



ICP and IDNO Workshop

Edinburgh 14th June 2016



Introduction & Overview
Neil Wilson
Head of Region (North Caledonia)



Agenda

09:30 Registration

10:00 Introduction - Neil Wilson

10:15 Update on the Code of Practice - Cathy Falconer

10:25 Up Front Information - Cathy Falconer

10:35 Inspection & monitoring - Zoey Leach

10:50 Comfort and Coffee Break

11:00 Accreditation & authorisation - Andy Barker

11:15 Break out sessions (2 x 30mins)

- 1 – Inspection & monitoring
- 2 – Accreditation & authorisation
- 3 – Web Site Update

12:15 Feedback and Next Steps - Neil Wilson

12:30 Lunch and close



Welcome, Housekeeping and Safety Moment

Neil Wilson Head of Region (North Caledonia)



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

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

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 Mtalimanja - 07979 854433

Connections Delivery Managers



Highlands
and Islands



North
Caledonia

South
Caledonia



Purpose of the event today



Update you on our approach to Working Together



Tell you about what we're doing



Listen to you

Our approach to stakeholder engagement

...is all about our customers



Putting you at the heart of everything we do



Listening to what you tell us



Acting on your feedback



Continuously improving our services

Newsletters and Events



Delivering a better service for ALL our customers: Our connections strategy

- Ease of initial contact
- Knowing who is dealing with your request
- Clear and easy to understand processes
- Increased awareness of choice

We have a full calendar of events lined up to engage with our customers in 2016



- National Events
- Engagement days
- Connections Surgeries
- Online



View our events calendar on the SSEPD website to find out where we will be next.....



www.ssepd.co.uk/stakeholderevent/basicsearch

Any questions?





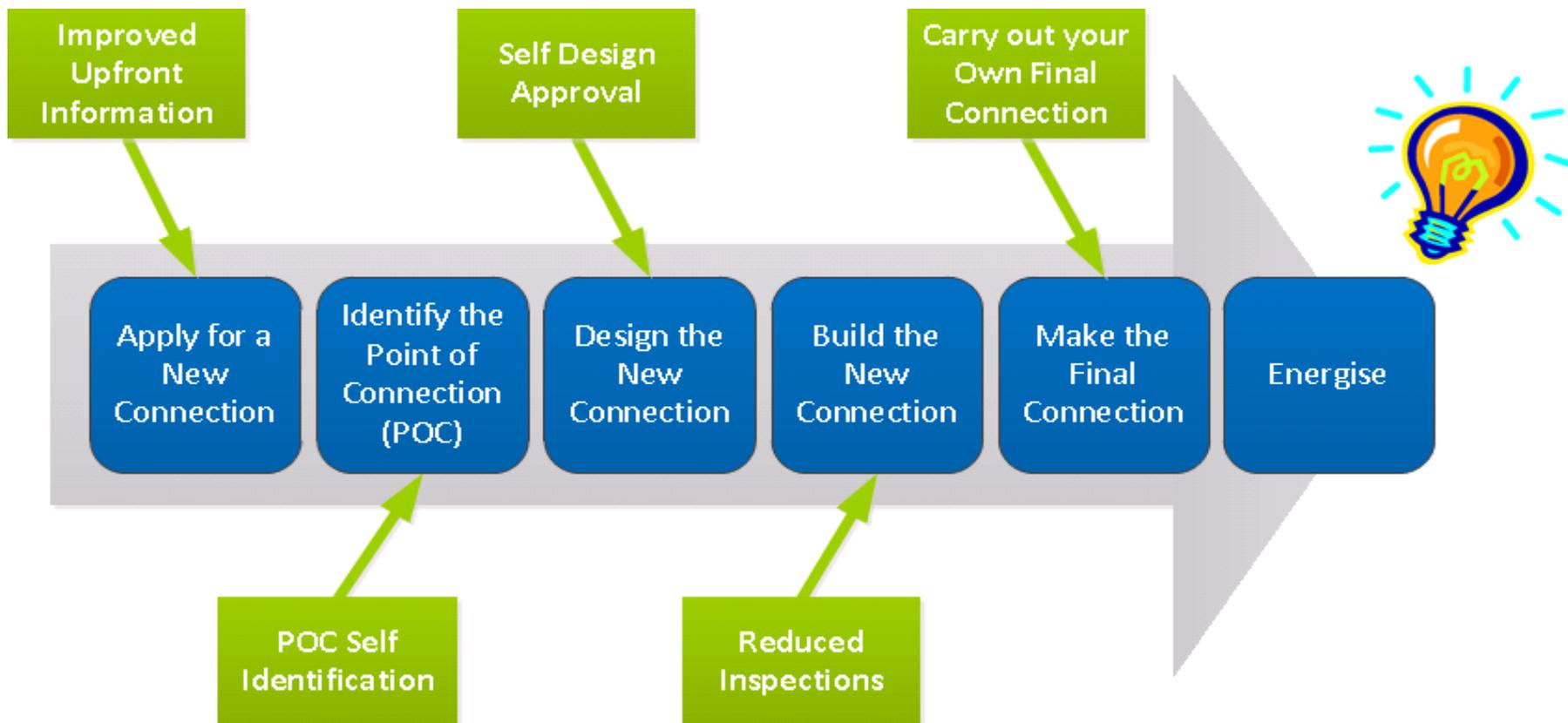
Update on the Code of Practice & Up Front Information

Cathy Falconer

Policy Manager (Competition in Connections)



Opening Up The Connections Market



The Detail...

Work Since we last met...

- A number of engagement events with interested parties
- Signposting information and training sessions
- Enhanced Promotion of Choice
- Improved information on our web site
- POC Self Identification and self Design Approval
- New Inspections Teams in place, and ICPs have carried out Network operations

Plus

- Competition In Connections Panel up and running
- SSEPD chairing the panel
- First three Modification have been completed
- More to come

And

- A Restructure of our Connections Teams
- To reflect the new COP , ensure transparent customer choice and an equitable market
- Clearer accountability

Competition in Connections Governance – The Code of Practice (COP)

In June 2014 Ofgem launched a review of the market for new electricity connections. Following their findings, Ofgem tasked all Distribution Network Operators (DNOs) with developing a Code of Practice (COP) in consultation with stakeholders; this was done through the Energy Networks Association (ENA).

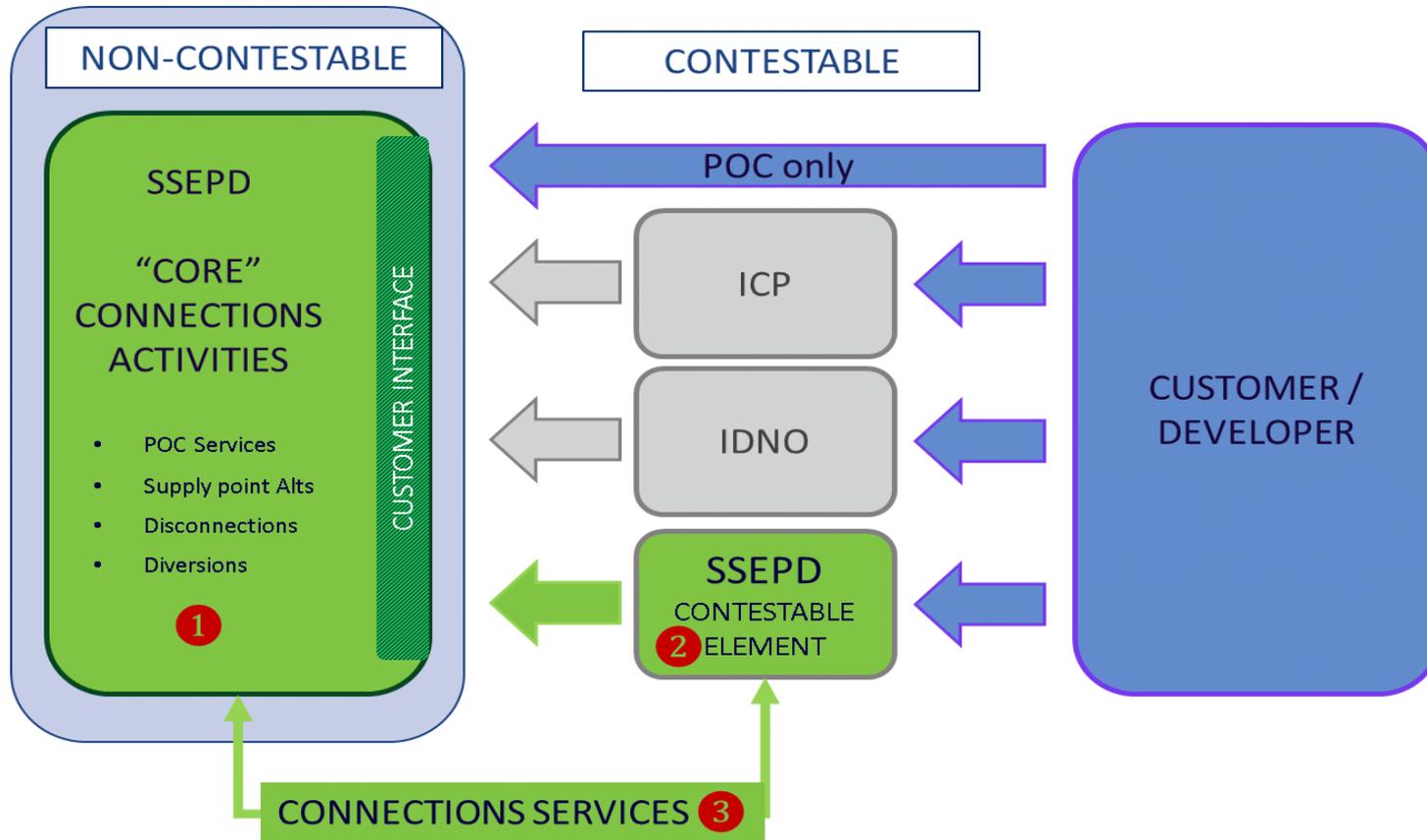
The Competition in Connections (CiC) Code of Practice was approved by Ofgem in June 2015, following extensive consultation. The revised document was approved and issued in July 2015, with an implementation date of October 2015. It includes arrangements to make changes, so that it can evolve over time. This included the establishment of an industry panel to oversee those changes.

The CiC Code of Practice governs the way in which DNOs provide input services to facilitate competition in the electricity connections distribution market. It will help customers have more choice over their connection provider.

The Competition in Connections Governance can be found [here](#).

The Competition in Connections Code of Practice can be found [here](#).

Delivering Transparency and Customer Choice



You have a choice page on our website



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

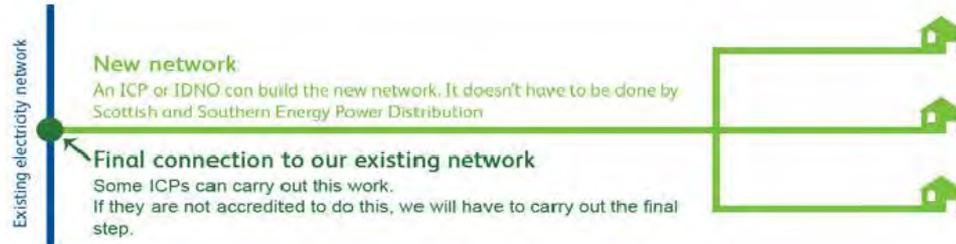
Just because we own the network, it doesn't mean you have to accept a quotation from us. There are other companies out there who can carry out many aspects of the work. So you can compare prices and service levels and decide which company is best for you.

Of course we hope you choose Scottish and Southern Energy Power Distribution, but we recognise competition is good for customers. Our prices are regulated so it means we need to make sure the service we deliver is the best it can be.

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 is an ICP?

An ICP is a company which can build electricity networks to agreed standards. Please click below for alternative providers in our area.

Alternative providers in our area

You can also visit the Lloyds Register website to find a list of accredited companies.

Lloyds register

Your choices

Other companies who provide network connection services are known as Independent Connection Providers (ICPs) or Independent Distribution Network Operators (IDNOs).

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



What is an ICP?

An ICP is an accredited company which can build electricity networks to agreed standards. Visit the Lloyds Register website to find a list of accredited companies.

<http://www.lloydsregister.co.uk/schemes/NERS/providers-list.aspx>

What is an IDNO?

An IDNO is also an accredited company that can build electricity networks, but unlike an ICP, it owns and maintains the network once it is complete. Visit the Ofgem website to find out which companies act as IDNOs.

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

... Identifying possible providers



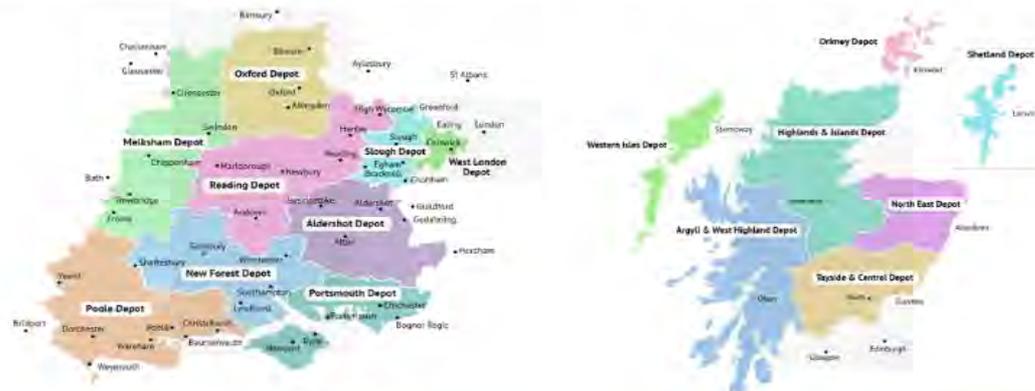
Alternative Provider List

Use the filters below to get contact details of alternative providers who have registered on our website and are active in our area.

Legal Disclaimer

We have developed the Alternative Providers List to assist you in seeking alternative quotations for your connections applications. The list is not exhaustive nor does it provide any form of recommendation or endorsement. It is a list of alternative providers who have chosen to register their details on our site. We shall not be liable for error or inaccuracy of the list, nor liable to you in tort (including negligence) or otherwise for losses arising from or in connection with your use of this Alternative Provider List for: (a) Loss of profits; (b) Loss of sales or business; (c) loss of agreements or contracts; (d) loss of anticipated savings; (e) loss of or damage to goodwill; or (f) any indirect or consequential loss.

From 01/07/2015, a Service Charge applies to calling 084 numbers. Contact your phone company if you want to check what a call would cost.



Filter

What country is your project in?

What region is your project in?

Services required

What does your connection project involve?
Leave unchecked if you are not sure to

Results

Company name	Phone number	Email address	
SMS plc	02920 739500	david.taylor@up-ltd.co.uk	▼
SMS Energy Services Limited	029 2073 9522	steve.mcelveen@sms-plc.com	▼
Edward Dewhurst Ltd	01772 761777	JDewhurst@edewhurst.com	▼
Linbrooke Service Ltd	0844 800 0984	info@linbrooke.co.uk	▼
IQA Operations Group Limited	0141 840 5256	Paul.Torney@IQAGroup.co.uk	▼
Utility Engineering Solutions Ltd	0161 969 6189	gary.barker@utilityengineering.co.uk	▼

Competition in connections - for ICPs and IDNOs

When customers have a choice, competing providers are naturally driven to deliver a better service. We continue to work with Ofgem and ICPs to identify and implement further scope of works that can be opened up to competition.

If you have the appropriate NERS accreditation and have been engaged by a client to deliver their new connections, we can provide you with the necessary non-contestable services.

If you would like to find out more about gaining the necessary accreditation to compete for new connections work, please visit the [Lloyds Register website](#). Our simple [flow chart](#) illustrates the high level process for completing independently provided connections.

- [Visit the Lloyds Register website](#)
- [Connections useful documents](#)
- [Land Rights Requirements and Documentation](#)

Entering the market

- [Find out more](#)

Final joints onto our network

We have recently extended the scope of contestable works to include jointing onto our existing LV and HV mains cables. Whilst these works are now open to competition, experience of delivering final connections in this way is limited at present.

Our network adoption process

View our flow chart illustrating the adoption process for contestable works.

- 📄 [View our process](#)

Alternative providers register

We understand that opening the market to competition will be highly beneficial to customers, ensuring that their connections are delivered in a safe, timely and cost effective manner. We also know that ensuring customers are aware of their choice guarantees they can take full advantage of this. Therefore, we are committed to facilitating an open and competitive market.

If you are happy to appear on our website, once you have registered, our customers will then be able to more easily search for those that could offer them an alternative quotation in delivering their project.

Access to specifications, network information and GIS



- [Online documentation](#)

Information and data specifically for registered alternative providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

ICP application



Make an application for an electricity network connection you wish us to adopt. Please ensure you download the application before continuing with your online application.

- 📄 [Download application](#)
- [Online application](#)

Notify us that you are determining the point of connection. Please refer to our [guidance note](#) before continuing with your application. It explains when you can determine your POC and also when you can approve your own on site design, if applicable.

- [Access our specification and network information](#)
- [Online notification for self-identified POC](#)

Contact us

Specifications, Network Information and GIS

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Alternative Provider Network Information

Welcome to Scottish and Southern Energy Power Distribution's (SSEPD's) website providing network information and data specifically for use by registered Alternative Providers - Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs) - to enable design analysis to determine a suitable Point of Connection (POC) to our electricity distribution network.

Useful links

- [For ICPs and IDNOs](#)
- [Connections FAQs](#)
- [Guaranteed Standards](#)
- [Our Plans and Commitments](#)

[G81 Design, Specification and Operational Documents](#)

[Network Geographical Information System \(GIS\)](#)

[HV Network Schematics](#)

[POC Self Identification Matrix & Self Design Approval Guidance](#)

[Network Rating and Loading Information](#)

Specifications Documents

1 | P a g e | 1 1 / 1 1 / 2 0 1 5 / 3 0 1 1 2 0 0 0 1 1 1 1 1 5 /

All G81 Documents

This page allows all G81 Documents to be examined for each of the Voltage levels and job types. This is filterable by section to allow ease of use.

- ### Useful links
- [For ICPs and IDNOs](#)
 - [Alternative Provider Network Information](#)
 - [POC Design Guidance Matrix](#)
 - [Network Geographical Information System \(GIS\)](#)
 - [HV Network Schematics](#)
 - [G81 Design and Specification Documents](#)
 - [Network Rating and Loading Information](#)
 - [Connections Help](#)
 - [Contact us](#)

All Documents

Apply Filter Filter

Show All
Show All
 Cables
 Distributed Generation
 Earthing
 Joints
 Miscellaneous
 Planning and Design Guide
 Records
 Substation
 Testing and Commissioning

Cables

-  [Underground Cables](#)
-  [LOW VOLTAGE SUPPLIES USING 3 CORE](#)
-  [Technical Guide for Short Circuit Ratings of Underground Cables \(6_6kV to 33kV\)](#)
-  [Cable Installation Depths, Bending Radius and Pulling Tensions](#)
-  [Technical Guidance for Electricity Service and Distribution Cables](#)
-  [Technical Guidance for Joints and terminations for 3rd party connections to Scottish and Southern Energy Power Distribution Low Voltage Cable Networks providing supplies up to and including 100A](#)
-  [Electrical Constants for Underground Electricity Cables](#)

Distributed Generation

GIS Access

The screenshot displays a GIS application interface. At the top, there is a search table for street information:

Street Name	Locality	Town	County	Geographic
Dunkeld Road		PERTH	Perthshire	Goto
Dunkeld Road		PERTH	PERTH	Goto
Dunkeld Road Bankfoot		PERTH	Perthshire	Goto

Below the search table is a table for record navigation:

Starting Record	Requested No. of Records	Displayed	Total No. of Records	Last
1	10	3	3	True

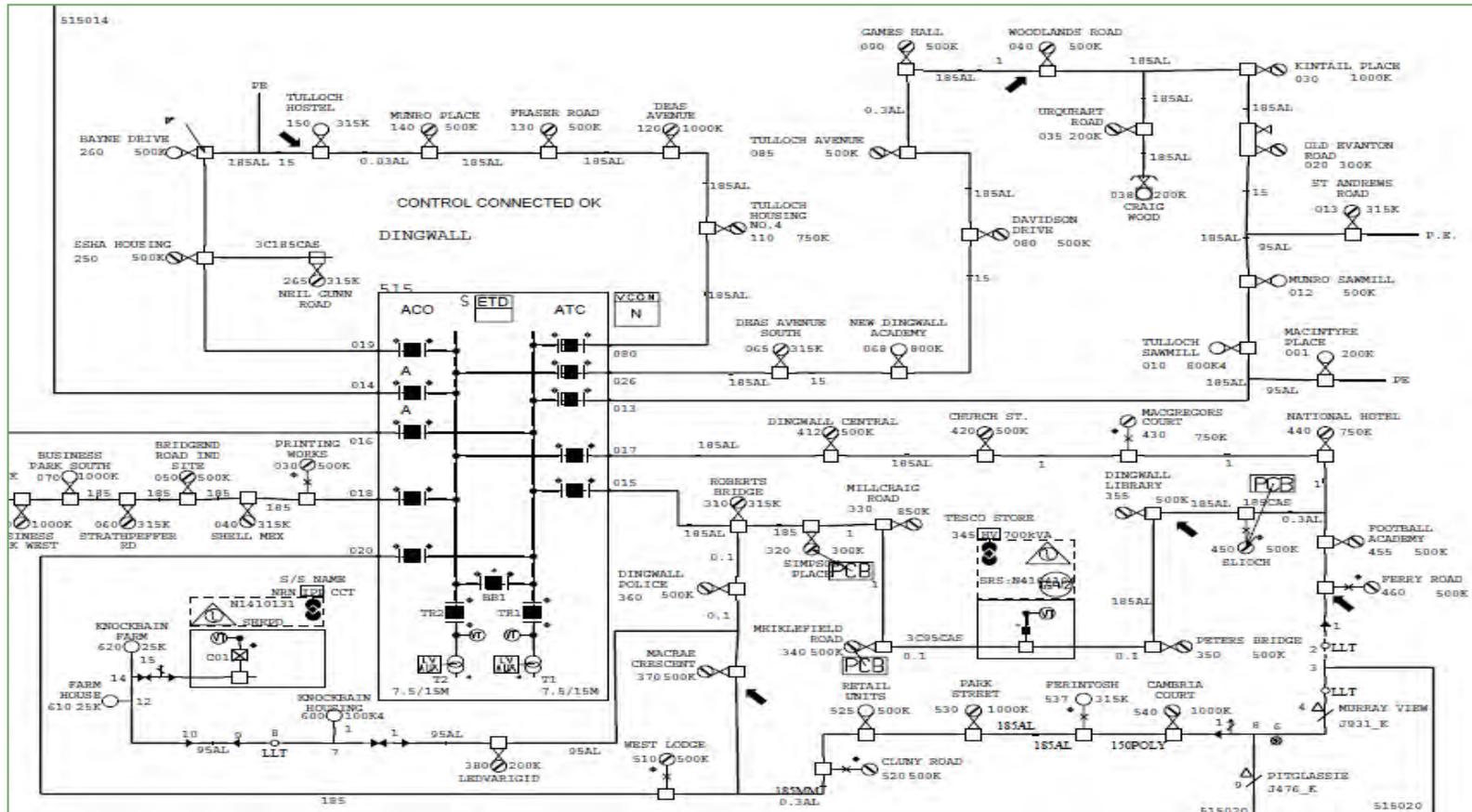
The main map area shows a street network with several highlighted cables. Labels on the map include "11W Q.0.5", "3c 70mm Al 11kV Polymeric", "3c 95mm Al 11kV", "DUNKELD ROAD", "p40", "p39", "Glenwald", and "Richvale".

On the right side, there is a control panel with the following sections:

- Navigation**: Includes icons for pan, zoom in, zoom out, and a "Close" button.
- Zoom**: A zoom level dropdown set to "1:250".
- Mode**: A dropdown menu set to "Pan".
- Layer**: A dropdown menu set to "All Voltages".
- Gazetteer**: Includes a "Goto" button and fields for "Type" (Street Name), "Street" (Dunkeld road), and "Town" (Perth).
- Plotting**: Includes a "Plot" button and fields for "Template" (A3), "Type" (Current Layer), "Tab 1", and "Tab 2".
- Map Status**: A table showing map details:

Centre:	NO 0648 3587
Scale:	1:250
Layer:	{500}
Width:	102m
Height:	63m

Network Diagram



Asset and Load Information



Scottish Hydro Electric Power Distribution

Primary Transformer, HV Feeder and Distribution Transformer Rating, Load and Fault Level Data for POC Assessment

NRN	Primary (Source) Substation	Customers	Rating (MVA)	Demand (MVA)	Fault Level (kA)
272	NORTH MURTON	1,384	10.0	6.7	13.1

NRN	HV Feeder	Customers	Summer (Amps)	Autumn (Amps)	Winter (Amps)	Spring (Amps)
004	HOLIDAY INN	18	Unknown	Unknown	Unknown	Unknown

NRN	Distribution Transformer	Customers	Rating (kVA)	Demand (kVA)
003	HOLIDAY INN	3	800	216

NRN	LV Feeder	Customers
03	No Name	1

Complete Network Reference Number (NRN) details below to populate these data fields

Network Reference Number (NRN) Identity Tool using Address Details

Enter postcode and house number of a nearby property below

Postcode (please use spaces)

House Number

If no house number, use postcode only and confirm LV NRN using GIS / HV schematics

Resulting NRN now enter into NRN Selector opposite

Network Reference Number (NRN) Selector

To identify NRN, use GIS / HV schematics. Alternatively use tool opposite

To view required transformer and circuit loads, please enter NRNs below

enter Primary (Source) Substation NRN (3 digit numeric code)

enter HV Feeder NRN (3 digit numeric code)

enter Distribution Transformer NRN (3 digit numeric code)

To view LV feeder details, please include LV Feeder NRN below

enter LV Feeder NRN (2 digit numeric code)

Notes: Please ensure compliance with G81 Planning and Design documentation when assessing network loading conditions
 Pole Mounted Distribution Transformers are not fitted with load indicators. Load is to be estimated as per Planning and Design documentation.
 LV Feeders are not fitted with load indicators. Load is to be estimated as per Planning and Design documentation.
 The authorised capacity for maximum demand customers connected at LV (normally >69 kVA) must also be considered.

Any questions?





Inspections & Monitoring
Zoey Leach
Networks Business Performance Manager



Overview

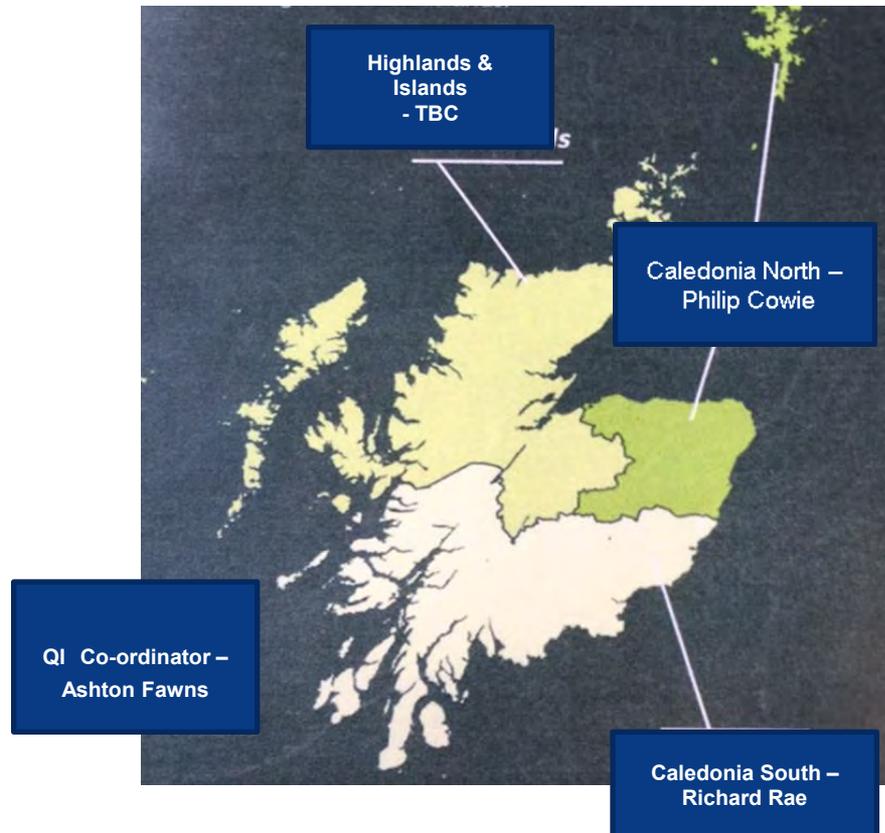


Our quality inspection process is to ensure we comply with our licence obligations.

The inspections will cover all works completed on contestable works within the SHEPD distribution network

We now have processes and a team to undertake quality inspections on all new connections works for both SHEPD and Alternative Providers

Quality Inspection Team



Inspection Programming

Inspection year runs from April to March

A programme will be created detailing:

- Business location
- Range of Activities
- Names of Operatives / dub-Contractors / ICP / IDNO
- Audits Proposed

Quality Inspection Regimes

Common inspection regimes for SSEPD and ICPs' projects

- ICPs will move between levels, dependant on no major defects on inspection
- In line with our own site inspections
- Visible reports, retrospective charges
- Will be in the Connections Charging and Methodology Statement

		Level 1	Level 2	Level 3
Low Voltage	Inspection Level	40%	20%	2%
No of completed projects required to move to next level		10	15	N/A
High Voltage	Inspection Level	100%	50%	2%
No of completed projects required to move to next level		5	10	N/A
Extra High Voltage	Inspection Level	100%	100%	100%
No of completed projects required to move to next level		N/A	N/A	N/A

Inspection Reports

Give details of audit trails followed and observations made

Evidence of what has been observed

Findings and resulting deficiencies will be summarised with suggested corrective and preventative action

The Quality Inspector will then arrange to re-inspect the works following the completion or arrangement to correct the defect, in line with relevant specification

Inspections & Monitoring

- Enhanced Relationships
- Share knowledge
- Engagement





If you have any questions or queries about Inspections & Monitoring, please do not hesitate to contact the team or myself, we look forward to hearing from you.

Inspection.Scotland@sse.com

Any questions?





Authorisation and Accreditation
Andy Barker
OSR & Procedures Assurance Manager



Accreditation



Accreditation means accreditation awarded to an ICP under the National Electricity Registration Scheme (NERS).

ICPs accredited under NERS to undertake specific contestable activities shall be deemed to be competent to undertake such activity normally

Option 1

ICPs shall operate under their own Safety Management System (Safety Rules), which shall be of an equivalent relevant standard to SSE OSRs.

ICPs are responsible for determining the relevant competence requirements for the work to be undertaken and for the issue of an appropriate authorisation to their employees or contractors.

Option 2

ICPs shall operate under SSE's version of the Model Distribution Safety Rules.

SSE will determine the relevant competence requirements and issue authorisations to the ICP's employees or contractors.

SSE will be entitled to undertake appropriate checks to demonstrate, so far as is reasonably practicable, that the ICP's employee or contractor has an appreciation of network hazards and local procedures.

Option 3

The transfer of control of a specified part of the Network from SSEPD Control to an ICP for the purposes of the ICP's activity.

Achieved by the agreement and issue of a Control Transfer Certificate (CTC) or Record of Inter-System Safety Precautions (RISSP).

The ICP shall, on transfer of Control, have full control of the specified part of the network and shall carry out the work in accordance with its own Safety Management System.

Distribution Safety Rules



ICPs shall provide, if requested, details of their Safety Management System to SSE before first accessing our network.

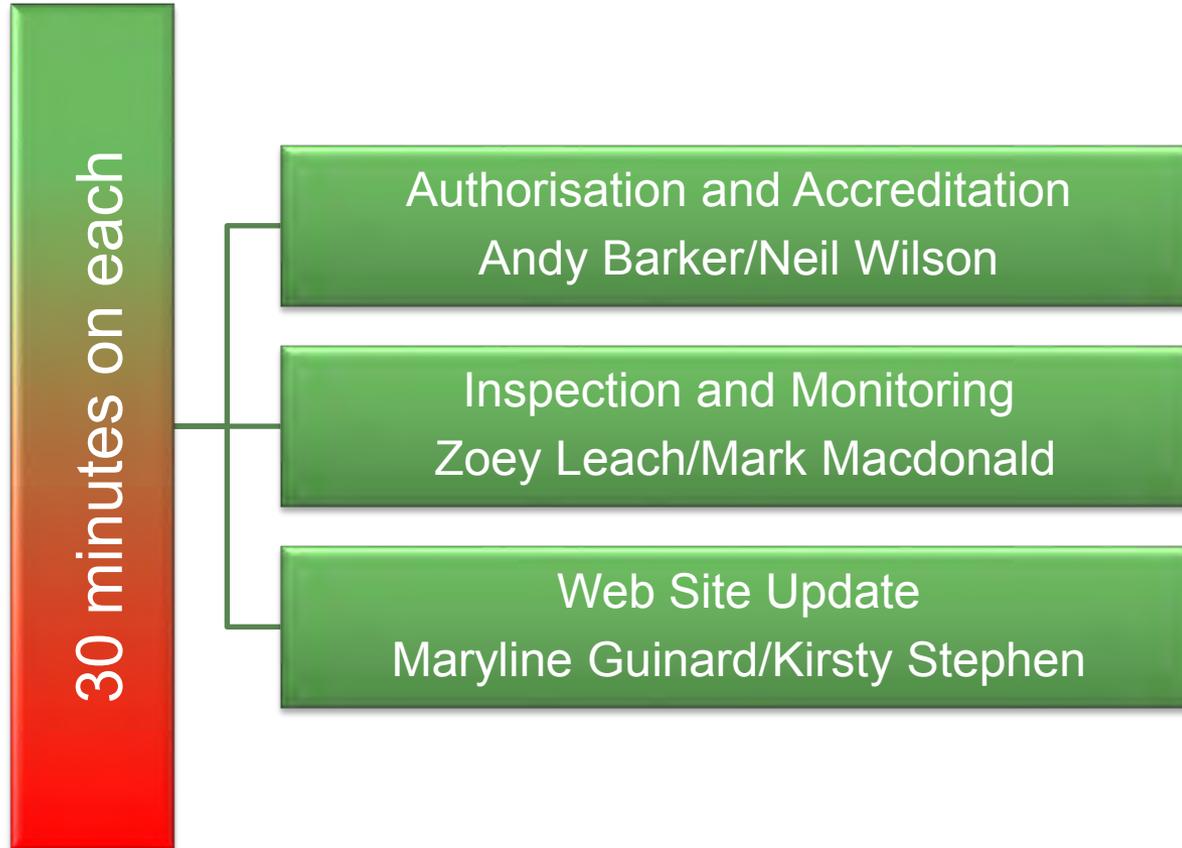
ICPs shall thereafter provide, when required, reasonable information regarding their ongoing Safety Management System to SSE.

Any questions?



Breakout sessions 2x 30 mins in small groups

Choose your topic:



Networking lunch

