

INCENTIVE ON CONNECTIONS ENGAGEMENT



LOOKING BACK REPORT

2022-23

SEPD/SHEPD PLANS AND COMMITMENTS
FOR CONNECTIONS CUSTOMERS



Scottish & Southern
Electricity Networks

Powering our
community



CONTENTS

1 INTRODUCTION

Our strategy, approach and governance for how we engage with you, our connections stakeholders

Foreword	3
Introduction.....	4
Who We Are and What We Do	5
Engagement Strategy.....	7
External Accreditation of our Stakeholder Strategy.....	8



2 LOOKING BACK

A report of our engagement in 2021-22, and our work-plan and performance against the commitments we set out last year

Connections Performance.....	9
Minimum Criteria.....	10
Ofgem Consultation 2021-2022.....	11
Looking Back Summary.....	12
Looking Back in Detail.....	15
You Said, We Did/Are Doing	35



3 OVER TO YOU

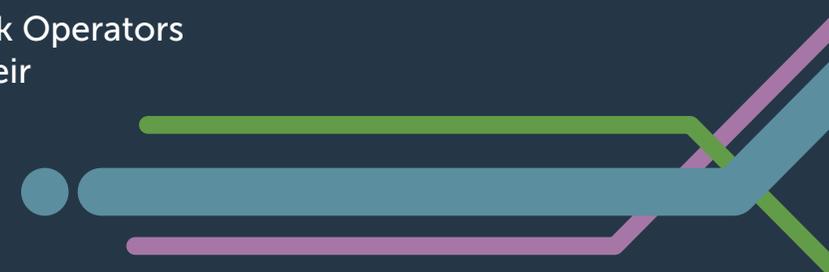
How to contact us, engage with us and how to get involved



ABOUT THIS DOCUMENT

This is Scottish and Southern Electricity Networks' (SSEN's) annual Incentive on Connections Engagement (ICE) Looking Back Report, 2022-23. It covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas.

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





FOREWORD



This report – our final publication for Ofgem’s Incentive on Connections Engagement (ICE) for RIIO-ED1 – provides SSEN with the opportunity to reflect, not just on the last year, but for the entirety of the ED1 price control period. It enables us to look back on the positive progress made and to look forward with greater knowledge and insight.

Stakeholder engagement is embedded across our organisation; we have an ongoing programme of engagement with our connections’ customers, highlighting our commitment that our customers are at the heart of all we do. This means listening to the needs of our customers and the preferences they have for how we engage with them. As a result of these conversations, we now follow a hybrid model, with online participation and one face-to-face event per year. The success of this change has resulted in several virtual sessions being delivered last year, alongside the in-person Connections Customer Steering Panel events in both Dundee and Portsmouth. The Connections Expert Panel continue to play a key role in shaping our future commitments and strategy; guiding us in their fields of expertise and contributing to improvements in our connection services.

It is through this type of meaningful engagement that our stakeholders feel confident in providing invaluable feedback on improvements we can make to our processes, by implementing forward-thinking ideas and innovative solutions to the challenges we face. This two-way dialogue gives us the opportunity to really listen to our diverse range of stakeholders; meaning, in turn, that we can make better-informed decisions and the changes required to ensure our business continues to best meet the needs of our customers. We greatly appreciate the input and feedback we receive, which can challenge the way we operate in a way that enables us to learn, and it’s through this learning process that we can improve of our ways of working to bring better outcomes for our customers. We are dedicated to keeping our stakeholders at the forefront of our decisions and will continue to evolve by listening, assessing and responding to our customer’s feedback.

Our 2022-23 workplan included 15 new commitments, alongside the progression of six long-term commitments implemented from 2021-22. These focused on the delivery of net zero and rethinking the journey of our connections’ customers as we transition to RIIO-ED2. Our Customer Journey Mapping project has laid the foundations for a more informed, considered, and enhanced road map of improvements for the customer experience; driving us to create more bespoke experiences to suit the different groups of connections customers we serve.

As we look to the future, we will continue to build on the robust foundations we’ve laid over the past eight years - putting us in a strong starting position for the new price control period. In addition, we have recently implemented changes to the structure and organisation of our business; a carefully considered move that ensures we are able to meet the increasing needs of our connections’ customers and to deliver the most efficient service to them.

I’m extremely proud of SSEN’s achievements under the Incentive on Connections Engagement, which has delivered over 230 commitments in the past eight years – commitments which have brought purposeful, impactful and meaningful improvements for our connecting customers and stakeholders. I would like to thank everyone who has engaged with us to date, and I look forward to continuing our work together to deliver a successful transition to net zero

Chris Burchell
Managing Director Networks





INTRODUCTION

Looking back at our performance throughout RIIO-ED1, I'm proud of our strong track record in delivering against our commitments, ensuring continued collaboration with both our customers and stakeholders, and providing leading connection services.

I'm delighted by the completion of more than 230 ICE commitments in the last eight years; some of which include the creation of Account Management teams, launching our new Geographical Information System Electric Office, providing online informative heat maps to show areas of capacity and constraints on our network, and hosting numerous informative webinars and events which have highlighted the expertise and opportunities for collaboration for our stakeholders.

More broadly, through our commitments to enhance stakeholder knowledge and to grow information provision, our ICE work has directly contributed to our customers' transition to net zero. Examples of this include our hosting of local capacity sessions, holding a webinar on SSEN's technical policy on electric vehicle (EV) chargers and creating a technical policy for battery storage, just to name a few. We have continued to record information-based webinars to ensure the discussions and data is available to all our customers and stakeholders following the event and in a format that matches their requirements.

Over the past eight years we have remained agile and worked flexibly to meet the needs of our customers and stakeholders in the ever-changing external environment. It was a particular highlight to return to in-person Connections Customer Steering Panels in Dundee and Portsmouth in October 2022 – the first we have been able to connect in this way in two years. Online sessions were also hosted and reflect our hybrid engagement strategy of both online and in-person engagement. Alongside my leadership team, I personally reviewed the feedback gained at these sessions to understand first-hand the priorities of our customers and the areas of focus going forward. This insightful feedback was also calibrated against our RIIO-ED2 Business Plan to ensure our business objectives - and those of our customers - remain aligned.

With our ongoing commitment to 'power communities to thrive today and create a net zero tomorrow', we continue to recruit a highly skilled workforce, embedding automation, improving our internal processes and collaborating with our customers and energy stakeholders, including National Grid ESO, SHET, NGET and the wider DNO community. These communications ensure the close collaboration that delivers our united goal in a cost effective and timely fashion.

The RIIO-ED2 price control will be critical to the UK's ability to meet its net zero targets, and we are seeing high levels of ambition, and increased demand for connections of low carbon demand and generation across our licence areas. Ofgem's recent Significant Code Review has brought significant change to the sector and driven changes in our business to ensure we continue to deliver for our customers.

I would like to extend my personal thanks to all of our customers and stakeholders who have contributed feedback to our Connections team, including our Connections Expert Panel for their continued steer which enables our business to evolve and adapt. New and long-standing members have been invaluable in providing their time, expertise and support, so that we can develop our businesses together. Our discussions with this group have helped us to sharpen our focus on our priorities for the coming five years. I look forward to engaging again with you all throughout the coming year and to supporting your ambitions as we continue to work together in ED2.

Andy Scott
Director of Customer Service





WHO WE ARE AND WHAT WE DO

A LEADING ROLE IN A LEADING GROUP

SSEN is part of Scottish and Southern Energy plc (SSE plc), a UK listed company that operates across the energy sector and whose activities and investments make a significant contribution to the UK economy every year, contributing more than £6 billion in 2022/23.

We are a Fair Tax Mark, Living Wage and Living Hours accredited company, showing our commitment to paying a fair share of tax and guaranteeing fair work, supporting a just transition to net zero.

In February 2022 SSE refreshed four core business goals for 2030 directly aligned to the UN's Sustainable Development Goals (SDGs). The 2030 goals address climate change at their core and place sustainability firmly at the heart of SSE's business strategy. SSEN will play a significant part in supporting their delivery

- **Our core purpose** is to power communities to thrive today and create a net zero tomorrow. This is achieved through responsible stewardship of our networks and investing efficiently in new and existing network infrastructure for the benefit of our customers.
- **Our vision** is to be a leading energy company in a net zero world. Our foundation as a progressive, innovative, and customer-focused organisation will help us to be at the forefront of this transition, helping to support the delivery of the UK's net zero emission targets.



 <p>Cut carbon intensity by 60%</p>	 <p>Treble renewable energy output</p>	 <p>Help accommodate 10m electric vehicles</p>	 <p>Champion Fair Tax and a real Living Wage</p>
<p>Carbon intensity of electricity generated increased slightly in 2021/22. However, good progress was made in both renewables growth and paving a way forward for lower-carbon thermal generation. Plans progressed in the development of two new power stations equipped with carbon capture technology with both projects moving forward to differing degrees in the UK Government's process to encourage and support the most competitive carbon capture plants in the pursuit of net zero ambitions.</p> 	<p>Excellent progress was made on key offshore projects, including reaching financial close on Dogger Bank C and construction progressing at Seagreen and Dogger Bank A and B. SSE Renewables, along with partners, also won rights to develop what will become one of the world's largest floating offshore wind farms in the January ScotWind leasing round. With the acquisition of renewables development platforms in Japan and Southern Europe, SSE is also building pipeline options in carefully chosen international markets.</p> 	<p>SSEN Distribution progressed a number of key innovation projects with partners to support flexible markets and future infrastructure provision for the mass adoption of electric vehicles (EVs), including becoming one of the founding partners of a new international global smart grid partnership.</p> 	<p>SSE maintained its Fair Tax Mark accreditation for the eighth consecutive year and published its Talking Tax 2021 report. It achieved ongoing accreditation of the real Living Wage, completed its first year of Living Hours accreditation, and is beginning work to roll the new accreditation out in its supply chain.</p> 

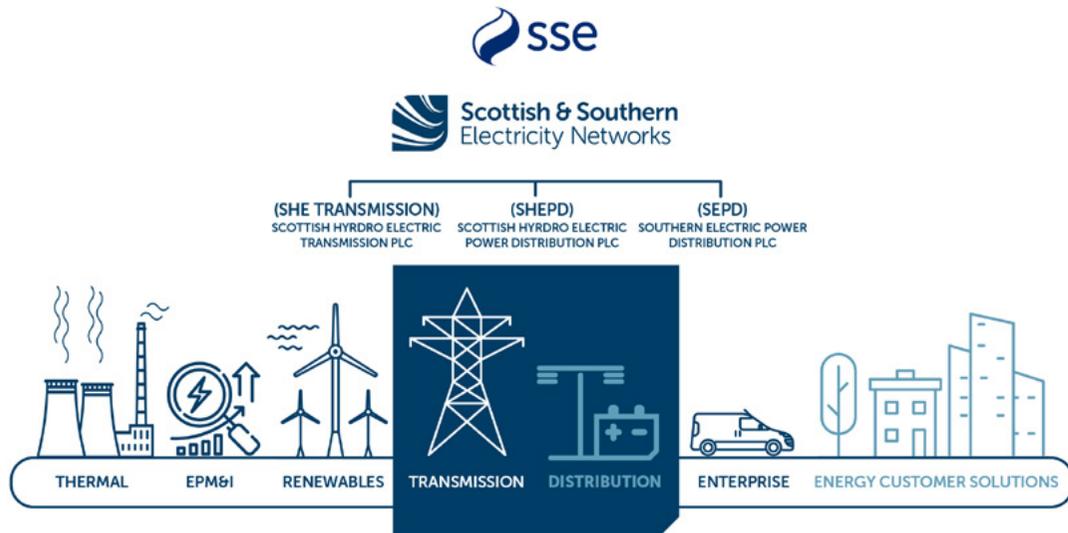


WHO WE ARE AND WHAT WE DO

A LEADING ROLE IN A LEADING GROUP

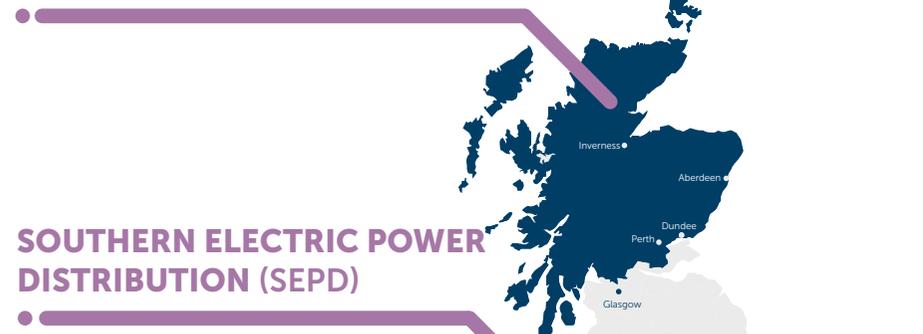
As a DNO, we are responsible for developing, operating and maintaining the electricity distribution network in two licence areas.

These areas are in the north of Scotland and central southern England. Our electricity distribution networks are the systems of overhead lines, underground and subsea cables that deliver electricity to your homes and businesses. We are also responsible for providing essential associated services including connections.

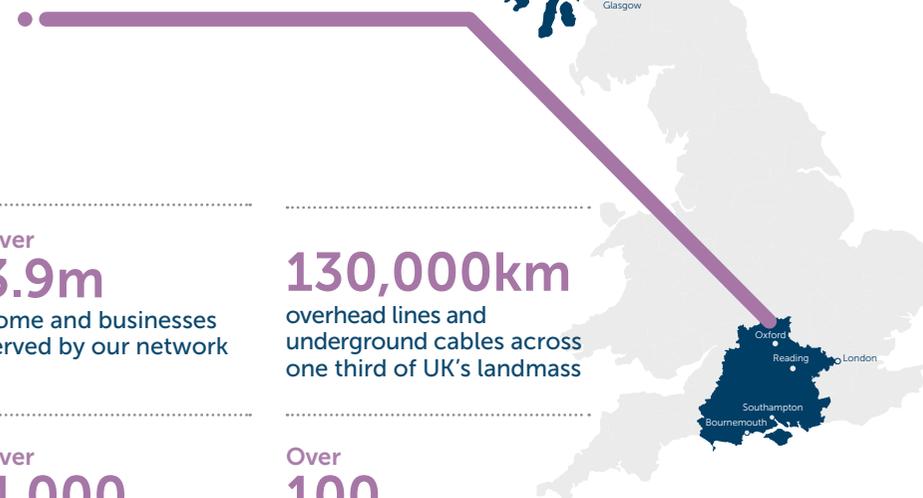


Our DNO licences for SEPD and SHEPD cover Distribution only

SCOTTISH HYDRO ELECTRIC POWER (SHEPD)



SOUTHERN ELECTRIC POWER DISTRIBUTION (SEPD)



Over **3.9m** home and businesses served by our network

130,000km overhead lines and underground cables across one third of UK's landmass

Over **4,000** employees working from 85 depots and offices in the heart of the community

Over **100** subsea cables powering island communities



ENGAGEMENT STRATEGY

Our mission is to deliver engagement which is purposeful, accessible, and dynamic, using insight and collaborative partnerships to achieve positive and tangible outcomes for customers, stakeholders and society.

SSEN Connections' established engagement model enables the Connections teams to engage via strategic, organisational, and operational tiers both externally, with the five stakeholder groups, and internally.

Externally, we seek our stakeholders' views on our connections process via our established engagement model: ideas are gathered at the operational and organisational tiers and discussed with stakeholders at the annual Stakeholder Group Forums. This is then prioritised into categories of high, medium, and low priority at the Connections Customer Steering Panel (CCSP) and scrutinised and endorsed at the Expert Panels, hosted by the Director of Customer Service and Managing Director of Networks.

Internally, the feedback gathered from these events is communicated to all customer-facing teams and senior managers who regularly meet as part of the Internal Working Group (IWG) and the Connections Leadership team who meet as part of the Internal Steering Group (ISG) with the Director of Connections. This ensures that all connections teams are informed of feedback and involved in decision making at all tiers.

-  **Distributed Generation**
-  **Commercial, Industrial and Consultants**
-  **Independent Connection Providers (ICPs) / Independent Distribution Network Operators (IDNOs)**
-  **Housing Developers**
-  **Local Authorities & Community Energy Groups**





EXTERNAL ACCREDITATION OF OUR STAKEHOLDER STRATEGY

Overall, the report highlights various strengths, including:

- Strong senior-level involvement in stakeholder engagement processes and practices, which has helped to embed stakeholder engagement throughout the business and ensures that business decisions are backed by stakeholder evidence.



“SEEN’s Incentive on Connections Engagement (ICE) team have demonstrated their commitment to learning and improving their practices swiftly in response to stakeholder feedback with the creation of the new booking system regarding connection surgeries.

The use of the Expert Panel also demonstrates their proactive approach to engaging with stakeholders and assessing their thoughts and opinions, enabling better stakeholder practices and ultimately, more effective outcomes. As a result, the team has enhanced stakeholder trust and has continued to strengthen its relations with connections stakeholders”

AccountAbility (Audit 2023)



AccountAbility





CONNECTIONS PERFORMANCE

21
completed commitments



272

engagement sessions hosted

253
meetings

1 Combined Stakeholder Group Forum

2 Connections Customer Steering Panels

3 Expert Panels

11 Webinars

2 External Events



9/10

average satisfaction score across all webinars

9/10

average satisfaction score across all connections meetings



1,175

stakeholders engaged with

484
via meetings

50
via forums

78
via Expert Panels



58
via Connections Customer Steering Panels

359
via webinars

146
via surveys

Customer visits on SSEN webpages



1,609,319

160

new consented connections stakeholders



Across social media, SSEN has



18,951
Followers on SSEN Community LinkedIn

706
Followers on Connections Engagement LinkedIn



20,130
Followers on Twitter



29,501
Followers on Facebook

402,049

Customer visits on SSEN Connections pages



22-23 workplan received

100%

endorsement on robustness and relevant outputs



Stakeholder Group Forums Scored

9/10

for satisfaction



13
surveys conducted



100%

stakeholders found our engagement sessions either extremely or very useful



LOOKING BACK



MINIMUM CRITERIA

The Incentive on Connections Engagement was created by Ofgem in order to drive DNOs to improve customer service to larger connections customers by replicating the effects of competition.

This drives licencees to understand and meet the needs of larger connections customers. Each year, the Connections Engagement team at SSEN facilitates a variety of engagement opportunities in order to capture large connections stakeholders' feedback. Once a year, Ofgem opens a consultation to stakeholders to feed back on the DNOs' performance. The responses are measured against four minimum criteria, the results of which will determine whether the DNO receives a financial penalty for failure to comply with the incentive.

Ofgem Minimum Criteria	Summary of SSEN activities to meet criteria
DNOs must demonstrate that they have implemented a robust and comprehensive strategy for engaging with stakeholders	<ul style="list-style-type: none"> • Robust strategy outlined on page 7 of this report • The Connections Engagement model was thoroughly vetted and approved by stakeholders as shown on page 7 in the Looking Back Report 2022-23 • SSEN's Connections Engagement approach is audited and approved by AccountAbility, as demonstrated on page 8 of this report
DNOs must demonstrate that they have delivered their relevant outputs	<ul style="list-style-type: none"> • Successfully delivered all 21 commitments for 2022-23. Details of outputs and outcomes can be seen on pages 15-34 of this report • Stakeholders are regularly updated on delivery progress through, webinars, social media, meetings, newsletters, and emails
DNOs must demonstrate that they have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders in developing their strategy, activities and outputs	<ul style="list-style-type: none"> • All market segments were engaged with via our five stakeholder groups throughout 2022-23, as demonstrated on page 7 of this report
DNOs must demonstrate that they have undertaken their workplan of activities to meet the requirements of their connections stakeholders	<ul style="list-style-type: none"> • SSEN's engagement model ensures all feedback goes through the feedback loop, ultimately resulting in our commitments and You Said, We Did/Are Doing improvements • Top voted ideas from Stakeholder Group Forums are prioritised at our CCSPs and then endorsed at the Expert Panels. Commitments for 2022-23 received between 93-100% endorsement



OFGEM CONSULTATION 2022

We were pleased to receive very satisfied responses to the Ofgem ICE consultation for 2021-22.

Whilst all responses were positive overall, some stakeholders took the opportunity to also provide us with constructive feedback. We welcome this, and the challenges raised in the consultation were taken forward to our Connections Customer Steering Panels (CCSPs) and Expert Panels to discuss, which helped inform improvements which have either been addressed immediately or taken forward in our commitments for RIIO-ED2.

We also completed a number of You Said, We Did/Are Doing improvements following feedback received through the consultation. Further details on our You Said, We Did/Are Doing actions can be found on pages 35-37.



“Some DNOs have taken on ICE as an effective and meaningful method of engagement with their customers. SSEN are particularly commendable in this regard as they run regular engagement sessions with stakeholders and make a real effort to reach out and to help where possible.”

Distributed Generation stakeholder, Ofgem Consultation
(August 2022)

“The measures are clear and appropriate. Work plans are shared with stakeholders prior to implementation, and then discussed and agreed with Connections Expert Panel members”

Commercial/Industrial/Consultant stakeholder,
Ofgem Consultation (August 2022)



LOOKING BACK SUMMARY

STATUS KEY:



Commitment Complete



Commitment Enhanced

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/DNO	TARGET	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	◆	◆	◆	◆	◆	Q4	✔
		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	◆	◆	◆	◆	◆	Q4	✔
		22.01	We will host a webinar on Ofgem's Significant Code Review (SCR) following the issue of their final decision anticipated for April 2022. The webinar aims to inform stakeholders of the changes and their likely impact	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q2	✔
	Customer-first Culture	22.02	Our connections business will complete the remaining modules of phase one of our customer service programme, Empowered to Care**, with the aim to improve our connections customers' experience	Six modules of phase one completed	◆	◆	◆	◆	◆	Q4	⬆️ **
		22.03	We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Large Connections with the view to creating a mobilisation plan for implementation of changes	Partnership created Mapping completed	◆	◆	◆	◆	◆	Q4	✔
		22.04	We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Major Connections with the view to creating a mobilisation plan for implementation of changes	Partnership created Mapping completed	◆	◆	◆	◆	◆	Q4	✔
	Digital Journey	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	◆	◆	◆	◆	◆	Q1	✔
		21.09*	We will create connection journey videos to help customers understand their connections journey	Eight videos created: Quotation types & COE EVs & Heat Pumps Competition in Connections Flexible Connections G99 Project Progression Pinch Points for Flexible Connections DNO & TO crossover	◆	◆	◆	◆	◆	Q4	✔

* Long-term commitments

** Enduring commitment

LOOKING BACK SUMMARY

STATUS KEY:



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Q1: Apr-Jun

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Q4: Jan-Mar

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CUSTOMER SERVICE & COMMUNICATION	Digital Journey	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	◆	◆	◆	◆	◆	Q1	✔
		22.05	We will create a tutorial on how to use the online EV and Heat Pump application portal to show customers how to use it, raise awareness of this facility and highlight its benefits	1 tutorial created Tutorial published on YouTube		◆	◆	◆	◆	Q3	✔
		22.06	We will provide a demonstration on recent updates to our Geographical Information System: Electric Office (GIS EO) and an overview of further improvements in the pipeline to highlight new features and capabilities	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q2	✔
ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	22.07	We will open up LVDG & HVDG self-approval of Contestable designs (for G98 generation only) to competition and update the self-approval guidance note to reflect this change	Self-approval opened up to ICPs/IDNOs POC Self Identification and Self Design Approval Guidance Note revised Stakeholders notified					◆	Q2	✔
		22.08	We will publish a register for earthing data to give stakeholders visibility to allow them to make informed decisions about their connection designs	Register for earthing data published on G81 library Feedback gathered	◆	◆	◆	◆	◆	Q3	✔
		22.09	We will produce an improved design approval checklist for the use of ICP/IDNOs and SSEN Designers to improve consistency of the design approval process	Design approval checklist published on G81 library Feedback gathered					◆	Q4	✔
		22.10	We will review and improve our process on Letter of Authority (LOA) and provide template and guidance for customers to improve clarity around this process	Review completed Improvements implemented Templates and guidance published on website	◆	◆	◆	◆	◆	Q2	✔

* Long-term commitments

LOOKING BACK SUMMARY

STATUS KEY:



Commitment Complete



Commitment Enhanced

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	22.11	We will host a webinar on SSEN's Design Deviation process to clarify this to stakeholders	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered					◆	Q2	✔
		22.12	We will proactively enquire whether Housing Developers require Unmetered supplies when submitting a Demand application	Application forms amended Internal systems improved Feedback gathered			◆				Q2
NET ZERO	Connecting New Technologies	21.18*	We will create an online calculator for EV and Heat Pump diversity factors	Digital calculator created		◆	◆	◆	◆	Q1	✔
		22.13	We will host quarterly sessions to facilitate engagement for stakeholders on innovative design and technical policy communications	4 sessions hosted Feedback gathered	◆	◆	◆	◆	◆	Q4	✔
	Changing Energy World	22.14	We will develop a technical policy for IDNO and third party joint user boards for 11kV & 33kV switchboards for consultation on our G81 library	Joint user boards policy published on G81 library					◆	Q4	✔
		22.15	We will host a webinar to seek feedback on possible developments to improve our Active Network Management (ANM) systems	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆					Q3	✔

* Long-term commitments



LOOKING BACK IN DETAIL

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
								Q4	
21.01	<p>Email Templates</p> <p>We will co-create standard communication email templates with stakeholders</p>	Templates launched for all Connection job types	◆	◆	◆	◆	◆	Q4	✔

HIGH PRIORITY



DRIVER

Feedback throughout 2020-21 told us that the email templates used by our connections teams could be improved. We recognised the scale of such a project and added this to our 2021-22 workplan as a long-term commitment for completion in 2022-23 to ensure we had sufficient time and opportunity to make substantial and meaningful changes.

OUTPUT & OUTCOME

We identified and categorised every email template used by all our connections teams. This applied to each stage of every connection journey. We also collated feedback received between 2020-2022 on how our email templates could be improved, such as:

- Standardising of templates
- More information on progress/status of application
- More information on timelines

We then created proposals, incorporating the suggestions and ideas received for how to improve these. We shared and discussed these proposals with our stakeholders at the Stakeholder Group Forums in July 2022 where we sought endorsement and further feedback.

This has led to the co-creation of 20 email templates.



LOOKING BACK

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
								Q4	
21.02	<p>Quotation Letters</p> <p>We will work with Plain English on how to further make our quotation letters clearer to customers of all knowledge levels</p>	Quotation letter proposals created and discussed with stakeholders for Demand, Unmetered, Generation and Competition in Connections	◆	◆	◆	◆	◆	Q4	✔

DRIVER

Feedback at the Stakeholder Group Forums in 2020-21 told us that our quotation letters could be improved in order to make them clearer to customers, particularly those who are new to the connections process. We recognised the scale of such a project and added this to our 2021-22 workplan as a long-term commitment for completion in 2022-23 to ensure we had sufficient time and opportunity to make substantial and meaningful changes.

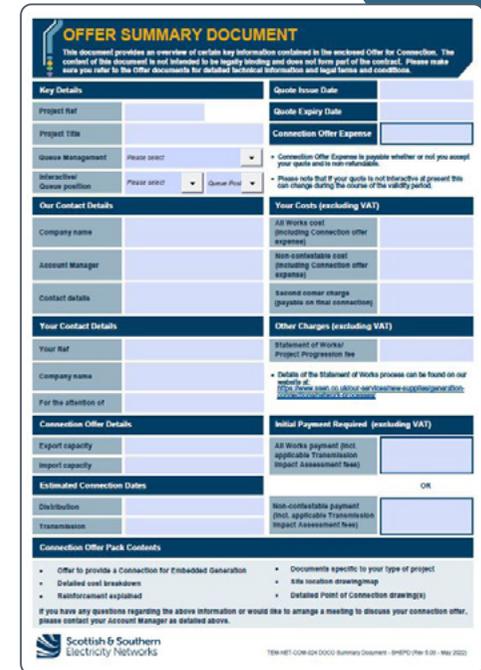
OUTPUT & OUTCOME

We have partnered and worked with external experts, Plain English, on how the language of our quotation letters can be made more user-friendly and inclusive for all our customers, regardless of their knowledge level. Plain English reviewed the following quote letters:

- Unmetered connections
- Competition in Connections
- Disconnections
- Large Demand
- Large Generation
- Major Demand
- Major Generation

We reviewed the changes proposed by Plain English for the quotation letters. We engaged with our stakeholders on the proposed revisions at the Stakeholder Group Forums in 2022 and secured their endorsement for the changes.

Through engagement with our stakeholders, we identified the need for summarised cover letters providing the key elements of their quote in plain English for all parties to understand. As a result, we created these summary documents and sought feedback to ensure they're fit for purpose.



COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.01	Access and Forward-Looking Charges Significant Code Review (SCR) Webinar We will host a webinar on Ofgem’s Significant Code Review (SCR) following the issue of their final decision anticipated for April 2022. The webinar aims to inform stakeholders of the changes and their likely impact	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q2	✔

LOOKING BACK



DRIVER

Our engagement with stakeholders identified that customers were keen to understand the practical implications of the Access and Forward-looking charges SCR. We proposed a session to review Ofgem’s final decision and it was voted one of the top ideas at our CCSP in 2021.

COMPLETED
JUNE 2022

ADDED EXTRA



On stakeholder’s request, we agreed to conduct a follow-up webinar in late 2022 once Ofgem’s position on the DCUSA changes are published.



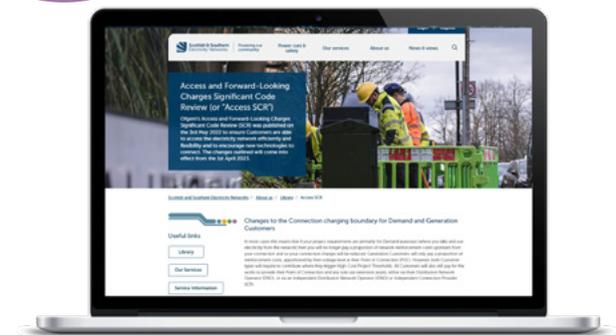
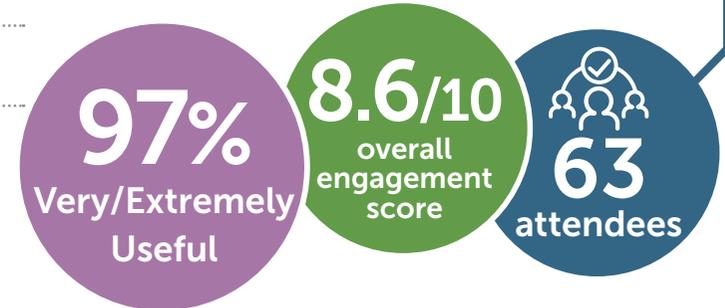
OUTPUT & OUTCOME

In June 2022, we hosted the Access SCR webinar where we discussed a summary and timeline of the SCR, decision and direction provided on connection boundary and access rights, customer impacts, transitional arrangements and clarifications before touching on wider reforms and next steps and a Q&A.

The webinar was well-attended and provided a platform for useful discussions and clarifications. We were able to gain insight into how the different changes might impact the customers we serve so that we can adequately structure our business in RIIO-ED2 and provide guidance on the questions and impacts that customers felt were most relevant.

The webinar has been recorded and is available to view on our YouTube channel.

“Many thanks for hosting today’s webinar. Delighted to see so many attending and engaging with your team on Slido”
Community Energy Stakeholder



“I found the webinar helpful and informative and very relevant to our current developments”
Consultant Stakeholder

LOOKING BACK IN DETAIL
CONTINUED

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.02	<p>Empowered to Care</p> <p>Our connections business will complete the remaining modules of phase one of our customer service programme, Empowered to Care**, with the aim to improve our connections customers' experience.</p>	Six modules of phase one completed	◆	◆	◆	◆	◆	Q4	<p>**</p>

DRIVER

Although at SSEN, we pride ourselves on the high quality of service provided to our customers, we did identify a gap in standards provided, specifically, the consistency of service provided to customers through a Service Maturity Review of SSEN, which told us our people did not have the skills, knowledge, behaviours and tools to provide the level of service we expect. As a result, during our engagement in 2021 we received endorsement from our Expert Panel to tackle this through the development and delivery of a customer service training programme.



OUTPUT & OUTCOME

In 2021/22 we began delivering Empowered to Care to our teams, in line with this commitment. The aims of the programme were to provide our teams with the skills, knowledge, tools and behaviours to provide a world-class standard of customer service. Following a comprehensive design period, we implemented Empowered to Care and began delivering the programme virtually due to social distancing restrictions still in place. As part of our commitment to continuously review the programme, after a six month period, we identified through internal feedback there was an opportunity to deliver more value and positive outcomes, and therefore, due to the significant investment in time, effort and funding we were making into the programme, and more importantly ensuring we deliver a programme that meets the needs of our employees and customers, we decided to pause and review the programme. Following review, we made a decision to enhance the programme to make it face to face training and to rescope the content and bring forward specific modules from Phase 2 of the programme to address areas like complaints management where we saw particular customer benefit. Delivering these enhancements meant that we ensured value was being generated and also to ensure that we re-accredited the programme to the high standards of the Institute of Customer Service.

The enhanced programme is embedded within our Customer Experience Strategy. As of March 2023, almost every member of our connections business has been through key elements of the programme, prioritised based on providing the basic skills of customer service and supporting customers who may need extra support. Response from our teams has been very positive, with an overall satisfaction score of 92%. Furthermore, with the programme ramping up in 2022/23, we've seen improvements to our customer satisfaction scores, notably in our Broader Measures of Customer Satisfaction where our overall satisfaction is the most improved in the industry compared to 2021/22. We were also delighted to be named as finalist for the programme at the 2023 UK Customer Satisfaction Awards where the programme was recognised for its positive return on investment. Many employees have also begun further modules such as customer behaviours, managing difficult conversations, handling complaints and further communication training –all specialist level skillsets. This programme will continue into ED2, as per the rescope plan.

"Empowered to Care gaining and being re-accredited for the Institute's Training Mark Accreditation demonstrates their ongoing commitment to embedding high standards of customer service development within their organisation. The accreditation assesses organisations' training programmes to ensure national standards for customer service are met, as independently recognised by the Institute of Customer Service."



92%
Staff satisfaction score

** Enduring commitment

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.03, 22.04	<p>Large and Major Connections user journey mapping</p> <p>We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Large and Major Connections with the view to creating a mobilisation plan for implementation of changes.</p>	Partnership created Mapping completed	◆	◆	◆	◆	◆	Q4	✔



DRIVER

Stakeholders at our 21-22 CCSP highlighted it was our end-to-end customer process that needed to be addressed to improve the basics.



OUTPUT & OUTCOME

Partnering with Experience Lab we created seven end to end customer journeys for Large and Major connections:

1. Major Demand
2. Major Generation
3. Major CIC
4. Large Demand
5. Large Generation
6. Large CIC
7. Unmetered

Utilising the previous two years worth of stakeholder feedback in a series of discovery sprints allowed the filtering of this data into specific customer journeys.

Multiple subject matter experts from across SSEN then applied design thinking to understand the impact across each individual customer journey from both an external and internal perspective, collectively this information and created the current state customer journey.

This partnership with Experience Lab analysed all this feedback alongside complaints, and created 'Problem, and How Might We' statements alongside Customer Personas, which were devised from interviews with our Expert Panel members. We hosted several co-creation workshops to gain insight into how we could improve in areas identified which helped us to create 'Future State' journeys.

- Customer Personas
- Complaints analysis
- How might we statement
- Problem statements
- Co-creation Workshop

From the 'Future State' we cross collaborated across the seven journeys to identify key projects we would need to focus on and deliver as a business to make key changes. Some of these projects will make an impact to all journeys, whereas some others are only relevant to one journey.

We demonstrated the result of the mobilisation plan to our Expert Panel in March 2023 and discussed how we would take the relevant planned improvements to each stakeholder group forum in the summer to discuss in more detail.



COMPLETED
MARCH 2023

LOOKING BACK IN DETAIL
CONTINUED

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
								Q4	
21.08	Connections Website 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	◆	◆	◆	◆	◆	Q4	✔

DRIVER

Stakeholders told us that the website needed improving to become more user-friendly.

100%
said website looks and feels better than it did

**COMPLETED
JUNE 2022**

OUTPUT & OUTCOME

Since the start of 2021, we have worked on mapping and reviewing all content on our old website, identifying which elements needed to be transferred, updated, or removed. Throughout 2021-22 we have sought feedback from our customers on proposed improvements to the website.

In March 2022, the new website was launched with more updated architecture to support future capabilities of emerging technologies. The website is now journey-based, meaning that all information pertaining to specific connection types is available from one location. The search function has been improved to allow users to find what they need quickly. To make it easier for new customers and inexperienced users, we included a description of what information can be found and where it is on the website.

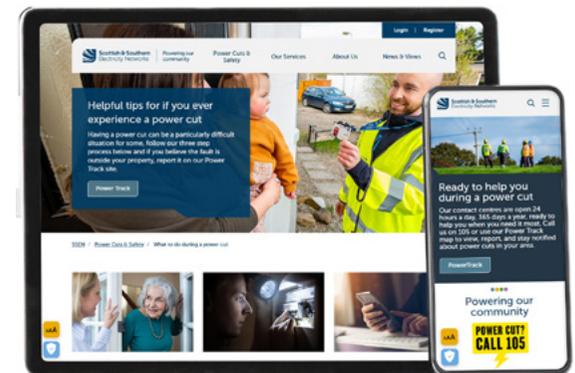
Our website was enhanced further with the ability to utilise on a variety of device platform, whilst also remaining the top DNO for web accessibility.

Going forward, we will also continue to seek feedback to further improve our website as it develops.

At our Stakeholder Group Forum in 2022, we presented the final product to customers for feedback and endorsement. It was well-received, with 100% of stakeholders stating that the new website looks and feels better than it did. We also received some feedback for further improvement in various areas such as the G81 library, which we are taking into consideration and putting forward for further development.

Long-term commitment

"A great improvement, thank you"
"Great work on it!!"
Massive improvement"
 Anonymous, Stakeholder Group Forum, 2022



LOOKING BACK

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Communities Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS	
21.09	<p>Connection Journey Videos</p> <p>We will create connection journey videos to help customers understand their connections journey</p>	<p>Nine videos created:</p> <ul style="list-style-type: none"> Quotation types & COE EVs & Heat Pumps Competition in Connections Flexible and Curtailable Connections 	<ul style="list-style-type: none"> G99 Project Progression x 2 (SHEPD & SEPD) Pinch Points for Flexible Connections DNO & TO crossover 	◆	◆	◆	◆	◆	Q4	✔

LOOKING BACK

DRIVER

Stakeholders told us they wanted connection journey videos during our Stakeholder Group Forums in 2020 and Bilateral meetings. Further information videos were requested at the Connections Customer Steering Panel in 2021. We put the idea to our Expert Panel members and one commented that the videos are important for people who don't engage often, and another member highlighted that they had done this within their own business and found this information provision to be very useful.

Working with our stakeholders, we identified that it would be helpful to provide accessible information to guide customers through the various stages of the different connections processes. Consequently, we committed to stakeholders to launch an ambitious set of online videos to provide a comprehensive and accessible guide to the various connection journeys.

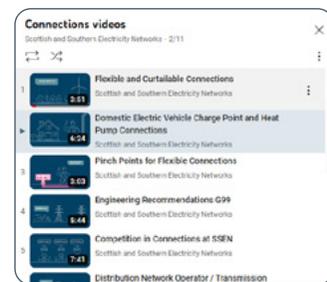
OUTPUT & OUTCOME

Nine videos have been created. This was a long-term commitment, covering the two years – 21-22 and 22-23. We initially set out to produce six videos, however we added three more to the library, and, as a direct result of positive feedback, we expanded the range of videos to cover other market segments. We involved and worked with internal experts to ensure the details we planned to publish were accurate and informative. We've made sure that we have used clear language so that customers understand the narrative on the videos and have supported this with visual aids and links.

The videos have been uploaded to our [YouTube channel](#) and our stakeholders were informed via email of the completed commitment on 24th March 23.

 **246 VIEWS OF THE VIDEOS BY MARCH 31ST 2023**

Long-term commitment



 **COMPLETED MARCH 2023**

"SSEN have produced a series of very useful 'connection journey' videos, covering nine key topics of interest for a range of customer perspectives. The videos are particularly useful to customers who generally have less opportunity for other means of engagement, enabling them to be referred to whenever suits their availability or demand. The videos are representative of the customer user interface, making them extremely useful as a reference-manual style resource"

Unmetered ICP Stakeholder

LOOKING BACK IN DETAIL
CONTINUED

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
								Q1	
21.25	<p>Heat Maps</p> <p>We will redevelop our heat maps to make them easier to use and navigate for all stakeholders</p>	<p>New heat maps launched</p> <p>Feedback gathered</p>	◆	◆	◆	◆	◆	Q1	✔

DRIVER

Stakeholders requested improvements to our heat maps at the CCSP in October 2020. This suggestion was voted one of the top ideas.

SSEN Open Data Portal

100%
agreement on heat map looks and feels better than it did

100%
agreement on navigation being better than it was

COMPLETED
JUNE 2022

OUTPUT & OUTCOME

Throughout 2021-22, stakeholder feedback received told us that our heat maps could be improved by making them more understandable to new and inexperienced customers and stakeholders.

In May 2022, we launched our new heat maps. We have worked with industry experts, **Open Grid Systems (OGS)**, to develop an updated and improved heat map that is more user-friendly and intuitive in look and function to customers and stakeholders of all knowledge levels.

We are also involved in Ofgem's Long Term Development Statement (LTDS) working group, which aims to standardise all DNOs' heat maps and develop additional data functionality.

In June 2022, we discussed the new heat maps at our Stakeholder Group Forum where it was well-received with 100% of customers stating the heat maps looks and feels better. We also received further suggestions for future capabilities. We will continue to monitor feedback on our heat maps and ensure this is brought to the working group for consideration.

Long-term commitment



"Fantastic work, simple and user-friendly layout"
"Feel of it is great"
"The open data portal is great! Much better system"
"The portal is great especially for user functionality"
 Anonymous, Stakeholder Group Forum, 2022

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.05	<p>EV and Heat Pump Application Portal</p> <p>We will create a tutorial on how to use the online EV and Heat Pump application portal to show customers how to use it, raise awareness of this facility and highlight its benefits.</p>	<p>1 tutorial created</p> <p>Tutorial published on YouTube</p>		◆	◆	◆	◆	Q3	✔

LOOKING BACK

DRIVER

Stakeholders at the annual CCSP (September 2021) voted that they would like us to create a tutorial video on how to use the online application portal.

EV & Heat Pump Guide

OUTPUT & OUTCOME

We have created a clear step-by-step guide on how our customers can use the Electric Vehicle and Heat Pump application portal. The tutorial webinar gives basic information around the installations of selected EV charge points and Heat Pumps and demonstrates in stages, the 'how to apply' process. The tutorial webinar has been published on our [YouTube channel](#) alongside other 'How to Guides'. We let our customers know by email that this is available to view via our YouTube channel and complements our library of information provision.

"Overall, the use of an online application form for EV/HP is simple, intuitive and easy to use. The use of validation methods helps avoid human error which could otherwise cause delays in the processing of applications. The video tutorial guides the user with clear explanations for anyone who is learning to use the online portal".

Consultant Stakeholder

COMPLETED
DECEMBER 2022

62 VIEWS OF THE VIDEO
AS OF 31ST MARCH 2023



LOOKING BACK IN DETAIL
CONTINUED

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.06	<p>GIS Electric Office</p> <p>We will provide a demonstration on recent updates to our Geographical Information System: Electric Office (GIS EO) and an overview of further improvements in the pipeline to highlight new features and capabilities.</p>	<p>1 webinar hosted</p> <p>Webinar recorded & published on YouTube</p> <p>Feedback gathered</p>	◆	◆	◆	◆	◆	Q2	✔

DRIVER

Further improvements to the Geographical Information System (GIS/EO) were amongst the top voted idea by our stakeholders at the CCSP meetings held in September 2021.

 **Webinar Outcomes**

 **Webinar Video**

OUTPUT & OUTCOME

We hosted this webinar to highlight the updates to our Geographical Information System: Electric Office (EO). We were able to facilitate discussion through questions and to gather feedback. We asked our audience if they would like us to produce an induction video on how to use EO, what it does and what everything means. 96% of delegates voted 'yes'. This is something we will commit to delivering from April 2023.

In September 2019 SSEN rolled out its Electric Office (EO) Geographical information System creating a new website for the Independent Connections Providers community. We undertook a data-cleansing project which was driven internally but the outcomes shared with our ICP stakeholders.

Feedback told us that improvements were necessary including a data cleansing project – to improve data quality within the application allowing additional functionality to be released. Along with our data cleansing activities we have sought to align the data within our core systems (EO, PowerOn and Maximo). Whilst much of the data has been aligned, selected elements relating to connectivity are now also populated where known in EO (e.g., transformer ratings).

The business is currently working on ensuring that the circuits within EO are "Connected" within the system database, as this allows more functionality and improved data sharing to take place as we move forward.

Continuing ahead, we are planning the completion of our connectivity model and in 2023-2024, the ambition is to make all circuit data available in Common Information Model (CIM) format. To be able to do this we are looking to upgrade Electric Office – making CIM v16 native to the application. Finally, we are continually looking to develop the functional capabilities of EO that can be provided through consistent data sets to benefit all users (e.g., Colour by Circuit).

These updates were shared with the delegates who joined the webinar and the outcomes (Q&A document) published on our [website](#). The webinar has been recorded and uploaded to our [YouTube channel](#).



 **COMPLETED**
SEPTEMBER 2022

"I attended the SSEN Electric Office demo webinar last Wednesday and found it very interesting."

Distributed Generation Stakeholder

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.07	<p>Competition in Connections</p> <p>We will open up LVDG & HVDG self-approval of Contestable designs (for G98 generation only) to competition and update the self-approval guidance note to reflect this change</p>	<p>Self-approval opened up to ICPs/IDNOs</p> <p>POC Self Identification and Self Design Approval Guidance Note revised</p> <p>Stakeholders notified</p>					◆	Q2	✔

LOOKING BACK

DRIVER

Feedback from our stakeholders and Expert Panel members told us that they liked the idea of opening up LVDG & HVDG self-approval of Contestable designs. It would mean that any ICP or IDNO that wish to take that route, can and that it would be really helpful to open up the contestability elements.

 **SSEN Competition in Connections**

 **COMPLETED SEPTEMBER 2022**

OUTPUT & OUTCOME

ICPs and IDNOs are now able to self-approve their own designs for DG LV and DG HV (G98 only) connections. The revised POC Self Determination and Self Design Approval Guidance document has been uploaded to our website (at [Competition in connections code of practice](#)).

Additionally, we have also published a few slides on the POC Self Determination Process, which explains how to go about the process itself. The update and the guidance document and slides were communicated to our customers in September 2022, when the commitment was delivered.

The guidance document and slides are published on our website in several key places for convenience as follows:

- [Competition in connections code of practice](#)
- [Competition in connections useful documents](#)
- [Notify us of your POC self-identification](#)
- [POC Design Guidance Matrix](#)
(to be accessed via account login)

"This initiative is helpful in demonstrating the ability of ICP and IDNOs to undertake the assessment and design of connection points on SSEN's networks."

ICP/IDNO Stakeholder

"We hope that this will be extended to further areas so that we can remove the reliance on SSEN"

ICP/IDNO Stakeholder



COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.08	<p>Earthing Data</p> <p>We will publish a register for earthing data to give stakeholders visibility to allow them to make informed decisions about their connection designs</p>	<p>Register for earthing data published on G81 library</p> <p>Feedback gathered</p>	◆	◆	◆	◆	◆	Q3	✔

DRIVER

Feedback from the CCSP meetings in 2021 told us that our stakeholders would like information and assistance to help them make informed decisions about their connection designs. We discussed this internally and concluded that a register for earthing data would enable this.

SSEN - G81 LIBRARY

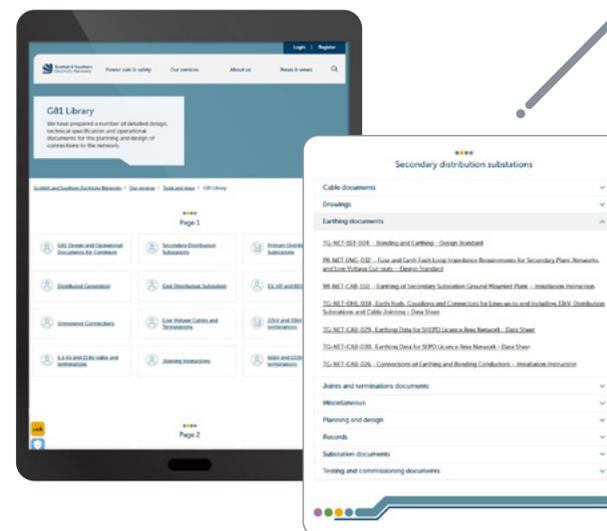
COMPLETED
DECEMBER 2022

OUTPUT & OUTCOME

A register for earthing data was uploaded onto the [SSEN website](#) in December 2022. We have produced two registers, one for SEPD licence area and the other for SHEPD licence area. Meaning Customers can access a register on the SSEN website for earthing data for both of our distribution areas SHEPD and SEPD. The key benefit being that these two spreadsheets contain earthing data for SSEN Primary and Grid Sites. They also form the SSEN hot site register. This information can be found on our G81 library - [click here](#) to view.

These will be useful for our customers enabling them to make clear and informed decisions about their connection designs.

Email communication sent to our stakeholders informing them of the update was sent in December 2022 when the commitment was completed.



"Thank you for this information – this is very useful for our business."
Consultant Stakeholder

LOOKING BACK

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.09	<p>ICP/IDNO Design approval checklist</p> <p>We will produce an improved design approval checklist for the use of ICP/IDNOs and SSEN Designers to improve consistency of the design approval process</p>	Design approval checklist published on G81 library Feedback gathered					◆	Q4	✔

LOOKING BACK

DRIVER

At the SSEN CCSP in 2021, ICPs and IDNOs told us that the design approval process could be frustrating on some occasions. Feedback at the CCSP highlighted a need for more consistency and structure approach to provide more self help guidance and tips. We asked if an improved 'checklist' would be helpful – giving more guidance and tips. This was met with approval.

SSEN - G81 Library

COMPLETED
MARCH 2023

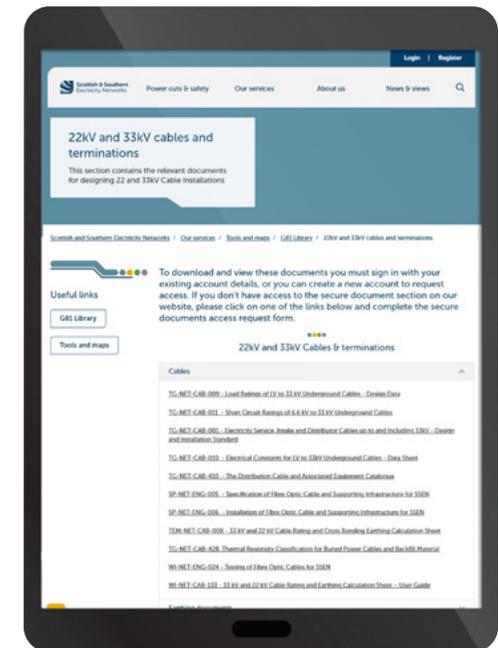
OUTPUT & OUTCOME

A new, improved checklist has been produced and added to the G81 library on [our website](#).

The Checklist has the following sections:

- General Information
- Secondary Substations
- Cables & Terminations

We informed our customers that this is now available for use via email in March 2023.



COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.10	<p>Letter of Authority (LOA) process improvement</p> <p>We will review and improve our process on Letter of Authority (LOA) and provide template and guidance for customers to improve clarity around this process</p>	<p>Review completed</p> <p>Improvements implemented</p> <p>Templates and guidance published on website</p>	◆	◆	◆	◆	◆	Q2	✔

DRIVER

Feedback received was proactively reviewed with a need for clearer guidance on LOAs and to make templates available.

Previously no LOA templates were available to customers. Reacting to this feedback templates were introduced to download with relevant guidance as to what must be provided to enable the LOA to be deemed suitable.

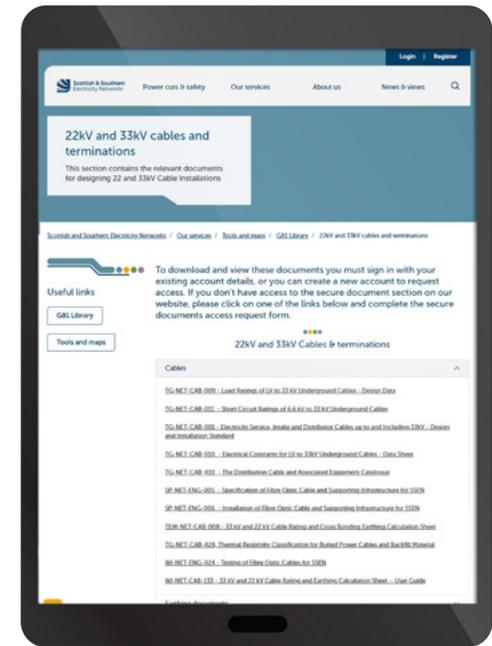
 [SSEN Letter of Authority Page](#)

OUTPUT & OUTCOME

A review was carried out of the current Letter of Authority (LOA) process and looked at how we were applying the requirement. To ensure consistency we agreed to require an LOA upfront for metered and generation connection applications. The SSEN [website](#) has been updated with all the relevant requirements and exceptions.

Internal guidance has been disseminated to our Connections & Engineering and MCC teams alongside a FAQ document for internal staff, which is to be continuously reviewed by our Connections Policy and Legal teams.

 COMPLETED
SEPTEMBER 2022



COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.11	Design Deviation process webinar We will host a webinar on SSEN's Design Deviation process to clarify this to stakeholders	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered					◆	Q2	✔

DRIVER

The design deviation process has been embedded in the SSEN G81 document structure for a number of years and we do receive a regular flow of these. However, many of the applications received do not contain all the information we need, or a robust justification as to why a deviation is necessary. This results in an extended period in assessment of the deviation whilst the additional information is submitted, or clarification is sought.

The purpose of the webinar was to bring attendees up to speed with what is required from them in support of a design deviation and canvass feedback on how the process is working from their side.

 **Webinar Presentation Slides**

 **COMPLETED
SEPTEMBER 2022**

OUTPUT & OUTCOME

A hosted webinar provided an overview of the SSEN Design Deviation process including standards, documentation as well as terms and responsibilities. During the webinar, we shared an example with the delegates and also highlighted a helpful process flowchart for customers to refer to when submitting their design deviations.

The SSEN website now provides a singular point to assist our ICPs:

- [PR-NET-ENG-039 Deviations from 'G81' Standards and Operational Documents - Design Standard](#)
This procedure details the process that must be followed to ensure that a deviation from 'G81' Standards and Operational Documents has been accepted by the Scottish and Southern Electricity Networks (SSEN) Technical Authority prior to implementation on site. Designs fully compliant with the requirements set out in SSEN's "G81" design, specification and operational documents do not require a deviation.

100% stakeholders found this session to be extremely or very useful

17 delegates joined the webinar

Webinar Video
A recording of the webinar has been uploaded to our YouTube channel.

8.6/10 satisfaction score 

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.12	<p>Proactively enquire if Housing Developers require Unmetered supplies</p> <p>We will proactively enquire whether Housing Developers require Unmetered supplies when submitting a Demand application</p>	<p>Application forms amended</p> <p>Internal systems improved</p> <p>Feedback gathered</p>			◆		Q2	✔	

DRIVER

It was thought that enquiring whether unmetered supplies are required would be a useful piece of information to add to the application process for Housing Developers. We put this to the Connections Expert Panel meeting in March 2022 and it met with 100% approval.



COMPLETED
SEPTEMBER 2022

OUTPUT & OUTCOME

We enhanced the demand application process for Housing Developers to include whether unmetered supplies are required when submitting an application.

- Included within the new web journey for customers is the question:

Do you require any unmetered connections? *

Yes No

This will also be included in the journey for emailed applications and agents will have to answer the question. If this information isn't known, it can and will be included in the email responses (competent and non-comp emails) and Digital Teams templated notes to proactively enquire about Unmetered requests.

SSEN internal systems have been improved to include this information and as a result, the offline-application form for residential development connections have been updated and uploaded on the website.

The following website pages have been updated and amended to include the new offline application:

 [Connect 5 or more new properties](#)

 [Useful documents](#)



"SSEN continue to strive in system development progress through the customer engagement journey in connection system accessibility and simplicity; Unmetered supply application process is now streamlined on the SSEN portal, allowing the ease of adding UMS requirements on demand applications. In addition to this, SSENs online library contains all the relevant information and guidance to easily assist the applicant with information required to process the UMS requirements section:

- ✔ [Unmetered Supplies Guide](#)
- ✔ [Elexon Charge Code and Switch Regime Guide](#)
- ✔ [An Independent Connection Provider \(ICP\) Guide](#)
- ✔ [Unmetered Reconnection Guide](#)
- ✔ [Fast Track Reconnection Guide](#)
- ✔ [G39 Authorisation Statement](#)

There is no uncertainty left to concern one now, this is a huge achievement, as the UMS connection process has always been a tough one to tackle giving how complex the set-up of UMS connections are. Keep up the fantastic work SSEN!"

Housing Developer

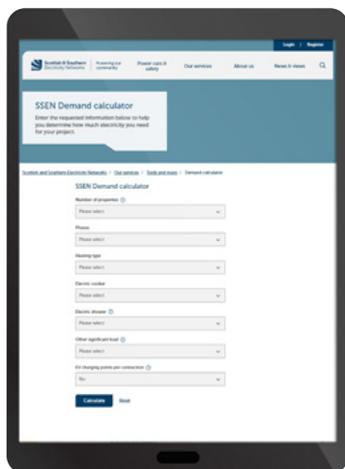


COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
21.18	Demand Load EV & Heat Pump ADMD Calculator We will create an online calculator for EV and Heat Pump diversity factors	Digital calculator created		◆	◆	◆	◆	Q1	✔

DRIVER

This commitment made up one of our long-term commitments, deliverable over two years.

[SSEN Demand calculator](#)



OUTPUT & OUTCOME

We created a calculator for demand applications with specific focus on EV charging point and heat pump diversity factors. The conceptualisation of this calculator was conducted in collaboration with Scottish Power Electricity Networks (SPEN) and SSEN’s Expert Panel.

The calculator determines, based on some basic information such as the number of properties, heating type, number of EV charging points per connection etc, how much electricity is required for the project. It also diversifies the estimated load and notifies the customer which information they need to provide upon application to allow us to design the connection. This can save customer’s time by enabling them to get their capacity request accurate first time and also money by ensuring that they don’t pay for capacity which they don’t need.

Long-term commitment

**COMPLETED
JUNE 2022**



4,219 PEOPLE ENGAGED WITH OUR DEMAND CALCULATOR, UP TO THE END OF MARCH 2023

LOOKING BACK IN DETAIL
CONTINUED

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
22.13	Innovative design and technical policy sessions We will host quarterly sessions to facilitate engagement for stakeholders on innovative design and technical policy communications	4 sessions hosted Feedback gathered	◆	◆	◆	◆	◆	Q4	✔

DRIVER

This was requested by stakeholders during our CCSP meeting in 2021.



"I would like to say thank you for chairing/organising the meeting today as it was very informative".

Local Authority Stakeholder



"I really enjoyed it today, very informative and I was thankful for the inclusion of the EV charging information".

ICP Stakeholder

OUTPUT & OUTCOME

The innovation, design & technical policy communications webinars were designed and hosted to allow the following:

A forum where specific topics raised by third parties relating to any technical aspects could be presented by SSEN subject matter experts giving coverage of what we are doing in the specific subject area.

A forum for the exchange of ideas between SSEN and third parties enabling SSEN policies to be guided where appropriate.

A platform for SSEN to convey advanced notice of proposed design and technical policy changes before they had been issued formally with the idea of capturing feedback.

Some of the suggestions made, included...



Green Label Version – Electronic process	132kV design policies	3 phase as standard	EV charging points at Fuel Filling Stations	Working towards net zero - how can we reduce costs/ carbon impact	Does battery storage help your network? If so, what impact could this have
Dedicated team for LCT applications	New standards/materials being considered	Quicker approvals	Expected connection times in areas of grid capacity constraints		

Five sessions were hosted across Q1, Q2, Q3 and two in Q4. A total number of 87 delegates joined the webinars, giving us an overall satisfaction score of 9.12. We have uploaded the presentation slides and Q&A documents from each webinar to [our website](#). We asked the delegates who joined in with the final two sessions, if they would like these webinars to continue – they voted with 100% agreement that, YES, they would like the sessions to continue in to RIIO-ED2.

As a result of feedback from ICPs during these sessions, we have improved the Green Label process.



COMPLETED
MARCH 2023

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
								Q4	
22.14	<p>Joint user boards</p> <p>We will develop a technical policy for IDNO and third-party joint user boards for 11kV & 33kV switchboards for consultation on our G81 library</p>	Joint user boards policy published on G81 library					◆	Q4	✔

DRIVER

Stakeholder feedback gathered during the Industry ICE Consultation 2020.

[SSEN - G81 Library](#)

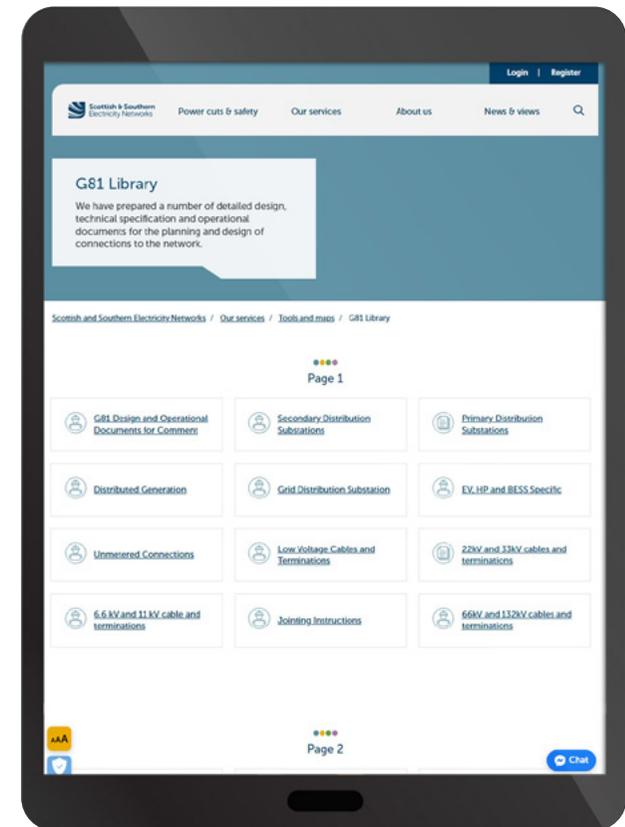
If you wish to comment on any of our updates or have a query on our engineering documents, please e-mail us at G81.Feedback@sse.com

COMPLETED MARCH 2023

OUTPUT & OUTCOME

The Joint User Boards policy has been published and uploaded to our G81 library on our website. In line with this commitment, the document is also open for consultation, running between 31st March – 28th April 2023 - [here](#).

Customers and stakeholders were informed of the completion of this commitment on 30th March 2023 by email.



LOOKING BACK

COMMITMENT NUMBER	OUR COMMITMENT	MEASURE	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	TARGET	STATUS
								Q3	
22.15	Active Network Management (ANM) webinar We will host a webinar to seek feedback on possible developments to improve our Active Network Management (ANM) systems.	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆					Q3	✔



DRIVER

We asked our Connections Expert Panel in March 2022 if they thought it would be useful to us to host a webinar to seek feedback on possible developments for our Active Network Management (ANM) systems. Out of the 12 members who replied, 75% agreed and 25% agreed and asked us to 'go further'.

[Q&A Document](#)

[Webinar recording](#)

COMPLETED
DECEMBER 2022



OUTPUT & OUTCOME

The Webinars were hosted to seek feedback on possible developments to improve our Active Network Management (ANM) systems. We provided an overview of the current ANM system and highlighted the upcoming reforms which may impact ANM. An explanation was given as to why ANM is needed, and we shared an example using Orkney ANM as an example. We finally looked at the system architecture and showed the journey that the measurement point data takes from the field to controlling the site.

The webinar allowed the opportunity for the Flexible Solutions team to put forward some questions regarding further improvements to the current ANM system.

ADDED EXTRA

Due to the high interest to join this webinar, we offered to host another session one week later to accommodate all stakeholders.



"During today's excellent ANM webinar you invited me to contact you to arrange a call to discuss my questions further - thank you. I also appreciated having sufficient time for Q&As".
Local Authority Stakeholder, Nov 2022

"Thank you! Good presentation"
Consultant Stakeholder



YOU SAID, WE DID/ARE DOING - CONNECTIONS CUSTOMERS

ENGAGEMENT STRATEGY FOR ED2



In 2015 Ofgem introduced the Incentive on Connections Engagement (ICE) to encourage DNOs to provide a good service to all larger connection customers that are seeking a connection.

In RIIO-ED2 Sector Specific Methodology Decision published 17th December 2020 it was confirmed that ICE would be removed and replaced with a Major Connections Incentive (MCI) framework, effective from 1 April 2023. It was also confirmed that DNOs do not need to submit a Looking Forward plan for the year 2023-24, following the removal of ICE.

DNOs do, however, need to produce a Looking Back report for 2022-23, which is this document. We are required to produce an annual report as part of the Major Connections Incentive at the end of each financial year – this report will include a summary of our activities we've undertaken, using the engagement we have with our stakeholders, to improve the services we provide in Major Connections.

We plan to continue with connections engagement during RIIO-ED2 and will follow a hybrid model – offering online engagement and face-to-face.

- The inclusion of another market segment group will be incorporated into the current structure, this being minor connections, namely domestic Electric Vehicle Chargers/Heat Pump connections, as shown in the graph to the right hand side.
- We will continue with our Stakeholder Group Forums, and we have initial plans to host these in the summer of 2023.
- Business Relationship Manager (BRM) roles have been newly created and they will be fully responsible for the delivery of exceptional customer service for a specified customer segment in the major connections business. BRMs will have responsibility for the relationship between SSEN and the customer segment assigned which could include ICPs, IDNOs, local councils, industry bodies and connection customers or large-scale projects.
- Listening to feedback from our stakeholders and customers we have recognised that a larger Account Management team is required. Moving into RIIO ED2 we have increased the number of Account Managers which will benefit our connecting customers.
- We will provide additional targeted support to Local Authorities, within our licence areas, to develop a coordinated and effective delivery strategy for Whole System and Net Zero initiatives that interact with our network.

100% approval of updated Connections Engagement Strategy was given by the 14 Connections Expert Panel members.



"I find these targeted sessions with expert stakeholders really useful, all DNOs should have one every three months".

Consultant Stakeholder

"Excellent news about how you're looking to support LAs and the staffing request for engagement to provide service".

Local Carbon Energy Group Stakeholder



YOU SAID, WE DID/ARE DOING - CONNECTIONS CUSTOMERS

CONNECTION SURGERIES



Connections Surgeries are a useful way to work alongside our connecting customers. We've always encouraged our customers to discuss their plans and projects early on - getting an awareness of potential constraints, likely network reinforcement plans, costs, an indication of capacity availability, and obtaining guidance to understanding the connections process. This pre-application information helps the customer to get a good start to their projects and enables communication and relationship building.

We heard from our stakeholders that the Connections Surgery booking, and appointment process we offered, needed reviewing. Since the pandemic, the journey to achieving net zero through low carbon technology, and the increase in volume of applications in general, the demand for Connection Surgery appointments has increased.

We identified that we needed to make more surgery appointments available for customers, improvement was required with the booking process, and it became apparent that the surgeries needed to be tailored to suit the customer 'knowledge' levels. These pieces of feedback were provided to us from discussions with our Expert Panel and from the monthly Connections Surgery survey we ask our customers to complete once they've attended a surgery appointment. At our Expert Panel meeting, we discussed how we can overcome the difficulties with the volumes of connection surgery appointment requests - and following on from this, an internal session was set up to review the ideas customers provided.

As a result, we now offer two surgery dates per month, these are 30-minute slots and if more time is required, a second appointment can be requested.

A surgery appointment can be requested via the Events Calendar on the [SSEN website](#). A Connections Meeting Request form must be populated with pre-meeting information - and that way the right people will be sourced to attend.

System Planners are allocated appointment slots according to their local network area/patch of which they have in-depth knowledge. The appointments are triaged according to the System Planner and with 2-3 Account Managers in attendance plus any relevant Network Designers, we are able to cover up to 27 appointments per day. As a result, this has produced quicker appointment times and a simpler way of applying for a surgery slot.

ADDED EXTRA



We have seen an increase in the number of enquiries which relate to micro-generation/ small demand connections at LV/HV level. These do not necessarily warrant a Connections Surgery appointment and therefore, we have introduced a process whereby a Network Design Manager will triage the requests and cascade to Designers/Quoters for them to contact the customer separately, outside of the Connections Surgery set dates.

We will carry on reviewing the feedback we receive about the Connections Surgeries we offer and are currently continuing to offer 2 surgery days per month.



"All SSEN representatives were knowledgeable and helpful and gave clear explanations."

Connections Surgery Survey response

"Connection surgery sessions by SSE are incredibly informative and very helpful. This is in stark contrast to some DNOs. Connection surgery process is managed well"

Expert Panel member

"Recent sessions have been good and appointment times quicker"

Expert Panel member

CUSTOMER JOURNEY MAPPING



Although we have matured our understanding of our customers, the journey they take with us and the experiences they have, we appreciate there is still work to be done on improving the services we offer. Our customer journey mapping programme is the start of an enduring continuous improvement model, which sets us up to understand the pain points and frustrations our customers experience. The next step for us is to implement the improvements we've identified with our customers and stakeholders and continue to evolve these services as part of a longer-term solution.

To demonstrate our commitment, as part of SSEN's reorganisation and refreshed operating model, we have implemented a Customer Experience and Service Design function – with a sole purpose of owning and continuously improving our customer journeys. A key part of this are dedicated roles of Customer Journey Owners who will have accountability for working across the organisation to get our services right for our customers. We will continue to engage with customers on what they want to see improved as part of our enhanced engagement model.



TRANSMISSION INTERACTIONS

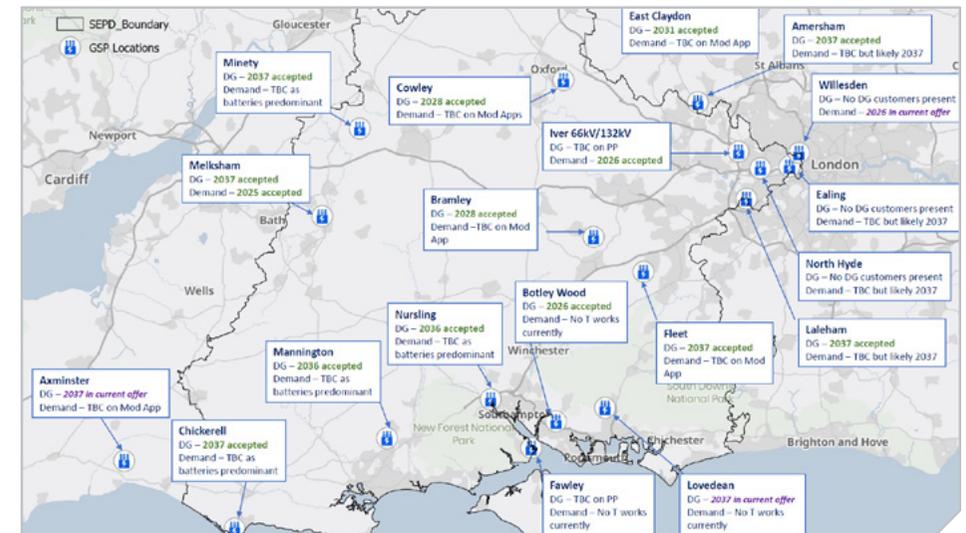


We have committed to and are working towards a three-month submission period following the acceptance of a customer project that qualifies for a Project Progression application.

We have seen record numbers of Project Progression applications to be submitted to National Grid Electricity System Operator (NGESO) over the past few years and we are now reviewing the best approach for our customers to NGESO's new two-step offer process.

In order to provide our customers with up-to-date information on the transmission works triggered in our SEPD region, we have created this map (illustrated below), which Account Managers refer to when assisting customers with their connections projects. This is updated each time we accept an NGESO offer.

We have also refreshed the Generation connection at or above 50kW page on [our website](#) to include a table which gives major demand or major generation customers visibility of timescales for National Grid.





YOU SAID, WE DID/ARE DOING - CONNECTED CUSTOMERS

The below is a continuation of the business-as-usual improvements for our connected customers. Although these developments do not fall within the scope of ICE, we understand that customers would like to see this information presented in one place.



DELIVERED

We launched our Distributed Energy Resources (DER) online portal in March 2022 which has had a positive response from our connected generator customers. Currently, there are 712 sites registered on the portal with this number increasing every week as new outages are planned, and new customers impacted.

We continue to review our engagement approach and as a result of stakeholder feedback we have introduced Regional DG Forums. In November 2022, we delivered three online webinars and welcomed our Regional Delivery and Portfolio Managers to the call where discussions were held on major projects due in 2023/24, this created opportunities for open discussion and any questions which stakeholders might have.



IN PROGRESS

We are currently reviewing the services which we provide to our Distributed Energy Resources (DER) customers and have recently gone out to consultation on areas where we can improve and get feedback on our proposed plans. We are currently looking into three areas:

- **Constraint Lift Notification:** We are reviewing our communication to connected generators while impacted during a network outage and exploring different methods of notification when a generation constraint can be lifted on completion of an outage.
- **Improved Generator Engagement on Major Projects:** Where possible, we will look to establish proactive calls for connected generators impacted by major outages with cumulative impact and any which are greater than 8 weeks in duration.
- **Generator Constraint Notice Periods:** To support the streamlining of services, we are looking to reduce the notification period for single day outages to 30 days while notice periods for all other outages remaining at 90 days.



GETTING IN TOUCH

Thank you for reading our report. If you would like to provide feedback on the contents, please contact us. Your views will make a real difference to our connections business now and 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](#).

ENGAGE WITH US ONLINE



LinkedIn:
Search 'SSEN Connections Engagement'



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twitter.com/ssencommunity



Facebook:
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Instagram:
instagram.com/ssencommunity



Our website:
www.ssen.co.uk



YouTube:
SSEN YouTube Channel

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Andrew Scott
Director of Customer Service



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Head of Customer Service, Vulnerability & Strategy



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Electricity Networks