOR PV INVERTER CONNECTIONS TO THE NETWORK. IT WOULD BE REALLY USEFUL IF THERE WAS A SYSTEM THAT WOULD ALLOW ME TO SEE CAPACITY/CAPABILITY IN THE SYSTEM WITHOUT HAVING TO SUBMIT THE FORMS AND WAIT 10 DAYS FOR A RESPONSE. BUT UNDERSTAND THAT THIS IS A MASSIVE TASK FOR VERY LITTLE FINANCIAL RETURN."

Response to RIIO ED1 Proposals

"VERY PLEASED WITH INTENTION TO PUBLISH CONTRACTED CAPACITY INFORMATION – WOULD LIKE THIS TO INCLUDE ENOUGH INFORMATION TO IDENTIFY WHERE IT IS ON THE NETWORK (NETWORK PLAN OVERLAID OR CONNECTION POINT REFERENCE NUMBER, DETAILS OF CONNECTION VOLTAGE) AND ENOUGH INFORMATION ONSITE (CAPACITY, CONNECTION DATE)."

Response to RIIO ED1 Proposals

In our SHEPD area we continue to see very high levels of generation connection applications, particularly windfarms, to our networks and this in turn is driving major upgrades and alteration to our high and extra high voltage networks to accommodate this additional capacity. Many of our networks have now run out of capacity and require reinforcement to allow more generation to connect.

In our SEPD area, we have also seen a recent increase in the number of large photo-voltaic generation (PV) farms looking to connect to our networks. Typically these may be in the order of 5 to 10 MW and will usually connect to our extra high voltage networks. So far this has been accommodated with minimal reinforcements, however it is unlikely that this will continue as many of our networks are also now at capacity and will require reinforcement to meet this growth.

A major factor for a generation connection customer is the cost and, often more importantly, timescale for a connection. Knowing the remaining generation capacity on our network is therefore crucial as potential reinforcement in specific areas that are otherwise saturated may well impact on the economic viability of a project.

We currently inform customers of how much capacity is available on our network via a combination of spreadsheets and maps showing our areas. We also currently have a live award winning map based 'App' that keeps our customers informed about electricity faults on our network ('Power Track').

Combing these two technologies we propose to collate our contracted and connected generation capacity into a map based App: SSEheatmApp. This will provide up-front and up-to-date 'capacity signals' to our generation connections customers.

Support for Initiative 3
Generation Capacity Heat Maps

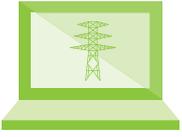
SHEPD		SEPD	
LV Generation	HV Generation	LV Generation	HV Generation
N/A	85%	N/A	90%

Commitment Generation Connections layers of information displayed on Heat Map KPI

As a result of this consultation and support we commit to develop a heat map of our high voltage and extra high voltage network – indicating geographic location, current network information and details on contracted and connected for all our generation connections. This will be updated on a regular basis to provide stakeholders with accurate access to capacity headroom. We commit to have this in place for quarter 3 of 2014/15.

	Q1	Q2	Q3	Q4
Commitment				18
Actual				

INFORMATION PROVISION

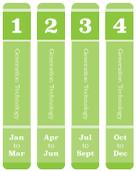


Initiative 4 Better information on transmission constraints

“INTERFACE BETWEEN DISTRIBUTION AND TRANSMISSION IS A CONCERN IN THE SSEPD AREA. WE WOULD SUGGEST REVIEWING THE WAY YOU COMMUNICATE TRANSMISSION CONSTRAINTS TO CUSTOMERS, ENSURING CLARITY.” Renewable trade body

Following on from initiative 3 above, constraints on the transmission system can also be prohibitive to certain projects progressing until such time that the relevant infrastructure is upgraded. In our SHEPD area, the very large volume of renewable generation connections is now driving major upgrades to the transmission network (the extra-high voltage network that SHEPD connect into). We expect to see this duplicated in our SEPD area in the future.

If major works on the transmission network are required, this can have a significant impact on a generation customer's connection date. We are therefore also proposing to provide additional information on our website, separate from our heat maps 'App', that will provide a greater level of information and explanation about ongoing transmission projects.



Initiative 5 A quarterly report on what generation is contracted and connecting

“MORE INFORMATION IS KEY...”
Response to February 2014 survey

Our generation connection customers have told us that an overview of the size and type of generation technology connecting to our networks would be useful and would provide them with an overview of trends.

Support for Initiative 4 & 5
Better information on transmission constraints
A quarterly report on what generation is contracted and connecting

SHEPD		SEPD	
LV Generation	HV Generation	LV Generation	HV Generation
N/A	87%	N/A	89%
70%	73%	72%	75%

Commitment Transmission Plans Information KPI

We commit to provide additional information on any transmission constraints including the transmission network operator's timescale to address. We commit to have this in place by Quarter 2 of 2014/15.

	Q1	Q2	Q3	Q4
Commitment		✓	✓	✓
Actual		✓		

Commitment A Quarterly Connections Report KPI

We commit to producing a quarterly report on the level of generation activity we are seeing in both of our areas including the size of connections and the type of generation technology (e.g. PV, wind, hydro) connecting. We will make these available to interested groups and bodies and our own website. An initial version of this will be available in Quarter 3 of 2014/15 with the intention of continually reviewing this based on customer feedback.

	Q1	Q2	Q3	Q4
Commitment			✓	✓
Actual				

THE APPLICATION PROCESS AND GETTING CONNECTED

“THE WEBSITE HAS BEEN A LONG TIME COMING, BUT WE WILL BE VERY GLAD TO SEE IT!”

Renewable trade body

“...THINK THE ONLINE SYSTEM IS GREAT AGAIN BEING ABLE TO TRACK HOW PROJECTS ARE GETTING ON IS EFFICIENT AND WILL SAVE TIME PHONING SOMEONE.”

Response to February 2014 survey



Initiative 6 Online connection application

We know that customers and alternative providers need quick and easy access to information throughout the whole process of getting a connection. Much of the feedback received through all the stakeholder engagement we have carried out identifies online application, payment and project tracking as being useful. Since 2012 we have been able to process customers' application by email. Our system allows customers to email any attachments required

such as plans. We now routinely transfer documents and information electronically, including providing an application form online.

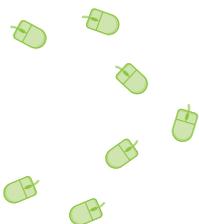
During 2014/15 we intend to turn this into a fully interactive online application process, initially for our smaller domestic projects but followed during the year by our smaller generation connections customers (up to 50kVA).



Initiative 7 Online payment

We currently accept payment for connections projects by bank transfer (BACS) payment or cheque. We offer staged payments for all projects over £100k in value or likely to take longer than 18 months to deliver. Where a project is likely to take more than 18 months to deliver we have a reduced payment to secure capacity and cover initial design of £10k. We will also consider alternative payment schedules and arrangements with customers on an individual basis.

As part of our stakeholder engagement it has now become clear that online payment is something that our customers also want. Therefore, we are in the process of introducing debit payments for new connections projects either online or over the phone. This will be in place in summer 2014.



Initiative 8 Online project tracking

Our generation connection customers have told us that online project tracking would be useful in allowing them to check the stage that the project is at.

Taking this forward, we will have a facility in place by the Summer of 2014 that will allow a customer to track their project online from the day the application is submitted, right through to job completion, together with the contact details of the dedicated project or account manager for the project.



Initiative 9 Automatic quotation expiry reminder

Also as a result of customer feedback, we are in the process of putting in place a follow-up phone call or automatic email (depending on customer contact preferences) to remind a customer that a quotation is about to expire with an option for them to request their offer is revalidated.

This will ensure that customers get every opportunity to progress their connection, should this be what they wish to do.

THE APPLICATION PROCESS AND GETTING CONNECTED

“ALL MAJOR CONNECTIONS CUSTOMERS THAT WE SPOKE TO ASKED ABOUT SSEPD’S ONLINE APPLICATION PROCESS. ALL MAJOR CONNECTIONS CUSTOMERS CONSULTED SAID THEY WOULD LIKE TO BE ABLE TO ACCESS THE FOLLOWING ON SSEPD’S WEBSITE: NETWORK INFORMATION AND INDICATIVE COSTS, APPLICATION FORMS, ACCEPTANCE AND PAYMENT, PROJECT PROGRESS, DESIGNER/ENGINEER CONTACT DETAILS AND BASE INFORMATION.”

Response to RIIO ED1 Proposals

“WE WERE REALLY PLEASED TO SEE THE INTRODUCTION OF THE £10K DEPOSIT POLICY BY SSE, BECAUSE IT MAKES A BIG DIFFERENCE TO THE COMMUNITIES WE WORK WITH. IT GREATLY REDUCES THE CASHFLOW ISSUES CAUSED BY LONGER CONNECTION TIMEFRAMES, WHICH CAN ACT AS A BARRIER TO SMALLER SCALE DEVELOPERS WITH LIMITED FINANCIAL RESOURCES.”

A community energy body

Support for Initiatives 6, 7, 8 and 9 Online application, payment, project tracking and expiry reminder	SHEPD		SEPD	
	LV Generation	HV Generation	LV Generation	HV Generation
	72%	73%	89%	88%

Commitment Number of Customers Applied, Paid and Tracked their Project Online

Commitment 6: We commit to providing an online application process, initially to our micro generation connections customers (up to 50kVA) by Quarter 3 of 2014/15.

Commitment 7: As a result of this consultation and support we commit to providing an online and phone payment facility for all our generation connections customers by Quarter 3 of 2014/15.

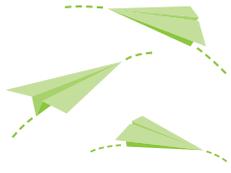
Commitment 8: As a result of this consultation and support we commit to providing an online project tracking facility for all our generation connections customers.

	Q1	Q2	Q3	Q4
Commitment			100	1,000
Actual				

Commitment Number of Automated Quote Expiry Reminders sent KPI

Commitment 9: We commit to having a process in place to ensure that we place a follow-up call or email to all generation connection customers to remind them that a quotation is about to expire. We will have this in place by Quarter 3 of 2014/15.

	Q1	Q2	Q3	Q4
Commitment		10	100	500
Actual		27		



THE APPLICATION PROCESS AND GETTING CONNECTED

Initiative 10 A streamlined optioneering process for generation

We have found that our generation connection customers, although often sure about a specific location, may wish to assess how viable a particular size of project may be. This is particularly relevant to community generation projects where the project's geographic location may be somewhat 'fixed' from the outset.

We currently offer feasibility studies or free budget estimates for this situation. However we recognise that some of our customers, particularly community projects, would like to be able to explore a number of alternatives at a single site. We are therefore looking in to providing a form of simple optioneering: for a nominal charge, provide a quick estimate for a single site based on a number of options.

"WE ARE VERY STRONGLY SUPPORTIVE OF SSEPD ADOPTING QUOTE+"
Renewable trade body

"...ADDRESSES A NUMBER OF ISSUES RELATING TO SPECULATIVE APPLICATIONS AND WE SUPPORT ITS WIDER ROLL OUT."
A community energy body

"SERVICE STANDARDS FOR NEW CONNECTIONS NEED TO BE REVIEWED TO ENSURE SERVICE STANDARDS ARE INCLUDED FOR DELIVERY AND QUALITY OF GRID FEASIBILITY STUDIES WITH EARLY NETWORK INFORMATION PROVISION, AS WELL AS SERVICE STANDARDS FOR FORMAL APPLICATIONS."
Response to RIIO ED1 Proposals

Support for Initiative 10 A streamlined optioneering process for generation	SHEPD		SEPD	
	LV Generation	HV Generation	LV Generation	HV Generation
	90%	89%	93%	87%

Commitment	A streamlined optioneering process used by a customer KPI				
We commit to developing a streamlined optioneering service. We commit to have an initial version of this available by the end of Quarter 1 of 2014/15 with the intention of iteratively improving this based on customer feedback.	Q1	Q2	Q3	Q4	
	Commitment	2	10	20	20
	Actual	3	15		

CHOICE IN CONNECTIONS

Our generation connection customers have told us that they want the guarantee of competitive pricing. Historically, providing connections was our responsibility as the network operator within our licence areas. Following the introduction of competition into the connections market, independent companies are now able to provide these connections, either as an ICP (Independent Connections Provider) or an IDNO, (Independent Distribution Network Operator).

All of our commitments have an underlying theme of an open and competitive market. We understand that opening the market to competition will be highly beneficial to customers, ensuring that their connections are delivered in a safe, timely and cost effective manner. We also know that ensuring customers are aware of their choice guarantees that they can take full advantage of this. Therefore, we are committed to facilitating an open and competitive market.



Initiative 11
Register of suitably accredited alternative providers interested in working in our area

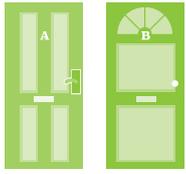
In order to take this further we are proposing to host, on our website, a list of alternative connection providers interested in working in our area.

Once a provider has registered on our website, our generation connection customers will then be able to more easily search for those that could offer them an alternative quotation in delivering their project.

“SSE HAVE MAINTAINED THEIR POSITION AS THE COMPANY THAT HAS DONE, AND CONTINUES TO DO, THE MOST TO SUPPORT COMPETITION.”
Testimonial from SSEPD Competition Notice

Support for Initiative 11 Alternative providers register	SHEPD		SEPD	
	LV Generation	HV Generation	LV Generation	HV Generation
	79%	80%	82%	76%

Commitment	Number of alternative providers registered on our site KPI				
Commitment 11: As a result of support from both our customers and alternative providers we commit to developing a register of accredited alternative providers to be held on our website. We commit to having this in place by the end of Quarter 3 of 2014/15.		Q1	Q2	Q3	Q4
	Commitment			10	50
	Actual		5		



CHOICE IN CONNECTIONS

Initiative 12

Assistance with alternative options identification

Our generation connection customers have told us that they would like the assurance of competitive pricing through both benchmarking and helping them through the process of receiving alternative prices.

This will allow them to consider their options and make an informed choice. They have also said that they are not always sure exactly how to take the next step.

“IT IS USEFUL HOWEVER THAT THE SSE QUOTATION CLEARLY STATES WHERE A LIST OF ICPS OR IDNOS CAN BE FOUND ONLINE AS THIS CAN CAUSE A DEGREE OF CONFUSION FOR OUR CLIENTS SO FORMAL CLARIFICATION IN SSE’S DOCUMENTATION IS APPRECIATED.”

Renewable trade body

“SSE HAVE ALWAYS BEEN VERY OPEN ABOUT THE OPTION OF UTILISING ICPS (MORE SO THAN OTHER DNOs WE HAVE WORKED WITH) TO CARRY OUT PART OF THE WORKS RELATING TO A CONNECTION. I ALSO HAVE NOTED THAT SSE NOW SEND OUT A FACT SHEET TITLED ‘YOU HAVE A CHOICE’ THAT PROVIDES USEFUL INFORMATION REGARDING ICPS, WHO THEY ARE, WHAT THEY CAN DO ETC. THIS IS ANOTHER STEP TOWARDS ENSURING TRANSPARENCY AND PROVIDING THE CLIENT WITH ALL THE OPTIONS IN ORDER TO SELECT THE ONE THAT BEST SUITS THEM.”

Testimonial from SSEPD Competition Notice

Support for Initiative 12 Assistance with alternative options	SHEPD		SEPD	
	LV Generation	HV Generation	LV Generation	HV Generation
	71%	73%	73%	65%

Commitment	Number of customers assisted with exploring alternative options KPI				
Commitment 12: We commit to developing a set of plain guides, supported by our account managers, to assist the bringing together of alternative providers and generation connections customers. We commit to have an initial version of this available by the end of Quarter 1 of 2014/15 with the intention of iteratively improving this based on alternative provider and customer feedback.	Q1	Q2	Q3	Q4	
	Commitment	5	15	20	30
	Actual	0	32		

STAKEHOLDER ENGAGEMENT

If you have any questions, or you would like to take part in future stakeholder consultations:

Email: stakeholder.engagement@sse.com

You will also find more information on our website under 'Have your say' at www.ssepd.co.uk
