



2020

Incentive on Connections Engagement

Half Year Update



Scottish & Southern
Electricity Networks

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Andy Huthwaite,
Director of Connections

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About this document

This is Scottish and Southern Electricity Networks' (SSEN's) annual October Half Year Update for 2020.

It covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas.

This document is designed to be read in conjunction with our full [2019/20 ICE Submission \(Looking Forward, Looking Back report\)](#) published in May 2020, as well as a [summary](#). Both are on our website.

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

Foreword

Drafting this year's half year update has provided a welcome opportunity to reflect on the positive progress we have made throughout 2020, in what could only be described as an ever-changing environment.

In our May 2020 report and subsequent stakeholder events, I have provided our Connections customers and stakeholders with regular updates on our response to COVID-19 and the steps we are taking to return to a business as usual state, as timely as we can. It is impossible to predict at this stage how the future will look, and as we are all aware, the situation is still uncertain at a global level, so thank you all for your continued patience and understanding around this.

At the start of lockdown, to ensure our efforts were focused in supporting the critical needs of our customers during unprecedented times, we chose to not set any Q1 commitments. I am pleased to say we have since completed all our Q2 commitments on time and are making positive strides towards meeting those we have set for completion in Q3 and Q4. Following stakeholder feedback, we are also taking this opportunity to introduce four new commitments into our workplan, reflecting the changing needs of our Connections stakeholders focused on the transition to net zero with electrification of transport and decarbonisation of heat.

I'd like to take this opportunity to personally thank all our stakeholders who took the time to respond to Ofgem's recent consultation. Alongside the leadership team, I have reviewed all of the feedback provided, and I am pleased to say that all the responses we received were extremely positive.

One key and consistent message we have received is that we need to improve communication and customer service throughout certain areas of the Connections business. I would like to reassure you that we have heard this. Over the next six months, the Connections Engagement team will be collecting more detailed feedback on communication and customer service and it will be brought to the table as a key discussion point at our new Expert Panel meeting in February 2021.

I am keen to work with you to make improvements, carefully balancing our approach to ensure we meet the varying wants and needs of our customers and stakeholders.

I am confident this report reflects the needs of our stakeholders and provides an update on progress to date, not just on our commitments, but also on other areas of the business where we are continually improving our day-to-day activities.

At this time of reflection, I want to thank everyone who has provided their views to me and our connections team, and I look forward to ongoing dialogue as we work in collaboration with all the stakeholders we serve. If there is anything you feel is missing from this report, please [get in touch](#).

Andy Huthwaite
Director of Connections



New Commitments



Our commitment to improve processes and services for customers and stakeholders is a continuous process which we review and monitor throughout the year.

Since publishing our [Looking Forward workplan](#) in April 2020, we have continued to engage with and listen to stakeholders, and in response to their feedback we have decided to create four more commitments to be completed by Q4 (March 2021).

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.

During our bilateral engagement, stakeholders have told us that they would like to be kept up to date on emerging forms of energy connections such as heat pumps. In response to this we have created a new Q4 commitment to host a Decarbonisation of Heat webinar for both North (SHEPD) and South (SEPD) stakeholders to inform and discuss our heat decarbonisation pathway and how this affects Connections customers.

Electric Vehicle (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

During recently held EV events stakeholders told us that we should provide more granular data on where existing EV charge points are located to help inform Local Area Energy Plans. As a result, we have included a new commitment to be completed in Q4 which will see a new partnership with ZapMap to launch a new interactive map which will be on our website and integrated into our PowerTrack app.

Automation of Connect & Notify applications

We will streamline and digitalise the electric vehicle and heat pump Connect & Notify process

During our bilateral engagement and webinars, stakeholders told us that we could improve our Connect & Notify system by speeding up the confirmation process. In response to this we are embarking on a new IT project which will see the introduction of a new automated process for Connect & Notify, reducing the level of manual intervention required and consequently speeding up the process as a whole.

Design Approval Template Consultation

We will create a design approval template and publish a consultation to obtain stakeholder feedback

At our recent Connections Customer Steering Panels (CCSPs) in October 2020, our ICP and IDNO stakeholder group highlighted the requirement for a standard design approval template. This was put forward as a high priority area for us to focus on. In response to this we have created a Q3 commitment to develop a proposed template and publish a consultation on this to seek stakeholder feedback before implementation.

2020-21 Commitment Status

Commitments

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	Complete We now have a facility whereby customers and stakeholders can submit their postcode and instantly find out who their electricity supplier is This is now live on our website and has had 20,816 customer visits between June-September 2020 https://www.ssen.co.uk/Whoisyoursupplier
	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	In Progress We are currently reviewing and collating the information available and have started seeking feedback on changes. We will continue to do so at upcoming webinars and meetings. The commitment is progressing and is on track for completion within the given timeframes
	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	Complete We updated our North (SHEPD) and South (SEPD) contact guides, which now include escalation routes and compliments and complaints processes. We proposed outlines of these guides at our Stakeholder Group Forums in July 2020, where they received a 100% satisfaction score. A report of the feedback received can be found on our website The guides are now live on our website
	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	In Progress We proposed a plan of this at our Stakeholder Group Forums in July 2020 and asked for any feedback on what stakeholders want to see in this guide. Our proposal received a 100% satisfaction score and we are aiming to have this complete and published within the given timeframe with the incorporated feedback

* DSO Distribution System Operations

ICP Independent Connection Provider

IDNO Independent Distribution System Operator

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

2020-21 Commitment Status

Commitments

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Target	Status
Information Provision	20.05	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	In Progress We asked stakeholders at our Stakeholder Group Forums in July 2020 what they would like to see on the new Unmetered page. We are currently reviewing the feedback and aim to have the updated webpage up and running within the given timeframe
	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	In Progress We have been gathering frequently asked questions through several means of engagement and we requested this at our Stakeholder Group Forums in July 2020 and are compiling all questions received. We are aiming to have this complete and published within the given timeframe
	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	Complete Our new guide goes through the process of a Service Alteration from application through to delivery. This is now live on our website
	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	In Progress The videos are progressing and we are in the stages of creating a storyboard. We proposed topics to be covered at our Stakeholder Group Forums in July 2020 and received a 100% satisfaction score as well as feedback on what stakeholders would like to see included. Once a complete storyboard has been created, we will seek feedback on this before it gets finalised and created into a video. We will keep our stakeholders updated on progress and aim to have the video published within the given timeframe
	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	New commitment We are currently in the design phase of this feature

* MPAN Metering Point Administration Number

FAQ Frequently Asked Questions

EV Electric Vehicle

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

2020-21 Commitment Status

Commitments

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	Complete We dedicated a breakout session at our Stakeholder Group Forums in July 2020 to this topic and gathered feedback which is currently being reviewed by our Digital Strategy & Web Development Manager who will use this feedback to create a new proposed website experience for our connections stakeholders. A report of the feedback gathered can be found on our website
	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	In Progress We are currently reviewing feedback we have received on the COE fee information in our current quote letter and identifying ways to make this clearer. We aim to have the quote letter updated within the given timeframe
	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	Complete 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. It includes a description of works required/breakdown of costs and links to information around Statement of Works. We proposed a draft of this at our Stakeholder Group Forums in July 2020 where it received a 100% satisfaction score. The completion of this commitment was circulated in a newsletter update to stakeholders.
	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	In Progress We are in communication with the ENA and are aiming to implement the new interactivity process within the timescales dictated by the central project
	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	New commitment We are currently in the design phase of this feature

* ICP Independent Connection Provider

IDNO Independent Distribution System Operator

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

2020-21 Commitment Status

Commitments

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter	Status
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	In Progress We are compiling information for the review and aim to have our findings published within the given timeframe
	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	Complete We created a Variations and Requotes guide including major and minor changes. It explains the processes we have in place should an amendment be required to your Connection Offer. This is now live on our webpage https://www.ssen.co.uk/ConnectionServices/ChangingOrMovingYourSupply/UpdateYourApplication/
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	In Progress We are compiling information for the review and aim to have our findings published within the given timeframe
	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	Complete We created a separate contact and escalation guide for ICPs and IDNOs which includes main points of contact, escalation routes and compliments and complaints processes. We asked stakeholders what they would like to see included in this at our Stakeholder Group Forums in July 2020, and have incorporated the feedback received. The completion of this commitment was circulated in a newsletter update to stakeholders. This is now live on our website https://www.ssen.co.uk/ConnectionsInformation/Contact/ https://www.ssen.co.uk/ConnectionsInformation/CompetitionInConnections/

* BCA Bilateral Connection Agreement

ICP Independent Connection Provider

IDNO Independent Distribution System Operator

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

2020-21 Commitment Status

Commitments

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	In Progress The calculator is currently in the testing phase and progressing well, to be completed and published within the given timeframe
	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	New commitment We are currently in the design phase of this feature
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	In Progress We are now halfway through the engagement year 2020-21 and our new engagement plan is well underway. We are still gathering feedback and tweaking certain aspects of the way we conduct our engagement to ensure we get it just right. The feedback we have received to date has been largely positive. Due to current COVID conditions all proposed face to face engagement has been online and when appropriate this will be amended
	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	In Progress We have recorded the information-based webinars we have held so far, which is the new normal for our information-based engagement. These can be found on our new YouTube channel/requested via email from connectionsfeedback@sse.com until we get our video platform up and running

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

2020-21 Commitment Status

Commitments

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter	Status
Collaboration & Engagement	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	Complete This webinar was held in July 2020 and hosted 115 attendees. Recordings were made and are available to watch at your leisure. These are now live on our website EV Strategy EV Application Process EV Design Process EV Technical Policy
	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	In Progress We are compiling information for the review and aim to have our findings published within the given timeframe
	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	New commitment We are aiming to host this in early 2021
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	In Progress Our teams are working to create and establish a monthly schedule for updates. We aim to have this incorporated within the given timeframe
	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	In Progress We are currently reviewing and collating the information available and have started seeking feedback on changes. We will continue to do so at upcoming webinars and aim to have the updates published within the given timeframe

* DER Distributed Energy Resource
ICP Independent Connection Provider

DSO Distribution System Operations
IDNO Independent Distribution System Operator

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

You Said We Did/Are Doing



Some suggestions that were not taken forward as commitments for our 2020-21 workplan were identified by our connections leadership team as business as usual improvements.

Suggestions included regularly providing a “you said, we did/are doing” update to customers and stakeholders. In response to this, at our CCSP webinars in March 2020, we promised our stakeholders that we will now include these topics as standard agenda items at every event, webinar and in relevant reports moving forward, which we have implemented.

We are progressing several ideas as part of this feedback under business as usual improvements, which we look to action outside of our workplan of commitments throughout 2020-21. We have included a sample of our business as usual improvements in this section.

You Said We Did

Pre-application



Connections Videos

Following the positive feedback we received on our [Unmetered video](#), we are in the process of delivering a suite of new connections videos to provide a quick digital explanation on what customers can expect throughout the connections journey. We have already published four new videos which cover a range of areas; [Minor New Connections](#), [Service Alterations](#), [Diversions](#) and [Disconnections](#).

Access to System Planners

Several stakeholders have told us that they want better access to System Planning staff. Recently, we have seen a large increase in the number of requests for this service. As a result, we have found that the most effective way to deal with these enquiries is to triage all requests via our Account Managers. We will continue to work with you on improving this service. In addition, we offer our monthly surgery appointments and ad-hoc pre-application meetings where Account Managers ensure all relevant staff are present. We also have a large repository of data available on our [Network Information](#) page on our website for use at pre-application stage.

Application



Minimum requirements for a competent application

Over the last year there were several queries raised from multiple stakeholder groups around the minimum information needed for a competent application. As a result, we will improve the clarity of the existing information currently displayed on our website and we will notify all stakeholders when this is live.

Curtailment

Throughout engagement in 2020, stakeholders have requested that we produce curtailment reports for Active Network Management (ANM). We understand the need for ANM curtailment reports and following this feedback, it is something we are currently working to deliver. We have constructed a curtailment assessment model which is presently in the testing phase prior to full commissioning. We have engaged the services of a third party to review the model and offer refinements prior to adoption. This will ensure the model offers suitable levels of granularity and efficiency in operation for roll-out. Once we have concluded the testing phase, we will share the findings with stakeholders and look to roll this out.

You Said We Did/Are Doing



Design



G81 Library

We received feedback via the recent Ofgem ICE consultation regarding the availability of technical policy documents in our [G81 library](#). As part of our 2019/20 workplan, we delivered commitment 19.11 which saw the completion of a G81 library gap analysis. We issued a consultation where stakeholders were invited to respond, from which a defined priority list was collated. Due to the number of customers affected, 11kV, 33kV jointing instructions, 33 kV Primary Substations and EV charging policies were identified as areas of the highest priority. EV charging policies have since been updated, Primary Substations are on target for end of Q3 and 11kV and 33kV jointing instructions are on target for completion by the end of Q4. 66kV and 132kV design were also identified as a priority for distributed generation, and are therefore due for a review. We will continue to engage with stakeholders on improvements to the G81 library.

Reduced quote times

Timeline of quotations has been a cause of concern for some stakeholders, although they are still within timescales set out in our licence and the guaranteed standards. We have listened and have taken steps to improve the time taken to issue quotations across all segments. We have done this by setting stricter internal deadlines, and on average overall, we hope to achieve at least a 10% improvement. We will keep you updated on the progress of this.

Delivery



New delivery model

At last year's CCSPs it was highlighted that some aspects of the delivery projects such as project management and timescales, needed improvement. In response to this, the Connections leadership team put together a delivery improvement plan, with a view to improve communication and timescales for delivery on projects. The new delivery model is being rolled out over the next two months. [Contact guides](#) will be updated accordingly in due course to reflect changes which will be communicated to all stakeholders.

You Said We Did

You Said We Did/Are Doing - Connected Customers



Previous feedback suggested we should include certain customer-oriented developments within our regular Incentive on Connections Engagement (ICE) reports. Although these developments do not fall under the scope of ICE, we understand that customers would like to see this information presented in one place. We will ensure developments of this nature are included in future reports.

Outage Portal

Stakeholder feedback from our North (SHEPD) and South (SEPD) Distributed Generation (DG) Owner/Operator forums highlighted the need for a system to share information relating to outages. We can confirm that we are going to put a portal system in place 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 will be completed by the end of September 2021. The portal will meet the initial need to share outage information and in future we will consider further system developments if value adding and economical. We will keep customers informed of progress.

Distribution System Access to Embedded Generators

Connected generators in our North (SHEPD) licence area emphasised the need for us to study network outages to maximise possible export during outages, to allow available capacity to be distributed between affected generators. We consequently published a consultation to seek stakeholder feedback on how any available capacity should be split between impacted generators. The consultation was published in March 2020, and the outcome was for us to apply a pro-rata percentage when sharing capacity between impacted sites. The new policy entitled [Distribution System Access to Embedded Generators](#) is now live and available on our website. Under this new policy we are currently studying outages covering six days or more and we have plans to improve further. By December 2020, we aim to be studying outages of five days and we will keep improving on this until we are assessing all system outages in the North which are planned to last for two days or more.

You Said We Did

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

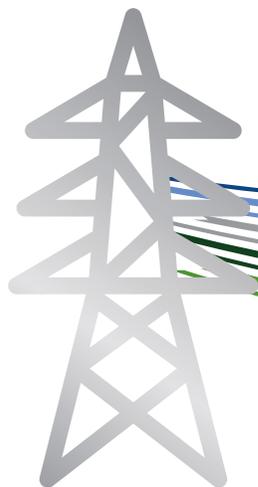


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-  www.ssen.co.uk/Connections

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



Glossary

Term	Definition
ANM	Active Network Management
Appendix G	The appendix in the Connection and Use of System Code (CUSC) offer that summarises the contracted generation connected to a GSP. This information forms the basis of the new SoW process whereby DNOs can work within materiality limits set by National Grid reducing the timescale for a decision on transmission impacts for DG offers
BCA	Bilateral Connection Agreement
Connection Customers Steering Panel (CCSP)	A dedicated forum to give you more influence over our connection service.
COE	Connection Offer Expenses
Connect & Notify	The process of checking if your existing supply is adequate for the charging point
COVID-19	Coronavirus pandemic
DER	Distributed Energy Resources
DG	Distributed Generation
DNO	Distribution Network Operator
DSO	Distribution System Operator
EV	Electric Vehicle
FAQ	Frequently Asked Questions
G81 Library	Technical Policy Library www.ssen.co.uk/CompetitionInConnections/DesignAndSpecificationDocuments/
ICE	Incentive on Connections Engagement

Glossary

Term	Definition
ICP	Independent Connection Provider
IDNO	Independent Distribution Network Operator
MPAN	Meter Point Administration Number
PowerTrack	Our online tracking app for power cuts www.ssen.co.uk/Powertrack/
Q1	Quarter 1 (April – June)
Q2	Quarter 2 (July – September)
Q3	Quarter 3 (October – December)
Q4	Quarter 4 (January – March)
SEPD	Southern Electric Power Distribution
SHEPD	Scottish Hydro Electric Power Distribution
SSEN	Scottish & Southern Electricity Networks
Statement of Works	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a Distribution Network Operator's network may have an impact on the transmission network
ZapMap	Map of charging points for electric car drivers in the UK www.zap-map.com/live/