



2020

Incentive on Connections Engagement

Summary

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Looking Forward Report 2020-21



Scottish & Southern
Electricity Networks

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

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Overview of connections performance in 2019-20, and workplan and performance against the commitments we made last year.

About this document

This is a summary of Scottish and Southern Electricity Networks' (SSEN's) annual Incentive on Connections Engagement (ICE) report for 2020. It covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas.

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Managing Director's Message

As the chair of our Connections Customer Steering Panel (CCSP) over the last five years, I have witnessed first-hand the tremendous value of stakeholder feedback when it comes to how our business operates and performs. Following the positive outcome of Ofgem's 2018-19 Incentive on Connections Engagement assessment, we are pleased to report on further improvements we have made to our connections business throughout 2019-20.

In 2019-20 we have taken a "you said, we did" approach to stakeholder engagement. This has instilled a systematic and disciplined approach to ensure all stakeholder feedback is reviewed and responded to, whether taken forward for implementation or not. It has also led to significant business as usual improvements, in addition to our commitments set out in our 2019-20 workplan. Some examples of business as usual improvements include wider business updates as well as an overview of connections performance. These are now standard agenda items at all connections events and webinars, they are also included in relevant reports.

The UK and Scottish Government's decision to adopt net zero carbon emissions targets for 2050 and 2045 respectively, has made this a seismic year for energy. Connections stakeholders have told us they want to be informed and engaged on our journey to decarbonisation, with key focus points being electric vehicles (EVs) and flexible connections. We recognise connections stakeholders will have a critical role on this journey, connecting the low carbon technologies that can enable net zero. It is imperative that the UK journey to net zero is taken with, and shaped by, the energy industry's stakeholders. I am pleased with the way DNOs have responded to the challenge of transitioning to a low carbon economy so far, and this must continue with stakeholders being at the heart of decisions we make as we move forward.

As we look forward to 2020-21, there are a number of ongoing challenges. The COVID-19 pandemic will continue to have an impact on all aspects of life for many more months.

We know you and your communities are relying on us, now more than ever, to keep the power flowing to your homes and businesses and to ensure we provide critical connections in a timely way, while following all government guidelines. At SSEN we're fully committed to playing our part in society's response to the crisis. We have been working closely with Ofgem, BEIS, Trade Unions, our stakeholders and communities to ensure that, first and foremost, all high priority works and services are carried out, whilst the safety of the public, our customers and our staff is maintained

We know that in some cases this has resulted in lower priority works and services having to be postponed or taking longer to complete. I'd like to thank all of our customers and stakeholders for their patience and support and also express my gratitude to our frontline teams for their commitment and exceptional efforts in minimising disruption for our customers. We know however, there will be more to do and we continue to work closely with Government, Ofgem, and our other partners to adapt to circumstances as they change and guidance is updated.

Given the challenges we face in 2020-21, we will be building on experiences with our digital engagement and seeking to continually maintain our stakeholder service. I am excited about the ambition of the 2020-21 workplan in delivering real impact for our connections stakeholders, under even more challenging social and economic circumstances.

Colin Nicol
Managing Director Networks



Who We Are and What We Do

A leading role in a leading group

SSEN is part of Scottish and Southern Energy plc (SSE), as shown in figure 1, a UK-listed company that operates across the energy sector and whose activities and investments contribute around £9bn to the UK economy every year.

We are Fair Tax Mark and Living Wage accredited, showing our commitment to pay the right level of tax at the right time and to ensure fair pay through our supply chain.

SSE has set out four Sustainability Goals to achieve by 2030, which SSEN will play a significant part in delivering.



Figure 1: SSE Group Plc



Cut our carbon intensity by 50%

Reduce carbon intensity of electricity generated by 50% by 2030, compared to 2018 levels, to around 150gCO₂/kWh



Help accommodate 10m electric vehicles

Build electricity network flexibility and infrastructure that helps accommodate 10m electric vehicles in GB by 2030.



Treble renewable energy output

Develop and build by 2030 more renewable energy to contribute renewable output of 30TWh a year



Champion Fair Tax and a real wage

Be the leading company in the UK and Ireland championing Fair Tax and a real Living Wage

- Our **core purpose** is to deliver electricity that **powers communities in a safe and reliable way**. This is achieved through responsible stewardship of our networks, helping to keep the lights on and investing efficiently in new and existing network infrastructure for the benefit of our customers.
- Our **vision** is to **play a leading role in enabling the transition to a low carbon world that delivers for all customers**. Our foundation as a progressive, innovative and customer-focused organisation will help us be at the forefront of this transition, helping to support delivery of the UK's net zero emission targets.

Who We Are and What We Do

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 and underground and subsea cables that deliver electricity to your homes and businesses. We are also responsible for providing essential associated services including connections.

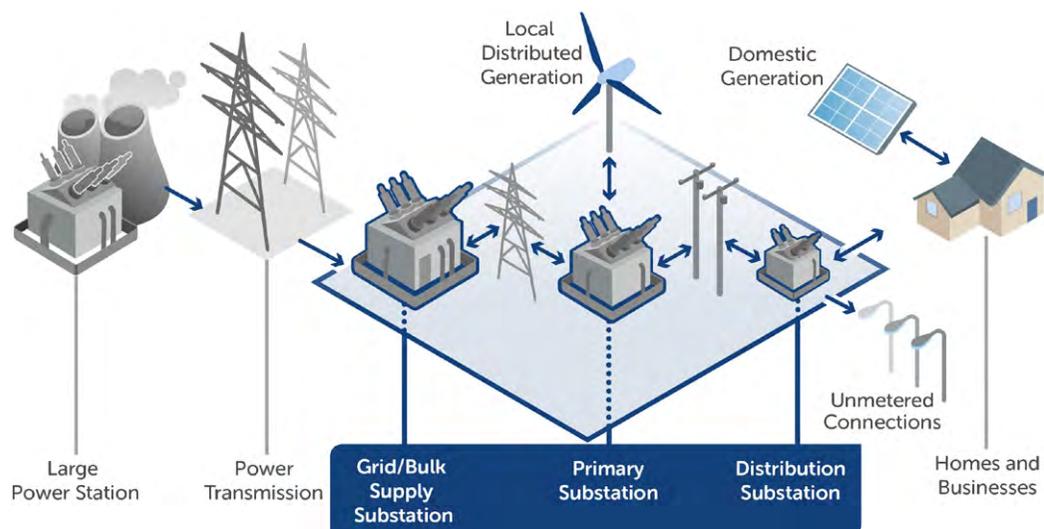


Figure 2: SHEPD and SEPD units that are fed off our overhead lines and underground and subsea cables

SHEPD

780,000 customers'
homes and businesses served

50,000 km
of overhead lines and
underground/subsea cables

SEPD

3,100,000 customers'
homes and businesses served

78,000 km
of overhead lines and
underground/subsea cables



SSEN's Stakeholder Engagement Strategy

Our stakeholder engagement strategy is a core part of our business process and occurs at a strategic, organisational and operational tier.

The engagement at each level of our business, as depicted in Figure 3, reflects the expertise and interests of our stakeholders, the results of which are shared across our business to enable us to scope, refine and develop our priorities.

Our stakeholder engagement strategy has a holistic approach and is embedded into all areas of the business, of which connections is one part, as shown in Figure 4. To ensure a consistent approach across all business areas, our stakeholder representatives work together to integrate activities and share best practice.



Figure 3: Three tiers of engagement

Stakeholder Advisory Panels

Innovation

Consumer Vulnerability

Reliability

Customer Service

Sustainability

Connections

Safety

Figure 4: SSEN's seven strategic areas

Director of Connections' Message

Drafting this year's ICE report has provided a welcome opportunity to reflect on the significant progress we have made in 2019-20. For instance:

- Internally we have made key structural changes to improve the customer experience. We have aligned the application, design, delivery and engagement processes for connections all under a single business area. For customers and stakeholders this means a single point of engagement and allows us to act in a more efficient manner, and with a clear escalation process, all within one directorate.
- Our stakeholders told us that they wanted a more tailored experience in their engagement with us. This year we therefore sought feedback on a new engagement model, whilst tailoring the format of our events to facilitate discussion relating to common interests amongst like-minded stakeholders.

We have continued to maintain focus on delivery against commitments with strong management involvement. Overall, this has helped ensure delivery against all 26 commitments set out in our 2019-20 workplan, and through embedding these into our business as usual processes we will continue to improve the support we provide to our connections stakeholders.

Towards the end of the year, the COVID-19 crisis has had a profound impact on the communities we serve and the way we plan and deliver our work. This has brought into focus the importance of our digital presence in engaging with our customers and stakeholders, which has helped ensure we are able to broaden our engagement and reach out to those who may otherwise find it more difficult to take part. Throughout 2019-20 we have more than doubled attendance at our webinars compared to events. As a strong supporter of net zero, webinars provide further benefit of a low carbon option for stakeholder engagement.

We are working to Government guidance, and prioritising activities that are related to the protection of critical infrastructure or ensure the safety of customers and colleagues. In light of this, and wider logistical challenges, we have taken the decision not to set any commitments in our 2020-21 workplan in quarter one, between April and June. Nevertheless, our commitments for the year are ambitious, and we will continue to keep our stakeholders regularly informed of our workplan progress and intend to provide an update in our October Half Year report if any changes to the workplan are required.

At this time of reflection, I want to thank everyone who has given their views to myself and our connections team. I would also like to thank stakeholders for their patience as we navigate through the COVID-19 crisis and form contingency plans for coming out of lockdown. The feedback we received from our CCSPs was very positive overall and has helped us to develop new commitments for this year, as well as long-term business objectives for the future. I am confident that our 2020-21 workplan reflects the feedback from our stakeholders and will deliver a positive impact. This conversation is invaluable to us here at SSEN, and I look forward to ongoing dialogue as we work in collaboration with the stakeholders we serve to support their connection ambitions in 2020-21.

Andy Huthwaite
Director of Connections



Connections Engagement and Governance

Our stakeholder engagement strategy is developed through meaningful engagement which leads to actions and improvements for our connections stakeholders.

Throughout various means of engagement, we seek our stakeholders' views on our connections process. From external engagement shown in figure 5, ideas for improvement are passed through the feedback loop shown in figure 6. This forms the basis of our workplan and business as usual improvements each year.

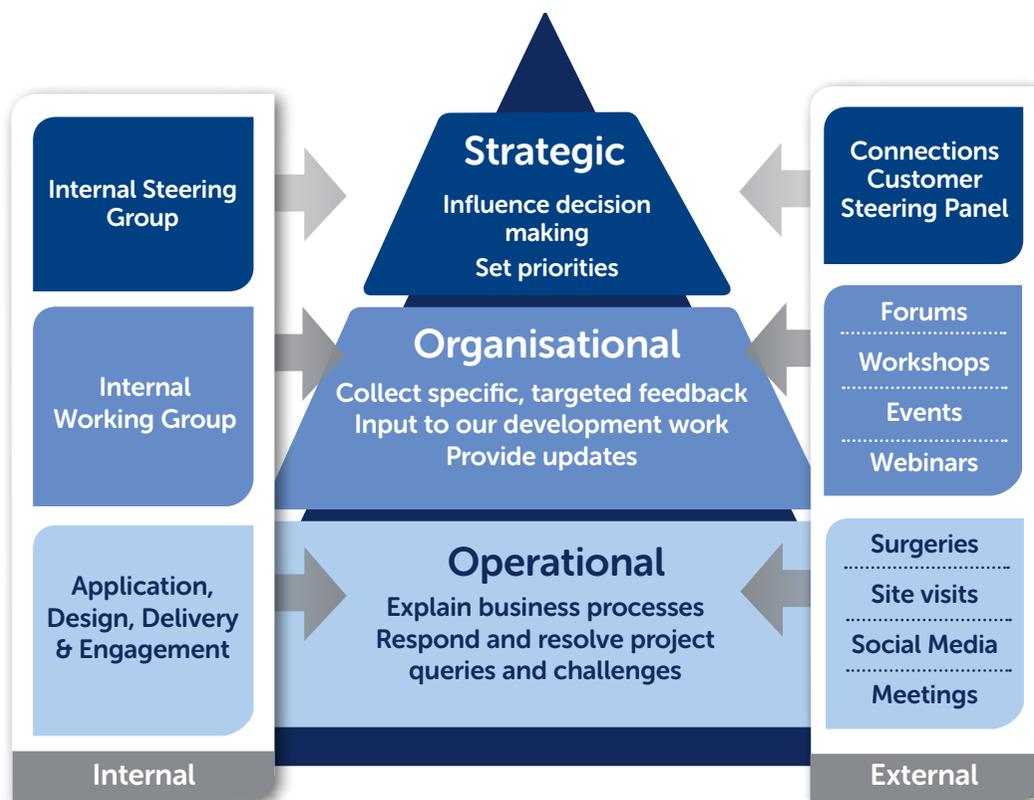


Figure 5: three tiers of engagement

Feedback is logged from all three tiers shown in figure 5, and is communicated to the connections business at operational, organisational and strategic tiers. This includes 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), which Andy Huthwaite, Director of Connections, attends. This ensures that all connections teams are informed of feedback and involved with decision-making at all tiers.

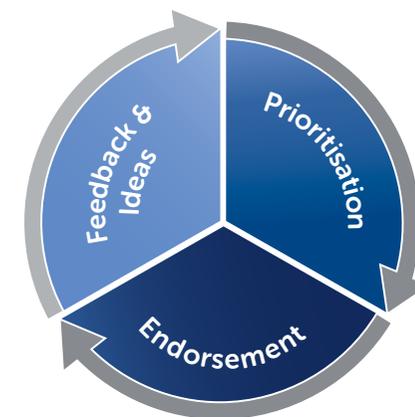


Figure 6: Feedback loop

"It is important that our stakeholders' voices are heard, and that their feedback is being taken on board by SSEN as a whole. Additionally, all feedback received is communicated to all senior managers via the Internal Steering Group (ISG). This ensures that our stakeholders' feedback flows into the wider business."

Lisa Doogan
Head of Customer Service
and Stakeholder Strategy



To ensure our approach to stakeholder engagement adheres to best practice, we continue to benchmark ourselves against AccountAbility's AA1000 AccountAbility Principles (AA1000AP, 2008) and the AccountAbility Stakeholder Engagement Standards (2015).

This has led to the continued endorsement and adoption of a six-point engagement loop as shown in figure 7, ensuring consistency, service and equality.



AccountAbility is a leading global organisation providing innovative solutions to the most critical challenges in corporate responsibility and sustainable development. One of their areas of focus is to enable open, fair and effective approaches to stakeholder engagement and at the core of their work is the AA1000.

We have again enlisted the support of AccountAbility to review our processes and procedures and provide us with feedback to ensure we are incorporating the latest best practice.

The audit was completed in March 2020 and included interviews with internal and external stakeholders, as well as an audit of our stakeholder plans, tools and processes. The audit concluded that SSEN Connections Engagement has performed stakeholder engagement activities that adhere to AA1000 Stakeholder Engagement Standards. Our continued accreditation against this standard demonstrates our commitment to the design, implementation and communication of quality stakeholder engagement.



Figure 7: Six-point engagement loop



"As Scottish and Southern Electricity Networks (SSEN) continue to boost their Incentive on Connections Engagement (ICE) workplan and strategy, their stakeholder engagement approach and framework stay rooted to the AccountAbility's AA1000 Stakeholder Engagement Standards ensuring them another critical avenue to meet their organisational goals and business needs"

AccountAbility (Audit, 2020)





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Connections Performance

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completed commitments on target

226 engagement sessions hosted 

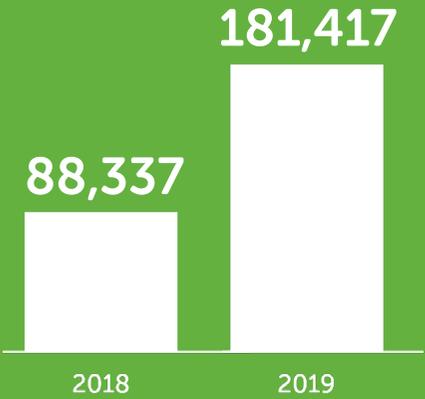
17 webinars hosted

12 events

44 surgeries held

153 meetings (pre-application, portfolio, and project meetings)

Customer visits on SSEN webpages 



Year	Visits
2018	88,337
2019	181,417

8.7/10 

average satisfaction score across all events and webinars

1,953 stakeholders engaged with through our own engagement 

721 via webinars

308 via events

153 via bilateral meetings

727 people engaged with through online interaction tool and surveys

44 via surgeries

12,025 stakeholders engaged with through external events and webinars 

655 

new consented connections stakeholders added to the database in 2019-20

SSEN has **38,043** Social media followers 

5,270 SSEN Community LinkedIn

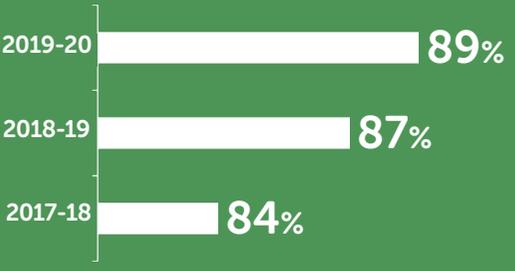
519 Connections Engagement LinkedIn

15,412 Twitter

16,842 Facebook

100% agreement from all stakeholders from CCSPs on our engagement strategy being comprehensive and robust 

Increased minor connections satisfaction 



Year	Satisfaction
2017-18	84%
2018-19	87%
2019-20	89%

Reduced connections complaints 



Year	Complaints
2017-18	1574
2018-19	1124
2019-20	817

Looking Back Summary

This is a summary of our workplan of commitments, detailing the commitment, KPI and status of the commitments we completed in 2019-20.

Looking Back

Category	Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO*	Unmetered	Target	Status
Constraint Management	19.01	We will develop a suite of flexibility services with pricing options We will develop a suite of Constraint Managed Zone services, based on network requirements and associated pricing options for qualifying DER* to register for	Flexibility services and pricing options established and communicated to interested stakeholders We will target 20MW of contracted DER services		◆			Q4	✓
	19.02	We will notify stakeholders of possible flexibility opportunities We will contact stakeholders who have registered interest in qualifying areas and open a flexibility services tender	Publish report on how many stakeholders invited to tender		◆			Q4	✓
	19.03	We will develop a 'Social' Constraint Managed Zone to enable more stakeholders to participate in flexibility services We will work with National Energy Action and BEIS* to develop our Social Constraint Managed Zones. As part of this we will aim to develop easier routes for communities and smaller organisations to participate in our constraint managed zones	Social Constraint Managed Zone established. Report provided on level of interest shown		◆			Q4	✓
	19.04	We will disseminate learnings from our Social Constraint Managed Zones to support uptake of flexibility services We will work with National Energy Action to develop learning to help communities understand how to work with DNOs, how DNOs can engage successfully with local communities, with a view to translating energy efficiency into distribution system benefit	Document Index, handbook and information sources for communities		◆			Q4	✓
	19.05	We will introduce a more granular level detail of constraint on our heat maps We will develop a traffic light system with associated detail to provide a more granular level of information on the source of constraint at Grid Supply Point (GSP) level	Heat maps updated Stakeholder feedback recorded		◆			Q2	✓
	19.06	We will work with the industry to support the phased implementation of a System Wide Resource Register We will work with other DNOs, National Grid and the ENA* to implement the first phase of an industry 'System wide resource register' and seek feedback from stakeholders on further developments	Single online resource developed with links to DNO sources		◆			Q1	✓

*ICP/IDNO - Independent Connections Provider/Independent Distribution Network Operator

*DER - Distributed Energy Resources

Q1: Apr-Jun

Q3: Oct-Dec

*BEIS - Department for Business, Energy and Industrial Strategy

*ENA - Energy Networks Association

Q2 Jul-Sept

Q4: Jan-Mar

Category	Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
Information Provision	19.07	We will introduce (Appendix G) information for relevant Grid Supply Points (GSP) on our website for our SEPD area We will publish an up to date Appendix G summary on our website including all GSPs subject to the Appendix G process in our SEPD area	New content provided for SEPD area on website. Number of 'hits' for this webpage monitored		◆			Q1	✓
	19.08	We will introduce our new Geographical Information System (GIS) Following User Acceptance testing, we will implement our new GIS system for external users	GIS system implemented and access via SSEN website completed	◆	◆	◆	◆	Q3	✓
	19.09	We will host training workshops for stakeholders on our new GIS system We will host training sessions for stakeholders on how to use our new GIS system	Minimum of four training sessions offered either Face to Face or via webinar			◆		Q4	✓
	19.10	We will deliver our new stakeholder approved connections website navigation Building on stakeholder feedback last year we will deliver the website navigation for the connections area of our website, which was developed and approved by stakeholders in 2018-19	New website navigation for connections launched	◆	◆	◆	◆	Q4	✓
Competition in Connections	19.11	We will review our G81 online library to identify improvements We will undertake a technical review of our G81 library, and identify where content can be added to or improved	Gap analysis completed with defined priority list			◆		Q3	✓
	19.12	We will review opportunities to make more connection activities contestable We will review our existing connection activities to identify if we can extend contestability further (i.e. standalone diversions or disconnections)	Review completed and disseminated			◆		Q4	✓
Delivery	19.13	We will implement a new operational structure for our connection department We will implement a new operational structure for connection customers designed to improve customer experience, in a phased approach, beginning with a review to identify priority areas for implementation	We will identify priority areas and key focus points	◆	◆	◆	◆	Q1	✓
	19.14	Provide project tracking workshops for customers We will hold training workshops with customers to help them track their projects online	We will offer a minimum of two sessions either face to face or via webinar	◆	◆	◆	◆	Q4	✓

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

Category	Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
Application & Design	19.15	We will review our interactivity and queue management practices in line with the industry 'good practice' We will review our interactivity and queue management processes in line with published 'good practice' established by the Open Networks project and update where necessary	Attend Open Networks review meetings, host a webinar to educate customers on the interactivity and queue management consultation options, and develop an implementation plan for new process to be adopted, with the Open Networks product group.	◆	◆	◆		Q3	✓
	19.16	We will make it easier for stakeholders to locate the recommended ADMD on our website We will make our After Diversity Maximum Demand (ADMD) figures more visible to stakeholders looking to introduce EV charging to domestic developments	Engage with stakeholders on preferred approach and implement.	◆		◆		Q3	✓
	19.17	We will introduce 'tipping point' information with Connection Offers Where applications are affected by reinforcement, we will provide the point at which reinforcement is triggered. This will enable customers to re-apply for a reduced capacity, avoiding reinforcement if they wish to	Introduce 'trigger point' information as business as usual for Connection Offers made for DG HV and EHV market segments		◆			Q3	✓
	19.18	We will give customers the option to cancel their application up to day 25 without incurring a full Connection Offer Expense We will give customers a longer time to cancel their application before they will be required to pay the full Connection Offer Expense. This will reduce the Connection Offer Expense that customers pay, for selected market segments, if they cancel up to 25 working days after they have submitted their application	Implement 50% staged COE payment for selected market segments (subject to terms and conditions)		◆			Q2	✓
	19.25	We will create a video to outline the Unmetered connections journey We will create an Unmetered animation video to help customers understand their connections journey	Unmetered Animation video created and published on our website to help explain connections journey.				◆	Q4	✓
	19.26	We will develop new email templates to define the 'next steps' in our Unmetered customers connections journey We will develop new email templates used by our Application Team to help Unmetered customers understand their 'next steps' within their connections journey	Application team email templates amended to show Unmetered customers their 'next steps' in their connections journey				◆	Q4	✓

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

Category	Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
Collaboration & Engagement	19.19	We will work with peers and other industries to encourage faster Electric Vehicle (EV) uptake We will engage with other DNOs and other industries to facilitate cross-industry solutions and greater take up of EVs	Engage in planned national events twice a year	◆	◆	◆	◆	Q4	✓
	19.20	We will engage with Original Equipment Manufacturers (OEMs) and representatives with a view to identifying initiatives to support the uptake of EVs We will meet with OEMs to generate ideas and discuss options for early identification of prospective EV owners/drivers to enable greater uptake of EVs whilst safeguarding the network for all users	Stakeholders updated on what we discussed	◆	◆	◆	◆	Q4	✓
	19.21	We will develop, share and update our Electric Vehicle (EV) strategy with stakeholders We will share and develop our strategy with stakeholders	Strategy published and shared with stakeholders	◆	◆	◆	◆	Q4	✓
	19.22	We will hold a webinar on flexible connections specifically for generation investors. The webinar will outline the possible opportunities and risks, addressing any incorrect assumptions associated with flexible connections	Provide webinars and an investor support pack	◆	◆	◆	◆	Q4	✓
	19.23	We will continue to help customers understand the new requirements for generators to comply with engineering recommendation G98/G99* We will provide new information on our website, create Frequently Asked Questions and a dedicated email address for customer queries relating to G98/G99	Webpage and FAQ documents published, email address established and shared with customers		◆			Q1	✓
	19.24	We will work with Government, Local Authorities and related partnerships to help the transition to EV We will engage with the LEPs, Local Authorities and Regional Transport partnerships in our network area to support the uptake of EV	Host an EV event in SEPD and a webinar in SHEPD aimed to engage specifically with Local Authorities and related partnerships	◆			◆	Q4	✓

*G98/G99 refers to the new EU Engineering Recommendations which has replace the former recommendations G83 and G59.

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



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Looking Forward 2020-21

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How We Developed Our Workplan

In this section we set out our workplan and engagement that we aim to deliver in 2020-21.

We developed our 2020-21 workplan of commitments by gathering feedback at all three tiers of engagement as shown in figure 3. Figure 8 demonstrates where each commitment in our workplan originated.

All feedback and new ideas gathered were discussed at our CCSPs in October and December 2019, where stakeholders provided us with insight into the improvements that were most important to them. The connections leadership team reviewed this feedback and proposed 24 potential commitments at our March 2020 CCSP webinars, before setting the 23 commitments in our 2020-21 workplan. This timeline is demonstrated in figure 9 below.



Figure 3: Three tiers of engagement



Figure 8: Strategic, organisational or operational origin of commitment



Looking Forward



“Really meaningful commitments, you have listened to the feedback of your stakeholders and great improvements under the ‘BAU’ actions”

Anonymous (CCSP Survey, 2020)

Figure 9: Commitment timeline

We asked stakeholders at our CCSP webinars whether they agreed with the proposed commitments. Results were:

20 commitments received 80% or higher score of agree

3 commitments received between 74-80% score of agree

1 commitment received 66% score of agree

Following the March 2020 CCSP webinars we sent out a survey for stakeholders to give feedback and prioritise our proposed commitments. The survey results show that the top three commitments in terms of priority were:

20.03 Improve connections contact and escalation guide

20.04 Provide leaflet on what to expect from our pre-application meetings and connections surgeries

20.10 Provide more clarity on COE fees in our quote letter

Optioneering

At our March 2020 CCSP webinars, optioneering was proposed as a potential commitment to be delivered in 2020-21.

The proposed commitment stated that we would provide an option to secure up to three capacity options to be studied when submitting a new connection application. This will be applicable to customers who require works to be completed at high voltage (HV, EHV or 132kV). It was well received, with 90% of stakeholders agreeing with the delivery of this commitment.

Due to the evolving situation with COVID-19, the connections leadership team made the decision to withhold this commitment from our 2020-21 workplan, as the potential implications on our workforce in delivering this commitment remained unclear. However, if by October 2020, the connections leadership team think we can deliver this commitment later in the year it will be included in our updated workplan for 2020-21.



"Vast array of improvements to help all customer types"

Anonymous (CCSP survey, 2020)



"You have clearly listened to your stakeholders and taken into consideration our needs"

Anonymous (CCSP webinar for Housing Developers, 2020)



Looking Forward Workplan

Looking Forward

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter
Information Provision	20.01	Electricity supplier identification We will create a self-serve facility on our website which will allow our customers to find out who their supplier is	Self-serve facility created Webpage hits tracked	✓	✓	✓	✓	✓	Q2
	20.02	Educate and inform Local Authorities and Community Energy Groups on the connections process and transition to Distribution System Operations (DSO) We will review and enhance information available on our website to Local Authorities and Community Energy Groups to help educate and inform them on the connections process and transition to DSO*	Community webpage and connections guide updated Webpage hits tracked		✓				Q4
	20.03	Improve connections contact and escalation guide We will improve our existing connections contact and escalation guide to show a clearer reporting structure, this will also include our complaints and compliments process	Stakeholder input on proposed changes Improvements made Stakeholder feedback on improvements recorded	✓	✓	✓	✓		Q2
	20.04	Provide leaflet on what to expect from our pre-application meetings and connections surgeries We will provide information to our stakeholders to let them know what to expect and what information we require for a pre-application meeting and connections surgery	Leaflets for stakeholders created Stakeholder feedback recorded	✓	✓	✓	✓	✓	Q3
	20.05	Redesign our Unmetered webpage We will redesign and update our Unmetered webpage including information on unmetered MPANs* and connecting onto an existing asset	New webpage design launched		✓	✓	✓	✓	Q3
	20.06	Create an Unmetered Frequently Asked Questions (FAQ) document We will create a Frequently Asked Questions (FAQ) document to provide clarity and guidance on the steps throughout the unmetered connections journey	Unmetered FAQ document published on our website Stakeholder feedback recorded		✓	✓	✓	✓	Q3
	20.07	Create a Service Alteration guide We will create a guide to explain the Service Alteration process, to help improve understanding of stages involved	Service Alteration guide published on our website Webpage hits tracked Stakeholder feedback recorded		✓	✓	✓	✓	Q2
	20.08	Create videos to explain Generation customer connections journey We will produce a video for each of our licence areas (SHEPD & SEPD) to explain the generation connections journey. Taking into consideration Statement of Works, Appendix G (where applicable) and Securities and Liabilities	Videos published on our website Stakeholders notified via newsletter	✓	✓				Q4

*
DSO Distribution System Operations **MPAN** Metering Point Administration Number **FAQ** Frequently Asked Questions
ICP Independent Connection Provider **IDNO** Independent Distribution System Operator

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

Looking Forward Workplan

Looking Forward

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter
Application & Quotation	20.09	Improve online experience for connections stakeholders We will gather feedback from stakeholders on how to further improve their online experience, including the application process	1 session per stakeholder group forum in 2020-21	✓	✓	✓	✓	✓	Q2
	20.10	Provide more clarity on Connection Offer Expense (COE*) fees in our quote letter We will make Connection Offer Expense fees clearer in our quote letter	Quote letter changes implemented Stakeholders notified via newsletter	✓	✓	✓	✓	✓	Q3
	20.11	Improve cover letter for Distributed Generation quotes We will improve the cover letter for Distributed Generation quotes by including a description of the works required and link to information explaining Statement of Works process	Cover letter updated Stakeholders notified via newsletter	✓	✓				Q2
	20.12	Implement new interactivity process We will continue to work with the ENA* to revise the interactivity process ensuring we meet the timescales established by the central project	New interactivity process implemented	✓	✓	✓	✓	✓	Q3
Delivery	20.13	Review the process for the reconciliation of costs on connections projects We will carry out an internal review to find out how we can improve our current process for reconciliation of costs on connections projects and update stakeholders on our findings	Internal review completed and improvements identified Stakeholders notified via newsletter	✓	✓	✓	✓	✓	Q4
	20.14	Provide more clarity on processes which can affect quotations We will provide better information on our variation and requote process, including major and minor changes	Guidance published on our website Webpage hits tracked	✓	✓	✓	✓	✓	Q2
Competition in connections	20.15	Provide more clarity on Bilateral Connection Agreement (BCA) process We will create a flowchart to clearly outline our process for BCAs*	Flowchart published on our website Stakeholders notified via newsletter					✓	Q3
	20.16	Create ICP/IDNO contact and escalation guide We will create a dedicated ICP/IDNO contact and escalation guide	Guide published on our website Stakeholders notified via newsletter					✓	Q2
	20.17	Create a calculator on our website on earth potential rise calculations at secondary substation sites We will create and publish a calculator on our website to assist earth potential rise calculations at secondary substation sites to help our Competition in Connections stakeholders	Calculator published on our website					✓	Q4

*
COE Connection Offer Expense
BCA Bilateral Connection Agreement

ENA Energy Networks Association

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

Looking Forward Workplan

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter
Collaboration & Engagement	20.18	Reform current engagement model We will implement the reviewed and improved engagement model endorsed by our stakeholders	New engagement model implemented Stakeholder feedback on new model recorded	✓	✓	✓	✓	✓	Q4
	20.19	Recording information-based connections engagement webinars We will record every connections engagement webinar we host and post these on our website as a resource for our stakeholders	Connections engagement webinars recorded and published on our website	✓	✓	✓	✓	✓	Q4
	20.20	Updating connections stakeholders on our Electric Vehicle (EV*) transition We will host a webinar to update our connections stakeholders on our EV strategy and updated EV connections technical policy	1 webinar hosted	✓	✓	✓	✓	✓	Q2
	20.21	Digital and social media campaign to inform stakeholders of connections-related materials available to them We will undertake a 12 month digital and social media campaign to increase awareness of the connections-related materials already available to all stakeholder groups	Campaign completed	✓	✓	✓	✓	✓	Q4
Constraint Management	20.22	Increase regularity of demand and generation heat map updates We will update our demand and generation heat maps monthly	Heat maps updated monthly	✓	✓	✓	✓	✓	Q4
	20.23	Improve information available to Distributed Energy Resource (DER) stakeholders in relation to DSO* transition We will review and enhance information available on our website to our Distributed Energy Resource connections customers to help educate and inform them on our transition to DSO*	Stakeholder satisfaction recorded and measured	✓	✓				Q4

*
EV Electric Vehicle
DER Distributed Energy Resource

Q1: Apr-Jun Q3: Oct-Dec

Q2 Jul-Sept Q4: Jan-Mar



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Over to you

How to Contact Us.....24

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.



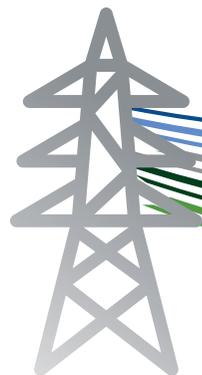
To register and receive regular updates on our business performance and opportunities for future engagement, please follow [this link to sign up](#).

Engage with us online

-  Search 'SSEN Connections Engagement'
-  twitter.com/ssencommunity
-  facebook.com/ssencommunity
-  instagram.com/ssencommunity/
-  www.ssen.co.uk/Connections/

Email us

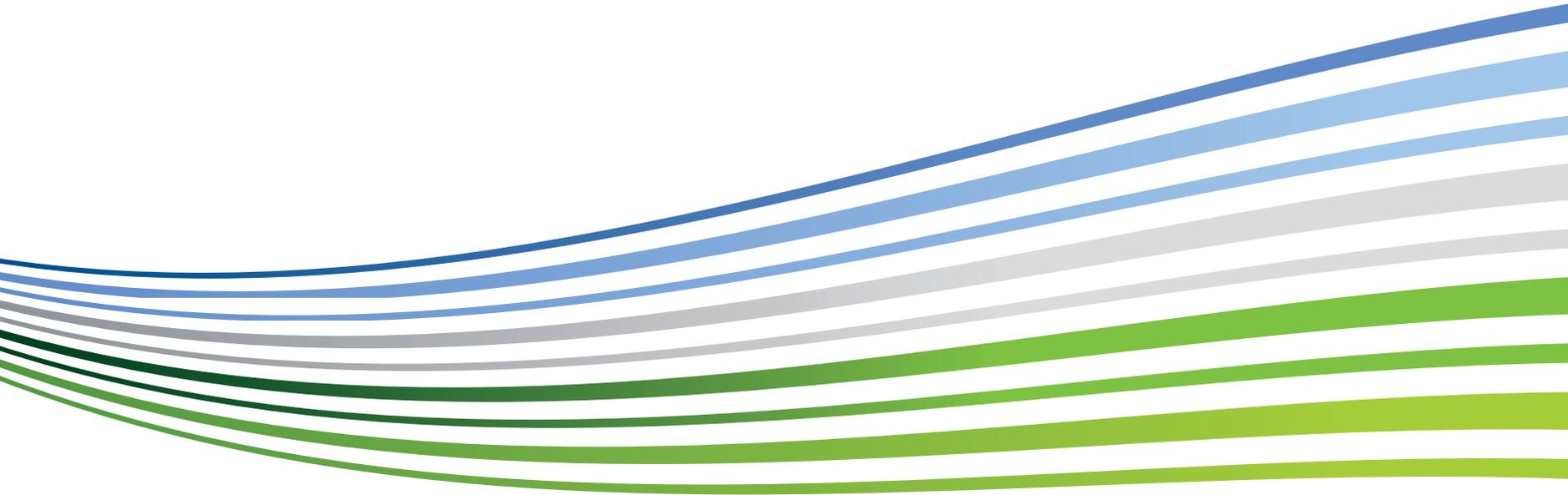
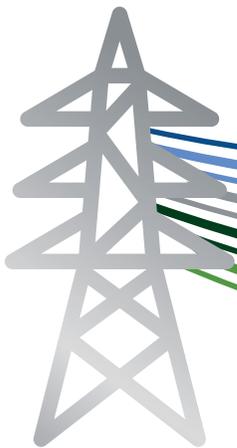
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Over to you



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