



Welcome ICP & IDNO Workshop 31st August 2017

Neil Wilson

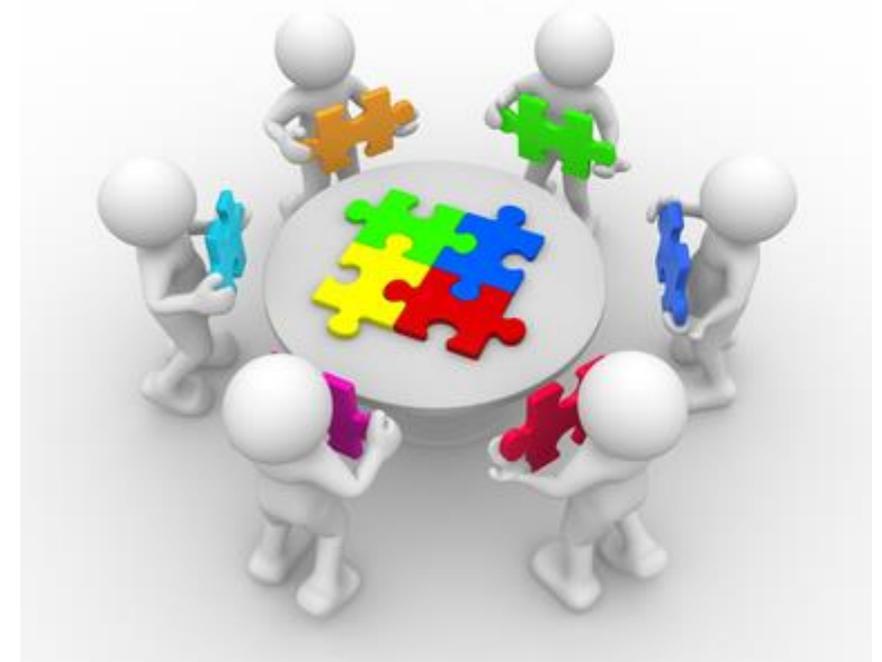
Head of Region (North Caledonia)



Scottish & Southern
Electricity Networks

Agenda:

- 10:00 - 10:15** Introduction and Housekeeping
- 10:15 - 10:30** Updates on the Code of Practise, Part Funded Reinforcement Trial and ECCR
- 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

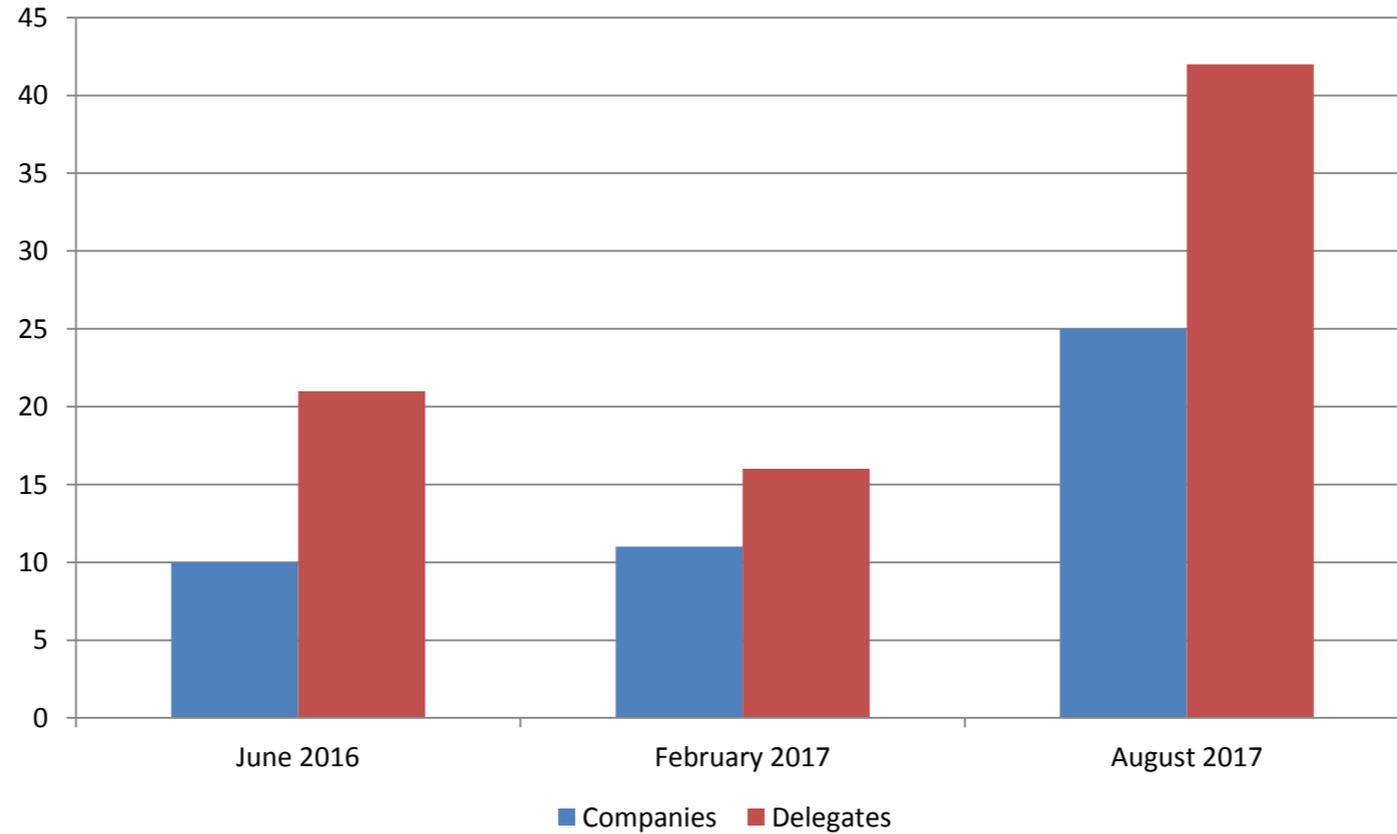


Meet our teams – the people who deal everyday with your projects



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

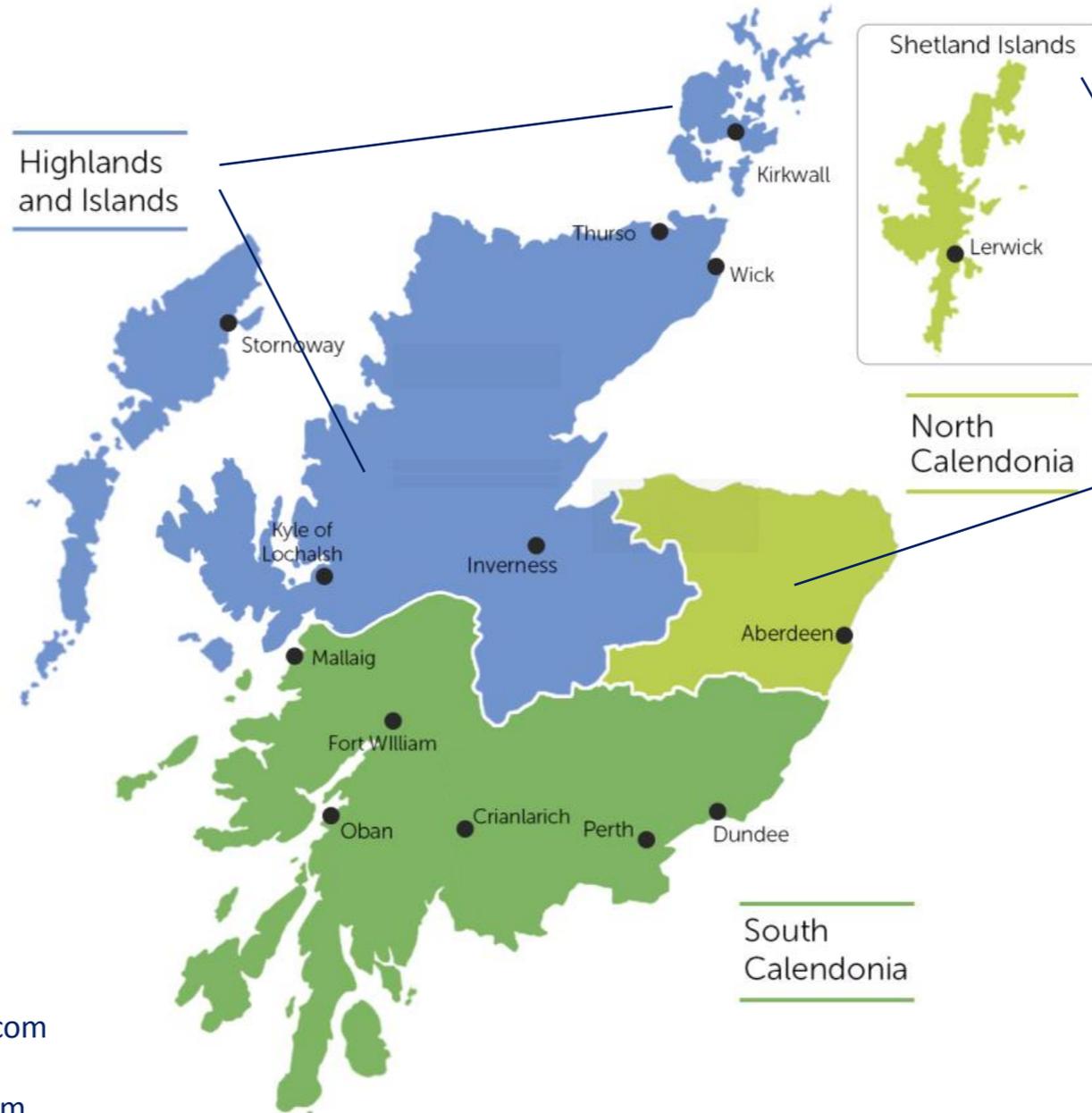
Scottish and Southern Electricity Networks

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

Looking Back 2016/17 and Looking Forward 2017/2018



Quicker and More Efficient Connections

Last year we reported that we had that many of our customers regard more consistency, collaboration and connections.

With this in mind we held a number of other DNOs on both a bilateral and with various DNOs, share best practice opportunities to collaborate when taking the more challenging issues.

One of the examples we highlighted the benefits of this collaboration is the quicker and more efficient connection process. The over-arching intent is to explore new ways of easier to connect and to prompt DNOs to make some progress on it. We were very happy to share our experiences in forming consortia to share reinforcement help justify a significant network investment in a given area.

“We would be supportive of SSEN taking a proactive approach to queue management.”
John Litgow, Inver Hydro LLP

“I am very supportive of SSEN adopting a queue management policy in line with SPEN.”
James F. Litgow, Scondore Renewables Ltd

“Our members were really pleased with the SSEN are doing.”
Solar Trade Association

Constraints

Flexible connections will be an option for your quotation

We will make it possible for you to request a “flexible connection” for your quotation

“With flexible offers, transparency on what sort of FD would be on offer for a particular scheme? E.g. in an area of solar saturation so likely to be limited constraints - this might not work for ADW CHD but not for gen sets or battery storage b/c revenue streams.”
Lucy Taylor, Roadright Taylor

“Follow up with customers more quickly with certain topics such as flexible options.”
Jamie Adam, Community Energy Scotland

KPI Measure
Process enhanced for flexible connections

92% of customers from our Looking Forward Survey said they will be more inclined to request a flexible connection

Wayleaves

We will transform the wayleave process

Make the Wayleaves process much simpler and more transparent

- As part of the formal quote we will identify if any third party wayleaves are likely to be required
- Upon acceptance of your quote, we will identify a wayleaves officer within 10 working days. Involve the wayleaves officer in any project meetings. Where there are third party landowners we will identify and make initial contact as soon as possible and no later than a month following quote acceptance or a month from second scheduled payment.
- As part of making this process more transparent, we will:
 - Update our Wayleaves guide
 - Ensure you have a route for escalating any issues you may face with regards to wayleaves
 - Publish guidance on typical timelines including the process for ‘compulsory options’
 - Hold training workshops for internal staff on the importance of efficient wayleave practices
 - Run wayleaves focused engagement events for stakeholders to include considerations for Transco, Network Rail, routing strategy and policy

“Transparency on wayleave process and progress & where the work is and who has taken action.”
Steve Galt, TUSC

“The problem lies between the electrical distributor and our MJU opaque and fraught with delays.”
Jamie Stachan, Stewart Milne Homes North

“Better advertisement of Lead Wayleave Officers and their contact details, plus structure information.”
Ed Francis, SMS

“Better communication with wayleave teams.”
Ian MacLean, Locogin

KPI Measure
Increased customer satisfaction with our Wayleaves process, currently at 6.68/10

96% of customers believe identifying third party wayleaves and section 37 key constraints at quotation stage will be beneficial to them

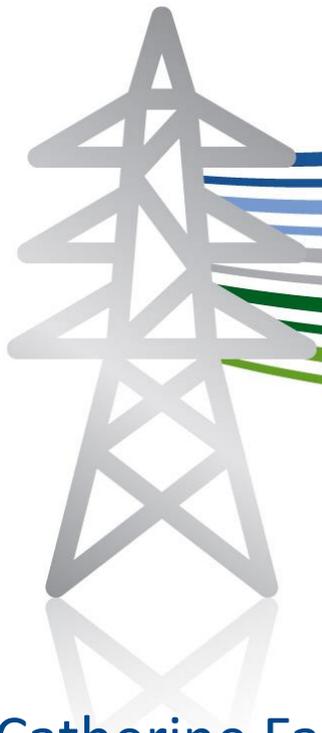
100% of customers strongly agree or agree that our engagement events will make our wayleave process more transparent.

Incentive on Connections Engagement Submission 2017 67



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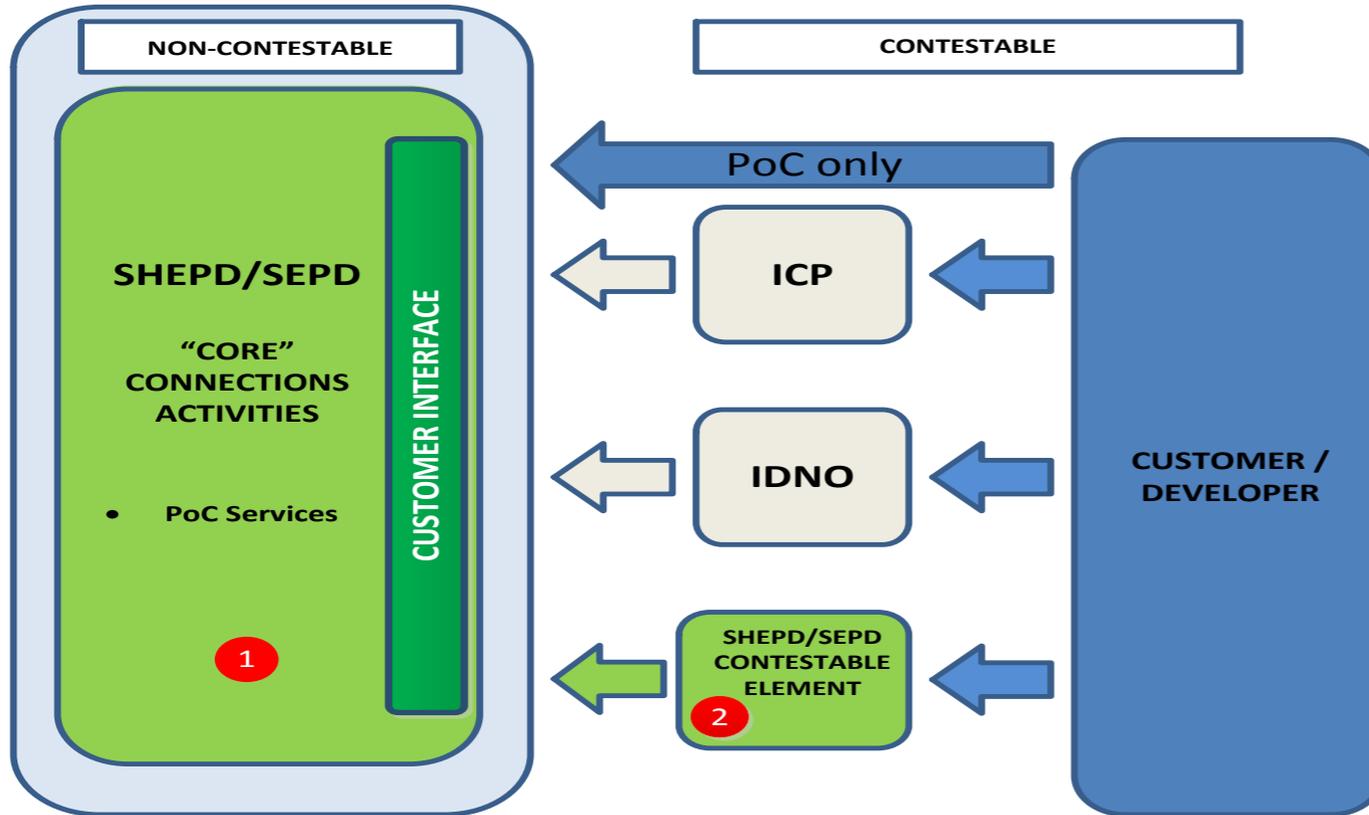
Connections Update – for ICPs



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Catherine Falconer (Commercial Manager – Competition in Connections)

Delivering Transparency and Customer Choice



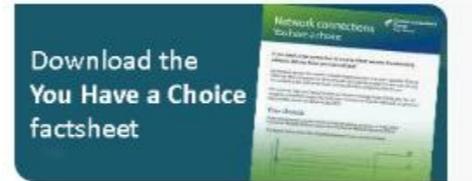
1 THE "CORE" BUSINESS

- New or modified Point of Connection (PoC) services

2 THE CONTESTABLE ELEMENT

- Interface with the "core" business on the same basis as ICPs and IDNOs
- Has all of the regulatory requirements and controls of the "core" business
- Make offers for new or modified connections to the end customer

You Have a Choice page on our Website



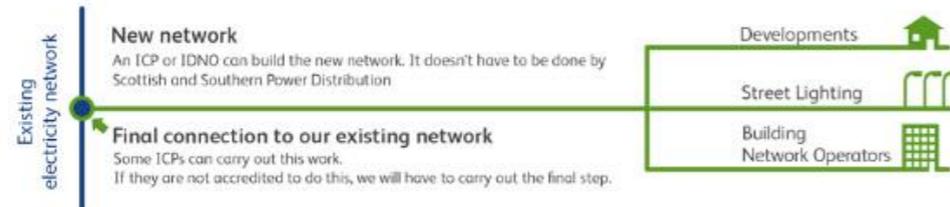
If you need a new connection in an area where we own the electricity network, did you know you have a choice?

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](#)



Identifying Alternatives Providers in our area

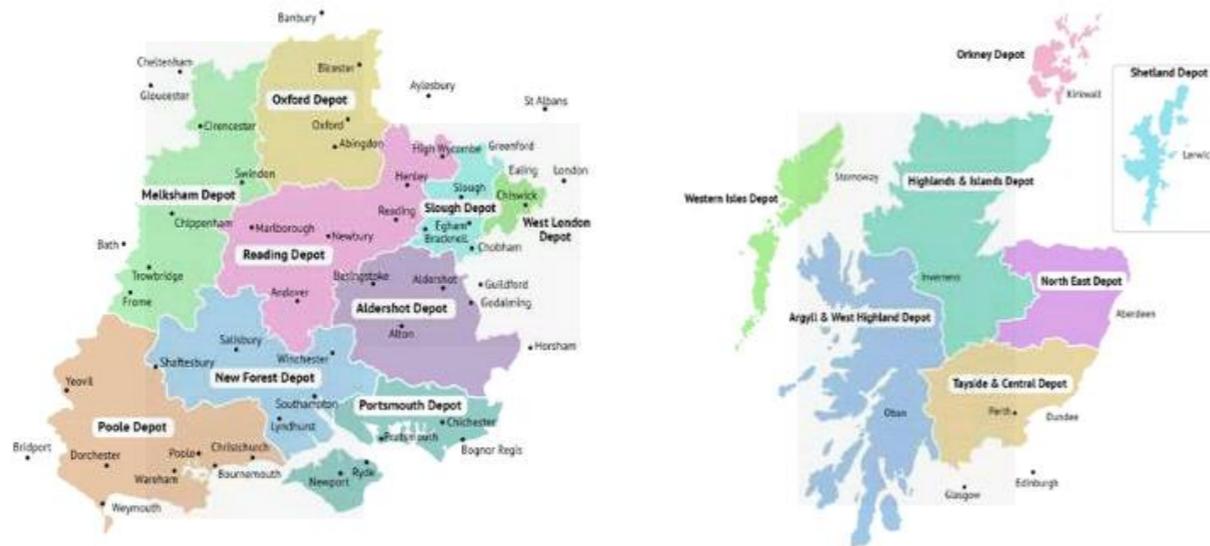
Alternative Provider List

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 - 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](#)

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.

- [Register as an alternative provider in our area](#)

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 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

 Email
nc.connections@sse.com



IDNO application

Make an application for an electricity network you wish to connect to our network. 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](#)

Useful links

- [North and South Operational staff contact map](#)
- [Connections home](#)
- [Connections help](#)
- [For developers](#)
- [You have a choice](#)
- [Power cuts](#)
- [Library](#)
- [MPAN](#)

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

Part Funded Reinforcement Trial and ECCR :

- Part Funded Trial
 - Finalising details of trial to allow ICPs to deliver the reinforcement element of a project
 - All LV and HV related reinforcement, for Demand Projects
 - Costs based on our quotation
 - ICP will require suitable accreditation
 - Asset will be adopted in line with Adoption Process
- ECCR 2017
 - A customer will qualify for rebate on assets installed by an ICP
 - We will assess costs to use in calculation
 - Additional questions around Assets installed and post-energisation Eligible Person.



Breakout Sessions

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

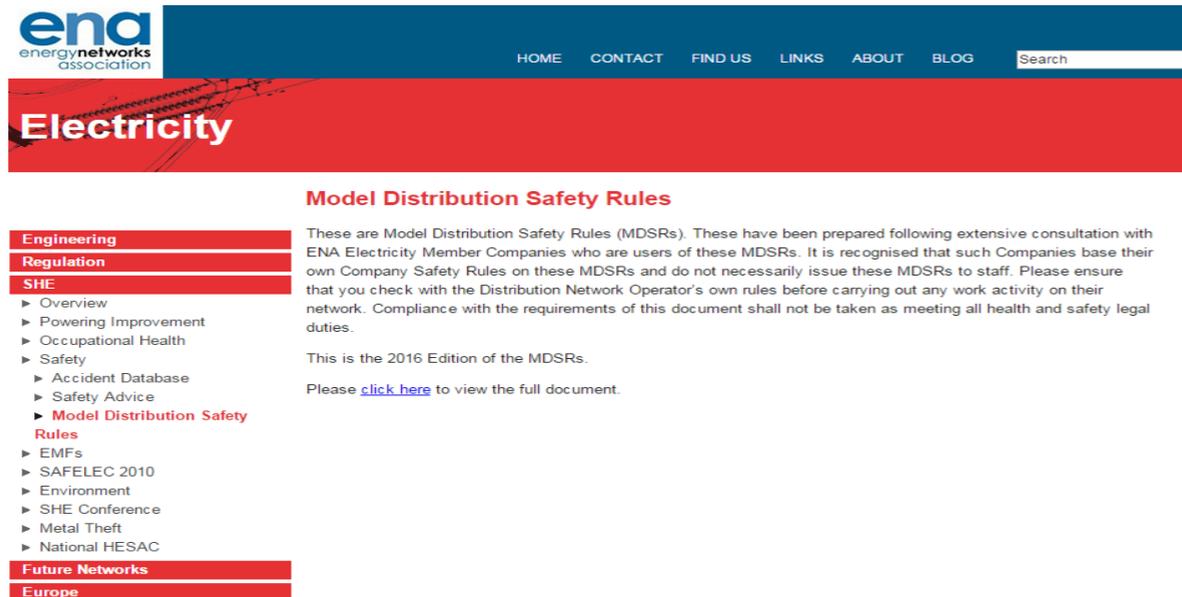
Select any 3 from the 5 (40min per session)



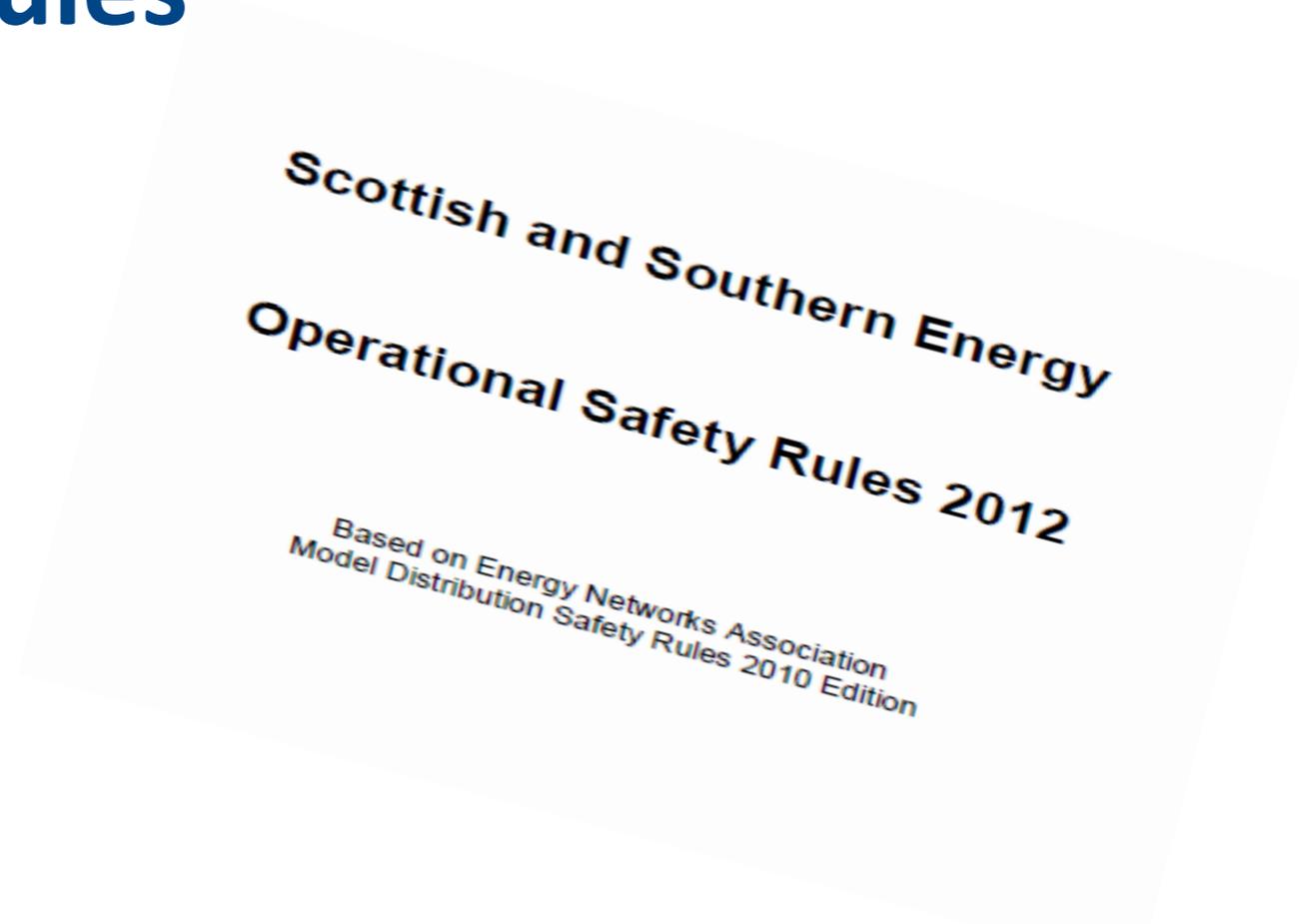
- Choice 1 – Operational Safety Rules, Final Connection Tests & Records
- Choice 2 – “A day in the life of a designer” – with case studies
- Choice 3 – Flexible Connections & Energy Storage
- Choice 4 – Earthing of Substations Contained in Buildings and Metering
- Choice 5 – Bilateral Connection Agreement & Adoption Agreements

Breakout Session Choice 1

ICP Distribution Safety Rules



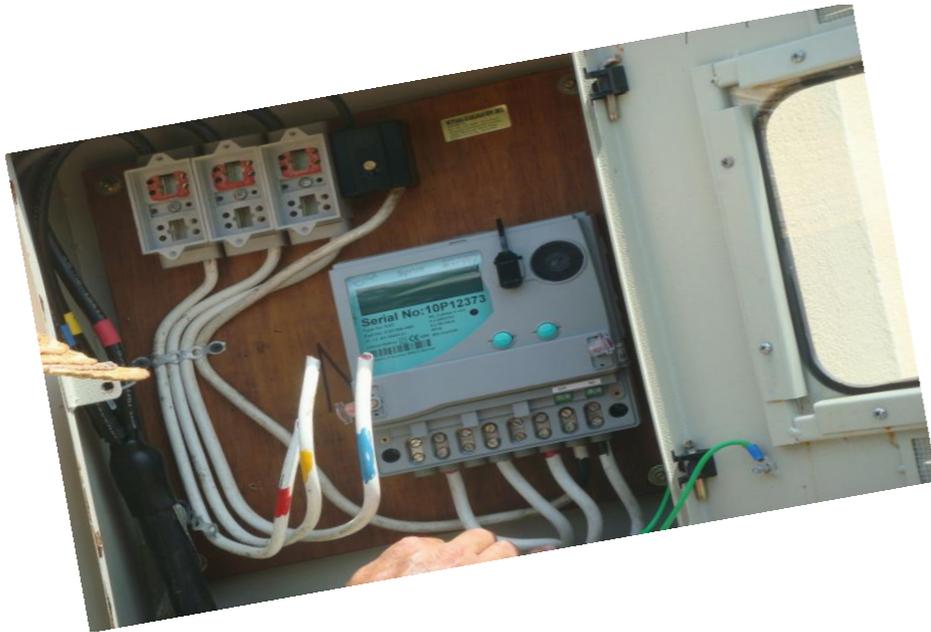
The screenshot shows the ENA (Energy Networks Association) website. The header includes the ENA logo and navigation links: HOME, CONTACT, FIND US, LINKS, ABOUT, BLOG, and a search bar. Below the header is a red banner with the word 'Electricity'. The main content area is titled 'Model Distribution Safety Rules'. It contains a paragraph explaining that these are Model Distribution Safety Rules (MDSRs) prepared after consultation with ENA Electricity Member Companies. It notes that companies base their own safety rules on these MDSRs and that compliance with the document does not guarantee meeting all health and safety legal duties. It also states that this is the 2016 Edition of the MDSRs and provides a link to view the full document. On the left side, there is a sidebar menu with categories: Engineering, Regulation, SHE, Future Networks, and Europe. The 'SHE' category is expanded, showing sub-items: Overview, Powering Improvement, Occupational Health, Safety, Accident Database, Safety Advice, Model Distribution Safety Rules (highlighted), EMFs, SAFELEC 2010, Environment, SHE Conference, Metal Theft, and National HESAC.



Distributionsafetyrules@sse.com

Final Connection

Tests and Records required



Breakout Session Choice 2

‘A day in the life of a designer’

- Receiving an application
- Network and System Planning
- POC location
- Design
- Sending out the quote
- Connection Agreements
- Adoption Agreements



Breakout Session Choice 3:

Flexible Connections & Storage Engagement:

- What is SSEN doing?
- What are flexible connections and why are we doing them?
- Flexible connections examples:
 - Active Network Management (ANM),
 - SGANM,
 - 3rd Party ANM,
 - Timed Export Limitation and
 - Export Limitation
 - Constraint Management Zone
- Currently only Generation
- Application process

Energy Storage

- Introduction to Energy Storage
- Growth of the energy storage market
- Energy Storage has been driven by-
- Overall storage market growth
- Setting The Scene
- Applications
- Moving Forward
- New Ideas



Breakout Session Choice 4

Metering

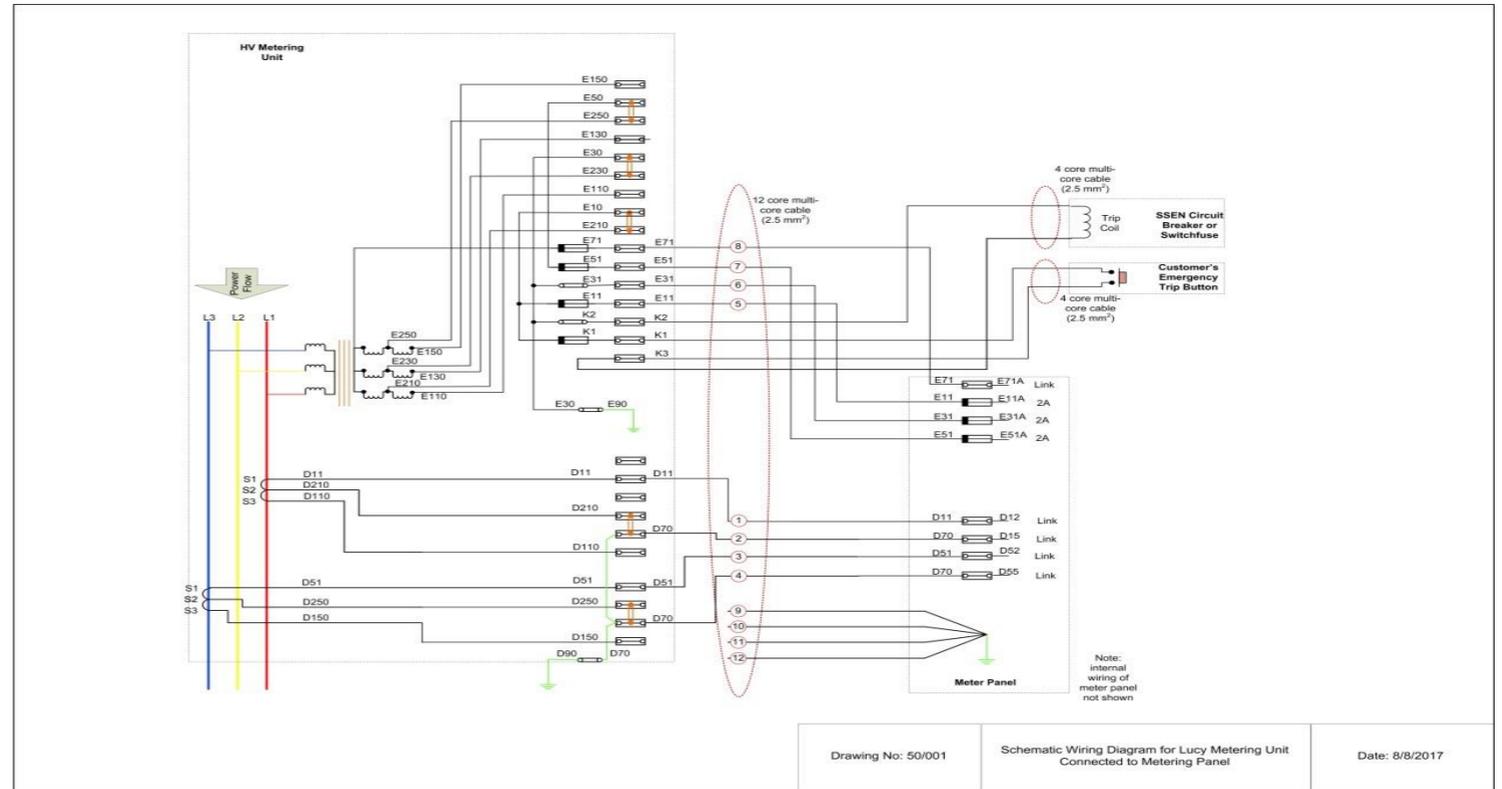
LV Supplies > 100A

HV Metered Installations

ICP responsibilities

Commissioning

‘The Paperwork’



Earthing of Substations within Buildings

Separate HV and LV earthing

Single HV/LV earth

What constitutes an earth electrode

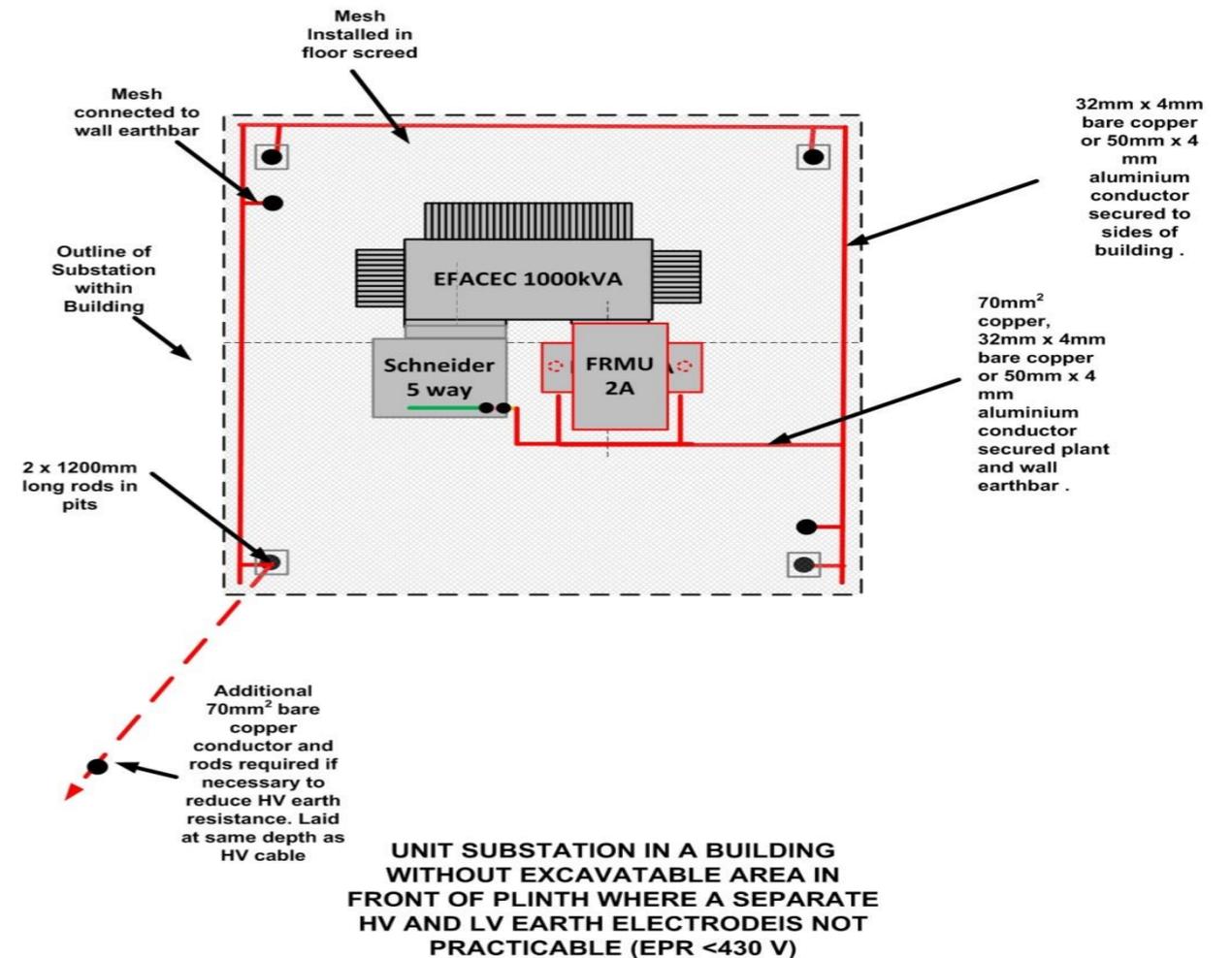
1 ohm or not 1 ohm

Earthing Studies

Joint ownership of substation

- SSEN/Customer
- SSEN/DNO or IDNO

Who's earthing design?



Breakout Session Choice 5

Bilateral Connection Agreements, Access and Adoption Agreements



At the breakout session, the following will be discussed:

- What are each of these agreements
- In which circumstances the different agreements are required and between which parties
- At which point in the process the different agreements are issued for signature
- Who issues the different agreements and who they shall be returned to once signed
- The risks if these different agreements are not signed and returned

We want to meet you !

Our aim is to set up a quarterly meeting with the Code of Practice Quality Inspectors with an aim of;



Put faces to names which may appear on phone calls or emails.

Allow ICPs & IDNOs an opportunity to discuss on a one to one basis the previous quarters inspections both positive and negative.

Discuss any defects that are to be rectified within a calendar month, unless there are reasons which might prevent this from happening.

Discuss any issues that ICPs might have with the SSE portal or inspections.

We want to start this in September/October and from then on quarterly. Let us know the best point of contact and we will send you out an invite.

We can arrange these meetings at the ICPs premises (if they are based in Scotland) or we can tailor it to suit when the ICP is in Scotland for their own business needs.



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connectionsfeedback@sse.com



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