

Incentive on Connections Engagement submission for 2016

Combined:

- Looking Back Report 2015/16
- Looking Forward Report 2016/17



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The purpose of this document

This document is the Incentive on Connections Engagement (ICE) submission for 2016 on behalf of Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD). The submission contains two sections: Looking Back at 2015/16 and Looking Forward to 2016/17. It sets out our plans and commitments to you, our connections customers – in terms of both our progress made over the past year and our intentions for the year ahead to continuously improve your experience with us.

Our plans over the past year arose from a commitment to **continuous improvement**. Specifically, they were based on a deep and comprehensive engagement with a variety of stakeholders, including a broad and inclusive range of connections customers. This engagement involved taking and developing your ideas to improve your customer service experience with us.

In determining our targets and looking back at our performance, we kept one objective in sharp focus – how we meet your expectations in areas where you specifically told us you would like to see us improve. The Looking Back section of the submission therefore sets out what we put in place over the past year to continuously improve our approach:

- ▶ How we engaged with you to hear your views and needs
- ▶ The different activities we undertook to ensure this
- ▶ The commitments we made to you
- ▶ Evidence that you endorsed these commitments
- ▶ How and when we delivered on these commitments

Taking our **continuous improvement** strategy forward, the Looking Forward section of this submission sets out our future plans and commitments to *further* improve your experience with us. These are the products of listening to you and our other stakeholders over the past year to determine areas where our service could be enhanced even more. We have grouped our plans around the following themes:

- ▶ Customer service
- ▶ Information provision
- ▶ The application process
- ▶ Getting connected
- ▶ Choice in connections
- ▶ Innovation

Welcome

Delivering for you, our connections customers, and a promise to continuously improve...



Colin Nicol,
Managing Director of Networks

Twelve months have passed since we shared our plans and commitments for 2015/16 that aimed to improve your experience as a connections customer. Back then I said how they formed part of the journey we are on. As I reflect on the progress we have made, the single most important question for me is: "Have we delivered what we said we would?" I've personally reviewed progress against our targets and I am pleased to say the answer is overwhelmingly yes – we have delivered on every single commitment we made. But don't just take my word for it. You can review our progress on pages 22 to 48.

What's more, in the six months since we published our *Half Year Update* we have consulted on the coming year's plans to ensure that we push ahead with our strategy of continuous improvement.

As I explained to customers who attended our Connections Customer Steering Panel meetings last September in Glasgow and Winchester, plans are only worth the paper they are written on if we deliver on them and they produce results for you. This is why regular engagement with you is vital for us to check that our activities are having a genuine and positive impact. When I look at how we've expanded our engagement with you over the past year, some progress stands out. We:

- Sought your honest appraisal of our service to enable us to improve
- Introduced Customer Connections Managers to make it easier for demand customers to contact us
- Set up an external steering group for you to feedback directly to me
- Formed an internal steering group led by our Director of Commercial and Connections to ensure that feedback is acted upon
- Have given you access to information and tools to help you make an informed choice regarding your connection

Looking forward to the coming year we are striving to go further and faster for you in the areas you tell us still need improvement. We have put together a detailed plan which aims to continuously improve your experience right through from application to the delivery of your connection.

Finally, you have my personal commitment that we will continue to invest time and energy in listening to all of our connections customers – please visit page 8 to find out how you can make your voice heard and influence our future plans.

Colin Nicol
Managing Director of Networks

SHEPD



As Distribution Network Operators (DNOs), we own and operate two electricity distribution license 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 cables that deliver electricity to your homes and businesses.

Scottish Hydro Electric Power Distribution (SHEPD) - the north of Scotland

safely delivers electricity to around 762,398 customers across a quarter of the UK landmass. This attracts unique challenges in terms of both distance and terrain. As well as serving the major population centres of Aberdeen, Dundee, Inverness and Perth, we use more than 100 subsea cable links to connect to most Scottish islands including the Inner and Outer Hebrides, Arran and the Orkney Islands.

Southern Electric Power Distribution (SEPD) - central southern England

is the larger of our two distribution networks and safely delivers electricity supplies to more than 3,016,250 customers. It covers an area ranging from rural communities in Dorset, Wiltshire, Gloucestershire and Oxfordshire, to towns and cities including Bournemouth, Oxford, Portsmouth, Reading, Southampton, Slough, Swindon and parts of west London. We also distribute electricity to and across the Isle of Wight.

You can reach us by emailing connectionsfeedback@sse.com with any thoughts and ideas or if you are simply interested in keeping up to date with our progress throughout the year.

Our strategy for engaging with you

Embedding your voice in our business

Engaging with you helps us understand your needs so that you get the connection you want, delivered in a way that suits you. The past year has seen us significantly develop our approach to engaging with you, transforming it from a predominantly one-way street to a regular two-way dialogue.

The broad range of customers we serve across our two licence areas makes this regular and effective engagement even more vital. This is why we have developed an approach whereby we 'co-produce' our improvement plans with you.



Our customers are at the heart of everything we do. By acting on your feedback, we made significant progress on improving our connections service last year. We have ambitious plans this year to further improve your end-to-end connections experience and to continue to provide opportunities for you to engage with us wherever you are.

Andy Huthwaite
Director of Commercial and Connections

How our plans and commitments are co-produced with customers:



Our Engagement Values

Our policy contains the clear requirement to undertake stakeholder engagement in line with the values of our business:

Safety: We will undertake our engagement with stakeholders safely and responsibly.

Service: We will engage with our stakeholders to put the current and future needs of our stakeholders at the heart of everything we do.

Efficiency: We will keep our engagement activities simple, do the work that adds value and avoids wasting money, materials, energy or time.

Sustainability: We will undertake our engagement activities ethically and transparently and in changing our business in response to stakeholder views, we will take the long term view to achieve growth while safeguarding the environment.

Excellence: We will strive to ensure that our engagement gets better, smarter and more innovative.

Teamwork: We support and value our stakeholders and will work with them in an open and honest way; this will include actively involving our stakeholders in designing the engagement process.



Connections customers voting on their preferred draft commitments at our Connection Customer Steering Panel meeting on 24th February 2016 in Stirling



Our strategy for engaging with you

We strive to hear from as many of you as possible across the markets and licence areas we serve. In this way, we make sure our business is built on a feedback base that is as broad and inclusive as possible.

Implementing a **regional structure** has enabled us to put in place resources to achieve this and to ensure that your connections are delivered consistently and to a high standard no matter whether you are based in Peterhead, Perth or Poole.

We realise that in the past we have not always come back to you to demonstrate how we have taken your views on board. This year we have moved beyond concepts and strategy feedback loops to embedding engagement so that it is hardwired into our business and part of what we do every day. We place a great emphasis on this and appreciate you want to know what actions have been taken. We now **follow up with you if you have made a suggestion, to tell you what we have done and to check we are doing it as you intended.**

By updating you on progress, we also make our approach much more transparent.

This level of engagement is giving us a steady stream of ideas and suggestions to improve our business. We have focussed this year on putting channels, structures and people in place to act on feedback so we can deliver more. In particular, we have established a:

- Connections Customer Steering Group led by Colin Nicol, our Managing Director of Networks
- Internal steering group chaired by Andy Huthwaite, our Director of Commercial and Connections

These steering groups are helping to embed a culture of listening more closely to you. Further, we now train all our staff to develop their listening skills to capture your ideas and suggestions.

What you have said as our customers

D Demand **U** Unmetered **DG** Distributed Generation **ICP** Independent Connection Provider

D It's really good to see SSEPD making such an effort to engage with local authorities
Andrew Sunderland, Oxford City Council

DG A great start, with a strong focus on delivering better customer service. Was pleased to see the actions related to community energy. Would like to see more on innovation, flexible connections and queue management.
Tamar Bourne, Regen SW

D The website has improved, and is very friendly for a developer to use.
Andy McClarren, Mildren Homes

DG Community Energy England is pleased to see that SSEPD is working to support community energy and is providing resources to overcome some of the barriers that are often faced by community projects.
Emma Bridge, Community Energy England

DG Many thanks for your very quick response and you provided me with all the information I need to resume my discussions with the group. I wish all my projects were in SSEPD areas!
Ruth Evans, Local Energy Scotland

DG SSEPD have been responsive, clear and professional. The team have provided good visibility on the formalised business process. It is a good and competent team.
Fredrik Adams, Black Dog Biogas Ltd

D SSEPD are now thinking of innovative ways to embrace small businesses, and their needs, and are wanting to engage with them in ways that engage this huge market segment, for example, webinars. An excellent way of targeting smaller businesses who might not have the capacity to leave their work for many hours but can commit to an hour long session on a subject area that is of interest to them.
Robyn Bourne, Federation of Small Businesses

U Thank you for seeing me. The meeting was very useful and by far the best reception I have had from a utility provider.
Scott Anderson, BAM Nuttall Limited

DG I have to be honest, compared to other DNOs I would rank you at the top for being approachable and having the various routes to engagement.
Finley Becks-Phelps, Energiekontor UK Ltd

DG We have experienced first hand the effects and implementation of their strategies and can say we are quietly pleased on the massive improvements this has made in regard to our dealings with SSEPD.
Damien Moore, Greenfish Energy Investments Ltd

ICP Very open. Feel closer to SSEPD...
William Milligan, Forth Electrical Services

ICP In our experience SSEPD already engage readily with stakeholders and their Looking Forward report is excellent in that outlines further improvements in this regard. The provision of a clear and concise means of engaging with SSEPD through their 'More ways for you to engage with us' section should serve as a model for all DNOs to facilitate their own engagement throughout the regulatory year.
Steven Gist, TUSC Ltd

Reviewing our engagement approach and expanding our engagement activities

As referenced earlier in this report, given the very broad range of connections customers we serve, we felt we needed to review our engagement approach to do more to ensure that every one of you has the opportunity to talk to us about your connection.

We realised a step change was needed in the range, level and scope of engagement activities we offer if we are to meet our wider business objectives of building a connections service around you and your needs.

To this end, we set up a dedicated connections team and created a strategy for engaging with our connections customers. The objective is to develop an approach that will ensure we proactively engage with all major connection customer groups to help us identify specific areas where we can improve our service to you.

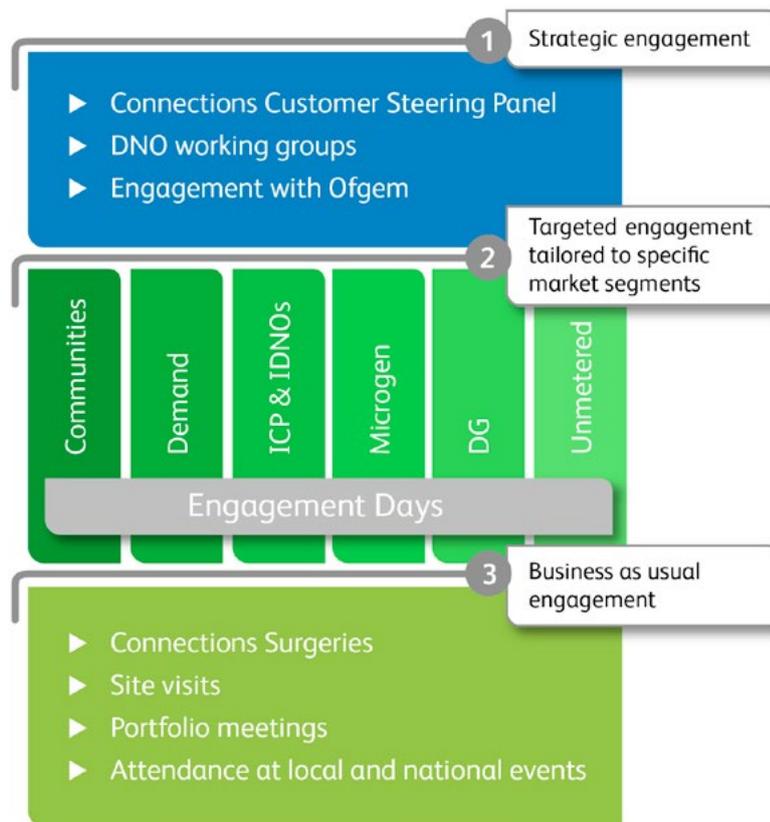
Key to our continuous improvement strategy is that it must be:

- Comprehensive and inclusive - to ensure it reaches all of you
- Consistent - operating across our business and both our distribution areas
- Analytical - continuously reviewing and improving what we do
- Sustainable - part of an ongoing dialogue with customers, not just a one off

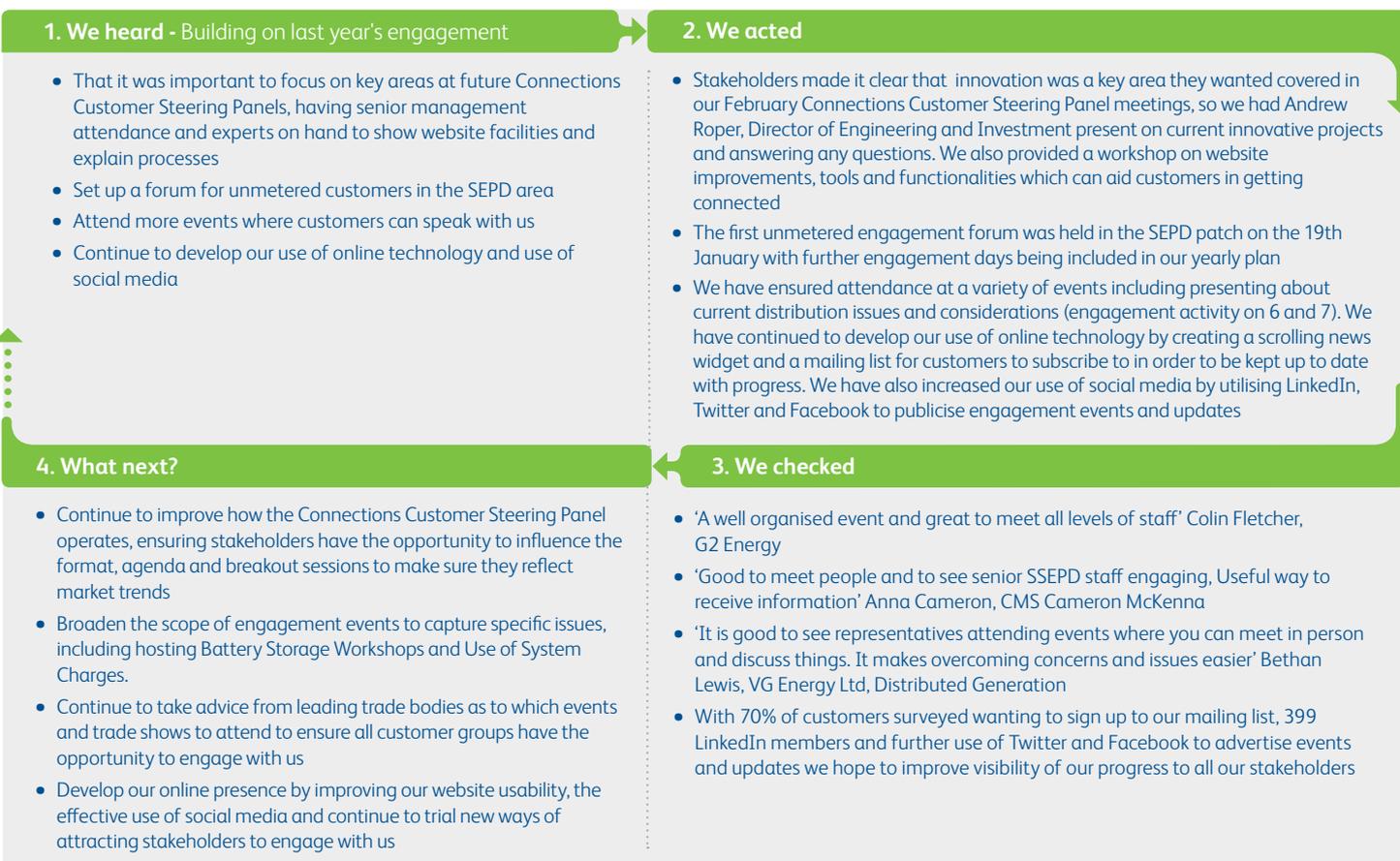
We developed a three-tiered approach to engagement

1. Strategic engagement
2. Targeted - engagement tailored to specific market segments
3. Business as usual

Our 3 tier Engagement approach



Our feedback loop



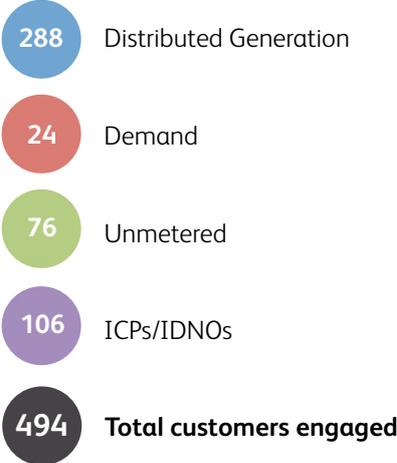
Delivering a full-programme of engagement activities 2015/16

We committed in our Looking Forward Report 2015/16 to delivering a full program of engagement activities throughout the year.

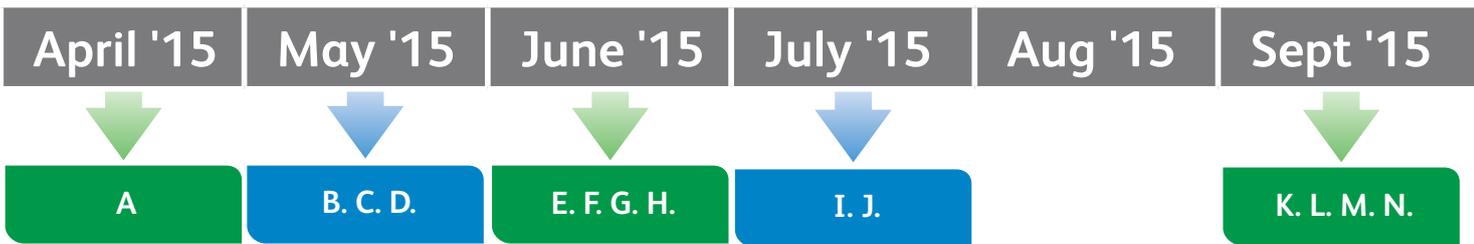
We held 11 engagement days, engaged with a further 152 individuals at our 22 Connection Surgeries and also held two rounds of steering panel meetings (held in four locations). This ensured we engaged with a wide range of stakeholders through a variety of activities

A summary of such events is shown on our events timeline (pages 6 and 7). Please see page 12 for further information specific to our Connections Surgeries.

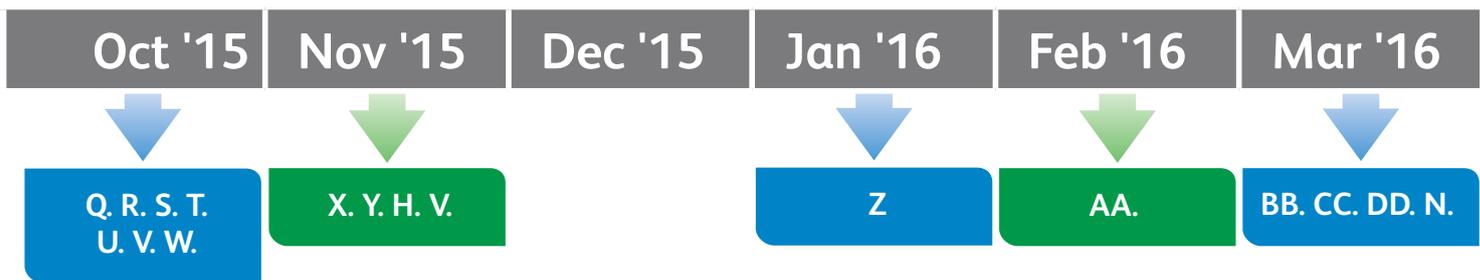
Customers engaged 2015/16



Engagement activity 2015/16



Key	Engagement activity	Description of event	Total attendance	Customer type engaged			
				DG	Demand	Unmetered	ICPs/IDNOS
A.	Renewable Energy Market Place	REM is the south west's biggest energy event covering renewables, efficiency, measures and generation.	Approx. 1,500	✓			✓
B.	All-Energy 2015	The UK's largest energy and sustainable technologies event.	Approx. 8,000	✓	✓	✓	✓
C.	Unmetered Street Lighting LA User group Meeting	A regular meeting in which SHEPD feeds back its new connections and faults performance to street lighting customers.	8			✓	✓
D.	Renewables UK's Cost Reduction in Distribution Connections	This event provides attendees with the knowledge and confidence to pursue options that could reduce the cost of their connection.	65	✓			✓
E.	SR Hydro Conference & Mini Expo 2015	The largest dedicated Scottish Hydro industry event. Hear from industry leaders and key stakeholders on the future of the Hydro sector in Scotland.	Approx. 100	✓			✓
F.	Scottish Renewables DG Work Group	A presentation of the Looking Forward Reports by SHEPD and SP Energy Networks.	Approx. 10	✓			✓
G.	Regen South West – New Government Renewable Energy Conference	To enable us to understand and engage with the new administration, Regen is organising a conference on the new government's policies and priorities.	250	✓			
H.	Community Energy Markets Conference	Our dedicated community account manager attended the conference which allows discussion about how community and localised energy supply can benefit consumers, renewable generators and network operators.	125	✓			
I.	Renewables at scale: Releasing gigawatt generation	This one-day meeting looks at the scaling-up of deployment in the UK and asks what advances will underpin this growth.	60	✓			
J.	Energising Oxfordshire Conference	Run by the Low Carbon Hub to discuss possible ways in which Oxfordshire could become a self-sufficient energy hub.	125		✓	✓	✓
K.	DG Fora	Distributed generation forum where connections issues are discussed and addressed. Attended all 3 events.	Approx. 500	✓			✓
L.	The Energy Event 2015	The Energy Event provides a forum for Industrial and Commercial businesses to improve their energy efficiency around supply-side and demand-side management.	Approx. 3,500	✓	✓	✓	✓
M.	SEPD Communities Engagement Event	We will update you with our plans and progress and introduce you to the Incentive on Connections Engagement team.	10	✓			✓
N.	SHEPD Demand Connections Engagement day	An engagement event aimed at developers, commercial property/industrial units and consultants.	30		✓	✓	✓
Q.	Energy 2015	Energy 2015 is a new event within UK Construction Week. It is one of the biggest UK trade events for the energy industry.	Approx. 3,500		✓	✓	✓



Key	Engagement activity	Description of event	Total attendance	Customer type engaged			
				DG	Demand	Unmetered	ICPs/IDNOS
R.	ICP/IDNO Engagement Event	We will update you with our plans and progress and introduce you to the Incentive on Connections Engagement team.	53				✓
S.	Active Network Management Workshop	An opportunity to meet directly with the people responsible for developing an Active Network Management system for the Isle of Wight to facilitate the connection of generation to our electricity network.	19	✓			
T.	SEPD Demand Connections Engagement day	An engagement event specifically for developers and builders. We updated you on our plans and progress and introduced you to the Incentive on Connections Engagement team.	9	✓	✓	✓	✓
U.	Microgeneration Engagement Day	A microgeneration engagement event for those looking to generate electricity in your own home by means of green technologies such as solar panels or wind power.	16	✓			
V.	Generation Engagement Day	One event in SHEPD and one event in SEPD aimed at our distributed generation customers.	56	✓			✓
W.	The Home Builders Federation – Southern Region Technical Forum	An invitation to speak at the meeting to provide a presentation titled "Responding to the needs of our connections customers".	12		✓	✓	✓
X	ENA – Low Carbon Networks & Innovation Conference	The Low Carbon Networks & Innovation Conference provides an opportunity to explore the learning from electricity and gas network innovation projects, the closure of key large scale projects and the final year of LCN funding.	Approx. 1,500	✓	✓		✓
Y.	Renewables Futures and Green Energy Awards 'Pathways to Parity'	Renewables Future is a unique opportunity to engage with industry leaders and key policy makers.	650	✓			✓
Z.	Unmetered Engagement Event	As part of our commitment to expanding the way we engage with our customers and acting on customer feedback we held an engagement day aimed at our unmetered customers.	19			✓	
AA.	Energy Now 2016	The Energy Now Expo showcases the renewable energy options available, bringing together farmers, landowners and rural businesses to identify and further understand the most suitable schemes.	Approx. 5,000	✓			✓
BB.	Eco Build 2016	One of the largest events in the UK with a variety of industry customers.	Approx. 5,000	✓	✓	✓	✓
CC.	CARES Conference 2016	This year, the annual Community and Renewable Energy Scheme (CARES) Conference focused on how community energy can be a key player in the renewable energy industry moving forward.	180	✓			
DD.	Smart Energy Marketplace	Smart Energy Marketplace is all about showcasing the smart, decentralised energy system of the future, a radical shift in the way we power our lives that is creating huge opportunities.	270	✓	✓	✓	✓

Connections Customer Steering Panel (CCSP)

A review of our engagement approach told us that we needed to do more to give you access to the key decision makers in our business to enable you to tell our team directly about what is important to you.

This led to the launch of our Connections Customer Steering Panel in September 2015, with meetings held in Glasgow and Winchester chaired by our Managing Director of Networks, Colin Nicol.

This panel is to provide you and other major connections customers more influence over our connections service and regular access to decision-makers in our business to help ensure that our Connections service meets your needs.

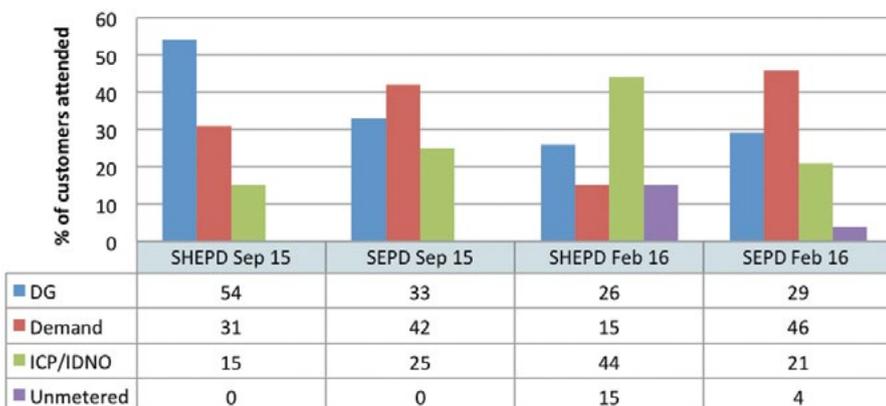
We were delighted by the enthusiastic response; 73 of you attended the sessions, representing every major market segment we serve (see chart below).

Objectives of SSEPD Connections Customer Steering Panel

- ▶ Provide feedback on the effectiveness of our connections service and future planned developments
- ▶ Influence and inform our strategy for engaging with connections stakeholders
- ▶ Advise and draw attention to customers' key concerns
- ▶ Act as a sounding board and source of new ideas
- ▶ Influence development of SSEPD's strategic objectives



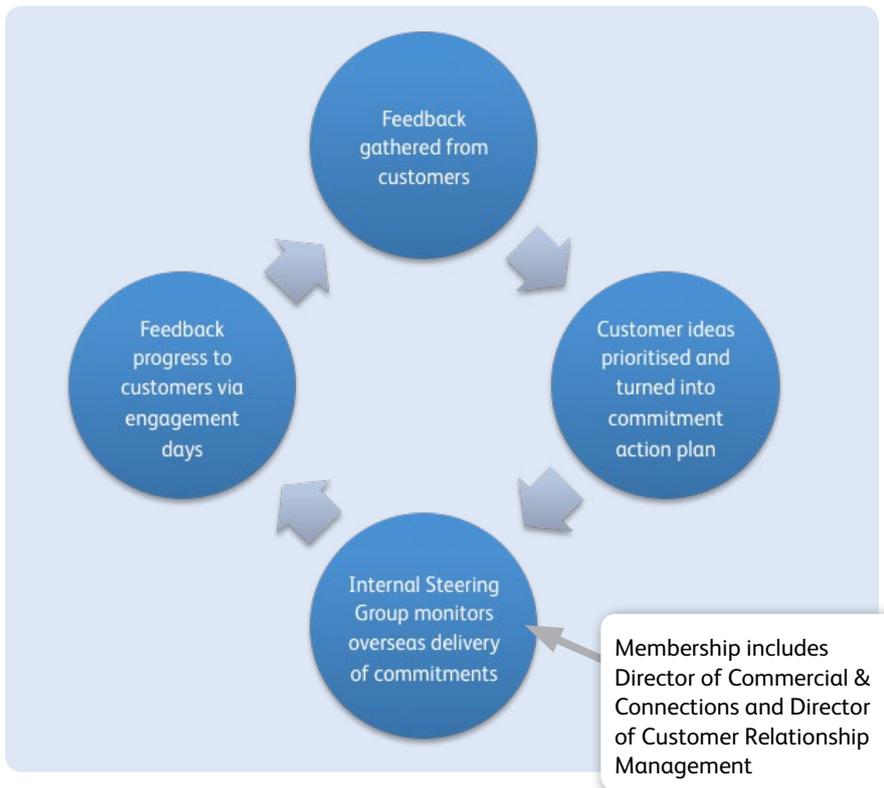
Changing Customer voice at CCSP



Video links of CCSP:



How we acted on feedback gained through the CCSP



'You Said, We Did'

We were clear from the outset that the panel's success will be measured by concrete actions and an improved customer service. A mechanism was therefore needed to ensure your feedback is turned into action.

Participants at our first CCSP meetings represented most of the major connections customer market segments. We shared with them our plans and commitments and asked for their views.

The biggest piece of feedback was that customers were simply not aware of our plans. This led to an immediate action from our side – we agreed to increase the levels of communication with you, including sending hard copies of reports and emailing you about upcoming events.

Panel members told us they wanted to see a range of improvements to the way we engage and communicate with our connections customers and to

the information we provide to them, including:

- Ongoing senior management involvement
- Walkthroughs of our website and experts on hand to answer questions
- Improved communication with you regarding events and publications
- A new forum for unmetered customers in our SEPD license area
- An increase in Connections Surgeries



As the first meetings produced 16 actions, we published a booklet 'You Said, We Did' to tell you how we had responded. It can be downloaded from www.ssepd.co.uk/ICE

D
Delighted that Colin Nicol attended/participated and stayed for the whole event.
Bill Robertson, CKD Galbraith

ICP
Nice to hear plans and engagement with team look forward to ongoing process
Phil Norrish, UKPC

D
It's vital that this sort of forum has senior management attendance/involvement on-going.
Alex Spreadbury, B&Q

DG
Good to meet people and see senior staff engaging
Anna Cameron, CMS Cameron McKenna LLP



Connections Customer Steering Panel (CCSP) continued

Involving you in key decisions

We invited you to vote on your preferred commitments at our Connections Customer Steering Panel meetings – seen here in Stirling.

At the second round of CCSP meetings in February 2016 we took things a step further by actively involving you in key decisions about which plans and commitments to move forward with this year:

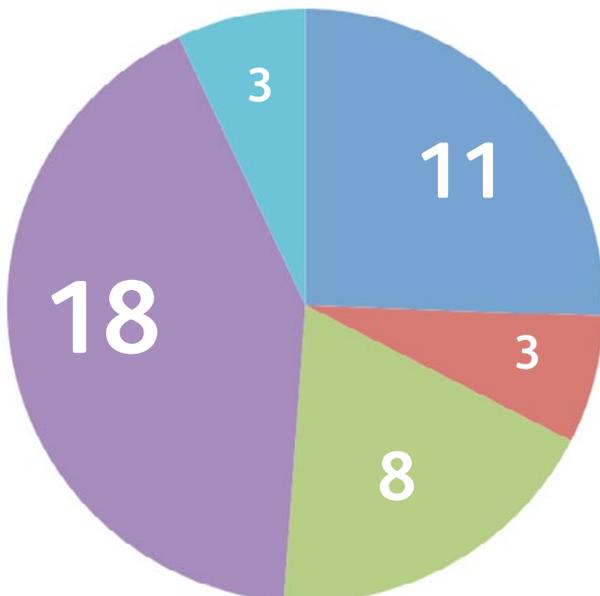
- Before the meeting, we circulated our draft plans and commitments for comment and invited you to 'vote' during the meeting for the ones you felt would be most beneficial to you
- We published our draft plans and commitments online and invited you to email us your comments
- In addition to asking for your views on our draft proposals, we invited you to share your ideas about what we should include

This consultation exercise resulted in us dropping two commitments and incorporating 11 new ones suggested by you into our plans to be delivered in 2016/17.

Mia	Proposed commitment	Proposed market segment			Suggested Delivery Date	Comments
		Demand	Generation	Unmetered		
Secure area on web portal for ICP's and IDNO's to upload documents	We will provide a web portal on our secure website for ICP's and IDNO's to submit design approval.	Y	Y	Y		
Improvements to Alternative Provider Register	We will review the current system with improvements suggested to you.	Y	Y	Y		
Clarity of what Contestable & Non Contestable works are	We will update our you have a choice leaflet to provide you with more clarity on the differences between contestable and non contestable works.	Y	Y	Y		
Contact customers (Demand & Generation) regarding outages as part of the switching schedule instead of the Sustained Standard days	We promise to deliver the same service for all demand and generation customers when an outage is planned. We will provide as much notice as possible.	Y	Y			
Quote reminder for all connection quotations	We promise to provide email quote reminders for all connections two weeks prior to quote expiry.	Y	Y	Y		
Modern opportunities to feedback on line	We will provide more opportunities to communicate with us on line via different social media routes and the opportunity to feedback to us via our website.	Y	Y	Y		
Automated pop up for feedback	We will provide a automated pop up box on the website asking customer for a few minutes of their time to answer some questions on our progress and plans.	Y	Y	Y		
Improvement to our online project tracking	We will review the current system with improvements suggested by you.	Y	Y	Y		
Provide main point of contact for a project on tracking system	We will provide contact details for our Customer Connections Managers or Commercial Contract Managers on our project tracking function online. These managers are the main point of contact from pre application through to completion.	Y	Y	Y		
Review all accepted quotations over £1million on site with Customer Designer Project Manager and either Commercial Contract manager or Customer Connections Manager	We will offer customers site visits or meetings after acceptance of any quotation over £1million. This will allow discussion of the design proposed / wayleaves and next steps for the project.	Y	Y			
Process flow chart for the tasks taken to deliver your connection after acceptance	We will create flow charts for the different types of connections from point of acceptance including reference to other guides through to completion. This will be made available on our website.	Y	Y	Y		
Email sent post acceptance to confirm Project Manager and Customer Connections Manager and Commercial Contract Manager for the connection	We will send you a email within 10 days of acceptance confirming your Project Manager your Customer Connections Manager or Commercial Contract Manager for the connection.	Y	Y	Y		
Use of System Charges Workshops	We plan to hold workshops and provide a guidance document for customers to work out their own use of system charges.	Y	Y	Y		
Intermediate payment to progress wayleaves/legal in advance of connection	We will provide the customer with the option to provide an advanced payment in order to start the wayleaves survey process earlier.	Y	Y			
Review project within 6 months of completion with customer for all projects over £1million.	We will review all projects over £1million within 6 months of completion. This will take the form of a face to face meeting and allow discussion of the connection.	Y	Y			
Produce guidance document for laying cable	We understand the laying of cables in permeable road construction is becoming more common and more guidance is required. We promise to have an updated document to be made available to customers to be made available on our website.	Y	Y			
Provide guidance for updating site contacts for operational sites	We will publish information on how to update customer records and address changes for operational sites on our website.	Y	Y	Y		
Help unmetered customers prepare standard inventories	We will be assisting local authorities and developers in identifying, recording and securing their inventory returns, including reviewing any historical records.			Y		
Guide to advise who to contact to arrange a witness test	We will expand on our current guidebook to advise how to arrange witness testing and what the end to end process is.	Y	Y			
Provide details of planned distribution reinforcements	We will publish high level details of planned distribution reinforcement works on our website via our heat maps.	Y	Y	Y		
GIS mapping 'shape' files made available for all customers	We will provide 'SHE' GIS 'shape' files for developers at their request via our.	Y	Y	Y		
Guidance on recharging of additional legal costs	We will review our guidance document currently provided on wayleaves to include additional information on possible additional legal costs to you.	Y	Y	Y		
Contract Novation process displayed online	We will review the information we currently provide and publish this on our website.	Y	Y			
Commissioning documents and guidebook attached to web	We will provide generation commissioning documents and a step by step guide on how to complete these on our website which will be available to download. These can then be completed and		Y			

We invited you to vote on your preferred commitments at our Connections Customer Steering Panel meetings – seen here in Stirling

Origin of commitment ideas from customers 2016/17



We asked the 52 customers who attended February 2016's CCSP for their feedback. Of those responded, 89% said they felt able to influence our plans and 83% found the event beneficial.

- 11 Connections Customers Steering Panel
- 3 CCM Meeting
- 8 Submitted by you to our engagement team
- 18 Engagement day
- 3 Connection surgery

Very well run - definitely the right people in the room for both sides.
Kenny Hunter, MEG Renewables **DG**

Good to be asked to be involved in influencing your plans and commitments
Colin Fletcher, G2Energy **ICP**

I will continue to be a proactive member of the panel - I found this extremely useful.
Peter Gurr, Wessex Building Services **D**

Acting on your feedback on how we engage

Doing more to engage with our unmetered customers



Rodger Yuile, Head of Connections South speaks to customers at our unmetered engagement event 19th January 2016

A key objective of our engagement strategy is to make sure we are doing everything we can to hear from our various types of customer. After inviting unmetered customers to attend our steering panel meetings it became clear that we needed to do more to engage this group, particularly in our SEPD licence area. As a result, we ran our first engagement event in January 2016 that was aimed at unmetered customers in our SEPD licence area; it was attended by 15 customers from councils and other bodies, many of whom had been customers for a number of years but whom we had not proactively engaged with. Of those who gave us feedback, 90% said the event was beneficial and 80% said our plans and commitments will positively affect them. We plan to hold more events for this group in future.

U
"SSEPD's approach to engagement has been extremely positive with a clear message to customers that at all levels within the company, SSEPD now puts connections customers at the forefront of its strategic and operational thinking.

I have been particularly impressed by the way SSEPD have listened and acted on what customers have had to say and how they have changed and are planning to change their business practices and processes to make things easier for the customer. At each of the engagement workshop I've attended, SSEPD have shown openness and transparency when listening and discuss customer concerns and we are already seeing evidence of SSEPD delivering on customer expectations and what they have commit to do.

Good communication has been a key driver of engagement and I am personally grateful to see that SSEPD have now set up a new forum group giving unmetered customers a bigger voice which in the past may not have always been heard."

Lindsay MacGregor,
UK Lighting Board

Involving you in connections innovation

Another piece of feedback we received last September was that you want us to engage directly in relation to the innovation being led by our Future Networks team to get more out of our network. In response to your feedback we invited our Director of Engineering, Andrew Roper, to talk at our steering panel meetings in February 2016 about what we are doing to develop flexible connections in response to constraints on our network (please see further details on page 15).

This presentation was well received by you in both our licence areas. Following the meeting we received a number of requests for more information, so we have responded to these requests and have since held two workshops dedicated to battery storage connections, as well as one webinar on Constraint Managed Zones (CMZ).

Engaging with house builders, small and agricultural businesses

Our inclusive approach to engaging you over the past year has been about breadth as well as depth. We recognise that many of you don't have time to attend formal meetings so we need to reach out to bodies that represent you.

We have established and reinforced our links with a number of trade bodies including the National Farmers Union, the Federation of Small Businesses and the House Builders Federation by inviting them to our events, attending their meetings and holding regular calls.

In Scotland, we actively consulted the National Farmers Union Scotland and Scottish Land Estates for their views on our Wayleaves Guide prior to publication. The National Farmers Union Scotland now displays this guide at all their events.

D
"Having attended steering group meetings with regular update calls from SSEPD I can say...the changes that have been implemented over the last twelve months, or those that will take place have really made a difference to small businesses. It is is though it is now fully understood, and appreciated, that small businesses are important."

Robyn Bourne,
Federation of Small Businesses

D
"Since we began engaging with SSEPD we have been very pleased with the progress we have seen from a nameless, faceless corporation...in that time we have noticed a significant change to a much more personal approach being undertaken by all staff where we know and who to speak to and that we will be listened to."

Tom Cackett,
National Farmers Union

Acting on your feedback on how we engage continued

Training staff to engage more effectively with you

Engaging with you is everybody's job at SSEPD. We have focused heavily this year on equipping staff with the skills they need to be able to act on what you tell them. For example, following the appointment of our Customer Connection Managers we have rolled out:

- Presentations to depot-based staff on the importance of listening to your feedback
- Presentations on connections engagement to Connections & Engineering front line staff and our wayleave officers
- Stakeholder engagement training for key customer-facing staff



CCSP meeting in Winchester, September 2015

Connections Surgeries

We have continued to provide opportunities for all connections customers, ICPs and IDNOs to attend our Connections Surgeries. These surgeries provide a valuable avenue for engagement and give you the chance to discuss your current offer or any future projects you may have, with our design, delivery and commercial staff. They also enable you to make important decisions when applying for a new connection or considering an offer you have already received.

At these events we discuss:

- How you can get connected to our network and your most cost-effective option
- The various elements of your connection quotation
- Any third party consents that may be required and how this is arranged
- The likely timescales and processes for delivering your final connection

As we recognise that you are not all able to attend our local Connections Surgeries, we will continue to arrange meetings outside the scheduled surgery dates to allow this valuable interaction to take place.

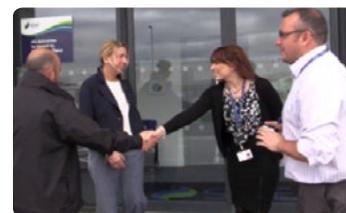
We appreciate that our more remote customers in particular may be located some distance from our local surgery venues. We will therefore be reaching out with mobile surgery events (we already have eight planned for 2016/17).

Our Connections Surgeries help build closer working relationships between you and our teams, and allow us all to put faces to names.

This two-way dialogue and open discussion has also

encouraged you to share new ideas and suggested improvements to our connections service processes.

It is an invaluable source of engagement that has helped inform our Looking Forward Report and added to our future commitments.



In 2015/16 we hosted 12 surgeries in the south of England and 10 surgeries in the north of Scotland.

100% of customers who were asked said they would recommend the surgery to other stakeholders.

94% of customers who were asked also felt their appointment at the Connections Surgery was beneficial to them and their business.

You have highlighted the value of face-to-face interaction. Our Connection Surgeries have offered a great opportunity to discuss your projects in person with our connection teams.

I find having access to the Contract Account Managers, Designers and System Planners very useful and this particular surgery has been excellent - answering a lot of my questions.

Callum Couston,
Kyle of Sutherland Development Trust

These Connections Surgeries are so valuable, to meet face to face is vital for an on-going project.

Noel Prince, Green Frog Ltd

Face to face meeting results in questions being answered much quicker.

Ruaraidh Graham,
Argyll & Bute Council

SSEPD Stakeholder Survey

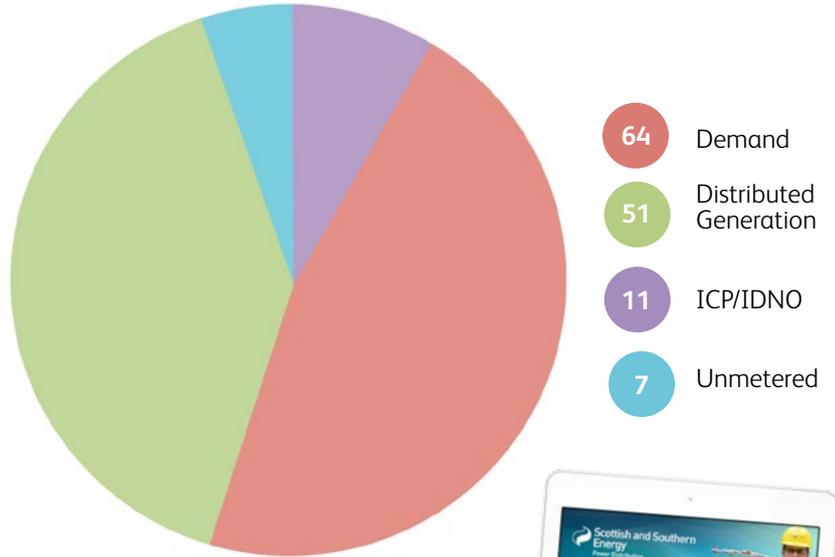
We created our stakeholder survey to capture your thoughts on how you felt we delivered the commitments made in our Looking Forward Report 2015-16.

The survey was available for stakeholders to complete from 15 March until 14 April 2016. We took many opportunities to advertise the survey, including:

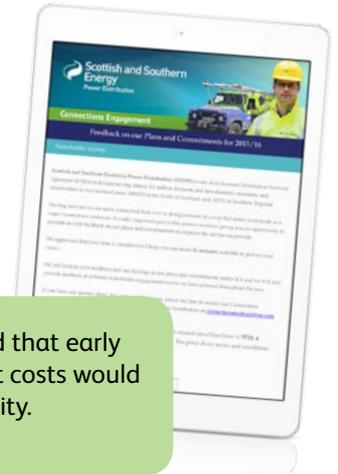
- Sending direct emails to key stakeholders on our Connections database
- Including a link in the footer of all emails from customer-facing commercial and connections staff
- Publishing it several times through our social media channels; Twitter, LinkedIn, Facebook
- Promoting the survey to stakeholders at any meetings, trade shows and engagement days

133 stakeholders completed the survey during this period, providing us with a mix of quantitative and qualitative inputs. The data represents the views of 51 generation stakeholders, 64 large housing and business developers, 7 unmetered stakeholders and 11 ICPs/IDNO, giving us feedback from a broad and inclusive range of connections stakeholders.

Respondents to the SSEPD Stakeholder Survey



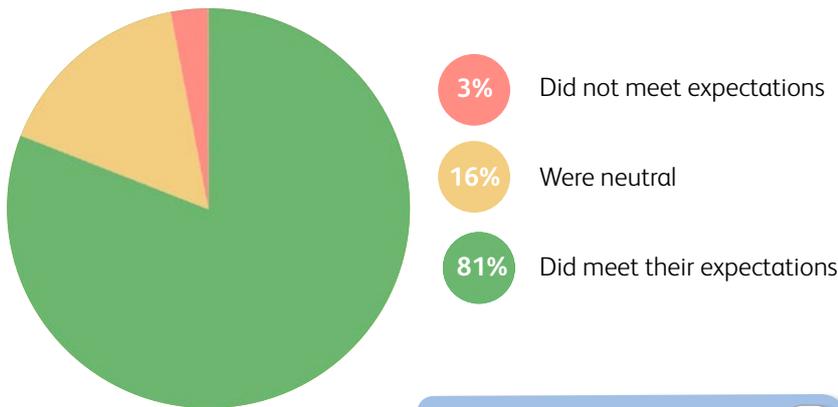
We used the data gathered to review our commitments work plan. This provides us with a broader view of stakeholders' impressions of how individual commitments are affecting our overall service.



91 of 133 stakeholders surveyed joined our mailing list to be kept up to date with upcoming events, news updates and progress with our commitments.

92% of stakeholders surveyed agreed that early feedback on potential reinforcement costs would be helpful in deciding project feasibility.

When asked if the SSEPD Connections service meets our customers expectations, we received the following results:



“While we met the expectations of the vast majority of customers there is clearly more to do and we have kept this in mind when planning our looking forward 16/17 commitments.”

Andy Huthwaite
Director of Commercial and Connections

SSEPD has been extremely proactive in seeking to engage with stakeholders. They have offered a range of channels and opportunities for such engagement

DG

Kenny Hunter ,
MEG Renewables

Key commitments from our 2015/16 work plan

The feedback

Our demand customers said the service they receive from SSEPD can be inconsistent or confusing, particularly with regard to whom they need to speak to – and that it would be useful to have a single point of contact, as generation connection customers do.

Our commitment

We committed to introduce dedicated key account managers located at each of our regional offices. Their primary objective is to help connections customers throughout the process - from initial enquiry through to connection energisation.

Single point of contact can only be of benefit. **D**
Rosie Doull,
Sullom Public Hall

We have a good working relationship but this initiative allows a more formal request approach. **D**
Jan Reid,
Scottish Enterprise



It is good to see representatives attending events where you can meet in person and discuss things. It makes overcoming concerns and issues easier **DG**
Bethan Lewis,
VG Energy

The feedback

A community project can often face additional challenges in achieving a successful connection. It would be useful to have a key account manager dedicated to supporting community groups.

Our commitment

We have appointed a dedicated account manager for community projects in both our SHEPD and SEPD licence areas. By having a main single point of contact for all community projects, we have made it easier for any community project to know who can help them with the connection process from start to finish.

Our Dedicated Account Manager (Kirsty Stephens) was great, committed and gave us a good communications route in very difficult times (Energy Bill) **ICP**
James Blackburn,
Element Power

The feedback

There are scenarios where it could be beneficial for two (or more) developers to come together and share the cost of a reinforcement or connections works. However, it can be very difficult for a developer to become aware of other potential parties with whom it may be in their common interest to discuss such an approach.

Our commitment

We have introduced a 'consortia register' as part of our online heatmap tool. This allows developers interested in pursuing a consortia in a given area to become aware of each other and facilitate discussions on the available options.

We think the consortia register is valuable for smaller generators as it allows them to work together and with bigger developers to make connections more affordable. This is particularly important in constraint areas. **DG**
Jan Reid,
Scottish Enterprise

We are currently seeking to progress a similar approach on Orkney, where we have 63 developers looking to share the reinforcement works required to connect an additional 435MWs of generation on the islands. **D**
Developers on Orkney have welcomed our approach.

This is fantastic news, I'm delighted that the extra month you provided and push that OREF made has helped bring another 365 MW to the table!! **DG**
Gareth Davies
Aquatera and Chairman of Orkney Renewable Energy Forum



Tackling network constraints through flexible solutions

In some areas of our networks, the existing network is already at full capacity and it is not possible to connect any further generation without carrying out system upgrades. This means you would typically have to wait for the required reinforcement works to be completed before being able to connect to the network. We are committed to finding and developing flexible solutions to allow you, where possible, to connect earlier. A number of alternative options are available to customers who are willing to consider a more flexible connection offering, which, depending on the circumstance, may allow connection ahead of the required reinforcement works.

the end of 2016 and will include each type of flexible connections we support. This will enable you to directly request flexible connections and have the opportunity to discuss your options with your dedicated Commercial Contract Manager and a member of our newly formed Active Solutions Team. This engagement, along with the connection offer, will allow you to determine whether flexibility will benefit your connection. It is intended that this will also help you to achieve a connection more quickly despite network constraints.

Flexible solution we currently offer

In circumstances where a transitional solution may be available, we engage with you to discuss flexible contractual terms. For example, when a local connection could be completed earlier but your full capacity is not available until reinforcement is complete. In this scenario, we can include special conditions within the Connection Agreement which can allow you to export some of your full capacity (depending on what the current network can accommodate). Where possible, this allows us to efficiently manage the available capacity to get generators exporting electricity sooner and get you connected more quickly.

We are currently developing a standardised application process for flexible connections. This will be in place by



Active Network Management (ANM) and Constraint Managed Zones (CMZ)

We created our Active Solutions Team to roll out proven innovation that requires active post-deployment engagement. This currently includes ANM and CMZ. To date, the team has designed and rolled out ANM on the Isle of Wight and our first Connect+ device on the Western Isles. Collectively, ANM and CMZs are intended to be significant steps to improve your connections experience. Crucially, we share our learning points on both with other DNOs so that the benefits can spread far beyond our own customer base.

Active Network Management (ANM)

Having proven the ANM concept on the Orkney Islands over a number of years, we were able to quantify the benefits that accrued to our generation customers connected through that scheme. We wanted to ensure that throughout our network areas you have the chance to access these same types of benefits.

Once we had established a viable basis, we also responded to your wish for us to lower the barriers to entry by reducing the cost without compromising on the service or essential functionality.

This has resulted in the Connect+ device developed by Smarter Grid Solutions. This device is applied where we manage only a single generator connection.

It provides the essential functions at a substantially lower cost. Furthermore, the device is designed so that if a single ANM connection is superseded by a full ANM system, the Connect+ connection can be rolled into the full system without compromising any existing commercial agreements.

We are actively sharing the learnings from this development with all other UK DNOs through the Active Network Management working group at the ENA as well as through other channels. It is our hope that this will allow you and other DNOs' customers to benefit from a common approach across the industry.



Orkney Islands

Constraint Managed Zones (CMZ)

Network operators actively share with each other learning points from innovation projects. This promotes best practice and brings new techniques and technologies to the UK's electricity network, helping us to deploy innovative solutions as our business as usual once market conditions are right. A recent example is our first round of CMZs, which draws upon experiences from our own and other network operators' projects in order to deploy the solution into our normal operations without the need for external funding.

We know that flexibility services such as energy storage and demand-side solutions can successfully alter energy demand. They allow us to effectively manage peaks in demand or distributed generation without needing to reinforce the network (which can be costly and disrupt your supply). We have therefore moved forward with our first CMZ, the implementation cost of which will be more than offset by the savings we make in network reinforcement – demonstrating clear value for you. This flexibility also allows us to optimise the timing of large investment decisions while delivering the same level of network security and quality of service at a fraction of the cost.

CMZs have given us a simple platform for implementing multiple smart interventions, all of which have been tested as part of our, and others, innovation portfolios. We are currently undertaking a systematic analysis of our relevant ED1 reinforcement investments to allow us to recover the full value from CMZs over the remainder of the RIIO ED1 period.

The key features of the CMZ are that it is:

- able to utilise a market approach to procure constraint management services
- technologically agnostic
- open to a full range of market participants
- a Totex solution with a 4 year decision cycle and associated optionality value
- replicable
- compatible with flexible connections

We have initially chosen two circuits that are forecast to reach full capacity at times of peak demand in the next few years, and which without a CMZ solution would require reinforcement. This is illustrated in Figure 2.

The CMZ is the natural culmination of a number of innovation projects we have delivered. Of particular relevance among our projects are the Orkney Energy Storage Park LCNF Tier 1 project, the Orkney Active Network Management IFI project, the Thames Valley Vision LCNF Tier 2 project and our DISCERN project which was partly EU funded.

Whilst the Yeovil deployment of CMZ is ongoing, we are looking to see where else it makes sense to deploy CMZ in the future. This will allow us to publish and actively engage in the areas targeted for CMZ, to make local potential service providers aware that it is coming and to think about how it could benefit them.

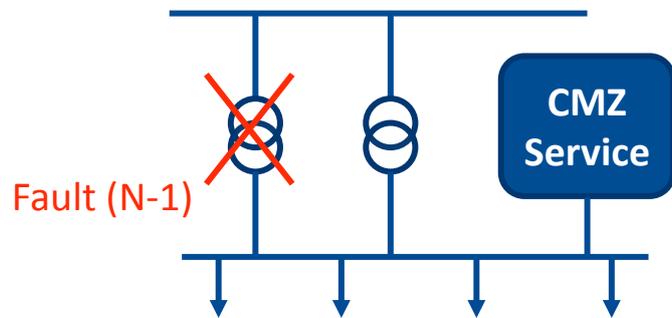


Figure 2: CMZ operation

Other flexible solutions currently available

The other flexible connection solutions we offer you are listed below and are publicly and readily available on our website www.ssepd.co.uk/AlternativeGenerationConnections.aspx. We will actively direct you to this part of the website when we believe we can offer them an alternative connection arrangement.

Timed connections

Our SEPD network tends to have predictable load and generation patterns which enable us to determine when limitations in capacity may occur. We are able to offer connections with an operating schedule containing clearly defined times and levels of capacity available to you.

Intertrip

Some of our networks are constrained due to a single upstream asset requiring reinforcement, or a single limit being infringed under certain conditions. Monitoring these conditions allows us to release further capacity when these limits or assets are within normal operating parameters.



Export-limiting devices

Additional measures are put in place to monitor power quality and ensure that the network operate within the required limits. We have a number of different types of these systems already connected to our network.

Flexible payment terms

We offer flexible payment terms for all connections at the pre-energisation stage. For large connections or those that will not be completed for several years, staged payments will be offered automatically.

Consortium approach trial

Grudie Bridge is a Grid Supply Point (GSP) 30 miles north west of Inverness. We have connected 15 hydro generators to it since its construction. The current electricity network in the area is now considered to be 'full' from an electricity generation perspective. In order to accommodate any further generation, we would have needed to carry out significant reinforcement to the distribution network. In addition to this, SHE Transmission needed to carry out upgrades to its transmission network.

Due to the level of investment needed for the 33kV distribution works, it was recognised that SHEPD should explore whether there was an appetite among interested parties to progress with a consortium-type arrangement. This meant that all projects wishing to connect would be gathered together and the cost of the 33kV upgrade works apportioned between the developers on a pound per kilowatt to connect basis. This approach is different to the one more traditionally taken by SHEPD – under the Electricity Connection Charging Regulations - where the cost would typically be entirely funded by the first party to contract, with all future contracted parties paying a 'second-comer' back to the 'first-comer' once the upgrade works and their connection works were completed.

We carried out a network study and established that the 33kV reinforcement could be economically viable if shared between the interested developers.

The consortium was established and an event held in Inverness to bring together the developers. This consortium is now progressing to connection and equates to 70% of hydro capacity due to connect in Scotland in 2016.

The benefits of the consortium approach from a developer perspective (Kieron Hanson, Hydroplan):

- “Shared grid costs for each developer – no one scheme is burdened unfairly”
- “Collaborative approach between developers to achieve common deadlines”
- “More experienced developers have tended to assist the “newbies” in understanding the process”
- “Less uncertainty (or more transparency?) with variation in grid costs”

Further engagement with customers facing network constraints

Our commitment to meeting your needs includes gathering your views on getting connected when the network is constrained.

In February 2016 we actively engaged with you to gather your views from across our license areas on flexible connections and innovation, via two meetings of our Connections Customer Steering Panel in Oxford and Stirling (see page 8).

We presented our current projects that respond to network constraints and used feedback from customers present at the meetings to inform our 2016-17 plans.

We received positive feedback from customers for engaging in this way and following the success of this exercise the decision was taken to carry out further engagement using a variety of mechanisms including:

- Two engagement days aimed at communicating to you what Active Network Management (ANM) options are available. The most recent events were in Forres on 24 March 2016 and Edinburgh on 17 May 2016.
- A webinar to encourage a wider audience of customers, and which attracted more than 90 signs ups from customers online. A further webinar has been planned in response to meet customer demand.

Our ongoing commitment

We are committed to finding and developing flexible solutions to allow you to connect earlier. We aim to do this by combining:

1. flexibility of commercial and contractual arrangement,
2. effective engagement with our connection customers
3. and developing innovative plans

to deal with networks constraints we can get you connected when the network is constrained and can facilitate quicker and more cost effective connections.

A number of other engagement events are planned for the coming year in relation to innovation and these can be viewed in full on our online events calendar -

www.ssepd.co.uk/stakeholderevent/basicsearch/

As part of our commitment to continuous improvement these engagement activities will be assessed by obtaining customer feedback at regular intervals.



Communities

The role of community account manager was introduced to seek to understand the additional challenges faced by community groups and to offer a more personal touch. We continued to work with various community bodies throughout 2015/16, including running our own community workshop and attending local community-run events to present to community representatives. This helped us demonstrate to communities that we are committed to helping their projects by providing guidance on applications, quotations, network constraints and exploring any opportunities for shared ownership connections. It also gives communities the opportunity to meet their dedicated community account manager to discuss projects.

One of our Community Account Managers and our Connections Engagement manager attended the annual Community and Renewable Energy Scheme (CARES) conference. The conference focussed on how community energy can be a key player in the renewable energy industry going forward. More than 200 attendees represented various groups in Scotland. We were proud to assist community groups over the two-day event and to sponsor the conference dinner.

I found it a very useful meeting, the information were specific and clear. The presentation of the Internal Processes was interesting, in particular; DG

- Queue Management & Interactivity
- Constraint Issues
- Community Projects

This offered me more information about alternative connection, arrangements and technical options.

Pietro Ligorio, Public Power Solutions Ltd

Shared ownership connections

We have been able to offer a range of options for community projects looking to share sites with commercial projects. This has ranged from separate metering circuit breakers on the same Point of Connection that allows for individual Connection Agreements, to sharing a single Point of Supply utilising Pseudo MPANs or even a Full Metering Settlement Option. Contractual innovation has also facilitated flexible connections with export limitation and time of day or seasonal constraints when reinforcements are unavailable.

[shared connections is] a critical component to the scheme to make it work. We also see it being used a lot for flexible energy storage connections in the future (with PV behind one pseudo meter and a battery behind another). Storage will become more mainstream over the coming years and regardless of the revenue lines that support it, many investors will want the choice of embedding it within an existing generation station (i.e. sharing the PPA position) or keeping separate on its own offtake arrangements. The full settlement option lends itself to such a situation. DG

Neil Hutchings, Anesco Ltd

Full settlement metering on a private network works really well for us and also ensure that all of the 'sub metering' is to the relevant COP providing comfort to the DNO's that accuracy is a top priority. DG

Simon Roberts, British Solar Renewables

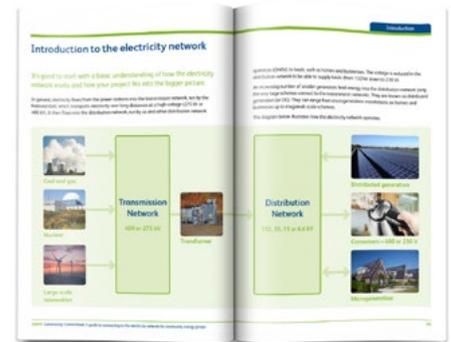
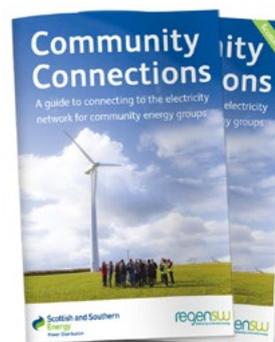
In our SHEPD area, we have collaborated with Community Energy Scotland (CES) on novel commercial arrangements, where the developer receives a connection offer with a delayed connection date due to constraints on the transmission network.

We co-produced a community connection guide with Regen SW, one for our SEPD area and one for our SHEPD area. We decided to create two guides as the challenges in each of our license area were significantly different. The community connection guide is displayed at all of our events and can be found on our website

www.ssepd.co.uk/GenerationConnectionsHome/

Renewable Energy Grid Collaboration Service

The relationships developed between Commercial Contract Managers and customers helped facilitated conversations that led to innovative methods of grid collaboration. In a number of instances developers have utilised the same point of connection, thereby sharing the costs of substation builds and reinforcement. We have also experienced private network arrangements so generators can enter in to PPAs with load customers with the excess being exported to grid. Increasingly, we are also helping customers exploring collaboration on existing connections to maximise the export agreement - e.g. synchronous generation in parallel with solar. In all these situations we can provide flexible contractual options that can offer customers peace of mind and ensure the security of the distribution grid.



Collaborating with others to tackle some of the bigger issues and recent priorities

Transmission to Distribution Interface

The interface between Transmission Owners, Transmission System Operators and Distribution Network Operators has been increasingly challenging this year. To overcome some of these challenges, a Transmission Distribution Interface (TDI) Group was initiated in May 2015. This led to the creation of sub-groups known as the High Volts Working Group and the Statement of Works (SoW) Working Group. We have been actively involved in all of these. These working groups/ sub-groups helped identify work needed to solve problems being experienced with Distributed Generation connections and National Grid.

In November 2015 the remit of the TDI group was established to oversee the SoW Working Group, High Volts Working Group and also provide a watching brief on any wider work across the Energy Networks Association (ENA) and elsewhere relating to transmission and distribution interface issues.

These challenges may be technical, commercial or regulatory in nature regarding any network management, planning or operational issues.

We have historically faced a number of challenges relating to transmission constraints and indeed one of our commitments for 2016/17 is to make it easier for you to understand the options available to you in transmission constrained areas. While the issues were mainly in our SHEPD licence area, we are also trialling the new 'Appendix G – SoW process' with National Grid in our SEPD licence area. In most cases, this process will give you visibility over any transmission dependencies on your connection as part of the very first distribution offer. This information will also be updated as part of our online heatmap tool.

DNO ICE Partnership Forum

On 25 February 2016, our connections engagement team met with their counterparts at SP Energy Networks, Electricity North West and Northern Power Grid in Glasgow. The aim was to share best practice and identify areas where we can work together for your benefit. Although they could not attend the initial meeting, Western Power Distribution and UK Power Networks are keen to join the next meeting.

The meeting was structured around common challenges and how we might collaborate to overcome them. Discussions focussed on sharing our experiences of engaging with customers during 2015/16 and the delivery of commitments. The meeting produced a long list of potential tasks and a priority action list.

Some of the short-term actions arising from the meeting include:

- A shared glossary of ICE terms to be prepared and used in ICE publications
- Sharing engagement events online – including links to online events calendars
- Agreeing to prepare three work plans tailored to each market segment

The launch meeting was considered a success and it was agreed that meetings would continue on a regular basis throughout the year.

Engaging with trade bodies

We identified early on that we needed to do more reach out to those of you who may not be able to attend an engagement day or surgery due to work patterns, particularly agricultural businesses and housebuilders.

This year we have therefore established relationships with a number of trade bodies that represent a number of our key customer groups, including the National Farmers Union (NFU), Federation of Small Businesses (FSB) and House Builders Federation. We have engaged with these bodies to find out what you think about and want from our connections service.

- In our SHEPD area, our close engagement with the National Farmers Union Scotland and Scottish Land Estates enabled us to road-test our Wayleaves Guide
- In our SEPD area as a result of our regular meetings with both the NFU and the FSB we gained valuable feedback about engagement which helped us develop into new areas such as agricultural shows and webinars

Having attended steering group meetings and with regular update calls from SSEPD I can say that, from my experience, the changes that have been implemented over the last twelve months, or those that will take place, have really made a difference to small businesses. It is as though it is now fully understood, and appreciated, that small businesses are important and make up a huge percentage of SSEPD clients. SSEPD are now thinking of innovative ways to embrace small businesses, and their needs, and are wanting to engage with them in ways that engage this huge market segment, for example, webinars. An excellent way of targeting smaller businesses who might not have the capacity to leave their work for many hours but can commit to an hour long session on a subject area that is of interest to them.

Robyn Bourne,
Federation of Small Businesses

The NEW Competition In Connections Code of Practice (COP)

Giving you more choice in the connections market

Just because we own the network doesn't mean you have to accept a quotation to connect from us. Other companies can carry out many aspects of the work. Competition gives you a choice and keeps us on our game making sure we deliver the best possible service for you.

Ofgem recently identified that more work was needed to improve the opportunity for connections customers to take advantage of this choice. During April 2015 to October 2015, Ofgem tasked all DNOs with developing a new Code of Practice (COP) to be an enforceable 'best practice' guide. To ensure this works for you, we have continued to take the lead and have chaired the new COP Panel for its first year.

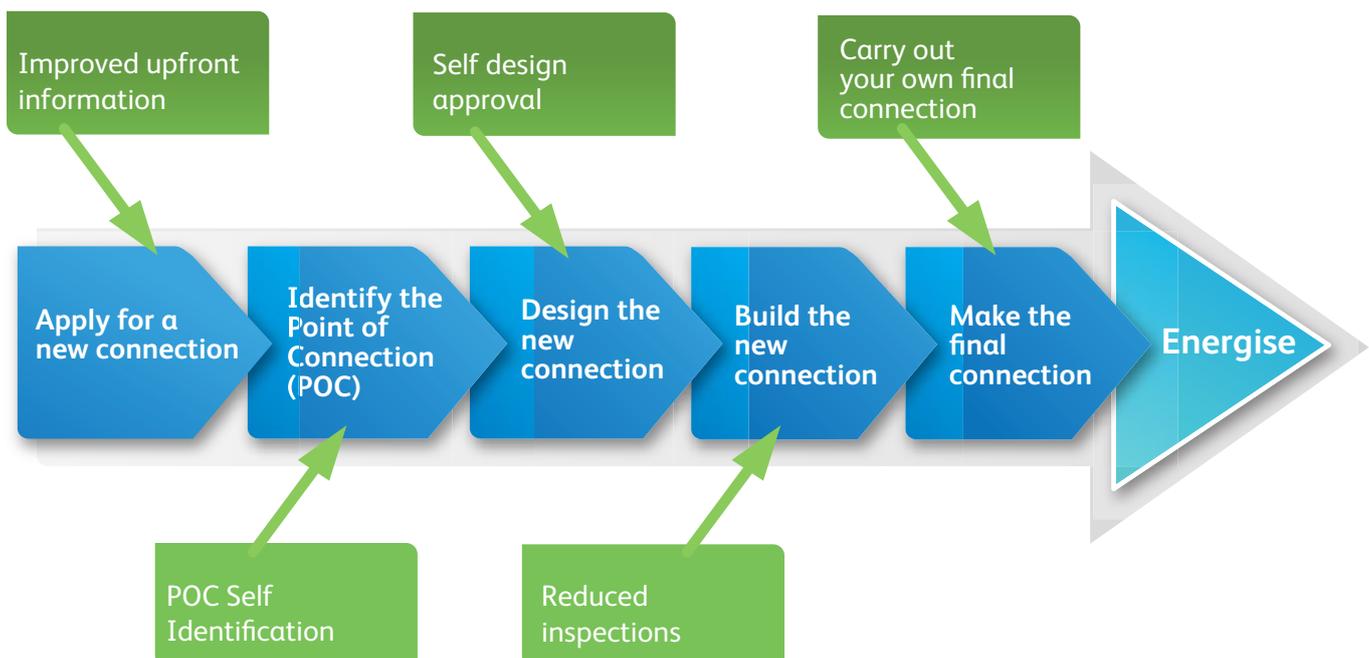
You can find more on this and your connections choices on page 59, or view more detail on our website: www.ssepd.co.uk/CompetitionInConnections/.



The availability of competition in any marketplace drives higher quality and greater choice for customers. The introduction of this Code of Practice will offer a greater range of connection options for our customers, helping in our much more collaborative approach to providing connections to our networks.

Cathy Falconer
Commercial Manager
(Competition in Connections Policy)
Chair of the Code of Practice Steering Group

Introducing Competition in Connections



"very much look forward to future workshops on this topic."

Malcolm Varley,
Integrated Utility Service

"The event was very useful and it was useful to hear the issues and problems faced by other ICPs/IDNOs."

Roddy Spiers,
G2 Energy Ltd

"thank you for your very stimulating day."

David Overman,
GTC

"Great content delivered at a perfect pace. It's been a pleasure."

Matthew Beechey,
Modus Ltd



"Audit feedback with policy reference of visual cases would be helpful."

Mark Nicks,
UKPS



KPI Measure	Comments
Community connection guide published	Our community account managers are now in place and have been working with community bodies to develop relationships with community connection customers. They can be contacted at community.energy.champion@sse.com
Actively explore commercial innovation opportunities with interested stakeholders	After consultation with community bodies we have hosted and taken part in 12 community workshops
Percentage of regions covered by account managers	SEPD: Our community connections guide, created in collaboration with Regen South West, went live in quarter 2. SHEPD: Our community connection guide, supported by Local Energy Scotland and Regen South West, went live in Quarter 3
Guides published and endorsed by stakeholders	We have produced a customer-friendly leaflet to inform stakeholders of the types of innovations currently available or being trialled across our licence areas
Percentage of regions covered by account managers	All Customer Connections Managers (CCMs) are in position and are aligned with our new regional structure
Guides published and endorsed by stakeholders	We have produced simple guides for disconnections, the large distributed generation process and wayleaves and legals. These are all available on our website
Website updated, customer feedback on workshops, Steering panel set up, successfully attended and endorsements obtained	Phase 2 of the events calendar went live in December 2015 to include the ability to view all historic event material including presentations, pictures and videos. Connections Customer Steering Panel was set up and included in our yearly engagement plan. We have run two ICP Policy engagement days to discuss policy grey areas and the new Code of Practice.
Contact maps available on website	Published staff contact maps of our Commercial Contract Manager, Customer Connection Manager and our Regional Operational staff to make it easier for customers to contact the correct person
Number of calls received out-with core hours and endorsements obtained	We ran an extended opening hours trial from October to December 2015. Due to low call numbers we consulted with customers within our Looking Back 2015/16 survey to extend or continue as is; 73% agreed the opening hours should not be extended beyond our current offering
Online facility available	Function available on our website to help identify what electrical load capacity a customer should apply for
Number of projects where early feedback has been provided	Early feedback was provided to customers so that project feasibility could be considered, for example; the published numbers refers to the number of customers who felt that upstream reinforcement would make their project unviable
PDFs available on website	Up to date Network Diagrams now available on-line within the Secure Area of our website
Percentage increase on website hits up to end March 2015	Google analytics reflects that the introduction of the Network Capacity Map increased hits on our website by 1064 in the quarter it was launched. This equates to just over 25% based on the hits for the same period last year (January - March 2015)
Process updated, communicated and endorsed by stakeholders	We have provided MPAN process guides for each of our market segments (Demand, Distributed Generation, Microgeneration, Building Network Operator, Independent Connection Provider). These were communicated to customers via our connections newsletter. They are all available on our website to view and download
Review process and communicate findings	Ahead of target, we have reviewed our legals and wayleaves process and relaxed a number of requirements in the area of substation and cable route ownership. This has been rolled out to involved parties via a number of workshops and road shows and is explicitly explained via model agreements on our web site
A process to register for technical updates created on our web site and an automated facility to be informed of updates created	Ahead of target, we have created on our web site, a secure area where all technical and network information is held. When documents in this area are updated an automatic message is sent to those registered to keep them up-to-date
Quote letter updated	Following consultation with customers, we added a paragraph to our quotations advising customers of our guaranteed standards of performance. This has also been updated on our webpage
Policy published and endorsed by stakeholders	Our Policy guide is published on our website and is available for all stakeholders who are interested in looking into becoming a Building Network Operator
Policy adopted as business as usual	We have included on our website clear contact details of the unmetered team and useful links to improve the information provided in order to help facilitate the process

Breakdown of costs improved and communicated with customers	We have improved our breakdown of costs within our quotation offer and are rolling this out in stages to all our customers, starting with our DG customers
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Improved generation connection offer letter	We have improved the format of the generation connection offer so that all of the important information is summarised and highlighted at the front of the offer.
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A Quote pack matrix has been rolled out to all of our connection designers to ensure	A Quote pack matrix has been rolled out to all of our connection designers to ensure
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Continued on the next pages >

Updated work plan continued

	Commitment	KPI Target				KPI Actual				Red Amber Green
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
The Application Process	Breakdown of costs		✓				✓			
	Review of generation connection offer				✓				✓	
	Improved quote pack			7	9				9	
	Standard design approval letter	✓				✓				
	Streamlined design approval			✓				✓		
	Customer-focused acceptance process for interactivity	✓				✓				
	A connection optioneering process for load			5	15		6	11	6	
	Extending our online application facility	✓				✓				
	Consortia register			3	10			3	64	
	Improved quote acceptance page			7	9				9	
	Online statement of works tracker	✓				✓		✓		
	Independent Connection Provider (ICP) staff to become an approved designer		✓				✓			
Getting Connected	Online project tracking facility	✓				✓				
	Staged payments		✓				✓			
	Construction, adoption and connection agreements.		✓				✓			
	Improve methods of payment online	✓				✓				
	The adoption process			✓				✓		
	Review the restrictions on capacity of an unmetered connection		✓				✓			
	Visit and inspect retro charges			5	10				31	
	Alternative provider to identify own POC		✓				✓			
	Commissioning assistance			✓				✓		
	Alternative provider visibility to inspection and monitoring			10	30				31	
	Increased witness testing resource				20				67	
	Link Box requirement		✓				✓			
Choice in Connections	Assistance with alternative options.		✓				✓			
	Enhancing the alternative providers register	10	20	30	40	15	50	62	66	
	Quote to include alternative provider costs		9				9			
	Quote with choice for all		9				9			
	Alternative provider delivering reinforcement			✓					✓	
	Extension of Contestable Works			✓				✓		

KPI Measure	Comments
Breakdown of costs improved and communicated with customers	We have improved our breakdown of costs within our quotation offer and have rolled this out to all market segments
Improved generation connection offer letter	We have improved the format of the generation connection offer so that all of the important information is summarised and highlighted at the front of the offer
Number of market segments with standardised quote packs	A quote pack matrix has been rolled out to all of our connection designers to ensure consistency of quote packs across all market segments
Communication published	Standard design approval letter for both demand and generation projects now in place and business as usual
Number of market segments with standardised quote packs	To support alternative providers self design approval we now offer a staged design approval process, which makes the approval of the entire design more likely and customer friendly
Review process and implement as business as usual	Process now business as usual
Number of occasions used	We are continuing to trial offering customers an improved estimating service for developers with a long-lead project. Customers have requested that this includes the option of multiple quotes for varying connection options
Online facility available for all	All customers now have the ability to apply for all connection types on our website
Incorporated into heatmap and number of parties registered	We facilitated several consortia and helped investigate possible workable cost sharing solutions for 67 customers
Improved letter in place and SAE provided in quote	The format of the acceptance pages have been reviewed and amended based on feedback. Pre-paid envelopes are now sent out so that offers can be easily returned
SoW tracker available on website	By collaborating with National Grid and other DNOs a guide has been produced to outline the SoW process with indicative timings
Process implemented and communicated	We now have a process in place to allow alternative provider designers to become approved designers, with no requirement to have their designs approved, for the majority of connections projects
Facility available to all customers	We have made it easier for you to track your projects online, including offering an overview of what stage your project is at, the next milestone, important dates and the contact details for the member of staff responsible at each stage of your connection
Process updated and communicated	We have now extended the facility to pay for your connection in stages and either offer staged payments, or the offer to discuss these in every quotation we issue
Agreements in place and communicated to alternative providers	We have recently reviewed and updated both our adoption and network access agreements to ensure transparency and consistency for all alternative providers
Improved payment method options available	All customers now have the ability to pay via IBAN or swift code as well as the traditional forms of payment
Process reviewed and updates published	We have created a flowchart illustrating what documents and information are required at the various stages
Review process and communicate outcome	We have reviewed and increased the limit to 100A
Number of occasions applied	We have now carried out 31 inspections across 14 alternative providers with the intention of the first invoices being levied during June 2016
Implement process and communicate to alternative providers	We have recently launched and rolled out a number of workshops and engagement events and on-line process for alternative providers to identify their own POC for the majority of connections projects
Guide published and communicated	We have created a commissioning guide explaining our requirements clearly and unambiguously
Number of audit events visible	We have now carried out 31 inspections across 14 alternative providers with the intention of the first invoices being levied during June 2016
Number of additional staff trained to witness test	There are now an additional 42 SAP's available to assist with witness testing within our SEPD licence area and 25 SAP's available to assist with witness testing in our SHEPD licence area
Process updated and communicated	We no longer insist on link boxes as standard. Where we do deem them necessary we will fund these
Guidance provided as standard	Guidance is now provided as standard when customers are dealing with our connections and engineering team. We have also updated our website to ensure customers are aware they have a choice.
Number of alternative providers registered on database	Our alternative provider register has now been improved based on direct customer feedback resulting in a surge of new registrations
Number of market segments with included costs	To simplify a customers opportunity to compare and chose a provider, our quotations now include all costs should the quotation be carried out by ourselves or an alternative provider
Number of market segments who received quote with choice	We now provide a quote with choice as standard to all of the nine relevant market segments that we quote
Policy published and communicated	Draft internal reinforcement policy, waiting to be formalised once we have a committed ICP
Review of process and changes communicated	These included identifying own point of connection, approving own designs and carrying out own final connections on our network including operating on our network

Community Projects

Dedicated account manager for community projects

We have introduced dedicated account managers so that all community projects benefit from a single point of contact for any queries they may have with their connection: Andy Crumley, who replaced Kirsty Stephen in February 2016, and Paul Munday. Their main aim is to help streamline the process, explain quotations, have regular progress catch-ups and explain what to expect from start to finish.

We have taken the following actions to ensure this commitment reaches its full potential:

- Community Account Managers have attended industry meetings and liaised with community bodies to ensure full awareness of current issues. We have kept in touch with, and attended events of, Local Energy Scotland, Community Energy Scotland and Regen SW as well as attending their events
- Advertised our Community Account Managers' contact details via community bodies and the Community Energy Hub
- Supported various different types of community engagement days and workshops that were held throughout the year
- Our Community Account Managers have supported 13 projects
- The dedicated email address for account managers is community.energy.champion@sse.com

KPI: Account managers assigned to each licence area

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			



Andy Crumley (SHEPD)

andy.crumley@sse.com

01738 516886



Paul Munday (SEPD)

paul.d.munday@sse.com

02392 624353

"A great start, with a strong focus on delivering better customer service. Was pleased to see the actions related to community energy."

DG

Tamar Bourne,
Regen SW

"Now that SSEPD have dedicated Account Managers for community projects, this will make our project so much easier."

DG

Sophy Fearnley-Whittingstall,
SFW Communications

"One point of contact for communities is transparent, we know where to go and SSEPD are not the big scary organisation."

DG

Gillian Hurding,
Community Energy Scotland

"The additional support the community account manager can provide is really valuable for new customers in particular to help provide continuity through out the connection process."

DG

Felix Wight,
Community Energy Scotland

"Great to have a dedicated and committed to community energy, the community account manager gets the information to communities in a easy to understand language, good focus on communities."

DG

James Buchan,
Local Energy Scotland

Our work plan in detail continued

Community Projects

Run training workshops

One aim of our engagement with community project customers is to help them navigate and use our systems so they know the information they can access there. Training workshops held focussed on GIS (maps), online heatmaps, website functionalities and our Electricity Network Diagrams.

Having discussed with community bodies the best method of engaging with their stakeholders, we held a variety of hosted events and attended trade shows and other external events to reach as many communities as possible.

"Great to have lots of SEPD team here. Team came across very well - approachable, transparent etc. Nice atmosphere." **DG**

Tamar Bourne,
Regen SW

"Happy to contribute and great to see a forum where connections stakeholders can engage in discussion, explore the issues and offer feedback in relation to the SSEPD connections and engagement strategy... only positives can come from this initiative." **DG**

James Buchan,
Local Energy Scotland

"SSEPD have proven they are pro-actively engaging and want to engage, easy to get in touch with and are making great efforts to make processes better." **DG**

Gillian Hurding,
Community Energy Scotland

KPI measure

Number of events held

- Q2 SEPD Community Engagement day, Renewable Energy Marketplace, Local Energy Challenge Fund, Understanding Community Renewables and Shared Ownership Opportunities hosted by Local Energy Scotland
- Q3 Renewables Futures and Green Energy Awards, Community Energy Conference, Western Isles Community Consortia
- Q4 Smart Energy Market place, CARES Conference 2016, Western Isles Community Consortia second event, New Models for Community Energy hosted by Regen South West and Bath University and the Low Carbon Oxford Route Map to 2020 Workshop

	Q1	Q2	Q3	Q4
Commitment		2	4	6
Actuals		4	3	5

78% of our SSEPD stakeholder survey felt there was sufficient opportunity to attend a community workshop.

Community connections guide

We recognise that people involved in community projects don't always know how to apply for a community connection. Feedback from community groups told us that a guide to assist community projects in identifying various stages of the connection would be very helpful. In producing a guide, we worked with Regen South West and Community Energy Scotland to ensure it was appropriate to end-users' needs. The guide has been distributed at trade shows, industry engagement events and has been posted on the community energy hub website to benefit a broader range of interested parties.

We created two versions to allow for different requirements between our two licence areas:

- SHEPD North of Scotland
- SEPD Central Southern England.

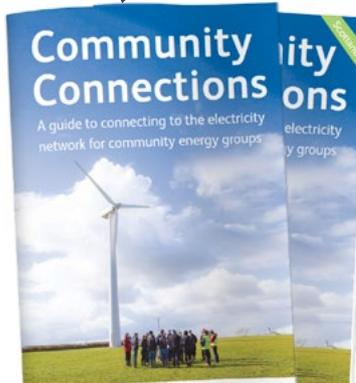
Can be found at www.ssepd.co.uk/GenerationConnectionsHome/

"Particularly for first time customers, it is important to provide clear and accessible advice that is relevant to their immediate needs and can be taken away for consideration." **DG**

Felix Wight,
Community Energy Scotland

"Excellent commitment to communities." **DG**

James Buchan,
Local Energy Scotland



"Brilliant to have all information up front, very helpful." **DG**

Gillian Hurding,
Community Energy Scotland

KPI measure

Community connections guide published

- Q2 SEPD Guide delivered
- Q3 SHEPD Guide delivered

84% of survey respondents felt the guide would benefit their preliminary investigations in starting a community project.

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓	✓	

Community Projects

Commercial and contractual innovation

We have explored novel connections agreements to assist community connections on an ever-constrained network. We have continued to engage with interested stakeholders throughout the year by investigating and trialling projects in both our northern and southern licence areas. To illustrate and communicate these projects we have produced a helpful leaflet, which can be found on www.ssepd.co.uk/GenerationConnectionsHome on the right hand side under Flexible Connections and case studies. These innovative solutions will help customers avoid expensive reinforcement costs when connecting to a constrained network.

Our Future Network team has also worked to make our website more engaging and informative by introducing a newsletter on current projects, news.ssepd.co.uk/news/all-articles/2016/02/future-networks-newsletter.



DG
 "SSEPD and hydro developers have co-operated to a high level to deliver hydro power despite government inflexibility. Excellent in difficult circumstances."
Shaun MacDonald,
 Conobrae Farms

U
 "It's particularly interesting/encouraging to read about the innovation work areas in the pipeline – e.g. Active Network Management, hydrogen electrolysers, batteries, EVs to manage networks better allowing for more integration of renewable."
Paul Spencer,
 Oxford City Council

ICP
 "Certain I&C business applications and embedded generation projects are inherently flexible and can therefore benefit from innovative contracts and may be able to support/alleviate network constraints."
Graeme Dawson,
 RWE npower Ltd

ICP
 "We welcome the approach taken with Constraint Managed Zones, and would like this approach extended to include additional areas where there may be benefit for the customer in reducing reinforcement costs."
Nick Heyward,
 Origami Energy

DG
 "When investigating the expansion of [ANM] grid capacity for our site, the technical team provided context on constraints and considered advanced configurations which was appreciated. The commercial team provided clear guidance on the application process. We will shortly be submitting a formal application."
Fredrik Adams,
 Black Dog Biogas Ltd

KPI measure

Actively explore commercial innovation opportunities with interested stakeholders

	Q1	Q2	Q3	Q4
Commitment			3	5
Actuals			3	5

92% of survey stakeholders were supportive of us continuing our involvement in Commercial and Contractual Innovations.

Customer Service

Extension of account manager service

We received very positive feedback regarding the introduction of account managers for generation customers. This has led us to extend the service to large demand connection customers. We now have dedicated Customer Connection Managers located in each of our regional offices to manage your connection from enquiry through to completion. The Customer Connection Managers:

- Are responsible for looking after all works associated with your project
- Have regular catch-up meetings to discuss current and potential future projects making things easier for you to connect
- Discuss your project with you to fully understand the details of your request
- Ensure you know what to expect from start to finish of the connection process

You can find our Customer Connection Manager details on our website www.ssepd.co.uk/Connections - below the box for developers is the option to choose Customer Connection Managers – England or Scotland

"This has proved to be very useful right from its introduction." **D**

Mr J Young,
Individual

"An excellent service." **D**

Michael Neal,
Wessex Water Survey

"Always a positive experience when dealing with a central contact who is helpful or can point you in the right direction with queries and who follows query through to completion." **ICP**

Kim Smith,
MJA Consulting Survey

"The help Dab Nzeribe has provided has been great, and if this were to continue, it would be a much easier process to follow should any issues arise." **D**

Thomas Freeman,
Persimmons Home

"ICP/Customer having a customer connection manager is a great addition which shall provide a better service for the customer." **ICP**

William Milligan,
Forth Electrical Services Ltd

KPI measure

Percentage of regions covered by account managers

87% of surveyed stakeholders felt the introduction of Customer Connection Managers will have a positive effect on the connection service

	Q1	Q2	Q3	Q4
Commitment			70%	100%
Actuals		100%		

Improved selection of process maps and guidance booklets

To improve your experience we have committed to simplifying certain aspects of the connection process by continuing to develop our suite of easy to understand information booklets and process maps to guide you on what to expect. Based on your feedback, we focussed on the large distributed generation connection process, clarity around our disconnections process and help with our wayleaves and legals process. Here is the scope of the guides we have created:

- Wayleaves/legals process: A guide on the key features and considerations of the wayleaves and legal process involved when delivering a connection. See guide on this www.ssepd.co.uk/LandRights. Since uploading and advertising the existence of the guide, the web page went from 251 views in quarter 3 to 566 views in quarter 4.
- Large distributed generation connection process: The processes followed by large distributed generation projects can vary. This guide explains the main differences developers should be aware of for projects of 10MW or above. This guide is for Scotland and can be found at www.ssepd.co.uk/GenerationConnectionsHome
- Disconnection process: This guide will detail the various stages involved in arranging a disconnection, including timescales so that you can plan and schedule the works. The guide can be found on the dedicated disconnections page: www.ssepd.co.uk/Disconnections

"Their current format is concise and informative." **D**

Yazdi Batki,
Persimmon Homes

"Regards to Disconnections, the online application form has proved useful & efficient. Regards to Wayleaves, Linda Morrison is highly efficient in terms of returning and processing Wayleaves and also in answering queries." **ICP**

Nicola Cunningham,
Dandara Ltd

"The guide contains very useful information." **D**

Duncan Eunson,
Fairhurst

"Large distributed generation process is a useful guide." **ICP**

Tom Healy,
Vento Ludens Ltd

KPI measure

Guide published and endorsed by stakeholders

We consulted with stakeholders to ensure the information provided in the guides was suitable and contained sufficient detail to be of value. 91% of survey respondents felt that the guides help explain the key features of our connection process.

86% of customers strongly agree that this guide will help them understand the Wayleaves process

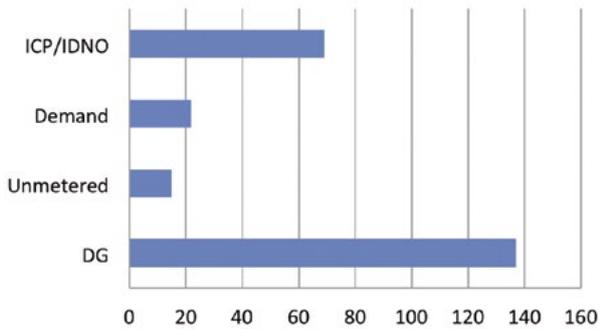
	Q1	Q2	Q3	Q4
Commitment		✓	✓	✓
Actuals		✓	✓	✓

Customer Service

Improved methods of engagement activities

We continued our programme of monthly Connections Surgeries throughout 2015/16, holding a total of 22 surgeries, to which 152 stakeholders attended. We also held 11 of our own engagement days, including two ICP workshops, reaching out to a broad and inclusive range of 243 customers who attended in total.

Engagement Days attendees



	DG	Unmetered	Demand	ICP/IDNO
■ Number of attendees	137	15	22	69

One of the most significant changes we made over the past year to how we do things was to launch the Connections Customer Steering Panel (CCSP) in September 2015. More information can be found on page 4.

At each panel event we sought feedback from customers through open discussions, voting and feedback forms. This has been very successful, with 74% of our 2016/17 commitments being a direct result of the CCSP engagement activities throughout the year.

We further improved our events calendar and introduced a media button. After each event we shall add the event presentation slides, photographs, videos and other information from the events. This function enables you to download information from the day if you were unable to attend the event and as a reminder information pack if you did.

KPI measure

Website updated, customer feedback obtained on workshops, CCSP set up, successfully attended and endorsements obtained

76% of customers are aware of the different ways they can engage with us
Only 6.2% of stakeholders disagreed that there has been more engagement offered than last year

Only 17% of stakeholders disagreed that they can directly affect our business plans moving forward

	Q1	Q2	Q3	Q4
Commitment	✓	✓	✓	✓
Actuals	✓	✓	✓	✓

"Positive way forward for competition in connections." DG

Lee Mason,
DNO Consulting Ltd

"More open than others. SSEPD seem to embrace the spirit of the new CoP." DG

Ernest Walker,
Sterling Power

"The surgery was extremely useful and Stefan (Jackson) was excellent. Great knowledge of all details." DG

Roberto Fumagalli,
Energia.011

"Proactive engagement that appears to beyond the CoP requirements, seems to be a genuine desire to help ICP's/IDNO's." D

Mike Moseley,
Morrison Utility Services

"Good balance between information and discussion." DG

Katy Dickson,
Scottish Land & Estates

"Impressed with the engagement and direction SSEPD is taking." D

Chris Taylor,
Modus Ltd

"Great opportunity to get guidance from this with the best overview of the networks and how this relates to our (potential) activities." DG

Simon Murrells,
Elgar Middleton

"Already have made useful changes to open communications." DG

Alan Taylor,
Aardvark

"Great communication and engagement happening in SSEPD at the moment!" DG

Claudio Fernandes,
Martifer Solar

Our work plan in detail continued

Customer Service

Staff contact maps available on our website

You told us you would like contact information for our connection staff so you can better understand our structure and know who is responsible for your project. This was further endorsed by our Managing Director, Colin Nicol, who made it one of his key objectives to deliver this year.

To meet this commitment we have:

- Created staff contact maps on our website for our Commercial Contract Manager team who deal with generation projects from start to finish, available at the bottom of the following page www.ssepd.co.uk/GenerationConnectionsHome
- Created a similar staff map for our regional Customer Connection Managers, which can be found under Connections help on the following page www.ssepd.co.uk/Connections/Developers
- Included on all online applications the contact details of who is dealing with the project at the design stage and, after acceptance of the quotation, the delivery manager's contact details.

These staff maps are to ensure you can find the appropriate contact details to discuss your projects with ease.

DG

"Being signposted to the correct person straight away has been a huge help for getting a better understanding of what connections are available."

Bethan Lewis,
VG Energy Ltd

U

"Yes, much clearer approach and better contact details for specific queries."

S Denyer,
Perth and Kinross Council

DG

"Having direct contact details of employees associated with specific areas has been very helpful in targeting enquiries."

Nick Heyward,
Origami Energy

KPI measure
Contact maps available on website

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			

76% of stakeholders agreed that we should publish further staff contact maps

Extend support for application to evenings and weekends

Our customer service staff, who are the first point of contact for all connections applications, trialled working extended opening hours: 08:00-20:00hrs on week days and 08:00-14:00hrs on Saturdays. These extended opening hours were trialled between October and December 2015 with an average call rate of 7 between 18:00-20:00hrs and 37 calls on a Saturday.

Due to the low volumes we consulted with stakeholders via our SSEPD stakeholder survey. We asked 'Due to the low volume of calls received during these extended working hours we are not currently planning to extend our opening hours further. Do you feel that this is the right decision?' 73% of stakeholders agreed or strongly agreed it is, while 2% disagreed.

We are not currently planning to extend our opening hours further.

D

"Smaller business owners could well be making contact when it's possible - when not running their business. Domestic customers will be contacting when not at work.... The hours you have seem reasonable."

Alex Spreadbury,
B & Q

DG

"For something as important as a grid connection most people can make the time to phone during office hours."

Gavin Catto,
Green Cat Renewables

KPI measure
Number of calls received out-with core business and endorsements obtained

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

Customer Service

Implement a 'load calculator' on our website

We have created a 'load calculator' on our website to help identify what capacity you should apply for, for smaller projects, from 1 to 20 services. It allows you to calculate additional and total loads and takes into account After Diversity Maximum Demand (ADMD). ADMD considers the probability of 2 or more properties using its full demand at the same time. The demand load calculator can be found at www.ssepd.co.uk/DemandCalculator. The web page has had 78 views (with the trend steadily increasing) since the function went live in late March 2016.

"This will allow us to cross-check the loading info we receive from the Technologist." **D**

Nicola Cunningham,
Dandara Ltd

"The more technical assistance that's available, given the limited technical knowledge of most connection applicants, the better!" **D**

Alex Spreadbury,
B & Q

KPI measure

Online facility available

77% of stakeholders surveyed agreed that the provision of the load calculator will help in correctly completing the load requirement details of the application form.

	Q1	Q2	Q3	Q4
Commitment				✓
Actuals				✓

Early feedback on the progress with your application

For large projects with longer timescales, we provide updates on the progress of your application at an early stage. This will take the form, following initial assessment of your application, of a call or email from your contract manager or designer. It will update you on the progress of the design and any high level findings regarding to reinforcement requirements or timescales of your project to facilitate any early decisions on the project's feasibility.

An internal SSEPD service level agreement has been set up with the connection planning teams to ensure early information is communicated to you so you do not need to wait the full allowable time to find out that the project may be unfeasible.

"Early feedback always good in case changes are required on site." **D**

Rosie Doull,
Sullom Public Hall

"The earlier we understand a site is not viable the quicker it will be cancelled therefore freeing up more time for your staff." **DG**

Harriet Burrell-Knipe,
Raw Energy Ltd

"Help applicants decide whether or not a site is viable - a truly useful service." **D**

Alex Spreadbury,
B & Q

"better communication on 'receipt' of our request, advising on timescales for issue of quote (which is normally received in advance of said date) Any modifications are normally received promptly as well." **D**

Colin Mair,
Kirkwood Homes

"Great to find out information and allows communities to understand options available and financially model the project." **DG**

James Buchan,
Local Energy Scotland

KPI measure

Number of projects where early feedback has been provided

92% of surveyed stakeholders agreed that receiving a high level overview of potential reinforcement costs at an early stage would be helpful in deciding project feasibility

	Q1	Q2	Q3	Q4
Commitment			25	50
Actuals			19	194

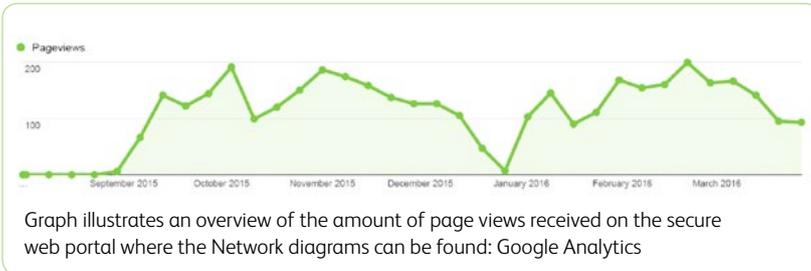
Information Provision

Access to network diagrams

We understand the importance of providing you with as much information regarding the visibility of our existing network as possible to help you make decisions about your project. We have created an area on our website where you can access our systems, starting with our extra high voltage and high voltage network diagrams (in PDF format). We have also improved our GIS mapping system to show more detail. This should give you the ability to understand how our network is connected and

allow you to predict if you could easily connect your projects to our existing infrastructure.

This page is being used frequently with 420 views in quarter 2 and 1,684 views in quarter 3 (see below graph for an overview). The offering of this network information has been supported by training offered at engagement days, exhibitions and Connection Surgeries.



Chris Hebden,
Vanderbilt Homes

"I think this is a great feature, providing it is kept accurate."

Christine Mitchell,
Bellway Homes

"It's helped with checking to see if any diversions are necessary and a potential connection point."

KPI measure
PDFs available

Only 5% of surveyed stakeholders disagreed that having the network diagrams available is useful

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals		✓		

Extension to online heat maps

As part of our commitments last year we delivered an online map with information to show how much capacity is available for large generation connections. We have used your feedback to continue improving this information, adding the ability to download information from the generation availability heat map tool into Excel and KMZ formats. This tool continues to be popular with over 3,000 views per quarter.

It will show where the headroom is available on our networks to give you better up-front information around likely reinforcement costs and timescales of your projects. Since the tool went live, it received 141 views in December 2015 and 1,064 views in quarter 4.

We have extended the heat map function to those of you wishing to connect large loads, such as data centres, commercial units, retail parks or large housing estates. This new tool can be found at www.ssepd.co.uk/ContractedDemand

Nicola Cunningham,
Dandara Ltd

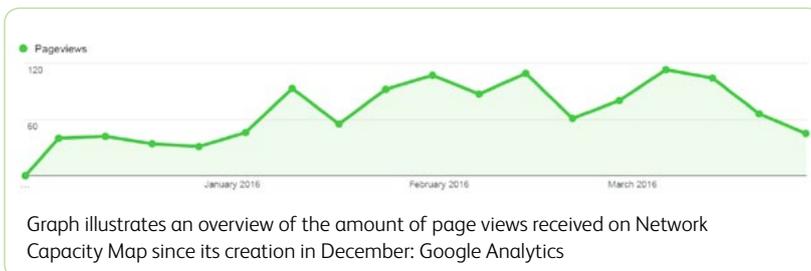
"Very useful for engineers and technologists working on future developments."

Kate Wilson,
Stag Energy

"Latest heat maps and network diagrams are of considerably higher standard than any other DNOs. The level of interactivity and ease of use is particularly impressive."

James Blackburn,
Element Power

"Access is great as I can answer my own questions the majority of the time."



KPI measure
Percentage increase on website hits up to end March 2016

Only 3% of stakeholders surveyed felt that the provision of Network Capacity maps would not help them judge likely reinforcement costs and timescales.

	Q1	Q2	Q3	Q4
Commitment				25%
Actuals				25%

Information Provision

Consolidated MPAN process

The Meter Point Administration Number (MPAN) is your unique connection point number, which you need to appoint your supplier and meter operator. We have reviewed our MPAN policy and improved the clarity of information we provide by creating MPAN guides for the various types of connections.

Our review focussed on:

1. At what stage an MPAN is raised and supplied to you. The outcome of the review was that we will raise MPAN requests when the schedule of works for the connection is agreed with the customer to avoid previous issues for customers and energy suppliers when we raised the MPAN during quote acceptance.
2. The time it takes the MPAN team to turn around an MPAN request. The turnaround time for raising and releasing an MPAN is 24-48 hours.

To ensure the individual MPAN guides are fit for purpose we consulted with stakeholders. We checked whether the information provided in the guides is relevant. Since the dedicated MPAN page went live on 15 December 2015 the page has had 793 page views (until the end of March 2016).

"I have had a look through all the information on the webpage below, particularly the ICP category, and found it to be very clear and useful. It clearly outlines what is required from us before we can submit an MPAN application, what we need to include for the MPAN application, expected timescales and also what to do next. I think having it split into different customer categories provides more clarity as it means the information is specifically aimed at the person reading it, meaning there is little to no room for confusion on process and you do not need to sort through any information irrelevant to you in order to find what you are looking for, subsequently saving a lot of time."

ICP

Emma Roberts,
UK Power Solutions

"Having this process in a flowchart form is very useful and it is easily accessible from the Connections homepage. It makes the information clear and straightforward and I will find it a very useful reference document going forward."

ICP

Greig Dawson ,
Morrison Construction

"Yes, a good explanation of an MPAN and the process on your website."

ICP

Jeff Reynolds,
IQA Group

"The flowchart is easy to follow and gives clear indication of how the MPAN system works, it also gives the customer a clear indication of timelines to allow for coordinated planning between SSEPD and their chosen supplier."

D

Scott Anderson,
BAM Nuttall Limited

"Looks quite easy to read and put across in an easy to understand manner. I can't think of anything else that needs to be added for clarity."

D

Caroline Mouland,
Premier Energy

KPI measure
Process updated, communicated and endorsed by stakeholders

	Q1	Q2	Q3	Q4
Commitment			✓	✓
Actuals			✓	✓

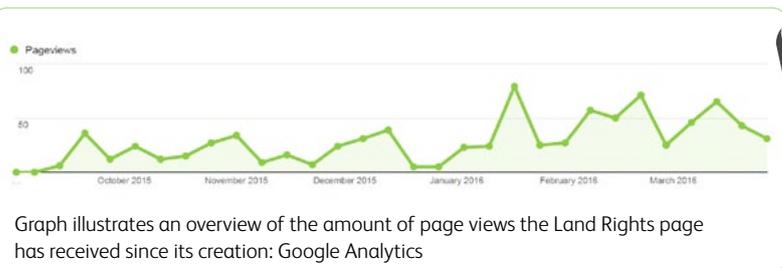
Enhance understanding of the wayleaves and legals process

You told us that a delay in the progress of your connection due to the wayleaves and legals process can be frustrating. We have set out to improve our wayleaves and legals process by enhancing the clarity in the information we provide. We have:

- Reviewed our internal process, which has led us to lower the minimum requirements to secure equipment on third party land. We have communicated this change via workshops and road shows and is explicitly explained via model agreements on our website

- Created a flowchart in our new guide that tells you about the process and what you need to do at each stage and have provided contact details of our wayleaves officers
- Improved the online availability of documents (wayleaves, easement) www.ssepd.co.uk/LandRights so you can access them whenever is convenient for you

The creation of a dedicated Land Rights page has proven popular with 251 page views in quarter 3, growing to 566 page views in quarter 4. See overview below since the page was created.



"Excellent as this process often causes delays on site."

DG

Simon Roberts,
British Solar Renewables

"Wayleaves are always lengthy agreements which take far too long to arrange and agree. Any guidance available on how best to speed up this process is beneficial."

DG

Bethan Lewis,
VG Energy Ltd

KPI measure
Review process and communicate findings
86% of stakeholders felt that this guide would be beneficial in understanding the wayleave and legal process and key considerations

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

Our work plan in detail continued

Information Provision

Register for online information updates

Communicating useful updates to stakeholders, including improvements delivered, can be difficult. We have sought to enable you to register on our website to receive updates and to be kept informed of relevant news throughout the year, including upcoming events and changes. With the interests of being user-friendly, we created a scrolling news widget which can be found at www.ssepd.co.uk/ice and a mailing list which you can find on the same page and elsewhere on the website. Both will keep you informed of:

- News updates, including our quarterly connections newsletters and heat map updates
- Progress on our Plans and Commitments: keeping you updated when new customer-friendly guides are published, when commitments have been delivered and when new website functionalities have gone live
- Policy updates: keeping you informed of any regulatory changes to policy or when documents are published for consultation

D

"Since seeing the additional links to other areas of the site, I am now keen to get updates and emails and will be signing up."

James Kirby,
Linden Homes Thames Valley

DG

"Good to help with the understanding of how to ensure connections are obtained."

Steve Tizrad,
Wessex Building Services

DG

"Helpful - providing a 'live' update of activity."

Graeme Dawson,
RWE npower Ltd

DG

"It helps identify new things that a customer may not have noticed otherwise."

Nicola Waters,
Primrose Solar Management Ltd

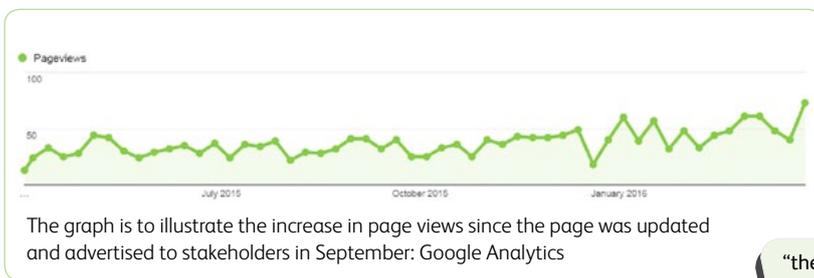
KPI measure
A process to register for technical updates was created on our website and an automated facility created to inform of updates
70% of stakeholders felt they would benefit from signing up to our mailing list

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals		✓		

Guaranteed Standards of Performance

Our Guaranteed Standards of Performance provide you with the parameters which guarantee that we will cost, schedule and deliver your connections to our networks. These standards vary depending on the size of the connection you require and the works involved. To ensure you are aware of which guaranteed standards of performance apply to your connection, we have made clearer on our webpage which standards we have to meet

when costing, scheduling and delivering your connection to our network. We have updated the Terms and Conditions in the offer letter we send to you by including a link to this webpage www.ssepd.co.uk/CustomerService/PerformanceStandards. Since the page was updated and the change communicated, the number of page views increased to 541 in quarter 4. The year's trend can be seen below.



D

"I feel this is a useful addition to the Quote Letter. It will force us as customers of SSEPD to read the Performance Standards and understand the payments which are available to us. I also believe it will focus SSEPD to deliver on time for customers which can only be a good things."

Greig Dawson,
Morrison Construction

D

"Useful to know where it is and think it is a good idea."

Tom Freeman,
Persimmons Homes

U

"the Performance Standards covering letter is very useful and clear to your customers."

Lesley Larna,
Reading Borough Council

D

"I believe this to be to be a good idea, it lets the customer know what to expect and allows them to track progress accordingly, it is also a good driver for SSEPD to ensure they meet the customers' expectations and don't incur any penalties."

Scott Anderson,
BAM Nuttall Limited

U

"Very useful as it gives the customer confidence that we are committed to ensure we adhere to standards."

Graham Lawson,
Angus Council

KPI measure
Quote letter updated

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals				✓

Information Provision

Improved communal metering policy (building network operators)

Some of you have asked us to review our policy in relation to communal metering in multi-occupancy buildings. This has led to us helping developers to become 'building network operators' (BNOs), which was previously not an option. This will allow them to install communal metering where they wish and help support competition in connections. We have created a guide to becoming a building network operator: www.ssepdc.co.uk/Connections/Developers

"it will be well worth looking at this guide as an option for the future." **D**
Jason Jones,
 Watkins Jones Group

KPI measure
 Policy published by stakeholders
 2% of stakeholders disagreed that the guide improves the visibility and information for developers who wish to become a BNO

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

Clearer information about unmetered connections

There has been some confusion over what connections can be made as unmetered. We have included on our website clear contact details of the unmetered team and useful links to improve the information we provide and to help facilitate the process. The unmetered team will be able to explain the opportunities and limitations of an unmetered connection where possible. Since updating the website and advertising it through our dedicated unmetered connection newsletter we have seen an increase in page views as shown on the graph to the right.



"I would advise that the process is improving all of the time. Having dealt with other DNO's the SSEPD process is much more user friendly." **D**
Darren T,
 MJA Consulting

KPI measure
 Policy adopted as business as usual
 71% of stakeholders felt that clearly displaying the team's contact details and offering the opportunity for early engagement and advice has improved our service

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

The Application Process

Clearer information about SSEPD breakdown of costs

You told us you want to see more information and further details in our breakdown of costs. We have met this commitment by providing more information on our quotation to reflect the different elements that make up the quotation. This revised quote letter is consistent in format across all types of quotations.

KPI measure
Breakdown of costs improved and communicated with customers
77% agree or strongly agree that the additional breakdown helps provide greater clarity

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

"I have found this to be very useful especially compared to quotes received by other companies, as it eliminates guesswork." **D**

David Postle,
Persimmon Homes

"There is now enough relevant information on the quote", **D**

Oliver Nuttall,
Birchmere Ltd

"The information you have provided is comprehensive and extremely helpful", **D**

Barry Mitchell,
Barratt North Scotland

"Definitely gives you the essential information that you look for in the first instance. So very useful and it works for me." **DG**

Scarlett Di,
Anesco Ltd

"In the past we have seen some confusion about actual connection dates having a very clear statement at the start of the offer will help give customers more certainty and avoid unpleasant surprises." **DG**

Felix Wight,
Community Energy Scotland

Clarifying our generation connection offers

You informed us that the important information provided in the DOCO (generation connection offer letter) is not easily accessible. Our plan was to revamp this contract in a similar way to that carried out for our 'demand' quote letter. After reviewing what you asked for we have enhanced the visibility of the important information by introducing an executive summary to the cover letter of the DOCO. We have included in the cover letter the connection date, any reinforcement requirements, and a breakdown of contestable and non-contestable costs.

KPI measure
Improved generation connection offer letter

	Q1	Q2	Q3	Q4
Commitment				✓
Actuals				✓

"Firstly, I admire the new simple layout which does make the literature easier to digest. Secondly and more importantly I really appreciate the fact that all the key information that one would wish to seek from a grid connection offer is cited on the front cover, rather than the long-winded way round of having to scroll through every page." **DG**

Rickard von Poten,
Suncredit

"I can honestly state that I am sincerely impressed and delighted you have decided to make these alterations. The changes you have made clearly reflects on SSEPD's awareness to determine the clients' priorities for distribution generation connections and it also suggests that you have listened to recommendations made by your customers." **DG**

Rickard von Poten,
Suncredit

"Great to have upfront and provide clarity in a easy to use and readable format." **DG**

James Buchan,
Local Energy Scotland

The Application Process

An improved quote pack to make life easier for customers

We had in the past issued a range of standard quotation packs containing different levels of information and breakdowns. We committed to review these quotation packs to ensure all stakeholders receive the relevant information with their quote. We now:

- Provide a standardised geographical plan illustrating proposed works with every quotation, making it easier for you to see what we have quoted for
- Standardise the documents that are sent with the quotation to ensure all customers receive relevant information depending on their market segment
- Send a 'You have a choice' leaflet with every quotation detailing that every customer has a choice in connection provider

"Quotation is user friendly and clear for Forth Electrical Services (FES) and customers to understand."

William Milligan,
Forth Electrical Services Ltd

ICP

"Find it easily set out, but always have done."

Oliver Nuttall,
Birchmere Ltd

D

"I agree that with this, the service is easier, faster and leaner than before."

David Postle,
Persimmon Homes

D

"New customer summary sheet was helpful as it had the Design Approval Fee shown separately."

Hayley Carmichael,
IQA Group

ICP

"This is a definitely a positive change, it is always good to see what you are paying for."

Jason Jones,
Watkin Jones Group

D

KPI measure

Number of market segments with standardised quote packs

	Q1	Q2	Q3	Q4
Commitment			7	9
Actuals				9

Standard design approval letter

Upon approval of a design submission from an alternative provider, we will issue a standard letter to confirm approval and supply details of the next steps and timescales. This will enable you to have a clear picture of what needs to happen next and an indication of what to expect moving forward.

"In the past it has been difficult to tie in all together with timescales etc. So I find this very useful."

Oliver Nuttall,
Birchmere Ltd

D

"SSEPD has made great improvements in the clarity and communication of their design approval and rejection information in the past few months. The details provided are clear and succinct with sufficient information to allow us to respond or discuss if further details are required."

Jason Jones,
Watkin Jones Group

D

KPI measure

Communication published

90% of ICPs believe this will have a positive effect

	Q1	Q2	Q3	Q4
Commitment	✓			
Actual	✓			

A more streamlined design approval process

We aimed to speed up the approval of alternative provider designs through the use of standard approved designs and staged solutions. We have set up a dedicated team to provide design approvals and support to alternative providers.

Under the new Code of Practice, alternative providers can now approve their own design for all LV and HV demand projects. Our approach for more complex connections such as generation projects is that alternative providers can submit elements of their design for qualified approval prior to having their entire design approved – i.e. a staged approach to design approval. This has been communicated at dedicated workshops and through our newsletter.

"I have experience in the past of long delays when requesting quotations. In the past 2 months it has improved."

Ian Tidbury,
Utili-light Ltd

ICP

"Where SSEPD and NPG for example allow the ICP to approve their own designs based on their NERs accreditation. We believe that this is industry best practice. It should be the ICP choice to request that the DNO approves the design or instead undertakes an inspections of the ICP approved design."

Neil Fitzsimmons,
Power On Connections

ICP

KPI measure

Number of market segments with streamlined design approval

60% of stakeholders agreed and 40% of stakeholders were neutral regarding whether this process has sped up the approval process

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

Our work plan in detail continued

The Application Process

Customer-focused acceptance process for interactivity

We have changed the acceptance process for when a quote becomes interactive to allow you to accept the quote by providing only the signed acceptance within the moratorium period. If you are successful in the interactivity process, you will need to forward payment within 10 working days of being advised. This is to avoid any negative cash flow effects that upfront payment can have on an acceptance that may need to be cancelled if unsuccessful.

KPI measure

Review process and implement as business as usual

76% of generation customers feel this has had a positive effect

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			

A connection optioneering process for load flexible to meet customer needs

We originally committed to providing an improved estimate service to developers with long lead projects, for example 5-15 year build outs of new housing estates. By engaging on large-scale development projects at an early stage we tailored this commitment to their requirements. It became clear in the planning and feasibility stage that as much engagement as possible would benefit our customers with advice regarding surrounding possible electrical constraints, reinforcement requirements and onsite considerations. Also, that they prefer a flexible approach to quotation options.

We have ensured that demand designers are available to attend project meetings to provide valuable insight into project-specific considerations. This is accompanied by the possibility of flexible quotations, whereby designers will quote not only for the minimum scheme but also take into account your comments and provide a separate option for an alternative network construction where possible.

KPI measure

Number of occasions used

90% of stakeholders agreed that, if requested, offering more than just the minimum scheme can improve the energisation timescale

	Q1	Q2	Q3	Q4
Commitment			5	15
Actuals		6	11	6

“Very good of SSEPD to consider the problems of the developer, cash flow is key.” **DG**
James Blackburn,
 Element Power

“The tweak to the interactivity process, whereby we do not have to pay a grid deposit unless we are the successful party, is fundamental to our willingness and ability to accept interactive offers. Being faced with numbers of interactive offers that were not at the head of their respective queues exposed us, at one time, to insurmountable cash-flow challenges. On our highlighting this issue SSEPD reacted very quickly to update their commercial terms. The new process ensures that we, a niche consultancy as opposed to a heavyweight developer, are not disadvantaged. We are now able to accept connection offers based purely on their viability, which is the way it should be.” **D**
Hugh Taylor,
 Roadnight Taylor Ltd

“I am happy with the initial engagement and projects seem to get off the ground very quickly.” **D**
Darren Thrussell,
 MJA Consulting

“Very good. Complicated options and Jennifer gave good advice throughout. Yes. Useful to understand pricing options.” **D**
Simon Southagte,
 Pimus Communication

“The more information that can be provided at an early stage the better.” **D**
Yazdi Batki,
 Persimmons Homes

“The two power estimate options provided by SSEPD for Slackbuie 2 Phase EN were very beneficial. It allowed Tulloch Homes to assess construction issues, such as a potential Distributor road crossing and consider the programming, indicative costs and delivery timescale of the sub station required for the Slackbuie 2 development.” **D**
Murray Watson,
 Fairhurst Engineering Consultants

The Application Process

Extending our online application facility to more customers

This year we have extended our online application facility to our unmetered connections customers. All market segments can now use our online service to pay and track their projects through to completion. We receive an average of 548 applications per month (based on October 2015 to March 2016) through our online application service: this is around 12% of total applications we receive. We have also introduced a new self service quoting process for unmetered connections customers, meaning you can now build your own quote online and pay for it within minutes if you are a local authority, parish council or private finance initiative. You can start your journey at www.ssepd.co.uk/UnmeteredSupplies

"The website has improved, and is very friendly for a developer to use."

Andy McClarren,
Midren Homes

"I often like to include the street lighting scheme into my application to make it easier to pass onto suppliers, the extension of the facility allows me to do this online."

David Postle,
Persimmon Homes

"Our Design Team will definitely make use of this."

Jason Jones,
Watkin Jones Group

KPI measure

Online facility available for all

Zero stakeholders surveyed disagreed that the introduction of the new online self-quoting system would be a positive step

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			

Consortia register to promote collaboration

In certain circumstances, it may be beneficial for two (or more) developers to come together as a consortium, as sharing a connection and/or reinforcement cost may be in both parties' interests. To help facilitate this we have added a consortia register on our website for generation developers which can be found on our generation availability heatmap. We have publicised this through community bodies to ensure potential parties are aware of this facility. There has been a lot of demand for this tool, however it seems that the drop in feed-in tariffs has impacted the volume of stakeholders willing to explore a consortia option.

"A very good tool and I will look more closely after this."

Finley Becks-Phelps,
Energiekontor UK Ltd

"We think the consortia register is valuable for smaller generators as it allows them to work together and with bigger developers to make connections more affordable. This is particularly important in constraint areas."

Felix Wight,
Community Energy Scotland

"Consortia register has been a great initiative for projects and brilliant that we have the option to apply online."

James Buchan,
Local Energy Scotland

KPI measure

Incorporated into heatmap and number of parties registered

80% of stakeholders agreed that the consortia register will help developers connect in areas where reinforcement costs have hampered previous projects

	Q1	Q2	Q3	Q4
Commitment			3	10
Actuals			3	64

Improved quote acceptance page

You told us that the layout of our quote acceptance page could be improved. We have now amended it to reflect your feedback. We have also started sending out pre-paid envelopes with all connection offers that are sent via post to offer you a stress-free reply.

"It is useful to have pre-paid envelopes which saves time!"

Jason Jones,
Watkin Jones Group

"The [improved quote acceptance page] will be a great help to me."

Sharron Hampson,
PMC Construction & Development Services Ltd

"Huge improvement."

Rosie Doull,
Sullom Public Hall

KPI measure

Improved letter in place and SAE provided in quote

71% said agree or strongly agreed with this

	Q1	Q2	Q3	Q4
Commitment			7	9
Actuals				9

Our work plan in detail continued

The Application Process

Online Statement of Works tracker

We have added a Statement of Works (SoW) tracker to our website. SoW is the process with National Grid where a large generation or demand customer is required to go through the process to see whether their connection has an impact on the transmission network. We added the Scottish SoW tracker to our website in quarter 1. After consulting with stakeholders and National Grid on the preferred method of dealing with the SoW process for our SEPD licence area, we have added a SoW tracker to our website. Both trackers clearly illustrate the process and timeframes your application will undergo when a SoW is required.

"The changes listed so far are all very positive developments." **DG**

M Peebles,
EWT UK Ltd

"I would say that it can only be a good thing." **DG**

Finley Becks-Phelps ,
Energiekontor UK Ltd

KPI measure

SoW tracker available on website

80% of customers agreed that the Statement of Works tracker clarifies the Statement of Works process

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓		✓	

Independent Connection Provider (ICP) staff to become an approved designer

We aimed to put in place a designer validation process to enable alternative providers to control designs via a self-certification process, recognising the competencies and capabilities of the organisations making the design submission. We now have a design guidance matrix where certain types of simple designs do not require approval by our SSEPD designers. So far we have had several ICPs take this responsibility on to provide their customers with quicker responses. This change in policy was communicated at our ICP/IDNO Engagement days and via our newsletter circulated to all ICPs registered on our online portal and held in our engagement database.

"Its a step forward although we are yet to trial this." **ICP**

Sachin Walavalkar,
Power On Connection

"Where SSEPD and NPG for example allow the ICP to approve their own designs based on their NERs accreditation. We believe that this is industry best practice. It should be the ICP choice to request that the DNO approves the design or instead undertakes an inspections of the ICP approved design." **ICP**

Neil Fitzsimmons,
Power On Connections

KPI measure

Process implemented and communicated

Link to matrix of approved designer

www.ssepd.co.uk/CompetitionInConnections/POCGuidanceMatrix/

Link to Newsletter explaining how you can become an approved designer

www.ssepd.co.uk/Connections/EngagementPublications/

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

Number of Phases	Appropriated ADMD Level	Element type	Method of Calculation and Output Requirements											
			LV Services	LV Distributor	6.6kV or 11kV Secondary Substation Transformer	6.6 and 11kV Circuits	23kV and 33kV Substations	23kV and 33kV circuits	33kV up to 132kV inc. 132kV Circuits	132kV up to 275kV inc. 275kV Circuits				
Single phase	up to 20kVA	Street Lighting	Design assessment only (subject to certain conditions)											
Single phase	up to 20kVA	Other	Design assessment only (subject to certain conditions)											
Three phase	up to 20kVA	Other	Design assessment only (subject to certain conditions)											
Three phase	up to 20kVA	Other	Design assessment only (subject to certain conditions)											
Three phase	up to 20kVA	Other	Design assessment only (subject to certain conditions)											
Three phase	up to 20kVA	Other	Design assessment only (subject to certain conditions)											



Getting connected

Online project tracking facility

Last year we introduced the online application facility. Based on your feedback, we have now implemented phase 2. We have made the following improvements to make it easier for you to track your projects online: We now offer an overview of what stage your project is at, the next milestone, important dates and the contact details for the member of staff responsible at each stage of your connection. This extra function has been very well received and has seen 3,291 applications received in the past six months (Oct –Mar). Throughout the year we have continued to engage with customers to ask how we can further improve this facility; their ideas have been included as improvements in our next work plan.

"This is very useful to know, the admin staff at Carillion will find this process on your website extremely helpful and I, as an electrical engineer can use it too - especially as it stops phone calls and emails." **U**

Peter Campbell,
Carillion Services

"This just makes the process more efficient as we can get a progress update without calling SSEPD and have the history. Online project tracking is the future." **DG**

Finley Becks-Phelps,
Energiekontor UK Ltd

KPI measure

Facility available to all customers

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			

Staged payment to offer greater flexibility to customers

We understand that it can sometimes be challenging to pay upfront in full for projects. You asked if it is possible to extend our offer of staged payments beyond its current scope for jobs over £100,000 or with a connection date of more than 18 months away.

We have now introduced a formal internal process to follow when offering staged payments. This includes a typical payment schedule. The designer or commercial contract manager will decide for any request on a case-by-case basis. If agreed, the payment schedule will typically look like:

Acceptance payment	25% of quotation
Plant and equipment order, typically to be paid 14 months prior to the connection date	50% of quotation
Works starting on site, typically to be paid 8 months prior to the connection date	15% of quotation
Final works on site, to be paid 1 month before connection date	10% of quotation

Or if a £10,000 + VAT (deposit) acceptance payment is agreed, then the following schedule should be follow:

Acceptance payment	£10,000 + VAT
Plant and equipment order, typically to be paid 14 months prior to the connection date	75% minus £10,000 (paid as acceptance payment) of quotation
Works starting on site, typically to be paid 8 months prior to the connection date	15% of quotation
Final works on site, to be paid 1 month before connection date	10% of quotation

"In the current market, cash flow is important to all parties, especially on developments where viability may be tight. Staged payments for all is a massive benefit and should be commended in helping to deliver much needed housing and employment." **D**

Ed Argent,
Robert Hitchins Limited

"Staging the payments makes more sense. It helps when phasing developments." **D**

Yazdi Batki,
Persimmon Homes

"Having previous used this policy, it is a workable policy." **D**

Nicola Cunningham,
Dandara Ltd Survey

"This is a very helpful tool especially for community type projects." **DG**

M Peebles,
EWT UK Ltd Survey

KPI measure

Process updated and communicated

84% of stakeholders agreed that offering staged payments would be of benefit

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

Our work plan in detail continued

Getting connected

Construction, adoption and connection agreements

To improve the service offered to alternative providers we have put in place a fair and equitable framework of model adoption agreements. All these documents can be found on our secure portal for alternative providers. We currently have 221 registered stakeholders who have access to our secure area which can be found on this web page www.ssepd.co.uk/CompetitionInConnections.

"Having attended both a workshop and individual session with SSEPD to talk through the availability and use of the new network, construction and adoption material on their secure web site we see this quantity and availability of information for alternative providers like us as a significant improvement in the information provided by SSEPD." ICP

Gary Milne,
IUS

"It's a step in the right direction." ICP

Sachin Walavalkar,
Power On Connections

KPI measure	Q1	Q2	Q3	Q4
Agreements in place and communicated to alternative providers		✓		
Link to newsletter explaining how you can become an approved designer		✓		
www.ssepd.co.uk/Connections/EngagementPublications				

Making it easier for customers to pay for connections online

We recognised that it is important for you to have a range of payment methods available. Also that some of you are international investors and customers with different payment requirements. To reflect this we have included our Swift code and IBAN details on our payment details page of the SSEPD website. We have also updated all other appropriate literature, making it easier for you to make payment to us online or via bacs transfer.

"That fits the bill exactly." DG

Roland Moss,
GDS Yarnton Ltd

"All my payments would come from Germany, so this information would be useful." DG

Finley Becks-Phelps,
Energiekontor UK Ltd

KPI measure	Q1	Q2	Q3	Q4
Improved payment method options available	✓			
80% of our customers agree or strongly agree that this is beneficial	✓			

Clarifying the adoption process for customers

It can be confusing to know exactly what documentation needs to be in place and completed as we work with your alternative provider through the adoption process. To avoid this confusion we have created a flowchart illustrating what documents and information are required at the various stages. The flowchart is available at www.ssepd.co.uk/CompetitionInConnections.

"We are happy with the process but would like to see it streamlined in terms of the amount of paperwork transferred. To this end we need to have all documentation electronically transferred and the document condensed to the salient points of the project with the bulk of the document as an overarching agreement. SSEPD have made good progress and we believe they are capable of delivering a market leading document with support from the competitors working with SSEPD." ICP

David Overman,
GTC

"Not a major issue in our market segment but its a progressive step." U

Sachin Walavalkar,
Power On Connections

"This is a positive move, compared to the previous reliance on a strict mis-interpretation of the 500W rule." U

R L Mainstone,
Dorset County Council Survey

Review the restrictions on capacity of an unmetered connection

We have increased the restriction on the capacity of an unmetered connection to 100A. This is available for equipment that meets certain criteria of an unmetered connection and is specifically brought in to meet the requirements of the new motorway gantries. Further information can be found at www.ssepd.co.uk/UnmeteredSupplies.

KPI measure	Q1	Q2	Q3	Q4
Process reviewed and updates published			✓	
80% agree or strongly agree that the flowchart clearly illustrates what is required at different stages of the adoption process			✓	

KPI measure	Q1	Q2	Q3	Q4
Review process and communicate outcome		✓		
60% of survey respondents agreed and the balance was neutral that reviewing the unmetered capacity would help make an unmetered connection easier		✓		

Getting connected

Reviewing how and when we levy visit and inspect retro charges

Our initial quotation used to include costs for any likely planned commissioning and witness tasks we may have to carry out. Going forward, where requested by the alternative provider, we will ask for this just prior to energisation rather than upfront. Since 1 November 2015 all quotes issued have included no up-front inspection charges for ICPs.

All quality inspections are undertaken by an inspector from an internal Network Business Team. The inspections will be conducted on a sample of works undertaken by both ICPs' and SSEPD's own staff. Our ICP/ IDNOs have been briefed at our workshops. We reiterated the message in our ICP/IDNO Newsletter explaining all to ICPs/IDNOs.

Link to newsletter explaining how you can view your inspections:

www.ssepd.co.uk/Connections/EngagementPublications

"This is a good idea in principle as costs can be quite high at project start, although there has to be a mechanism to ensure this doesn't become a problem to energisation rather than a solution."

Jeff Reynolds,
IQA Group

"Forth Electrical Services (FES) Ltd are satisfied with the current and proposed method of payment. The positive side to paying the inspection cost within the non-contestable is that it allows Forth Electrical Services (FES) to foresee what the cost is and include it within the quotation to the client. Overall Forth Electrical Services (FES) Ltd are satisfied with the current process and would also embrace the proposed process."

William Milligan,
Forth Electrical Services Ltd, ICP

"This is good as long as it does not hold up the work."

David Overman,
GTC

KPI measure

Number of occasions applied

Zero stakeholders disagreed that delaying charges for certain services would improve our customer service.

80% of ICPs and IDNOs surveyed said that removing this cost for ICPs/IDNOs has improved their competitive advantage?

	Q1	Q2	Q3	Q4
Commitment			5	10
Actuals				31

Increasing access of alternative providers to key information about our network

We have put in place a process to allow alternative providers to access the information required to enable the identification of their points of connection to our network for the majority of straightforward new connections and diversions. We have provided access to our network diagrams, GIS and process documents to help alternative providers identify their own POCs. The introduction of this new policy has been communicated at our ICP/IDNO engagement day and via our dedicated newsletter. However we find that the number of ICPs/IDNOs willing to submit their own POCs via the website is minimal, with only 49 views of the submission section of our website in quarter 4.

"A positive more forward to enable easier connections for ICP's/ IDNOs."

Rob Smith,
Energetics

"Initial view on self determination looks very promising."

Simon Dawson,
GTC

"We have at this time not looked to deeply at the SSEPD methodology although what we have seen looks quite efficient."

Phil Norrish,
UK Power Solutions

KPI measure

Implement process and communicate to alternative providers

20% of stakeholders felt that we previously did not supply sufficient information to enable them to identify their own point of connection.

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

Our work plan in detail continued

Getting connected

Commissioning assistance

The final step for all networks to be energised is the final commissioning. You told us that particular issues often arise at this stage of the connection process. To mitigate these issues we have committed to provide a commissioning guide explaining our requirements clearly and unambiguously. This should help ensure a successful first commissioning of a site. The document can be found under the heading 'Witness testing' at www.ssepd.co.uk/GenerationConnectionHome.

DG
 "The technical team are also a great help advising in advance what to look out for and any challenges that may arise."
James Blackburn,
 Element Power

KPI measure
 Guide published and communicated
 70% said agree or strongly agree that sufficient information is provided in this document to inform you of the exact requirements for a positive commissioning

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

Increasing visibility to inspection and monitoring of alternative providers

We aimed to provide full access to all inspection and monitoring results carried out at an alternative provider's site. This is to demonstrate that alternative providers are not subject to any increased level of quality assurance audits compared to what we carry out on our own staff sites. The most practical way to implement this commitment was to extend our online application facility to encompass results of inspections and monitoring carried out. We now have a specific process whereby an alternative provider can log in to its master account to see their inspection results. We dedicated a large portion of the newsletter to this process and how it worked.

KPI measure
 Number of audit events visible
 70% of ICP felt it would benefit transparency if putting inspection and monitoring results online would benefit alternative providers

	Q1	Q2	Q3	Q4
Commitment			10	30
Actuals				31

Increased witness testing resource available in response to customer demand

We recognise that during particularly busy periods for renewable generation connections there may be occasions when we struggle to have enough engineers ready to witness the commissioning of your renewable generation project. To meet your demand, we have introduced a new regional structure to the operational side of our business. This will improve how we meet demands from you and networks. The new structure includes dedicated teams that specialise in certain operational areas to ensure quality, speed and efficiency. It includes more trained staff as protection engineers who are responsible for witnessing and commissioning projects.

This restructure has brought all Senior Authorised Persons (SAP's) and Protection engineers within each region under the one Head of Region and has already started to deliver a faster and more focused connections delivery to our customers. There are now an additional 42 SAPs available to assist with witness testing within our SEPD licence area and 25 SAPs available to assist with witness testing in our SHEPD licence area.

KPI measure
 Number of additional staff trained to witness test
 80% of stakeholders agreed the increase of available resource will help alleviate bottlenecks during peak periods.

	Q1	Q2	Q3	Q4
Commitment				20
Actuals				67

Reducing link box requirements to ease burden

At the interface of an IDNO and DNO network there has historically been the need to have an interface point of isolation which separates the two networks. This has been required on both safety and customer service grounds, with the cost of the link box being met by the ICP/IDNO. There has been much debate about the efficiency of the link box, the fact that it adds an unnecessary cost to the IDNO and that it is construed as a barrier to entry in a competitive market. As a result of these discussions we no longer insist on the use of link boxes at the interface of an IDNO and DNO network. Where our designer deems a link box to be necessary we will fund the cost. This was rolled out to ICPs/IDNOs and staff at our dedicated ICP/IDNO workshop.

KPI measure
 Process updated and communicated
 80% agree or strongly agree that removing this cost for ICPs/IDNOs has improved their competitive advantage

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

ICP
 "There may be technical reasons where the IDNO or SSEPD may require a link box but requesting party will be responsible for funding it."
Sachin Walavalkar,
 Power On Connections

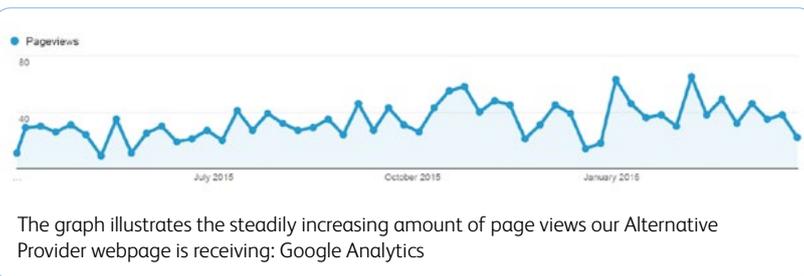
Choice in connections

Doing more to make you aware that you have a choice

We planned to continue to make you aware that you have a choice of connections provider, and to assist with alternative options. To achieve this, we:

- Have included a link on our online application facility to a webpage that explains you have a choice of who delivers your connection
- Give a detailed explanation at the quotation stage for the contestable and non-contestable elements of the quotation
- Contact all customers when they have accepted a non-contestable quote to advise what they need to do next

The graph below shows that this move has driven more of you to the area on our website where you can search for alternative providers.



"Good idea. The second point on making it clear who does what and when within a project is fundamental to this idea." **D**

Abby Bartlett,
Ridge & Partners LLP

"Very supportive." **D**

John Webster,
Webster Energy

"Clear, detailed guidance of the process for engaging with and for delivering contestable works through an ICP is essential." **D**

Christine Fox,
Bellway Homes Wessex

KPI measure

Guidance provided as standard

11% of stakeholders disagreed that the changes made will improve customer awareness of choice

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

Enhancing the alternative provider register

We proposed improving the functionality of our alternative provider register which can be found at www.ssepd.co.uk/AlternativeProviderSearch. We have:

- Broken down the list of alternative providers into geographical areas and electrical works in which they are active
- Provided you with the facility to search for an alternative provider by the area in which they work and by the services they offer
- Made it much easier for you to choose and contact an alternative provider
- Included contact details to enable you to contact them directly
- Allowed alternative providers to register for updates

This area of our website continues to be popular with you.

"The information is useful as it gives the customer the opportunity to see what other alternative they can explore in terms of providers. Its being fair to the customer." **U**

Graham Lawson,
Angus Council

"This sounds like a good option and we would support this." **ICP**

David Overman,
GTC

"SSEPD should be credited with allowing customers to obtain alternative providers from an SSEPD operated website." **ICP**

William Milligan,
Forth Electrical Services Ltd, ICP

"As an ICP it is really useful." **ICP**

Jeff Reynolds,
IQA Group

KPI measure

Number of alternative providers registered on database

78% of stakeholders agree that the changes made to our register has had a positive effect

	Q1	Q2	Q3	Q4
Commitment	10	20	30	40
Actuals	15	50	62	66

Our work plan in detail continued

Choice in connections

Quote to include alternative provider costs

Our quotations previously included an option for us to do all the work involved in your connection or only those tasks that we require doing ourselves. This gave you the option of appointing an alternative provider. If you appoint an alternative provider, however, there may be additional design and assessment fees by your alternative provider should they carry out the project. Your feedback is that you would like to see all costs in our quotations, so that you can understand the additional costs for your alternative provider. Since 1 November 2015 we have included all our costs in our fully transferable quotation, 'quotation with choice'.

"This area of visibility will certainly help project developers make a more informed decision." DG

Mark Peebles,
EWT UK Ltd

KPI measure	Q1	Q2	Q3	Q4
Number of market segments with included costs				
73% of DG customers felt this improved the ease of opting for an alternative provider, and 66.67% of demand customers felt this was positive		9		
Commitment				
Actuals		9		

Quote with choice for all

We used to provide the majority of our customers with a quotation with a choice of acceptance options. We now offer completely transferable quotes for all market segments, offering a single project from application to delivery, with no requirement for your alternative provider to make any additional applications. This ensures a single project number, single contract and single point of contact whether we or an alternative provider deliver your project.

KPI measure	Q1	Q2	Q3	Q4
Number of market segments who receive quote with choice				
89% of ICPs and IDNOs surveyed said that this change in quotation has improved the ease of opting for an alternative provider		9		
Commitment				
Actuals		9		

"I support the principle, have not yet seen the practice." DG

Graham Pannell,
RES

"This is a very useful option." ICP

Jeff Reynolds,
IQA Group

"The majority of the time Forth Electrical Services (FES) shall request NC. On some cases we will apply for a AW quote dependant on market conditions, workload and locations." ICP

William Milligan,
Forth Electrical Services Ltd, ICP

"We think having a choice is valuable particularly for complex connections where specialist contractors may be able to add value." DG

Felix Wight,
Community Energy Scotland

Choice in connections

Alternative provider delivering reinforcement

Where you wish your alternative provider to carry out works required to reinforce our existing network in relation to your project (and where this is electrically and physically separate from our network so your alternative provider can complete them), we will ensure that your alternative provider has the opportunity to complete these reinforcements.

We are currently in discussion with an ICP who has identified such reinforcement. It involves completing 10km of 33kV overhead line reinforcement for a generation connection in the SHEPD area. We have met with the ICP and the developer and have discussed the process and they are route-proving and putting together their proposals scheduled. The intention is that this will involve not only the construction but also full operational access to SSEPD's EHV network working under the ICPs safety rules.

ICP

"We have been involved in constructive conversation with SSEPD about this project and believe it is an opportunity for us both to work together to better deliver for our customers. We recognise this is a significant opening up on the new connections market and are pleased at SSEPD's approach to this which is market leading. Whether this project goes ahead this is certainly an area that we, as an ICP, would be interested in pursuing in the future."

Gary Milne,
IUS

KPI measure

Policy published and communicated

Identified on all of our quote letters that we will discuss the option of your ICP delivering any reinforcement included in your quote. Draft internal reinforcement policy, waiting to be formalised once we have a committed ICP.

78% of ICPs and IDNOs surveyed strongly agreed that the changes made to the policy for alternative providers delivering reinforcement has helped open the market to competition.

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals				✓

Extension of contestable works

We set out to extend the range of tasks that alternative providers can carry out including contestability. Alternative providers can choose the following tasks: design approval, self POC, self authorisation, final connections, own safety rules. These have been discussed at the National Code Of Practise (COP) meetings. All DNOs have cooperated to establish a COP panel to allow contestability to continue being opened up. SSEPD has taken responsibility of chairing the COP panel. Any continued extension of contestable works will be communicated via the panel, SSEPD ICP/IDNO workshops and ICP/IDNO newsletters.

ICP

"I was delighted to see how committed you are to the extending competition and the service you offer."

Simon Phipps,
Dragon Infrastructure Solutions

U

"It's good to learn that we can we carry out cable laying ourselves."

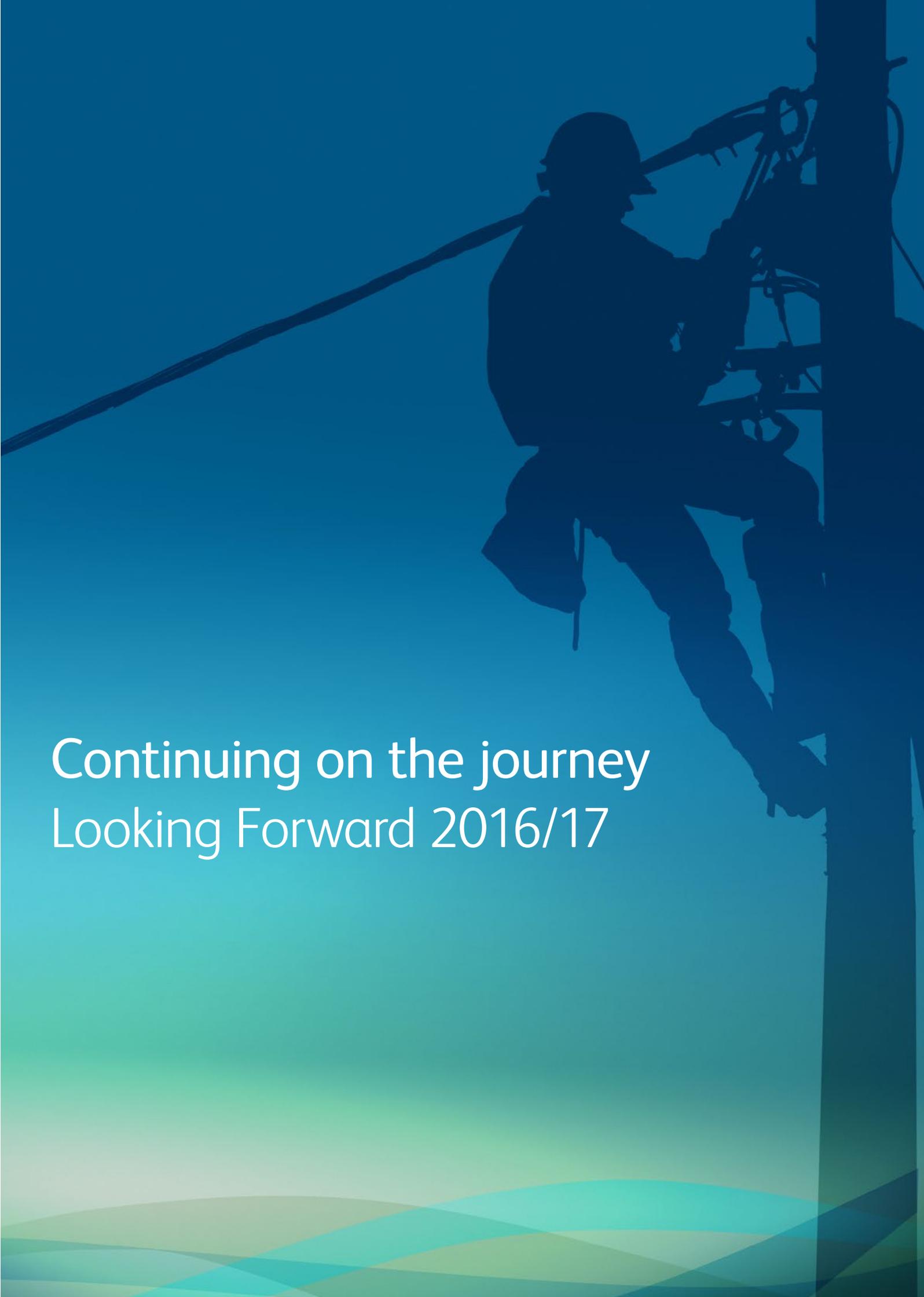
Keith Martin,
Carillion Services

KPI measure

Review of process and changes communicated

Review and discussed with ICPs and customers the most critical tasks to be opened up to competition first. These included identifying own point of connection, approving own designs and carrying out own final connections on our network including operating on our network. These extensions of contestable works are covered more fully under the Code of Practice.

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	



Continuing on the journey
Looking Forward 2016/17



Looking Forward 2016/17

Although we are proud of our progress made so far, we are still committed to continually improve our service for you. To this end, we've drawn up 44 new commitments that will help significantly move forward our connections service in the coming months.

All of these commitments have been developed with, and endorsed by, you. Crucially, we have actually dropped any proposals that were not supported through customer feedback. This has led us to focus on six areas to deliver service improvements:

- Customer service
- Choice in connections
- Innovation
- Information provision
- The application process
- Getting connected

We have made a fundamental change this year, based on customer feedback, to split our Looking Forward report into three different sections, covering the three types of customers we serve: distributed generation, demand and unmetered. Whilst some commitments cover all three market segments, 91% of our customers surveyed agreed that creating market-specific submissions would be beneficial.

As we move forward, your continued input is appreciated. Please continue to give us your feedback throughout the year by emailing connectionsfeedback@sse.com

This would be of benefit to myself
Bobby MacDonald,
IQA Group

This is preferable for us as demand and generation are our market segments whilst unmetered is not
Callum Taylor, TUSC

Prefer specifically a demand work plan with a general overview
John Brown, GTC

High level strategy for engagement 2016-2017

Following the expansion of our engagement activities last year we have set in motion ambitious plans to move our engagement up a gear in 2016/17.

Dedicated team to speak to you

Engaging with you is now well embedded in our business as usual. The regionalisation of our approach, with the appointment of dedicated Connections Delivery Managers and Connections Customer Managers working with our Connections Engagement team, means we now have the resources in place to deliver a full programme of engagement activities across both our license areas.

We are holding 53 events between now and March 2017 (see timeline on page 54) to communicate with, and gather the views of, our broad range of customers. We are also looking to increase our use of digital technology such as WebEx and Survey Monkey to communicate with you.

We will continue to structure our engagement around a three-tiered approach:

- Strategic - aimed at giving you access to senior decision-makers, involving you in key decisions and offering you a first look at our draft plans for the future
- Targeted - our engagement activities aimed at small groups of customers on specific topics where you have requested more communication from us
- Business as usual - regular opportunities for you to meet with us to discuss your projects

Feedback Loop

It's impossible for us to meet your growing expectations without knowing what you think about our service. We have therefore developed a simple but effective way of embedding your voice into our business.

At every event we hold, we ask you to evaluate your experience both at the event and of your connections so that we can pinpoint where and how we can improve.



Connections Customer Steering Panel (CCSP)

At the heart of our engagement strategy is our Connections Customer Steering Panel, which ensures you are at the centre of all our connections decisions and that your key concerns are brought to the forefront.

This panel, which is open to all of you, will meet in accessible locations in our SHEPD and SEPD license areas in June 2016, October 2016 and February 2017 to act as a sounding board for us. The next events will be as follows:

7th June at the Madejeski Stadium in Reading

16th June at the Edinburgh International Climbing Arena in Ratho.

We will provide at this forum regular progress reports on the delivery of our plans and commitments (see page 62) to check that they meet your needs.

These panel meetings will continue to be led by senior leaders in our business including Colin Nicol, Managing Director of Networks and Andy Huthwaite, Director of Commercial and Connections. This will ensure that your voice is being heard and that we take action at the right level.

Finally, these meetings will be where we discuss our draft plans for the future so we can ensure they are approved by you, rather than a rubber stamp exercise. If you do not approve them, we will change them - as we did last year.

Going further and offering more for you

Having such a varied customer base and covering such diverse geographical areas we believe it's essential that we make ourselves available to you wherever you may be.

We will therefore continue this year to:

- Hold monthly Connections Surgeries in more locations
- Organise regular topical workshops to different customer groups including ICPs and IDNOs on developments in policy and our processes
- Offer portfolio meetings to you on request
- Invite you to join our steering panel meetings to be held three times a year
- Engage with you online via our LinkedIn group and other channels
- Exhibit at major trade shows around the country
- Play an active role in the DG Fora, DG-DNO Steering Group and other panels
- Communicate regularly with you via email newsletters
- Seek your views via online surveys



Based on feedback already received from you, we will go even further this year by offering even more opportunities for you to engage with us:



Attending agricultural shows following customer feedback

A large part of our license areas is rural so we are always looking for new ways to engage with agricultural businesses wishing to connect to our network.

A suggestion from a customer at one of our Connections Customer Steering Panel and discussions with the National Farmers Union is leading us this year to trial exhibiting at agricultural shows in both of our license areas. We will exhibit at the New Forest and Hampshire County Show and Black Isle Show, Ross-shire.

We will utilise our Connections Customer Managers' skills to coordinate our presence at these events to offer demand and generation customers a friendly point of contact with a view to building relationships with our customers and provide any advice on their connection face-to-face.

Engaging with you on innovation (working with Future Networks)

One of the big pieces of feedback we heard from you in 2015/16 was that you want to hear more about what we are doing as a DNO to develop innovative ways of responding to constraints on our network. You also want to hear more about developing technologies such as battery storage.

We received a very positive response from you at the Connections Customer Steering Panel meetings we held in February 2016 that were themed around innovation. A number of you contacted us after the event to request more information about topics such as Constraint Managed Zones and Active Network Management.

In response, we are holding a number of free events this year together with our Future Networks team for customers with an interest in:

- **Battery Storage Workshops** - with presentations from staff from our Commercial and Future Networks teams.
- **Webinars on Constraint Managed Zones** - hosted by our Future Networks Team

We will also actively consult with you on the innovation work we are involved with to ensure you remain informed about relevant research and development work.

Portfolio meetings - demand customers

Last year, we introduced the role of Customer Connections Managers (CCMs) in response to your feedback, covering every part of our license areas in both SHEPD and SEPD to offer a more personalised service to our demand customers.

This year, in addition to this personalised service we will continue to offer you the opportunity to meet with your CCMs and designers to discuss your projects.

"SSEPD have made a conscious effort to step up engagement, and so I am happy to help where I can, it also gives me the opportunity to better understand SSEPD processes, which is valuable,"

Tom Griffiths,
Hab Housing Ltd

Dedicated forum for unmetered customers

We will build on the foundations of last year's engagement by running engagement days aimed at unmetered customers in both our license areas.

Increase our engagement with community energy bodies

We will continue our support for community projects by working closely with community bodies to ensure understanding of our quotations and that we give as much information as possible upfront. We fully support the ENA workshop for community energy groups and will use it to present to you in the autumn.

The fourth Community Energy Fortnight will run from 3 to 18 September 2016, with events taking place across the UK. We will work with community bodies to support this event, as well as becoming the permanent sponsor of the Community and Renewables Energy Scheme (CARES) conference in Scotland.

"It is always great to work with you." DG

Rachel Hayes,
Regen SW

"We would be delighted to have SSEPD as our formal dinner sponsor of the CARES conference. Thank you again for the very kind offer, we look forward to continuing to work with you,"

Jennifer Ramsay,
Local Energy Scotland

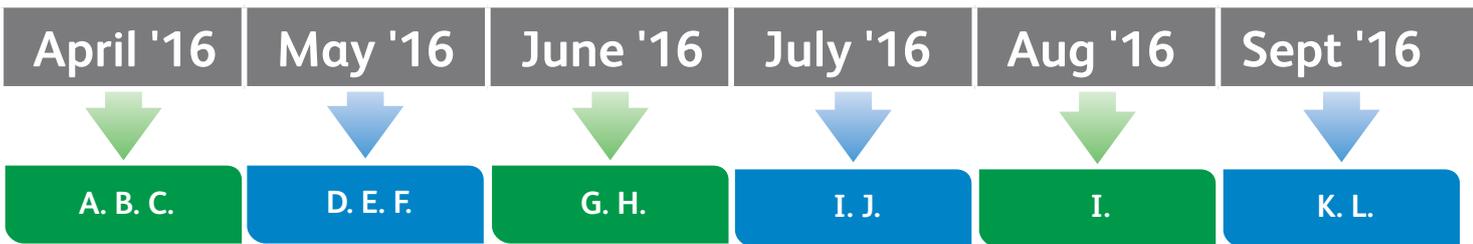


External communications campaign

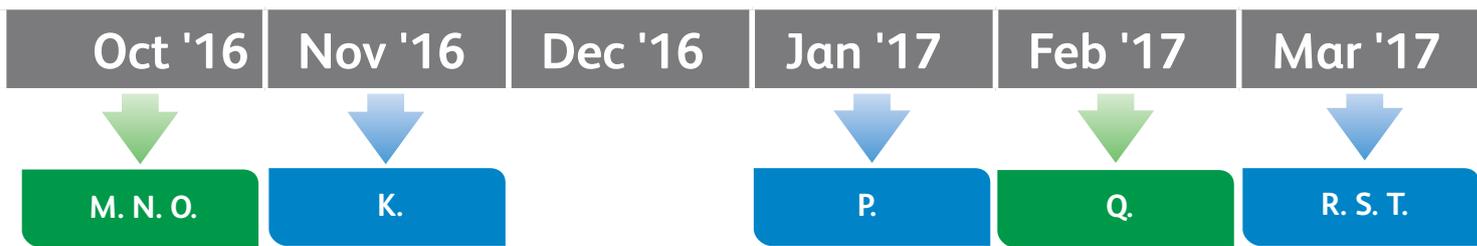
We don't want you to miss out on opportunities to engage with us and influence what we do. We received feedback last year that many of you were not aware of all the things we were doing to improve our connections service – as a result, we have developed a plan this year to raise awareness of our plans and engagement activities by targeting trade press, local newspapers and radio.

SEPD shall once again sponsor the Best Community Initiative award at this year's Green Energy Awards in November 2016.

Engagement activity 2016/17



Key	Engagement activity	Description of event	Customer type engaged			
			DG	Demand	Unmetered	ICPs/IDNOS
A.	Battery Storage Workshop	This event will provide an opportunity for you and other stakeholders to find out more about battery storage and the processes involved.	✓			✓
B.	Energy Forum Special	Demand Side Management Opportunities for End Users - in association with The Thames Valley Chamber of Commerce.	✓	✓	✓	✓
C.	Constraint Managed Zones - Webinar	A webinar is being organised due to the huge interest in CMZ implementation in our licence areas.	✓			✓
D.	All Energy 2016	The UK's largest energy and sustainable technologies event.	✓	✓	✓	✓
E.	Use of System Charges Workshop	We will explain the difference between Connection and Use of System Charges. The workshop will be hosted by our business experts.	✓	✓	✓	✓
F.	Generation Engagement Event	This event is aimed at developers and consultants looking to connect distributed generation to our network.	✓			✓
G.	Wayleaves Workshop	The workshop will include topics on legal requirements, our work on wayleaves and requirements for ICPs and IDNOs and substation plans.	✓	✓	✓	✓
H.	ICP & IDNO Engagement Event	We will update you regarding the commitments that are relevant to you from our 2016/17 Looking Forward Report and Code of Practice. We will concentrate on commitments delivered last year which include inspection and monitoring, self design approval, the authorisation process and any other subjects you feel we should cover.				✓
I.	Microgeneration Engagement Event	We will present on subjects you have requested, including any policy updates and changes to our internal processes. There will be plenty of time for Q&A and we will organise workshop sessions website functionalities, application processes and getting connected from an operational view which can be discussed in more detail.	✓			
I						
J.	The New Forest & Hampshire County Show	We will exhibit at the New Forest & Hampshire County Show, an annual three day agricultural show that is rated among the top ten agricultural shows in the country.		✓		
K.	Demand Customer Engagement Event	The event will introduce customers to our business. We aim to cover a range of topics including the benefits of working with ICPs and how innovation in connections is positively impacting our distribution network. Three break-out sessions enable us to showcase recent additions and updates to our online applications processes and discuss how we can work better together to ensure the wayleaves process does not cause unnecessary delays. We will also explore how good working practices can help avoid damage to our network assets.		✓		
K.						
L.	(RTDS Simulator users) European Users Group Meeting (UGM)	The 2016 European UGM will take place on 15-16 September 2016 in Glasgow. Hosted by the University of Strathclyde, the meeting will take place in their state-of-the-art Technology and Innovation Centre and will feature a tour of the innovative Power Networks Demonstration Centre.	✓	✓		



Key	Engagement activity	Description of event	Customer type engaged			
			DG	Demand	Unmetered	ICPs/ID-NOS
M.	Communities Workshop	We will update you with the commitments that are relevant to you from our 2016/17 Looking Forward Report. We will give you the opportunity to provide your feedback and raise any issues you may have. Throughout the day presentations will be held on our application process and updating you on our internal processes, the constraints issues linked to connecting generation to our network and how we are trying to tackle these constraints by moving to a smart grid.	✓			
N.	London Build 2016	We will exhibit at London Build 2016, the only construction exhibition to focus exclusively on construction opportunities in London and the South East of England. It is the ideal opportunity for you to gain access to all the latest construction projects in the capital, and to network with thousands of attendees from contractors, developers, architects, government and other construction industry professionals.		✓		✓
O.	Scotland Build 2016	We will present at Scotland Build 2016. The Scottish construction industry is growing at its strongest rate in over 5 years. Construction contracts in Scotland in the past 12 months have outperformed most other parts of the UK, as the economy returns to pre-2008 levels and the Scottish government makes significant infrastructure investment.		✓		✓
P.	Unmetered Engagement Event	As part of our commitment to expanding the way we engage with you and act on your feedback we are hosting an engagement day aimed at our unmetered customers.			✓	
Q.	Energy Now 2017	The Energy Now Expo showcases available renewable energy options, bringing together farmers, landowners and rural businesses to identify and further understand the most suitable schemes.	✓			✓
R.	Eco Build 2017	One of the largest events in the UK with a variety of industry customers.	✓	✓	✓	✓
S.	CARES Conference 2017	This year, the annual Community and Renewable Energy Scheme (CARES) Conference is focusing on how community energy can be a key player in the renewable energy industry moving forward.	✓			
T.	Smart Energy Marketplace	Smart Energy Marketplace is all about showcasing the smart, decentralised energy system of the future, a radical shift in the way we power our lives that is creating huge opportunities.	✓	✓	✓	✓

Making innovation happen

There has rarely been a period of such opportunity in our industry; new technologies, new challenges and new levels of expectation have created a plethora of options which allow us to meet the commitments we have made. We are focussed on innovating with a purpose, making innovation happen and turning ideas into reality, creating a safer more efficient network and offering good value to you.

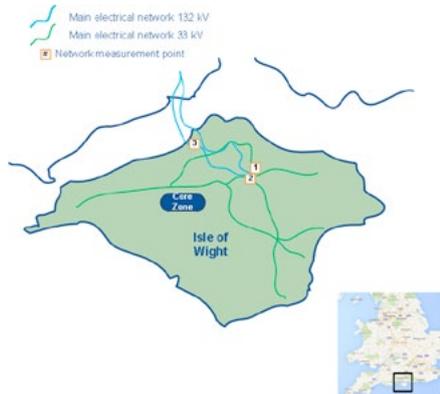
We are focussing our innovation efforts on benefit realisation by doing three things:

1. Developing projects to improve the economics of solutions we have already tested.
2. Consolidating the learning from our innovation portfolio and deploying.
3. Preparing for the big challenges our horizon scanning and your feedback have told us we need to be ready for.

Active Network Management

We have established a new “Active Solutions Team” within our business to provide the expertise and support needed to embed innovative projects into business as usual. As a result Active Network Management on distribution constrained networks are now deployed and actively managing generation in three zones including the Isle of Wight.

We are currently moving from a distributed architecture to a more centralised approach to help reduce the cost and scalability of our ANM schemes making it a more attractive option in more locations.



LiDAR

We are deploying LiDAR throughout our network; this technology has a broad range of benefits including safety, asset management and will allow us to improve the accuracy of our quotations. We have adopted this technology by “fast following” other companies that are presently trialling the technology.

Network monitoring

We have been working with innovators and manufacturers to reduce the cost of smart substation monitoring from several thousand to a few hundred pounds. We are doing this so we know what capacity for new connections and growth we have, allowing us to speed up our connections process and squeeze more capacity out of our existing network saving you money and time.



My Electric Avenue

When an electric vehicle is connected in a domestic property it increases the demand on the local network. Under the current regulatory rules most customers do not have to pay the DNO directly to connect this new demand in their homes.

As each new charge point is connected the demand on the network creeps up until the network requires reinforcement. Reinforcement would normally consist of replacing existing transformers with larger transformers and laying new low voltage cables in the street.

The cost of these reinforcements are recovered through the Distribution part of customer bills, effectively spreading the cost across all customers. A less significant local impact is also felt by customers from the disruption caused by cable works in their street and delays in being able benefit from the savings that an EV can bring.

The I2EV project developed a way of sharing the capacity of our existing substations and cables effectively allowing the existing network to absorb more EV charge points than would be the case otherwise and all at a fraction of the cost of network reinforcement this will save UK bill payers money when EV uptake picks up to the levels now anticipated.

It should be noted that the I2EV solution will not be the only solution and will have to be used in conjunction with Reinforcement in some locations but the nett cost will be less.

Constraint Managed Zones (CMZ)

We have developed and are currently deploying a new commercial concept called a CMZ. This has consolidated embedded generation, demand side response and energy storage into one commercial solution allowing the owners of these assets to earn an income by helping us smooth out the peaks on the network. The CMZ frees up network capacity which could speed up the connection process and may save you money.

New Projects

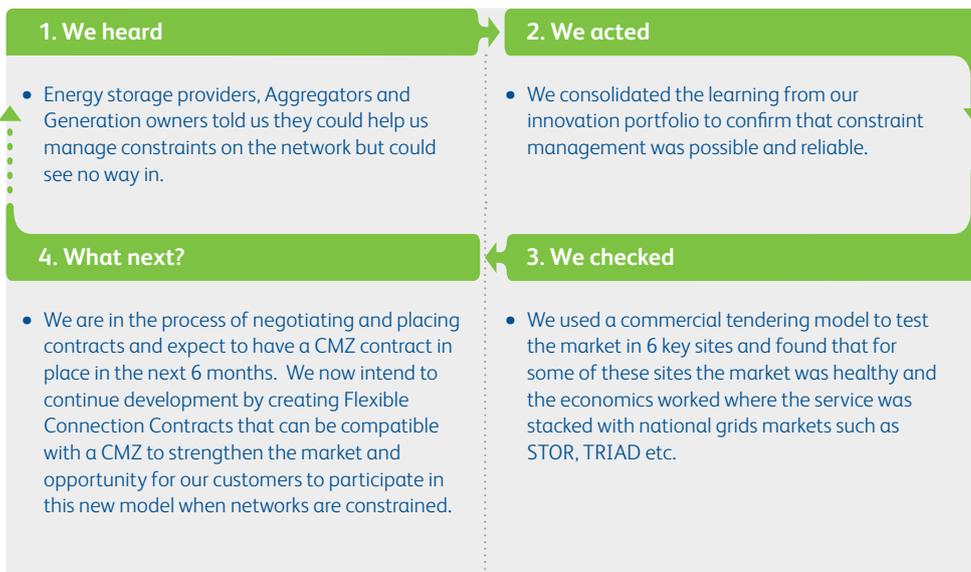
As part of our commitment to connections stakeholders we actively attend and engage with new and challenging innovative projects within our own licence areas. Recent examples of this include, working on the High Speed 2 Rail link project and also working with Transport for London (TFL) to help plan their ambitious target of London becoming an Ultra Low Emissions Zone (ULEZ) by 2020. It is crucial to provide DNO input on electrical considerations for these projects at an early stage to ensure efficient planning and co-ordination of timescales and targets.

Constraint Managed Zones (CMZ)

CMZs are a central piece of our innovation deployment strategy. Through a single mechanism we are able to take advantage of the big three smart grid concepts:

- Energy Storage
- Demand Side Response
- Embedded Generation

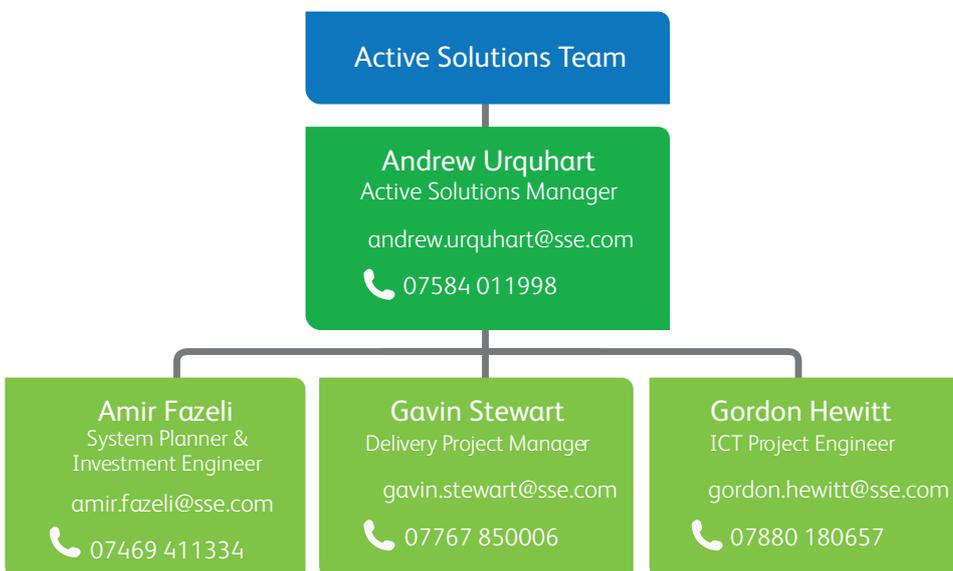
The CMZ is described in more detail on our innovation website (www.ssepd.co.uk/innovation/IndustryResources/). In essence, where we identify that an area of our network is likely to become overloaded for short periods through the year we open up a tender process asking for vendors to help us reduce (or increase) demand in that area at predefined times. We are willing to pay for this service as it can allow us to reduce the cost of absorbing new demand and generation on the network. In some circumstances it brings the economics of generators embedding energy storage alongside their generation one step closer. The concept resulted from listening to you:



Innovation for innovations sake is not what we are about; our focus is on turning these innovations into things that help us and our customers in practical, economic and sustainable ways. This year has seen us up the game on this front. We are entering a very exciting era and we intend to lead the way on your behalf ”

Stewart Reid

Head of Asset Management and Innovation



Collaborating to tackle some of the bigger issues in the industry

We recognise that many of our customers regularly interact with other Distributed Network Operators (DNOs) and would like to see more consistency, collaboration and sharing of best practice from us as a collective. With this in mind we held an initial meeting with other DNOs in February 2016 to discuss a range of issues that affect customers who work across the different DNOs and we plan to continue this throughout the coming year.

An example of the potential benefits that can be drawn from this sort of collaboration is the progress made on Ofgem's **'Quicker and More Efficient Connections'** publication. The over-arching intention of this work-stream is to explore new ways of making it easier to connect and to prompt the DNOs to make more efficient use of existing network capacity. This was something we welcomed and felt we had already made some progress on in previous years. We were happy to share and disseminate our experiences in such areas as forming a consortium to share the cost of a reinforcement or help justify a significant network investment for the benefit of a group of customers looking to connect in a given area.

We believe that these approaches could offer a benefit to you and other DNOs and we were keen to share any best practices that could be drawn from our experiences. We were also very interested in learning from the other DNOs where tackling issues where we had less experience than others.

Another example of the benefits of collaborating was the recent **Queue Management** consultation. We strongly agree that progression milestones should be included in connection offers, indeed we offered up our existing clauses as a basis for agreeing on a consistent position between the DNOs. We believe that coordinating in this way will be beneficial to customers as it will mean that they will be aware of what the progression expectations will be, regardless of which DNO licence area they are looking to connect in.

In the coming year, we will be looking to carry on the collaboration work referenced above and also explore other opportunities there may be with stakeholders to address new priorities as they arise.

Improvements to our New Connections quoting process

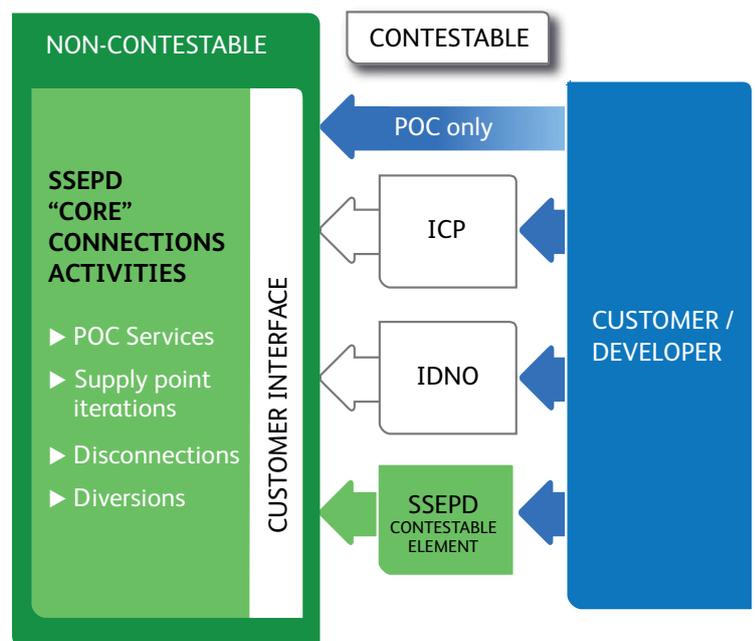
Building on the changes introduced by the Competition in Connections Code of Practice (CoP), we have started a project to review and transform the way in which applications for new connections are handled.

From this summer we will have a new process for channelling applications through the connections teams. This will involve separating quotation activities into "contestable" (work that we and third parties can do) and "non-contestable" (work that only we can do under our electricity distribution licence) teams. Our contestable teams will be aligned to our new regional structure, as we believe that being local to you and having knowledge of an area helps us to provide you with a better service. Our non-contestable teams will be able to focus solely on ensuring that connections to the wider licensed network are safe, suitable and designed in accordance with our licence and CoP obligations.

The new structure will mean that our contestable teams will be akin to an ICP or IDNO in how they interact with our non-contestable teams for network information and point of connection. We are also improving some internal and external IT systems which will help us improve our website and the quality of information made available to you, including clearer offer letters and pricing information.

We hope that our new way of doing things improves the quality and level of service you receive.

High level representation of the new operating model



Network connections

You have a choice

If you need a new connection in an area where we own the electricity network, did you know you have a choice?

Just because we own the network doesn't mean you have to accept a quotation from us. There are other companies out there who can carry out many aspects of the work. Competition gives you a choice and keeps us on our game making sure we deliver the best possible service for you. You can now compare prices and service levels to decide which company is best for you.

Your choices

Other companies who provide a connections service are known as Independent Connection Providers (ICPs) or Independent Network Operators (IDNOs).

The diagram below shows the competitive elements of new connections work.



What work can other companies do?

ICPs and IDNOs can carry out most aspects of the work needed to build and operate a new network. This includes:

- Designing your connection and the new network that needs to connect to our existing network
- Laying and connecting underground electricity cables
- Building substations and transformer buildings
- Installing electrical switches and transformers
- Moving existing cables on your land for a new connections project
- Operate the new network once it is built
- Identify their own Point of Connection (POC) onto our existing network
- Approve their own designs for the new connections
- Make their own final connection onto our existing network

We provide them with all the information they need about our network. If the ICP or IDNO doesn't wish to, or cannot, carry out the works, we can do so for your project.

Once the work for your new connection is complete, it will be linked to our existing network. This means we will need to assess how your project will affect our network to ensure your POC and design will work for all and to carry out any work needed on our network. This is known as non-contestable work.

Many companies will work with us on your behalf so you still deal with one company. Some companies will carry out the whole job for you - planning, designing and building the network themselves. Others will project manage the work and use suitable sub-contractors to build the network.

Contacting other companies

If you would like to compare prices and service levels before deciding which company is best for you, visit our websites where any alternative provider may register with us, asking us to pass on their details to you.

www.ssepd.co.uk/AlternativeProviderSearch/

You can also visit a number of independent national websites that contain all alternative providers nationally.

To find out about ALL ICPs:

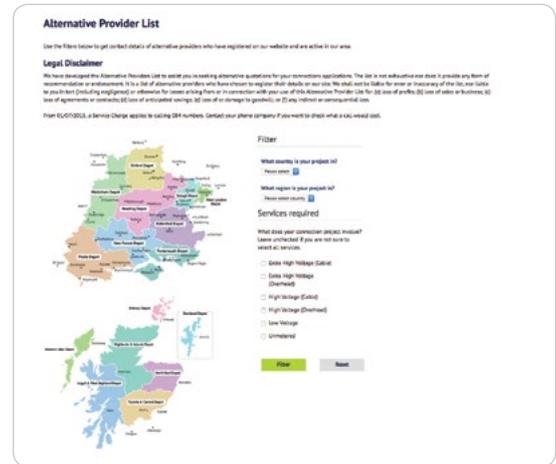
Lloyds register

www.lloydsregister.co.uk/schemes/NERS/providers-list.aspx

To find out about ALL IDNOs:

Ofgem

www.ofgem.gov.uk/electricity/distribution-networks/connections-and-competition/independent-distribution-network-operators



What happens next?

When you receive your quotation / connection offer from us it will provide you with 2 options:

- You can accept for us to carry out all 'All works' required for your connection;
- or
- You can accept for us to carry out the 'Non-contestable works only'.

If you choose us to carry out 'All works' or 'Non contestable works only', you should return your signed quotation / connection offer with the appropriate payment our team will contact you to explain the next steps.

If you have chosen 'Non contestable works only', you will need to appoint an ICP/IDNO to carry out the contestable works. Lists of accredited ICP's / IDNO's and other alternative providers can be found at:

www.ssepd.co.uk/AlternativeProviderSearch/

Lloyds register

www.lloydsregister.co.uk/schemes/NERS/providers-list.aspx

Your ICP / IDNO will then submit a design of their proposed contestable works. Once we have the design our connection delivery team will liaise with your chosen provider to arrange for us to witness your ICP/IDNO installing the contestable works where required. Finally, we or they will make the final connection to get your power on.

If you have any questions or require further advice on the above process you can contact your appointed Connection Designer / Commercial Contract Manager for further assistance. Their contact details will be listed on the covering letter of your quotation / connection offer.

We have also made a fundamental change to our regional structure

North Regional Model

Scottish Hydro Electric Power Distribution regional model North
 Director of Operations – Dale Cargill
 Contact details – 07767 852890 dale.cargill@sse.com
 Head of Connections – Barry Will
 Contact details - 07767 852098 barry.will@sse.com

North Region

Highlands and Islands
 Head of Region - Colin Pirie - 07767 852305
 Connection Delivery Manager - George MacDonald - 07767 852803
 Customer Relationship Manager – Pamela Harvey - 07469 411432
 Customer Connection Manager – TBC

North Caledonia
 Shetland Islands and North East Scotland – North Caledonia
 Head of Region - Neil Wilson - 07767 852098
 Connection Delivery Manager - Alan Bowie - 07810 858763
 Customer Relationship Manager – Michael Hilferty - 07469 411353
 Customer Connection Manager – Ian Jessiman – 07469 411438

South Caledonia
 Head of Region – Graeme Stewart - 07825 843868
 Connection Delivery Manager – Traci Kidd - 07767 852053
 Customer Relationship Manager Pauline Barton - 07500 912104
 Customer Connection Manager – Asante Mtalimanya - 07979 854433

We have redesigned our Networks business to meet the challenges of the RII0-ED1 price control.

We took a fresh look at our business by completing a full review of our organisational structure to check that it is aligned with the price control outputs and our focus on improving customer service.

After analysing customer numbers in rural and urban areas, our number of staff, travel time, and volume of connections work, as well as understanding the outputs needed to achieve success in this new price control, we decided our business would be better split into 7 regions (3 SHEPD and 4 SEPD). Each region with a dedicated leadership team.

Structuring our business in this way empowers our people to deliver even better customer service within each region. Roles have clear accountability and responsibility that play to our peoples' strengths and are aligned with specific skills and experience.

South Regional Model

Southern Electric Power Distribution regional model
 Director of Operations - Stuart Hogarth
 Contact details - stuart.hogarth@sse.com
 Head of Connections - Rodger Yuile
 Contact details - 07584 313122, rodgeryuile@sse.com

South Region

Ridgeway
 Head of Region - John Penicud
 Connection Delivery Manager - Aaron Day 01225 701516
 Customer Relationship Manager - Lucy Anderson 07500 912593
 Customer Connection Manager - Darren Newbury 07810 858718

Wessex
 Head of Region - Craig Gilroy
 Connection Delivery Manager - Mark Rose 02380 817300
 Customer Relationship Manager - Mat Yates 07880 180778
 Customer Connection Manager - Claire Graham 07469 411748

Thames Valley
 Head of Region – Austin Cobb
 Connection Delivery Manager - Charles Loveday 01753 695601
 Customer Relationship Manager Danielle Royce TBC
 Danielle.Royce@sse.com
 Customer Connection Manager - Dab Nzeribe 07469 411537

South East
 Head of Region - Chris Slingsby
 Connection Delivery Manager - Paul Towsey 01252 356117
 Customer Relationship Manager - Lindsay Price 07876 837137
 Customer Connection Manager - Louise Garland 07469 411680

Looking forward plan

Your idea		Q1	Q2	Q3	Q4
Customer Service	Contact all demand and generation customers regarding planned outages as part of the switching schedule		✓		
	Provide guidance for updating site contacts for operational sites			✓	
	Quote reminder for all connection quotations				✓
	Improvement to online project tracking facility				✓
	Provide the main point of contact for a connection on the project tracking facility			✓	
	Project evaluation card		✓		
Information Provision	Produce guidance document for laying cable		✓		
	Provide on our website details of planned distribution reinforcements			✓	
	Guidance on recharging additional legal costs		✓		
	Make GIS mapping 'shape' files available to all customers		✓		
	Highlight community groups case studies online			✓	
	Commissioning documents and guidebook attached to website		✓		
	Distribution Use of System (DUoS) charges workshops	✓			
	Help unmetered customers prepare standard inventories		✓		
	Provide a technical guide for installing unmetered services		✓		
	Provide mapping symbols for your GIS mapping tool	✓			
	Include Frequently Asked Question sheet in all quote packs			✓	
	Create a Distribution Use of System (DUoS) charges webpage			✓	
	Provide visibility of quoted jobs on the heatmap		✓		
	Review and improve the quality of information provided to prospective connection customers about the cost of getting connected			✓	
Clearly identify non electrical tasks such as excavating track that can be undertaken by customers themselves			✓		
The Application Process	Provide an explanation for reinforcement costs in quotations		✓		
	Expand guidance on revalidation process	✓			
	Enable intermediate payment to progress wayleaves/legals/harmonic studies in advance		✓		
	Improve the online application process				✓
	Provide breakdown of costs for disconnections			✓	
Getting Connected	Review all projects over £1 million within 6 months of completion		100%		
	Provide an updated guide to advise who you should contact to arrange a witness test		✓		
	Create process flow chart for tasks to be undertaken to deliver your connection after project acceptance		✓		
	Contact upon acceptance to discuss and clarify the approach to be taken for achieving a successful connection		✓		
	Review all accepted quotations over £1 million on site			✓	
	Display contract novation process online	✓			
	Send post-acceptance email to confirm Project Manager, Customer Connections Manager and Commercial Contract Manager for the connection				✓
	Send email reminder of tasks to be delivered prior to connection				✓
	State available options for transmission-constrained projects		✓		
	Provide indicative Distribution Use of System (DUoS) charges in advance upon request	✓			
Choice in Connections	Expand the secure area on web portal for ICPs and IDNOs				✓
	Improve the Alternative Provider Register			✓	
	Clarify what contestable and non-contestable works are	✓			
Innovation	Proactively engage with connected generators to ensure customers are utilising existing capacity in full		15%	30%	100%
	Provide guidance on process for flexible connections			✓	
	Display flexible connections and active solutions management teams online	✓			
	Host flexible connections and active solutions management workshops			✓	
	Collaborate with other DNOs to provide a street furniture toolkit			✓	

KPI	SHEPD and SEPD							
	LV Demand	HV Demand	EHV Demand	LVD Generation	HVEHVDG Generation	LA	PFI	Other
The introduction of an efficient, transparent and consistent communication plan for switching schedules and planned outages, endorsed by customers	●	●	●	●	●			
Guide published and available on our website	●	●	●	●	●			
Quote reminder function improved as detailed and offered to all market segments	●	●	●	●	●	●	●	●
Improvements delivered and communicated via connections newsletter supported by increasing volumes of applications received online	●	●	●	●	●	●	●	●
Improved contact information available on online project tracker	●	●	●	●	●	●	●	●
Summary of results published at the end of the year and appropriate actions taken forward as potential improvements for next year's work plan of commitments	●	●	●	●	●	●	●	●
Customer-friendly documents published, communicated and available online	●	●	●	●	●	●	●	●
Details of planned reinforcement works included on heatmap tool	●	●	●	●	●			
Update the wayleaves guide, published and communicate through our newsletter and subscription list. Agree a available Service Level Agreement with Wayleaves department for contacting customers to advise project status	●	●	●	●	●			
Process to request GIS shape files published, communicated and available online. Quantity of disks supplied to customers	●	●	●	●	●	●	●	●
Case studies published, communicated and available online	●	●	●	●	●			
Guides published, communicated and available online	●	●	●	●	●			
Number of workshops held	●	●	●	●	●	●	●	●
Number of customers helped in this way						●	●	●
Guides published, communicated and available online						●	●	●
Symbol index published, communicated and available online	●	●	●	●	●	●	●	●
FAQ Sheet distributed with all quote packs	●	●	●	●	●	●	●	●
Webpage created as detailed and live on our website	●	●	●	●	●	●	●	●
Information available on the heatmap tool				●	●			
Change to Common Charging Methodology Statement	●	●	●					
Published on website and communicated	●	●	●	●	●	●	●	●
Quotation offer to include further detail of reinforcement works required within both covering letter and breakdown of costs	●	●	●	●	●			
Quotes updated with revalidation process and guide published, communicated and available online	●	●	●	●	●			
Intermediate payment option offered to progress legal/harmonics studies as a standard option	●	●	●	●	●	●	●	●
Improvements to online application process delivered	●	●	●	●	●	●	●	●
Cost breakdown supplied with disconnection quote letter as standard	●	●	●			●	●	●
100% of projects >£1 million will be offered this review	●	●	●	●	●			
Process guides published, communicated and available online				●	●			
Flowchart published, communicated and available online	●	●	●	●	●	●	●	●
The number of customers contacted	●	●	●	●	●			
Number of sites visited	●	●	●	●	●			
Guide published, communicated and available online	●	●	●	●	●			
New process implemented as BAU	●	●	●	●	●	●	●	●
Number of reminders sent (potentially make it market specific)	●	●	●	●	●	●	●	●
Optional connections offered as standard where transmission constraints exist				●	●			
New process implemented as standard process	●	●	●	●	●	●	●	●
Number of ICP/IDNOs using the new tool	●	●	●	●	●	●	●	●
Increase in number of pageviews on our alternative provider search page	●	●	●	●	●	●	●	●
Document updated and endorsed by ICP	●	●	●	●	●	●	●	●
Quantity of released capacity or Number of customers who have released capacity				●	●			
Guide published, communicated and available online	●	●	●	●	●			
Staff contact map published, communicated and available online	●	●	●	●	●			
Number of workshops held on flexible connections and stakeholders reached	●	●	●	●	●			
Guide published, communicated and available online						●	●	●

Our commitments for

Distributed Generation Customers

Our commitments for Distributed Generation Customers

Customer service

KEY:  Number of votes received at the Connections Customer Steering Panel

Q2 Commitment deliverable by

Improved contact regarding planned outages and the switching schedule

5

When we plan an outage that will interrupt your power supply we commit to providing as much notice as possible (in addition to Guaranteed Standard timescales) to both demand and generation customers to enable you to make alternative arrangements.

“Information on when turbines may be switched off by SSEPD for grid maintenance is extremely important for the generators to know and I would like to stress the importance of timely information and engagement on this issue. An outage programme should be produced at the start of each year with any amendments communicated at an early stage as possible to allow things like turbine maintenance to be scheduled at the same time (and save on loss of earning from downtime). At the moment I feel that communication and engagement on any planned outages is lacking.”

Kathleen MacDonald,
Community Energy Scotland

KPI measure

The introduction of an efficient communication plan for switching schedules, endorsed by customers

Q2

Provide guidance for updating site contacts for operational sites

4

We will provide a service to enable you to update your site contact details for operational sites via our website. We will publish details on how to complete this task to ensure accurate contact and correspondence details for your site.

“Provide prior warning/ consultation other than the guaranteed standards, understand difficulties with turning off generators and be sympathetic around the generator commercial implications.”

Alex Reading,
Green Highland Renewables

KPI measure

Guide published and communicated

Q3

Quote reminder for all connection quotations

9

We will extend the service we currently provide by committing to provide email quote reminders for all connections two weeks prior to the quote expiring. This reminder will notify you of:

- The date your existing quote will expire;
- Until which date the acceptance period can be extended (by up to 10 working days);
- The option to revalidate your current offer - which will provide a full 90 day extension period;
- The details of the Designer / Customer Connections Manager for your quote should you have any further questions or wish to arrange a meeting prior to acceptance.

“This is a useful aide memoire, but importantly it should build the basis for withdrawing quotes that have not been accepted within the set period. This will lead to the availability being opened up to other developers and stops SSEPD having to deal with time wasters.”

Jeremy Hinton,
New Forest Energy Ltd

KPI measure

Quote reminder function offered to all market segments

Q4

“Quote reminders are very useful in order to prevent dropped balls at our end, and also to pinpoint the exact expiry date (these are not necessarily stated in the connection offer and our calculation of the expiry date is rarely correct).”

Hugh Taylor,
Roadnight Taylor Ltd

Our commitments for Distributed Generation Customers continued

Customer service

Improvement to online project tracking facility



We will extend the services currently available on our project tracking facility. These will include the option to request that your quotation be revalidated and to make visible online the quotation start date, corresponding expiry date and quotation acceptance date. You specifically asked for these dates to be made clear throughout the project tracking process.

KPI measure
Improvements delivered and communicated via connections newsletter

Q4

Provide main point of contact for a connection on the project tracking facility



We will provide contact details for our Customer Connections Managers and/or Commercial Contract Managers within our online project tracking facility. This will be your main point of contact for your connections, from pre-application through to post energisation. They are also available to have regular meetings with you to discuss current and potential projects.

KPI measure
Improved contact information on online project tracker

Q3

Project evaluation card

We will provide you with an evaluation card where you can comment on your connection experience with us. Our connections engagement team is continuously seeking ways to improve the service you receive when connecting to our network. Your appointed Connection Delivery Manager will send you the card, making it easy for you to voice any concerns you had during the process or to comment on anything you thought went particularly well.

KPI measure
Summary of results published at the end of the year

Q2

ICP

“Improvements to online tracking would minimise the level of contact between both SSEPD and the ICP allowing SSEPD to have more time to focus on designs etc. We feel that it would be beneficial to both ICPs and SSEPD that automatic e-mails are generated and sent to the applicant at each step in the process and also sent in instances where further information is required or designs have been rejected etc. This will allow issues to be tracked and also dealt with as soon as possible again minimising downtime in instances where there may be issues in being able to make contact with either the ICP or SSEPD to facilitate a resolution. As our divisional mailbox is registered to your online system, automatic e-mails will allow for issues to be dealt with as quickly as possible and in the absence of any particular staff where required”

Margaret Jamieson,
Forth Electrical Services Ltd

“Can the designer details for each project be made available on project tracking even after the job has been accepted and project manager has been assigned?”

Generation engagement day

DG

“One of SSEPD’s strong points is their customer interaction and feedback. Having one assigned point of contact would a great way to build the relationship further.”

Jeremy Hinton,
New Forest Energy Ltd

DG

“SSEPD’s commercial contract managers have the knowledge and skill sets that complement those of the engineers, and in addition they provide continuity throughout a scheme should an engineer be replaced or the scheme re-allocated.”

Hugh Taylor,
Roadnight Taylor Ltd

DG

“Hard to say how you have done if no metric at the start, I see you have made the commitment ‘Contact upon acceptance to discuss and clarify the approach to be taken for achieving a successful connection.’ Having this clear level of service shall make the evaluation card worthwhile.”

Felix Wight,
Community Energy Scotland

Information provision

Produce guidance document for laying cable



We recognise that the laying of cables in permeable road construction is becoming more common. To improving clarity around it, we are committing to produce a guidance document to explain the full process in appropriate detail. This will be available on our website to view or download.

KPI measure
Summary of results published at the end of the year Q2

Provide details on our website of planned distribution reinforcements



We will continue to improve our online heatmap tools and will publish details of planned reinforcements and operational improvements on our distribution networks.

KPI measure
Details of planned reinforcement works included on heatmap Q3

Guidance on recharging of additional legal costs



We will continue to develop our suite of guidance documents and will review our current guide on wayleaves to include additional information on the possible additional legal costs which may impact your connection. This guide will also help explain all aspects of the legal costs you should expect when applying for a connection.

KPI measure
Guide published and communicated Q2

Make GIS mapping 'shape' files available to all customers

We will provide free GIS 'shape' files for developers at their request via file transfer system. These files will include the 'back-end data' from our GIS system, which will allow developers to overlay it on to their own GIS system or to use it in other ways.

KPI measure
Process to request GIS 'shape' files published, communicated and available online. Q2

ICP
"A guidance document would ensure consistency in compliance to SSEPD's current standards and specifications promoting confidence between SSEPD and ICPs. Ultimately, this may lead to a reduction in the number of site inspections required to be carried out by SSEPD therefore enabling SSEPD to have a more manageable workload where it may be possible to carry out inspections where required within a shorter time frame. This could potentially lower non-contestable costs due to the reduction of inspection fees on chargeable to the ICP allowing for a more competitive quote to be issued to a client as well as allowing the ICP to promote their competence level."
Margaret Jamieson,
Forth Electrical Services Ltd

D
"The proposed document for laying cable will provide the necessary guidance for the installation of electric cables in areas of permeable construction."
Darren Thrussell,
MJA Consulting

DG
"This will assist us with site selection/development if we know what works are planned and when, as we may be able to tie other upgrade work/wayleaves etc."
Stuart Templeton,
VG Energy

DG
"List reinforcement dates of assets on our heatmap or publish high level news of operational works."
Phil Wu,
Southampton University

D
"Towards the end of the project the Council was invoiced for a relatively large sum to cover unexpected wayleave costs. The customer accepted that the quotation letter mentioned the recharging of all legal costs associated with wayleaves but he would have preferred an explanation on the higher than expected cost prior to the invoice being issued."
Alastair Stuart & Bill Westland,
Aberdeenshire Council

DG
"We have GIS Shape files with mapping symbols (i.e. they are Google Earth-ready) from other DNOs and they are very, very valuable. These save us time and reduce mapping errors on our part."
Hugh Taylor,
Roadnight Taylor Ltd

Our commitments for Distributed Generation Customers continued

Information provision

Highlight community groups' case studies online



We will work closely with community bodies to highlight examples of successful community projects, illustrate potential stumbling blocks, highlight financial considerations to be made and to present other useful experiences from other, already connected, community projects.

KPI measure
Summary of results published at the end of the year Q3

DG
"To use case studies to highlight successful community connections and to illustrate stumbling blocks, delays and possible cost implications of getting connected."
Bruce Collinson,
East Hampshire District Council

DG
"Very keen for the learning from innovative projects to be shared and rolled out to help others. Posting case studies on line of similar projects should help this."
Felix Wight,
Community Energy Scotland

DG
"Great to provide for communities and will work alongside SSEPD to provide case studies and guidance."
James Buchan,
Local Energy Scotland

Create commissioning documents and guidebook



We will create a guide on commissioning and ensure that all relevant documentation is located together and is available on our website.

KPI measure
Guides published and communicated Q2

D
"I would make use of this, I am currently using old documents, so to obtain the updated version on the website would be very useful."
Nick Eagle,
Orchard Homes Ltd

Distribution Use of System (DUoS) charges workshops



Our Charging Team will hold workshops that focus on the difference between Connection and Distribution Use of System (DUoS) charges. We will also provide guidance on how you can calculate these charges, assisting you in making an informed decision regarding your connections proposal.

KPI measure
Number of workshops held Q1

DG
"This is a very murky world and the more light can be shed on this calculation the better for our part."
Jeremy Hinton,
New Forest Energy Ltd

DG
"In my role as ENA DG-DNO Steering Group vice-chair, this workshop seems to me like a very good idea."
Dr Graham Pannell,
RES Ltd

Create a Distribution Use of System (DUoS) charges webpage

We will create a Distribution Use of System (DUoS) charges webpage to explain the difference between Connection and Distribution Use of System (DUoS) charges. We will present an overview of the methodologies that underpin the DUoS charges; looking at what determines the charges, the Distribution Network Operator's (DNO) licence obligations and the contractual framework. We will also explain how these charges are billed and will look at some worked examples.

KPI measure
Webpage created and live on our website Q3

DG
"A DUoS charges webpage would also be helpful both in the meantime, for future reference, and I imagine would be valuable for anybody that has not attended a workshop. DUoS workshops would also be very useful. I am very disappointed I can't make the first one and will be first in the queue for the second."
Hugh Taylor,
Roadnight Taylor Ltd

Information provision

Provide mapping symbols for your GIS mapping tool

We will produce a guide of GIS mapping symbols on our website. We appreciate that not all customers may be familiar with our systems; we will review the information currently available to ensure that a mapping tool is issued with all connection offers. We will also ensure this information is available on our website.

KPI measure
Symbol index published online

Q1

“We have GIS Shape files with mapping symbols (i.e. they are Google Earth-ready) from other DNOs and they are very, very valuable. These save us time and reduce mapping errors on our part.”

Hugh Taylor,
Roadnight Taylor Ltd

Include Frequently Asked Questions sheet in all quote packs

We will include within the standard quote pack a 'Frequently Asked Questions' section to cover questions we are often asked by our connections customers. We will also include links to various guides and process documents available on our website.

KPI measure
FAQ Sheet distributed with quote packs

Q3

“An FAQ sheet in all quote packs would be very useful, and I look forward to making 'Q' suggestions too.”

Hugh Taylor,
Roadnight Taylor Ltd

Provide visibility of quoted jobs on the heatmap

We will increase the level of information currently provided in the connected/contracted registers on our heatmaps. This will include quotes that have been issued but have not yet been accepted or that have lapsed.

KPI measure
Information added to the heatmap

Q2

“Customers find it difficult to identify network reinforcement issues without either arranging a feasibility study or making a formal application. Could more information be available on line (eg heat maps etc...) or is there another way for SSEPD to share this information.”

Aidan Webster,
Stewart Milne Homes

“This will assist us with site selection/development if we know what works are planned and when, as we may be able to tie other upgrade work/wayleaves etc.”

Stuart Templeton,
VG Energy

“List reinforcement dates of assets on our heatmap or publish high level news of operational works.”

Phil Wu,
Southampton University

Clearly identify non electrical tasks such as excavating track that customers can undertake themselves

We will clearly identify the non-electrical tasks such as excavating that customers can undertake themselves. This will ensure that customers can easily identify works that can be carried out themselves if they so wish. This is following a regulatory review which called for improvements to DNOs' Common Charging Methodology Statement.

KPI measure
Published on website and communicated

Q3

The application process

Provide an explanation for reinforcements costs in quotations

Your quotation will include details and an explanation of any reinforcement requirements for your connection. We will make information on costs more transparent and visible on all quotations where applicable.

KPI measure

Offer to include further detail of reinforcement works required

Q2

ICP "Reasoning behind reinforcement cost will enable the ICP to provide a client with a more detailed level of justification for associated costs and why these works are deemed to be required. This information would be particularly helpful in relation to projects where there may be a requirement for high level reinforcement. In instances where this is the case, detailed information will enable the client to assess to project and determine its viability."

Margaret Jamieson,
Forth Electrical Services Ltd

DG "Explanations will be great, costs are vital to communities, need to be clear on what the reinforcement cost is for."

James Buchan,
Local Energy Scotland

Expand guidance on revalidation process



We will review our existing process and improve to include in your quotation details an explanation of our revalidation process. We will help facilitate this process by creating a guide on the process and make this guidance available on our website.

KPI measure

Quotes updated with revalidation process and guide published and communicated

Q1

D "Customer received quote for a site, whilst accepting that the quote had now expired, he had asked for this to be requoted in October and was surprised that this would take 65 days given that it was unlikely that the design would need to change. He explained that preliminary work was soon to start on site and he was keen to accept the quotation and arrange the overhead line diversion as soon as possible. If the process was more clear the customer would not of let the quote expire."

Alastair Stuart & Bill Westland,
Aberdeenshire Council

Enable intermediate payment to progress wayleaves/legals/harmonic studies in advance



We will provide you with acceptance options should you wish to make an advance payment to progress aspects of your connection early. Depending on your chosen option this could start the wayleaves survey process or the harmonic studies, for example, in the early stages of progressing the connection.

KPI measure

Intermediate payment options offered to progress legal/harmonics studies

Q2

ICP "Lengthy process and can have a detrimental effect on connection dates which can subsequently delay project programmes etc., where they are applicable, being able to initiate the process at an earlier stage will allow more time to procure the relevant information and resolve any queries that may arise. This will inevitably allow for connection dates to be applied for at an early stage and also, minimise the risk of potential aborted visits and re-planning which will reduce downtime for both the ICP and SSEPD."

Margaret Jamieson,
Forth Electrical Services Ltd

ICP "Timescales for wayleaves can be an issue, particularly in relation to the preparation of sublease documents which seem to await the land certificate reference for the principal transaction before being drafted. To avoid undue delays, suggest that these documents be prepared in parallel utilising standardised documents, as they are in England and Wales, although recognise that there might be a Scots Law issue."

Jeff Reynolds,
IQA Group

The application process

Improve the online application process



We will extend our online application process to:

- Allow you to look at your previous applications as well as print the applications you have submitted;
- Provide a tick box for you to choose if you wish us to include design approval costs within the PoC connection quotation. These design approval costs are for contestable works design;
- Include the facility for you to choose 'copy my details' on to the new application. This will allow the same company details to be copied over for any subsequent new applications.

KPI measure

Improvements to online application process delivered



"Customer mentioned previously that he found Scottish Power's online application and tracking process (RADAR) to be better than ours and suggested that we look to try and replicate some of the superior functionality offered by the RADAR system."

ICP

Jeff Reynolds,
IQA Group

"Is there an opportunity to save an online application form to an external file for record purposes. Also, as a registered user of the online process are there plans to upgrade the system in future to auto populate the customer details."

D

Aiden Webster,
Stewart Milne Home

Getting connected

Review all projects over £1 million within 6 months of completion



We will review all customer projects over £1 million within 6 months of completion of the job. This will take the form of a face-to-face meeting and will allow us to:

- Obtain feedback on the connection experience;
- Build better working relationships with your dedicated project manager;
- Ensure we both understand and agree what should be expected from start to finish throughout the connections process.

KPI measure

Number of projects reviewed and supported through the connections process



Provide an updated guide to advise who you should contact to arrange a witness test

You told us you are not always sure who your point of contact should be to organise a witness test. We will expand our current guidebook to advise how to arrange witness testing and explain the end-to-end process.

KPI measure

Guide published and communicated



Create process flow chart for tasks to be undertaken to deliver your connection following project acceptance



We will create flow charts for all types of connections. This will begin from the point your project is accepted through to project completion. This information will be made available on our website and will also reference other guides available on each of the individual elements of the connection process.

KPI measure

Flow chart published and communicated



"A review should be carried out with the client on completion."

DG

Drew Ratter,
WA & V K Ratter

"A guide advising how to arrange a witness test would be very useful. We have arranged several, but only at low voltage, across a number of DNOs, but always just making it up as we went along. I procedure to build into our operations would be useful, and if this procedure were common to all DNOs, that would be even better."

DG

Hugh Taylor,
Roadnight Taylor Ltd

"The current situation can be confusing and when timescales become tight due to other pressures, the last thing you need to be told is that there is a 6 week lead time for a final connection etc. By knowing this up front, this will enable better project planning and less nasty surprises."

DG

Richard Thorne,
Mull & Iona Community Trust

"Good to see that you are taking my idea forward. I definitely support this commitment and I'm sure this will benefit my Company and all Companies involved in DG. Let me know if I can help."

DG

Dick Allen,
Green Highland Renewables

"Again; very helpful in creating an understanding of the process."

DG

Bill Robertson,
CKD Galbraith

"I would also like to see a flow chart to show where each party interacts, and expected timescales."

DG

Oliver Nuttall,
Birchmere Ltd

Getting connected

Contact upon acceptance to discuss and clarify the approach to be taken to achieve a successful connection

Upon acceptance of your quote, our Commercial Contract Manager or Customer Connections Manager will contact you to discuss and clarify:

- Plans for a face-to-face meeting schedule;
- Your preferred frequency and method of contact with them;
- The role that their colleagues will play in delivering the connection.

ICP

"Can a courtesy call also be made by Connection Team Managers to the "applicant" post-acceptance of quote to ensure that applicant is aware of connections dates."

Jeff Reynolds ,
IQA Group

KPI measure
The number of customers contacted

Q2

Review all accepted quotations over £1 million on site



We will review all accepted quotations over £1 million on site with you and with the following staff where applicable:

- Connection Designers;
- Project Manager;
- Either the Commercial Contract Manager or Customer Connection Manager

This will allow discussion of the design proposed/wayleaves and next steps of the project.

DG

"If we had a project over £1million a sit down chat would be particularly useful, especially when understanding the wayleaves process where there may be diversions. It would bring us closer to understanding the process."

Tom Griffiths,
Hab Housing Ltd

KPI measure
100% of >£1M projects will be offered this review and supported through the connections process

Q3

Display contract novation process online



We will publish on our website information on what the process and templates are for novating a contract.

DG

"Particularly clarification regarding payment/invoice terms. All DNOs seem to work differently."

Lucy Taylor,
Roadnight Taylor Ltd

DG

"Novation information would be a good thing to post on your website."

Nick Spicer,
Your Power

KPI measure
Guide published and communicated

Q1

Our commitments for Distributed Generation Customers continued

Getting connected

Send post-acceptance email to confirm Project Manager, Customer Connections Manager and Commercial Contract Manager for the connection



We understand that it is not always clear with whom you should be dealing with in the various stages of your connection. We will send you an email within 10 days of acceptance to confirm who will be your Project Manager and Customer Connections Manager/Commercial Contract Manager for the connection. These contacts will assist you through the connection process and will be available for meetings to discuss any queries you may have about your connection delivery.

KPI measure
New process implemented as BAU

Q4

"This would serve to insure that all parties are known to the client and that the questions/ information is directed to the relevant part of the SSEPD team." **DG**

Jeremy Hinton,
New Forest Energy Ltd

"Having confirmation of all the individuals with responsibilities for the project will be invaluable for our developers." **DG**

Hugh Taylor,
Roadnight Taylor Ltd

Send email reminder of tasks to be delivered prior to connection

Some of you told us you are not ready when we go to site to make the connection. We want to make this process as smooth as possible. To do this we commit to sending you an email 10 working days before your scheduled connection date with a detailed list of required tasks. This will help advise you of the site requirements for our staff to successfully connect you on the agreed connection date.

KPI measure
% of customers who received reminders

Q4

"Having an email reminder of tasks to be delivered prior to connection will be very useful (as would deadlines for each) and will ensure that items on the critical path do not get overlooked or unduly delayed." **DG**

Hugh Taylor,
Roadnight Taylor Ltd

State available options for transmission-constrained projects

We will include within the standard connection offer what options are available to you when your proposed connection is constrained by transmission access availability.

KPI measure
Optional connections offered as standard where transmission constraints exist

Q2

"By having a summary sheet that contains all the salient information, especially relating to whether a scheme is grid constrained this will help to clarify what is a very lengthy document." **DG**

Richard Thorne,
Mull & Iona Community Trust

"Yes that info along with a simple summary of options/fees at the beginning of the offer would be an improvement." **D**

Paul Spencer,
Oxford City Council

"Transmission constraints can be really challenging for small-scale projects because of the cost and timeframes, we strongly support offering a wider ranger of options as part of the standard connection process." **DG**

Felix Wight,
Community Energy Scotland

Getting connected

Provide indicative Distribution Use of System (DUoS) charges in advance upon request

We will provide you with indicative Distribution Use of System (DUoS) charges in advance upon your request.

KPI measure
New process implemented as BAU

Q1

"Much needed, this will help with the business case modelling."

DG

Jeremy Hinton,
New Forest Energy Ltd

"Indicative Distribution Use of System (DUoS) charges would be very useful, and it is understandable that these only be issued on request, as they may not always be required."

DG

Hugh Taylor,
Roadnight Taylor Ltd

Choice in connections

Expand the web portal secure area for ICPs and IDNOs



We will create a web portal on the secure area of our website for ICPs and IDNOs to submit design approval. This new tool will also allow file sharing and the safe upload of documents which will avoid the need to send multiple emails to achieve design approval.

KPI measure

Number of ICPs/IDNOs using the new tool



"Inevitably, this would therefore minimise the level of contact required between the ICP and SSEPD for updates on status etc. Furthermore, it will ensure that all documents will be uploaded and available to SSEPD and the ICP to reduce issues that may occur in relation to file size when sending via e-mail. These documents can be easily obtained when required and the dates upon which they are uploaded can also be tracked in order to promote compliance with SLA's etc."

ICP

Margaret Jamieson,
Forth Electrical Services (FES)

Improve the Alternative Provider Register

We will enhance our Alternative Connection Provider Register on our website to allow companies that are only NERS accredited for electrical design work to be able to register as 'active' in our area. This will include details to enable you to contact them directly.

KPI measure

Increased number of page views on our Alternative Provider search page



"My company holds NERS accreditation for electrical design ONLY. Looking at your online form to register, I'm concerned that it could give the impression that we also undertake contestable installation works. Clearly neither of us want to mislead, or waste potential customers time and I was wondering if it would be possible for your webpage to be modified to include for design only?"

ICP

Stuart Duggan,
R&D Network Design

Clarify what contestable and non-contestable works are



We currently make all our customers aware that they have a choice when applying for a connection. We will update our 'You have a choice' leaflet to provide you with greater clarity on the differences between contestable works and non-contestable works. This document will detail:

- The difference between contestable and non-contestable works;
- Who is responsible for what and what works can typically be carried out by an Alternative Connection Provider;
- How to contact an Alternative Connection Provider;
- What happens when you have appointed an Alternative Connection Provider.

"Would it be possible for there to be a summary sheet that contains all the relevant info that a project manager needs e.g. costs for contestables/non contestables, grid connection date, any grid constraints and of course the T's and C's? This will help a great deal and will hopefully avoid any nasty surprises."

DG

Richard Thorne,
Mull & Iona Community Trust

KPI measure

Document updated and endorsed by ICP



Innovation

Proactively engage with connected generators to ensure customers are utilising existing capacity in full



We commit to contact each of the currently connected generators to confirm if they are utilising their existing capacity in full, and if they would like to “hand back” any capacity that is unused. This would potentially free up MWs and may allow us to pull forward some of the generator connections that are currently constrained.

KPI measure

Quantity of released capacity or number of customers who have released capacity

Engagement with generators, 15% in quarter 2, 30% in quarter 3, 100% in quarter 4



Provide guidance on process for flexible connections



We will provide guidance on what a flexible connection is and how to make a flexible connection request.

KPI measure

Guide published and communicated



Display flexible connections and active solutions management teams online

We commit to providing you with the contact information you require for our active solutions and flexible connections teams. Staff contact maps will be created to enable you to discuss innovative ideas with our specialist teams. This information will be available on our website.

KPI measure

Staff contact map published and communicated



Host flexible connections and active solutions management workshops



Last year we introduced a range of engagement days aimed at our different customer types, focused on key business areas. This year we plan to delve deeper into what you want to learn more about. We have been told that this should focus on flexible connections - we will therefore host workshops with our active solutions and flexible connections experts from our asset management and innovation teams.

KPI measure

Number of workshops held on flexible connections and stakeholders reached



"This is excellent and believe all developers will be willing to co-operate with this process."

DG

Stuart Templeton,
VGE Energy

"SSEPD should have some system of reviewing those outstanding offers and finding out if they are even viable and if not, they should be released."

DG

Tristan Tonks,
UK Solar Assets

"You could do with setting up a process about capacity being released back to the network."

DG

Simon Murrells Elgar,
Middleton Environmental Energy Investments Ltd

"Guidance process for flexible connections."

DG

Claudio Fernandes,
Martifer Solar

"Innovation in connections is very important and the provision of guidance on the process for applying for, accepting and maintaining flexible connections will help us to make the most of these opportunities"

DG

Hugh Taylor,
Roadnight Taylor Ltd

"Communication between the DNO and the customer is key in seeking/achieving any connection. One way of promoting this is to provide contact details for all the individuals within a DNO that might have knowledge of the network, available capacity/constraints, queues and how this will all be changing over time. The flexible connections and active solutions management teams is an important part of this, and should also be available online."

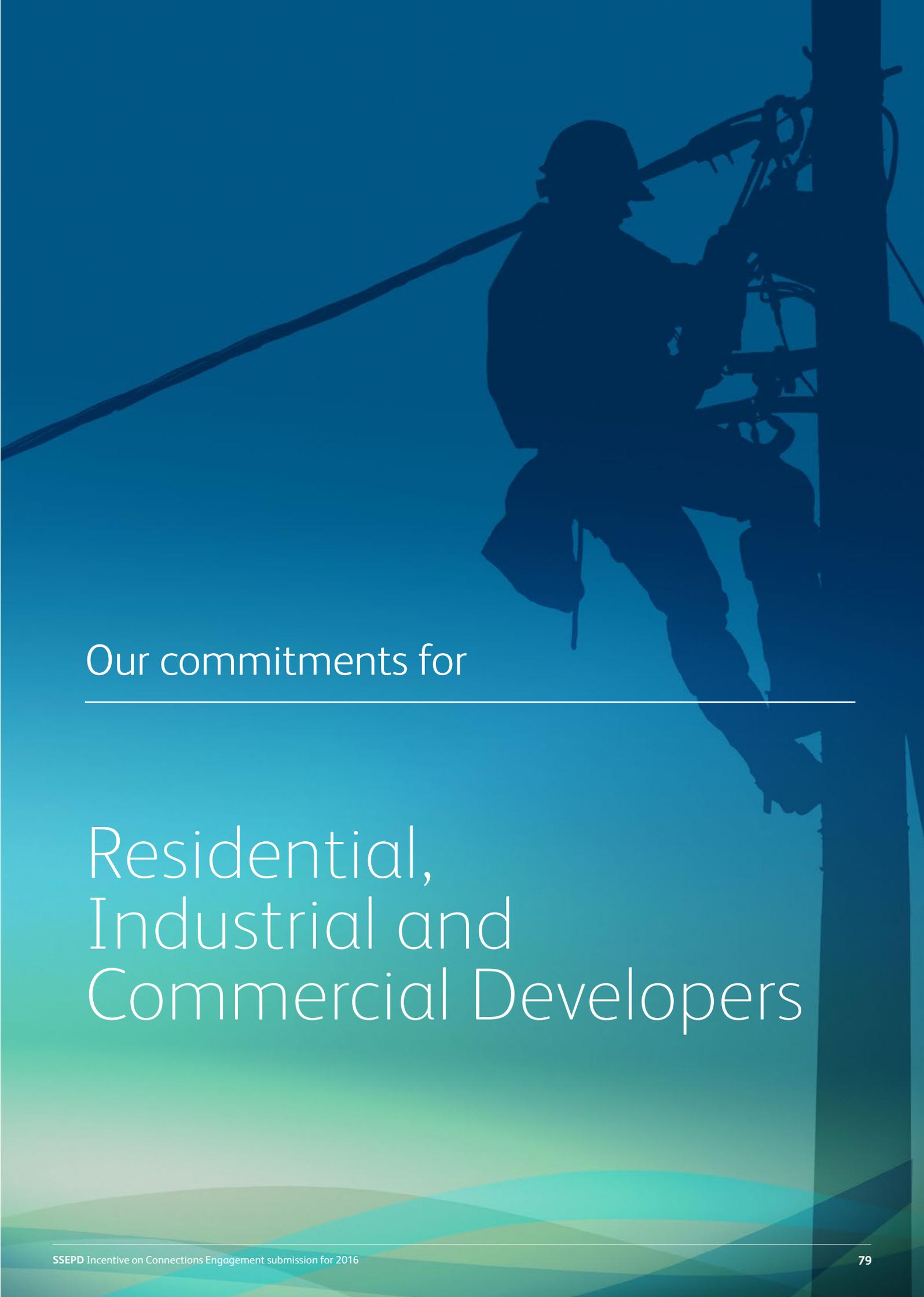
DG

Hugh Taylor,
Roadnight Taylor Ltd

"Great all sounds very encouraging and would welcome those proposed measure."

U

Paul Spencer,
Oxford City Councilments Ltd

A silhouette of a utility worker wearing a hard hat and safety harness, working on a power line. The worker is positioned on the right side of the frame, leaning against a vertical pole. The background is a gradient of blue and green, with a white horizontal line below the text.

Our commitments for

Residential,
Industrial and
Commercial Developers

Our commitments for Residential, Industrial and Commercial Developers

Customer service

KEY:  Number of votes received at the Connections Customer Steering Panel

Q2 Commitment deliverable by

Improved contact regarding planned outages and the switching schedule

5

When we plan an outage that will interrupt your power supply we commit to providing as much notice as possible (in addition to Guaranteed Standard timescales) to both demand and generation customers to enable you to make alternative arrangements.

KPI measure

The introduction of an efficient communication plan for switching schedules, endorsed by customers

Q2

Provide guidance for updating site contacts for operational sites

4

We will provide a service to enable you to update your site contact details for operational sites via our website. We will publish details on how to complete this task to ensure accurate contact and correspondence details for your site.

KPI measure

Guide published and communicated

Q3

Quote reminder for all connection quotations

9

We will extend the service we currently provide by committing to provide email quote reminders for all connections two weeks prior to the quote expiring. This reminder will notify you of:

- The date your existing quote will expire;
- Until which date the acceptance period can be extended (by up to 10 working days);
- The option to revalidate your current offer - which will provide a full 90 day extension period;
- The details of the Designer / Customer Connections Manager for your quote should you have any further questions or wish to arrange a meeting prior to acceptance.

KPI measure

Quote reminder function offered to all market segments

Q4

“Information on when turbines may be switched off by SSEPD for grid maintenance is extremely important for the generators to know and I would like to stress the importance of timely information and engagement on this issue. An outage programme should be produced at the start of each year with any amendments communicated at an early stage as possible to allow things like turbine maintenance to be scheduled at the same time (and save on loss of earning from downtime). At the moment I feel that communication and engagement on any planned outages is lacking.” **DG**

Kathleen MacDonald,
Community Energy Scotland

“Provide prior warning/ consultation other than the guaranteed standards, understand difficulties with turning off generators and be sympathetic around the generator commercial implications.” **DG**

Alex Reading,
Green Highland Renewables

“Have you any idea who I need to contact at SSEPD in relation to our operational Hydro Sites, to request that our office details are updated in relation to the change of premises address which took place over two years ago?” **DG**

David Mosgrove,
Broadland Renewable Energy

“This is a useful aide memoire, but importantly it should build the basis for withdrawing quotes that have not been accepted within the set period. This will lead to the availability being opened up to other developers and stops SSEPD having to deal with time wasters.” **DG**

Jeremy Hinton,
New Forest Energy Ltd

“Quote reminders are very useful in order to prevent dropped balls at our end, and also to pinpoint the exact expiry date (these are not necessarily stated in the connection offer and our calculation of the expiry date is rarely correct).” **DG**

Hugh Taylor,
Roadnight Taylor Ltd

Customer service

Improvement to online project tracking facility



We will extend the services currently available on our project tracking facility. These will include the option to request that your quotation be revalidated and to make visible online the quotation start date, corresponding expiry date and quotation acceptance date. You specifically asked for these dates to be made clear throughout the project tracking process.

KPI measure

Improvements delivered and communicated via connections newsletter



“Improvements to online tracking would minimise the level of contact between both SSEPD and the ICP allowing SSEPD to have more time to focus on designs etc. We feel that it would be beneficial to both ICPs and SSEPD that automatic e-mails are generated and sent to the applicant at each step in the process and also sent in instances where further information is required or designs have been rejected etc. This will allow issues to be tracked and also dealt with as soon as possible again minimising downtime in instances where there may be issues in being able to make contact with either the ICP or SSEPD to facilitate a resolution. As our divisional mailbox is registered to your online system, automatic e-mails will allow for issues to be dealt with as quickly as possible and in the absence of any particular staff where required.”

ICP

Margaret Jamieson,
Forth Electrical Services Ltd

“Can the designer details for each project be made available on project tracking even after the job has been accepted and project manager has been assigned?”

Generation engagement day

Provide main point of contact for a connection on the project tracking facility



We will provide contact details for our Customer Connections Managers and/or Commercial Contract Managers within our online project tracking facility. This will be your main point of contact for your connections, from pre-application through to post energisation. They are also available to have regular meetings with you to discuss current and potential projects.

KPI measure

Improved contact information on online project tracker



“One of SSEPD’s strong points is their customer interaction and feedback. Having one assigned point of contact would a great way to build the relationship further.”

DG

Jeremy Hinton,
New Forest Energy Ltd

“SSEPD’s commercial contract managers have the knowledge and skill sets that complement those of the engineers, and in addition they provide continuity throughout a scheme should an engineer be replaced or the scheme re-allocated.”

DG

Hugh Taylor,
Roadnight Taylor Ltd

Project evaluation card

We will provide you with an evaluation card where you can comment on your connection experience with us. Our connections engagement team is continuously seeking ways to improve the service you receive when connecting to our network. Your appointed Connection Delivery Manager will send you the card, making it easy for you to voice any concerns you had during the process or to comment on anything you thought went particularly well.

KPI measure

Summary of results published at the end of the year



“Hard to say how you have done if no metric at the start, I see you have made the commitment ‘Contact upon acceptance to discuss and clarify the approach to be taken for achieving a successful connection.’ Having this clear level of service shall make the evaluation card worthwhile.”

DG

Felix Wight,
Community Energy Scotland

Information provision

Produce guidance document for laying cable



We recognise that the laying of cables in permeable road construction is becoming more common. To improving clarity around it, we are committing to produce a guidance document to explain the full process in appropriate detail. This will be available on our website to view or download.

KPI measure

Summary of results published at the end of the year



ICP
 “A guidance document would ensure consistency in compliance to SSEPD’s current standards and specifications promoting confidence between SSEPD and ICPs. Ultimately, this may lead to a reduction in the number of site inspections required to be carried out by SSEPD therefore enabling SSEPD to have a more manageable workload where it may be possible to carry out inspections where required within a shorter time frame. This could potentially lower non-contestable costs due to the reduction of inspection fees on chargeable to the ICP allowing for a more competitive quote to be issued to a client as well as allowing the ICP to promote their competence level.”

Margaret Jamieson,
 Forth Electrical Services Ltd

D
 “The proposed document for laying cable will provide the necessary guidance for the installation of electric cables in areas of permeable construction.”

Darren Thrussell,
 MJA Consulting

Provide details on our website of planned distribution reinforcements



We will continue to improve our online heatmap tools and will publish details of planned reinforcements and operational improvements on our distribution networks.

KPI measure

Details of planned reinforcement works included on heatmap



DG
 “This will assist us with site selection/development if we know what works are planned and when, as we may be able to tie other upgrade work/wayleaves etc.”

Stuart Templeton,
 VG Energy

DG
 “List reinforcement dates of assets on our heatmap or publish high level news of operational works.”

Phil Wu,
 Southampton University

Guidance on recharging of additional legal costs



We will continue to develop our suite of guidance documents and will review our current guide on wayleaves to include additional information on the possible additional legal costs which may impact your connection. This guide will also help explain all aspects of the legal costs you should expect when applying for a connection.

KPI measure

Guide published and communicated



D
 “Towards the end of the project the Council was invoiced for a relatively large sum to cover unexpected wayleave costs. The customer accepted that the quotation letter mentioned the recharging of all legal costs associated with wayleaves but he would have preferred an explanation on the higher than expected cost prior to the invoice being issued.”

Alastair Stuart & Bill Westland,
 Aberdeenshire Council

Make GIS mapping ‘shape’ files available to all customers

We will provide free GIS ‘shape’ files for developers at their request via file transfer system. These files will include the ‘back-end data’ from our GIS system, which will allow developers to overlay it on to their own GIS system or to use it in other ways.

KPI measure

Guide published and communicated



DG
 “We have GIS Shape files with mapping symbols (i.e. they are Google Earth-ready) from other DNOs and they are very, very valuable. These save us time and reduce mapping errors on our part.”

Hugh Taylor,
 Roadnight Taylor Ltd

Our commitments for Residential, Industrial and Commercial Developers continued

Information provision

Highlight community groups case studies online



We will work closely with community bodies to highlight examples of successful community projects. These case studies, which will be shared online, will illustrate: any drawbacks previous projects have experienced, highlight financial considerations to be made and to share other useful experiences from other, already connected, community projects.

KPI measure
Summary of results published at the end of the year Q3

“Very keen for the learning from innovative projects to be shared and rolled out to help others. Posting case studies on line of similar projects should help this.” DG
Felix Wight,
Community Energy Scotland

“To use case studies to highlight successful community connections and to illustrate stumbling blocks, delays and possible cost implications of getting connected.” DG
Bruce Collinson,
East Hampshire District Council

“Great to provide for communities and will work alongside SSEPD to provide case studies and guidance.” DG
James Buchan,
Local Energy Scotland

Distribution Use of System (DUoS) charges workshops

Our Charging Team will hold workshops that focus on the difference between Connection and Distribution Use of System (DUoS) charges. We will also provide guidance on how you can calculate these charges, assisting you in making an informed decision regarding your connections proposal.

KPI measure
Number of workshops held Q1

“This is a very murky world and the more light can be shed on this calculation the better for our part.” DG
Jeremy Hinton,
New Forest Energy Ltd

“In my role as ENA DG-DNO Steering Group vice-chair, this workshop seems to me like a very good idea.” DG
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Create a Distribution Use of System (DUoS) charges webpage



We will create a Distribution Use of System (DUoS) charges webpage to explain the difference between Connection and Distribution Use of System (DUoS) charges. We will present an overview of the methodologies that underpin the DUoS charges; looking at what determines the charges, the Distribution Network Operator’s (DNO) licence obligations and the contractual framework. We will also explain how these charges are billed and will look at some worked examples.

KPI measure
Webpage created and live on our website Q3

“A DUoS charges webpage would also be helpful both in the meantime, for future reference, and I imagine would be valuable for anybody that has not attended a workshop. DUoS workshops would also be very useful. I am very disappointed I can’t make the first one and will be first in the queue for the second.” DG
Hugh Taylor,
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Provide mapping symbols for your GIS mapping tool

We will produce a guide of GIS mapping symbols on our website. We appreciate that not all customers may be familiar with our systems. We will review the information currently available to ensure that a mapping tool is issued with all connection offers. We will also ensure this information is available on our website.

KPI measure
Symbol index published online Q1

“We have GIS Shape files with mapping symbols (i.e. they are Google Earth-ready) from other DNOs and they are very, very valuable. These save us time and reduce mapping errors on our part.”
Hugh Taylor,
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Information provision

Include Frequently Asked Questions sheet in all quote packs

We will include within the standard quote pack a 'Frequently Asked Questions' section to cover questions we are often asked by our connections customers. We will also include links to various guides and process documents available on our website.

KPI measure
FAQ Sheet distributed with quote packs

Q3

Create commissioning documents and guidebook



We will create a guide on commissioning and ensure that all relevant documentation is located together and is available on our website.

KPI measure
Guides published and communicated

Q2

Review and improve the quality of information provided to prospective connections customers about the cost of getting connected

We will review and improve the quality of information on the cost of getting connected, to ensure our customers are able to reasonably estimate the total cost of getting connected. This review includes:

- Focusing on the information that our Connection Charging Statement provides to low cost connections customers. We are currently considering changes to its content and format to make it easier to interpret and use.
- Exploring the factors that may affect the cost of getting connected and improving the consistency of the methodologies all DNOs use to calculate the indicative cost values published in the Connection Charging Statement.

This is following a regulatory review which called for improvements to DNOs' Common Charging Methodology Statement.

KPI measure
Change to Common Charging Methodology Statement (will be dependant on DCUSA approval)

Q3

"An FAQ sheet in all quote packs would be very useful, and I look forward to making 'Q' suggestions too." **DG**

Hugh Taylor,
Roadnight Taylor Ltd

"I would make use of this, I am currently using old documents, so to obtain the updated version on the website would be very useful." **D**

Nick Eagle,
Orchard Homes Ltd

Clearly identify non electrical tasks such as excavating track that customers can undertake themselves

We will clearly identify the non-electrical tasks such as excavating that customers can undertake themselves. This will ensure that customers can easily identify works that can be carried out themselves if they so wish. This is following a regulatory review which called for improvements to DNOs' Common Charging Methodology Statement.

KPI measure
Published on website and communicated

Q3

The application process

Provide an explanation for reinforcements costs in quotations



Your quotation will include details and an explanation of any reinforcement requirements for your connection. We will make information on costs more transparent and visible on all quotations where applicable.

KPI measure
Offer to include further detail of reinforcement works required

Q2

"Reasoning behind reinforcement cost will enable the ICP to provide a client with a more detailed level of justification for associated costs and why these works are deemed to be required. This information would be particularly helpful in relation to projects where there may be a requirement for high level reinforcement. In instances where this is the case, detailed information will enable the client to assess to project and determine its viability."

Margaret Jamieson,
Forth Electrical Services Ltd

ICP

"Explanations will be great, costs are vital to communities, need to be clear on what the reinforcement cost is for."

James Buchan,
Local Energy Scotland

DG

Expand guidance on revalidation process



We will review our existing process and expand on this to include in your quotation details an explanation of our revalidation process. We will help facilitate this process by creating a guide on the process and make this guidance available on our website.

KPI measure
Quotes updated with revalidation process and guide published and communicated

Q1

"Customer received quote for a site, whilst accepting that the quote had now expired, he had asked for this to be requoted in October and was surprised that this would take 65 days given that it was unlikely that the design would need to change. He explained that preliminary work was soon to start on site and he was keen to accept the quotation and arrange the overhead line diversion as soon as possible. If the process was clearer the customer would not of let the quote expire."

Alastair Stuart & Bill Westland,
Aberdeenshire Council

D

Enable intermediate payment to progress wayleaves/legals/harmonic studies in advance



We will provide you with acceptance options should you wish to make an advance payment to progress aspects of your connection early. Depending on your chosen option this could start the wayleaves survey process or the harmonic studies, for example, in the early stages of progressing the connection.

KPI measure
Intermediate payment options offered to progress legal/harmonics studies

Q2

"Lengthy process and can have a detrimental effect on connection dates which can subsequently delay project programmes etc., where they are applicable, being able to initiate the process at an earlier stage will allow more time to procure the relevant information and resolve any queries that may arise. This will inevitably allow for connection dates to be applied for at an early stage and also, minimise the risk of potential aborted visits and re-planning which will reduce downtime for both the ICP and SSEPD."

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"Timescales for wayleaves can be an issue, particularly in relation to the preparation of sublease documents which seem to await the land certificate reference for the principal transaction before being drafted. To avoid undue delays, suggest that these documents be prepared in parallel utilising standardised documents, as they are in England and Wales, although recognise that there might be a Scots Law issue."

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The Application Process

Improve the online application process



We will extend our online application process to:

- Allow you to look at your previous applications as well as print the applications you have submitted;
- Provide a tick box for you to choose if you wish us to include design approval costs within the PoC connection quotation. These design approval costs are for contestable works design;
- Include the facility for you to choose 'copy my details' on to the new application. This will allow the same company details to be copied over for any subsequent new applications.

KPI measure

Improvements to online application process delivered



Provide breakdown of costs for disconnections

Last year, you told us you wanted to see more information and further detail on disconnection costs provided in their offer. We provided revised offer letters with the aim of making the information that is important to you more visible. We are committed to delivering this same level of service for disconnections by providing a breakdown of costs in all disconnection quotations.

KPI measure

Cost breakdown supplied with disconnection quote letter



"Customer mentioned previously that he found Scottish Power's online application and tracking process (RAdAR) to be better than ours and suggested that we look to try and replicate some of the superior functionality offered by the RAdAR system."

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"Is there an opportunity to save an online application form to an external file for record purposes. Also, as a registered user of the online process are there plans to upgrade the system in future to auto populate the customer details."

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Aiden Webster,
Stewart Milne Home

"We would welcome quotes being expanded to provide a breakdown of high value items as a matter of course rather than having to raise this with the planner/quoter."

D

Martin Clark,
Barratt North Scotland

"Detailed breakdown of quotation costs varies across planners. Could this be provided for high value items as a matter of course either by way of a cost breakdown or a more detailed narrative in the quote letter."

ICP

Nicola Cunningham,
Dandara

Getting connected

Review all projects over £1 million within 6 months of completion



We will review all customer projects over £1 million within 6 months of completion of the job. This will take the form of a face-to-face meeting and will allow us to:

- Obtain feedback on the connection experience;
- Build better working relationships with your dedicated project manager;
- Ensure we both understand and agree what should be expected from start to finish throughout the connections process.

KPI measure

Number of projects reviewed and supported through the connections process



Create process flow chart for tasks to be undertaken to deliver your connection following project acceptance



We will create flow charts for all types of connections. This will begin from the point your project is accepted through to project completion. This information will be made available on our website and will also reference other guides available on each of the individual elements of the connection process.

KPI measure

Flow chart published and communicated



"A review should be carried out with the client on completion."

DG

Drew Ratter,
WA & V K Ratter

"The current situation can be confusing and when timescales become tight due to other pressures, the last thing you need to be told is that there is a 6 week lead time for a final connection etc. By knowing this up front, this will enable better project planning and less nasty surprises."

DG

Richard Thorne,
Mull & Iona Community Trust

"Good to see that you are taking my idea forward. I definitely support this commitment and I'm sure this will benefit my Company and all Companies involved in DG. Let me know if I can help."

DG

Dick Allen,
Renewables

"Again; very helpful in creating an understanding of the process."

DG

Bill Robertson,
CKD Galbraith

"I would also like to see a flow chart to show where each party interacts, and expected timescales."

DG

Oliver Nuttall,
Birchmere Ltd

Getting connected

Contact upon acceptance to discuss and clarify the approach to be taken to achieve a successful connection

Upon acceptance of your quote, our Commercial Contract Manager or Customer Connections Manager will contact you to discuss and clarify:

- Plans for a face-to-face meeting schedule;
- Your preferred frequency and method of contact with them;
- The role that their colleagues will play in delivering the connection.

KPI measure

The number of customers contacted

Q2

Review all accepted quotations over £1 million on site

7

We will review all accepted quotations over £1 million on site with you and with the following staff where applicable:

- Connection Designers;
- Project Manager;
- Either the Commercial Contract Manager or Customer Connection Manager

This will allow discussion of the design proposed/wayleaves and next steps of the project.

KPI measure

Number of projects reviewed and supported through the connections process

Q3

Display contract novation process online

2

We will publish on our website information on what the process and templates are for novating a contract.

KPI measure

New process implemented as BAU

Q1

"Can a courtesy call also be made by Connection Team Managers to the "applicant" post-acceptance of quote to ensure that applicant is aware of connections dates."

ICP

Jeff Reynolds,
IQA Group

"If we had a project over £1million a sit down chat would be particularly useful, especially when understanding the wayleaves process where there may be diversions. It would bring us closer to understanding the process."

DG

Tom Griffiths,
Hab Housing Ltd

"An early on-site meeting would be very useful indeed. I can think of a couple of sites, for which we are about to accept offers, which the developer and/or landowner would benefit greatly from having a meeting on site."

DG

Hugh Taylor,
Roadnight Taylor Ltd

"Particularly clarification regarding payment/invoice terms. All DNOs seem to work differently."

DG

Lucy Taylor,
Roadnight Taylor Ltd

"Novation information would be a good thing to post on your website."

DG

Nick Spicer,
Your Power

Our commitments for Residential, Industrial and Commercial Developers continued

Getting connected

Send post-acceptance email to confirm Project Manager, Customer Connections Manager and Commercial Contract Manager for the connection

19



We understand that it is not always clear with whom you should be dealing with in the various stages of your connection. We will send you an email within 10 days of acceptance to confirm who will be your Project Manager and Customer Connections Manager/Commercial Contract Manager for the connection. These contacts will assist you through the connection process and will be available for meetings to discuss any queries you may have about your connection delivery.

KPI measure
New process implemented as BAU

Q4

"This would serve to insure that all parties are known to the client and that the questions/information is directed to the relevant part of the SSEPD team." DG

Jeremy Hinton,
New Forest Energy Ltd

"Having confirmation of all the individuals with responsibilities for the project will be invaluable for our developers." DG

Hugh Taylor,
Roadnight Taylor Ltd

Send email reminder of tasks to be delivered prior to connection

Some of you told us you are not ready when we go to site to make the connection. We want to make this process as smooth as possible. To do this we commit to sending you an email 10 working days before your scheduled connection date with a detailed list of required tasks. This will help advise you of the site requirements for our staff to successfully connect you on the agreed connection date.

KPI measure
% of customers who received reminders

Q4

"Having an email reminder of tasks to be delivered prior to connection will be very useful (as would deadlines for each) and will ensure that items on the critical path do not get overlooked or unduly delayed." DG

Hugh Taylor,
Roadnight Taylor Ltd

Provide indicative Distribution Use of System (DUoS) charges in advance upon request

We will provide you with indicative Distribution Use of System (DUoS) charges in advance upon your request.

KPI measure
New process implemented as BAU

Q1

"Much needed, this will help with the business case modelling." DG

Jeremy Hinton,
New Forest Energy Ltd

"Indicative Distribution Use of System (DUoS) charges would be very useful, and it is understandable that these only be issued on request, as they may not always be required." DG

Hugh Taylor,
Roadnight Taylor Ltd

Choice in connections

Expand the web portal secure area for ICPs and IDNOs



We will create a web portal on the secure area of our website for ICPs and IDNOs to submit design approval. This new tool will also allow file sharing and the safe upload of documents which will avoid the need to send multiple emails to achieve design approval.

KPI measure
Number of ICP/IDNO using the new tool



"Inevitably, this would therefore minimise the level of contact required between the ICP and SSEPD for updates on status etc. Furthermore, it will ensure that all documents will be uploaded and available to SSEPD and the ICP to reduce issues that may occur in relation to file size when sending via e-mail. These documents can be easily obtained when required and the dates upon which they are uploaded can also be tracked in order to promote compliance with SLA's etc."

ICP

Margaret Jamieson,
Forth Electrical Services (FES)

Improve the Alternative Provider Register

We will enhance our Alternative Connection Provider Register on our website to allow companies that are only NERS accredited for electrical design work to be able to register as 'active' in our area. This will include details to enable you to contact them directly.

KPI measure
Increased number of page views on our Alternative Provider search page



"My company holds NERS accreditation for electrical design ONLY. Looking at your online form to register, I'm concerned that it could give the impression that we also undertake contestable installation works. Clearly neither of us want to mislead, or waste potential customers time and I was wondering if it would be possible for your webpage to be modified to include for design only?"

ICP

Stuart Duggan,
R&D Network Design

Clarify what contestable and non-contestable works are



We currently make all our customers aware that they have a choice when applying for a connection. We will update our 'You have a choice' leaflet to provide you with greater clarity on the differences between contestable works and non-contestable works. This document will detail:

- The difference between contestable and non-contestable works;
- Who is responsible for what and what works can typically be carried out by an Alternative Connection Provider;
- How to contact an Alternative Connection Provider;
- What happens when you have appointed an Alternative Connection Provider.

KPI measure
Document updated and endorsed by ICP



"Would it be possible for there to be a summary sheet that contains all the relevant info that a project manager needs e.g. costs for contestables/non contestables, grid connection date, any grid constraints and of course the T's and C's? This will help a great deal and will hopefully avoid any nasty surprises."

DG

Richard Thorne ,
Mull & Iona Community Trust

Innovation

Provide guidance on process for flexible connections



We will provide guidance on what a flexible connection is and how to make a flexible connection request.

KPI measure
Guide published and communicated



"Guidance process for flexible connections." **DG**

Claudio Fernandes,
Martifer Solar

"Innovation in connections is very important and the provision of guidance on the process for applying for, accepting and maintaining flexible connections will help us to make the most of these opportunities." **DG**

Hugh Taylor,
Roadnight Taylor Ltd

Display flexible connections and active solutions management teams online

We commit to providing you with the contact information you require for our active solutions and flexible connections teams. Staff contact maps will be created to enable you to discuss innovative ideas with our specialist teams. This information will be available on our website.

KPI measure
Staff contact map published and communicated



"Perhaps a flexible connections brief and FAQ section on the website would reduce the volume of questions for the SSEPD team." **DG**

Jeremy Hinton,
New Forest Energy Ltd

"Communication between the DNO and the customer is key in seeking/achieving any connection. One way of promoting this is to provide contact details for all the individuals within a DNO that might have knowledge of the network, available capacity/constraints, queues and how this will all be changing over time. The flexible connections and active solutions management teams is an important part of this, and should also be available online." **DG**

Hugh Taylor,
Roadnight Taylor Ltd

Host flexible connections and active solutions management workshops



Last year we introduced a range of engagement days aimed at our different customer types, focused on key business areas. This year we plan to delve deeper into what you want to learn more about. We have been told that this should focus on flexible connections - we will therefore host workshops with our active solutions and flexible connections experts from our asset management and innovation teams.

KPI measure
Number of workshops held on flexible connections and stakeholders reached



"Great all sounds very encouraging and would welcome those proposed measure." **U**

Paul Spencer,
Oxford City Councilments Ltd

Our commitments for

Unmetered Connection Customers



Our commitments for Unmetered Connection Customers

Customer service

KEY:



Number of votes received at the Connections Customer Steering Panel

Q2

Commitment deliverable by

Quote reminder for all connection quotations



We will extend the service we currently provide by committing to provide email quote reminders for all connections two weeks prior to the quote expiring. This reminder will notify you of:

- The date your existing quote will expire;
- Until which date the acceptance period can be extended (by up to 10 working days);
- The option to revalidate your current offer - which will provide a full 90 day extension period;
- The details of the Designer / Customer Connections Manager for your quote should you have any further questions or wish to arrange a meeting prior to acceptance.

KPI measure

Quote reminder function offered to all market segments

Q4

Improvement to online project tracking facility



We will extend the services currently available on our project tracking facility. These will include the option to request that your quotation be revalidated and to make visible online the quotation start date, corresponding expiry date and quotation acceptance date. You specifically asked for these dates to be made clear throughout the project tracking process.

KPI measure

Improvements delivered and communicated via connections newsletter

Q4

"This is a useful aide memoire, but importantly it should build the basis for withdrawing quotes that have not been accepted within the set period. This will lead to the availability being opened up to other developers and stops SSEPD having to deal with time wasters."

Jeremy Hinton,
New Forest Energy Ltd

DG

"Quote reminders are very useful in order to prevent dropped balls at our end, and also to pinpoint the exact expiry date (these are not necessarily stated in the connection offer and our calculation of the expiry date is rarely correct)."

Hugh Taylor,
Roadnight Taylor Ltd

DG

"Improvements to online tracking would minimise the level of contact between both SSEPD and the ICP allowing SSEPD to have more time to focus on designs etc. We feel that it would be beneficial to both ICP's and SSEPD that automatic e-mails are generated and sent to the applicant at each step in the process and also sent in instances where further information is required or designs have been rejected etc. This will allow issues to be tracked and also dealt with as soon as possible again minimising downtime in instances where there may be issues in being able to make contact with either the ICP or SSEPD to facilitate a resolution. As our divisional mailbox is registered to your online system, automatic e-mails will allow for issues to be dealt with as quickly as possible and in the absence of any particular staff where required."

Margaret Jamieson,
Forth Electrical Services Ltd

ICP

"Can the designer details for each project be made available on project tracking even after the job has been accepted and project manager has been assigned? "

Generation engagement day

Our commitments for Unmetered Connection Customers continued

Customer service

Provide main point of contact for a connection on the project tracking facility



We will provide contact details for our Customer Connections Managers and/or Commercial Contract Managers within our online project tracking facility. This will be your main point of contact for your connections, from pre-application through to post energisation. They are also available to have regular meetings with you to discuss current and potential projects.

KPI measure
Improved contact information on online project tracker

Q3

“One of SSEPD’s strong points is their customer interaction and feedback. Having one assigned point of contact would be a great way to build the relationship further.”

Jeremy Hinton,
New Forest Energy Ltd

DG

“SSEPD’s commercial contract managers have the knowledge and skill sets that complement those of the engineers, and in addition they provide continuity throughout a scheme should an engineer be replaced or the scheme re-allocated.”

Hugh Taylor,
Roadnight Taylor Ltd

DG

Project evaluation card

We will provide you with an evaluation card where you can comment on your connection experience with us. Our connections engagement team is continuously seeking ways to improve the service you receive when connecting to our network. Your appointed Connection Delivery Manager will send you the card, making it easy for you to voice any concerns you had during the process or to comment on anything you thought went particularly well.

KPI measure
Summary of results published at the end of the year

Q2

“Hard to say how you have done if no metric at the start, I see you have made the commitment ‘Contact upon acceptance to discuss and clarify the approach to be taken for achieving a successful connection.’ Having this clear level of service shall make the evaluation card worthwhile.”

Felix Wight,
Community Energy Scotland

DG

Information provision

Produce guidance document for laying cable



We recognise that the laying of cables in permeable road construction is becoming more common. To improving clarity around it, we are committing to produce a guidance document to explain the full process in appropriate detail. This will be available on our website to view or download.

KPI measure
Summary of results published at the end of the year **Q2**

ICP
“A guidance document would ensure consistency in compliance to SSEPD’s current standards and specifications promoting confidence between SSEPD and ICPs. Ultimately, this may lead to a reduction in the number of site inspections required to be carried out by SSEPD therefore enabling SSEPD to have a more manageable workload where it may be possible to carry out inspections where required within a shorter time frame. This could potentially lower non-contestable costs due to the reduction of inspection fees on chargeable to the ICP allowing for a more competitive quote to be issued to a client as well as allowing the ICP to promote their competence level.”
Margaret Jamieson,
Forth Electrical Services Ltd

D
“The proposed document for laying cable will provide the necessary guidance for the installation of electric cables in areas of permeable construction.”
Darren Thrussell,
MJA Consulting

Make GIS mapping ‘shape’ files available to all customers

We will provide free GIS ‘shape’ files for developers at their request via file transfer system. These files will include the ‘back-end data’ from our GIS system, which will allow developers to overlay it on to their own GIS system or to use it in other ways.

KPI measure
Guide published and communicated **Q2**

DG
“We have GIS Shape files with mapping symbols (i.e. they are Google Earth-ready) from other DNOs and they are very, very valuable. These save us time and reduce mapping errors on our part.”
Hugh Taylor,
Roadnight Taylor Ltd

Distribution Use of System (DUoS) charges workshops

Our Charging Team will hold workshops that focus on the difference between Connection and Distribution Use of System (DUoS) charges. We will also provide guidance on how you can calculate these charges, assisting you in making an informed decision regarding your connections proposal.

KPI measure
Number of workshops held **Q1**

DG
“This is a very murky world and the more light can be shed on this calculation the better for our part.”
Jeremy Hinton,
New Forest Energy Ltd

Our commitments for Unmetered Connection Customers continued

Information provision

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KPI measure
Webpage created and live on our website Q3

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"A DUoS charges webpage would also be helpful both in the meantime, for future reference, and I imagine would be valuable for anybody that has not attended a workshop. DUoS workshops would also be very useful. I am very disappointed I can't make the first one and will be first in the queue for the second." DG
Hugh Taylor,
Roadnight Taylor Ltd

Help unmetered customers prepare standard inventories



We will work closely with community bodies to highlight examples of successful community projects, illustrate potential stumbling blocks, highlight financial considerations to be made and to present other useful experiences from other, already connected, community projects.

KPI measure
Number of customers helped Q2

"I think this will be of benefit to ICP." D
Gary Madgwick,
AA Lighting

"I think this will be good for a housing association." U
Nick Eagle,
Orchard Homes Ltd ICP

Provide a technical guide for installing unmetered services



We will provide a guidance document for installing unmetered services up to and including 100A connections. This guidance will help facilitate the unmetered process and explain any limitations. This will be available on our website.

KPI measure
Guides published and communicated via newsletter Q2

"This will be good, unmetered is a bit convoluted at the moment, and anything that will make like easier for both parties is a positive." D
Nick Eagle,
Orchard Homes Ltd

"Any documentation you make available with clear processes will be very useful!" D
Damien Williamson,
Portsmouth County Council

Our commitments for Unmetered Connection Customers continued

Information provision

Provide mapping symbols for your GIS mapping tool

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KPI measure
Symbol index published online

Q1

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Roadnight Taylor Ltd

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KPI measure
FAQ sheet distributed with quote packs

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KPI measure
Published on website and communicated

Q3

The Application Process

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Improvements to online application process delivered



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KPI measure

Cost breakdown supplied with disconnection quote letter



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Aidan Webster Stewart,
Milne Homes

ICP

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ICP

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Stewart Milne Home

ICP

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Cunningham,
Dandara

ICP

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KPI measure
Flow chart published and communicated

Q2

Send post-acceptance email to confirm Project Manager, Customer Connections Manager and Commercial Contract Manager for the connection



We understand that it is not always clear with whom you should be dealing in the various stages of your connection. We will send you an email within 10 days of acceptance confirming who your Project Manager and Customer Connections Manager/Commercial Contract Manager will be for the connection. These contacts will assist you through the connection process and will be available for meetings to discuss any queries you may have about your connection delivery.

KPI measure
New process implemented as BAU

Q4

Send email reminder of tasks to be delivered prior to connection

Some of you told us you are not ready when we go to site to make the connection. We want to make this process as smooth as possible. To do this we commit to sending you an email 10 working days before your scheduled connection date with a detailed list of required tasks. This will help advise you of the site requirements for our staff to successfully connect you on the agreed connection date.

KPI measure
% of customers who received reminders

Q4

"Having an email reminder of tasks to be delivered prior to connection will be very useful (as would deadlines for each) and will ensure that items on the critical path do not get overlooked or unduly delayed."

DG

Hugh Taylor
RoadNight Taylor Ltd

"Good to see that you are taking my idea forward. I definitely support this commitment and I'm sure this will benefit my Company and all Companies involved in DG. Let me know if I can help."

DG

Dick Allen,
Green Highland Renewables

"Again; very helpful in creating an understanding of the process."

D

Bill Robertson,
CKD Galbraith

"The current situation can be confusing and when timescales become tight due to other pressures, the last thing you need to be told is that there is a 6 week lead time for a final connection etc. By knowing this up front, this will enable better project planning and less nasty surprises."

DG

Richard Thorne,
Mull & Iona Community Trust

"This would serve to insure that all parties are known to the client and that the questions/ information is directed to the relevant part of the SSEPD team."

DG

Jeremy Hinton,
New Forest Energy Ltd

"Having confirmation of all the individuals with responsibilities for the project will be invaluable for our developers."

DG

Hugh Taylor,
RoadNight Taylor Ltd

Provide indicative Distribution Use of System (DUoS) charges in advance upon request

We will provide you with indicative Distribution Use of System (DUoS) charges in advance upon your request.

KPI measure
New process implemented as BAU

Q1

"Indicative Distribution Use of System (DUoS) charges would be very useful, and it is understandable that these only be issued on request, as they may not always be required."

DG

Hugh Taylor
RoadNight Taylor Ltd

"Much needed, this will help with the business case modelling."

D

Jeremy Hinton,
New Forest Energy Ltd

Choice in connections

Expand the web portal secure areas for ICPs and IDNOs



We will create a web portal on the secure area of our website for ICPs and IDNOs to submit design approval. This new tool will also allow file sharing and the safe upload of documents which will avoid the need to send multiple emails to achieve design approval.

KPI measure

Number of ICPs/IDNOs using the new tool



"Inevitably, this would therefore minimise the level of contact required between the ICP and SSEPD for updates on status etc. Furthermore, it will ensure that all documents will be uploaded and available to SSEPD and the ICP to reduce issues that may occur in relation to file size when sending via e-mail. These documents can be easily obtained when required and the dates upon which they are uploaded can also be tracked in order to promote compliance with SLA's etc."

Margaret Jamieson,
Forth Electrical Services Ltd

ICP

Improve the Alternative Provider Register

We will enhance our Alternative Connection Provider Register on our website to allow companies that are only NERS accredited for electrical design work to be able to register as 'active' in our area. This will include details to enable you to contact them directly.

KPI measure

Increased number of page views on our Alternative Provider search page



"My company holds NERS accreditation for electrical design ONLY. Looking at your online form to register, I'm concerned that it could give the impression that we also undertake contestable installation works. Clearly neither of us want to mislead, or waste potential customers time and I was wondering if it would be possible for your webpage to be modified to include for design only?"

Stuart Duggan,
R&D Network Design

ICP

Clarify what contestable and non-contestable works are



We currently make all our customers aware that they have a choice when applying for a connection. We will update our 'You have a choice' leaflet to provide you with greater clarity on the differences between contestable works and non-contestable works. This document will detail:

- The difference between contestable and non-contestable works;
- Who is responsible for what and what works can typically be carried out by an Alternative Connection Provider;
- How to contact an Alternative Connection Provider;
- What happens when you have appointed an Alternative Connection Provider.

KPI measure

Document updated and endorsed by ICP



"Would it be possible for there to be a summary sheet that contains all the relevant info that a project manager needs e.g. costs for contestables/non contestables, grid connection date, any grid constraints and of course the T's and C's? This will help a great deal and will hopefully avoid any nasty surprises."

Richard Thorne,
Mull & Iona Community Trust

DG

Innovation

Collaborate with other DNOs to provide a street furniture toolkit



We will work in partnership with other DNOs and the Scottish Future Trust in their rollout of a dedicated street furniture toolkit to assist local authorities in upgrading their existing lighting stock to LED.

KPI measure
Guide published and communicated



"We are an environmentally sensitive developer, and the use of LED lighting is of interest to us. We like to keep light levels as low as possible, therefore, use of lighting that meet the right standard light levels required by councils on highways are of particular interest."

DG

Tom Griffiths,
Hab Housing Ltd

Glossary

This has been created in collaboration with SP Energy Networks for our respective ICE work plans.

Term	Definition
Accreditation	The appropriate qualifications to allow alternative connection providers to operate on our electrical network
After Diversity Maximum Demand (ADMD)	The combined maximum demand for one or multiple customers when a diversity factor has been applied
Alternative Provider Register	Scottish and Southern Energy Power Distribution list of alternative providers that are active in our license areas for new connections work
ANM	Active Network Management; using technology to enable generators to connect in constrained areas on a commercially un-firm basis
Appendix G	The Appendix in the 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
AVR	Automatic Voltage Regulator; this is a device which can be deployed on our overhead line network and controls the voltage to ensure the network remains within statutory limits
Budget Quote	A budget quote is provided to aid customers with up front planning of projects and is a simple review of the network within the vicinity of the proposed development and does not include detailed modelling of the system. A budget quote cannot be contracted
BMCS	Broader Measures of Customer Service
CCCM	Common Connection Charging Methodology
CARES	Community and Renewable Energy Scheme
CIC	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice
Code of Practise (CoP)	This is a proposed industry standard which is being developed jointly by DNOs and OFGEM. The code is aimed at making it easier for alternative connection providers to get their customers connected and better inform customer of their choices
Collaborative Connections	These are connections where multiple customers are brought together to benefit from shared connection costs and shared assets to maximise the amount of generation connected in any part of our network
Connections Customer Steering Panel(CCSP)	A dedicated forum to give you more influence over our connection service
Constraint Managed Zones (CMZ)	Effectively manage peaks in demand or distributed generation without needing to reinforce the network
Contestable	Contestable works are the 'off the system' works, which can be completed by either ourselves or a Lloyds accredited ICP of your choice
Contracted Capacity Register	This lists generators that are contracted but not physically connected to our network
CRAM	Connection Registration and Management. This was a legacy IT system utilised to manage CIC enquiries where a Lloyds accredited ICP of your choice was being employed to complete the contestable works
CRM	Under the Scottish Power brand name of Athos, CRM is SP Energy Networks Customer Relationship Management system which will help us better serve our customers
Customer	A customer is defined as someone who is or has applied for a connection to our network
Customer Connections Managers (CCMs)	This role covers every part of our license areas SHEPD and SEPD to offer a more personalised service to our demand customers
Connections Surgeries	These are held monthly for any customers who wished to discuss a project with us at any time in the process
DG	Distributed Generation; this is the connection of generation to any point of the distribution system, from 230V up to 33,000V in Scotland or 132,000V in England & Wales

Glossary

Term	Definition
DNO	Distribution Network Operators, responsible for owning operating, and maintaining the electrical network in their licensed geographical area
DOCO	Distribution Owner Connection Offer, Scottish and Southern Energy Power Distribution offer to connect a embedded generator to the distribution network
Dual Offers	These are formal offers which facilitate the acceptance of either the full works or just the non-contestable works, with the contestable works completed by a Lloyds accredited ICP of your choice
ENA	Energy Networks Association is the voice of the networks, representing the 'wires and pipes' transmission and distribution network operators for gas and electricity in the UK and Ireland
Export Management Device	These are devices which seek to manage the local demand alongside any generator, essentially restricting export to our network
Feasibility Study	A feasibility study is a chargeable service to run a number of network models and advise what capacity is available where on parts of our network. This does not facilitate a connection offer, and does not carry any contractual link to a formal connection offer
Flexible connection	A transitional solution may be available for your connection and we will engage with you to discuss flexible contractual terms. Depending on the circumstance, we may allow connection ahead of the required reinforcement works
Formal Connection Offer	A Formal Connection offer facilitates a contract between us and the applicant to accept our offer and progress the construction works with the connection
Full Metering Settlement Option	Enables clients to share a point of connection without a boundary meter. The point of supply is separated on the customer side of the connection providing 2 or more customer meters with full settlement(e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets)
G59	G59 is the industry standard for generators greater than 16 amp per phase
G83	G83 is the industry standard for small scale embedded generators for connections up to 16 amp per phase, 3.68kw single phase connection or when multiple generators are to be connected
GRP Enclosures	Glass Reinforced Plastic' enclosures. Our traditional solution for a substation which requires a battery set is a brick building, GRP solutions utilise glass reinforced plastic technologies (GRP) to provide substation enclosures that can provide similar environments to brick-built substations
GSPs	A Grid Supply Point is the point at which electricity enters the distribution network, leaving the transmission network
Heat maps	These are maps of our HV network, colour coded based on the available capacity on any given circuit
ICP	Independent Connection provider
IDNO	Independent Distribution Network Operators develop, own, operate and maintain local electricity distribution networks
IFI	Innovation Funding Incentive (IFI) was introduced by OFGEM to encourage Electricity Distribution, Electricity Transmission Network Operators to apply technical innovation in the pursuit of investment in and operation of their networks. It will be replaced by the Network Innovation Allowance (NIA) in 2015
Intertrip	An intertrip will automatically disconnect a generator or demand from the network when a specific event occurs
Jointing	Jointing is a method of connecting two sections of cable together
KPI	Key Performance Indicator
LCNF	Low Carbon Networks (LCN) Fund was established by OFGEM as part of the electricity distribution price control that ran until 31 March 2015. The fund offers capital to support projects sponsored by the Distribution Network Operators (DNOs) to try out new technology, operating and commercial arrangements

Term	Definition
LiDAR	Light Detection And Ranging, a surveying technology that measures distance by illuminating a target with a laser light
Link boxes	A link box provides a point of isolation at the interface of an IDNO (Independent Network Operators) and DNO network
Meter Point Administration Number (MPAN)	A 13-digit reference used in Great Britain to uniquely identify electricity supply points
Market Segment	This is the regulatory terminology which defines DGLV and DGHV
Metering	This is the mechanism for settlement to ensure your generation receives the correct rates for your tariff and is a key part of the balancing and settling arrangements, which are laid down in the Balancing and Settlement Code (BSC), and is administered by ELEXON
NERS	National Electricity Registration Scheme, perform technical assessment of the service providers who elect to be assessed for accreditation for contestable works associated with the installation of electrical connections
Non-Contestable	Where we talk about on-site works, these are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates
On-Site	On-site works are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates
PPA	Power purchase agreement, is a contract between two parties, one which generates electricity (the seller) and one which is looking to purchase electricity (the buyer)
Pseudo MPANs	enables clients to sub-meter behind a single point of supply making individual bills available (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets). This option requires a common meter operator and a boundary meter
POCs	Point of Connection for the electrical network
Quote+	Quote+ is a new product which we are currently trialling, which provides options for our customers quickly whilst maintaining queue position
RAAdAR	Register of Adopted Asset Requests; this is our current IT system utilised to manage CIC enquiries where a Lloyds accredited ICP of your choice is being employed to complete the contestable works
RIIO ED1	(Revenue = Incentives + Innovation + Outputs) price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023
SoW	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a DNO's network may have an impact on the transmission network
Substation	A part of our network where DG is connected and we transfer power across boundaries, either by voltage level or a customer's point of common coupling
Wayleaves	This is the process which secures the legal right for apparatus to be installed on any given location and secures the connection to your site for a defined period of times
Webinar	Web conferencing
Witness test	Witness testing is where we, the distribution network operator, attend the site of your generator to witness your commissioning engineer test the protection systems associated with your generator and ensure they operate correctly

ENGAGE COMMIT DELIVER FEEDBACK



If you have any questions, would like to be kept updated with our progress or are simply interested in finding out more please contact:

connectionsfeedback@sse.com

engage with us online

Scotland



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