

# ICP and IDNO Workshop



**The Ark Conference Centre, Basingstoke**  
**15<sup>th</sup> June 2016**

# Introduction & Overview

**Craig Gilroy**  
**Head of Region (South)**



# Agenda

- 09:30**      **Registration**
- 10:00**      **Introduction – Head of Region**
- 10:15**      **Update on the Code of Practice - Cathy Falconer**
- 10:25**      **Up Front Information – Cathy Falconer**
- 10:35**      **Inspection & monitoring – Robin Prince**
- 10:50**      **Comfort and Coffee Break**
- 11:00**      **Accreditation & authorisation – Andy Barker**
- 11:15**      **Break out sessions (2 x 30 mins)**  
**1 – Inspection & monitoring**  
**2 – Accreditation & authorisation**  
**3 – Web Site Update**
- 12:15**      **Feedback and Next Steps – Head of Region**
- 12:30**      **Lunch and close**



# Welcome, Housekeeping, Safety and an Introduction

# South Regional Model

## Southern Electric Power Distribution regional model

Director of Operations – Stuart Hogarth

Contact details – [stuart.hogarth@sse.com](mailto:stuart.hogarth@sse.com)

Head of Connections – Rodger Yuile

Contact details – 07584 313122, [rodger.yuile@sse.com](mailto:rodger.yuile@sse.com)

### Ridgeway

#### 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

#### 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

#### Thames Valley

**Head of Region –**  
Austin Cobb

**Connection Delivery Manager –**  
Charles Loveday 01753 695601

**Customer Relationship Manager –**  
Danielle Royce TBC  
[Danielle.Royce@sse.com](mailto:Danielle.Royce@sse.com)

**Customer Connection Manager –**  
Dab Nzeribe 07469 411537

### South East

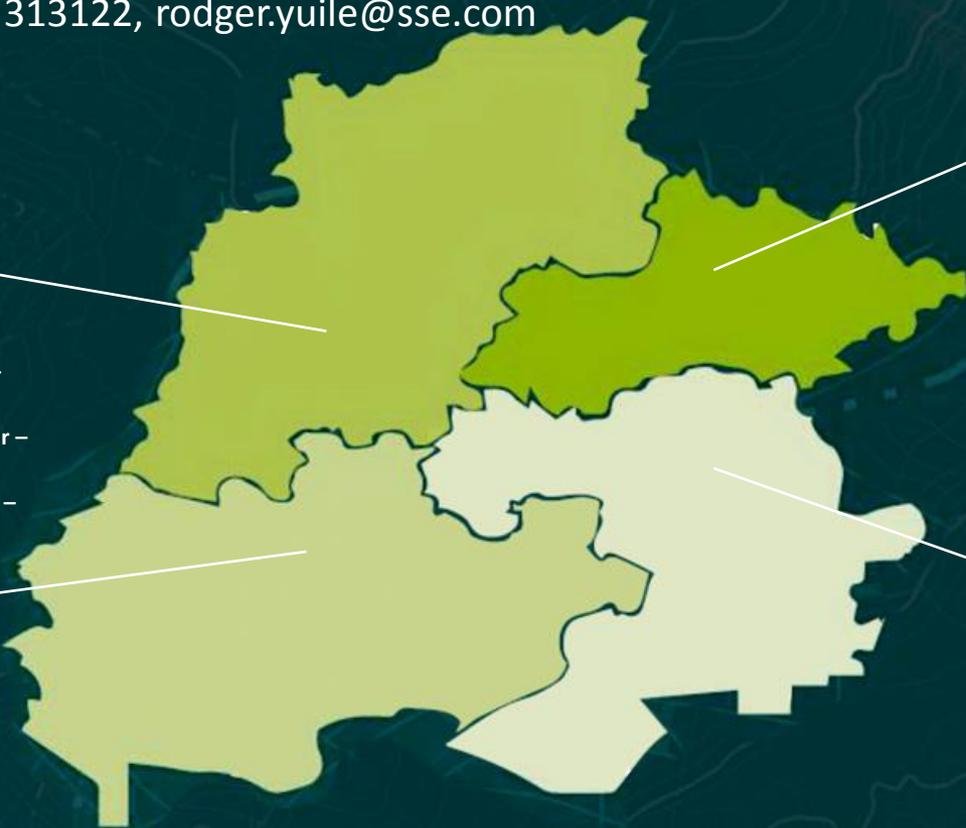
#### South East

**Head of Region –**  
Chris Slingsby

**Connection Delivery Manager –**  
Paul Towsey 07500 912995

**Customer Relationship Manager –**  
Lindsay Price 07876 837137

**Customer Connection Manager –**  
Louise Garland 07469 411680



# Connections Delivery Managers



**Aaron Day – Ridgeway**



**Charles Loveday – Thames Valley**



**Paul Towsey – South East**



**Mark Rose – Wessex**



# 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



# 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](http://www.ssepd.co.uk/stakeholderevent/basicsearch)

# Any questions?

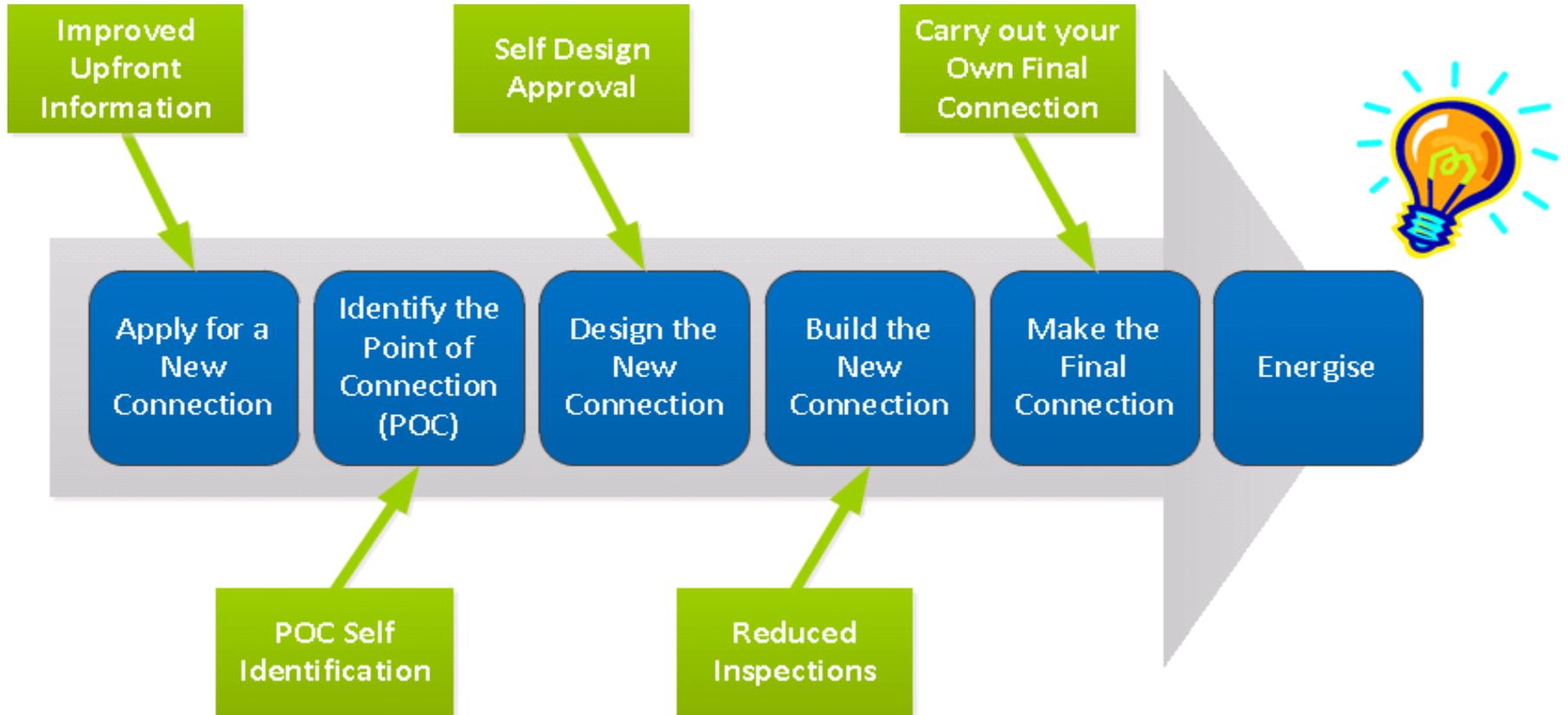


# Update on the Code of Practice & Up Front Information

**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).

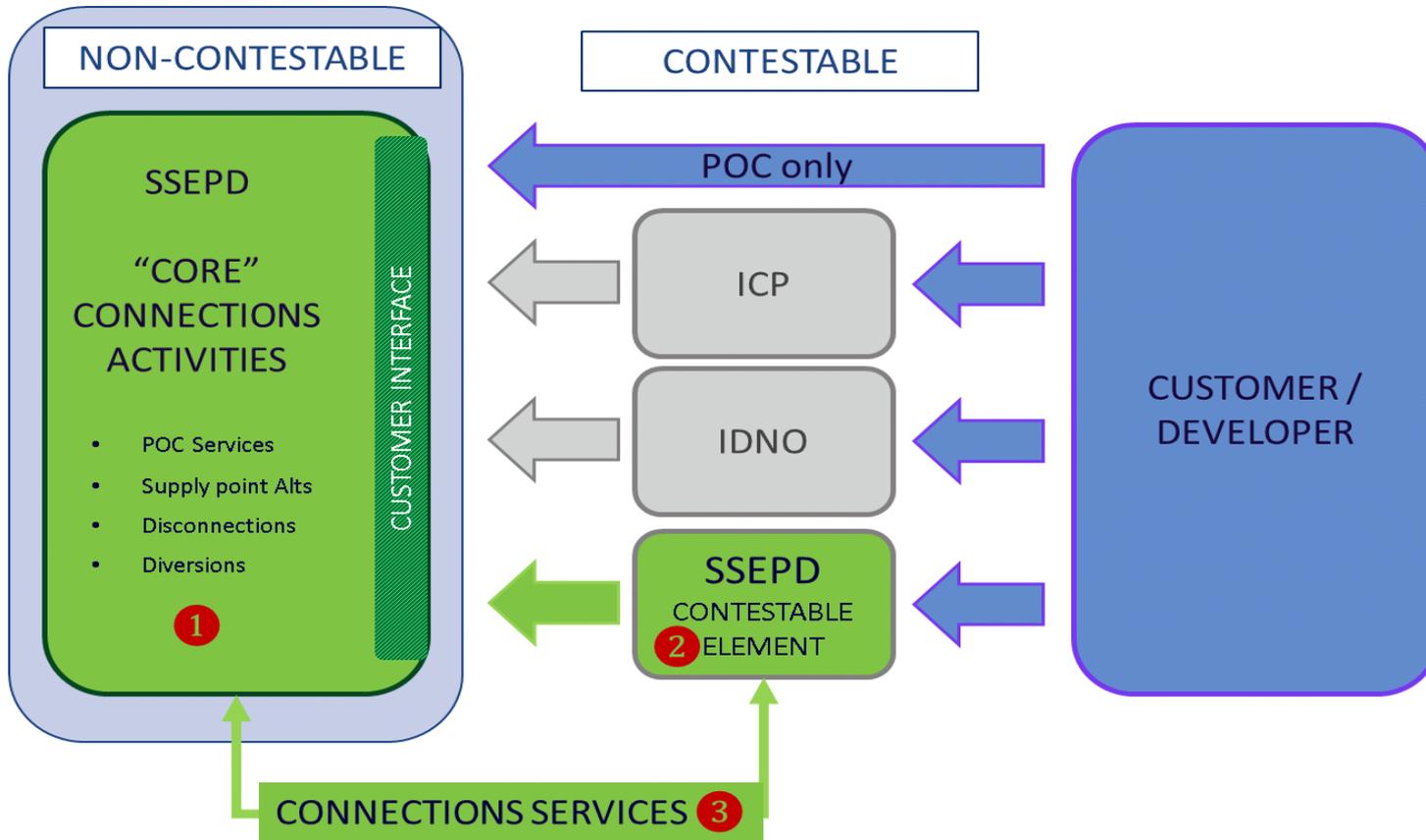
The Competition in Connections (CiC) Code of Practice was approved by Ofgem in June 2015, following extensive consultation. The revised document was approved and issued in July 2015, with an implementation date of October 2015. It includes arrangements to make changes, so that it can evolve over time.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

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



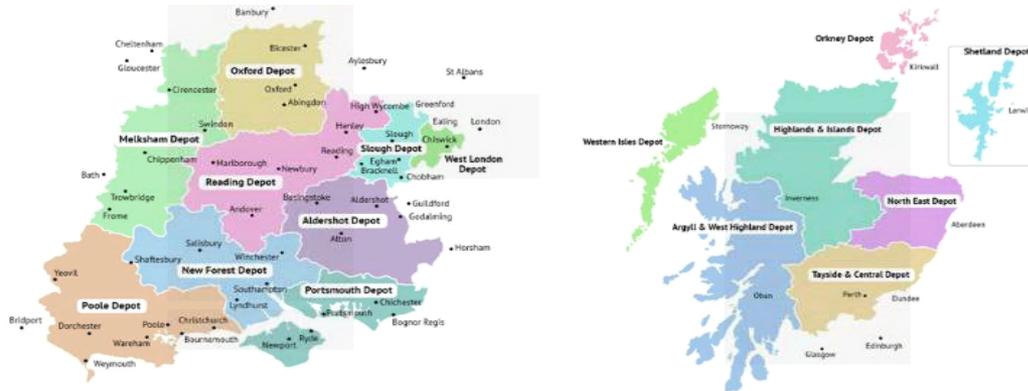
## Alternative Provider List

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?

Scotland

What region is your project in?

North East

### 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 [diagram](#) illustrates the high level process for opening up the connections market.

- Visit the Lloyds Register website
- Land Rights Requirements and Documentation
- Connections useful documents
- Entering the electricity connections market

## 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 making customers more aware of their choice guarantees they can take full advantage of this. Therefore, we are committed to creating 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 search for those that could offer them an alternative quotation in delivering their project.

- Register as an alternative provider in our area



## Access to specifications and network information

- Online document

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 form before continuing with your online application.

- Download application form
- Online application

Notify us that you are determining the point of connection. Please refer to our **POC Self Identification and Self Design Approval 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. **This guidance note can be found on our secure website once you have logged in.**

- Access our specifications and network information
- Online notification for self-identified POC

# 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

IP: 192.168.1.100 | 15/05/2016 | 15:00:00

## 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

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

Filter

#### Cables



Technical Guidance for Underground Cables



PROCEDURE FOR THE INSTALLATION OF LOW VOLTAGE SUPPLIES USING 3 CORE BUNDLED CABLES



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

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

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

Navigation: Home, Previous, Next, Full Screen, Refresh, Close

Zoom: 1:250

Mode: Pan

Layer: All Voltages

Gazetteer: Goto

Type: Street Name  
Street: Dunkeld road  
Town: perth

Plotting: Plot

Template: A3  
Type: Current Layer  
Title 1:  
Title 2:

Map Status

Centre:	NO 0648 3587
Scale:	1:250
Layer:	[500]
Width:	102m
Height:	63m



# 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?



# Inspection and Monitoring

Robin Prince  
Lead QS



# The Inspections Team



- **Central team, independent of the SEPD/SHEPD delivery business**
- **Dedicated to Inspections only**
- **Responsible for inspecting works on site to check these are completed to the correct standards.**

# South Regional Model

Our Inspectors cover all regions in the south

## South Region

Ridgeway

Thames Valley

Wessex

South East

Phil Tobin - 07757 850311  
Steve Whiting - 07810 858526  
Antony Davis - 07767 852116

# Programming Inspections

- Schemes are randomly selected for inspections (SSEPD/ICP)
- ICPs need to be pro-active in notifying the SSEPD Team Manager
- ICPs should identify the number of projects for a given period and the approximate start and finish of each
- Works should not start without a programme being presented to the SSEPD Manager. (Inc regular Updates)

	Level 1	Level 2	Level 3
LV Inspection level	40%	20%	2%
HV Inspection level	100%	50%	2%
EHV Inspection levels	100%	100%	100%

# On-line portal to view inspections

**Marketing consent:**  
Your current marketing options are set to not receive emails from us.

[Update Profile](#) [Update Password](#)

**Your job and applications**  
You can view and track the progress of your applications, quotes and jobs using our job tracking service.

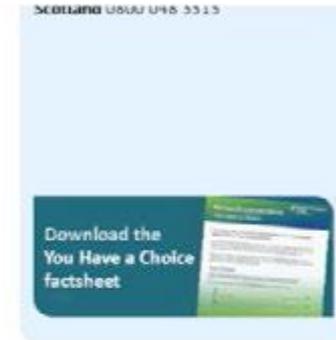
[Job Tracking](#)

**Your inspections**  
You can view the results and download documents associated with your inspections using our inspection service.

[Inspections](#)

**Online applications**  
You can make applications online using the website. Please select from the options available below.

**Upcoming events**  
You are not currently registered to attend any events.



# Results of Inspections

Inspection type

All

Inspection result

All

Voltage type

All

Job reference

\* Date from

30/10/2015

\* Date to

21/02/2016

Filter Inspections

Reset

## Inspections list

Reference	Date	Result	Inspection type	Voltage type	
EEN351-15	15/01/2016	Pass (R)	Jointing and Terminations	LV	<a href="#">View inspection &gt;</a>
EEN351-14	15/01/2016	Pass	Substations	LV	<a href="#">View inspection &gt;</a>
EEN351-13	15/01/2016	Fail (R)	Jointing and Terminations	LV	<a href="#">View inspection &gt;</a>
EEN351-10	15/01/2016	Pass	Cable Laying	LV	<a href="#">View inspection &gt;</a>
EEN351-12	14/01/2016	Fail (R)	Jointing and Terminations	LV	<a href="#">View inspection &gt;</a>
EEN351-11	12/01/2016	Fail	Jointing and Terminations	LV	<a href="#">View inspection &gt;</a>

# Inspection Record

**Inspection details**

Please find the details of your inspection listed below. Please contact us should you have any enquiries.

**Job reference** EEN351

**Inspection reference** EEN351-11

**Voltage type** LV

**Inspection type** Jointing and Terminations

**Date** 12/01/2016

**Result** Fail

Inspection Selected



**Reinspections list**

Reference	Date	Result	Inspection type	Voltage type	
EEN351-12	14/01/2016	Fail (R)	Jointing and Terminations	LV	<a href="#">View inspection &gt;</a>
EEN351-13	15/01/2016	Fail (R)	Jointing and Terminations	LV	<a href="#">View inspection &gt;</a>
EEN351-15	15/01/2016	Pass (R)	Jointing and Terminations	LV	<a href="#">View inspection &gt;</a>

Associated Inspections



**Inspection Documents**

Below are any documents associated with your inspection.

 [EEN351-11.pdf](#)  
QAinspection

Attached documents

# Overview of Inspections



# Overview of Inspections



# Overview of Inspections





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.England@sse.com](mailto:Inspection.England@sse.com)

# Any questions?





## Tea and coffee break

# Authorisation and Accreditation



**Andy Barker**  
**OSR and 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



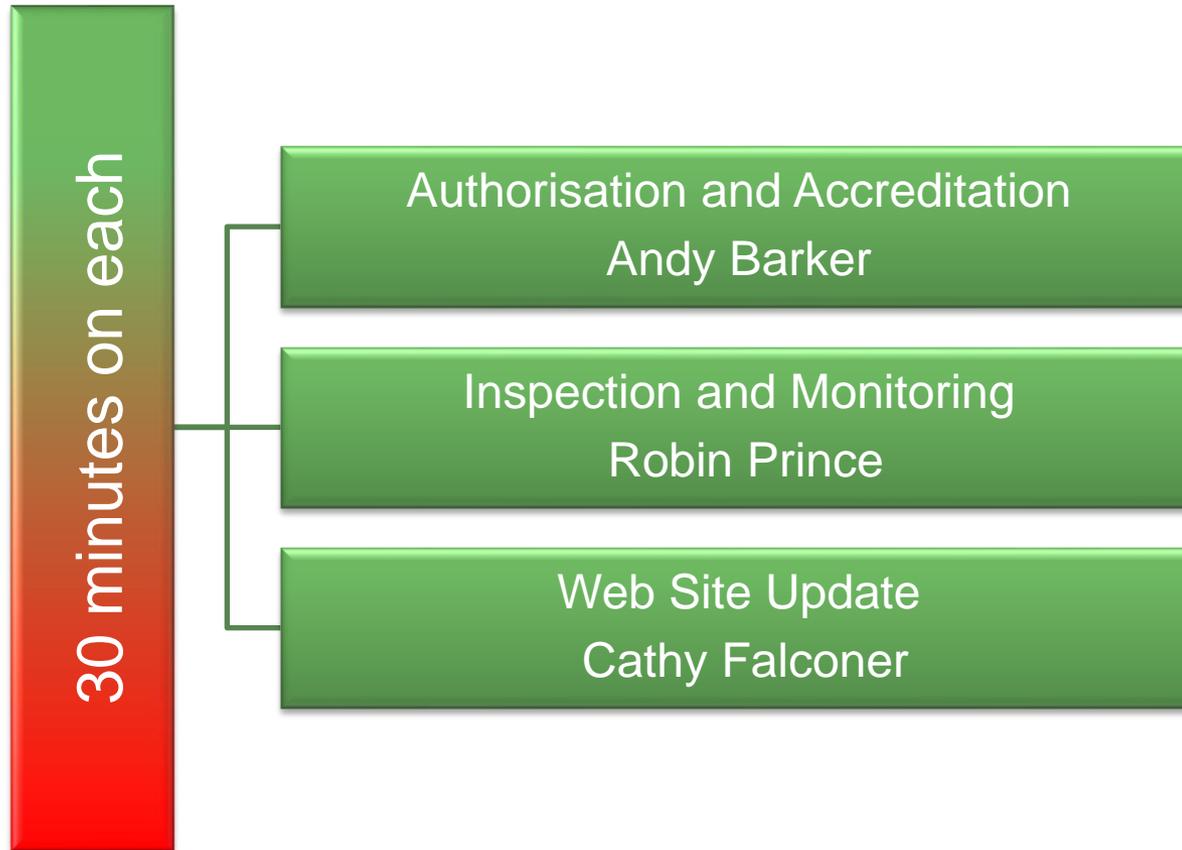
- ICPs shall provide, if requested, details of their Safety Management System to SSE before first accessing our network.
- ICPs shall thereafter provide, when required, reasonable information regarding their ongoing Safety Management System to SSE.

# Any questions?



# Breakout sessions 2x 30 mins in small groups

Choose your topic:





**Feedback**

**and**



**Next steps.....**

## Networking lunch



**Join our LinkedIn Group: search  
SSEPD Connections Engagement**

**Visit our website: [www.ssepd.co.uk](http://www.ssepd.co.uk)**

**Email: [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)**

