

Annual Cross-sector Infrastructure Report 2017/18



Scottish & Southern
Electricity Networks

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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)

We own and maintain the 132kV, 275kV and 400kV electricity transmission network in our licence area. This network consists of underground cables, overhead wooden poles, steel towers and electricity substations, and it extends over a quarter of the UK land mass across some of its most challenging terrain. We take the electricity generated from onshore windfarms, hydro power stations and other generators and transport it at high voltage and extra high voltage over long distances through our transmission network to areas of demand around our towns and cities.

Scottish Hydro Electric Power Distribution (SHEPD)

We deliver electricity to 772,984 customers across 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. We also serve the Shetland Islands, which runs as a separate electrical system without a connection to the mainland.

Southern Electric Power Distribution (SEPD)

This is the larger of our two distribution networks and delivers electricity supplies to 3,049,924 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.

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 below links.

Transmission Price Control Review

ssen.co.uk/TransmissionPriceControlReview/

Distribution Price Control Review

ssen.co.uk/DistributionPriceControlReview/

Stakeholder Engagement

ssen.co.uk/StakeholderEngagement/

Connections Engagement

ssen.co.uk/Connections/Publications/

Performance Metrics

Accessing information on our infrastructure

Network records served

Manual Request

14,000

Online (self-serve)

656,000

Average time to provide records

Manual Request

3 working days

Target
3-5 working days

Online (self-serve)

1 working day

Target
3-5 working days

General Enquiries¹

Jobs completed

7,916

Average time taken to complete

18.6 days

Standard Requests

● Time to complete ● Target time

Diversions

80 days

84 days

Diversions completed
934

Disconnections

41.1 days

28 days

Disconnections completed
1,874

Distribution Connections

● SEPD ● SHEPD ● Ofgem Target

Time to Quote

The average number of working days taken to provide a connection offer

Single connection

3.41 days

4.22 days

5 days

2-4 connections

9.28 days

9.02 days

15 days

Time to Connect

The average number of working days taken to complete a connection

Single connection

45.71 days

27.84 days

30 days

2-4 connections

64.01 days

28.76 days

45 days

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.

² These standards do not apply where some of the connections work is to be carried out by an Independent Connections Provider or where no modification to the physical connection is required. Should a customer request a date that falls outside the Ofgem target, their request date becomes the Guaranteed Standard target.

Connections projects delivered on our network:

8,726

Quotes for connections to our network issued:

27,767

Connections Engagement

3,457 engagements carried out with stakeholders and customers

Transmission Connections

53 connection offers to our transmission network issued

Appointments

99.8% of timed appointments booked were met

Call Handling

680k calls from customers, averaging over 1,890 per day

Customer Complaints

19,340 customer complaints received

81.33% were resolved within one working day

Zero complaints regarding cross-sector infrastructure interactions



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 forum gives our clients the opportunity to provide feedback or ask questions regarding the statement. In November 2017, we asked our Stakeholder Advisory Panel to provide feedback on our Annual Business Plan Commitment report which is produced in October of each year, and has a similar format to our Cross-sector Infrastructure Annual Report. The panel felt the report should be more visual, making it more accessible for readers. We have incorporated that feedback into this report.

We continue to ask for feedback on our Cross-sector Infrastructure Annual Report through our website and we are always looking for new ways we can engage with our stakeholders.



Providing online communities with the power they need!

This year we launched an online community to enable our customers to chat with one another, share experiences, thoughts and ideas and engage in lively debate about services we offer.

As part of our aim to put customers at the heart of all we do, our recognition of customers' views has led to the creation of this new online platform to find out more about what matters to customers and how excellent service can be delivered in return.

The online community forms part of our wider stakeholder engagement activity, working closely with a range of stakeholders to help achieve goals by providing external insight, keeping a finger on the pulse of emerging issues within the industry, and ensuring those who use our network and services have an opportunity to put their views to the business to inform its operations and plans.

Still in its infancy, we've worked hard to build a community of engaged customers and will be using the community to provide us with direction on how our business should change in the future to better serve our customers.

Information on our online community, along with all of our stakeholder engagement activities can be found at ssen.co.uk/StakeholderEngagement/.

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.

The transition for our distribution business from a Distribution Network Operator role to Distribution System Operator (DSO) is underway. Starting from our early work on Orkney, features such as flexible generation connections are now regarded as an essential part of our connections offering and during this reporting period we have continued to evolve and improve this operation.

Working with other DNOs and stakeholder groups through the Energy Networks Association's (ENA's) Open Networks Project, we are making a solid contribution to the transition to DSO and ensuring it is done in a co-ordinated and consultative manner. We are focussed on contributing to an acceleration of both the understanding of, and the progress of the transition itself.



The Energy Networks Association definition of a DSO states that:

A Distribution System Operator (DSO) securely operates and develops an active distribution system comprising networks, demand, generation and other flexible distributed energy resources (DER).

As a neutral facilitator of an open and accessible market it will enable competitive access to markets and the optimal use of DER on distribution networks to deliver security, sustainability and affordability in the support of whole system optimisation.

A DSO enables customers to be both producers and consumers; enabling customer access to networks and markets, customer choice and great customer service.



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.

Our approach to efficiency and economy does not just apply to one job or customer. As part of the Great Western Electrification (GWE) project, we assigned a project manager who understood the problems faced by Network Rail and supported them to find solutions that meet the demands of the modern railway without impacting the thousands of rail passengers traveling daily. The working relationship between SSEN and Network Rail was founded on delivering on time within cost to meet a demanding timeline.

We are also involved with other large-scale projects, including Heathrow's Third Runway; M4 & M27 Smart Motorway and ESSO pipeline. As with the GWE project, we will focus strongly on competence and our customers' needs, with the requirement to identify the right SSEN contact with the right skills. SSEN project managers aim to go beyond engaging with the customer by becoming embedded in the customer's project team to improve the overall efficiency of the service we provide.

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.

Our Networks Access Statement is available on our website (www.ssen.co.uk/NetworkAccessStatement). In 2017/18 we updated our statement to include information relating to the Communications (Access to Infrastructure) Regulations 2016, our procedure relating to the Regulations and contact details for queries relating to the roll-out of telecoms.

The procedure details time scales for responding to and completing requests including:

- General Enquiries;
- Survey Requests;
- Access Requests.

The primary driver for enquiries in Scotland is the Scottish Government's R100 programme which has set a target of providing broadband services to 100% of properties in Scotland. During 2017/18 we had two enquiries, with one progressing to completion.





Principle 4: Transparent processes and practice

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.

We review and update our Charging Methodology and Use of System Charging statements and make these available on our website. These statements provide information on our charges and the reasons behind them and are approved by the Gas and Electricity Markets Authority and cover both our Distribution and Transmission businesses.

As part of our connections processes, we started a review into the quotation letter we provide for minor connections (1-4 connections) to ensure these are easier to understand. The new site works guide booklet to achieve this is now issued automatically to customers along with their minor connections quotation. This is also available on our website. We will be mirroring this guide for our larger customers later in the year with the aim to make this available by April 2019.

We continue to provide access to our electronic network records free of charge where possible. If we are not able to provide this service for free, 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.

Our ethos is to continuously drive improvements in all we do, including how we interact with our customers and stakeholders. We are very aware that we have an important part to play in securing the long-term social and economic health of communities and businesses in the north of Scotland and south central England. Stakeholder engagement helps our company to recognise its place in wider society. We don't take decisions in isolation. Instead, effective stakeholder engagement helps us increase the resilience and flexibility of our business, giving our stakeholders and customers the level of service they expect and deserve from us.

We encourage collaboration with other DNOs and held joint workshops with SP Energy Networks and UK Power Networks. These allowed a platform to share best practice on constraint management across DNO boundaries.

As a regulated business, Ofgem measures customer satisfaction across all DNO's through the Broad Measure surveys. In 2017/18 we saw an increase in our SHEPD Broad Measure Scores and a slight decrease in our SEPD score. Our project review boards, looking at Connections, General Enquiries and Interruptions will be focussing on improving these scores over 2018/19 using feedback received through the surveys.



Key changes to process

We have continued to make progress to improve on our performance in Connections, General Enquiries and Complaints. Our time to connect performance in the south has remained broadly static against last year's performance and we recognise we need to make improvements to the service we provide to customers. In 2018 we started a review of the end to end customer journey for minor connections to identify areas of improvement and gaps in our process. This included an analysis of feedback we have received from our Broad Measure surveys. Following on from this review we are restructuring our connections delivery business and processes early in 2018/19. This will allow a more regional and localised approach to our customer connections, ensuring a greater level of proactive contact with our customers, whilst recognising that customers across different areas will have different challenges and therefore need different levels of support.



Contacting us

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



www.ssen.co.uk

Twitter: twitter.com/ssencommunity

Facebook: twitter.com/ssencommunity

Instagram: [instagram.com/ssencommunity](https://www.instagram.com/ssencommunity)



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