



Welcome ICP & IDNO Workshop 8th February 2018

Neil Wilson

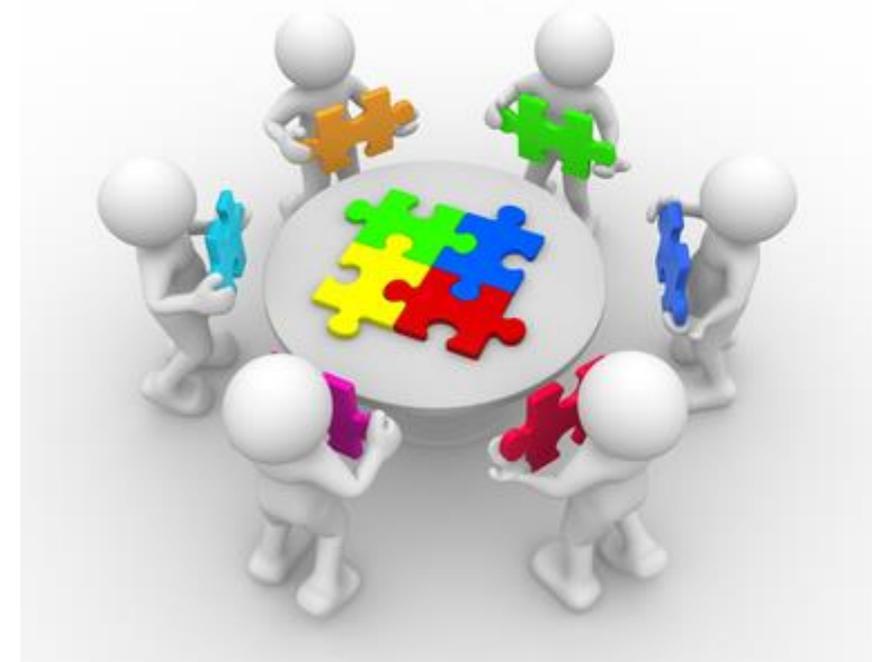
Head of Region (North Caledonia)



Scottish & Southern
Electricity Networks

Agenda:

- 10:00 - 10:15** Introduction and Housekeeping
- 10:15 - 10:30** Updates on the Code of Practice, Part Funded Reinforcement Trial, ECCR & Connection Offer Expenses
- 10:30 - 11:10** Breakout Session – **Choice 1**
- 11:10 - 11:30** Comfort/Tea & Coffee Break
- 11:30 - 12:10** Breakout Session – **Choice 2**
- 12:10 – 12:50** Breakout Session **Choice 3**
- 12:50** Lunch & Close





Welcome, Housekeeping and Safety Moment
Neil Wilson Head of Region (North Caledonia)



Purpose of the event today



Update for our connections customers

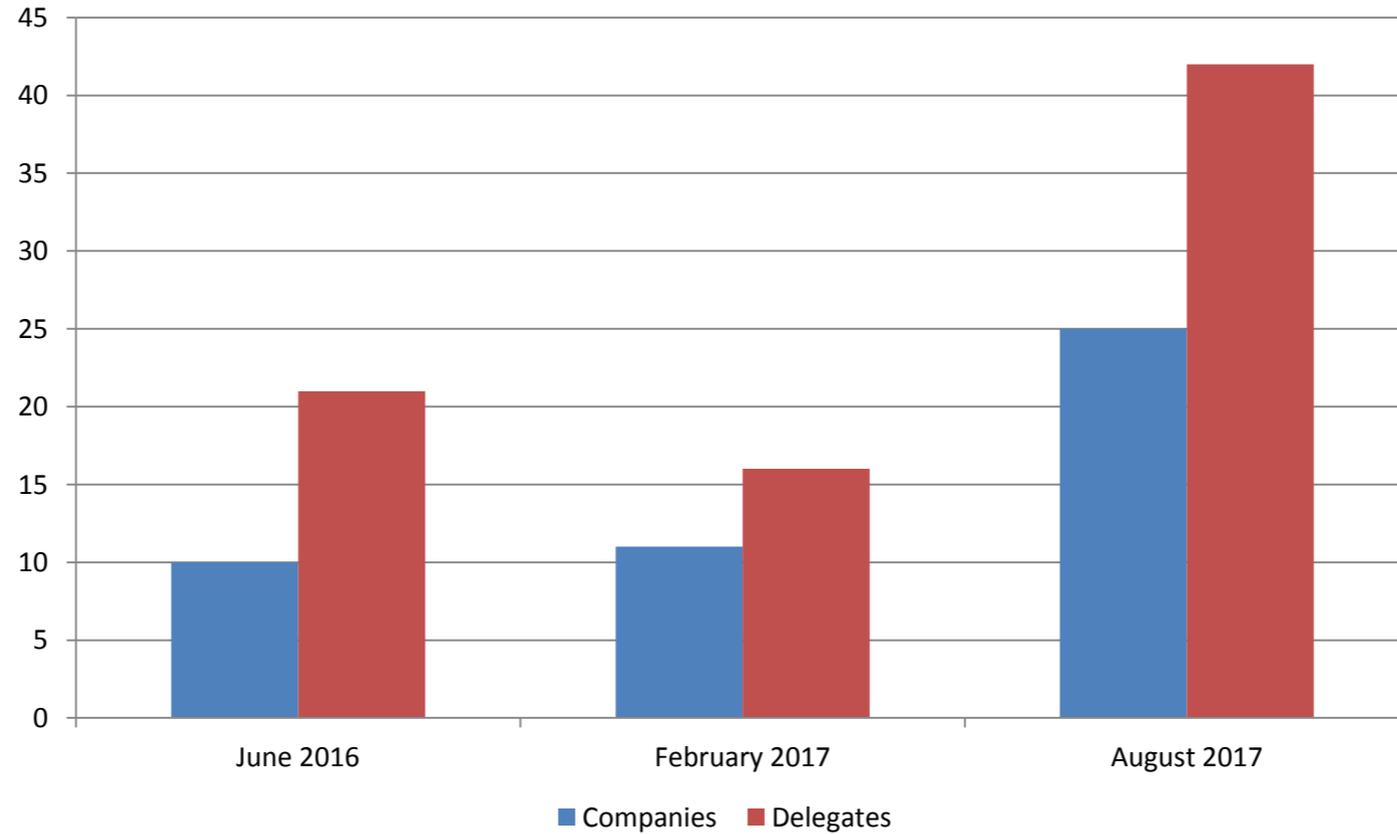


Meet our teams – the people who deal everyday with your projects



Listen to you

ICP & IDNO Workshop Attendees 2016-17



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

North Regional Model

Highlands and Islands

Head of Region -
Colin Pirie - 07767 852305

Connection Delivery Manager -
Nik Wheeler - 07825 015782

Customer Relationship Manager -
Pamela Harvey – 07469 411432

Customer Connection Manager -
Ian Jessiman - 07469 411438

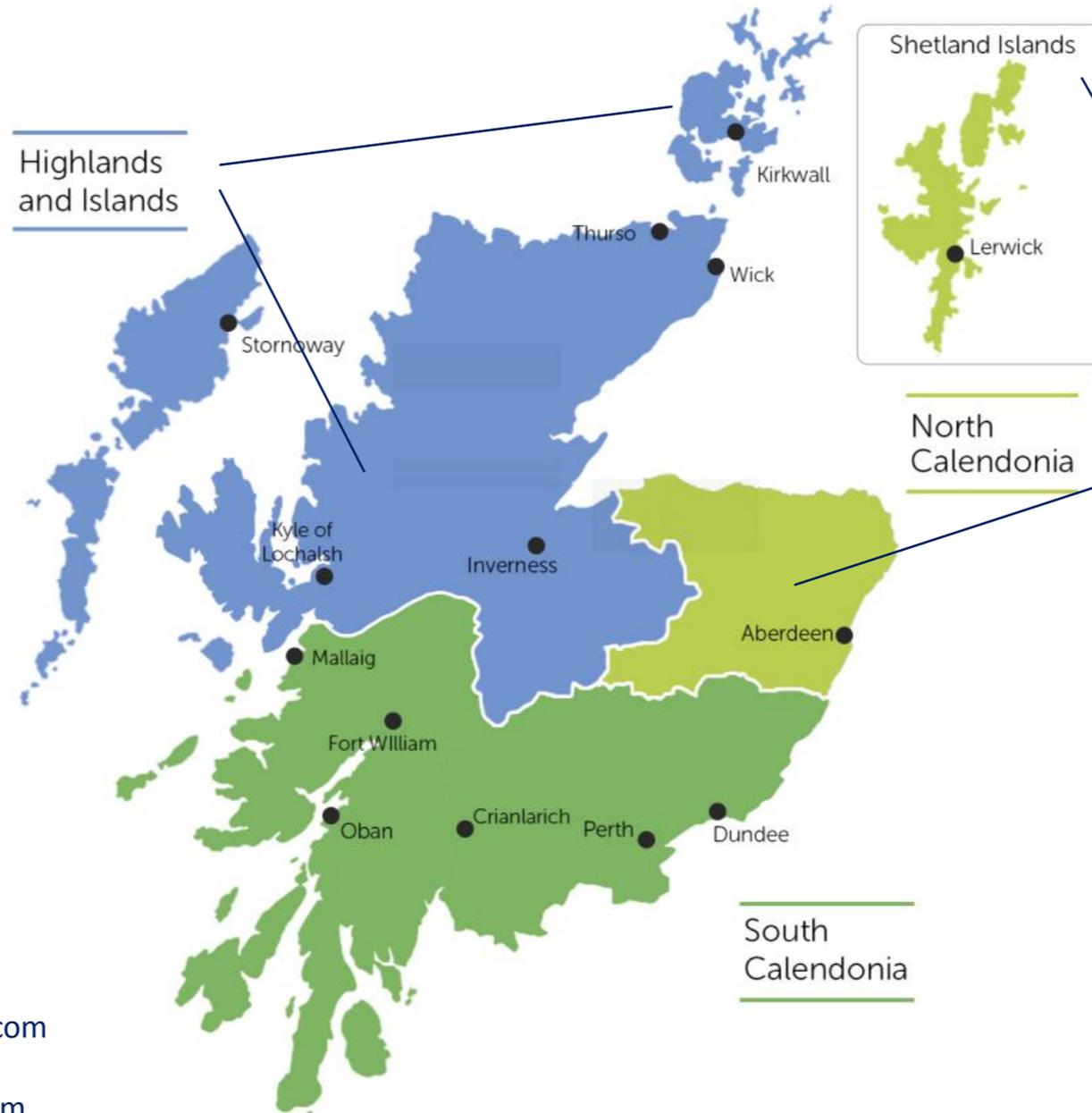
Scottish and Southern Electricity Networks

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



Shetland Islands and North East Scotland – North Caledonia

Head of Region -
Neil Wilson - 07767 852350

Connection Delivery Manager -
Alan Bowie - 07810 858763

Customer Relationship Manager -
Shona Horn - 07500 912566

Customer Connection Manager -
Ian Jessiman - 07469 411438

South Caledonia

Head of Region -
Graeme Stewart - 07825 843868

Connection Delivery Manager -
Traci Kidd - 07767 852057

Customer Relationship Manager -
David Morrissey – 07767 852093

Customer Connection Manager -
Asante Mtalimanja - 07979 854433



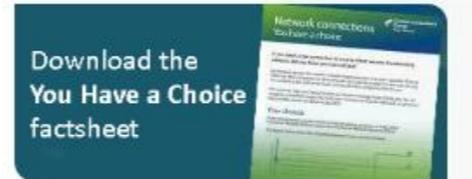
Scottish & Southern
Electricity Networks

Competition in Connections Update – for ICPs & IDNOs



Maryline Guinard (Commercial Policy Analyst)
Competition in Connections

You Have a Choice page on our Website



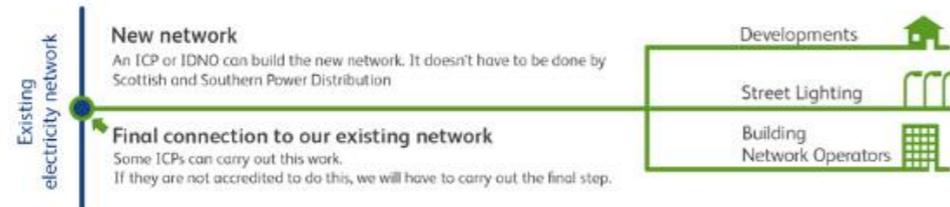
If you need a new connection in an area where we own the electricity network, did you know you have a choice?

Just because we own the network 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 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. 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](#)

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. Take a look with the link below to see accredited companies in our area.

[Alternative providers](#)

You can also visit Ofgem's website to find out which companies act as IDNOs.

[Ofgem](#)

Alternative Providers Register page on our Website

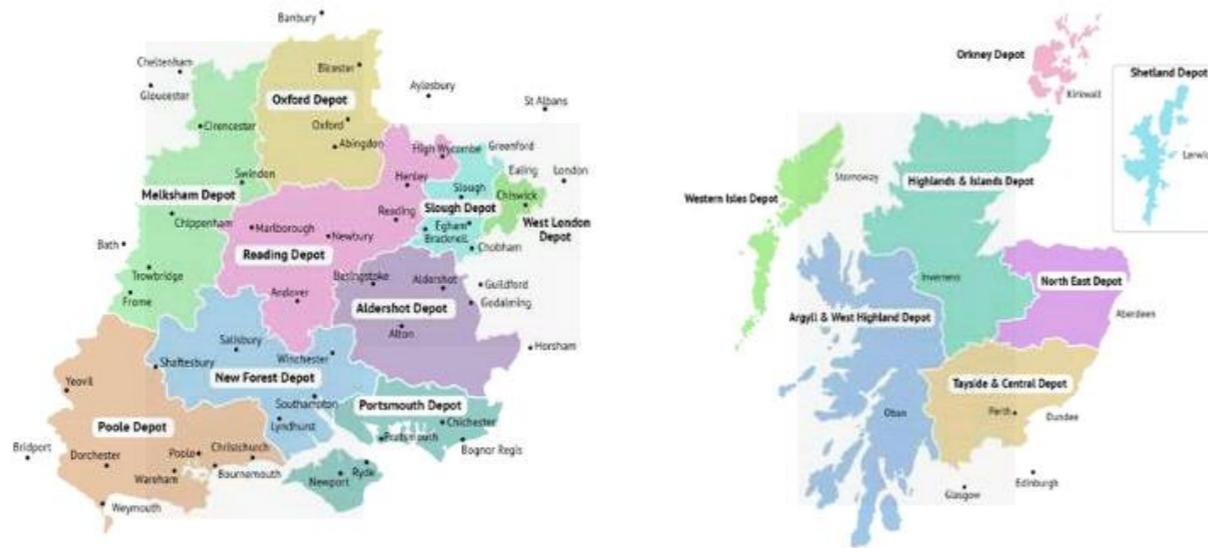
Alternative Provider List

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?

England

What region is your project in?

Portsmouth

Services required

What does your connection project involve?
Leave unchecked if you are not sure to select all services.

- Extra High Voltage (Cable)
- Extra High Voltage (Overhead)
- High Voltage (Cable)
- High Voltage (Overhead)
- Low Voltage
- Unmetered
- Electrical Design Works

Filter

Reset

Competition in Connections page on our Website

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](#)
- [Connections useful documents](#)
- [Land Rights Requirements and Documentation](#)
- [Entering the electricity connections market](#)
- 📄 [Non-contestable process flowchart](#)

ICP application

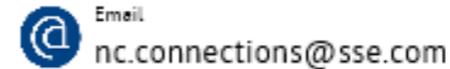
Make an application for an electricity network connection you wish us to adopt. Please ensure you download the application form before continuing with your online application.

- 📄 [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](#)

Contact us



Access to specifications, network information and GIS

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

If you would like to receive our network mapping information in a Shape file please follow this process:

- 📄 [How to receive our maps](#)
- [Online documentation](#)



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.

Online Documentation in Secure Area of our Website

Alternative Provider Network Information

Welcome to Scottish and Southern Electricity Networks 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

Cost Apportionment Register

Connection Offer Expenses

- **New Regulations**

- BEIS are introducing new regulations from April 2018. This will allow DNOs to charge customers a fee for their connection offer, regardless of whether they are accepted.
- BEIS intention is for a fairer allocation of costs:
 - Currently – Only those customers who accept their connection offer pay an A&D Fee.
 - In future – The new regulations will allow DNOs to charge all customers who apply for a connection offer.

- **What are Connection Offer Expenses**

- The expenses incurred in reviewing applications; assessing the network; designing the connection; and preparing the connection offer.
- Formerly known as Assessment and Design (A&D) fees.

Connection Offer Expenses

How will it work?

- We will inform the customer at application stage by email that they may have to pay Connection Offer Expenses.
- A separate Connection Offer Expenses invoice will be issued at the same time as the connection offer.
- If the customer wants to accept – they pay the full connection offer amount including the Connection Offer Expenses (as usual).
- If the customer does not want to accept – they must pay the Connection Offer Expenses charge.
- We will NOT charge minor connections customers. It will apply only to major projects for both All Works & NC. Starting with HV/EHV DG jobs and roll out to other segments over time.
- 2 week no charge cancellation period after the application date.
- Minor change (variation) will not incur a further charge. A customer driven major change will incur a further charge.
- Non payment of Connection Offer Expenses will be pursued through our normal debt recovery process.
- Customers can appeal as normal under Section 23 of the Electricity Act.

Connection Offer Expenses

Communication

- BEIS carried their consultation last summer.
- We carried out a consultation in December to communicate the change in regulations.
- A full user guide to our Connection Offer Expenses policy will be published on our website. This will include a breakdown of charges.
- We will notify you on application if you are due to pay Connection Offer Expenses.
- We will also update our Connection Charging Methodology Statement to reflect our revised charges.
- If you have any comments or questions in relation to our new policy on Connection Offer Expenses please contact us at connections.policy@sse.com.

Significant ICP focussed ICE Commitments 2017/18

Part Funded Reinforcement Trial

- A report setting out details of the proposed trial to allow ICPs to deliver the reinforcement element of a project was submitted to Ofgem in early January 2018. We are waiting for Ofgem's feedback on our proposal which will determine the next step and potential start date for the trial.
- The proposal has been developed in direct response to feedback from stakeholders, as set out in a commitment made under the Incentive on Connections Engagement (ICE) 2015-2016 submission.

“Where a customer wishes their Alternative Provider to carry our works required to reinforce our existing network we will ensure their Alternative Provider has the opportunity to complete this reinforcement works.”

- All LV and HV related reinforcement, for Demand Projects.
 - Costs based on our quotation
 - Any reinforcement work carried out by the ICP must be to the design of SHEPD/SEPD
 - Reinforcement Asset will be adopted in line with Network Adoption Process for Sole Use Asset
 - ICP will require suitable NERs accreditation



Significant **ICP focussed** ICE Commitments 2017/18

Electricity (Connection Charges) Regulations (ECCR)

- In April last year, BEIS revised the ECCR. The amended regulations came into effect on 6th April 2017.
- There will be a period for which both regulations are in place:
 - For connections made prior to 6th April 2017, the 2002 Regulations will apply; and
 - For connections made on or after 6th April 2017, the 2017 Regulations will apply.
- ECCR only applies if a customer's connection uses a previously installed network asset within the prescribed period.
- ECCR 2002 does not apply for connection Assets which were installed by ICPs.
- With ECCR 2017, a customer may qualify for rebate on Assets installed by an ICP.
- We will assess the cost of the connection which was installed by an ICP and we will include the rebate charges into the quote letter.
- At the completion of the subsequent connection, we will issue an invoice with the rebate charges to the subsequent customer.
- We have created a 'Cost Apportionment Register' on our website (in the secure area). We intend to enhance this register to show ICPs and IDNOs where there were previous reinforcements in our distribution network. This reinforcement register will allow ICPs and IDNOs to review whether 2nd comer charges apply to their connections or not.



Our Proposed 2018/19 ICE Commitments

Application

- We will offer customers pre-application meetings
- We will enhance tracking information for online applications
- We will enhance our online application process and provide more information to make the process more intuitive
- We will improve the online applications process for mixed connections

Innovation

- We will provide regular updates on our transition to DSO
- We will make it easier for you to request a 'flexible connection' for your quotation

Quotation

- We will review our quote letters to ensure they reflect best practice

Wayleaves

- We will carry out a detailed review of our wayleaves process

Collaboration

- We will collaborate with other DNOs to share best practice on policy issues at industry level

Information Provision

- We will provide updates on Statement of Works trials and Appendix G
- We will update and improve our GIS system (continuation from 2017/18 action)
- Where requested, we will provide mains phasing information
- We will provide site readiness guides to customers on information required prior to connection
- We will develop a new Customer Relationship Management system, involving customer feedback
- We will make it more visible how customers request new or additional MPANs for service alterations
- We will provide contact information and an escalation process for customers

Engagement

- We will facilitate opportunities for 1-2-1 engagement post connection
- We want customers to drive what we talk about; we will introduce an online feedback process
- We will trial 'virtual' or online connection surgeries to discuss project or connection offer
- We will review our website
- We will arrange a number of events and workshops



Breakout Sessions

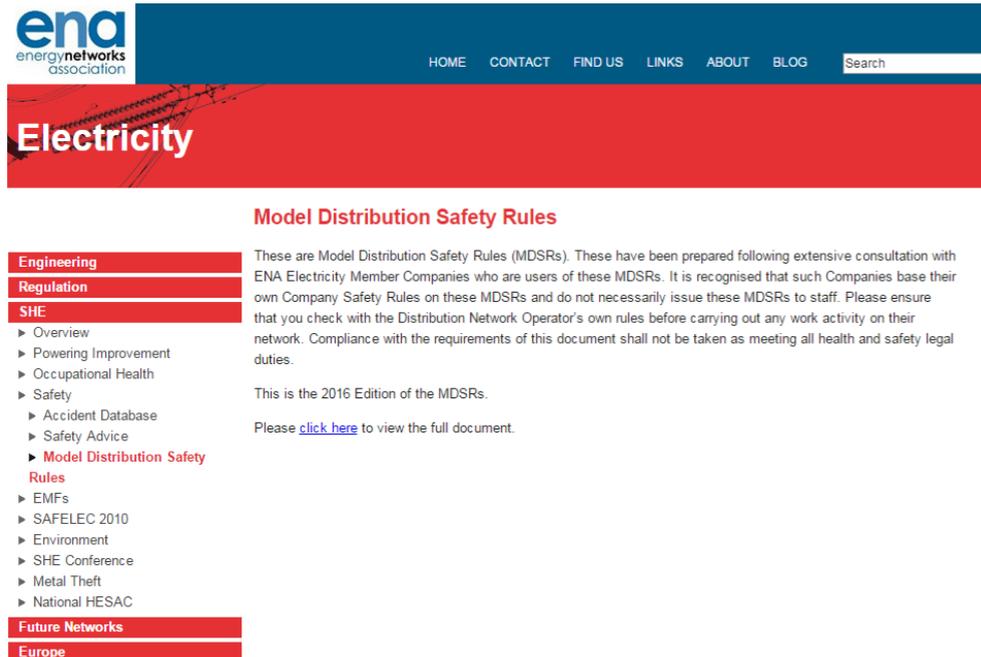
Identified during various communications with yourselves over the last six months:



Select any 3 breakout sessions from the 5 choices below
(40 minutes per session)

- **Choice 1** – Accreditation & Authorisation for Options 1, 2 & 3 of the Competition in Connections Code of Practice
- **Choice 2** – Electrical Vehicle Charging Point Connection Process, Adequacy of Supply Assessment & ICP Self POC Identification Process for EV Connections
- **Choice 3** – Flexible Connections, Energy Storage & Update on Transition Distributed Systems Operator
- **Choice 4** – Statement of Works Process & Trial Update (SHEPD)
- **Choice 5** – New/Improved G81 Planning and Design Specifications & Update on the ‘Equipment Approval Process’

Breakout Session Choice 1 ICP Distribution Safety Rules



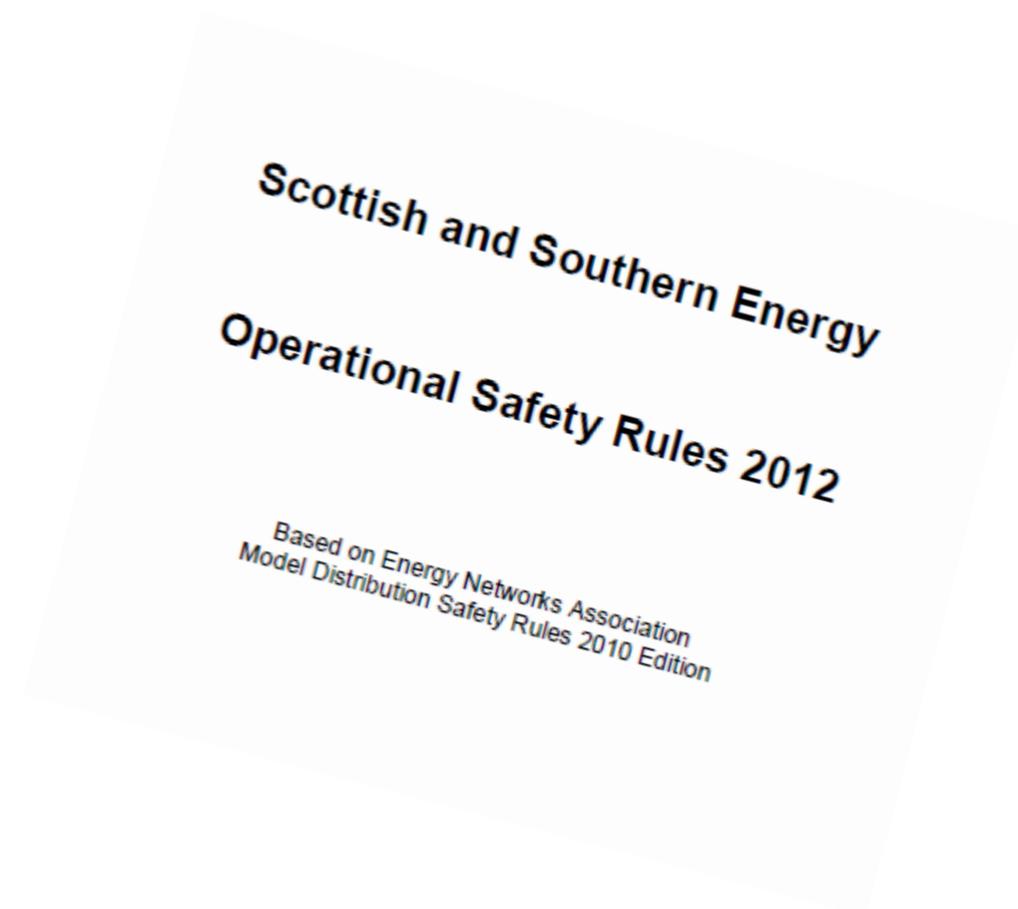
The screenshot shows the ENA Electricity website. The header includes the ENA logo and navigation links: HOME, CONTACT, FIND US, LINKS, ABOUT, BLOG, and a search bar. The main content area is titled "Electricity" and features a sidebar with a navigation menu. The menu items are: Engineering, Regulation, SHE (with sub-items: Overview, Powering Improvement, Occupational Health, Safety, Accident Database, Safety Advice, Model Distribution Safety Rules), Future Networks, and Europe. The main content area is titled "Model Distribution Safety Rules" and contains the following text:

Model Distribution Safety Rules

These are Model Distribution Safety Rules (MDSRs). These have been prepared following extensive consultation with ENA Electricity Member Companies who are users of these MDSRs. It is recognised that such Companies base their own Company Safety Rules on these MDSRs and do not necessarily issue these MDSRs to staff. Please ensure that you check with the Distribution Network Operator's own rules before carrying out any work activity on their network. Compliance with the requirements of this document shall not be taken as meeting all health and safety legal duties.

This is the 2016 Edition of the MDSRs.

Please [click here](#) to view the full document.



Distributionsafetyrules@sse.com

Breakout Session Choice 1 ICP Authorisation Options

- **Option 1 - ICP authorisation of ICP Employees and Contractors**
- **Option 2 - SSEN authorisation of ICP Employees/Contractors**
- **Option 3 - Transfer of Control**

Breakout Session Choice 2

Electrical Vehicle (EV) Charging Points

- EV Policy Environment
 - A look at the wider UK/Scottish Government EV Policy and SSEN's commitments to EV charging infrastructure.
- ENA Process for installing EV Charging Points to existing connections
 - A look at the current ENA process for retrofitting Low Carbon Technology.
- Case Study
 - We will work through an EV Charging Point application. Looking at what we require from you at application stage through to how we internally process your application for a POC.
- Feedback
 - Listening to your views.

Breakout Session Choice 3

Flexible Connections & Energy Storage Update

Flexible Connections

- What is SSEN doing?
- What are flexible connections and why are we doing them?
- Flexible connections examples
- Currently only Generation
- Application process

Energy Storage

- Our Work In Storage Connections
- Uses of energy Storage
- Sensitivity Analysis
- Conclusion
- Constant Approach
- Next Steps
- Energy Storage Projects

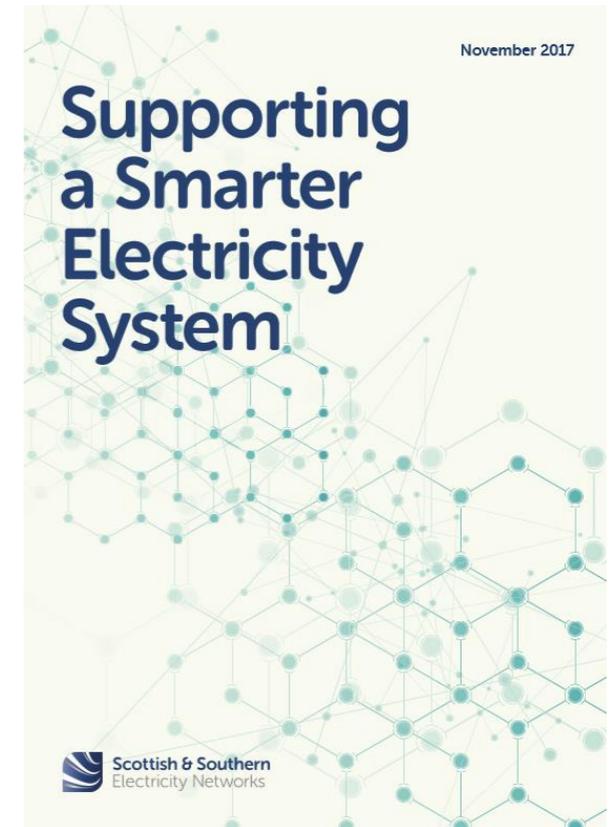


Breakout Session Choice 3

Update on Transition to Distributed System Operator

Transition from DNO to DSO

- Discuss transition towards Distribution System Operator (DSO)
- Support from Government and Regulators
- Key functions of a DSO
- Peer-to-peer flexibility markets
- SSEN's key drivers in transitioning to DSO
- Learning by doing – innovation projects



Breakout Session Choice 4

Statement Of Works Process & Trial Update (SHEPD) – Discussion topics

1. What is a Statement of Works?
2. When is one required?
3. What are the timescales?
4. What do you receive?
5. Cancellation/Securities
6. Transmission Impact Assessment (TIA) Process



Breakout Session Choice 5 New/improved G81 Planning and Design Specifications

**SSEN Internet Website
'G81' Document Release
5th February 2018**



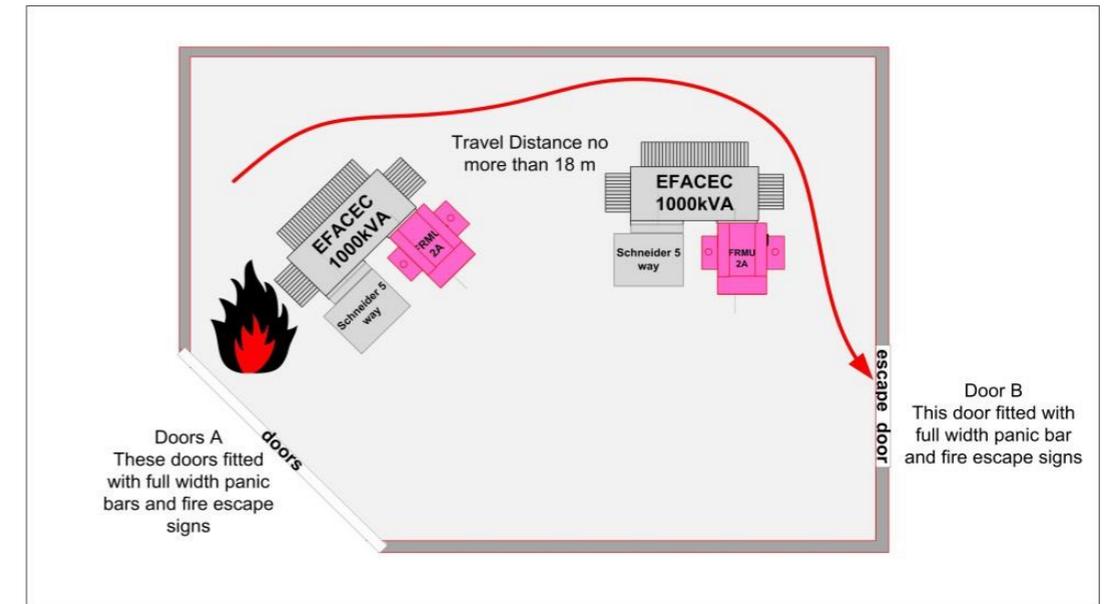
Breakout Session Choice 5

New/improved G81 Planning and Design Specifications

- New Format
- New Numbering
- New Documents
- New Requirements

SCOTTISH AND SOUTHERN ELECTRICITY NETWORKS ENGINEERING DOCUMENTS

Primary Voltage and Type (titles below are hyperlinks to main page)	Planning & Design Standards	Drawings	Substation	Cables	Joints and Terminations	Earthing	Operational Standards	Testing and Commissioning	Miscellaneous	Records
Unmetered Connections										
Low Voltage Cables and Terminations										
Secondary Distribution Substations										
6.6/11kV Cables and Terminations										
Distributed Generation										
22/33kV Cables and Terminations										
66/132kV										
Transmission										
Operational										
All Current Documents										
All Withdrawn Documents										



TG-NET-ENG-004

SSEN Matrix of Documents used in Conjunction with New Connections

Time for the Breakout Sessions – Questions & Answers



Thank you

Please contact us at



connections.policy@sse.com
for any Commercial Policy queries



icpfeedback@sse.com
for any Engineering Policy queries



connectionsfeedback@sse.com
for any Customer Engagement queries



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by following us online:



www.ssen.co.uk



Search 'SSEN Connections Engagement'



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