

# OUR PLANS AND COMMITMENTS FOR GENERATION CONNECTION CUSTOMERS FOR 2014/15

## HALF YEAR UPDATE FOR OUR CUSTOMERS

Engaging with our customers and stakeholders is the primary way that we can identify what is important to you, tell you what we are doing and find out what we should be doing next. In May we laid out our plans and commitments for this year based on the issues that we had identified with you as key to improving your customer experience when arranging a generation connection.

Below is a summary and update on our progress so far. This includes brief comments on how things are going and our planned next steps. For more detail on each of the initiatives please refer to our **“A Plain Guide – Our plans and commitments for generation connections customers for 2014/15 – Half year update”** now updated with our actual outputs.

If you have any questions or comments or would like to take part in future stakeholder consultations:

**Email:** stakeholder.engagement@sse.com

		Q1	Q2	Q3	Q4	KPI Measure	Progress	Outcome / Comments	Commitment detail	
<b>Customer Service</b>	Initiative 1: Account Managers extended to all Generation connections	Commitment		4	6	6	Additional headcount appointed	On Target	By the end of 2013/14 we had established 6 dedicated generation account managers in our SHEPD area. For 2014/15 we committed to extending this to SEPD. We now have a full compliment of 6 dedicated generation account managers appointed in our SEPD licence area who will provide portfolio management to all of our generation customers .	During 2014/15 we are committing to mirror this service of account managers with portfolio management in our SEPD area and also expand this service to all our generation connections customers. This will involve the appointment and training of six new members of staff. We commit to have this in place by Quarter 3 of 2014/15.
		Actual	2	6						
	Initiative 2: Process maps and guidance booklets for Generation Connections	Commitment		100	500	1000	Number of guides issued	On Target	Our first "microgeneration generation (up to 50kW)" booklet guiding customers through our application process to energisation is complete. It has benefited from feedback from key stakeholders including Community group representatives and is now being issued alongside our application forms and quotations, is available on our web site and is being distribution through a number of stakeholder groups including industry bodies and local authorities.	We commit to producing a similar series of plain guides this year for smaller generator connections. We will make these available through local planning authorities, community groups and generation installers, as well as through our own website and staff. We will also automatically issue each guide to our customers at the appropriate step of their journey toward getting generation connected. We commit to have this in place by Quarter 2 of 2014/15.
		Actual		120						
<b>Information Provision</b>	Initiative 3: Generation Capacity Heat Maps	Commitment				18	Layers of information displayed on map (eg location, connection date, technology, capacity etc)	Delayed but still in process	We have completed outline proposals for our heatmap. With our IT partners we are currently consulting further with our stakeholders to refine the level of information they would like to see and how it may best be displayed. We are also taking the opportunity to include best practice across the industry as other DNO heat maps appear. Although delivery has been delayed to take account of this we are still on target to complete by the end of the year.	As a result of this consultation and support we commit to develop a heat map of our high voltage and extra high voltage network - indicating geographic location, current network information and details on contracted and connected for all our generation connections. This will be updated on a regular basis to provide stakeholders with accurate access to capacity headroom. We commit to have this in place for quarter 3 of 2014/15.
		Actual								
	Initiative 4: Better information on transmission constraints	Commitment		✓	✓	✓	Transmission plans/info provided	On Target	This enhanced information is now available on our website. We are now carrying out an exercise to gather feedback on how our stakeholders are using this to optimise and improve both the level of information and its accessibility.	We commit to provide additional information on any transmission constraints including the transmission network operator's timescale to address. We commit to have this in place by Quarter 2 of 2014/15.
		Actual		✓						
	Initiative 5: A quarterly report on what generation is contracted and connecting	Commitment			✓	✓	Quarterly connections report	On Target	This work is underway with the intention of aligning the report with recent DECC reports and information. Our first quarterly report will be available in quarter 3.	We commit to producing a quarterly report on the level of generation activity we are seeing in both of our areas including the size of connections and the type of generation technology (e.g. PV, wind, hydro) connecting. We will make these available to interested groups and bodies and our own website. An initial version of this will be available in Quarter 3 of 2014/15 with the intention of continually reviewing this based on customer feedback.
		Actual								
<b>The Application process and getting connected</b>	Initiative 6: Online connection application	Commitment			100	1000	Number of customers applied, paid for and tracked their projects online	On Target	We are on track to deliver this online functionality. We released an online applications functionality for our smaller demand customers in June and online payment in October 2014. These two functions will be extended to generation customers by December 2014 along with online project tracking.	We commit to providing an online application process, initially to our micro generation connections customers (up to 50kVA) by Quarter 3 of 2014/15.
		Actual								
	Initiative 7: Online payment	Commitment			100	1000				As a result of this consultation and support we commit to providing an online and phone payment facility for all our generation connections customers by Quarter 3 of 2014/15.
		Actual								
	Initiative 8: Online project tracking	Commitment			100	1000				As a result of this consultation and support we commit to providing an on line project tracking facility for all our generation connections customers.
		Actual								
	Initiative 9: Automation quotation expiry reminder	Commitment		10	100	500	Number of quote expiry reminders sent	On Target	We started to roll this commitment and process out through all our connections teams during October 2014. Customers now receive an automatic email or phone call to remind them their quote is about to expire. These follow up phone calls and emails have been well received and so we are also identifying other key contact points at which to commit to similar communication.	We commit to having a process in place to ensure that we place a follow-up call or email to all generation connection customers to remind them that a quotation is about to expire. We will have this in place by Quarter 3 of 2014/15
		Actual		27						
	Initiative 10: A streamlined optioneering process for generation	Commitment	2	10	20	20	Count of customers using streamlined process	On Target	The opportunity for generation customers to consider options became an offering in June 2014. Generation customers considering alternative projects at the same location are identified at application stage by our dedicated applications team. These are offered the alternative optioneering process. Take up has been slow but steady and we are now seeing repeat customers coming back to look at options at different sites. One project has completed the entire journey starting as three alternative options but now a single accepted project.	We commit to developing a streamlined optioneering service. We commit to have an initial version of this available by the end of Quarter 1 of 2014/15 with the intention of iteratively improving this based on customer feedback.
		Actual	3	15						
<b>Choice in connections</b>	Initiative 11: Register of suitably accredited alternative providers interested in working in our area	Commitment		0	10	50	Number of alternative providers registered with our website	On Target	Following consultation with a number of key ICP and IDNO stakeholders and a presentation at a recent National Competition in Connections seminar, we have tailored what details we will hold on ICPs eg detailed geographic coverage is important to them. We have now contacted all ICPs currently active in our area asking for their details and permission to promote their business. The online facility will be available for all our customers during December with an awareness campaign as part of Initiative 12 to follow to ensure it is utilised and embedded within our business.	As a result of support from both our customers and alternative providers we commit to developing a register of accredited alternative providers to be held on our website. We commit to having this in place by the end of Quarter 3 of 2014/15.
		Actual		5						
	Initiative 12: Assistance with alternative options identification	Commitment	5	15	20	30	Number of customers assisted with exploring alternative options	On Target	This process became routine in September 2014 with all generation customers contacted on quotation issue to discuss their options, under competition in connections, to appoint an alternative provider. Where they decided to pursue this offer we not only facilitate the acceptance of a "contestable only" offer but also assist in identifying alternative providers. We have revised our "You Have A Choice" leaflet to reflect this, now explaining the next steps for a customer who decides to pursue alternative quotations. This is currently under review by a number of key stakeholders with a planned revision release date of November 2014.	We commit to developing a set of plain guides, supported by our account managers, to assist the bringing together of alternative providers and generation connections customers. We commit to have an initial version of this available by the end of Quarter 1 of 2014/15 with the intention of iteratively improving this based on alternative provider and customer feedback.
		Actual	0	32						

Current Progress →