



2021

Incentive on Connections Engagement

Looking Back Report 2020-21 Looking Forward Report 2021-22



Scottish & Southern
Electricity Networks

Contents

Introduction

1

Our strategy, approach and governance for how we engage with you, our connections stakeholders

Foreword	3
Introduction	4
Who We Are and What We Do	5
Engagement Strategy	7
Governance.....	8

Looking Back

2

A report of our engagement in 2020-21, and our workplan and performance against the commitments we set out last year

Connections Performance.....	9
Minimum Criteria	10
Ofgem Consultation 2020	11
Looking Back Summary	12
Looking Back in Detail.....	16
You Said, We Did/Are Doing	43

Looking Forward

3

How we plan to engage with our connections stakeholders in the year ahead, how we developed our 2021-22 workplan and what targets and commitments we aim to deliver

How we developed our workplan	46
Looking Forward Workplan	47

Over to you

4

How to contact us, engage with us and how to get involved

About this document

This is Scottish and Southern Electricity Networks' (SSEN's) annual Incentive on Connections Engagement (ICE) Looking Back, Looking Forward Report for 2021. 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

I am proud to be part of the SSEN Distribution team working towards a truly exciting future. What is clear to me is that we have a strong determination and desire to deliver for our customers. This is evident in every conversation I have and means our people are, by far, our greatest asset. To ensure our bright future, we must harness our strengths by working together. I know our business has adapted in the past and now is the time for us to make it count. We have two years left in RIIO-ED1, so we must use this time to set us up strongly for the future, and look for every opportunity to do things better.

Coming from a customer-facing sector, where the strength of engagement can often be a major factor between success and failure, I have been impressed by both the breadth and scale of our programme and our genuine intent to co-create solutions with our customers and stakeholders. This was exemplified when I attended the new Expert Panel sessions hosted by the Connections Engagement team in February 2021. This engagement allowed us to review proposals together, listen and discuss how we can continue to drive improvements in the business and reflect customer needs. These conversations will also be critical as we prepare for RIIO-ED2 with households and businesses at the centre of our considerations.

Following an extensive co-creation programme with our customers, stakeholders and colleagues, we have redefined our company purpose and vision to renew our focus on what matters most to our stakeholders and our people.

Our new purpose – **we power communities to thrive today and create a net zero tomorrow** – sets out our dual aim to support the communities we serve, beyond keeping the lights on, and work collaboratively with them to reach their zero carbon goals.

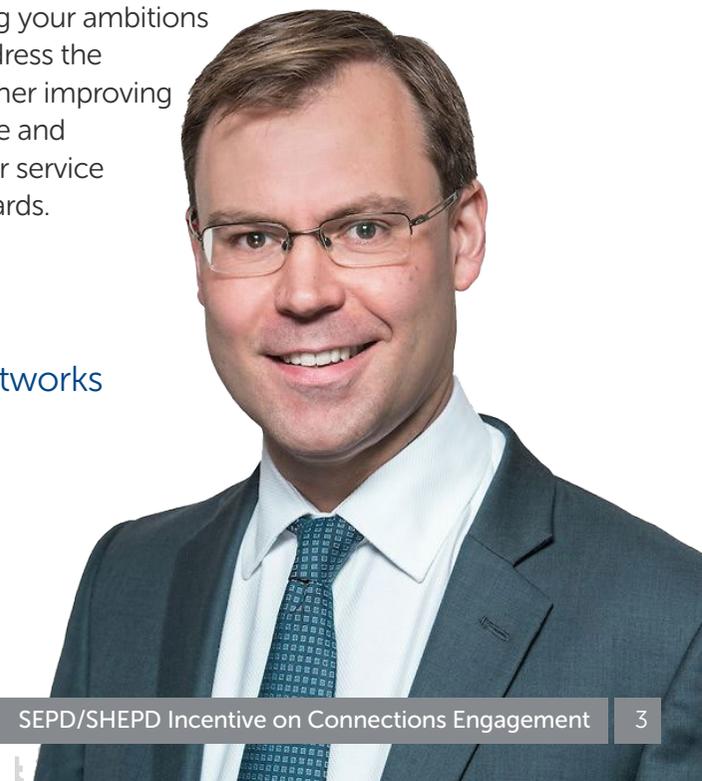
Our new vision – **powering change with every connection** – places the importance of engagement right at the heart of our business and makes clear that every connection we make with customers, stakeholders and our own people matters.

The year 2020-21 will go down in history under many labels and one of them undoubtedly will reflect the rapid acceleration of digital engagement whilst also managing the impact of the COVID-19 pandemic. I am pleased to have witnessed the Connections business' swift adaptation to new ways of working and their ability to find a way to continue the critical work we do to keep the power flowing to your homes and businesses. The Connections team's priority throughout has been to ensure we continue to provide connections in a timely fashion and keep communication channels open so that we are able to accommodate emerging changes in the industry or in customer and stakeholder needs.

We know our role in society is now more important than ever as we deliver on customers' evolving expectations, accelerate progress to net zero and play our full part in a green economic recovery from the COVID-19 pandemic. We are committed to supporting these efforts and delivering the leading service our 3.8 million customers expect.

I look forward to supporting your ambitions as we work together to address the challenges of net zero, further improving the connections experience and building excellent customer service and communication standards.

Chris Burchell
Managing Director Networks



Introduction

The year 2020-21 has brought many challenges. I would like to extend my personal thanks to customers, stakeholders and colleagues for their patience and understanding as we had to adapt, quicker than we ever have before, to new ways of working. This time of reflection is always a welcome opportunity to not only look to the future, but to also look back on the year that has passed and celebrate what we have accomplished, particularly in the trying circumstances we found ourselves in.

Although the focus of our Connections business has been adapting to the ever changing needs of our customers and stakeholders, the pandemic has cemented the need for more efficient information provision due to many of us working more flexibly now than ever before. This is reflected in our completed 2020-21 commitments which have seen us providing our customers with the ease of access to resources at the click of a button. We have made many improvements to our online information such as guides, leaflets and website updates; we have recorded information-based webinars in order to ensure the information is available to everyone; and we have made strides towards net zero with commitments to enhance customer service and processes in relation to our Distribution System Operator (DSO) transition.

As you will see from our workplan for 2021-22, these priorities have been further manifested into the creation of three main strategic pillars for the year ahead of us:

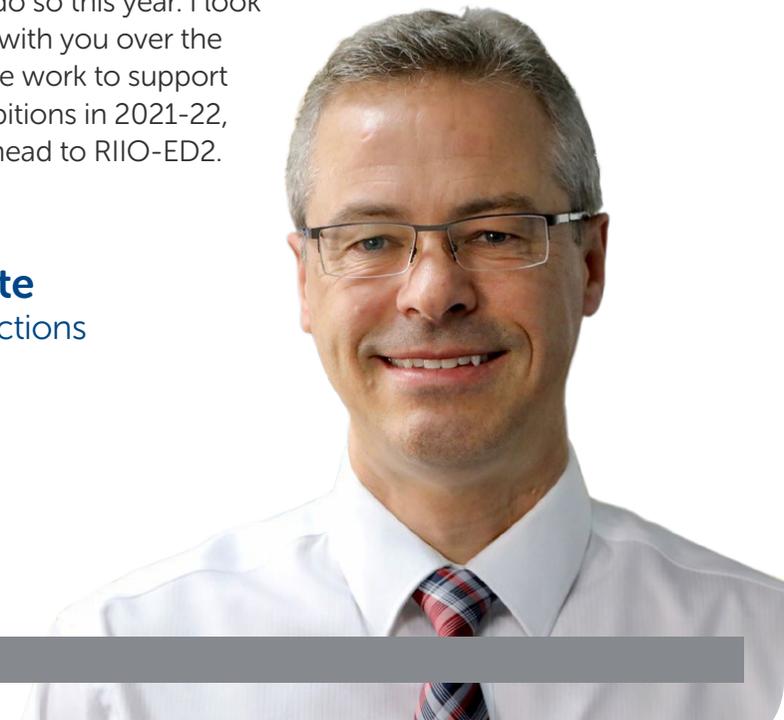
- **Customer Service & Communication**
- **Enhancing the Connections Journey**
- **Net Zero**

In co-creation with our stakeholders, represented by the Connections Expert Panel, we developed these strategic pillars as well as our 23 commitments for 2021-22. Our commitments continue to be ambitious, and as always, we will keep our stakeholders regularly informed of our workplan progress. We will provide an update on our progress in our October 2021 Half Year report.

Following the positive outcome of Ofgem's 2019-20 Incentive on Connections Engagement assessment, we are pleased to publish in this report an update on our completed commitments in 2020-21, as well as further improvements we are planning to make to our Connections business throughout 2021-22 and beyond, with some longer-term commitments which we plan to align with our RIIO-ED2 goals.

We continue to maintain efforts which enable co-creation and development of our workplan and You Said, We Did/Are Doing improvements. I would like to thank everyone who has contributed feedback to our Connections teams and hope you will continue to do so this year. I look forward to engaging with you over the coming months as we work to support your connection ambitions in 2021-22, whilst also looking ahead to RIIO-ED2.

Andy Huthwaite
Director of Connections



Who We Are and What We Do

A leading role in a leading group

SSEN is part of **Scottish and Southern Energy plc (SSE plc)**, a UK listed company that operates across the energy sector and whose activities and investments contribute **£7.7 billion to the UK economy every year**.

We are a Fair Tax Mark, Living Wage and Living Hours accredited company, showing our commitment to pay the right level of tax at the right time and to ensure fair pay through our supply chain.

SSE has set out four Sustainability Goals to achieve by 2030, which SSEN will play a significant part in delivering.

- **Our core purpose** is to power communities to thrive today and create a net zero tomorrow. This is achieved through responsible stewardship of our networks and investing efficiently in new and existing network infrastructure for the benefit of our customers.
- **Our vision** is to power change with every connection. Our foundation as a progressive, innovative and customer-focused organisation will help us to be at the forefront of this transition, helping to support the delivery of the UK's net zero emission targets.

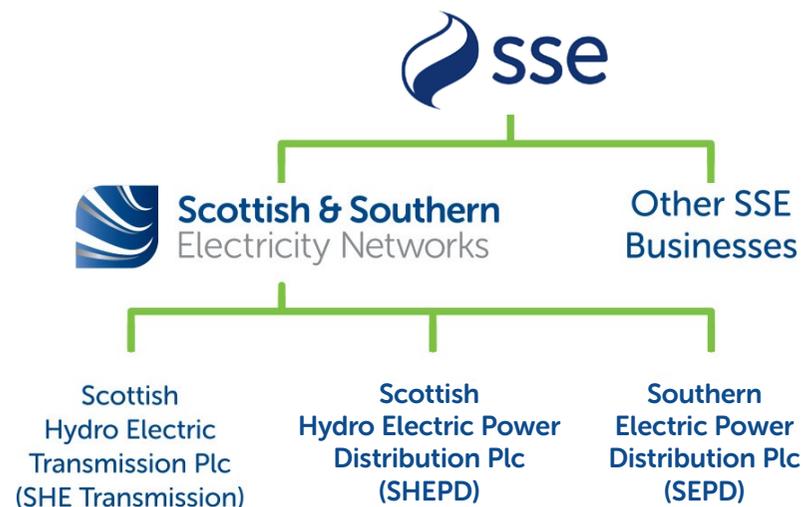


Figure 1: SSE Group Plc



Cut our carbon intensity by 60%

Reduce the carbon intensity of electricity generated by 60% by 2030, compared to 2018 levels, to around 120gCO₂/kWh.



Treble renewable energy output

Develop and build by 2030 more renewable energy to contribute renewable output of 30TWh a year.



Help accommodate 10m electric vehicles

Build electricity network flexibility and infrastructure that helps accommodate 10 million electric vehicles in GB by 2030.



Champion Fair Tax and a real Living Wage

Be the leading company in the UK and Ireland championing Fair Tax and a real Living Wage.

Who We Are and What We Do

As a DNO, we are responsible for developing, operating and maintaining the electricity distribution network in two licence areas.

These areas are in the north of Scotland and central southern England. Our electricity distribution networks are the systems of overhead lines and underground and subsea cables that deliver electricity to your homes and businesses. We are also responsible for providing essential associated services including connections.

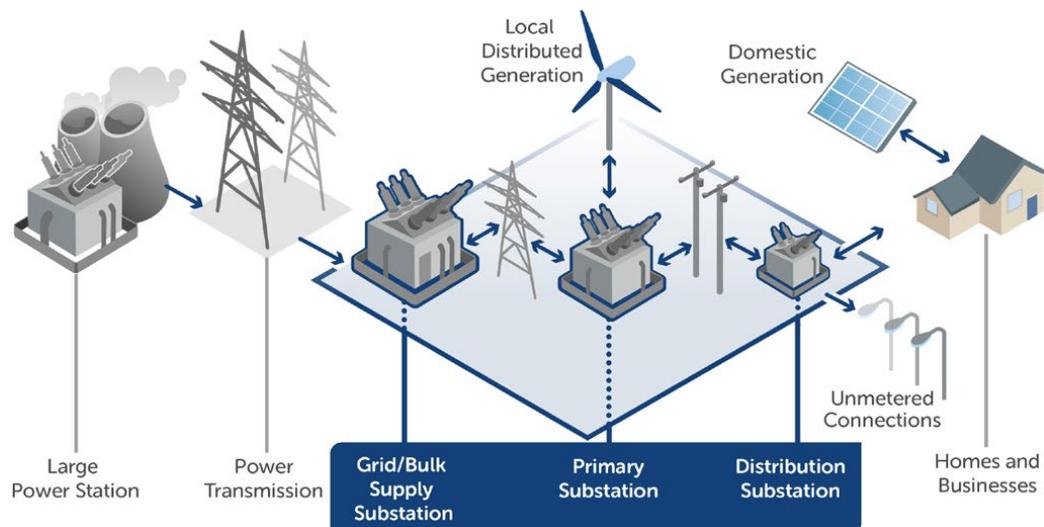


Figure 2: SHEPD and SEPD units that are fed off our overhead lines and underground and subsea cables

SHEPD

780,000 customers'
homes and businesses served

50,000 km
of overhead lines and
underground/subsea cables

SEPD

3,100,000 customers'
homes and businesses served

78,000 km
of overhead lines and
underground/subsea cables



Engagement Strategy

“Our mission is to deliver engagement which is purposeful, accessible and dynamic, using insight and collaborative partnerships to achieve positive and tangible outcomes for customers, stakeholders and society”

Our stakeholder engagement mission statement lies at the heart of our strategy as a networks business and sets out our vision for the role of stakeholder engagement in informing our decisions as we shape our business for the future.

In 2020-21 our Connections team demonstrated their dynamic approach to engagement by introducing a new engagement model under commitment 20.18. This was co-created with stakeholders and received 100% endorsement.

The new model, as seen in Figure 5, enables the Connections team to engage via strategic, organisational and operational tiers both externally, with five stakeholder groups as shown in Figure 4, and internally.

This includes all customer-facing teams and senior managers who regularly meet as part of the Internal Working Group (IWG), and the Connections Leadership team, who meet as part of the Internal Steering Group (ISG) with the Director of Connections.

Our stakeholder groups

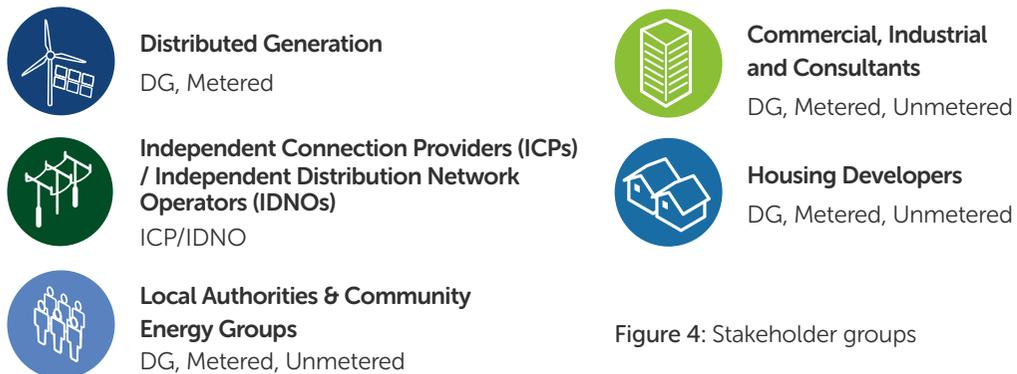


Figure 4: Stakeholder groups

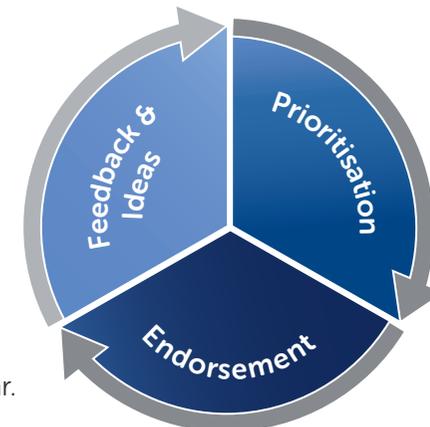


Figure 3: Feedback loop

Through our various means of engagement, we seek our stakeholders’ views on our connections process. Ideas are gathered and passed through a feedback loop, as shown in figure 3. This forms the basis of our workplan and business as usual improvements each year.

Feedback is gathered from all three tiers and is communicated to the connections business at operational, organisational and strategic tiers. This ensures that all connections teams are informed of feedback and involved in decision making at all tiers.



Figure 5: three tiers of engagement

Connections Engagement and Governance

To ensure our approach to stakeholder engagement adheres to best practice, we continue to benchmark ourselves against AccountAbility's AA1000 AccountAbility Principles (AA1000AP, 2008), and the AccountAbility Stakeholder Engagement Standards (AA1000SES, 2015).



AccountAbility is a leading global organisation providing innovative solutions to the most critical challenges in corporate responsibility and sustainable development. One of their areas of focus is to enable open, fair and effective approaches to stakeholder engagement and at the core of their work is the AA1000.



This year we asked AccountAbility to conduct the first annual Stakeholder Engagement health check for SSEN. The health check is an audit process which is more thorough than any we have undergone in the past and places us on a maturity ladder based on industry leading practices as seen in figure 6. The Connections Engagement team were audited and interviewed as part of this process. We are pleased to say that the result of the assessment places SSEN in the Accomplished category.

Overall, the report highlights various strengths from our Connections team:

- SSEN have made progress in strategy alignment with the wider business, partly due to a conscious move away from “telling” stakeholders what we want to do, to a process of “co-creation”.
- The You Said, We Did/Are Doing section of the ICE report was highlighted as a good example for other business units to follow.
- A significant improvement in the Connections Engagement teams’ approach to stakeholder identification and mapping (see figure 4) was also noted for ensuring that no one group dominates at our engagement sessions.

The health check also outlined a number of improvements SSEN can make to push our status to the Advanced category. We will look to develop in these areas moving forward.



“In alignment with the guidelines set by AccountAbility’s AA1000 Stakeholder Engagement Standard, Scottish and Southern Electricity Networks (SSEN) has demonstrated a commitment to listening and responding to stakeholders, and has implemented changes via its Incentive on Connections Engagement (ICE) that have improved SSEN’s approach to stakeholder engagement. Specifically, SSEN’s new engagement model has proven to be an impactful improvement”

AccountAbility (Audit, 2021)



Figure 6: Stakeholder Engagement Maturity Ladder

Connections Performance

Looking Back

27 
 completed commitments on target

217 engagement sessions hosted

186 meetings

19 forums

5 Connections Customer Steering Panels 

3 Expert Panel sessions

4 information based webinars

8.8/10 
 average satisfaction score across all webinars

1,503 stakeholders engaged with

248 via information based webinars

253 via forums

10 via Expert Panels 

68 via Connections Customer Steering Panels

441 via meetings

483 via surveys 

Customer visits on SSEN webpages 
287,527

2,463 
 new consented connections stakeholders

SSEN has **45,303** Social media followers 

10,375 SSEN Community LinkedIn 

604 Connections Engagement LinkedIn

16,588 Twitter 

16,742 Facebook 

New engagement model received **100%** agreement from stakeholders 

13 surveys conducted 

203 votes for 33 candidates resulting in the appointment of 10 Expert Panel members 

Minimum Criteria

The Incentive on Connections Engagement was created by Ofgem in order to drive DNOs to improve customer service to larger connections customers by replicating the effects of competition. This drives licensees to understand and meet the needs of larger connections customers. Each year, the Connections Engagement team at SSEN facilitates a variety of engagement opportunities in order to capture large connections stakeholders' feedback.

Once a year, Ofgem opens a consultation to stakeholders to feed back on the DNOs' performance. The responses are measured against four minimum criteria, the results of which will determine whether the DNO receives a financial penalty for failure to comply with the incentive.

Ofgem Minimum Criteria	Summary of SSEN activities to meet criteria
<p>DNOs must demonstrate that they have implemented a robust and comprehensive strategy for engaging with stakeholders</p>	<ul style="list-style-type: none"> • Robust strategy outlined on page 7 of this document • The new Connections Engagement model was thoroughly vetted and approved by stakeholders as shown on page 9 and 36 of this document • SSEN's Connections Engagement approach is audited and approved by AccountAbility, as demonstrated on page 8 of this document
<p>DNOs must demonstrate that they have delivered their relevant outputs</p>	<ul style="list-style-type: none"> • Successfully delivered all 27 commitments for 2020-21 • Details of outputs and outcomes can be seen on pages 12-42 of this document • Stakeholders are regularly updated on delivery progress through events, webinars, social media, meetings, newsletters and emails • Successfully delivered a number of business as usual improvements. More details can be found on pages 43-46, in the You Said, We Did/Are doing section of this document.
<p>DNOs must demonstrate that they have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders in developing their strategy, activities and outputs</p>	<ul style="list-style-type: none"> • Following feedback, four additional commitments were introduced to our workplan in October 2020, published in our 2020 Half Year Update • All market segments were engaged with via our five stakeholder groups throughout 2020-21. More details can be found on page 36 where we look in detail at commitment 20.18
<p>DNOs must demonstrate that they have undertaken their workplan of activities to meet the requirements of their connections stakeholders</p>	<ul style="list-style-type: none"> • The new engagement model ensures all feedback goes through the feedback loop, ultimately resulting in our commitments and You Said, We Did/Are Doing improvements • Top voted ideas from Stakeholder Group Forums are prioritised at our CCSPs and then endorsed at the Expert Panels. Commitments for 2021-22 received 100% endorsement.

Ofgem Consultation 2020

We were pleased to receive exclusively satisfied and very satisfied responses to the Ofgem ICE consultation for 2019-20.

Whilst all responses were positive overall, some stakeholders took the opportunity to also provide us with constructive feedback. We welcome this, and in response to some of the comments received, we added four new commitments to our workplan in October's [Half Year Update](#):

- **20.24 Updating connections stakeholders on Decarbonisation of Heat transition (full details on page 40)**
- **20.25 EV Charge Point Locator (full details on page 24)**
- **20.26 Automation of EV & Heat Pump Connect & Notify (full details on page 29)**
- **20.27 Design approval template consultation (full details on page 35)**

We also completed a number of You Said, We Did/Are Doing improvements following feedback received through the consultation. Further details on our You Said, We Did/Are Doing actions can be found on pages 43-46 .



"SSEN is one of the most proactive DNOs in engaging through ICE"

DG stakeholder (Ofgem Consultation, 2020)



"The new format prioritises round table discussion over presentations which again is positive and allows us to select the issues which matter to us the most for discussion"

DG stakeholder (Ofgem Consultation, 2020)



"The engagement strategy was very robust and successful. Communication efforts were commendable throughout the delivery of the initiative"

Commercial, Industrial & Consultant stakeholder (Ofgem Consultation, 2020)



Looking Back Summary

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Target	Status
Information Provision	20.01	Electricity supplier identification We will create a self-serve facility on our website which will allow our customers to find out who their supplier is	Self-serve facility created Webpage hits tracked	◆	◆	◆	◆	◆	Q2	✓
	20.02	Educate and inform Local Authorities and Community Energy Groups on the connections process and transition to Distribution System Operations (DSO) We will review and enhance information available on our website to Local Authorities and Community Energy Groups to help educate and inform them on the connections process and transition to DSO*	Community webpage and connections guide updated Webpage hits tracked		◆				Q4	✓
	20.03	Improve connections contact and escalation guide We will improve our existing connections contact and escalation guide to show a clearer reporting structure, this will also include our complaints and compliments process	Stakeholder input on proposed changes Improvements made Stakeholder feedback on improvements recorded	◆	◆	◆	◆		Q2	✓
	20.04	Provide leaflet on what to expect from our pre-application meetings and connections surgeries We will provide information to our stakeholders to let them know what to expect and what information we require for a pre-application meeting and connections surgery	Leaflets for stakeholders created Stakeholder feedback recorded	◆	◆	◆	◆	◆	Q3	✓
	20.05	Redesign our Unmetered webpage We will redesign and update our Unmetered webpage including information on unmetered MPANs* and connecting onto an existing asset	New webpage design launched		◆	◆	◆	◆	Q3	✓
	20.06	Create an Unmetered Frequently Asked Questions (FAQ) document We will create a Frequently Asked Questions (FAQ) document to provide clarity and guidance on the steps throughout the unmetered connections journey	Unmetered FAQ document published on our website Stakeholder feedback recorded		◆	◆	◆	◆	Q3	✓
	20.07	Create a Service Alteration guide We will create a guide to explain the Service Alteration process, to help improve understanding of stages involved	Service Alteration guide published on our website Webpage hits tracked Stakeholder feedback recorded		◆	◆	◆	◆	Q2	✓
	20.08	Create videos to explain Generation customer connections journey We will produce a video for each of our licence areas (SHEPD & SEPD) to explain the generation connections journey. Taking into consideration Statement of Works, Appendix G (where applicable) and Securities and Liabilities	Videos published on our website Stakeholders notified via newsletter	◆	◆				Q4	✓
	20.25	EV* Charge Point Locator We will launch an interactive map to allow users to locate their nearest public charging point, including the type of charge point and the availability	Map launched Webpage hits tracked	◆	◆	◆	◆	◆	Q4	✓

* ICP/IDNO - Independent Connections Provider/Independent Distribution Network Operator

DSO Distribution System Operator

Q1: Apr-Jun

Q2 Jul-Sept

MPAN Meter Point Administration Number

FAQ Frequently Asked Question

EV Electric Vehicle

Q3: Oct-Dec

Q4: Jan-Mar

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter	Status
Application & Quotation	20.09	Improve online experience for connections stakeholders We will gather feedback from stakeholders on how to further improve their online experience, including the application process	1 session per stakeholder group forum in 2020-21	◆	◆	◆	◆	◆	Q2	✓
	20.10	Provide more clarity on Connection Offer Expense (COE*) fees in our quote letter We will make Connection Offer Expense fees clearer in our quote letter	Quote letter changes implemented Stakeholders notified via newsletter	◆	◆	◆	◆	◆	Q3	✓
	20.11	Improve cover letter for Distributed Generation quotes We will improve the cover letter for Distributed Generation quotes by including a description of the works required and link to information explaining Statement of Works process	Cover letter updated Stakeholders notified via newsletter	◆	◆				Q2	✓
	20.12	Implement new interactivity process We will continue to work with the ENA* to revise the interactivity process ensuring we meet the timescales established by the central project	New interactivity process implemented	◆	◆	◆	◆	◆	Q3	✓
	20.26	Automation of EV and Heat Pump Connect & Notify We will streamline and digitalise the electric vehicle and heat pump Connect & Notify process	Implemented automated application service	◆	◆	◆	◆	◆	Q4	✓
Delivery	20.13	Review the process for the reconciliation of costs on connections projects We will carry out an internal review to find out how we can improve our current process for reconciliation of costs on connections projects and update stakeholders on our findings	Internal review completed and improvements identified Stakeholders notified via newsletter	◆	◆	◆	◆	◆	Q4	✓
	20.14	Provide more clarity on processes which can affect quotations We will provide better information on our variation and requote process, including major and minor changes	Guidance published on our website Webpage hits tracked	◆	◆	◆	◆	◆	Q2	✓
Competition in connections	20.15	Provide more clarity on Bilateral Connection Agreement (BCA) process We will create a flowchart to clearly outline our process for BCAs*	Flowchart published on our website Stakeholders notified via newsletter					◆	Q3	✓
	20.16	Create ICP/IDNO contact and escalation guide We will create a dedicated ICP/IDNO contact and escalation guide	Guide published on our website Stakeholders notified via newsletter					◆	Q2	✓

* COE Connection Offer Expense
BCA Bilateral Connection Agreement

ENA Energy Networks Association

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

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter	Status
Competition in connections	20.17	Create a calculator on our website on earth potential rise calculations at secondary substation sites We will create and publish a calculator on our website to assist earth potential rise calculations at secondary substation sites to help our Competition in Connections stakeholders	Calculator published on our website					◆	Q4	✓
	20.27	Design approval template consultation We will create a design approval template and publish a consultation to obtain stakeholder feedback	Consultation published, feedback gathered					◆	Q3	✓
Collaboration & Engagement	20.18	Reform current engagement model We will implement the reviewed and improved engagement model endorsed by our stakeholders	New engagement model implemented Stakeholder feedback on new model recorded	◆	◆	◆	◆	◆	Q4	✓
	20.19	Recording information-based connections engagement webinars We will record every connections engagement webinar we host and post these on our website as a resource for our stakeholders	Connections engagement webinars recorded and published on our website	◆	◆	◆	◆	◆	Q4	✓
	20.20	Updating connections stakeholders on our Electric Vehicle (EV*) transition We will host a webinar to update our connections stakeholders on our EV strategy and updated EV connections technical policy	1 webinar hosted	◆	◆	◆	◆	◆	Q2	✓
	20.21	Digital and social media campaign to inform stakeholders of connections-related materials available to them We will undertake a 12 month digital and social media campaign to increase awareness of the connections-related materials already available to all stakeholder groups	Campaign completed	◆	◆	◆	◆	◆	Q4	✓
	20.24	Updating Connections stakeholders on Decarbonisation of Heat We will host a webinar to update our connections stakeholders on our heat decarbonisation pathway in relation to the Connections journey	1 webinar hosted	◆	◆	◆	◆	◆	Q4	✓

* EV Electric Vehicle

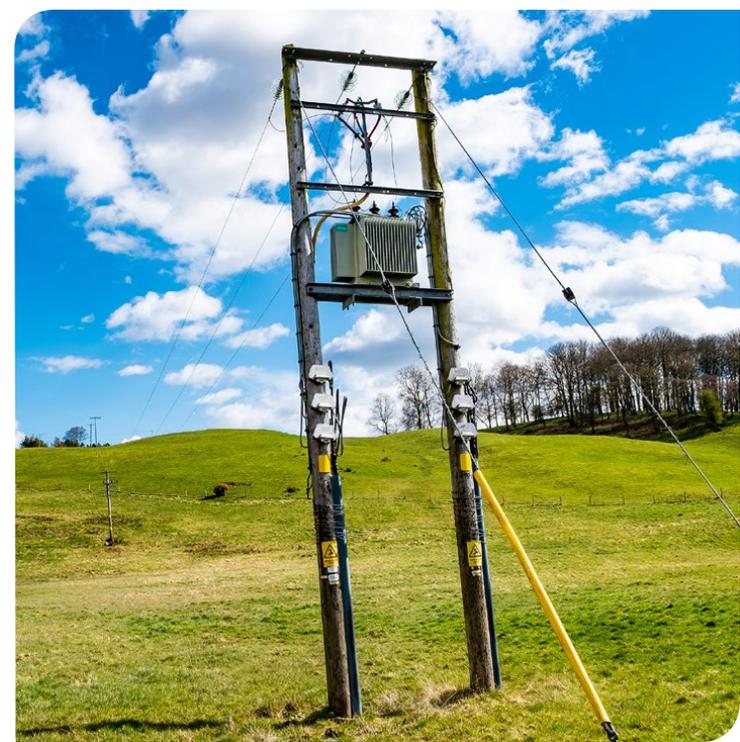
Q1: Apr-Jun
Q2 Jul-Sept

Q3: Oct-Dec
Q4: Jan-Mar

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter	Status
Constraint Management	20.22	Increase regularity of demand and generation heat map updates We will update our demand and generation heat maps monthly	Heat maps updated monthly	◆	◆	◆	◆	◆	Q4	✓
	20.23	Improve information available to Distributed Energy Resource (DER) stakeholders in relation to DSO* transition We will review and enhance information available on our website to our Distributed Energy Resource connections customers to help educate and inform them on our transition to DSO*	Stakeholder satisfaction recorded and measured	◆	◆				Q4	✓

* DER Distributed Energy Resources
DSO Distribution System Operator

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



Looking Back in Detail

Information Provision

Looking Back

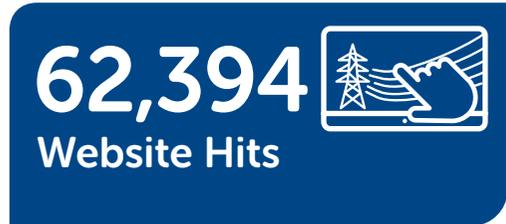
Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.01	Electricity supplier identification We will create a self-serve facility on our website which will allow our customers to find out who their supplier is	Self-serve facility created Webpage hits tracked	◆	◆	◆	◆	◆	Q2	✓

Driver

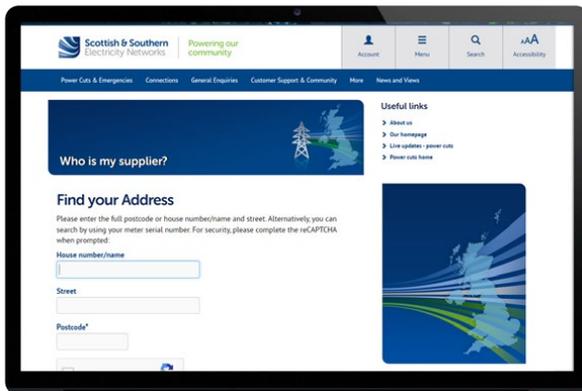
Stakeholders told us at our Connections Customer Steering Panels in 2019 that they would like a streamlined way of finding out who their energy supplier is at the click of a button.

Output & Outcome

In June 2020 we released a search function on our website which allows our customers and stakeholders to find out who their energy supplier is. The new webpage was popular at initial launch, and webpage hits have continued to increase month by month.



 [Who is my supplier webpage](#)



A DNO is responsible for operating and maintaining the networks of towers, transformers, poles, cables and meters that distributes power to homes and businesses. Each DNO is responsible for specific demographic areas and you cannot choose who your DNO is.

An energy supplier is the company you pay your electricity bill to. You can choose who your energy supplier is.

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.02	<p>Educate and inform Local Authorities and Community Energy Groups on the connections process and transition to Distribution System Operations (DSO)</p> <p>We will review and enhance information available on our website to Local Authorities and Community Energy Groups to help educate and inform them on the connections process and transition to DSO</p>	<p>Community webpage and connections guide updated</p> <p>Webpage hits tracked</p>		◆				Q4	✓

Driver

At our EV event for Local Authorities in 2019, stakeholders requested information on the website to clarify the connections process and educate on the DSO transition.

 **High granularity projections for Low Carbon Technology uptake**

Since its relaunch in March 2021, the Local Authority & Community website has had 200 hits



Output & Outcome

We have updated the Community section of our website to the [Local Authorities and Community Energy Groups page](#). On this page, we have published educational information for local community projects with links to third party organisations who offer a wide range of services such as support, funding and industry knowledge.

We also set up a useful links section linking to other existing pages containing useful information on the connections process such as electric vehicles, heat, smarter electricity (DSO), network information and more. A section on useful documents such as the contact guides, connections meetings and our YouTube channel has also been added to this page.

Lastly, we updated our Community Connections guides for the North (SHEPD) and South (SEPD). These provide an introduction to the network, information on how to get a community project started, useful tips, contact details and more.

+

Added Extra

We created a Low Carbon Technology (LCT) Uptake webpage to provide greater understanding of potential impact of LCT on our networks from now to 2050



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.03	Improve Connections contact and escalation guide We will improve our existing Connections contact and escalation guides to show a clearer reporting structure. This will also include our complaints and compliments process	Stakeholder input on proposed changes Improvement made Stakeholder feedback on improvements recorded	◆	◆	◆	◆		Q2	✓

Driver

We received feedback at our Connections Customer Steering Panels in 2019 noting that stakeholders would like to see the current Connections contact guides updated and expanded upon to include a clearer reporting structure as well as information on our compliments and complaints processes.

 [Contact Guides](#)

Guide shared with stakeholders before launch at Stakeholder Group Forums in July 2020 and received 100% satisfaction score

Output & Outcome

We replaced the North (SHEPD) and South (SEPD) contact guides on our website in September 2020. We revised the layout of the guides so that they indicate which contacts are relevant at each stage of the Connections journey, from pre-application through to delivery. They also include an escalation route for each team, as well as a flowchart of the entire escalation structure up to Director level.

Our Complaints and Compliments processes can also now be found in the front of this guide, providing the different contact methods and details for compliments and complaints, respectively.

Delivery

Connections Delivery Managers



Kevin Stewart
Connections Delivery Manager
Highlands and Islands
kevin.stewart@sse.com
07767 852260



Alan Bowie
Connections Delivery Manager
North Caledonia
alan.bowie@sse.com
07810 852763



Traci Kidd
Connections Delivery Manager
South Caledonia
traci.kidd@sse.com
07767 852057

Lead Wayleave Officers



Trish Morris
Lead Wayleave Officer
Highlands and Islands
trish.morris@sse.com
07810 858908



Pauline Selbie
Lead Wayleave Officer
North Caledonia
pauline.selbie@sse.com
07880 180718



Stuart Wilson
Lead Wayleave Officer
South Caledonia
stuart.wilson@sse.com
07767 852260

Connections Delivery Managers
Responsible for:

- Carrying out onsite works
- Delivering your connection
- Providing guidance on the delivery process.

Our Connections Delivery team are here to deliver your connection and ensure your onsite works are progressed and completed.

Lead Wayleaves Officers
Responsible for:

- Coordinating consent and land rights requirements for customers to allow their connection to be installed where we provide the works.

Our Wayleave teams are happy to assist you with any queries surrounding wayleaves and land rights.

Points of escalation

1st point of escalation is
Connections Delivery Managers
Lead Wayleaves Officers

“Other DNOs don’t tend to show specific contact details, just a generic email which gets filtered out to the right person, the direct line of contact with SSEN is useful”

Commercial, Industrial & Consultant stakeholder (CCSP, 2020)

18 Scottish and Southern Electricity Networks | Looking Back, Looking Forward Report 2020-21

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.04	<p>Provide leaflet on what to expect from our pre-application meetings and connections surgeries</p> <p>We will provide information to our stakeholders to let them know what to expect and what information we require for a pre-application meeting and connections surgery</p>	Leaflets for stakeholders created Stakeholder feedback recorded	◆	◆	◆	◆	◆	Q3	✓

Driver

We received feedback through our Connections Customer Steering Panels (CCSPs) and Connection Surgeries in 2019 stating that stakeholders would like clarification on what information they need to provide to us and what information they can expect in return at pre-application meetings and connections surgeries.

 **Connections Meetings leaflet**

Leaflet received 100% satisfaction score 

Output & Outcome

We collated the feedback we had received about our Connections meetings in the previous year and pulled together a proposed list of contents which we presented at our Stakeholder Group Forums in July 2020. Our proposal received a 100% satisfaction score. Building on this, we published our **Connections Meetings leaflet** in December 2020. The leaflet contains information on online resources available to you at pre-application stage, how to book a meeting and details on staff attendance, what information you need to provide ahead of the meeting, what information you can expect to receive at the meeting and frequently asked questions (FAQs).

"Best commitment is the leaflet outlining surgeries and meetings - helpful for everyone"
Anonymous (Survey response, 2020)

"The leaflet [...] is well designed and clear, and we're broadly happy with the processes outlined and information available."
DG stakeholder (Email, 2021)

Information and Resources Available to You

- Network information available on our website
 - Demand and Generation Availability Maps
 - Geographical Information System (GIS)
 - Long Term Development Statements (LTDS)
 - GIS Library (technical policies and standards)
 - Loading and Rating Information and High Voltage Schematics
- Connection Offer Expenses (COE)
- COEs are the costs associated with preparing a Connection Offer for a large Generation or Demand project. You can find more information as well as a detailed guide on our website.
- Contact Guides
- Details on who to contact at each stage of your connections journey as well as escalation points and compliments and complaints processes are available through our website.

Different Types of Quotes	Budget Estimate	Feasibility Study	Connection Offer
Involves network studies	✗	✓	✓
Can be accepted and progressed to a firm offer	✗	✗	✓
Suitable for	Customers considering a connection who are not yet ready to apply for a connection offer	Customers considering more complex projects who wish to investigate multiple connection options	Customers looking to progress a formal application to a connection offer
Charged service?	No	Yes	Yes

Videos

Please visit our YouTube channel to browse the playlist of webinars we have held and videos we have made this year.

Electric Vehicles (EVs)

Information on EV connections can be found on our website. Our Account Management team are on hand to support any further queries you may have.

Flexible Connections

Find out more about our Active Network Managed (ANM) Zones, intertrip, timed or export limiting options on our website.

Wayleaves and Land Rights Information

For more information on wayleaves and land rights, please visit our website. If you wish to discuss wayleaves at your meeting, please let us know at the earliest opportunity.

Site Readiness Guides

We have site readiness guides detailing what you need to have prepared on site before we attend your site and energise your connection. There are different guides for different sizes of development; available on our website.

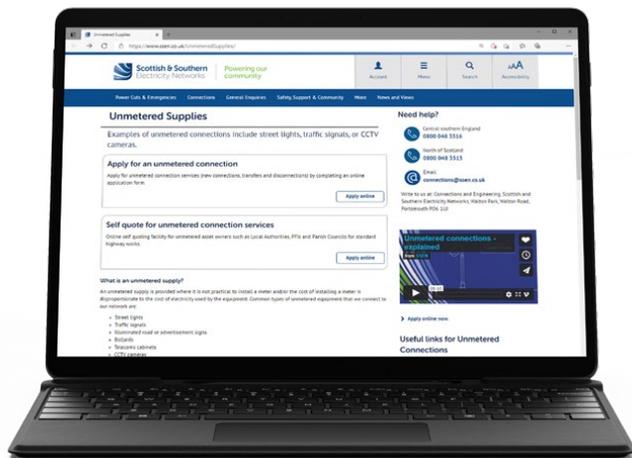
Site Readiness guide for Small Connections
Site Readiness guide for Large Connections above 100A

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.05	<p>Redesign our Unmetered webpage</p> <p>We will redesign and update our Unmetered webpage including information on unmetered MPANs* and connecting onto an existing asset</p>	New webpage design launched		◆	◆	◆	◆	Q3	✓

Driver

Feedback from the Ofgem consultation in 2019 highlighted the need to update our Unmetered webpage.

Unmetered Webpage



Output & Outcome

In December 2020 we redeveloped our **Unmetered webpage** in order to make relevant information easier to find. At our Stakeholder Group Forums in July 2020, we asked what information stakeholders would like to see included on our website. We also contacted key stakeholders within the Unmetered segment for their input. We used this feedback to inform our internal review of the existing website and did a complete redesign of the webpage which included the feedback received at the Stakeholder Group Forums in July 2020. The feedback was:

- Explanation of an unmetered connection
- EV charging from unmetered supplies/streetlight EV connections
- EV related information and access agreements
- Key contacts
- More information on bulk adoption agreements and processes

“The webpage appears to be configured in a fluent and user-friendly manner, taking into consideration the perspective of the end-client, but equally the needs of an ICP. [...] The content enables both connections customers and ICPs to establish a forward plan based on any initial unmetered project enquiries”

Commercial, Industrial & Consultant stakeholder (Email, 2021)

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.06	Create an Unmetered Frequently Asked Questions (FAQ) document We will create a Frequently Asked Questions (FAQ) document to provide clarity and guidance on the steps throughout the unmetered connections journey	Unmetered FAQ document published on our website Stakeholder feedback recorded		◆	◆	◆	◆	Q3	✓

Driver

Our Local Authority stakeholders requested an FAQ document on Unmetered connections during our EV engagement in 2019.

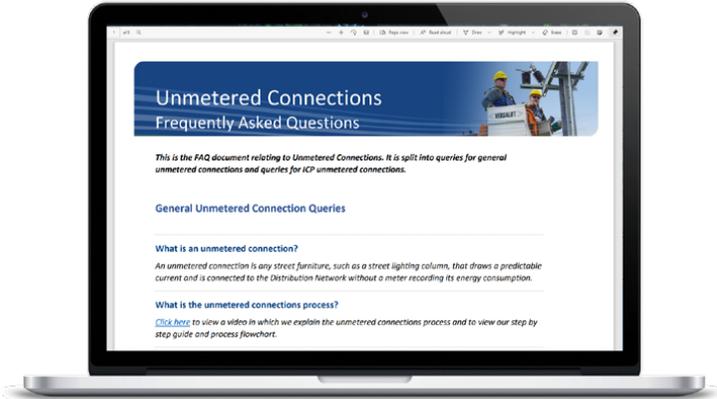
 **Unmetered FAQ**

25
questions/
answers
included in FAQ



Output & Outcome

Throughout our engagement in 2020 we gathered questions on Unmetered connections. We asked SSEN internal teams who specialise in the Unmetered connections journey which questions they often get asked, and we asked our stakeholders to tell us what information they would like to see in this document. We received a great response to this, not only from our Local Authority stakeholders, but from every stakeholder group. As a result, we published the **Unmetered FAQ** document in December 2020, which is split into general queries and specific ICP queries, and received positive feedback on this.



“The unmetered FAQ is also very useful and in particular I am a fan of the hyperlinks within the body of the text. This makes for a more seamless experience when collectively analysing related documents or web pages”

Commercial, Industrial & Consultant stakeholder (Email, 2021)

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.07	Create a Service Alteration guide We will create a guide to explain the Service Alteration process, to help improve understanding of stages involved	Service Alteration guide published on our website Webpage hits tracked Stakeholder feedback recorded		◆	◆	◆	◆	Q2	✓

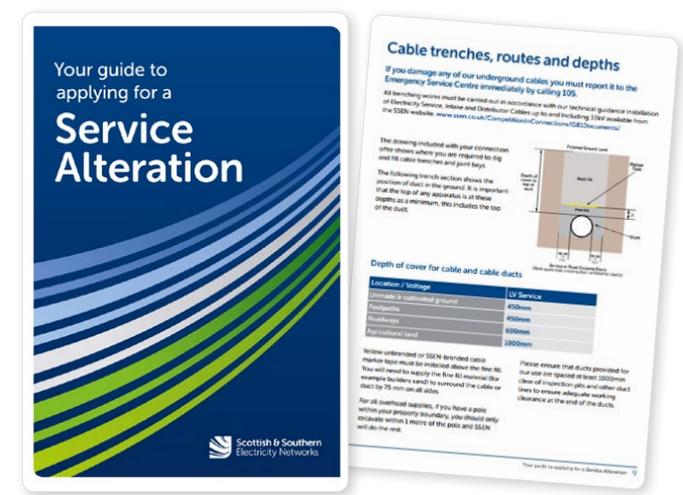
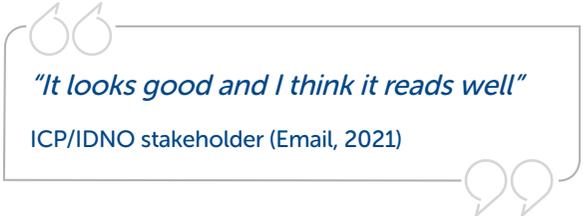
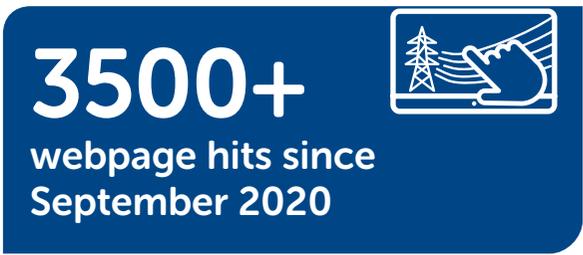
Driver

Feedback was provided through a survey in November 2019, as well as through multiple engagement events in 2019 that stakeholders would like to see us produce a guide for Service Alteration jobs.

Output & Outcome

We created a new guide on Service Alterations, which is published on our website. The guide goes through each step of the connections journey for a Service Alteration job, from application through to delivery, offering instructions and advice on the process and options available to you.

The guide is now available on our website, and has received positive feedback.



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.08	<p>Create videos to explain Generation customer connections journey We will produce a video for each of our licence areas (SHEPD & SEPD) to explain the generation connections journey. Taking into consideration Statement of Works, Appendix G (where applicable) and Securities and Liabilities</p>	<p>Videos published on our website Stakeholders notified via newsletter</p>	◆	◆				Q4	✓

Driver

At our CCSP in 2019, stakeholders suggested creating videos to explain the Distributed Generation connections journey.

Output & Outcome

Two videos have been created and published on our YouTube channel, which is linked on our [Generation webpage](#). They cover the DG connections process in our northern (SHEPD) and southern (SEPD) licence areas.

Due to the intricate nature of a DG connection process and all the different considerations that go into each application, we created an overview of the steps in the journey, including aspects that may impact your connection offer, such as Transmission Impact Assessments. This serves as a great starting point for understanding the overall process of the DG connections journey.



We will be creating more videos in 21-22, including one on Project Progression. If there is anything else you would like to see, let us know.

Stakeholders notified via newsletter in 
March 2021

"The videos were pretty good, about right length and level of information"
 DG stakeholder (Email, 2021)



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.25	EV Charge Point Locator We will launch an interactive map to allow users to locate their nearest public charging point, including the type of charge point and the availability	Map launched Webpage hits tracked	◆	◆	◆	◆	◆	Q4	✓

Driver

Stakeholder feedback from our CCSPs in 2020 told us that stakeholders wished to see us develop a facility for EV charge point location. We therefore added this commitment to our workplan in October 2020.

+

Added Extra

We've produced a **training video** which shows you how to view, filter and use the information available through the updated Power Track app.

Output & Outcome

We have integrated a service including information on electric vehicle charge point locations from the National Charge Point Registry into our Power Track app. This service provides information on the type and the availability of charge points. The Power Track app is available for download through the [Apple store](#) and [Google Play store](#).

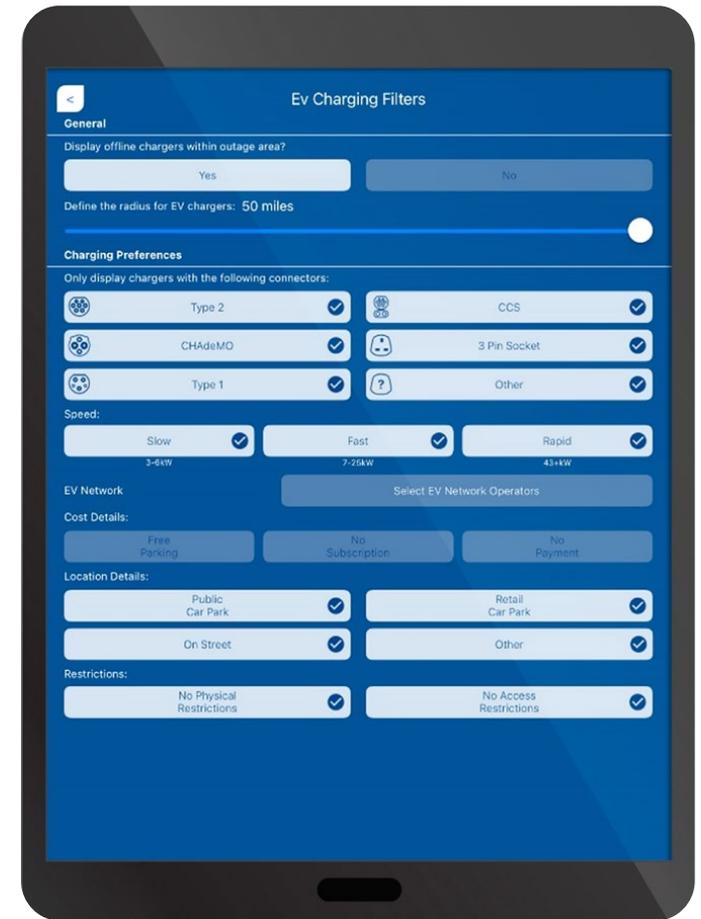
The next phase of the release is to integrate this into our webpage, currently scheduled for August 2021.

[Training Video](#)

2300+

downloads since

March 2021



Application & Quotation

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.09	<p>Improve online experience for connections stakeholders</p> <p>We will gather feedback from stakeholders on how to further improve their online experience, including the application process</p>	1 session per stakeholder group forum in 2020-21	◆	◆	◆	◆	◆	Q2	✓

Driver

We were told at our CCSPs in October and December 2019 that our digital systems and materials, including the online application process, could be improved



"Really engaging forum"

Anonymous (Stakeholder Group Forum, 2020)



"Very informative and interactive session"

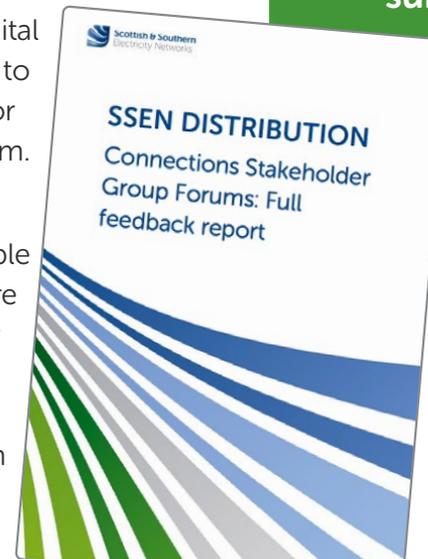
Anonymous (Stakeholder Group Forum, 2020)

Output & Outcome

In order to accurately identify which areas could benefit from improvements, we dedicated a breakout session to this topic at our Stakeholder Engagement Group forums which took place in July 2020. All feedback (verbal and written) was captured by EQ Communications who produced a detailed report which is now available on our [website](#).

This feedback has been passed to our Digital Strategy and Web Development Manager to take into consideration when tendering for the redesign of a new website and platform.

The responses received from the survey conducted in July 2020 provided invaluable feedback. The two main points raised were the need for clearer language and shorter customer journeys. This is being looked at as we redesign our website under commitment 21.08, due to be delivered in 2022-23.



+

Added Extra

We sought additional feedback on our website through an extensive survey in July 2020

68

stakeholders engaged with on this topic

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.10	<p>Provide more clarity on Connection Offer Expense (COE) fees in our quote letter</p> <p>We will make Connection Offer Expense fees clearer in our quote letter</p>	Quote letter changes implemented Stakeholders notified via newsletter	◆	◆	◆	◆	◆	Q3	✓

Driver

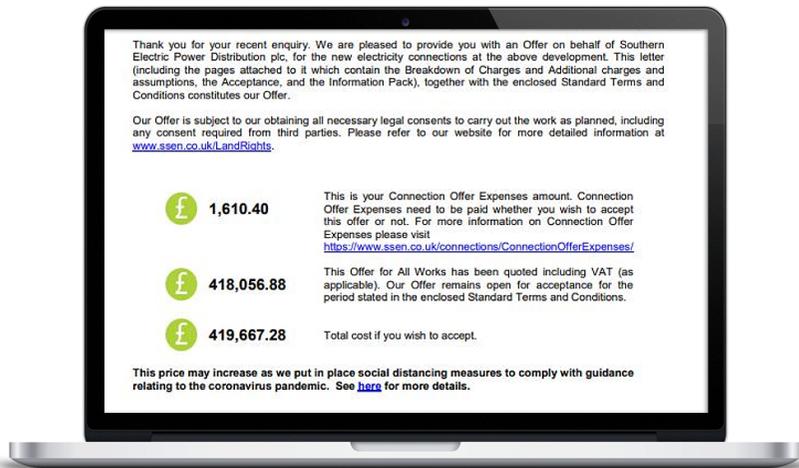
Stakeholders told us at various events and webinars throughout 2019-20 that they would like COE fees to be clearer in our quotation letters.

 [COE Guide](#)

Output & Outcome

As a result of this feedback, we have amended our Demand quotation letters in order to make the COE fees more visible. On the first page of the letter, the COE charge is now the first figure in the table and is separate from the all works value. We also added a line denoting the total cost of both charges together.

Stakeholders notified via newsletter in  **December 2020**



Connection Offer Expenses (COE) are the costs that we incur in producing a Connection Offer, such as processing an application, assessing the impact of the connection on the Distribution system, designing and costing the connection and preparing the Connection Offer



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.11	Improve cover letter for Distributed Generation quotes We will improve the cover letter for Distributed Generation quotes by including a description of the works required and link to information explaining Statement of Works process	Cover letter updated Stakeholders notified via newsletter	◆	◆				Q2	✓

Driver

At our CCSPs in 2019, we received feedback from our Distributed Generation stakeholders that the cover letter could be improved by including a description of works.

 [National Grid flowchart](#)

+

Added Extra

We have created a flowchart explaining the National Grid process for our SEPD area

Output & Outcome

Our updated cover letter for Distributed Generation quotes is now in use and has been applied to new quote requests that have come to fruition since end of September and now forms part of our business as usual process. The updates and improvements include:

- Description of works
- Reviewed and revised layout
- Reviewed and revised links
- Interactivity status included with queue position (if applicable)
- Key information collated at top of page
- Simplified costs/charges section
- Reviewed and revised website content for Transmission and Statement of Works processes

We proposed a draft of this letter at our Stakeholder Group Forums in July 2020 to Distributed Generation customers and stakeholders. The cover letter received a 100% satisfaction score. The completion of this commitment was circulated in a newsletter update to stakeholders in October 2020.

Stakeholders notified via newsletter in

October 2020



“Upon initial receipt of an offer, the 2 elements we are immediately interested in are the cost and the connection - to be able to quickly locate them is helpful. We now use the summary doc as the ‘go to’ document within our company.”

DG stakeholder (Email, 2021)

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.12	Implement new interactivity process We will continue to work with the ENA to revise the interactivity process ensuring we meet the timescales established by the central project	New interactivity process implemented	◆	◆	◆	◆	◆	Q3	✓

Driver

This commitment is a continuation of our 19.15 commitment in 2019-20, which saw us attend Open Networks review meetings, hosting a webinar on the interactivity consultation options and developing an implementation plan to be adopted once the new process had been established.

 **Interactivity Process**



Interactivity Process

What is it?

'Interactivity' occurs where we receive more than one application making use of the same parts of the network, or where applications have a material effect on earlier applications. Interactivity means that the validity of one quotation is dependent on the outcome of the other.

Where there are multiple customers applying to make use of the same parts of the network, we have an 'interactive queue'. Queue position is determined by the date we received a 'competent' application (that meets the minimum requirements for us to register it as a new application).

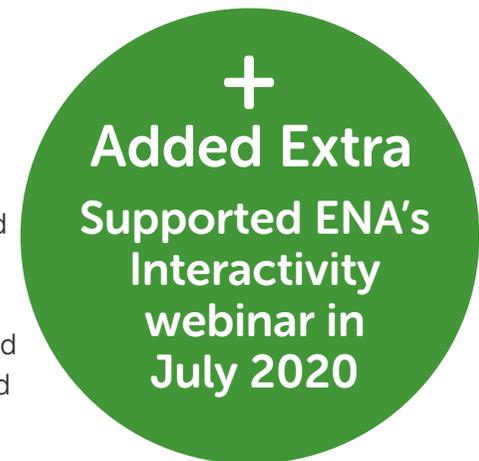
Industry consultations relating to interactivity were undertaken via the [Energy Networks Association](#) in 2018 and again in 2019. The results of these consultations provided an industry agreed policy on establishing a consistent Interactivity processes within and across network companies. We comply with this policy and as such have implemented the Conditional Interactivity process, further details of which can be found on the ENA website. Example scenarios can be found on the right hand side of this web page and in the [ENA interactivity process guide](#) which contains further examples and guidance.

The process is summarised in the steps below. Where we refer to 'Conditional' and 'Unconditional' in this section of our website, this relates only to the interactivity process and not any other terms or conditions in the connection Offers.

Output & Outcome

Historically, all DNOs have had an interactivity process in place, however there were variations to its implementation. In response to stakeholder feedback, the ENA Open Networks project proposed to develop a common interactivity process which would be adopted by all network companies. We adopted this process in December 2020 and updated our [website guidance](#) accordingly. This has provided more consistency and ease of understanding for customers and stakeholders.

A process guidance document is also available through [ENA's website](#)



"I am pleased that SSEN have implemented the new ENA interactivity process which will provide more breathing space to customers should an offer go interactive"

DG stakeholder (Email, 2021)

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.26	Automation of EV & Heat Pumps Connect & Notify We will streamline the Electric Vehicle and Heat Pump Connect & Notify process	Implemented automated application service	◆	◆	◆	◆	◆	Q4	✓

Driver

This commitment was added to our work plan in October 2020, following stakeholder feedback from our CCSPs in July 2020 where we were told that stakeholders wanted us to streamline the Connect & Notify process for electric vehicle and heat pump applications.

Subject	Reference #	Job Number
Install Heat Pump: Load Check application	210316-000001	N/A
Install EVCP: Connect and Notify application	210315-000006	N/A
Install Heat Pump: Load Check application	210315-000003	ESV773
Install Heat Pump: Load Check application	210315-000002	N/A
Install Heat Pump: Connect and Notify applicat...	210315-000001	N/A
Install EVCP: Load Check application	210312-000005	ESV772
Install Heat Pump: Load Check application	210312-000002	ESV770
Install EVCP: Load Check application	210311-000010	ESV708

Output & Outcome

The first phase of our Heat Pump and Electric Vehicle Charge Point Portal was completed in March 2021. The process of applying for a heat pump/electric vehicle charge point onto an existing supply for a single installation is now fully automated and gives customers an immediate response of the outcome of the application. Our web form mirrors the ENA Word application form, with fields relating to the company information being automatically populated when users are signed into their profile.

The portal also gives full visibility of all application outcomes, whether they are Connect & Notify, Load Checks or Increase in Load applications with an automatic email sent to confirm job references for Apply to Connects. There is also a feature to track the status of Load Checks and Increase in Load applications.

The second phase, which will include bulk applications mirroring the ENA Excel application form is due for release by the end of Q1 2021, and we plan to work with installers to test the new functions prior to launch.

+

Added Extra

We've set up a dedicated email inbox for all EV and Heat Pump enquiries

EVHP@asse.com

Delivery

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.13	<p>Review the process for the reconciliation of costs on connections projects</p> <p>We will carry out an internal review to find out how we can improve our current process for reconciliation of costs on connections projects and update stakeholders on our findings</p>	<p>Internal review completed and improvements identified</p> <p>Stakeholders notified via newsletter</p>	◆	◆	◆	◆	◆	Q4	✓

Driver

At our CCSP in 2019, stakeholders highlighted the need for a review on how we process refunds.



“Pleased to see refund review has been identified, you clearly listened to stakeholders here”

Anonymous (Looking Forward Reprt 2020-21 Survey, 2020)



Output & Outcome

Following the completion of the review, four main improvement categories were identified:

- Information
- Communication
- Internal processes
- Internal training

We notified stakeholders of the completion of the review via newsletter in March 2021. As the review identified a number of improvements in each category, we have created commitment 21.17 to action them, due for completion in Q1 of 2021-22.

Stakeholders notified via newsletter in
March 2021



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.14	<p>Provide more clarity on processes which can affect quotations</p> <p>We will provide better information on our variation and requote process, including major and minor changes</p>	Guidance published on our website Webpage hits tracked	◆	◆	◆	◆	◆	Q2	✓

Driver

From several events and webinars in 2019, we received feedback stating that stakeholders would like to see more and better information around our variation and requote processes.

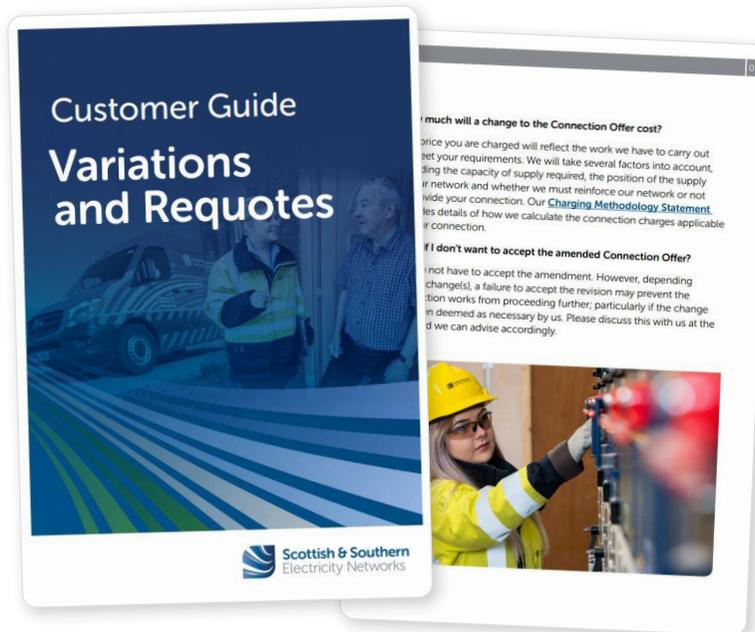


"It is clear and concise, and very helpful in determining the nature of changes to applications at differing stages of the process"

Commercial, Industrial & Consultant stakeholder (Email, 2021)

Output & Outcome

In September 2020, we published a new guidance document defining a variation to an existing quotation, a requote and a new job. The guide provides a detailed description of processes of amending quotes, making it easier for customers to understand the distinctions. It also contains an extensive table denoting a variety of changes to the Connection Offer and their classification.



350+
webhits since
it's release in
September 2020

Competition in Connections

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.15	Provide more clarity on Bilateral Connection Agreement (BCA) process We will create a flowchart to clearly outline our process for BCAs	Flowchart published on our website Stakeholders notified via newsletter					◆	Q3	✓

Driver

We will create a flowchart to clearly outline our process for BCAs.

Output & Outcome

We published our process flowchart for Bilateral Connection Agreements (BCAs) on [our website](#) in December 2020. This provides customers and stakeholders with a clear overview of the process we follow.

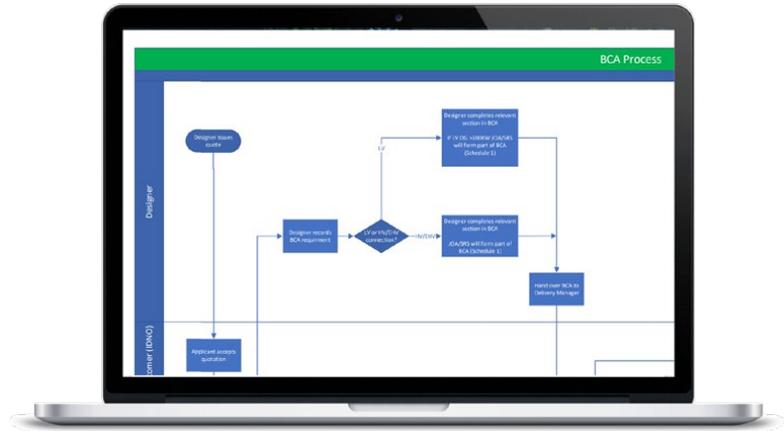
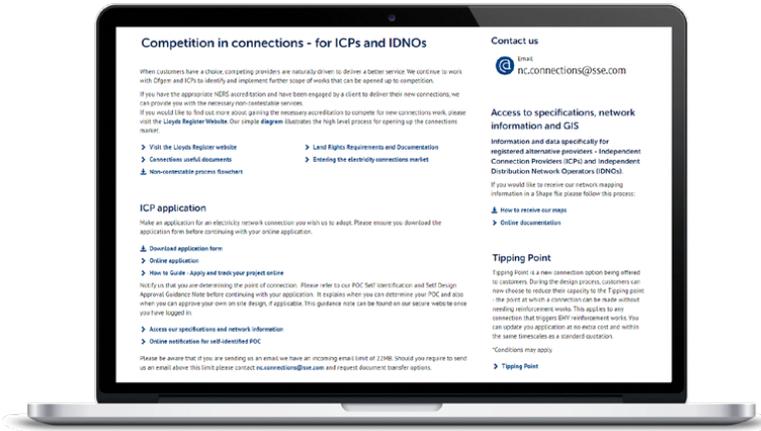
Stakeholders notified via newsletter in **December 2020**



 [BCA Flowchart](#)

"We've had a review of the flowchart you sent over and it is very clear, concise and provides a good overview of the overall process. It clearly identifies the actions required at specific steps in the process"

ICP/IDNO Stakeholder (Email, 2021)



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.16	Create ICP/IDNO contact and escalation guide We will create a dedicated ICP/IDNO contact and escalation guide	Guide published on our website Stakeholders notified via newsletter					◆	Q2	✓

Driver

At our Competition in Connections events in 2019, we received feedback stating that ICPs and IDNOs would find a dedicated ICP/IDNO contact and escalation guide useful.

[ICP/IDNO Contact and Escalation Guide](#)

[Competition in Connections webpage](#)

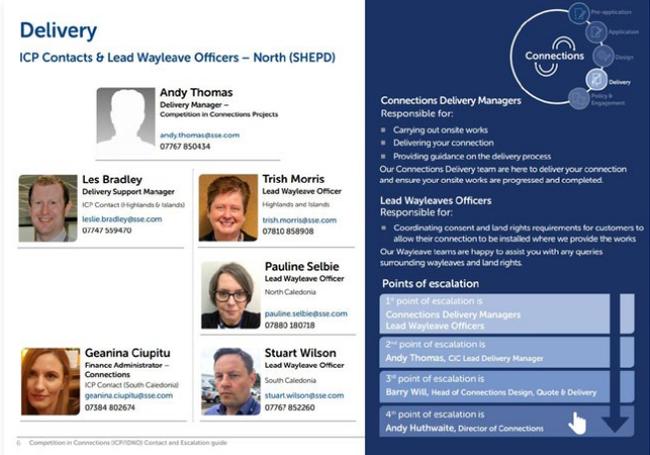
Stakeholders notified via newsletter in **October 2020**

Output & Outcome

Previously, ICP and IDNO contacts were included in the North (SHEPD) and South (SEPD) contact guides. In September 2020 we created a dedicated ICP/IDNO contact and escalation guide which covers both licence areas (SHEPD and SEPD).

It follows the same layout as the general connections and escalation guides, in that contacts are laid out as per the connections journey with escalation paths at each stage, and an overview of the escalation route up to Director level. The guide also contains the contact methods and details for our complaints and compliments processes respectively.

The guide is now available on our webpage and is being reviewed and updated periodically. This guide provides ICP and IDNO stakeholders with relevant points of contact and escalation routes, making it easier to get in touch with us.



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.17	<p>Create a calculator on our website on earth potential rise calculations at secondary substation sites</p> <p>We will create and publish a calculator on our website to assist earth potential rise calculations at secondary substation sites to help our Competition in Connections stakeholders</p>	Calculator published on our website					◆	Q4	✓

Driver

ICP and IDNO stakeholders at our CCSPs in 2019 told us that a calculator for earth potential rise calculations would be most helpful.

 [G81 Library](#)



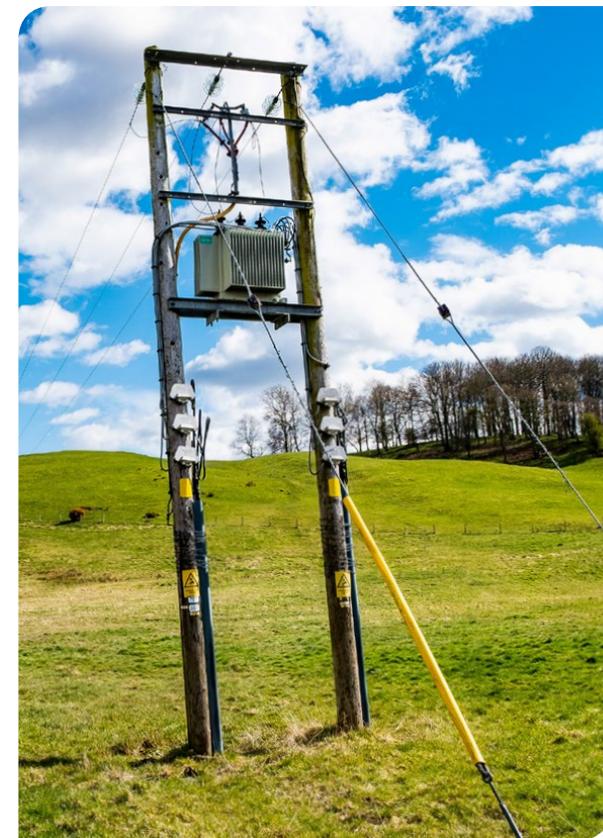
Output & Outcome

In June 2020, we published a new document on our website which permits the calculation of the earth fault current for secondary distribution substations at 11kV and 6.6kV. The functions of the calculator include::

- Calculating the value for the fault level at the proposed substation
- Calculating the earth potential rise at the proposed substations site, giving the proposed earth resistance for both cable only and combinations of cable and overhead line network
- Calculating the transfer potential to the proposed substation site

The document can be found on our [G81 Library](#), titled 11kV and 6.6kV Fault Level and Earthing Data Calculator. The reference number is TEM-NET-CAB-007.

A comprehensive user guide is also embedded in the document.



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.27	Design approval template consultation We will create a design approval template and publish a consultation on this to get stakeholder feedback	Consultation published, feedback gathered					◆	Q3	✓

Driver

This commitment was added to our work plan in October 2020 and was one of the highest voted priorities among our ICP and IDNO stakeholders at our virtual CCSPs in October 2020.

"The form is a good guidance document prompting people what is required within a design submission"

ICP/IDNO stakeholder (Design Approval Template Consultation, 2020)

Consultation published in December 2020

Output & Outcome

We worked with SSEN internal teams who specialise in Design and Policy to produce an overview template of the information we require to approve ICP designs. In December 2020 we published a consultation to gather our ICP and IDNO stakeholders' views on the proposed template. We also conducted internal engagement with our wider non-contestable teams in January 2021.

We will review the feedback received from both internal and external stakeholders with a view to co-create the template with stakeholders accordingly.

Design Approval Submission Checklist

Project:
 PROMIS reference:
 Reviewer:
 Date:

Ref	Title	Detail	Your comment
1	Document list of approval	To include <ul style="list-style-type: none"> ■ document title ■ revision and date All document titles should be unambiguous	
2	Scope of works	Written details of <ul style="list-style-type: none"> ■ customer loads ■ retail, domestic, industrial etc. ■ number of substations ■ type of DGs 	

Collaboration and Engagement

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.18	Reform current engagement model We will implement the reviewed and improved engagement model endorsed by our stakeholders	New engagement model implemented Stakeholder feedback on new model recorded	◆	◆	◆	◆	◆	Q4	✓

Driver

Stakeholders who attended our CCSPs in 2019 wanted us to reform our engagement model.

Our stakeholder groups



Distributed Generation



Independent Connection Providers (ICPs) / Independent Distribution Network Operators (IDNOs)



Local Authorities & Community Energy Groups



Commercial, Industrial and Consultants



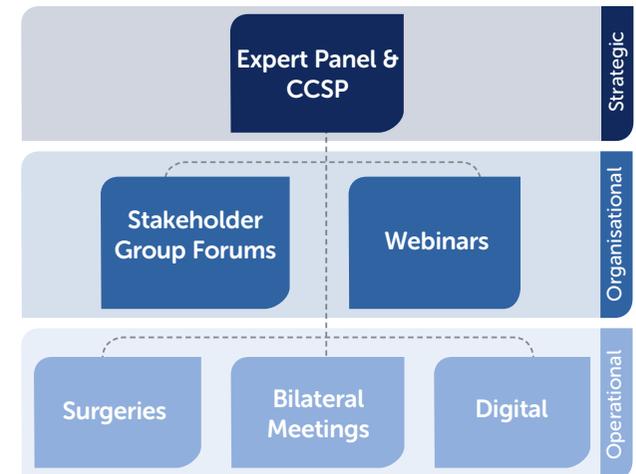
Housing Developers

Output & Outcome

Throughout 2020-21, we have been putting our new engagement model into practice. This consists of three tiers of engagement, where we gather feedback and suggestions at the Organisational and Operation levels, which is prioritised and endorsed at the Strategic level.

We set up two new annual events: the Stakeholder Group Forums and the Expert Panels. Stakeholder Group Forums are open to everyone and are split into our five stakeholder groups.

The Expert Panels are attended by 10 stakeholders selected by their peers to represent their stakeholder groups. There are two panel members for each stakeholder group, one to represent the North (SHEPD) and one to represent the South (SEPD) licence areas.



100% **said new engagement model was successful**

"I thought they [the Expert Panel sessions] were great. Very well conceived and executed"
Commercial, Industrial & Consultant stakeholder, 2021)

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.19	Recording information-based connections engagement webinars We will record every connections engagement webinar we host and post these on our website as a resource for our stakeholders	Connections engagement webinars recorded and published on our website	◆	◆	◆	◆	◆	Q4	✓

Driver

At various events and webinars in 2019, stakeholders requested recorded versions of the presented material.

 [SSEN Youtube channel](#)

+

Added Extra

Corresponding Q&As have been collated and disseminated to all attendees and published on our website following these webinars.

Output & Outcome

Since April 2020, we have been recording all our information-based webinars. The commitment was set prior to the COVID-19 outbreak, but as all events went digital, this commitment proved to be one of our most useful ones of the year. As stakeholders told us, finding time to attend webinars became an increasing challenge as everybody started working from home and diaries quickly filled up.

Furthermore, where prudent, we also split each webinar into sections so that videos are shorter and information is easier to find.

20+ videos published

337 views



“We find ourselves with ever increasing and busy virtual diaries. Being able to engage with SSEN in this way is really helpful, but we aren’t always able to attend every event we would like to. Having webinars recorded and available is useful to catch up and also great if you want to share some of the presented information with other parts of the team”

DG stakeholder (Email, 2021)



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.20	Updating connections stakeholders on our Electric Vehicle (EV) transition We will host a webinar to update our connections stakeholders on our EV strategy and updated EV connections technical policy	1 webinar hosted	◆	◆	◆	◆	◆	Q2	✓

Driver

Feedback gathered from several events in 2019 (CCSP, Local Authority EV event, Competition in Connections forum) stated that stakeholders would like an update on our progress with Electric Vehicles.

Output & Outcome

We hosted a webinar in July 2020 to inform stakeholders of our progress within the electric vehicles field. We provided updates on our application and design processes, our technical policies and our electric vehicles strategy which was published in March 2020.

Webinar satisfaction score

8/10

115 Attendees

+Added Extra

We recorded each topic covered as an individual video. These videos were shared with the attendees at the webinar, as well as posted on our website as a resource for all our stakeholders. We also published a Q&A document, available on our website

[EV Transition Q&A document](#)

[See the recorded webinar here](#)



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.21	<p>Digital and social media campaign to inform stakeholders of connections-related materials available to them</p> <p>We will undertake a 12 month digital and social media campaign to increase awareness of the connections-related materials already available to all stakeholder groups</p>	Campaign completed	◆	◆	◆	◆	◆	Q4	✓

Driver

Throughout events in 2019, stakeholders asked for more quick-fire updates and information.

 **SSEN Connections LinkedIn**

12
campaign posts shared



300+
views of campaign articles

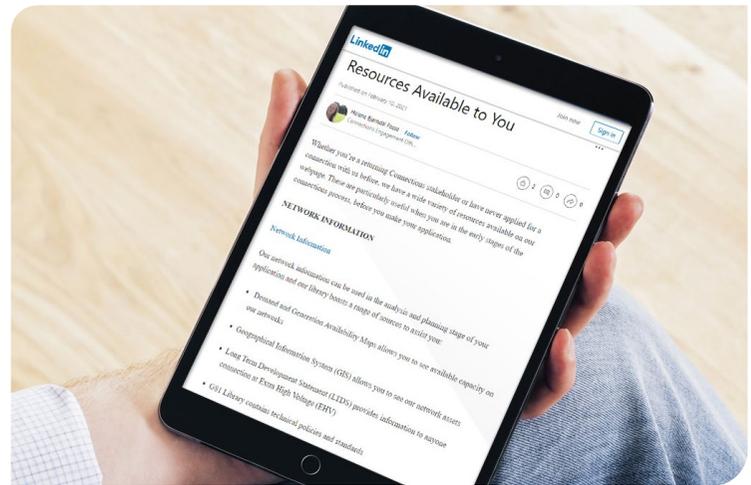


Output & Outcome

Throughout the year, we have been posting articles on our LinkedIn page and sending newsletter updates via email on a wide variety of topics such as flexible connections opportunities, our Geographical Information System (GIS) and our new video platform on YouTube. The posts and newsletters contain useful information, relevant links and points of contact. Our LinkedIn page is now a useful library for stakeholders looking for information on specific topics.

If you are not already, you can request to become a member of our **SSEN Connections LinkedIn** group. To receive our email updates, you can register on [our website](#).

“Very positive about digital engagement, saves a lot of time”
ICP/IDNO Stakeholder (Meeting, 2020)



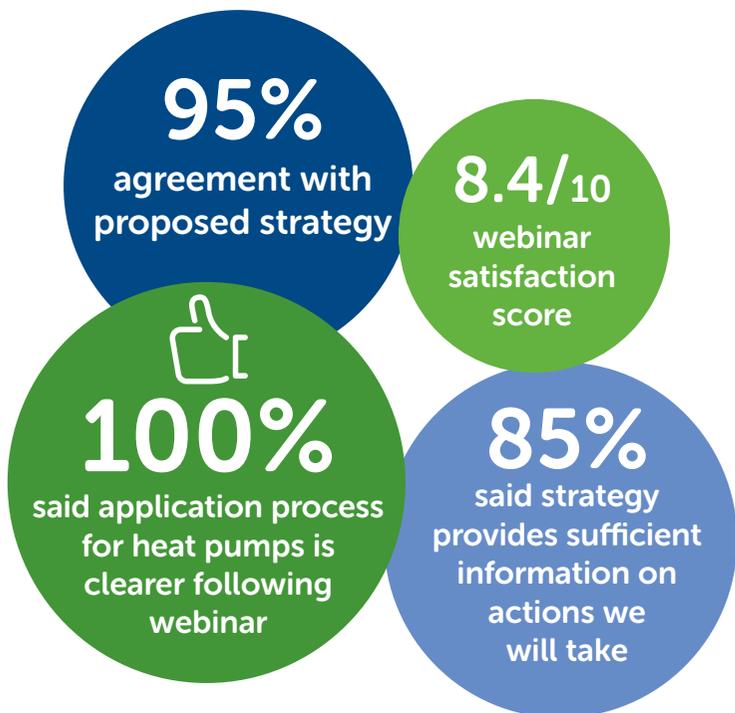
Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.24	<p>Updating Connections stakeholders on Decarbonisation of Heat</p> <p>We will host a webinar to update our connections stakeholders on our heat decarbonisation pathway in relation to the Connections journey</p>	1 webinar hosted	◆	◆	◆	◆	◆	Q4	✓

Driver

At our Stakeholder Group Forums in July 2020, stakeholders told us they wanted more engagement on decarbonisation of heat. We therefore added this commitment to our workplan in October 2020.

Output & Outcome

Following the release of our [Heat Strategy Proposal](#) and accompanying [release webinar](#) in March 2021, we hosted our own webinar to focus on the connections aspect of heat decarbonisation. This webinar featured an overview of our proposed strategy as well as the connection of heat pumps from an application and design perspective. We also had guest speakers and Expert Panel members Stephen Kelso from CALA Homes and David Overman from GTC give a presentation each. All recordings are available on our [YouTube channel](#), should you wish to catch up on these.



[SSEN YouTube Channel](#)

[Q&A](#)

+ Added Extra
Heat Q&A collated and distributed to attendees and published on our website

Constraint Management

Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.22	Increase regularity of demand and generation heat map updates We will update our demand and generation heat maps monthly	Heat maps updated monthly	◆	◆	◆	◆	◆	Q4	✓

Driver

Feedback received at our CCSPs in 2019 stated that stakeholders would like to see our heat maps updated more frequently.

 **Generation Availability**

 **Contracted Demand Map**



Output & Outcome

We have increased our update schedule for generation and demand heat maps, in both our SHEPD and SEPD licence areas. This ensures customers and stakeholders are able to obtain more accurate and up to date information to inform their business decisions.

The maps are now updated monthly to reflect new Connection Offers issued in the previous month.

Voted one of the top 10 most important commitments of 2020-21 



Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
20.23	<p>Improve information available to Distributed Energy Resource (DER) stakeholders in relation to DSO transition</p> <p>We will review and enhance information available on our website to our Distributed Energy Resource connections customers to help educate and inform them on our transition to DSO</p>	Stakeholder satisfaction recorded and measured	◆	◆				Q4	✓

Driver

Feedback received at our CCSPs in 2019 stated that DER stakeholders would like more information about our transition to DSO.

+

Added Extra

Video to highlight DSO contacts and new innovation page

Output & Outcome

We have updated several pages on our website in order to provide more information to DER stakeholders about our DSO transition.

Our [Generation page](#) has been updated with links to our [EV](#), [DSO](#) and [Green Recovery](#) pages.

We've also created a page for our [Heat strategy](#), which is also now linked from the Generation page.

Additionally, we updated the useful links section to include our contact guides, connections meetings leaflet and our YouTube channel, all of which can be used to obtain information about our transition to DSO.



"It was a worthwhile investment of time, the website is much more easily navigable and there is more useful information on there with less circular links"

Commercial, Industrial and Consultant stakeholder (Email, 2021)

Updated information received

100%

satisfaction score

You Said, We Did/Are Doing - Connections Customers

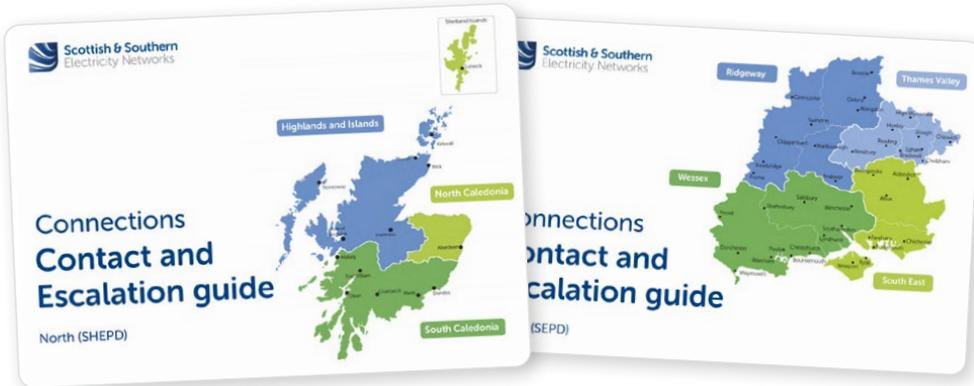
Some suggestions from our connections customers that were not taken forward as commitments for our 2020-21 workplan were identified by the Connections Leadership team as business as usual improvements. We are progressing several ideas as part of business as usual improvements, a sample of which is included in this section.

Looking Back

Pre-application

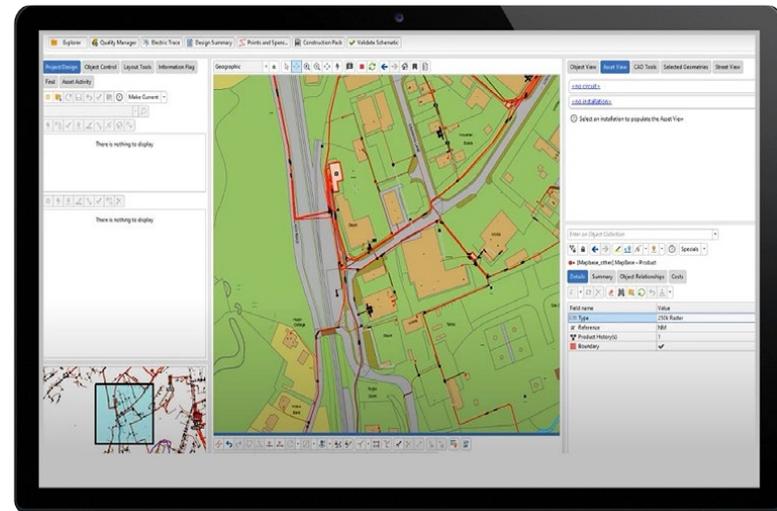
Contact Guides

We expanded our [Contact and Escalation guides](#) to include other teams such as Flexible Solutions, Electric Vehicles, RIIO-ED2 and Distribution System Operator, following feedback received to this effect.



Geographical Information System (GIS)

We received feedback through the latest annual Ofgem ICE consultation regarding an issue with the loading speed of our GIS system Electric Office. We worked with our IT department to rectify this, and a series of improvements were made to our system. Lines of communication were kept open with customers who reported to have experienced the issue and upon the completion of the IT fixes, they all confirmed the issue had been resolved.



Delivery

Connections Delivery Managers

- Kevin Stewart**
Connections Delivery Manager
Highlands and Islands
kevin.stewart@sse.com
07767 852260
- Alan Bowie**
Connections Delivery Manager
North Caledonia
alan.bowie@sse.com
07810 858763
- Traci Kidd**
Connections Delivery Manager

Lead Wayleave Officers

- Trish Morris**
Lead Wayleave Officer
Highlands and Islands
trish.morris@sse.com
07810 858908
- Pauline Selbie**
Lead Wayleave Officer
North Caledonia
pauline.selbie@sse.com
07880 180718
- Stuart Wilson**
Lead Wayleave Officer

Connections Delivery Managers
Responsible for:

- Carrying out onsite works
- Delivering your connection
- Providing guidance on the delivery process

Our Connections Delivery team are here to deliver your connection and ensure your onsite works are progressed and completed.

Lead Wayleave Officers
Responsible for:

- Coordinating consent and land rights requirements for customers to allow their connection to be installed where we provide the works

Our Wayleave teams are happy to assist you with any queries surrounding wayleaves and land rights.



Application

Minimum Requirements

In addition to this year's commitment (21.12) to improve clarity around minimum requirements at the application stage, we are also reviewing at which stage we ask for certain information during the connections journey. This has been highly requested by our stakeholders and will improve processes such as G99 and G100.

Design

Curtailment Assessment Reports

An ongoing piece of feedback is that customers would like to see us produce curtailment assessment reports for Active Network Management (ANM). This is something we are currently working to deliver. Following feedback received on this via the annual Ofgem ICE consultation, we held a webinar in January 2021 to collect feedback on our proposed method. This enabled us to get a better understanding of customer requirements and the feedback is currently being reviewed in conjunction with the ongoing work.

Delivery

Delivery Operating Model

Following the update in our [2020 Half Year Update](#), we have progressed the implementation of our new Operating Model for Delivery. At the start of November 2020, our Delivery teams started the transition into new roles as part of the Delivery Operating Model, and we are now in the recruitment phase to fill the remaining positions. Once positions are filled our Contact and Escalation Guides will be updated and stakeholders will be notified.





Electronic Signatures

Further to our update in our [2020 Looking Back/Looking Forward report](#), the Adobe Sign feature has been rolled out to our Account Management team, for use on Embedded Generation Connection Agreements (EGCAs). We are still working on delivering this to the rest of the connections business and will keep stakeholders updated on progress.



DNO Best Practice Sharing

Stakeholders have been asking for more consistency between DNOs. As a result, we have started discussions with other DNOs to set up regular best practice sharing sessions. Topics covered by these sessions would be stakeholder-led, with G99 being the most requested subject to date. We will keep our stakeholders updated on the progress of our discussions with the other DNOs.

Electric Vehicle - Vehicle-2-Grid (V2G)

In addition to our commitment last year, 20.26, to automate the EV/Heat Pump application portal, we are looking to further develop it in line with ENA's requirements on Vehicle-2-Grid and we will keep you updated on this throughout the year. We're looking forward to engaging further on this as it progresses.



Part-Funded Reinforcement (PFR) trial

Prior to becoming a commitment this year, stakeholders requested a session in January 2021 on the PFR trial. At the session it was discussed that despite being highly requested by customers when it was launched, the trial itself was only completed on two occasions. It was agreed that a review of the lessons learned from the trial was required upon its completion at the end of March 2021. We have since included commitment 21.15 on this, which is to host a workshop to review the trial and map out potential improvements.

Stakeholder Engagement Training

This year, our Connections Engagement and Account Management teams have undergone comprehensive stakeholder engagement training designed and delivered by Learning Tree. This training has further enhanced their skills in stakeholder engagement, and further individual sessions are planned to address particular areas of improvement.

ICE Reports

Throughout the year, on various occasions, stakeholders have told us that our ICE reports are too long. Acting on this feedback this year, we have cut down our Looking Forward report by 33.3% and our Looking Back/Looking Forward report by 32.5%, respectively. Prior to the drafting of our Looking Back/Looking Forward report in March 2021, we proposed a reduced content skeleton of the document to our Expert Panel members, which received 100% endorsement.

You Said, We Did/Are Doing - Connected Customers

Further to the information in our [Half Year Update in October 2020](#), the below is a continuation of the business as usual improvements for our connected customers. Although these developments do not fall within the scope of ICE, we understand that customers would like to see this information presented in one place.

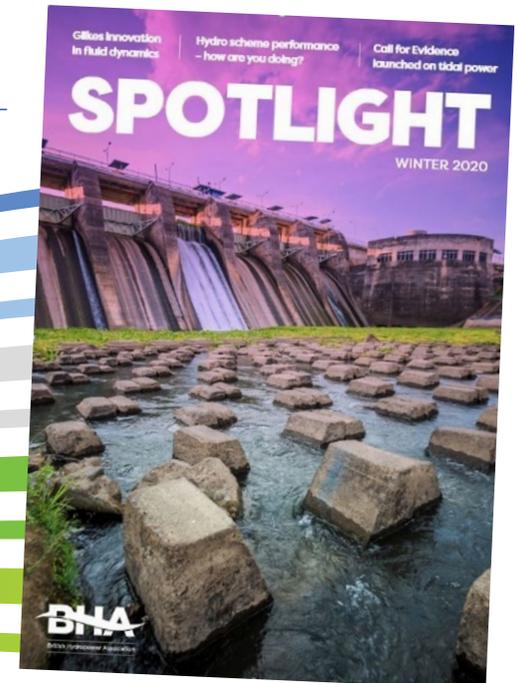
Outage Portal

We are still working to deliver a portal system which will give connected customers a holistic view of upcoming outages and allow everyone to share related information. Work on the initial phase of the portal will start in April 2021, and is now projected to be completed by the end of December 2021, as opposed to September 2021 as stated in our [2020 Half Year Report](#). This delay was due to complications in securing the necessary funding which has since been resolved. The portal will meet the initial need to share outage information, however, in future we will consider further system developments if value adding and economical. We will continue to keep customers informed of the progress of this, and engage with interested parties as we develop the portal.

Distribution System Access to Embedded Generators (SHEPD)

Following the outcome of our Distribution System Access consultation in March 2020, we have applied a pro-rata percentage when sharing capacity between impacted sites in an outage scenario. The policy document on this can be found on [our website](#). We are now studying outages of four days or more and have committed to improve further until we are assessing all system outages which are planned to last for one day or more in our SHEPD licence area.

An article on the new access policy was included in the 2020 Winter Issue of [British Hydropower Association's \(BHA's\) Spotlight magazine](#).

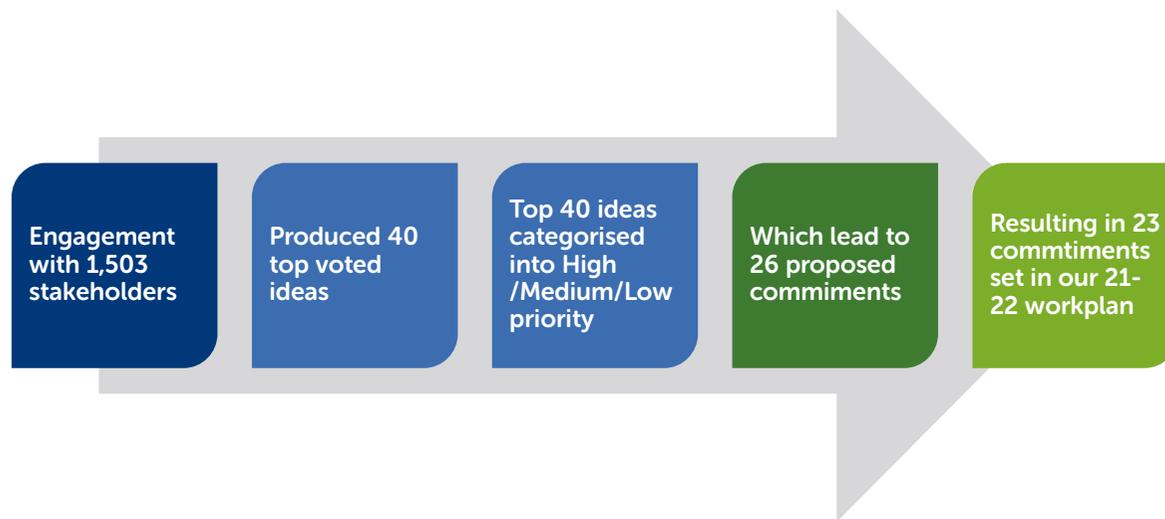


How We Developed Our Workplan

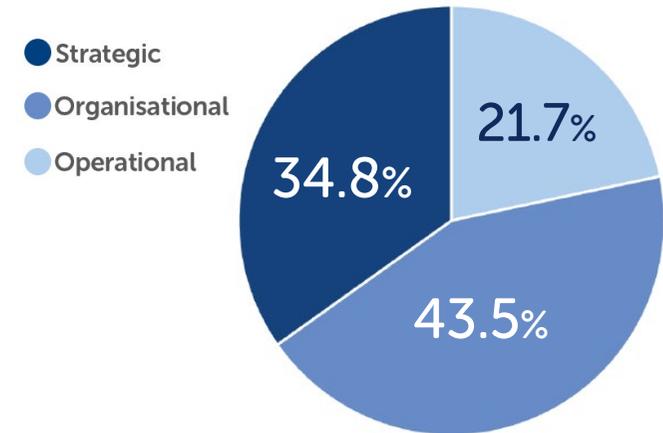
We developed our 2021-22 workplan of commitments by following our new engagement model, gathering feedback at all three tiers of engagement and passing this through the engagement loop.

At our Stakeholder Group Forums in July 2020, we presented stakeholders with all the feedback gathered through our engagement and asked them to identify which improvements were the most important to them. This produced a list of the top 40 ideas considered to be of the most importance to our stakeholders. At the CCSPs in October 2020, we asked attendees to prioritise the top 40 ideas using a Low/Medium/High scale. The Connections Leadership team reviewed this feedback and proposed 26 potential commitments to our Expert Panel in February 2021. 23 out of the 26 commitments received 100% endorsement from the Expert Panel, and we have therefore proceeded with these in our workplan for 2021-22. The remaining three commitments continue to be investigated and we will keep stakeholders updated on these.

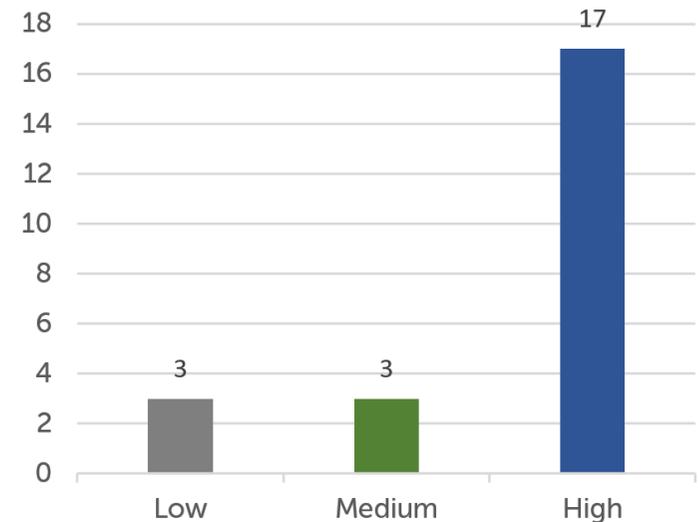
Looking Forward



Commitment Origin



Commitment Priority from CCSP



Looking Forward Workplan 2021-22

Looking Forward

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	✓	✓	✓	✓	✓	2022-23
		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	✓	✓	✓	✓	✓	2022-23
		21.03	We will produce information packs to make it easier for our new customers to access relevant information for their connections journey	Three information packs created: Introductory Delivery Competition in Connections	✓	✓	✓	✓	✓	Q3
		21.04	We will create a frequently asked questions (FAQ) document for Housing Developer stakeholders	FAQ published			✓			Q2
	Being Flexible	21.05	We will engage on various components of commercial policy changes affecting customers, e.g. Queue Management	Number of policy changes engaged on recorded Feedback gathered Number of stakeholders engaged with recorded	✓	✓	✓	✓	✓	Q4
		21.06	We will improve our internal procedures to make it easier to identify and communicate with contracted parties and consultants/third parties	Application forms improved Internal systems improved Feedback gathered	✓	✓	✓	✓	✓	Q4
	Digital Journey	21.07	We will streamline how customers can request connections meetings	New process implemented	✓	✓	✓	✓	✓	Q1
		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	✓	✓	✓	✓	✓	2022-23
		21.09	We will create connection journey videos to help customers understand their connections journey	Six videos created: Quotation types & COE EVs & Heat Pumps Competition in Connections Flexible Connections G99 Project Progression	✓	✓	✓	✓	✓	2022-23

* COE Connection Offer Expenses

EV Electric Vehicles

G99 Engineering Recommendation G99

Q1: Apr-Jun

Q2: Jul-Sept

FAQ Frequently Asked Questions

ICP Independent Connection Provider

IDNO Independent Distribution Network Operator

Q3: Oct-Dec

Q4: Jan-Mar

Looking Forward Workplan 2021-22

Looking Forward

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	Customer-first Culture	21.10	Our connections business will take part in our customer service programme, Empowered to Care, with the aim to improve our connections customers' experience	First module of programme completed	✓	✓	✓	✓	✓	Q4
		21.11	We will introduce a Customer Impact Assessment (CIA) to clearly assess how our business changes impact customers to ensure we add value	Customer Impact Assessment launched	✓	✓	✓	✓	✓	Q1
Enhancing the Connections Journey	Streamlining Connections Processes	21.12	We will improve clarity to customers and stakeholders on minimum requirements at application stage	Website updated Stakeholders notified	✓	✓	✓	✓	✓	Q2
		21.13	We will implement enhancements to our guidance on queue management in line with concurrent ENA work	New process implemented Quotation letters updated Amendments to website implemented	✓	✓	✓	✓	✓	Q2
		21.14	We will conduct a stakeholder-led Unmetered process improvement project	Feedback gathered Improvements and next steps identified		✓	✓		✓	Q2
		21.15	We will host a workshop to review the completed Part-Funded Reinforcement (PFR) trial and map out potential improvements	Workshop held Review findings and next steps published					✓	Q3
		21.16	We will improve our requote process	New procedures implemented Guidance document updated	✓	✓	✓	✓	✓	Q1
		21.17	We will improve our refunds process	Improvements implemented to: Information Communication Internal process Internal training	✓	✓	✓	✓	✓	Q1

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

* ENA Energy Networks Association

Looking Forward Workplan 2021-22

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Target
Net Zero	Connecting New Technologies	21.18	We will create an online calculator for EV and Heat Pump diversity factors	Digital calculator created		✓	✓	✓	✓	2022-23
		21.19	We will host local capacity engagement sessions, partnering with Local Energy Scotland and the Energy Hubs to improve insight and support to Local Authorities and Community Energy Groups on their developing local network plans	Local capacity engagement sessions hosted Feedback gathered		✓				Q4
		21.20	We will host a webinar on our current technical policy on EV chargers with the aim to inform and educate whilst responding to customer needs and ensuring our policy is fit for purpose for the future	1 webinar hosted Webinar recorded & published on YouTube		✓	✓	✓	✓	Q2
	Changing Energy World	21.21	We will adopt the updated industry standard agreement on flexibility services, which will cover both DNO and National Grid ESO services	Industry standard agreement adopted Stakeholders notified	✓	✓	✓	✓	✓	Q3
		21.22	We will create a timeline for the publication of new technical policies to raise awareness of the policies customers may want to consult on	Timeline published on website	✓	✓	✓	✓	✓	Q1
		21.23	We will develop a battery storage technical policy for consultation on our G81 library to recognise the developments in battery storage and their potential role in reaching net zero	Battery storage policy consultation published	✓	✓	✓	✓	✓	Q4

* EV Electric Vehicles

NG ESO National Grid Electricity System Operator

DNO Distribution Network Operator

Thank you for reading our report, please remember keeping in contact and engaging with us has never been easier and your views will make a real difference to our connections business 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

 Search 'SSEN Connections Engagement'

 twitter.com/ssencommunity

 facebook.com/ssencommunity

 instagram.com/ssencommunity

 www.ssen.co.uk/Connections

 Find us on YouTube under 'Scottish and Southern Electricity Networks'

 Glossary

Email us

 **Andy Huthwaite** – Director of Connections
andy.huthwaite@sse.com

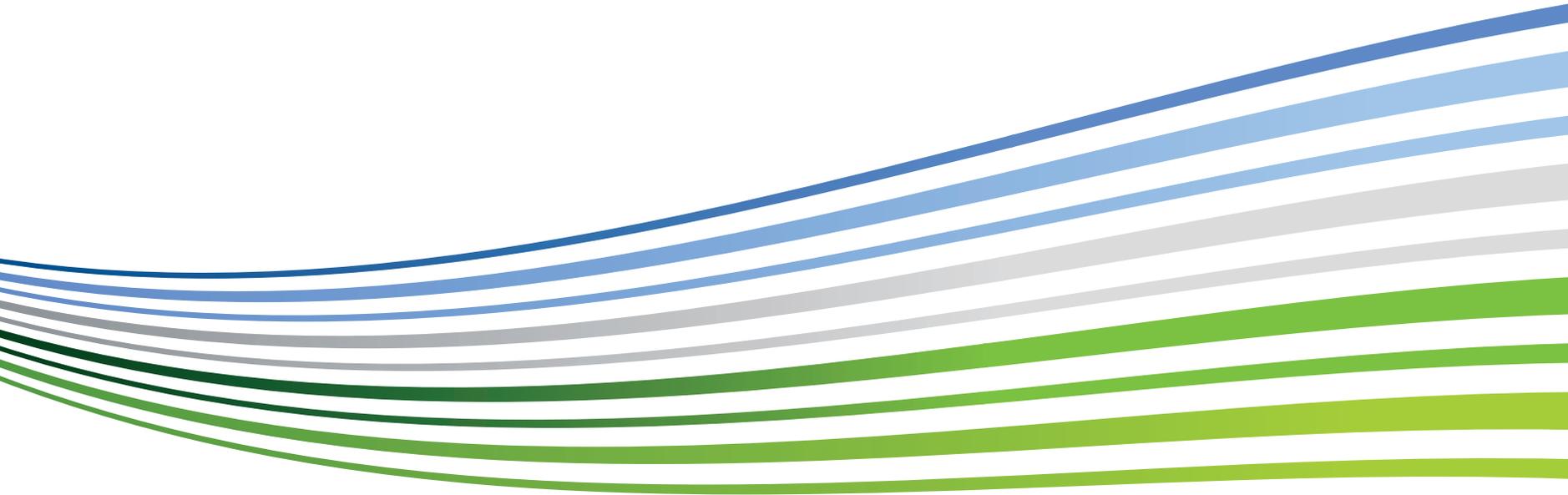
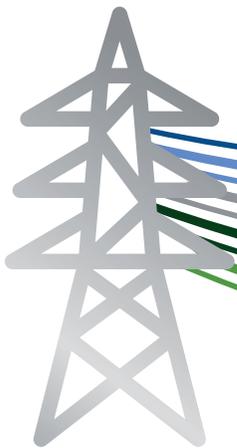
 **Lisa Doogan** – Head of Customer Service & Stakeholder Strategy
lisa.doogan@sse.com

 **Siân Hughes** – Lead Connections Engagement Manager
sian.hughes2@sse.com

 **Connections Engagement Team**
connectionsfeedback@sse.com



Scottish & Southern
Electricity Networks



Scottish and Southern Electricity Networks is a trading name of: Scottish and Southern Energy Power Distribution Limited Registered in Scotland No. SC213459; Scottish Hydro Electric Transmission plc Registered in Scotland No. SC213461; Scottish Hydro Electric Power Distribution plc Registered in Scotland No. SC213460; (all having their Registered Offices at Inveralmond House 200 Dunkeld Road Perth PH1 3AQ); and Southern Electric Power Distribution plc Registered in England & Wales No. 04094290 having their Registered Office at No. 1 Forbury Place 43 Forbury Road Reading RG1 3JH which are members of the SSE Group www.ssen.co.uk