

LOOKING FORWARD REPORT OVERVIEW 2022-23

SEPD/SHEPD Plans and Commitments for Connections Customers



Incentive on Connections Engagement



Scottish & Southern
Electricity Networks

Powering our
community



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ABOUT THIS DOCUMENT

This is Scottish and Southern Electricity Networks' (SSEN's) annual Incentive on Connections Engagement (ICE) Looking Forward Report Overview for 2022. It covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas.

Ofgem's Incentive on Connections Engagement encourages Distribution Network Operators (DNOs) to engage proactively with large connections stakeholders to improve their customer service and connections experience.





FOREWORD



As we enter into the final year of ICE, our continued collaboration with customers and stakeholders will be vital to ensure we can improve and deliver leading connections services to our customers and stakeholders.

Over the past year, engagement has been more important than ever, as we have been challenged by increased volumes of connection applications driven by net zero targets, requiring us to work closer to collaborate on improvements for all our stakeholders. We remain committed to providing critical connections in a timely and efficient manner, while supporting efforts to deliver a leading service for our 3.8 million customers.

Since joining Scottish and Southern Electricity Networks as the Managing Director for Distribution last year, a key personal objective has been to continue to drive effective stakeholder engagement which is thoroughly embedded across our organisation. The value of our engagement with stakeholders was exemplified when I attended the Expert Panel sessions hosted by the Connections Engagement team this year. It was great to virtually sit down with leading industry stakeholders as well as the SSEN Connections Leadership team and to experience the feedback first-hand.

Our engagement from the past year has allowed us to review proposals together, listen to and discuss how we can continue to drive improvements in the business, and reflect customer needs. Building on feedback from stakeholders, we have committed to undertaking customer journey mapping to create a roadmap of improvements for the customer experience. We are always open to being challenged on our initiatives to ensure we are putting stakeholders at the heart of our decisions.

In 2021, we engaged with our customers and stakeholders to understand their preferences for engagement for the coming year. They told us they wish to continue with a hybrid model of virtual and in-person engagement, with a preference that in-person activities are limited to once per year in order to minimise the need for and time spent on travel, while also reducing carbon footprints.

We will continue to build on the experiences we have gained with virtual engagement over the past two years to ensure we continue to deliver meaningful and accessible engagement through digital channels. Our Connections Expert Panel are currently working with us to define what this will look like.

Following the positive outcome of Ofgem's 2020-21 Incentive on Connections Engagement assessment, we are pleased to publish this report which details the further improvements we are planning to make to our Connections business throughout 2022-23. We have listened to stakeholder feedback and have introduced 21 new commitments for 2022-23, including the six existing long-term commitments from 2021-22. These align with our RIIO-ED2 proposals which comes at a crucial time for the delivery of net zero. We will continue to keep you informed on our proposals, as we prepare for RIIO-ED2 with customers at the centre of our considerations.

I am proud of SSEN's strong track record of delivering against commitments in RIIO-ED1 and I am excited about the ambition of our 2022-23 workplan which will deliver real impact for our customers and stakeholders. I look forward to continuing to engage with you throughout the coming year whilst supporting your ambitions as we continue to work together to deliver a just transition to net zero.

Chris Burchell
Managing Director Distribution

2022-23 OUR WORKPLAN

Q1: Apr-Jun Q2: Jul-Sept
Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target
CUSTOMER SERVICE & COMMUNICATION	Communicating with Customers	21.01*	We will co-create standard communication email templates with stakeholders	Templates launched for all Connection job types	◆	◆	◆	◆	◆	Q4
		21.02*	We will work with Plain English on how to further make our quotation letters clearer to customers of all knowledge levels	Quotation letter proposals created and discussed with stakeholders for Demand, Unmetered, Generation and Competition in Connections	◆	◆	◆	◆	◆	Q4
		22.01	We will host a webinar on Ofgem's Significant Code Review (SCR) following the issue of their final decision anticipated for April 2022. The webinar aims to inform stakeholders of the changes and their likely impact	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q2
	Customer-first Culture	22.02	Our connections business will complete the remaining modules of phase one of our customer service programme, Empowered to Care, with the aim to improve our connections customers' experience	Six modules of phase one completed	◆	◆	◆	◆	◆	Q4
		22.03	We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Large Connections with the view to creating a mobilisation plan for implementation of changes	Partnership created Mapping completed	◆	◆	◆	◆	◆	Q4
		22.04	We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Major Connections with the view to creating a mobilisation plan for implementation of changes	Partnership created Mapping completed	◆	◆	◆	◆	◆	Q4
	Digital Journey	21.08*	We will launch our new Connections website to create a further enhanced online experience in collaboration with our customers and stakeholders. This will include improved search functionality, customer journey mapping and will enable future capabilities on emerging technologies	New website launched Feedback gathered	◆	◆	◆	◆	◆	Q1
		21.09*	We will create connection journey videos to help customers understand their connections journey	Eight videos created: Quotation types & COE EVs & Heat Pumps Competition in Connections Flexible Connections G99 Project Progression Pinch Points for Flexible Connections DNO & TO crossover	◆	◆	◆	◆	◆	Q4

* Long-term commitments

2022-23 OUR WORKPLAN

Q1: Apr-Jun Q2: Jul-Sept
Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target
CUSTOMER SERVICE & COMMUNICATION	Digital Journey	21.25*	We will redevelop our heat maps to make them easier to use and navigate for all stakeholders	New heat maps launched Feedback gathered	◆	◆	◆	◆	◆	Q1
		22.05	We will create a tutorial on how to use the online EV and Heat Pump application portal to show cusomters how to use it, raise awareness of this facility and highlight its benefits	1 tutorial created Tutorial published on YouTube		◆	◆	◆	◆	Q3
		22.06	We will provide a demonstration on recent updates to our Geographical Information System: Electric Office (GIS EO) and an overview of further improvements in the pipeline to highlight new features and capabilities	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q2
ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	22.07	We will open up LVDG & HVDG self-approval of Contestable designs (for G98 generation only) to competition and update the self-approval guidance note to reflect this change	Self-approval opened up to ICPs/IDNOs POC Self Identification and Self Design Approval Guidance Note revised Stakeholders notified					◆	Q2
		22.08	We will publish a register for earthing data to give stakeholders visibility to allow them to make informed decisions about their connection designs	Register for earthing data published on G81 library Feedback gathered	◆	◆	◆	◆	◆	Q3
		22.09	We will produce an improved design approval checklist for the use of ICP/IDNOs and SSEN Designers to improve consistency of the design approval process	Design approval checklist published on G81 library Feedback gathered					◆	Q4
		22.10	We will review and improve our process on Letter of Authority (LOA) and provide template and guidance for customers to improve clarity around this process	Review completed Improvements implemented Templates and guidance published on website	◆	◆	◆	◆	◆	Q2

* Long-term commitments

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Q1: Apr-Jun

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Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target
ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	22.11	We will host a webinar on SSEN's Design Deviation process to clarify this to stakeholders	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered					◆	Q2
		22.12	We will proactively enquire whether Housing Developers require Unmetered supplies when submitting a Demand application	Application forms amended Internal systems improved Feedback gathered			◆			
NET ZERO	Connecting New Technologies	21.18*	We will create an online calculator for EV and Heat Pump diversity factors	Digital calculator created		◆	◆	◆	◆	Q1
		22.13	We will host quarterly sessions to facilitate engagement for stakeholders on innovative design and technical policy communications	4 sessions hosted Feedback gathered	◆	◆	◆	◆	◆	Q4
	Changing Energy World	22.14	We will develop a technical policy for IDNO and third party joint user boards for 11kV & 33kV switchboards for consultation on our G81 library	Joint user boards policy published on G81 library					◆	Q4
		22.15	We will host a webinar to seek feedback on possible developments to improve our Active Network Management (ANM) systems	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆					Q3

* Long-term commitments



GETTING IN TOUCH

Thank you for reading our report. If you would like to provide feedback on the contents, please contact us. Your views will make a real difference to our connections business now and in the future.

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

Engage with us online

 LinkedIn:
Search 'SSEN Connections Engagement'

 Twitter:
twitter.com/ssencommunity

 Facebook:
facebook.com/ssencommunity

 Instagram:
instagram.com/ssencommunity

 Our website:
www.ssen.co.uk

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