



Scottish and Southern Electricity Networks

Cross-Sector Infrastructure Annual Report 2016-17



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Context

Scottish and Southern Electricity Networks (SSEN) own and operate the transmission network for the north of Scotland as well as two electricity distribution licence areas in the north of Scotland and central southern England. Together these networks supply electricity to over 3.7 million homes and businesses.

Scottish Hydro Electric Transmission (SHET)

Own the 132kV, 275kV, and 400kV electricity transmission network in the north of Scotland. This network is made up of underground cables and overhead lines, steel towers and electricity substations covering some of Great Britain's most challenging terrain.

Scottish Hydro Electric Power Distribution (SHEPD)

Safely delivers electricity to around 767,082 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 100 subsea cable links to connect to most Scottish islands including the Inner and Outer Hebrides, Arran and the Orkney Islands.

Southern Electric Power Distribution (SEPD)

Is the larger of our two distribution networks and safely delivers electricity supplies to more than 3,032,766 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, and parts of West London. We also distribute electricity to and across the Isle of Wight.

As a Transmission Owner (TO) and Distribution Network Owner (DNO), SSEN's commitment to safe working and public safety remains a top priority whilst ensuring we provide a reliable supply of electricity for the communities we serve. We are a regulated networks business working in accordance with legislation, our licences and the regulatory framework whilst ensuring we always put the customer at the heart of everything we do.

This report covers our Transmission and Distribution businesses. Following a review of last year's Cross-Sector Infrastructure Annual Report, the reporting period has been amended from the calendar year to fall in line with the Regulatory Year. All performance data contained within this report relate to the period 1st April 2016 to 31st March 2017. We believe this change will make it easier for our stakeholders and customers to compare performance as the regulatory year is the standard reporting period for most information electricity network operators put into the public domain. As this year marks a transition from calendar to regulatory year reporting, we have included details of significant actions which have taken place after 31st March 2017 (such as updates to our access statement).

SSEN are committed to making feedback a central part of improving our business, ensuring we provide the service our customers and stakeholders require now and in the future. More information on our performance and engagement activities can be found using the links on the right.

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More information

Transmission Price Control Review

<https://www.ssen.co.uk/TransmissionPriceControlReview/>

Distribution Price Control Review

<https://www.ssen.co.uk/DistributionPriceControlReview/>

Stakeholder Engagement

<https://www.ssen.co.uk/Library/StakeholderEngagementPublications/>

Connections Engagement

<https://www.ssen.co.uk/Connections/EngagementPublications/>

Performance Metrics

Accessing Information on our Infrastructure

| | | |
|---|---|---|
| <p>Average time to provide Networks Records</p> <p>ONE working day (target 3-5 working days)</p> | <p>Average time to set up online access</p> <p>ONE working day (target 3-5 working days)</p> | <p>20,000 Network Records requests processed</p> <p>600,000 Network Records self served through our website</p> <p>1,100 new online users set up</p> |
|---|---|---|

General Enquiries

9,015 General Enquiries jobs completed

19.3 days on average taken to complete

Standard Requests

| | Target days to complete | Average days to complete | Number of projects completed |
|----------------|-------------------------|--------------------------|------------------------------|
| Diversions | 84 | 76.2 | 635 |
| Disconnections | 28 | 37.3 | 1977 |

Distribution Connections

22,593 quotes for connection to our distribution networks

7,713 connections projects delivered on our distribution networks

Transmission Connections

59 connection offers to our transmission network issued

Distribution Connections

16,283 complaints received

12,716 closed within one working day

0 complaints received in relation to Cross-Sector Infrastructure interactions

| | | | Average days to complete 2016/17 |
|-------|-------------------|-----------------|----------------------------------|
| SHEPD | Single connection | Time to Quote | 3.6 |
| | | Time to connect | 30 |
| SEPD | 2-4 connections | Time to Quote | 7.22 |
| | | Time to connect | 40.44 |
| SEPD | Single connection | Time to Quote | 2.7 |
| | | Time to connect | 44.3 |
| SEPD | 2-4 connections | Time to Quote | 7.33 |
| | | Time to connect | 63.68 |

Appointments

99.97% of timed appointments met

Connections Engagement

Engagement carried out with **728** Connections stakeholders and customers

¹ General Enquiries include De-energisation, Shrouding, Overhead Line Assessment, Substation Access, Temporary Access, Underground Cable Assessment / Cable Trace, Installing Bird Inhibitors, Tree Cutting (non-emergency) and Pole Assessments

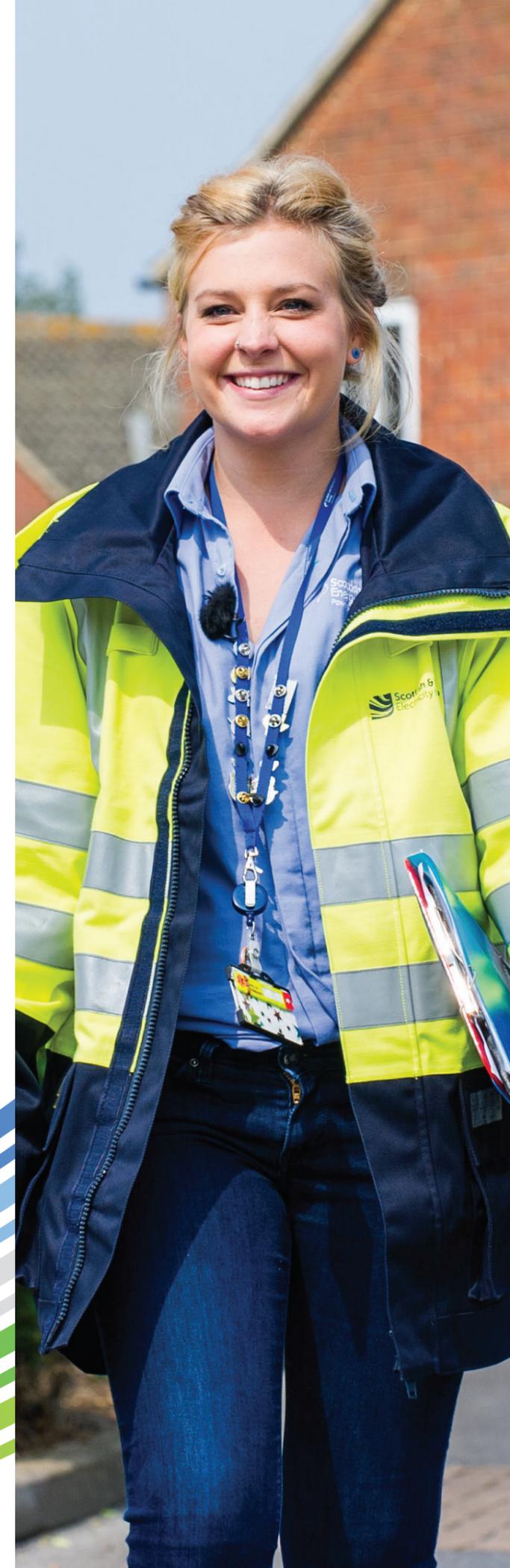
Clients' feedback

SSEN are committed to listening to our clients and working to improve our processes and the services we provide.

A stakeholder feedback form was introduced as part of our Networks Access Statement. This form gives our clients the opportunity to provide feedback or ask questions in regards to the statement. In February 2017 our Stakeholder Engagement Advisory Panel was introduced. Comprising six informed senior stakeholders, the panel will meet at least three times per year to provide strategic advice to our distribution and transmission businesses, this includes providing feedback on the format and content of our reports.

Whilst we have not yet received feedback on our access statement, we are continuously engaging with our customers:

- We ran two Constraint Managed Zone (CMZ) webinars with our Future Networks team, which were attended by 170 customers.
- In April 2016 we held two workshops aimed at Microgen and Distributed Generation customers. These workshops covered Introduction to battery storage, the application process as well as including guest presentations from stakeholders involved in storage.



Meeting the good practice principles

Principle 1: The role of infrastructure network operators

Infrastructure network operators recognise: the stewardship role they play in developing, owning and operating our national infrastructure; and that effective planning and delivery of new infrastructure, across all sectors, benefits everyone.

Within our SHEPD licence area 91km of subsea cable has been identified as requiring replacement by the end of RIIO-ED1 price control period. The introduction of Scotland's National Marine Plan (2015) means we may need to change the way in which we install new or replacement cables within the marine environment.

To effectively carry out a Cost Benefit Analysis SHEPD engaged with more than 1,000 individuals and organisations, from marine and environmental regulators, land and sea bed owners, other sea users and interest groups to our own customer base. This Cost Benefit Analysis was used to evaluate the cost effectiveness of protection options for each cable replacement. This data will be used to help inform decisions by Marine Scotland on future marine licence applications for submarine electricity cable replacements and new installations.

Principle 2: Efficiency, economy and safety

Without prejudicing the needs of customers or funders, or its statutory duties including safety, network operators of in situ assets should act with efficiency and economy when interacting with customers.

SEPD has held numerous conversations with representatives from Transport for London (TfL) over the last 18 months concerning the planned introduction of electric charging points for buses under the Ultra Low Emission Zone (ULEZ) scheme. We decided to host an information session workshop in order to provide bus operators and TfL with knowledge of electricity connection requirements and processes at SSEN. This also covered the application process, likely reinforcement costs, timescales and other issues such as wayleaves. Colleagues from our Future Networks team supported the event with a presentation on the innovation project 'My Electric Avenue'.

Principle 3: Transparent processes and practice

Network operators should establish and follow a process to manage interactions that is transparent, easy to follow, appropriately resourced and commits to explicit service standards appropriate to the customers and projects concerned, supported by the provision of accurate information about the operators' network, safety or process as necessary.

We provide a Networks Access Statement on our website which provides clear information on how to access our infrastructure. This statement has been updated to allow us to provide a better quality of information to clients and statutory undertakers who may require access to our network and equipment. Changes to this statement include a summary of standard requests we receive with indicative timescales to aid customers in planning their work and updates to named contacts within each of our regional areas. Guidance on using our infrastructure to facilitate the roll-out of telecommunications has also been included.

Principle 4: Clear, transparent and appropriate pricing

Any fees or charges to customers should be clearly explained, reflect reasonable and appropriate cost and risk, without exploiting unfair commercial advantage, and where reasonable facilitate efficient planning and delivery of infrastructure projects.

Our charging methodology, showing indicative costs for connections, and Distribution Use of System (DUoS) Overview are available, free of charge, on our website. These documents provide information which may be of use to electricity suppliers, generator operators, statutory undertakers and independent network operators who trade, or wish to trade in the licensed distribution and transmission areas of SHET, SHEPD and SEPD. Where works are required, we provide charges, including a breakdown of costs, upfront in our quotation letters.

Access to our electronic network records is generally provided free of charge. Where this is not possible, we will provide a clear explanation why.

Principle 5: Continuous learning and best practice

The lessons and experiences of best practice in managing interactions within the firm, based on measurable performance where possible, and outside are pro-actively gathered and applied, with a commitment to training and support of staff managing interactions.

We are committed to continuous learning and putting that learning into practice. Through work with our stakeholders, clients and statutory undertakers, our Transmission business has implemented lessons learned during the offshore cabling phase of our LT21_Caithness HVDC Reinforcement Project. These include:

- Detailed interrogation of the contractor's installation engineering resulted in the prevention of incorrect deployment of unsuitable equipment that would have caused significant damage to the seabed;
- Re-evaluation of the protective characteristics of rock in comparison to soils for cable backfill led to the required depth of cover (protection) being reduced;
- The sequencing of backfilling operations was changed from soils first and then rock, to rock first and then soils. The benefit of this was that this reduced the quantity of rock required to provide the equivalent level of cable protection;
- Both ends of the cable route are commercial creeling grounds. Before the offshore installation commenced, all creelers who would be affected by the works were identified and offered agreements in which they would be reimbursed a fixed sum in return for removing all creels from the site and not interfering with the works.

More information about this project can be found at: <http://www.ssen-transmission.co.uk/projects/caithness-moray/>

Key Changes to Process

We are looking at how we can be more proactive in gaining feedback on our Access Statement over the coming year.

We are mindful of the amount of surveys and questionnaires our customers are asked to participate in and so are looking for other methods outwith this. In 2016/17 we made significant changes to our social media strategy and we are looking at how we can utilise this to encourage stakeholders to view and provide feedback on our Access Statement.

In 2017/18 we started a series of projects which will focus on our performance in Connections, General Enquiries and Complaints. We have started to make improvements as part of these projects, including updating the General Enquiries section of our website to make it easier to request jobs such as accessing substations and shrouding. These changes include clients being able to request jobs online and being able to specify preferred dates for the works to be carried out.

Our performance metrics are being reviewed in preparation for our 2017/18 report. Changes are likely to include performance metrics for individual General Enquiries job types, including number of requests and average days to complete as well as the number of complaints received in relation to standard requests. More information regarding our Transmission connections performance is also being reviewed.

Contacting us

This report, associated documents and relevant contact details can be found at: <https://www.ssen.co.uk/NetworkAccessStatement/>