



2021-22

Incentive on Connections Engagement

# Half Year Update



Scottish & Southern  
Electricity Networks

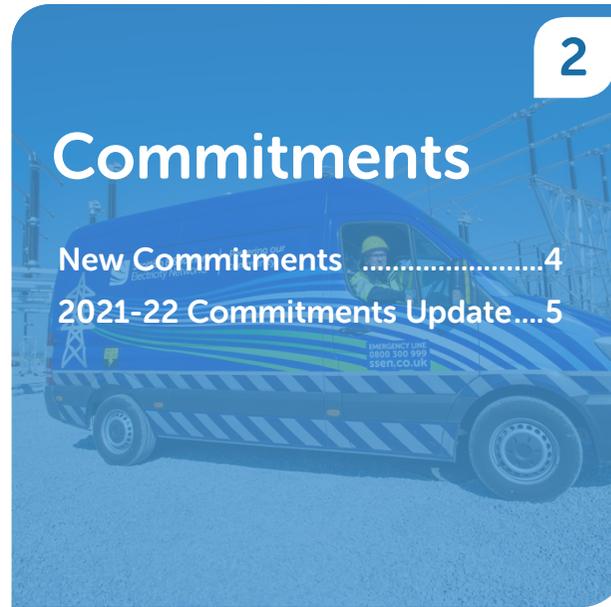
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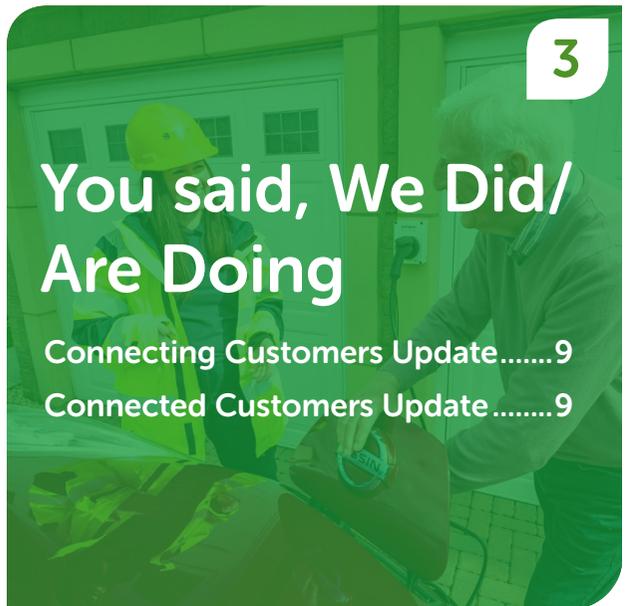
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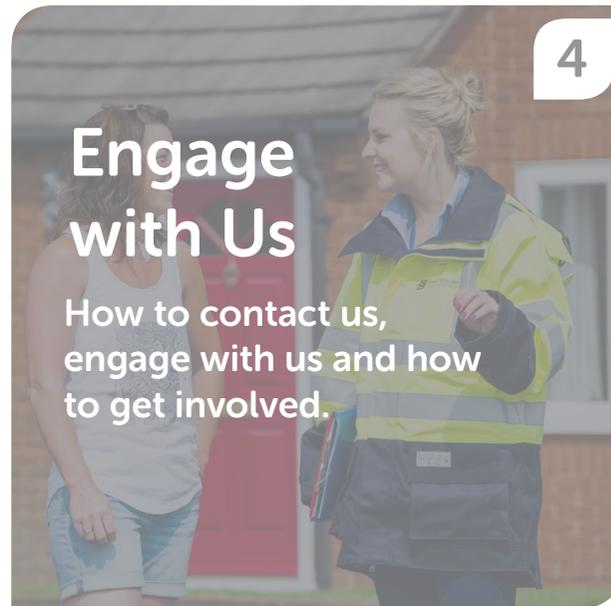
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## About this document

This is Scottish and Southern Electricity Networks' (SSEN's) annual October Half Year Update for 2021.

It covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas.

This document is designed to be read in conjunction with our [2020-21 Looking Back, Looking Forward report](#), published in May 2021.

Ofgem's Incentive on Connections Engagement (ICE) encourages Distribution Network Operators (DNOs) to engage proactively with large connections stakeholders to improve their customer service and connections experience.

# Foreword

The annual Half Year Update provides a welcome opportunity to reflect on the positive progress we have made throughout the year.

In September 2021 I had the opportunity to lead the Connections Customer Steering Panels (CCSPs) in my new role as Interim Director of Connections. We had the opportunity for in depth engagement with all five of our stakeholder groups about improvements and commitments you want us to make. This engagement is paramount to our business as our stakeholders shape our decisions and approach. We also engaged on the exciting opportunities provided by our RIIO-ED2 submission.

SSEN are excited to successfully deliver on our RIIO-ED1 commitments for our stakeholders, preparing the way for the transition to RIIO-ED2.

We continue to adhere to the three main strategic pillars we set out in our Looking Back, Looking Forward report in May:

- Customer Service & Communication
- Enhancing the Connections Journey
- Net Zero

We have continued to see the successful implementation of our enhanced engagement model which was introduced in 2020-21. This included the implementation of the Expert Panel, who have been invaluable in providing their time, expertise and support so that we can develop our businesses together.

Due to the success of the Expert Panel, we have decided to extend the opportunity to have an additional expert panel member for each stakeholder group. This includes installers, local authorities and other representatives as we progress to Net Zero. This will strengthen the diversity of feedback to ensure we gain a broader network of knowledge.

We are continuing our focus on Customer Journey Mapping which will see us create a more bespoke connections journey for the different groups we serve. The work on this is progressing well and we will be approaching our Expert Panel members throughout the remainder of 2021-22 to ensure we have listened and acted in a broad and inclusive manner.

Following the positive outcome of Ofgem's 2020-21 Incentive on Connections Engagement assessment, we are pleased to publish an update on our completed commitments so far in 2021-22 as well as three additional commitments to our workplan, as requested by our stakeholders.

I would like to extend my personal thanks to our customers and stakeholders for continuing to engage with us and providing us with the steer to evolve our Connections business.

**Andrew Scott**  
Interim Director of Connections,  
SSEN Distribution



# New Commitments



Our commitment to improve processes and services for customers and stakeholders is a continuous process which we review and monitor throughout the year.

Since publishing our [Looking Forward report](#) in April 2021, we have continued to engage with and listen to stakeholders. In response to their feedback, we have created three new commitments which will be added to our 2021-22 workplan.

## 21.24 We will create a tutorial video on how to carry out the Unmetered inventory process to improve clarity around requirements and responsibilities

We will publish a video explaining the process of creating an Unmetered inventory. This will detail the customer's responsibility, SSEN's responsibility and provide you with all the information required to complete this process. This commitment will be set for completion by Q3, by the end of December 2021.

## 21.25 We will redevelop our heat maps to make them easier to use and navigate for all stakeholders

We will work with external experts, Open Grid Systems (OGS), to relaunch our heat maps for generation and demand. This will improve the appearance and usability of the heat maps and make them easier and more intuitive to use. This commitment will be added to our list of long-term commitments, due for completion in 2022-23.

## 21.26 We will host a tutorial webinar with installers on our bulk application portal for electric vehicles and heat pumps

We will host this webinar to introduce our online bulk application portal for EVs and heat pumps to all interested installers. We will go through an application step-by-step, highlighting the new features and capabilities. This commitment will be set for completion in Q4, by the end of March 2022.



# 2021-22 Commitment Status

Q1: Apr-Jun      Q2: Jul-Sept  
Q3: Oct-Dec      Q4: Jan-Mar

## Commitments

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Status
Customer Service & Communication	Communicating with Customers	21.01	We will co-create standard communication email templates with stakeholders	Templates launched for all Connection job types	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of 2022-23. We have started work on Minor Connections and Low Carbon Technologies in the first instance.
		21.02	We will work with Plain English on how to further make our quotation letters clearer to customers of all knowledge levels	Quotation letter proposals created and discussed with stakeholders for Demand, Unmetered, Generation and Competition in Connections	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of 2022-23. We are currently working with our policy and legal departments prior to handing over to Plain English.
		21.03	We will produce information packs to make it easier for our new customers to access relevant information for their connections journey	Three information packs created: Introductory Delivery Competition in Connections	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of Q3.
		21.04	We will create a frequently asked questions (FAQ) document for Housing Developer stakeholders	FAQ published			✓			<b>Complete</b> The FAQ document was published in September 2021. This is available on <a href="#">our website</a> .
	21.24	We will create a tutorial video on how to carry out the Unmetered inventory process to improve clarity around requirements and responsibilities	1 video created Video published on YouTube		✓	✓			✓	<b>New commitment</b> We will complete this commitment by the end of Q3
	Being Flexible	21.05	We will engage on various components of commercial policy changes affecting customers, e.g. Queue Management	Number of policy changes engaged on recorded Feedback gathered Number of stakeholders engaged with recorded	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of Q4.
21.06		We will improve our internal procedures to make it easier to identify and communicate with contracted parties and consultants/third parties	Application forms improved Internal systems improved Feedback gathered	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of Q4.	

\* FAQ Frequently Asked Questions

ICP Independent Connection Provider

IDNO Independent Distribution Network Operator

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## Commitments

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Status
Customer Service & Communication	Digital Journey	21.07	We will streamline how customers can request connections meetings	New process implemented	✓	✓	✓	✓	✓	<b>Complete</b> Our new <a href="#">meeting request form</a> went live in June 2021 and ensures any details for the meeting can be submitted in the initial request, as opposed to having to supply these at a later time.
		21.08	We will launch our new Connections website to create a further enhanced online experience in collaboration with our customers and stakeholders. This will include improved search functionality, customer journey mapping and will enable future capabilities on emerging technologies	New website launched Feedback gathered	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of 2022-23.
		21.09	We will create connection journey videos to help customers understand their connections journey	Six videos created: Quotation types & COE EVs & Heat Pumps Competition in Connections Flexible Connections G99 Project Progression	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of 2022-23. Scripts for a number of the videos are in the final stages of review prior to handing off to an external party to create the videos.
	21.25	We will redevelop our heat maps to make them easier to use and navigate for all stakeholders	New heat maps launched Feedback gathered	✓	✓	✓	✓	✓	<b>New commitment</b> This improvement will be added to our list of long-term commitments for completion in 2022-23	
	Customer-first Culture	21.10	Our connections business will take part in our customer service programme, Empowered to Care, with the aim to improve our connections customers' experience	First module of programme completed	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of Q4.
	21.11	We will introduce a Customer Impact Assessment (CIA) to clearly assess how our business changes impact customers to ensure we add value	Customer Impact Assessment launched	✓	✓	✓	✓	✓	<b>Complete</b> Every SSEN team involved in business change are now actively reviewing and assessing the impact our business changes have on the customers we serve.	

\* COE Connection Offer Expenses    EV Electric Vehicles    G99 Engineering Recommendation G99

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Enhancing the Connections Journey	Streamlining Connections Processes	21.12	We will improve clarity to customers and stakeholders on minimum requirements at application stage	Website updated Stakeholders notified	✓	✓	✓	✓	✓	<b>Complete</b> <a href="#">Our website</a> has been updated with enhanced information and the competency checker requirements.
		21.13	We will implement enhancements to our guidance on queue management in line with concurrent ENA work	New process implemented Quotation letters updated Amendments to website implemented	✓	✓	✓	✓	✓	<b>Complete</b> In July 2021 we implemented this new process by updating our <a href="#">online guidance</a> and quotation letters
		21.14	We will conduct a stakeholder-led Unmetered process improvement project	Feedback gathered Improvements and next steps identified		✓	✓		✓	<b>Complete</b> We hosted the webinar in August 2021. It was well-attended and generated a number of suggestions which were brought forward for consideration at the CCSPs.
		21.15	We will host a workshop to review the completed Part-Funded Reinforcement (PFR) trial and map out potential improvements	Workshop held Review findings and next steps published					✓	<b>In progress</b> This work is progressing well and the workshop is booked in for 24th November 2021 (Q3).
		21.16	We will improve our requote process	New procedures implemented Guidance document updated	✓	✓	✓	✓	✓	<b>Complete</b> Changes implemented now allow us to raise requotes and new versions without having to create a new job. This allows customers to retain their original reference number and removes many delays in the design phase, as well as eliminating the need to transfer funds from one job to another.
		21.17	We will improve our refunds process	Improvements implemented to: Information Communication Internal process Internal training	✓	✓	✓	✓	✓	<b>Complete</b> We have completed improvements in all aforementioned areas in order to improve our <a href="#">refunds process</a>

\* ENA Energy Networks Association

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Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Status
Net Zero	Connecting New Technologies	21.18	We will create an online calculator for EV and Heat Pump diversity factors	Digital calculator created		✓	✓	✓	✓	<b>Ahead of Target</b> This work is progressing well and we are projecting to complete the commitment in this financial year. We have worked with industry leaders as well as Scottish Power Energy Networks to complete this.
		21.19	We will host local capacity engagement sessions, partnering with Local Energy Scotland and the Energy Hubs to improve insight and support to Local Authorities and Community Energy Groups on their developing local network plans	Local capacity engagement sessions hosted Feedback gathered		✓				<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of Q4. We are currently working with our Expert Panel members to develop the content for these sessions.
		21.20	We will host a webinar on our current technical policy on EV chargers with the aim to inform and educate whilst responding to customer needs and ensuring our policy is fit for purpose for the future	1 webinar hosted Webinar recorded & published on YouTube		✓	✓	✓	✓	<b>Complete</b> We hosted the webinar in August 2021. A recording is available on our <a href="#">YouTube</a> channel
		21.26	We will host a tutorial webinar with installers on our bulk application portal for electric vehicles and heat pumps	Webinar held Webinar recorded & published on YouTube Feedback gathered				✓		<b>New commitment</b> We will complete this commitment by the end of Q4
	Changing Energy World	21.21	We will adopt the updated industry standard agreement on flexibility services, which will cover both DNO and National Grid ESO services	Industry standard agreement adopted Stakeholders notified	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of Q3.
		21.22	We will create a timeline for the publication of new technical policies to raise awareness of the policies customers may want to consult on	Timeline published on website	✓	✓	✓	✓	✓	<b>Complete</b> A timeline for new policies to be added to the G81 library was published in June 2021. This is available on our <a href="#">website</a> .
		21.23	We will develop a battery storage technical policy for consultation on our G81 library to recognise the developments in battery storage and their potential role in reaching net zero	Battery storage policy consultation published	✓	✓	✓	✓	✓	<b>In progress</b> This work is progressing well and we are projecting to hit the target deadline of Q4.

\* EV Electric Vehicles

NG ESO National Grid Electricity System Operator

DNO Distribution Network Operator

# You Said, We Did/Are Doing



## ED2 Video

Following the release of our RIIO-ED2 Business Plan and associated indexes, our stakeholders requested a summary of the key points of our Business Plan. This was provided as a recorded presentation at our CCSPs which generated good discussion with our Interim Director of Connections. This is also available to view on our [YouTube channel](#).

## Reduced Whereabouts Notice

At our Unmetered Process Improvement webinar in August 2021, stakeholders told us that they wanted the current whereabouts notice of a minimum of 10 days shortened. As of September 2021, this has been implemented and the new timeline for whereabouts notice is now a minimum of 5 days. The process to request the notice of works remains the same.

## Curtailment Assessment Reports

As stated in our [2021 Looking Back, Looking Forward](#) report, we are currently working to deliver Curtailment Assessment reports for Active Network Management (ANM). Following a review of feedback received, we have started building our curtailment models. At present, these are being reviewed by an external consultant and we are aiming for curtailment reports to be part of our business as usual processes in early 2022.

## G81 Library

We have several technical policy documents relating to electric vehicles and heat pumps and have therefore set up a dedicated area for these on the [G81 area of our website](#).

## EV & Heat Pump Application Portal (Bulk Applications)

In 2020-21 we completed commitment 20.26 which was to streamline the electric vehicle and heat pump Connect & Notify process by launching Phase 1 of an automated application portal for single applications. We have now completed Phase 2 of this project which focuses on bulk applications. We are currently undergoing User Acceptance Testing with key installers of EVs and heat pumps. Once the testing is complete and we have gathered the relevant feedback, commitment 21.26 will see us hosting a tutorial webinar to our wider installer stakeholders.

## Connected Customers

### Outage Portal

The outage portal will give connected customers a holistic view of upcoming outages and allow everyone to share related information. In our [2021 Looking Back, Looking Forward report](#) we stated that work on the initial phase of the outage portal would commence in April 2021. We can now confirm that the IT element of the project is nearing completion and we will be commencing the next phase of the project in November 2021. We are still aiming for project completion in December 2021.

### Distribution System Access to Embedded Generators (SHEPD)

Following the outcome of our Distribution System Access consultation in March 2020, we have applied a pro-rata percentage when sharing capacity between impacted sites in an outage scenario. The policy document on this can be found on our website. We had originally timetabled that on the 1<sup>st</sup> November we would study all outages greater than 3 days in duration, however we are pleased to announce that progress is being made at pace and from the 1<sup>st</sup> September 2021 we have been applying dynamic constraint management to all outages with a duration greater than one day.

# Engage with us online



Thank you for reading our report, please remember keeping in contact and engaging with us has never been easier and your views will make a real difference to our connections business in the future.

To register and receive regular updates on our business performance and opportunities for future engagement, please follow [this link to sign up](#).

 Search 'SSEN Connections Engagement'

 [twitter.com/ssencommunity](https://twitter.com/ssencommunity)

 [facebook.com/ssencommunity](https://facebook.com/ssencommunity)

 [instagram.com/ssencommunity](https://instagram.com/ssencommunity)

 [www.ssen.co.uk/Connections](http://www.ssen.co.uk/Connections)

 Find us on YouTube under 'Scottish and Southern Electricity Networks'

 Glossary

## Email us

 **Andrew Scott** – Interim Director of Connections  
[andrew.scott@sse.com](mailto:andrew.scott@sse.com)

 **Lisa Doogan** – Head of Customer Service & Stakeholder Strategy  
[lisa.doogan@sse.com](mailto:lisa.doogan@sse.com)

 **Siân Hughes** – Lead Connections Engagement Manager  
[sian.hughes2@sse.com](mailto:sian.hughes2@sse.com)

 **Connections Engagement Team**  
[connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

