

Incentive on Connections Engagement submission for 2017

Looking Back Report 2016-17 /
Looking Forward Report 2017-18 combined



Scottish & Southern
Electricity Networks

Contents

Welcome	03
Our strategy	05
Engagement approach and activities	07
Looking Back Report 2016/17	
Influencing our business decisions	13
Engagement highlights	16
Stakeholder survey	19
Delivering Innovation	20
Communities	23
Collaborating	24
Competition in Connections	26
Acting on feedback from Ofgem	27
Our work plan in detail	28
Looking Forward 2017/18	
High level strategy	54
Engagement activities	56
Innovation update	59
Constraints, DSO & QMEC	60
Looking Forward Commitments overview	64
Bigger, more ambitious commitments.	66
Choice in connections	66
Smaller commitments	68

Recognising our new company under our new brand

Since our full Looking Forward Report 16/17 was published in May, our trading name has changed to **Scottish and Southern Electricity Networks**. This new name unifies what was Scottish and Southern Energy Power Distribution (SSEPD) and its businesses Scottish Hydro Electric Power Distribution (SHEPD), Southern Electric Power Distribution (SEPD) and Scottish Hydro Electric Transmission (SHE Transmission).



What is this document?

This is the combined Scottish Hydro Electric Power Distribution and Southern Electric Power Distribution submission towards the Incentive on Connections Engagement 2017 (ICE). It contains two sections: Looking Back at 2016/17 and Looking Forward to 2017/18.

Looking Back at 2016/17

This part of the report details the progress we have made over the past twelve months in delivering on our plans and commitments to our customers. The plans and commitments were developed in direct response to comments and ideas received from our stakeholders over the previous year. They were designed to understand and meet the needs of our connections customers. This report summarises how we have enhanced the overall customer experience and how we have performed against the key performance targets we set in our Looking Forward report 2016/17 in relation to the following areas:

- ▶ Customer service
- ▶ Information provision
- ▶ The application process
- ▶ Getting connected
- ▶ Choice in connections
- ▶ Innovation

Looking Forward to 2017/18

We are committed to listening to our stakeholders and working to continuously improve the service we offer our connections customers. This part of the report sets out our detailed plan for the year ahead, showing the steps we will take to improve your experience with us. These plans have come out of regular and ongoing engagement with the people who use our service, and are grouped around the following themes:

- ▶ Delivery
- ▶ Responding to constraints on our network (Flexible Connections)
- ▶ Quoting
- ▶ Wayleaves
- ▶ Information provision
- ▶ You have a choice
- ▶ Design information

Welcome

We are changing our business for the better and are actively engaging with our connections customers to ensure that we do this in a way that genuinely delivers an improved service to them. Putting our customers at the heart of everything we do is one of the long-standing principles on which we base our business.

Our engagement programme has given our connections customers a bigger say in what we do and how we do it. I firmly believe this has positively impacted not only on those who use our services, but us as a business.

This time last year I wrote that we were embarking on a journey. Reviewing our progress over the past year and since we published our Half Year Update I am pleased to say that our service to our customers has moved decisively ahead in a number of areas. In the past 12 months we have:

- Taken further steps to **increase customer's awareness of choice** in connections
- Improved information available to **help all customers get connected**, including in constrained areas
- Held a series of workshops on emerging issues such as battery storage to **keep our customers informed**
- Continued to **involve stakeholders in key decisions** that affect them and provided regular access to decision-makers via our Connections Customer Steering Panel
- Launched our **new brand**, making it clearer and easier for customers and other stakeholders to understand who we are and what we do

These are some of my personal highlights. More broadly, I am pleased to report that we have delivered 41 of the 42 commitments we undertook to deliver last year. The remaining commitment to 'Provide guidance on the process for flexible connections' will be available across both of our distribution areas in the near future. The level of interest from customers in this area in particular has led us to make an even bolder commitment this year (as shown on page 67) where we make it possible for customers to have a flexible connection anywhere on our Distribution networks where it is technically feasible to do so.

What really matters, however, is not what I think - but

what these changes mean for our customers. I discuss this regularly with customers at steering panels and other meetings, and I appreciated that we have made a lot of progress but we are on a journey before we can say they are truly satisfied. That is why engagement matters: it is not a tick-box exercise but is essential to building the forward-looking customer-focused business I want to see.

Over the past two years we have focused on bringing our connections service into line with customer expectations and other operators. Stakeholders have told us they would like us to be more ambitious and more innovative in our approach.

So this year we will focus on delivering fewer but more impactful plans and commitments. You can find out more about this in the Looking Forward section on page 53.

Delivering excellent service is a matter of personal pride and it really matters to me what customers think. Once again you have my undertaking that my team and I will continue to invest time and effort listening to all of our connections customers and acting on their feedback – please visit page 54 to find out how you can make your voice heard and further influence our future plans.

Colin Nicol,
Managing Director
Networks



About our distribution areas

As Distribution Network Operators (DNOs), we own and operate two electricity distribution license 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 cables that deliver electricity to your homes and businesses.

Scottish Hydro Electric Power Distribution (SHEPD) - the north of Scotland

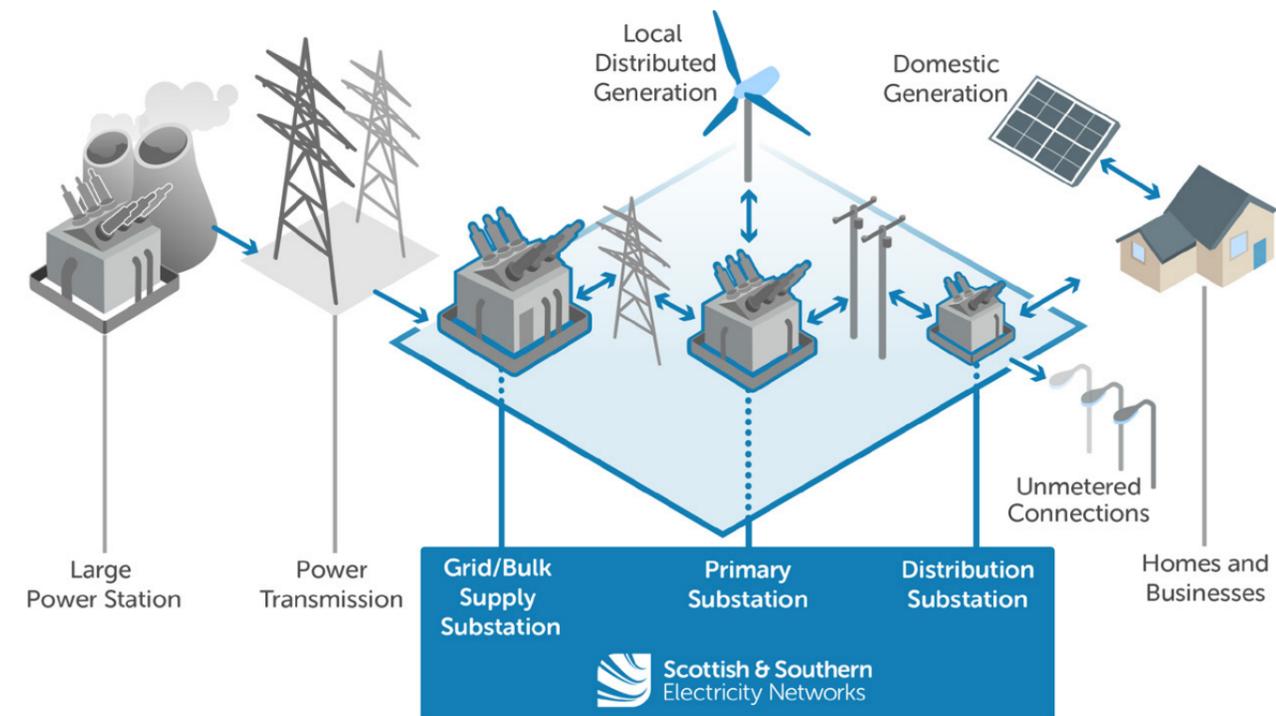
safely delivers electricity to around 767,082 customers across a quarter of the UK landmass. This attracts unique challenges in terms of both distance and terrain. As well as serving the major population centres of Aberdeen, Dundee, Inverness and Perth, we use more than 100 subsea cable links to connect to most Scottish islands including the Inner and Outer Hebrides, Arran and the Orkney Islands.

Southern Electric Power Distribution (SEPD) - central southern England

is the larger of our two distribution networks and safely delivers electricity supplies to more than 3,032,766 customers. It covers an area ranging from rural communities in Dorset, Wiltshire, Gloucestershire and Oxfordshire, to towns and cities including Bournemouth, Oxford, Portsmouth, Reading, Southampton, Slough, Swindon and parts of west London. We also distribute electricity to and across the Isle of Wight.



You can reach us by emailing connectionsfeedback@sse.com with any thoughts and ideas or if you are simply interested in keeping up to date with our progress throughout the year.



Our strategy for engaging with you

Involving you every step of the way

The objective of which is to ensure major connections customers have regular opportunities to influence us and tell us how we can improve our connections service. We are continually looking for ways in which we can make it easier for customers to connect to our network. We are engaging with them on an ongoing basis to help us do so. We serve a broad range of customers. Every one of them is equal and we encourage all to share their views. We have multiple feedback channels in place, so that each customer can choose the channel he or she finds most convenient.

How our plans and commitments are co-produced with customers



“

I'm very clear that whatever commitments we deliver in connections must deliver value for customers. This is why it's crucial for us to get customer feedback throughout the year so we can refine our plans

Andy Huthwaite
Director of Commercial and Connections”

Our Engagement Values

Our approach contains the clear requirement to undertake stakeholder engagement in line with the values of our business:

Safety: We will undertake our engagement with stakeholders safely and responsibly.

Service: We will engage with our stakeholders to put the current and future needs of our stakeholders at the heart of everything we do.

Efficiency: We will keep our engagement activities simple, do the work that adds value and avoids wasting money, materials, energy or time.

Sustainability: We will undertake our engagement activities ethically and transparently and in changing our business in response to stakeholder views, we will take the long term view to achieve growth while safeguarding the environment.

Excellence: We will strive to ensure that our engagement gets better, smarter and more innovative.

Teamwork: We support and value our stakeholders and will work with them in an open and honest way; this will include actively involving our stakeholders in designing the engagement process.

What you have said as our customers



- DG Distributed Generation
- D Demand
- U Unmetered
- ICP Independent Connections Provider

“SSEN are the best by miles; in terms of quotation and being able to make contact.” D
 Rob Walker, Churchill Retirement Living

“I am very impressed with SSEN’s ICE activity from what I have seen for far, well done!” ICP
 Simon Gallagher, Tri-Connex

“I am very keen to support SSEN’s customer engagement as you and your colleagues have done a remarkable job in supporting our enquiries and facilitating our connections.” DG
 Andrew Blumfield, Grid Battery Storage Ltd

“It’s been a fascinating year and I’d like to thank you for all your help on grid matters, particularly with Southill which is now across the line.” DG
 Tim Crisp, Low Carbon Hub

“I hope the level of service that we currently receive from SSEN will continue (I expect that it will. Please don’t change any of your systems, it’s working well as it is). The people we deal with at SSEN from start to finish couldn’t be better.” D
 Hamish Mackay, A & J Stephen Builders

“In the past 6 months, SSEN have improved.” U
 Abi Daines, Drew Smith Group, Unmetered

“happy with the delivery of the projects SSEN provided recently.” U
 Andy Green, West Berkshire Council

“You are miles ahead of any other DNO. There has been a remarkable change over the last 12 months, a real 360 turnaround, it’s so much easier to make contact with you and it makes it easier to work together now.” ICP
 Kevin Pate, IQA Ltd

“Thanks for the assistance of yourself and your team to the project to date, it’s been a refreshing change to work with SSEN who are considerably more dynamic than some of the other DNOs we work with!” DG
 Matt Russell, Infinergy Ltd

“The commitments resulting from the engagement meetings were very useful.” U
 Scott Denyer, Perth and Kinross Council

“Our developments are proceeding well and we appreciate how efficient SSEN’s consultation programme is running. Keep up the good work!” DG
 Steve Ruggi, Future Spectrum (Renewables) Ltd

“SSEN has an active strategy and seeks continuous engagement with stakeholders. This subject has received much attention within SSEN. During the years I have worked with SSEN I have noticed an ambition to improve stakeholder engagement.” DG
 Fredrik Adams, Firglas

Reviewing our 2016/17 engagement approach and expanding our engagement activities

Our engagement approach springs from our engagement strategy, the objective of which is to ensure major connections customers have regular opportunities to influence us and tell us how we can improve our connections service.

Evolution of our engagement strategy

- In 2015 we introduced a dedicated connections engagement team and developed a bespoke engagement strategy aimed at our connections customers and stakeholders
- We road tested our approach in 2015/16 and subject it to regular evaluation to ensure it continues to meet its objectives
- It was endorsed by a wide range of stakeholders in 2016, as evidenced by responses to our own surveys and a consultation by Ofgem.

Our three-tiered approach to engagement has been operating successfully for two years now.

1. Strategic engagement – enabling customers to influence our key decisions
2. Targeted engagement - designed to engage customers in their peer groups on topical issues
3. Business-as-usual engagement – ongoing opportunities for customers to discuss their projects with our team

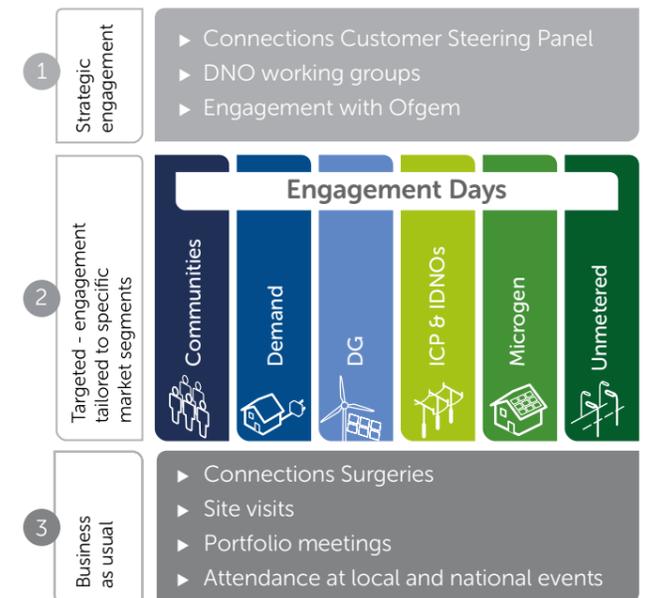
Senior leaders in our business actively support our strategy. They are committed to listening to customers and acting on feedback.

In the past twelve months:

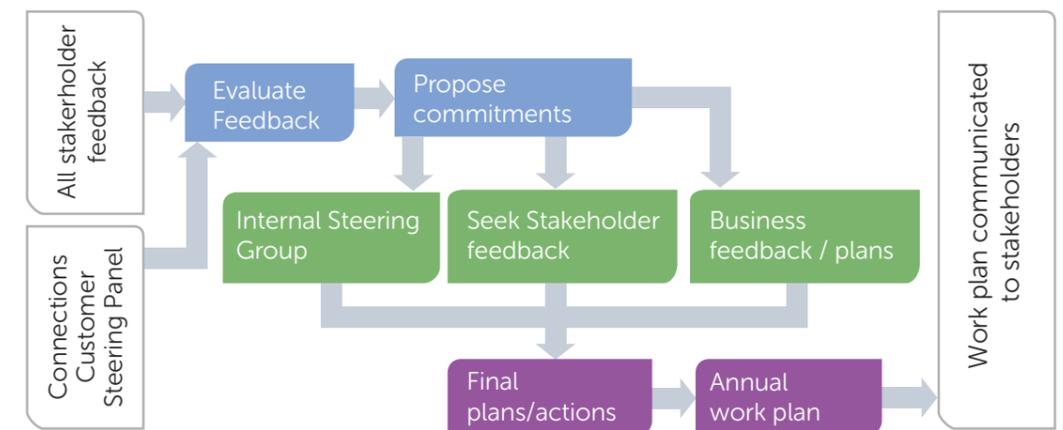
- Managing Director of Networks, Colin Nicol, attended every Connections Customer Steering Panel meeting
- Director of Commercial & Connections, Andy Huthwaite, attended monthly meetings of our ICE internal steering group which monitors progress against our objectives
- Heads of Connections in the north and south attended engagement days and workshops to listen to customers

Advisory panel video link : vimeo.com/204400427

Our 3 tier engagement approach



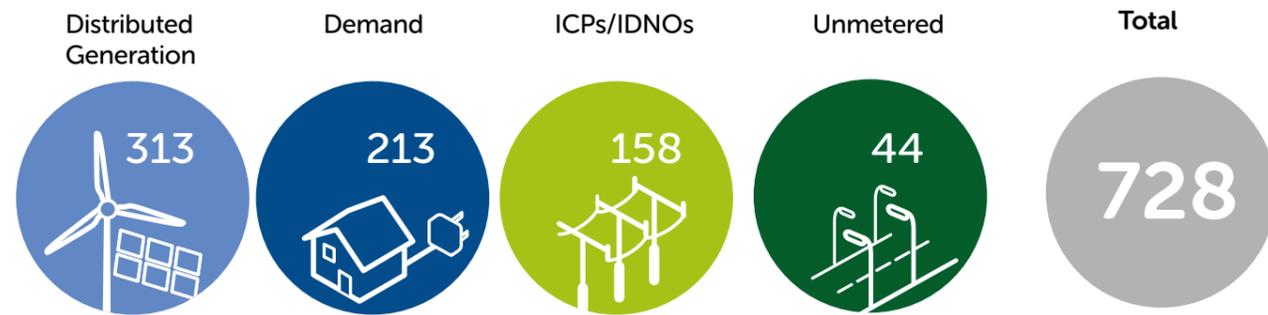
How stakeholder feedback influences our commitments



Engagement activities 2016/17

The ambitious programme of engagement we set out in our Looking Forward for 2016/17 report has proven successful. We are happy to report that we have engaged with an additional 47% of customers this past year compared to the previous year.

Our biggest success has been with our demand customers, the numbers of whom we engaged with increased from 24 in 2015/16 to 213 in 2016/17.



“My experience at today’s connection surgery has been 10 out of 10.”

Robert Butler, Butler Consulting Ltd

“I would like to thank you and the team for putting on the battery storage workshop last week. I found it very interesting and informative and since then I have found the additional knowledge has come in very handy when discussing projects with clients.”

Graham Taylor - Darke & Taylor Ltd



Engagement with social media, LinkedIn, Facebook, Twitter

We have continued to use social media as a gateway to highlight improvements in our processes and procedures, with a particular focus on informing customers about how we are performing against the commitments we made.

The SSEN Connections Engagement group on LinkedIn provides valuable real-time information and allows our customers to share their views and opinions with us and industry colleagues.

We keep our customers informed about our planned engagement events, workshops and surgeries by regularly posting information on our group page as well as our individual LinkedIn accounts. We let our customers know about our calendar of events and post pre-event updates and event details as well as keeping them informed during the actual event itself.

This allows each customer to be involved, especially if they are unable to attend an event in person.

All presentation slides, minutes, photos and other information about each event are uploaded to the events calendar on the SSEN website.

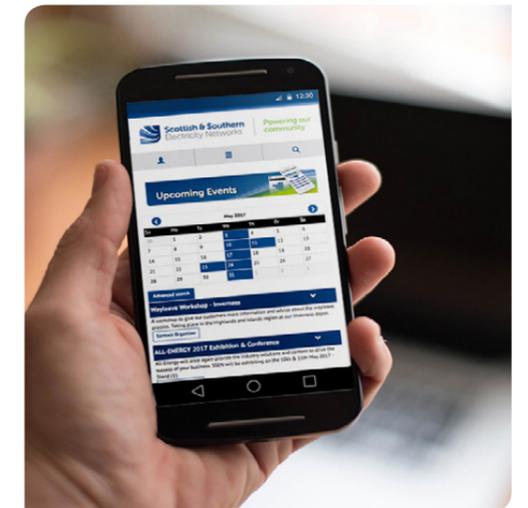
www.ssen.co.uk/stakeholderevent/basicsearch/

We have around 500 members on our SSEN Connections Engagement group on LinkedIn, including customers from all of our market segments and some of our internal stakeholders. The group has helped increase awareness of our ICE activities among our external and internal stakeholders.

We regularly use Twitter and Facebook to engage instantly with our customers. We have tweeted about events we have attended – such as Renewables Future and Green Energy Awards and Smart Energy Marketplace – both run by Regen SW as well as using Facebook to highlight our own events.

“SSEN engagement is done well through events and follow up emails with slides and newsletters.”

Kim Smith, MJA Consulting



Engagement activities 2016/17

Date	Engagement activity	Description of event	Total attendance	Customer type engaged			
				DG	Demand	Unmetered	ICPs/IDNOs
April 16	Battery Storage Workshop (SEPD)	This event provided an opportunity for our customers and stakeholders to find out more about battery storage and processes.	50	✓			✓
April 16.	Energy Forum Special (SEPD)	Demand side Management Opportunities for End Users - in association with The Thames Valley Chamber of Commerce.	60	✓	✓	✓	✓
April 16.	Constraint Managed Zones (CMZ) – Webinar (SHEPD and SEPD)	Due to the huge interest in the implementation of CMZ in our distribution networks we organised a webinar to enable customers to find out more about the process.	100	✓			✓
April 16.	Energy Innovation Centre Awards 2016 (SEPD)	SSEN Future Networks presented and attended at the Energy Innovation Centre Awards 2016.	300	✓	✓	✓	✓
May 16	All Energy 2016 (SHEPD)	Our team from SHEPD exhibited at All Energy, the UK's largest renewable energy event	8,250	✓	✓	✓	✓
May 16	Maximising value of solar assets – Regen SW (SEPD)	Steve Atkins, our Lead Commercial Contracts Manager, spoke at this event hosted by Regen SW. £10 billion of solar assets have been installed in the UK in recent years. The Regen SW forum brought together industry leaders to examine the key challenges in maximising the value of these assets, including: <ul style="list-style-type: none"> • Ofgem proposals to change grid charging regime • Impact of grid outages on income • Adapting to the storage and smart energy revolution • O&M best practice • Working with local communities, landscape and biodiversity 	100	✓	✓	✓	✓
May 16	Use of System Charges Workshop (SHEPD and SEPD)	We explained the differences between Connection and Distribution Use of System Charges.	37	✓	✓	✓	✓
May 16	Generation Engagement Event (SHEPD and SEPD)	Aimed at developers and consultants looking to connect distributed generation to our network.	42	✓			✓
May 16	Utility Week Live 2016 (SEPD)	SSEN Future Network staff attended the Utility Week Live 2016 conference. The event explored the innovations that are transforming our industry. Attendees shared knowledge with peers and discovered what's driving change in 2016.	3,000	✓	✓	✓	✓
June, sept, Oct and Nov 16	Wayleaves Workshop (SHEPD and SEPD)	Workshops including topics such as key consents, work required for ICPs and IDNOs, and substation plans.	95	✓	✓	✓	✓
June 16	ICP & IDNO Engagement Event (SHEPD and SEPD)	We updated our customers on the progress of relevant commitments from our second ICE work plan and the Code of Practice.	51				✓
June 16	The Institute of Asset Management Conference (SHEPD)	SSEN Future Networks Team presented on LiDAR: It's Current Application and Future Potential in Asset Management of Electrical Utilities at this conference, which offers the latest innovations in asset management tools and services.	350	✓	✓	✓	✓
July 16	The New Forest County Show (SEPD)	We exhibited at this annual three-day agricultural show and were particularly interested in speaking to attendees who were interested in connecting to our network.	5,000		✓		

Date	Engagement activity	Description of event	Total attendance	Customer type engaged			
				DG	Demand	Unmetered	ICPs/IDNOs
July 16	National Farmers Union – Safety Day (SEPD)	We were invited to host a stand and talk to the farming community about our safety culture and how to connect to our network.	150	✓	✓	✓	✓
Aug 16	Black Isle Show 2016 (SHEPD)	We exhibited and met members of the farming community and other agricultural trade bodies along with landowners and local authorities who may be interested in connecting to our network.	4,000	✓	✓	✓	✓
Sep 16	Unmetered Engagement Event (SHEPD)	As part of our commitment to expanding the way we engage with our customers and act on feedback, we hosted an engagement day aimed at our unmetered customers. The day included presentations, updates and opportunities for attendees to ask us questions directly.	7			✓	
Sep 16	Storage: Towards a Commercial Model (Regen SW) (SEPD)	This event launched a new Regen SW paper - "Storage: towards a commercial model" which focuses on practical challenges in developing and implementing viable storage business models. The paper, written in partnership with Green Hedge, TLT and Triodos Bank, is based on the experiences of those at the forefront of the sector. Darren Wood, Commercial Contracts Manager, attended.	100	✓			
Sep 16	(Real Time Digital Power System Simulator users) European Users Group Meeting (SHEPD)	Hosted by the University of Strathclyde, the meeting took place in their state-of-the-art Technology and Innovation Centre and featured a tour of the innovative Power Networks Demonstration Centre.	70	✓	✓	✓	✓
Sept 16	Microgeneration Engagement Event (SHEPD and SEPD)	We updated our customers about the progress of relevant commitments from our second ICE work plan of activities. Presentations were held throughout the day on subjects requested by customers, including policy updates and changes to our internal processes. There was plenty of time for customers to ask questions and we organised workshop sessions where website functions, application processes and getting connected from an operational view were discussed in detail.	45	✓			✓
Oct 16	Low Carbon Networks & Innovation LCNI (I)Conference (SEPD)	The 2016 Low Carbon Networks & Innovation Conference was an opportunity to explore key learning points from electricity and gas network innovation projects. The programme provided unparalleled networking opportunities in addition to project-focused presentations and workshops. Members from our Future Networks team presented at the event.	1,400	✓	✓	✓	✓
Oct 16	Energy 2016 – part of UK Construction Week (SEPD)	We exhibited at this event and met with customers to talk about new or ongoing projects and to give updates on our incentive on connections engagement (ICE) commitments. Energy 2016 is the industry trade event dedicated to renewables, innovation and power solutions. Uniting all the key business players in the industry such as architects, project/energy managers, engineers and developers, it provides the perfect platform to unite the energy sector and wider interconnected industries.	30,276	✓	✓	✓	✓
Oct 16	London Build 2016 (SEPD)	This is the only construction exhibition to focus exclusively on construction opportunities in London and the South East. It is the ideal opportunity for organisations to gain access to all the latest construction projects in the capital; and the opportunity to network with thousands of attendees from contractors, developers, architects, government and other construction industry professionals. We exhibited at this event and were particularly interested in speaking to attendees who are looking to connect to our network.	6,500		✓		✓

Engagement activities 2016/17 continued

Date	Engagement activity	Description of event	Total attendance	Customer type engaged			
				DC	Demand	Unmetered	ICPs/IDNOS
Oct 16	Engaging Communities in Network Innovation (SEPD)	Hosted by Regen SW in partnership with Energy Networks Association and the DNOs, the event looked at how to positively engage local communities with innovation. The industry heard about the exciting network innovation projects already taking place with communities, looked at lessons learned and discussed opportunities for further collaboration.	400	✓			
Nov 16	Future South Conference (SEPD)	The 5th annual conference – our commercial team attended to discuss what connections projects are coming to the south.	200	✓	✓	✓	✓
Nov 16	Scotland Build 2016 (SHEPD)	The Scottish construction industry is growing at its strongest rate in more than five years. Construction contracts in SHEPD in the past 12 months have outperformed most other parts of the UK, as the economy returns to pre-2008 levels and the Scottish government makes significant infrastructure investment. We exhibited at this event and were particularly interested in speaking to attendees who are looking to connect to our network.	8,000		✓		✓
Nov 16	Large Demand Engagement Event (SEPD)	We hosted an engagement event aimed at our residential customers, commercial/industrial developers and Independent Connection Providers, contractors and consultants. We showcased recent additions and updates to our online applications processes and explored how good working practices can help avoid damage to our network assets. We highlighted the benefits of working with Independent Connection Providers.	33		✓		✓
Nov 16	Renewable Futures and Green Energy Awards Pathway to Parity (SEPD)	SSEN sponsored this prestigious event. Steve Atkins, our Lead Commercial Contracts Manager, was on the judging panel for the community award.	382	✓			
Feb 17	Flexible connections workshops (SHEPD and SEPD)	With our Active Solutions team, we hosted a flexible connections workshop to help customers decide how they would like to connect to our network. We highlighted a number of alternative connection options to become available.	66	✓	✓	✓	
Feb 17	ICP/IDNO workshops (SHEPD and SEPD)	We hosted an ICP and IDNO workshop where we updated customers on our secure website, unmetered ICP adoption, ICP legals and wayleaves and other information.	57				✓
Feb 17	Energy Storage Summit (SEPD)	We exhibited for the first time at Energy Storage Summit. With interest building around the potential of the UK storage sector, this two-day event reflected the upward trajectory of this exciting market.	500	✓	✓		
Mar 17	Empowering Rural Industries Conference 2017 (SHEPD)	We exhibited for the first time at this showcase event, which integrates the renewable energy sector with innovative manufacturing. It provided opportunities to hear from and interact with experts from energy suppliers, aquaculture, distilleries, forestry, industrial biotechnology, community groups and government agencies.	120		✓	✓	
Mar 17	Scottish Renewables Annual Conference (SHEPD)	SHEPD and SP Energy Networks joined together at the Scottish Renewables Annual Conference. Presentations from SSEN and SPEN on flexible connections were shown, followed by opportunities for customers to ask questions. We hosted drop-in sessions to give customers the chance to provide feedback on what the business needs to improve.	250	✓			
Mar 17	Smart Energy Marketplace (SEPD)	This is the biggest smart energy technology and renewable energy generation show in the south west. SSEN exhibited at the event. The way we generate and use energy in our homes and businesses is changing. This event helped customers to understand the opportunities that this presents, find a deeper way to connect with the energy you use and explore new business opportunities.	1,000	✓	✓	✓	✓

Influencing our business decisions

Nearly two years have passed since we introduced our **Connections Customer Steering Panel (CCSP)** to give connections customers a bigger voice and direct access to our key decision makers.

We have held two rounds of meetings in both our distribution areas. They continue to be one of the main ways we identify how to improve and develop our connections service.

105 stakeholders attended these sessions during 2016/17, representing all of our market segments.

In our *Half Year Update Report* published in October 2016 we set out ways to develop these sessions to make them even more effective in directly responding to stakeholder feedback.

At the meetings in Basingstoke (15 February 2017) and Perth (28 February 2017) we:

- Reduced the length of our corporate presentations while extending the amount of time our Managing Director and Director were available to meet, listen and engage with attendees
- Increased the amount of time for discussion and feedback – this is now the longest part of the CCSP meetings
- Created a bigger platform for customer voices by inviting presentations from stakeholders to act as our 'critical friends' on a variety of topics

The average response from attendees at both meetings was very positive:

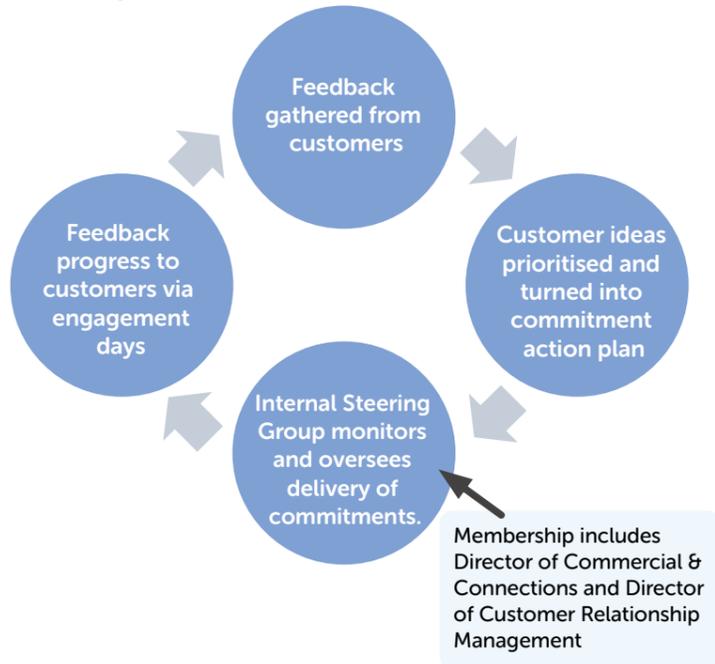
On a scale of 1-10 how would you rate your experience at today's meeting?	9
On a scale of 1-10 were the right staff in attendance to answer your questions?	9
On a scale of 1 - 10 - I feel I am able to influence SSEN's plans and commitments	8
On a scale of 1 - 10 - I feel my views are listened to and acted on by SSEN	8
On a scale of 1 - 10 my attendance at this meeting was beneficial to me	8.4
In your opinion is improving the experience of connections customers is a key priority for SSEN	93%
Do you feel that SSEN offers enough opportunities for customers to engage?	90%



Objectives of SSEN Connections Customer Steering Panel

- Provide feedback on the effectiveness of our connections service and future planned developments
- Influence and inform our strategy for engaging with connections stakeholders
- Advise and draw attention to customers' key concerns
- Act as a sounding board and source of new ideas
- Influence development of SSEN's strategic objectives

How we acted on feedback gained through the CCSP



Stakeholder Advisory Panel

The Stakeholder Advisory Panel was introduced to influence the strategic direction of SSEN and its Board. It comprises six external members from a variety of sectors and with a range of experience. The panel is chaired by Rachel McEwen, non-executive member of the SSEN Board.

The group will meet at least three times a year to provide strategic advice to SSEN's Distribution and Transmission businesses, particularly focussing on how they are performing against business commitments. The panel is committed to being open and transparent for the benefit of all stakeholders, of the results of its influence.

“The panel meetings enable panel members and SSEN decision makers to explore practical issues such as how best to engage with stakeholders, through to broader issues such as what the future looks like for the industry as a whole.”

Tamar Bourne, Regen SW



Percentage of CCSP customer attendance by market segment

Customer Market Segment %	SEPD July 2016	SHEPD June 2016	SEPD Feb 2017	SHEPD Feb 2017
DG	55%	43%	41%	65%
Demand	25%	5%	24%	8%
ICP/IDNO	20%	47%	24%	12%
Unmetered	0%	5%	11%	15%

“I caught up this morning with my Framework Contracting colleagues in IUS who attended. They had enjoyed the day very much and have been able to share a lot of the messages and material from the day.”

Alistair Davidson, Scottish Water

“A great event, really useful and a great opportunity to speak with staff directly.”

Rodney Potts, Northern Energy Developments Ltd

“I do feel that your customers are being included far more in decisions that affect their business”

Sean Duff, Freedom Group

Involving you in our decision making

As a business we have focused in the past two years on improving the 'front end' of our connections and implementing a series of small changes to the way we do things.

We recognise that to keep pace with changes in the marketplace and customer expectations we need to deliver more fundamental changes that produce more significant effects.

With this in mind, in February 2017 we held the fourth round of our Connections Customer Steering Panel meetings in Basingstoke (SEPD) and Perth (SHEPD). These were attended by 64 stakeholders representing the full range of our connections customer base. The aim of these meetings was to consult customers and stakeholders about our direction of travel in 2017/18.

Director of Commercial and Connections, Andy Huthwaite opened the sessions by reflecting on progress made and asking attendees to confirm that commitments delivered last year had been beneficial. The response from attendees was mainly positive but we got some constructive feedback – for example difficulty escalating issues and finding the contact details of key staff.

Both of these points have been addressed in our plans for 2017/18 (see pages 66 & 71).

We designed these sessions to give attendees maximum influence over our future plans:

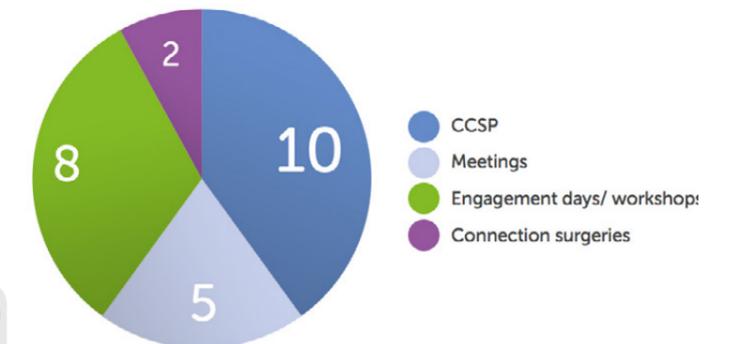
- Prior to the meetings, we circulated our draft commitments for 2017/18 to enable attendees to consider them ahead of the discussion
- We devoted the longest section of these meetings to breakout sessions where customers were invited to tell us their views on where they would like to see improvements
- We asked customers to prioritise the issues that were most important to them

Feedback from attendees at the Basingstoke and Perth sessions indicated that they want to see a mix of more ambitious, larger commitments from us as well as smaller 'bread and butter' improvements. We are committed to delivering both.

Advisory panel video link : vimeo.com/204368523

Origin of commitment ideas from customers 2017/18

We asked for feedback from the 64 customers who attended February 2017's CCSP. Of those who responded, 84% found the event beneficial and 93% agreed we are demonstrating that improving the experience of connections customers is a key priority for SSEN.



“Having attended a number of Connections Customer Steering Panel events, I very much appreciated the chance to speak at the most recent meeting. While the events provide an excellent opportunity for SSEN to update the industry on the changes being implemented, I think it's equally important for customers to have their say. Involving external speakers indicates that SSEN really are willing to listen, and I'm hopeful that as a result of this we'll see further positive developments”

Anna Cameron, CMS Cameron McKenna LLP

“Always good to engage with all levels of staff at these days - keep it up!”

Simon Roberts, British Solar Renewables

“First time at this meeting and found it useful to meet senior management.”

Rob Such, RS Renewables

2016/17 – Engagement highlights

Demystifying the Distribution Use of System Charges

We understand that our connections customers are operating in a fast moving, rapidly changing environment. When planning our engagement activities we ask ourselves two questions:

1. Which areas do our customers want us to engage on?
2. What can we do to make our customers lives easier?

In our Looking Forward Report 2016/17 we said we would organise regular topical workshops to different customer groups on developments in policy and our processes.

Our Distribution Use of System Charges workshops were a great example of this. Our stakeholders had told us previously that this was a complex area where they would benefit from greater clarification of our policies and processes.

In response we held two workshops on 11 and 25 May 2016 one in each of our distribution areas.

We put together bespoke presentations delivered by our in-house experts but also ensured there were regular opportunities throughout the session for customers to ask questions and to openly discuss any issues they wished to raise.

“First time a DNO has taken time to explain a very complex subject.”
Alex Spreadbury, B & Q

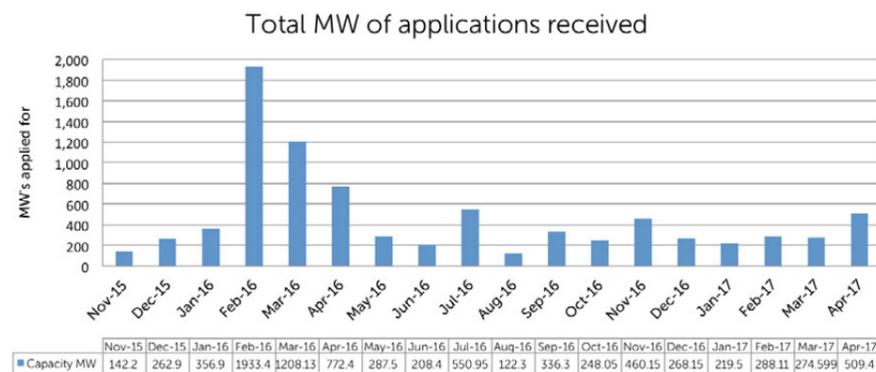
“Spot on with the information, very, very useful.”
Dr Paul Westacott, Origami Energy

Battery Storage

In our Looking Forward report 2016/17 we also said we would engage with you on innovation. We received an increasing number of enquiries and applications related to battery storage during the past year, particularly in our SEPD area.

We therefore held two workshops in April 2016 aimed at Microgen and Distributed Generation customers. These workshops covered:

- Introduction to battery storage
- The application process
- Design considerations outwith minimum scheme – optioneering quotations
- Guest presentations from stakeholders involved in storage



Engagement highlights continued

Transport for London - EV Connections workshop 15 November 2016



SEPD has held numerous conversations with representatives from Transport for London (TfL) over the last 18 months concerning the planned introduction of electric charging points for buses under the **Ultra Low Emission Zone (ULEZ)** scheme.

We decided to host an information session workshop in order to provide bus operators and TfL with knowledge of electricity connection requirements and processes at SSEN. Also to cover the application process, likely reinforcement costs, timescales and other issues such as wayleaves.

Colleagues from our Future Networks team supported the event with a presentation on the innovation project 'My Electric Avenue'.

12 customers attended the workshop, with 87% positive feedback telling us they found their attendance to be beneficial. Attendees also scored us an average 9.1 for having the right staff at the workshop to answer their questions.

Offering you more

You asked us to provide more opportunities for you to engage with us. Based on direct feedback from you we listened, acted and we engaged.

Engaging with you on innovation



We heard from you last year that you wanted more information on what we are doing as a DNO. You raised topics such as Constraint Managed Zones (CMZ), Active Network Management and Battery Storage.

We therefore ran two CMZ webinars with our Future Networks team, with a huge 170 customers joining the webinars. We have run workshops for our new Flexible Connections, Active Network Management and Battery Storage. The popularity of these workshops means we will continue to run them in 2017/18.

Following five years of strategic innovation, we held a formal two day project closedown event to reveal the key technical, commercial and behavioural findings from two of our flagship projects - the New Thames Valley Vision (NTVV) and NINES (Northern Isles New Energy Solution). The innovation team shared discoveries made at both high and low voltages that will support not only the current and future operation of distribution networks, but also the wider supply chain. This learning will become more valuable as the industry looks to a low carbon future. 203 people attended over the two day event. Among others, attendees included ten other DNO representatives, four government representatives and 11 academics.



“The event was organised very well and it is amazing to see that people as so enthusiastic about the future. Just keep up the good work!”
Customer who attended the project closedown

Offering you more continued

Agricultural shows



We asked you where would be best for us to exhibit. You told us the New Forest and Hampshire County Show in our SEPD area and the Black Isle Show in our SHEPD area.

Both of these shows allowed us to engage with agricultural businesses wishing to connect to our network, talk about our plans and commitments, address your queries and introduce ourselves to the general public.

Bringing together different internal business areas to benefit our customers, our Commercial Contracts Managers were pleased to share the stand with colleagues from our Customer & Community teams from the local depot. We were there to give the public and local farmers and businesses valuable advice on how SSEN can offer extra support during a power cut or other unexpected emergency.

We had a steady stream of visitors from the general public throughout the exhibition, including farmers, local businesses and local vulnerability providers.

Increase our engagement with community bodies



The way we generate, use and supply power is changing. To enable the electricity network to adapt to more distributed generation connecting to the grid and to constraints on the network, network operators are trialling new approaches.

This year Regen SW, in partnership with Energy Networks Association, Electricity North West, Northern Powergrid, SP Energy Networks, Scottish and Southern Electricity Networks, UK Power Networks and Western Power Distribution, ran two engaging events for communities that are interested in this area. Our commercial contracts team supported both events and updated customers on how we at SSEN are progressing with community energy connections.

Time was spent looking at how to positively engage local communities in this innovation. We also heard about the exciting network innovation projects already taking place with communities, looked at lessons learned and discussed opportunities for further collaboration.

The events were held in Oxford and Manchester and were supported by Community Energy England, Scotland and Wales.

Portfolio meetings – demand customers



We consciously tasked our demand customer connections managers to arrange more face-to-face meetings with customers to discuss projects and processes. These meetings include designers and delivery managers to ensure customers have a one stop shop and do not need to arrange meetings with separate SSEN colleagues. The meetings have proven very successful and will now be part of our business as usual.

“Great to have the chance to sit and talk with you. Having a human element in the process is very important to us, a lot of businesses are cutting out the human element which is not very helpful and we are very satisfied that you operate this way.”

Alex Spreadbury, B & Q



Focusing on Wayleaves

Since we began engaging our major connections customers in a planned way in 2015, we have received regular requests for more information about wayleaves.

In 2016 we produced a Wayleaves guide. Customers asked us to go further and provide one-to-one support. As a result, we rolled out a series of workshops in 2016 that focused entirely on the topic of wayleaves and were staffed by our in-house legal advisors and Commercial staff. Holding them in convenient locations across our distribution areas enabled as many customers as possible to attend.



87% of customers felt that the workshops were beneficial to them and their business.

94% of customers felt the correct staff were in attendance to answer their questions.

91% of customers felt that SSEN offers enough opportunities for customers to engage.

SSEN Looking Back Stakeholder Survey

Following the success of our online survey last year we have continued to use the facility this year. We built a survey to capture your feedback on the commitments we made in our Looking Forward Report 2016/17.

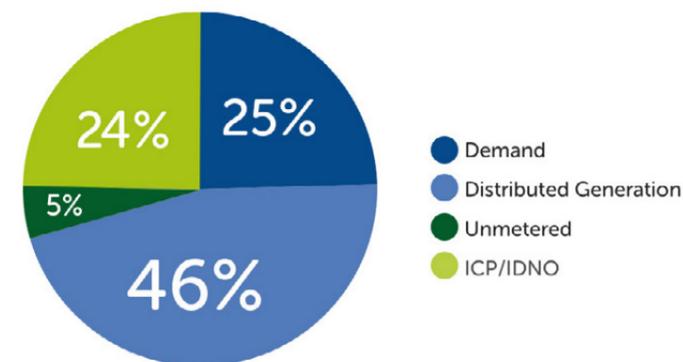
The survey was available from 20 March 2017 until 9 April 2017 for customers to complete. We have used the feedback gathered from the survey to review our commitments made in our work plan for 2016-17. We have personally gone back to each individual who expressed a desire for more information on a commitment as well as thanking all customers for completing the survey.

87% of customers are aware of ways they can engage with SSEN

88% of customers found that having an explanation of the reinforcement requirements on their quote is useful

85% of customers found SSEN responsive and easy to engage with

Respondents to the SSEN Looking Back Survey



“I am impressed that SSEN actually took the time to look at the survey, and that it doesn't disappear into a black hole, and, further more take the time to respond.”

Oliver Nuttall, Birchmere Ltd

“I keep filling in your surveys because I believe that you are trying to make things better.”

Peter King, Soventix GmbH

Delivery Innovation

At SSEN we take pride in the quality of our innovation portfolio.

The exceptional learning from our projects has delivered significant benefits for customers, and enables us to lead the industry in the development and implementation of a broad range of innovations into our Business as Usual (BAU) activities.

Throughout the development and delivery of our Innovation Portfolio we look to maintain a number of central principles. These principles are directly responsible for the delivery of benefits now, and provide us with a robust framework to provide further benefits going forward.

These principles are:

- Broad stakeholder engagement and horizon scanning
- Maintaining a broad portfolio of projects
- Identifying focus areas to achieve business as usual transition and seeking early deployment opportunities

- Recognising the value of fast following innovations both within the networks sector and from other industries
- Driving collaboration with key stakeholders
- Recognising that maximum value is created by combining learning from multiple innovation projects to create an outcome which is greater than the sum of its parts

Over the last year we have continued to focus our efforts on delivering projects which will help us to:

- Continue to improve the performance of our existing innovations
- Focus on delivering further innovations to improve the service we deliver to our customers benefit
- Prepare for future challenges including the further electrification of transport and the move to a Distribution System Operator model

Flexible connections

In response to stakeholder feedback, we continue to move forward with delivering Flexible connections as business as usual across both of our distribution networks.

The opening of the Orkney Smart Grid in 2009 made us the first UK DNO to implement Active Network Management (ANM) as an alternative to a traditional approach to network reinforcement. This was a step change in the design, construction and operation of the network. It allows significant volumes of new renewable generation to be connected, benefiting the network, renewable developers and the local community. We have continued to build on this initial success and plan to offer a wide range of potential Flexible Connections as business as usual in the near future, including:

- Single Generator Active Network Management
- Active Network Management
- Third Party Active Network Management – Shared Capacity
- Third Party Active Network Management – Demand Management
- Export Limitation
- Timed Export Limited

All of these connection types allow generators to connect using capacity that is released over and above traditional planning standards.

To enable this involves a range of measures including defining new planning methodologies, system designs and connection processes.

This has allowed us to focus on how best to provide our customers potentially faster and lower cost access to our networks.

To support future deployment we have undertaken a robust procurement process to identify the most economic suppliers of the equipment required.

Going forward we will continue to develop the range of Flexible connections we offer and will continue to focus on cost reduction. This could involve initiatives such as new systems architecture to make more use of virtualisation, or evaluating alternative telecoms solutions.

As we explain in our Looking Forward 2017/18 work plan of commitments, it is our intention to make Flexible Connections available across both of our distribution areas in the near future. This will follow a consultation process carried out by SSEN, and seeking approval from Ofgem on elements of our proposed approach. Once complete, customers will be able to have a Flexible Connection anywhere on our distribution networks where it is technically feasible to do so.

Network monitoring

Electric vehicles and other low carbon technologies will have a significant impact on electricity networks, in particular the LV network.

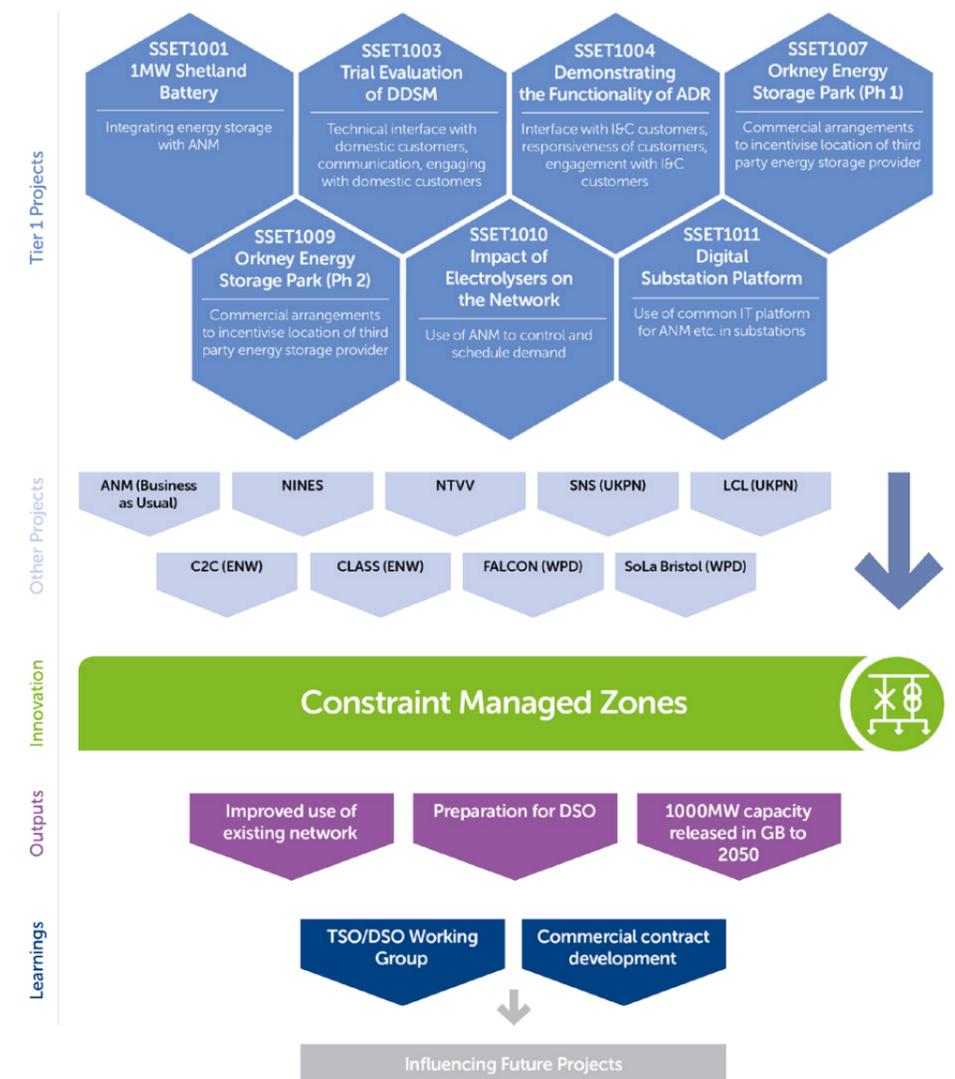
Our New Thames Valley Vision project already benefits from monitoring at a local level, with invaluable learning gained from the equipment installed in customers homes and on the LV network. This information helps inform a wide range of decisions across our business, from network planners deciding on how best to operate the network to accommodate electric vehicle connections, to operational teams analysing the data gathered to improve customer service.

Working with the Energy Innovation Centre, we sought from the wider innovation community potential suppliers to work with us to develop a cost-effective solution.

We are pleased to report that we are working with two companies: Lucy GridKey and Eneida.IO. In December 2016 a new generation of monitors were installed in nine substations in Scotland to trial their performance. This will also develop the appropriate operational experience prior to a much larger scale roll out, planned for later in 2017.

Constraint Managed Zones (CMZ)

We continue to develop the CMZ concept, which has the potential to deliver significant benefits to customers by deferring the need for traditional network reinforcement. The CMZ concept relies on the ability of the DNO to commercially procure services from a third party to manage a network constraint. This approach has the ability to free up network capacity more quickly and at a lower cost than traditional methods. The CMZ is the culmination of learning gathered from across our existing portfolio as can be seen from the diagram on the right.



Low Carbon Networks Conference 2016



We presented and exhibited at the annual Low Carbon Networks and Innovation Conference, in Manchester.

The conference, which took place from 11 to 13 October 2016, was attended by more than 1,400 delegates from 18 countries. We were delighted to be involved in over 20 different presentations, which included running workshops, delivering presentations and chairing sessions. We were pleased with the participation from the group discussions that took place – we hope to apply the knowledge and lessons learned as our projects progress.

Our Head of Asset Management & Innovation, Stewart Reid, chaired a workshop on electric vehicles which looked at the challenges and opportunities they present.

Presentations from the Office for Low Emission Vehicles (OLEV), Tesla and EA Technology generated many talking points, with the lively Q&A session between the panel and audience that followed. To ensure a range of cross-sector viewpoints the panel also had invaluable input from the Society of Motor Manufacturers and Traders (SMMT), LowCVP, UK Power Networks and Western Power Distribution. Stewart also delivered one of the conferences opening keynote speeches, highlighting how EVs are a common challenge for DNOs and therefore require a common approach.

We will be exhibiting again this year 5 – 7 December at The International Centre, Telford.



Communities

We collaborated with Regen SW and all DNOs to produce two guides that have been endorsed by the Energy Networks Association (ENA). These guides pull together information from community guides by individual DNOs.

- Rough Guide to Engaging Communities in Energy Network Innovation
www.regensw.co.uk/rough-guide-to-engaging-communities-in-energy-network-innovation
- Electricity Storage Guide for Communities and Independent Developers
www.regensw.co.uk/guide-to-connecting-electricity-storage-guide-for-communities-and-independent-developers

The Rough Guide to Engaging Communities in Energy Network Innovation explores how DNOs can positively engage local communities in innovation and how communities can best position themselves to take advantage of any renewable opportunities which present themselves.

The Electricity Storage Guide for Communities and Independent Developers provides information on how to connect electricity storage projects to the electricity network. It provides an introduction to energy storage and refers to more detailed guidance when appropriate.



We are continuing to support communities who are progressing innovative projects through the Local Energy Challenge Fund. Their most recent meeting was in February 2017 in Glasgow where we met with each of the communities to discuss how we can support the projects to move forward.



We recently exhibited at the Algal Solutions for Local Energy Economy (ASLEE) Conference, which provided opportunities to interact with experts from energy suppliers, aquaculture, distilleries, forestry, industrial biotechnology, community groups, government agencies and academic institutions. These events are as important to us as hosting our own events, as they help demonstrate our support for community groups



Collaborating to tackle some bigger issues and recent priorities:

Transmission to Distribution Interface

The transformation from a traditional centralised energy system to a flexible, decentralised model is already well underway in the UK. We are playing a key role in ensuring new models of working that will deliver benefits for our customers. The aim will be that the needs of the overall system can be addressed at the most appropriate point, whether that is the transmission or distribution system, and that there is a market for third parties to address those needs – rather than relying on traditional reinforcement or new build solutions.

Over the last year we have been working closely with the ENA to improve the interface between the Transmission and Distribution networks and this has resulted in new processes for Statement of Works submissions and combined solutions for issues with high volts. We are clear that this type of innovation in technologies and markets will drive change and create opportunities for customers in areas such as local energy markets, demand side response, battery storage and electric vehicles.

Quicker and More Efficient Connections

Last year we recognised that many of our customers regularly interact with other DNOs and that they would like to see more consistency, collaboration and sharing of best practice from us collectively. With this in mind we held a number of meetings with other DNOs on both a bilateral and multilateral basis to discuss issues that affect customers who work with various DNOs, share best practice and explore opportunities to collaborate when tackling some of the more challenging issues.

An example of the potential benefits of this collaboration is the progress made on Ofgem's 'Quicker and More Efficient Connections' work-stream. The over-arching intention of this work-stream is to explore new ways of making it easier to connect and to prompt DNOs to make more efficient use of existing network capacity. This is something we welcomed and felt we had already made some progress on in previous years. We are happy to share our experiences in such areas as forming a consortia to share reinforcement costs from our Grudie Bridge trial which also resulted in a significant network investment which will benefit future customers looking to connect.

We believe that these approaches could offer a benefit to our customers and other DNOs. We were also interested in learning from other DNOs where they had more experience in tackling certain issues.

Another benefit of such collaboration is the recent implementation of a number of strands of the DNO efforts on tackling **Queue Management**. We have utilised progression milestones in connection offers for a number of years and were happy to offer our existing clauses as a basis for agreeing a consistent position between the DNOs. We believe that coordinating in this way benefits customers by making them aware of the progression expectations, irrespective of in which DNO licence area they are looking to connect.

In the coming year, we will look to further collaborate, particularly on opportunities to address new stakeholder priorities as they arise.

Distributed Network Operator Connections Engagement Collaboration Group

In addition to the collaboration efforts mentioned, we were pleased to formalise a regular and structured collaboration basis through the DNO Connections Engagement Collaboration Group.

We are open to listening to new ideas and ways of doing things - particularly if they help us deliver a better service and more value to our customers. With this in mind we have been an active member of the DNO Connections Engagement Collaboration Group since it was created in early 2016.

We met three times in 2016 with other DNOs to discuss improving connections: in Glasgow, York and Reading.

At these meetings we discussed a wide range of topics including engaging customers, innovation and best practise when producing a useful customer facing report.

These sessions help DNOs to share learning points from our respective customer engagement exercises, discuss common challenges and develop a greater understanding of the wider connections market.

One example of a specific outcome from these sessions is that, following the meeting in Reading, we agreed with SP Energy Networks to hold a Constraints Workshop aimed at assisting our customers to connect in constrained areas.



National Grid trials

Together with UKPN and WPD, we have been trialling a new process to replace the traditional Statement of Works submissions. Connected and contracted generation is captured in a new Appendix G that forms part of the Bilateral Connection Agreement for all our Grid Supply Points at the interface between SEPD and National Grid. Working to a predefined materiality limit agreed with National Grid we can make offers to customers with a greater degree of confidence about the transmission impacts that may affect their connections. As a result, customers have greater visibility over possible constraints and can receive a timely response on whether transmission works are needed. The learning from these trials is likely to form the basis of Connection and Use of System Code (CUSC) modifications that will be submitted later this year.

nationalgrid

An UPDATE on the Competition In Connections Code of Practice (COP):

Giving you more choice in the connections market

Just because we are the DNO doesn't mean we have to carry out all of the connections works. Other companies can carry out many aspects of the contestable connections work.

We acknowledge that competition is healthy – for us and for you. It helps to ensure we deliver the best service possible.

Back in 2015, Ofgem tasked all DNOs with developing a Code of Practice (COP) - an enforceable 'best practice' guide - to improve the opportunity for connections customers to take advantage of this choice. We have continued to take the lead, chairing the COP Panel for its first year and remaining as an active member driving choice going forward. The last year has seen three significant enhancements to the COP.

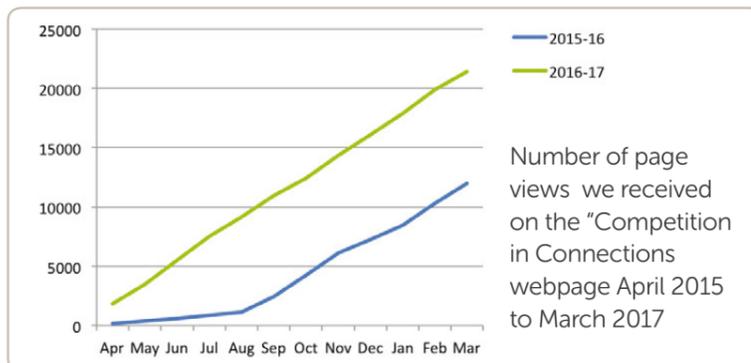
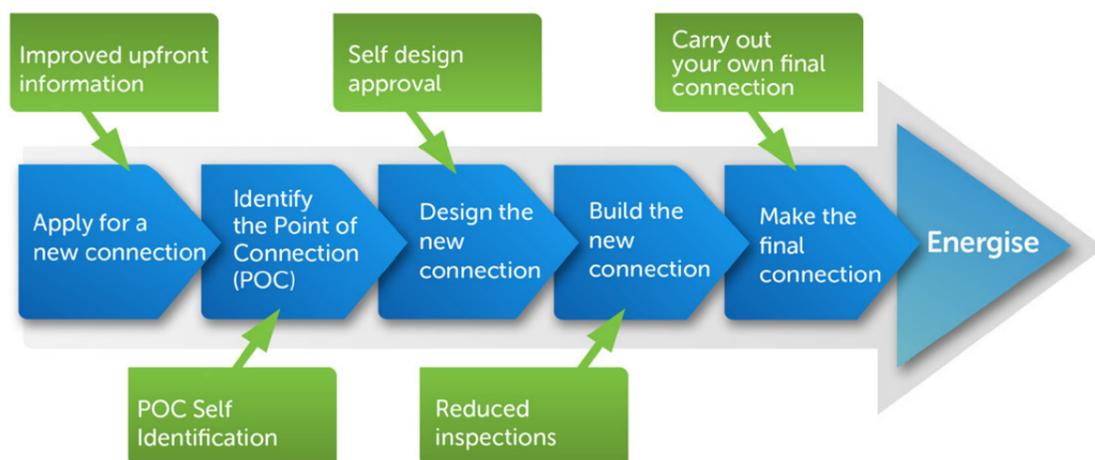
These include the requirement for all DNOs to report consistently on, for example, the number of occasions where others are able to self design, approve and connect your project to our network – an area in which SSEN is in the forefront of offering choice.



We recognise how important the availability of choice is to our customers, allowing them to make informed decisions on the basis of what is important to them. This is why we have continued the development of this choice through 2016, going above and beyond the step change delivered by the Code of Practice. This has ensured a greater range of options for our customers as we work collaboratively with others to provide connections to our networks.

Cathy Falconer
SSEN member on the Code of Practice Steering Group

Introducing Competition in Connections



"I wanted to thank you personally for how helpful you and your teams have been for me over the last few months, in helping me set up McCanns as a Independent Connection provider, so that we can work in the SSE area, Your workshops have always been very welcoming with presentations and excellent interaction with you and the ICPs, one thing that always sticks in my mind was in the early days when I was trying to set up the ICP side of things, as with so many new adventures we was struggling with a few issues, so you set up a tele-conference call with Maryline Guinard, who's help was amazing, again I cannot thank you enough."

Mark Bryant, J McCann & Co Ltd

Acting on feedback from Ofgem's open letter responses

We would like to thank all our customers and other stakeholders who responded to Ofgem's open letter consultation on our ICE performance held in summer 2016. The consultation sought views on our engagement strategy, work plan of activities and measurement of outputs.

Overall, the stakeholders who responded expressed widespread support for our engagement approach and work plan of activities.

However, some feedback received in the course of the consultation required us to take action. We analysed all responses received and developed a detailed action plan.

We highlighted some examples of how we acted on stakeholder feedback received in this consultation in our **Half Year Update 2016/17** and some of this feedback has also been used to help shape our commitments for the coming year.



ofgem's question

In response to Ofgem's question 'To what extent has the DNO offered you more flexible and alternative connection arrangements alongside conventional firm connections?'

You said

"We are aware that some projects have applied for ANM connections, but are not aware to what extent this, and the other flexible options, will be acceptable to developers"

Isle of Wight Council DG

Half year update 16/17

We reported: We arranged for our Active Solutions team to update the information available on our alternative generation connections web page. This can be found at www.ssen.co.uk/AlternativeGenerationConnections

We now include this link in all new generation quotations in order that customers can see the options to become available to them.

We have committed to publish a process guide for flexible connections and host workshops with our customers in early 2017. The workshops will focus on flexible connections with experts from our asset management and innovation teams on hand.

In the last 6 months

We have created the process guide and held a series of flexible connections workshops as promised. Interest in this area from our customers has been so significant it has driven our new commitment for 2017/18 to make it possible for you to request a flexible connection for any quotation.

Our work plan in detail Customer service

Sector icons



Distributed Generation



Demand



Unmetered

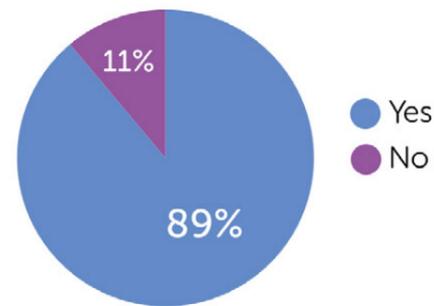


ICP/IDNO

Improved contact regarding planned outages as part of the switching schedule

Our planned supply interruption schedule has been improved to ensure that all non-domestic customers receive 30 days notice and domestic customers receive 7 days notice prior to the interruption to power supply. This should allow you to make alternative arrangements or schedule any required maintenance work during the interruption period.

89% of our customers agree it is easier to make alternative arrangements when given notice of planned outages.



KPI: The introduction of an efficient, transparent and consistent communication plan for switching schedules and planned outages, endorsed by customers

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

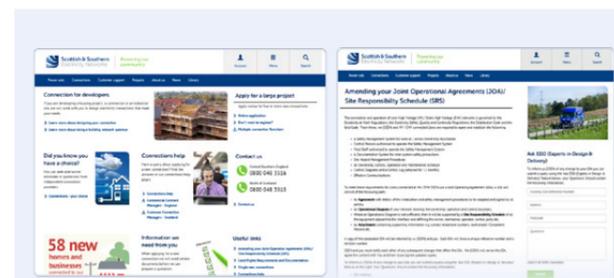
“30 days is better than before however we believe that even an estimate on the works upcoming on a site helps us budget our grid availability for the year.”
William Blackler, Low Carbon

“Our Energy Partner clients have commented on how this has improved.”
Jill Cox, Flexitricity Limited

Provide guidance for updating site contacts for operational sites

We have created a JOA/SRS webpage that allows you to update your Joint Operating Agreement (JOA) or Site Responsibility Schedule (SRS). The page has been created to allow you to update your details simply and conveniently, requesting only the essential information required.

www.ssen.co.uk/Connections/Developers/JOAandSRS/



KPI: Guide published and available on our website

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

“If this is updated regularly it will save a lot of chasing and time wasting - anything that makes communication better (especially with delivery teams) is worthwhile.”
Rob Facey, Power On Connections

“This really does help as key contracts and owners change regularly on solar assets. It was hard previously to update a portfolio of sites when just one contact had changed.”
William Blackler, Low Carbon

Our work plan in detail Customer service

Quote reminder for all connection quotations

We have expanded the service we currently provide and introduced quote reminders for all connections quotations. You will receive your email two weeks prior to expiry of the quote. This reminder will notify you of the following details:

- The date your existing quote will expire
- Guidance on how you can accept your quote
- The date to which the acceptance period can be extended – which will provide an extra 10 working days
- The option to revalidate your current offer - which will provide a full 90 day extension period
- The details of the Designer/Customer Connections Manager for your quote should you have any further questions or wish to arrange a meeting prior to acceptance.

“Slough Borough Council welcomes this initiative and I will forward these to our main contractors working for us who have dealings directly with SSEN.”
Sing-Wai Yu, Slough Borough Council



KPI: Quote reminder function improved as detailed and offered to all market segments

	Q1	Q2	Q3	Q4
Commitment				✓
Actuals				✓

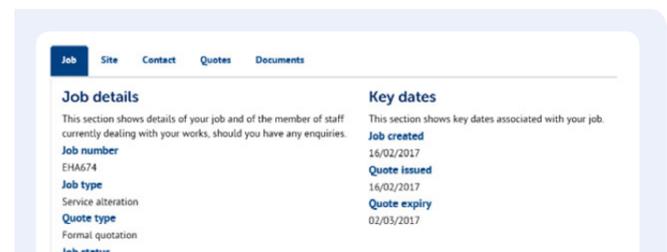
“I can confirm that the reminder service was definitely of use to us and I would certainly recommend keeping this service.”
Clare McCabe, McCallan Homes Ltd

Improvement to online project tracking facility

We have expanded the services currently available on our project tracking facility. This expansion includes the option to request revalidation of your quotation and to display the following key dates which you specifically asked to be made clearer:

- Quotation start date
- Quotation expiry date
- Quotation issue date
- Quotation acceptance date

“Having the key dates for an application available online has proved invaluable. We no longer have any issues with not knowing the exact/formal date an offer is due and when it expires. Knowing the official date SSEN is working to help keep our critical paths aligned.”
Hugh Taylor, Roadnight Taylor



KPI: Improvements delivered and communicated via connections newsletter supported by increasing volumes of applications received online

	Q1	Q2	Q3	Q4
Commitment				✓
Actuals				✓

“It is critical to know your acceptance date. Missing a deadline and therefore missing a grid connection opportunity can be very painful. Anything that helps to avoid this possibility can only be a positive.”
Spencer Jansen, SBC Renewables

Our work plan in detail

Customer service

Provide the main point of contact for a connection on the project tracking facility

We have provided contact details for our Customer Connections Managers and Commercial Contract Managers in our improved online project tracking facility. This is your main point of contact for your connection, from pre-application through to post energisation. In addition your main point of contact along with your designer and team manager are also emailed to you on day eleven after you accept your quotation to ensure you are aware of what role they each play for your connection and that you are fully supported throughout your connection journey.



Contact details

Customer contact details
Your details are shown below.

Name Adrenalin Advertising Ltd	CE Name Connections and Engineering (South)
Number 0123456789	Email connections.engineering@sse.com
Email stephen.potgieter@sse.com	Number 0800 0483516
	Team manager
	Name Stuart Ainslie
	Email PROMISTest@sse.com
	Number 02392 624553

Project contact details
The contact details for your project contact are shown below.

Name Paul Munday	Number 02392 624553
----------------------------	-------------------------------

KPI: Improved contact information available on online project tracker

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals				✓

“SSEN are the best DNO by miles; in terms of quotation and being able to make contact.” D
Rob Walker, Churchill Retirement Living

“One of SSEN’s strong points is their customer interaction and feedback. Having one assigned point of contact is a great way to build the relationship further.” DG
Jeremy Hinton, New Forest Energy

Our work plan in detail

Information Provision

Produce guidance document for laying cable

We recognise that the laying of cables in permeable road construction is becoming more common. To improve clarity around it, we have produced a guidance document to explain the full process in appropriate detail. This is available on our website www.ssen.co.uk/connections/usefuldocuments/



Connection flowcharts and guides

19 Dec 2016 Mains Trenching and Cable Laying	490KB PDF
23 Nov 2016 Distributed Generation Connections Flowchart	272KB PDF
23 Nov 2016 Large or Multiple Connections Flowchart	246KB PDF
23 Nov 2016 Non-Contestable Connections Flowchart	252KB PDF
23 Nov 2016 Small Connection process flowchart	195KB PDF

KPI: Customer-friendly documents published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals			✓	

“This ensures consistency in compliance with SSEN’s current standards and specifications promoting confidence between SSEN and ICPs.” ICP
Margaret Jamieson, Forth Electrical Services Ltd

“Find this very useful.” D
Hywell Knight, Shepperton Homes

Project evaluation card

To gain the most out of each connection experience we have created a questionnaire for you to evaluate our performance. Once your connection works have been completed you can either fill in this questionnaire via a card or online via survey monkey: www.surveymonkey.co.uk/r/PRPXLGG. The questionnaire makes it easy for you to voice any concerns you had during the process or to comment on anything you thought went particularly well. The introduction of the evaluation card is part of our continuous improvement strategy.



KPI: Summary of results published at the end of the year and appropriate actions taken forward as potential improvements for next year’s work plan of commitments

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

“A good way to offer feedback, while the project is still fresh in your mind.” D
Leighton Walford, Persimmon Homes

“An evaluation card makes it much easier for customers to voice concerns and give constructive criticism which helps improve the level of service customers receive.” ICP
Margaret Jamieson, Forth Electrical Services Ltd

Provide on our website details of planned distribution reinforcements

We have updated and improved our heat maps to provide you with more information on planned distribution reinforcements to our network. To view our heat maps please visit www.ssen.co.uk/generationavailability/



You can also request more information via our Long Term Development Statement: www.ssen.co.uk/LTDS/

KPI: Details of planned reinforcement works included on heat map tool

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

“It is very useful to have information on planned/triggered reinforcements in one place like this. The data is updated regularly and we can download the spreadsheet from the heat map and quickly scan it for any changes across the entire license area.” DG
Hugh Taylor, Roadnight Taylor

“This is a yes on behalf of clients who have commented the improved heat map is useful.” D
Stuart Cleak, Foot Anstey LLP

Our work plan in detail Information Provision

Guidance on recharging additional legal costs



To ensure our Land Rights, Wayleave and Legal guide is kept up to date we have reviewed the content upon your request and included additional information on possible additional legal costs that may impact your connection. You can view the new guide on our website:

www.ssen.co.uk/LandRights/

Our Wayleaves guide(s) now include flow-charts detailing who is responsible for the different steps in the wayleaves process, the level of service you should expect and the contact details of who you can speak to should you encounter a problem.

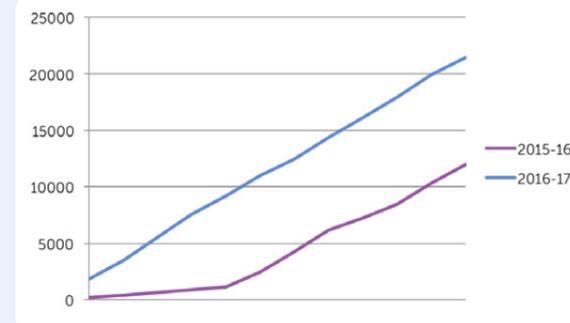
Throughout these past 12 months we have received consistent feedback that securing wayleaves has become a significant challenge facing the industry and one we should focus heavily on. To that end, in our Looking Forward 17/18 plan we have agreed to tackle the issue as one of our 'Bigger, Ambitious Commitments' – where we are seeking to make wayleaves much simpler and more transparent.

“Definitely it is essential to meet customers’ expectations of any additional costs where necessary are transparent and concise so that customers are completely aware upfront.”

David Bailey, Persimmon Homes

“This is especially helpful for a project developer. When selling project rights you need to be clear where the cost is and how it breaks down.”

Spencer Jansen, SBC Renewables



Number of page views received on the land rights webpage April 2015 to March 2017

KPI: Update the wayleaves guide, published and communicate through our newsletter and subscription list. Agree an available Service Level Agreement with Wayleaves department for contacting customers to advise project status

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

Make GIS mapping 'shape' files available to all customers

A shape file is a GIS vector data format for storing the location, shape and attributes of geographical features. We have initiated a new process to supply GIS shape files via our file transfer system. These files include the 'back-end data' from our GIS system, which allows developers to overlay the information onto their own network. The process guide can be found at www.ssen.co.uk/connections/usefuldocuments under the 'Network Maps' filter. In addition our mapping team have been sending out quarterly updates to our customers who have requested these.

“Thank you for providing the shapefiles, they are proving to be very useful.”

Christie Sims, British Solar Renewables

“Thanks for sending through the shapefiles for Dingwall area.”

Alvin Pedzai, CH2M

Highlight community groups case studies online

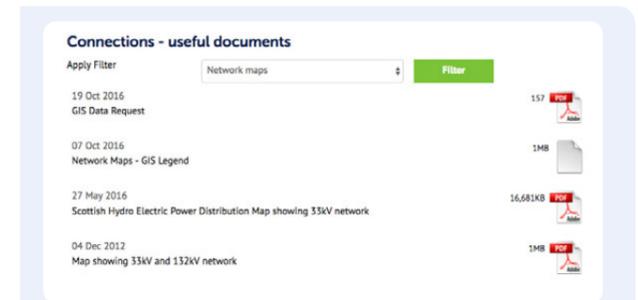
We have worked closely with community bodies to highlight examples of successful community projects. These case studies are shared on our website and illustrate any drawbacks previous projects have experienced, highlight financial considerations to be made and share other useful experiences from other, already connected, community projects.

Please view here: www.ssen.co.uk/community/

“It's great to see community case studies available on your website, these can enable other similar communities to find out information that can help the progression of their own project.”

James Buchan, Local Energy Scotland

Our work plan in detail Information Provision



KPI: Process to request GIS shape files published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		



KPI: Case studies published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals				✓

Our work plan in detail Information Provision

Commissioning documents and guidebook attached to website

We have created a guide which includes the technical documents required to commission a Microgeneration connection and information on where to find the documents required for commissioning secondary substations. This document can be found on our website: www.ssen.co.uk/GenerationConnectionsHome/



KPI: Guides published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

“I am currently using old documents, so to obtain the updated version on the website would be very useful.”
Nick Eagle, Orchard Housing and Developments Ltd

Distribution Use of System (DUoS) charges workshops

Our charging team launched two workshops this year which focused on the difference between Connection charges and Distribution Use of System Charges (DUoS). We produced guidance on how you can calculate these charges. This guidance which will assist you in making an informed decision regarding your connection proposal. To view the presentations delivered please view our Events Calendar for the following dates:

www.ssen.co.uk/stakeholderevent/basicsearch/

- 11 May 2016 in Portsmouth
- 25 May 2016 in Perth



KPI: Number of workshops held

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	2			

“Thanks so much for organising today, I found it very useful.”
Emma Woods, Good Energy

“Thank you very much for your presentation this morning. Very well done and explained clearly and succinctly a very complicated topic.”
Jon Collier, AGR Group

Our work plan in detail Information Provision

Help unmetered customers prepare standard inventories

We held an engagement day specifically tailored to help customers prepare standard inventories. We explained the process of choosing Charge Codes and Switch regimes. To improve the way we engage at such events, we had our experts on hand to talk customers through the process end-to-end. Our unmetered experts provided contact numbers for the team in order customers could contact them directly to discuss inventories and any other queries.

“We have dealt with around 450 queries in the last year from customers looking to prepare their standard inventories. We have also been going out to developers and housing associations to help them with these” Helen Lea, Unmetered supplies

In addition, we have developed a spreadsheet that will assist you in preparing your standard inventories. It can be found on our unmetered webpage:- www.ssen.co.uk/UnmeteredSupplies/



This graph illustrates an overview of the amount of page views received on Unmetered Supplies comparing last year and this years results

KPI: Number of customers helped in this way

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

“Unmetered service connections only really affect local authority customers and for this reason I think guidance documents have been limited to date. Knowing the process for requesting new unmetered supplies with guidance on the stages, requirements and timescales would be a big help. Similarly, guidance on dealing with faults on unmetered supplies would also be very useful.”
Andrew Sunderland, Oxford City Council

“We are an environmentally sensitive developer, and the use of LED lighting is of interest to us. We like to keep light levels as low as possible, therefore use of lighting that meets the right standard light levels required by councils on highways are of particular interest.”
Tom Griffiths, HAB Housing

Provide a technical guide for installing unmetered services

We have published a new guide for installing unmetered services. This guidance is designed to help facilitate the unmetered process and explain any limitations. The document can be viewed on our unmetered webpage:

www.ssen.co.uk/UnmeteredSupplies/

“It was great to meet some of the team and finally put faces to the names. I appreciate the lengths you have gone to create a proper system for us to follow and I’m satisfied that I understand the process and will educate my team to make sure that they follow the right procedure moving forwards.”
Greg Jarvis, Electrical Testing Ltd

“This will be good, unmetered is a bit convoluted at the moment, and anything that will make like easier for both parties is a positive.”
Nick Eagle, Orchard Housing and Developments Ltd



KPI: Guides published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals			✓	

Our work plan in detail

Information Provision

Provide mapping symbols for your GIS mapping tool

We have reviewed the information previously made available and created a guide of our Geographical Information System (GIS) mapping symbols to help users gain a deeper understanding of how our network is constructed and operated. The guide outlines the electrical symbols for the southern England and northern Scotland area, including a guide to the various environmental areas of concern. This can be found at www.ssen.co.uk/connections/usefuldocuments/ under the "Network maps" dropdown option.



KPI: Symbol index published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			

“This initiative has been beneficial to us.”
Boris Ho, Stuart Michael Associates

Include Frequently Asked Question sheet in all quote packs

We consulted with our connections customers to find out the most Frequently Asked Questions, gathered this material and produced a FAQ sheet that is now included in our standard quotation pack. This sheet includes links to various guides and process documents available on our website.



KPI: FAQ Sheet distributed with all quote packs

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

“I believe this is highly beneficial to contractors such as ourselves.”
Ryan Matthews, Willmott Partnership Homes Ltd

“Having a Frequently Asked Questions sheet in all quote packs is a helpful guide for customers in assisting them in finding the answers often asked by connection customers. The further inclusion of links to other guides and process documents which gives customers further valuable detailed information and having the documents online makes it easily accessible to all customers.”
Margaret Jamieson, Forth Electrical Services Ltd

Our work plan in detail

Information Provision

Create a Distribution Use of System (DUoS) charges webpage

We have created a Distribution Use of System charges (DUoS) webpage to explain the difference between Connection and DUoS charges. The page is broken down in to:

- What DUoS charges are
- How DUoS charges are calculated
- How DUoS charges are billed
- Publication of DUoS charges
- Illustrative annual DUoS charge calculator for LV and HV customers

The page can be found here: www.ssen.co.uk/DUoS/

We have sent the link to all members of the **Distribution Connection and Use of System Agreement (DCUSA)** stakeholder group so they can view and cascade to others.

“The DUoS charging pages on SSEN’s site are very clear, digestible and thorough, with well-organised layers of detail. They are a valuable resource.”
Hugh Taylor, Roadnight Taylor



KPI: Webpage created as detailed and live on our website

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

“Particularly like the work on DUoS.”
Joseph Dunn, Scottish Power Renewables

Provide visibility of quoted jobs on the heat map

We have updated our heat maps to show all of our quoted jobs along with current connected/contracted jobs. This includes quotes that have been issued but not yet been accepted or that have lapsed. Each project has been allocated to its relevant Grid Supply Point to provide you with an insight into the level of interest from generation customers looking to connect in certain areas. Our heat map can be found at www.ssen.co.uk/generationavailability/



“Whenever we are considering a scheme in a given grid group, we can now get an immediate feel for the level of generation connected, and what is contracted but may be struggling to deploy. In addition, it is useful that we now see what schemes are already quoted, including the technology and capacity. We can see, at a glance, how busy that part of the network is. This helps avoid any nugatory work by ourselves, our clients and by our colleagues at SSEN.”
Hugh Taylor, Roadnight Taylor

“Good idea, I like the idea of having visibility of jobs, and being able to compare.”
Jaktar Gill, Poole Construction Ltd

KPI: Information available on the heat map tool

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

Our work plan in detail Information Provision

Update Distribution Generation quotation letter

We received feedback following the Ofgem 2016-17 consultation in October and added this new commitment in response to your request that you would like us to further improve our DG quotation letter. As a direct result of this feedback we have improved our letter to also provide within the front page summary the import capacity and the quotation expiry date. We went back to the customers who requested this and they advised that it meets their expectations. You will now see these changes in any new DG quotation you receive.



NEW

Your Quotation at a Glance		The Customer should note that from receipt of acceptance and any payment then due, SHEPD may immediately commence work and incur expenditure on the provision of the Connection. In the event that the Customer does not adequately progress the generation project and/or (where applicable) any Connections Dependant Contestable Work (CDCW) to the timetable reasonably required to achieve the estimated connection date, SHEPD may exercise its rights to terminate the Agreement for the provision of the Connection. In such event, the Customer will be liable for all abortive costs incurred and/or committed by SHEPD and any other costs related to the same.
Export Capacity	_MW	
Import Capacity	_kVA	
All Works Cost (excluding VAT)	£_	
Non-Contestable Cost (excluding VAT) <small>(If you accept only the non-contestable element of the works, you are required to appoint an ICP to complete the contestable works)</small>	£_	
Estimated Distribution Connection Date	_/_/20_	
Estimated Transmission Connection date	_/_/20_	
Dependencies	(Conditions, reinforcement, Flexible?)	
Quote expiry date	_/_/20_	

Feedback

“My only comment would be that the expiry date would be good in the “Your Quotation at a Glance” table then it’s easy to find and also there is no confusion about working out the 90 days from the offer date, i.e. how bank holidays affect it.”
Harriet Burrell-Knipe, Raw Energy

Feedback

“Another suggestion to make is that, considering the direction in which distribution generation is heading in the UK, it might be beneficial to include the Import Capacity on the front page.”
Rickard Von Poten, Suncredit UK Limited

Endorsement

“Thank you for taking my comments on board, I think your customers will find this very useful.”
Harriet Burrell-Knipe, Raw Energy

Clearly identify non-electrical tasks such as excavating track that can be undertaken by customers themselves

We have included in our Statement of Methodology and Charges the non-electrical tasks such as excavating and works which you can undertake yourself. This ensures you can easily identify the work that can be carried out independently.



7.25 How you can minimise the connection cost.
• You can carry out any excavation works required within your own land ownership boundary. We will specify the requirements such as trench depths, widths and the type of ducting to be utilised, where required.
• Ask your nominated electrician to calculate your load requirements, allowing for diversity. This will ensure you do not request a connection larger than you need.
• Consider your proposed service termination location. The greater the distance between the existing network and your required termination, the greater the connection cost could be. If you are unsure of where the existing network is located in regards to your property, please request network plans for the area.

KPI: Published on website and communicated

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

“This will save a lot of chasing for answers, and will help to organise the onsite works within the development.”
Leighton Walford, Persimmon Homes

“Yes this is of benefit as it can save time, cost and infrastructure, hopefully installed earlier in the build stage.”
Aidan Webster, Claymore Homes

Our work plan in detail Information Provision

Review and improve the quality of information provided to prospective connections customers about the cost of getting connected



We have reviewed and improved the quality of information regarding the cost of getting connected to ensure our customers are able to reasonably estimate the total cost of getting connected. This review includes:

- A close look at the information that our Connection Charging Statement provides to minor connections customers. This involved work across the DNOs to amend the relevant tables in the Connection Charging Statement to ensure that it is clear to customers the costs that are included in the charges and the assumptions that are made. The changes also made it clearer to customers the activities that they can undertake themselves to reduce their costs.
- Improvements to our website to ensure that all information that is relevant to small connection customers is readily available in one place.

This follows a regulatory review which called for improvements to DNOs’ Common Charging Methodology Statement.

All DNOs use this to calculate the indicative cost values published in the Connection Charging Statement. This follows a regulatory review which called for improvements to DNOs’ Common Charging Methodology Statement.

KPI: Change to Common Charging Methodology Statement

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

“I totally agree that the cost breakdown sheets are of benefit to enable customers to understand how things are broken down.”
Aidan Webster, Claymore Homes

“The quality and clarity of the quotations has been improved. The quotations clearly show works that can be carried out by ourselves or sub-contractors.”
Hamish MacKay, A & J Stephen (Builders) Ltd



Our work plan in detail

The application process

Provide an explanation for reinforcement costs in quotations

For our generation quotations we are currently trialling including an explanation of any reinforcement requirements for your connection. We have ensured that the information on costs is now more transparent and visibly clear on all quotations. We have committed to expand this further and improve the information in our demand quotations in the coming year.

“Reasoning behind reinforcement cost will enable the ICP to provide a client with a more detailed level of justification for associated costs and why these works are deemed to be required. This information would be particularly helpful in relation to projects where there may be a requirement for high level reinforcement. In instances where this is the case, detailed information will enable the client to assess to project and determine its viability.”
Margaret Jamieson, Forth Electrical Services Ltd



KPI: Quotation offer to include further detail of reinforcement works required within both covering letter and breakdown of costs

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

“Members have found it useful to see more detail and explanations of any reinforcements for their connections.”
Hannah Smith, Scottish Renewables

Expand guidance on revalidation process

Our existing process has been reviewed and a new guide to the process made available. After reviewing with the relevant design teams we have put in place a Service Level Agreement with the design teams that confirmation in any case will be sent to you by email within ten working days whether or not the extension or revalidation has been granted. We have also enhanced our system to allow you to request a revalidation through your online project tracking. Guidance on this topic has been published and is available to view on our website: www.ssen.co.uk/connections/usefuldocuments/

“The guidance on the extension and revalidation process looks great. It is very good to have chapter and verse on this. Thanks.”
Hugh Taylor, Roadnight Taylor



Extending or Re-validating your connection quotation



KPI: Quotes updated with revalidation process and guide published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			

Enable intermediate payment to progress wayleaves/legals/harmonic studies in advance

On acceptance of your quotation you now have the option to make a payment to progress aspects of your connection early should you wish to. Depending on your chosen option this could start the wayleave survey process or the harmonic studies in the early stages of your connection. To find out more please contact your Commercial Contract Manager at commercial.contracts@sse.com.

“This facility we trust will prove invaluable to prevent delays in commencement of mains laying and to identify and resolve any third party issues ahead of time and before substantial outlay for mains is paid.”
Karl Endersby, Persimmon Homes



KPI: Intermediate payment option offered to progress legal/harmonics studies as a standard option

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

“Fundamental in controlling costs and reducing significant upfront costs especially where sites are delayed through the planning and or legal process.”
David Bailey, Persimmon Homes

Improve the online application process

We have improved our online application process so you can now view previous applications as well as print applications you have formally submitted. The website has also been enhanced to give you the option of requesting design approval costs within the Point of Connection quotation. To simplify the online application process you can now 'copy my details' with ease to a new application to copy the same company details for new applications being submitted.

“The “copy my details” function saves a great deal of time in making online applications, given that much of the detail is common to many applications.”
Hugh Taylor, Roadnight Taylor



KPI: Improvements to online application process delivered

	Q1	Q2	Q3	Q4
Commitment				✓
Actuals				✓

“This saves time and improves accuracy.”
Spencer Jansen, SBC Renewables

Provide breakdown of costs for disconnections

We have revised our offer letters to make the information that is important to you more visible. We are committed to delivering the same level of service for disconnections as we do for connections by providing a breakdown of costs in all disconnection quotations. Our new letter splits everything into easy to read, uncomplicated information.

“Fundamental in controlling costs and reducing significant upfront costs especially where sites are delayed through the planning and or legal process. To meet developers' expectations of SSEN, costs where necessary are as transparent and concise so that customers are completely aware of them.”
David Bailey, Persimmon Homes



KPI: Cost breakdown supplied with disconnection quote letter as standard

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals				✓

“This initiative has been beneficial to us.”
Boris Ho, Stuart Michael Associates

Our work plan in detail Getting connected

Review all projects over £1 million within 6 months of completion

To reflect the complexity of some larger new connections projects we now offer a face-to-face meeting within 6 months of your project completing. This empowers you to feedback your connections experience and build better working relationships to ensure we both understand and agree what should be expected from start to finish through the connections process.

“Very helpful in that it would give us the opportunity to discuss the project in detail and specifically any problems or surprises encountered in order that these could be avoided in the future.”

Arthur Dryden, GS Brown Construction Ltd



KPI: 100% of projects >£1 million will be offered this review

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		**		

** This is now part of our standard project review process, with the first applicable projects due to be reviewed - further to financial year end - in the coming weeks. We will provide customer feedback in the usefulness of this initiative in our update report in October 2017.

Provide an updated guide to advise whom you should contact to arrange a witness test

To make it clear whom you need to contact to arrange a witness test in the north of Scotland, we have reviewed our process and created a useful guide for customers. The guide can be found on our web page and will assist in the final stages of your connection.

www.ssen.co.uk/GenerationConnectionsHome/

“The Customer Witness Testing Guide is a concise and useful guide on what is required from ourselves as an installer and what we can expect from SSEN. The explanations of the process are clear and simple to understand, it is a well thought out and practical document for all.”

Sharon Hodgkins, Watt Energy Saver



KPI: Process guides published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

Create process flow chart for tasks to be undertaken to deliver your connection after project acceptance

We have created flow charts for all types of connections to provide you with a high level view of the various tasks and stages your new connection will follow. These flow charts reference other guides available at different stages of the connection process. The process flowcharts can be found on each market-specific webpage and in our useful documents page.

www.ssen.co.uk/connections/usefuldocuments/

“I think these would be very useful, particularly for contractors who are not dealing with connections very frequently, providing of course that the flow charts can be easily found on you website; if they're buried deep & cannot be easily found they will be of little benefit.”

Peter Gurr, Wessex Energy

Contact upon acceptance to discuss and clarify the approach to be taken for achieving a successful connection

Upon acceptance of any quote, our Commercial Contract Manager or Customer Connections Manager will now contact you as standard to discuss and clarify:

- Plans for a face-to-face meeting schedule
- Your preferred frequency and method of contact with them
- The role that their colleagues will play in delivering the connection

“Formalising the first contact post-acceptance has ensured that the project plan is agreed and intentions for progress towards connection milestones is communicated.”

Hugh Taylor, Roadnight Taylor

“This is key to any successful project and very much a cornerstone of why our last project, which was delivered in record time and was commissioned on the 31st March, went without a hitch.”

Spencer Jansen, SBC Renewables

Our work plan in detail Getting connected



KPI: Flowchart published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

“I feel my views have been listened to by SSEN - I suggested producing process flow charts.”

Fredrick Adams, Firglass



KPI: The number of customers contacted

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		**		

** As of 1st November 2016 this has been implemented as standard practice for any acceptances received. We have also included full contact details for our Commercial Contract Manager & Customer Connection Manager team's on our website should any customer wish to speak to them before applying or at any point in the application process.

“SSEN is very proactive in terms of customer engagement, from Commercial Contracts Managers to Project Designers. They are always in contact shortly after the acceptance and offer to discuss the project timescale and delivery plan. Delivery Engineers are introduced as soon as they are assigned to the projects to ensure responsibilities are clear to the customer.”

Scarlett Di, Anesco Ltd

Our work plan in detail

Getting connected

Review all accepted quotations over £1 million on site

Every accepted quotation of £1 million or more is now reviewed on site by an assigned SHEPD Project Manager. Detailed Design and Route Survey's are completed and include the initiation of project-specific wayleave and tender processes. This same process is being trialled in our SEPD area with a view to being business as usual by June 2017.



KPI: Number of sites visited

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals			**	

** As of 1st November 2016 this has been implemented as standard practice for any accepted quotations over £1 Million.

“Thank you for your follow up concern, as always I believe the SSEN are industry leaders in customer care.”
Jon Wrighton, Dalvey Estate

“If all projects of this size are now to be assigned a Project Manager whose remit is to review the detailed design, carry out a route survey and initiate wayleaves and tendering process that this should reduce the risk of any unknowns and promote projects being completed to programme and budget.”

Arthur Dryden, GS Brown Construction Ltd

Send post-acceptance email to confirm Project Manager, Customer Connections Manager and Commercial Contract Manager for the Connection

You will receive an e-mail within 11 days of your quote acceptance to advise you of your key contacts to confirm who will be your:

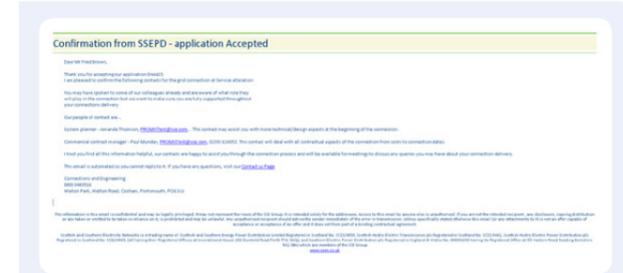
- Project Manager
- Customer Connection Manager, or
- Commercial Contract Manager

To encourage even more useful communication for you, you will also receive contact information and details regarding what the role of each person is within the connections process.

“Wessex water uses SSEN as a DNO, and invests millions of pounds each year, on various projects. We have never had a point of contact or contract manager before, so I am very excited about this.”
Ben Mallia, Wessex Water

Our work plan in detail

Getting connected



KPI: New process implemented as business as usual

	Q1	Q2	Q3	Q4
Commitment				✓
Actuals				✓

“This would serve to ensure that all parties are known to the client and that questions / information is directed to the relevant part of the SSEN team.”
Jeremy Hinton, New Forest Energy

Display contract novation process online

Novation and Assignment are a means of transferring a party's rights and obligations under a contract to a third party. Following a consultation with our stakeholders we have published online a Novation and a Assignment guide along with a template for our customers to use. These can be viewed on our webpage

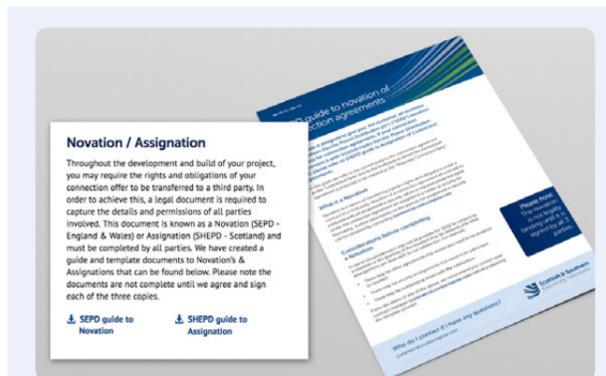
www.ssen.co.uk/connections/usefuldocuments/

“The ability to create a deed of novation, as opposed to requesting one and waiting, saves time when time is often of the essence. Whilst SSEN have traditionally been quick in turning around our requests for novation documents, there is now no lag at all.”

Hugh Taylor, Roadnight Taylor

“The online novation process is extremely convenient and straightforward. It saves time and resources for both customer and SSEN. It is a process innovation that all other DNOs should consider.”

Scarlett Di, Anesco Limited



KPI: Guide published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals		✓		

Send email reminder of tasks to be delivered prior to connection

To make the final stages of your connection as smooth as possible you will now receive an email 10 working days before your scheduled connection date with a detailed list of required tasks. This will provide instruction of the site requirements and allow us to successfully connect you on the agreed connection date. These have been sent for all scheduled jobs since January 2017.

“I would be happy to liaise with either a telephone call or email, this will be very helpful as a reminder.”
Jaktar Gill, Poole Construction Ltd

“Definitely as long as there is a signal as some sites are in the middle of nowhere. New forms of communication will provide for a quicker response should circumstances need to be changed.”
David Bailey, Persimmon Homes



KPI: Number of reminders sent (potentially make it market specific)

	Q1	Q2	Q3	Q4
Commitment				✓
Actuals				✓

“Very useful, especially for joint bay digging.”
Leighton Walford, Persimmon Homes

Our work plan in detail

Getting connected

Explain available options for transmission-constrained projects

As your connection might be constrained due to the transmission network, we have provided within your connection offer a link to our new alternative generation connections webpage. This is where we explain the options available for alternative connection solutions. You can find the information at

www.ssen.co.uk/AlternativeGenerationConnections/



KPI: Optional connections offered as standard where transmission constraints exist

	Q1	Q2	Q3	Q4
Commitment		✓		
Actuals		✓		

“Even for those of us whose knowledge is relatively advanced regarding alternative connections, having a page that clearly sets out the options that SSEN specifically offers is great. Given that different DNOs have different names/branding for the same flexible connection options, it is also handy to be able to find and then use SSEN’s own language when discussing solutions with their System Planners and Contract Managers.”

Hugh Taylor, Roadnight Taylor

“We have connected a number of projects working with SSEN using alternative methods of connection. These are all innovative ideas that can turn unviable projects into viable projects.... It’s where the future is.”

Spencer Jansen, SBC Renewables

“There is a good range of options. I think this will be hugely appreciated.”

Felix Wright, Community Energy England

Provide indicative Distribution Use of System (DUoS) charges in advance upon request

We have administered a new process and at your request we will provide you with the indicative Distribution Use of System Charges (DUoS) in advance of your connection.

To request these please contact angus.rae@sse.com or fill out a form on our DUoS webpage

www.ssen.co.uk/DUoS/



KPI: New process implemented as standard process

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			

“Much needed, this will help with the business case modelling.”

Jeremy Hinton, New Forest Energy

Our work plan in detail

Choice in connections

Expand the secure area on web portal for ICPs and IDNOs

All of our non-contestable designer’s now have access to the file transfer system that allows them to share documents with our customers and in turn allow our customers to submit design approval documents. This ensures the safe upload of documents, avoiding the need to send multiple correspondences.

“This will ensure that all documents will be uploaded and available to SSEN and the ICP to reduce issues that may occur in relation to file size when sending via e-mail. These documents can be easily obtained when required and the dates upon which they are uploaded can also be tracked in order to promote compliance with SLAs etc.”

Margaret Jamieson, Forth Electrical Services Ltd



KPI: Number of ICP/IDNOs using the new tool

	Q1	Q2	Q3	Q4
Commitment				✓
Actuals		✓		

“All the docs were sent over via the SSE portal (thanks Paul for setting up - good system - worked well!).”

Ross Waddington, 33kV Ltd

Improve the Alternative Provider Register

We have enhanced our Alternative Connection Provider Register on our website to allow Alternative Providers that are only NERS accredited for electrical design work to register as ‘live’ in our area. This includes details for you to contact the Alternative Provider directly. You can view the Alternative Provider Register at:

www.ssen.co.uk/AlternativeProviderSearch/

“Not a bad idea for the customer! Again offering more visible choices.”

Jaktar Gill, Poole Construction Ltd

“Useful and provide a more transparent way of working.”

Rob Facey, Power On Connections



This graph illustrates an overview of the amount of page views the Alternative Provider Search has received April 2015 to March 2017

KPI: Increase in number of page views on our alternative provider search page

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals		✓		

Our work plan in detail

Choice in connections

Clarify what contestable and non-contestable works are

We make all of our customers aware that they have a choice when applying for a connection. We do this via our 'You have a choice' leaflet. We have enhanced the information available to provide you with greater clarity on the difference between contestable works and non-contestable works. This document details:

- The difference between contestable and non-contestable works
- Who is responsible for what and what can typically be carried out by an Alternative Connection Provider
- How to contact an Alternative Connection Provider
- What happens when you have appointed an Alternative Connection Provider

The document can be found on our 'You have a Choice' web page: www.ssen.co.uk/ConnectionsYouHaveaChoice/



New network
An ICP or IDNO can build the new network. It doesn't have to be done by Scottish and Southern Energy Power Distribution

Final connection to our existing network
Some ICPs can carry out this work. If they are not accredited to do this, we will have to carry out the final step.

Developments
Street Lighting
Building
Network Operators

KPI: Document updated and endorsed by ICP

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals	✓			

“I have now studied the leaflet and it certainly clarifies the options open to a developer. Thank you for producing it.”

Richard Thorne, Mull & Iona Community Trust



Our work plan in detail

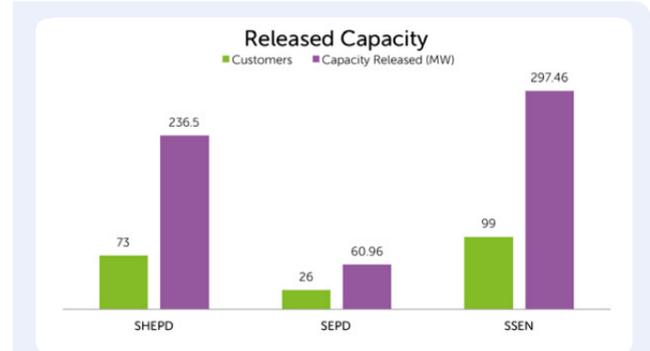
Innovation

Proactively engage with connected generators to ensure customers are utilising existing capacity in full

We contacted each of our customers who were utilising less than 75% of their Maximum Export Capacity (MEC) to ask if they would like to 'hand back' any capacity that was unused. In response to this request - together with our normal practice of proactively working alongside our customers to ensure the milestones outlined in our Connection Offers are adhered to and ensuring that any projects not progressing are cancelled or a variation to the milestones are made - has resulted in us being able to release a total of 295.46MW across our license areas. This capacity has since been reallocated to projects in the corresponding connection queue.

“Having been on both side of the fence, (trying to hold on to capacity and looking for it knowing someone else is holding onto it) it can only be good to ensure all available capacity is either being used in a reasonable timescale or is being made available.”

Spencer Jansen, SBC Renewables



KPI: Quantity of released capacity or number of customers who have released capacity

	Q1	Q2	Q3	Q4
Commitment		15%	30%	100%
Actuals				100%

“In terms of providing quicker and more efficient connections, it makes perfect sense that any DNO should be contacting connected customers who might be tying up un-utilised capacity.”

Hugh Taylor, Roadnight Taylor

Provide guidance on process for flexible connections

As mentioned earlier in this report, we held a series of engagement workshops on Flexible Connections and are currently finalising our Flexible Connections process guide.

Throughout these past 12 months we have also received consistent feedback in this area that achieving a connection in a constrained part of the network is of significant interest to you and is a commitment we should focus heavily on. To that end, in our Looking Forward 17/18 plan we have agreed to tackle the issue as one of our 'Bigger, Ambitious Commitments' – where we have said we will make Flexible Connections available across both of our distribution areas where it is technically feasible to do so.



KPI: Guide published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			**	

** As detailed above, we have extended the scope of this commitment and extended the KPI to now be delivered in Q4 of 17/18

Our work plan in detail Innovation

Display Flexible Connections and Active Solutions management teams online

Our new Active Solutions Team has been established to roll out certain proven innovations that require more support once they have been installed and commissioned. The team has experts on hand and is currently responsible for rolling out Active Network Management and other types of flexible connections across both our distribution areas. You can find their contact details on our website:

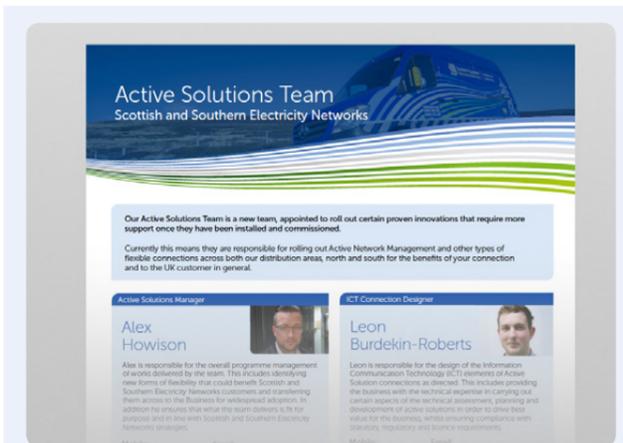
www.ssen.co.uk/GenerationConnectionsHome

“We find the changes to be an improvement from a stakeholder perspective. The short description of each team member’s general role helps identifies which person to contact for a specific enquiry.”

Callum Taylor, TUSC

“Now that ANM is becoming business as usual it is very useful to be able to easily speak directly to the team responsible for active solutions.”

Hugh Taylor, Roadnight Taylor



KPI: Staff contact map published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment	✓			
Actuals		✓		

Collaborate with other DNOs to provide a street furniture toolkit

We have updated our unmetered page to include a link to the Scottish Futures Trust webpage where you can request a copy of their street furniture toolkit. The toolkit enables local authorities to assess the impact of investing in energy-efficient measures relating to their unmetered assets.

“Interesting to look at.”

Keith Melvin, Aberdeenshire Council

“find this a useful addition to the webpage.”

Gary Madgewick, AA Lighting



Street Lighting Toolkit

If you currently own unmetered assets and are considering upgrading to LED lighting, or installing control systems and the use of dimming and trimming, you may wish to click on the following link to the Scottish Futures Trust website [here](#). You will need to request a copy of the toolkit in which it will get emailed to you. The toolkit has been developed in order to assist local authorities with assessing the impact of investing in energy efficient measures

KPI: Guide published, communicated and available online

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			✓	

Host Flexible Connections and Active Solutions management workshops

On 1 February 2017 and 9 February we hosted our first Flexible Connections and Active Solutions workshops, which were attended by 41 people and 25 respectively. We had great feedback and break out sessions dedicated to certain pressing subjects where customers were able to get answers directly. We also gave the same presentations to customers as part of the Scottish Renewables Annual Conference, CARES Conference and to the Solar Trade Association at their quarterly meeting. You can view the presentations on our website

www.ssen.co.uk/stakeholderevent/basicsearch/

“Very new to this industry - so extremely useful workshop.”

Jim Bowerman, Sine Wave Energy Solutions

“Principles and issues well explained and discussed.”

Alastair Davidson, Scottish Water



Gavin Stewart leading our Flexible Connections and Active Solutions management workshop, 1 February 2017

KPI: Number of workshops held on flexible connections and stakeholders reached

	Q1	Q2	Q3	Q4
Commitment			✓	
Actuals			5	



Continuing the journey

Looking Forward 2017-18

Looking forward

Our stakeholders have told us we have made significant progress in improving our connections service. But we know from listening to stakeholders that there are areas where we can improve.

In previous years, we have delivered a large number of smaller commitments. Following feedback from our stakeholders and as part of our continuous improvement strategy, this year we plan to focus on fewer, more ambitious commitments which we hope will have a big impact on our customers' experiences through the connection process. We will also work to address 'niggles' and smaller issues that customers have raised with us.

Our customers have told us they want us to prioritise improvements in the following areas in 2017/18:

- ▶ Delivery
- ▶ Responding to constraints on our network (flexible connections)
- ▶ Information provision
- ▶ Wayleaves
- ▶ You have a choice
- ▶ Quoting
- ▶ Design information

Do you have any other areas you feel we need to work harder on as a priority? Please let us know by sending your comments to connectionsfeedback@sse.com

In our online survey we asked customers if they agreed with our new approach to delivering our commitments. 100% of customers agreed with our new approach to commitments via our online survey.

“Streamlining ICE commitments will allow for a focus on challenging areas. This could lead to considerable improvements for customers.”

Hannah Smith, Scottish Renewables

DG

“I do agree with the approach, I just hope there is enough time within 2017 for your ambitious tasks. If they come to fruition, it will be a great year.”

Billy Imlah, FES Support Services Ltd

ICP

“It is important there are just a few key targets that can be achieved rather than wide generic aims.”

Stuart Cleak, Foot Anstey LLP

D

High level strategy – decision making

We are committed to continually improving the service we offer you as a customer. To understand your needs, we engage throughout the year both at events and workshops and online (email and social media).

We do our best to give you regular opportunities to provide feedback and to share your ideas about changes you would like to see. To gain an even better understanding, we listen closely to other stakeholders who interact with our customers - including other Distributed Network Operators (DNOs) and trade bodies. We also actively involve our staff so they are aware of customers' views and are well positioned to deliver on our plans.

The commitments we have devised for the coming year are a direct result of this process of deep and sustained engagement. They respond to areas where people we have spoken to have indicated improvement is needed to meet changing customer needs and rising expectations.

Responding to Ofgem's Assessment of our Performance – 'Scorecard' format

In the Looking Back section of this report we highlighted how we have responded to comments received via Ofgem's consultation held in the summer of 2016.

In October 2016, Ofgem published its qualitative assessment of our and other DNOs performance. In summary, it concluded:

- Ofgem is pleased with the progress of DNOs towards good engagement with their stakeholders
- Ofgem expects DNOs to engage with their stakeholders on a continuous basis
- Also to set stretching targets to meet the needs and expectations of stakeholders

Ofgem made clear in its assessment that it expects DNOs to review feedback from stakeholders and update their plans for the coming year. In response, and as part of our continuous improvement strategy, we carried out a review of our Incentive on Connections Engagement strategy which was approved by the Incentive on Connections Steering Group.

How we acted on Ofgem qualitative assessment (for Looking Forward report)



Connections Customer Steering Panel Update

Our engagement approach is all about putting our customers and stakeholders at the centre of our plans and decisions. One of the main ways we do this is by inviting customers and stakeholders to be part of our Connections Customer Steering Panel (CCSP).

The Panel was established in 2015. It is a twice yearly platform for customers and stakeholders to actively review our performance and inform what we do next in connections.

On the basis of feedback from attendees, we've recently reviewed these meetings to make them even more effective. Changes include:

- Increasing the amount of time available for questions and discussion
- Reducing the number of meetings from three to two per year to better use customers' time
- Introducing external speakers who represent our diverse customer base

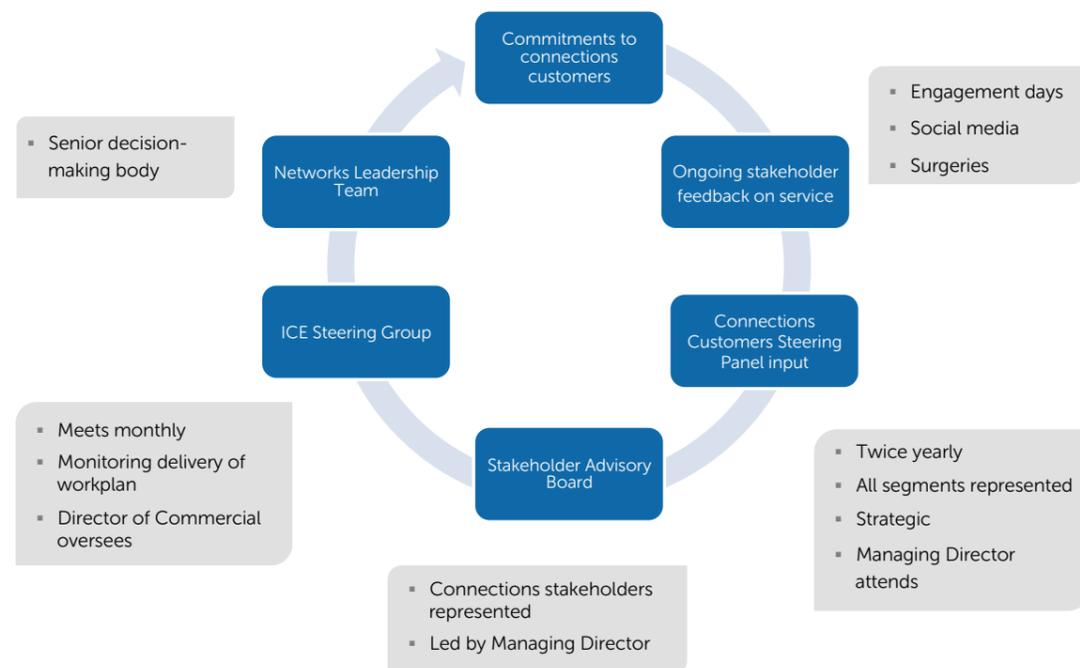
Your views matter to us and we want them to be heard at all levels in our business. With this in mind, these sessions will continue to be led by senior leaders in our business including Colin Nicol, Managing Director of Networks and Andy Huthwaite, Director of Commercial and Connections.

Changing our service for the better: be part of it!

Our continuous improvement strategy ensures that our door is always open to stakeholders and customers who want to give us feedback and be part of our decision-making process. We hold meetings in accessible locations in our SHEPD and SEPD license areas. The next panel meetings are planned for 14 and 21 November 2017. Please email connectionsfeedback@sse.com to book your place



Decision-making process



Engagement activities 2017/18

Date	Engagement activity	Description of event	Aimed at customers			
			DG	Demand	Unmetered	ICPs/IDNOs
April	CARES Conference 2017 Stirling	This year's annual Community and Renewable Energy Scheme (CARES) Conference focuses on the Scottish Government's Energy Strategy consultation and how community energy can be a key player in the renewable energy connection industry going forward.	✓			
May	Wayleaves Workshop (SHEPD)	Workshop includes topics such as key consents, work required for ICPs and IDNOs, and substation plans.	✓	✓	✓	✓
May	Unmetered workshop (SEPD)	The workshop will focus on the unmetered agreement/asset adoption process, ICP job/ICP connection (including agreements), payment/quotation acceptance and operational queries.		✓	✓	✓
May	All Energy 2017 (SHEPD)	Our team from SHEPD will exhibit at All Energy. The event provides the industry with solutions and content essential to drive the success of their businesses and connecting to the network.	✓	✓	✓	✓
May	Utility Week Live 2017 NEC Birmingham	We are exhibiting at this event and look forward to networking with fellow utility leaders looking to connect to our network.	✓	✓	✓	✓
May	The role of Community Energy in a changing energy system	Our commercial team will attend this event hosted by Regen SW. We are attending to support community groups who may be looking to connect to our network.	✓			
June	Scottish Renewables Hydro Conference	This year's Scottish Renewables Hydro Conference & Exhibition will assess the policy landscape facing the industry today and discuss priority areas for action to ensure hydropower remains at the heart of Scotland's energy system, delivering renewable power via connections from the glens to the grid.	✓			
June	WebEx Online Applications (SEPD & SHEPD)	We have organised a webinar for customers who are unable to attend a workshop, to teach you how to apply for a connection online, how to track your job and update you on changes to our website.	✓	✓	✓	✓
June	Online application workshop (SEPD)	We aim to teach you how to apply for a connection online, how to track your job and update you on changes to our website.	✓	✓	✓	✓
June	Scottish Renewables Storage & Systems Conference (SHEPD)	The conference this year will consider the impacts and opportunities arising from the transition to a 'smart, flexible energy system'. SSEN will exhibit at this event and we look to engaging with attendees who wish to connect to the network.	✓			
June	Connections Engagement Day (SHEPD)	This day is for demand and generation customers. We will cover topics you have fed back to us that you would like to hear about. These include Flexible Connections, Microgeneration, Statement of Works and Interactivity. The day will include presentations and there will be plenty of time set aside to give customers the opportunity for a question and answer session with our industry experts.	✓	✓		
July	Storage workshop (SEPD)	This event will provide an opportunity for our customers and stakeholders to find out more about battery storage and the processes to get connected.	✓			✓
July	Turriff Show (SHEPD)	The Turriff Show is the largest two-day agricultural Show in Scotland. SHEPD has been invited to host a stand along with the National Farmers Union Scotland and talk to attendees about connecting to our network.	✓	✓	✓	✓
Aug	ICP & IDNO Engagement Event (SHEPD)	We will update our customers on changes and progress of relevant commitments from our ICE workplan, the Code of Practice and expand on areas you have said are of interest to you. Breakout sessions will include self determination and design and the operational safety rules with plenty of opportunity for open discussions.				✓

Date	Engagement activity	Description of event	Customer type engaged			
			DG	Demand	Unmetered	ICPs/IDNOs
Sept	Wayleaves Workshop (SHEPD)	Workshops will be held on topics such as key consents, work required for ICPs and IDNOs and substation plans.	✓	✓	✓	✓
Sept	ICP & IDNO Engagement Event (SEPD)	We will update our customers on the changes and progress of relevant commitments from our ICE workplan, the Code of Practice and expand on areas you have said are of interest to you. Breakout sessions will include self determination and design and the operational safety rules with plenty of opportunity for open discussions.				✓
Sept	DG Forum	On behalf of the Distribution Network Operators (DNOs), the Energy Networks Association will hold a Distributed Generation Forum in Birmingham to give DG customers and the DNOs an opportunity to discuss any issues or concerns with a view to improving current arrangements.	✓			
Oct	Webex: Statement of Works	We will host a webinar to update you on changes to the Statement of Works process.	✓			
Oct	Community Engagement Event (SEPD)	This event will focus on community connections in our network area. We encourage community connections and will have speakers and experts at the event to explain the process for applying and connecting as a community project.	✓			
Oct	DG/Microgeneration Engagement Event (SEPD)	This event is suited to our distributed generation and microgeneration customers. We will update you on changes and progress of relevant commitments from our ICE workplan. We will focus on Statement of Works and Interactivity within our presentations with plenty of time set aside to give customers the opportunity for a questions and answers session with our industry experts.	✓			
Nov	Wayleaves Workshop (SHEPD)	The workshop will include topics such as key consents, work required for ICPs and IDNOs and substation plans.	✓	✓	✓	✓
Nov	Connections Customer Steering Panel (SHEPD and SEPD)	The Connections Customer Steering Panel provides a high level forum in which Scottish and Southern Electricity Networks (SSEN) can engage in regular on-going dialogue on our services and seek feedback. This group of customers helps represent the views of the diverse range of individuals and organisations that connect to our network every day.	✓	✓	✓	✓
Nov	Interactivity workshop (SEPD)	We are running this workshop to walk through the subject of interactivity – for our larger demand customers.		✓		
Nov	Renewable Futures and Green Energy Awards	Hosted by Regen SW, SEPD will sponsor this event and engage with industry leaders and key policy makers to explore emerging business models and new investment opportunities that could enable renewable connections to become the subsidy-free backbone of our electricity system.	✓			
Nov	Large Demand Engagement Event (SEPD)	The event is ideally suited to our larger demand customers - residential customers, commercial/industrial developers and independent connection providers, contractors and consultants. We will update you on our processes and procedures for connections as well as provide breakout sessions and tutorials.		✓		✓
Dec	Low Carbon Networks & Innovation (LCNI) Conference	Our Future Networks Team and members of our Commercial team will be presenting and hosting an exhibition stand where we are hoping to speak to customers looking to connect to the network.	✓	✓	✓	✓

Engagement activities 2017/18 continued

Date	Engagement activity	Description of event	Aimed at customers			
			DC	Demand	Unmetered	ICPs/IDNOs
Jan	Wayleave workshop (SEPD)	The workshop will include topics such as key consents, work required for ICPs and IDNOs and substation plans.	✓	✓	✓	✓
Feb	Energy Now Expo 2018	The Energy Now Expo is dedicated to the growth of renewable energy in the UK's agricultural and rural communities. It brings together farmers, landowners and other rural business owners to engage with industry experts on the latest renewable energy opportunities available, together with the best practices in energy generation and efficiency. We are exhibiting at this event to engage with these customers who may be looking to connect to our network.	✓	✓	✓	✓
Feb	ICP/IDNO workshop (SHEPD)	This workshop will expand on areas where our customers have identified gaps and provide the most up to date information about the Code of Practice (CoP). There will be plenty of opportunity for customers to ask questions from our industry experts who will be on hand to answer any questions you may have.	✓	✓	✓	✓
Feb	Wayleave workshop (SEPD)	The workshop will include topics such as key consents, work required for ICPs and IDNOs and substation plans.	✓	✓	✓	✓
Feb	Distribution Use of System Charges workshops (1 – SHEPD, 1 - SEPD)	In this workshop we will explain the difference between Connection and Distribution Use of System Charges.	✓	✓	✓	✓
Mar	Scottish Renewables Annual Conference 2018 (SHEPD)	SHEPD will attend one of the industry's largest renewables conference. The aim of this conference is to lead and inform the debate on how the growth of renewable energy can help sustainably heat and power Scotland's homes and businesses.	✓			
Mar	Smart Energy Marketplace (SEPD)	The Smart Energy Marketplace is the biggest smart energy technology and renewable energy generation show in the south west. SEPD will exhibit at the event to speak to attendees who may possibly connect to our network.	✓	✓	✓	✓



Innovation update

Smart EV – next stages

Smart EV, one of our Network Innovation Allowance projects, focuses on developing a standard that can be used to facilitate the management of electric vehicle (EV) charging.

Our previous project (My Electric Avenue) showed how using EV charge management tools allows more EVs to connect without the need for traditional network reinforcement. Being aware that EV charge management crosses both the electricity and automotive industries, we set about engaging with stakeholders from both industries, as well as from government and customer representative groups to ensure we had input from a range of people affected by the potential solution.

With so many organisations involved in this space there is a wide range of needs we need to accommodate. Our active engagement of stakeholders seeks to obtain feedback and input to our proposals, through the use of consultations as well as a Steering Group that oversees the delivery of the project:

- The first Smart EV consultation had questionnaire responses from across the automotive industry, charge point manufacturers, consumer groups, academia, other DNOs, energy suppliers and public sector organisations. These responses helped us shape the solution concept.
- The Smart EV Steering Group is utilising invaluable input from the likes of OLEV, Citizens Advice, SMMT, Energy UK and BEAMA.

SSEN event on 'The Future of Electric Vehicles in the UK'

Stewart Reid, Head of Asset Management and Innovation, spoke at an event organised by SSEN at the House of Commons. The objective of this event was to share the key learnings from My Electric Avenue with a wide audience and to position SSEN as a key facilitator, in the transition to Ultra Low Emission Vehicles. It also met the wider aim that any impact on electricity networks is considered as part of any support measures to encourage the transition to EVs. In organising the event, SSEN partnered with reputable think-tank Carbon Connect to host a speaker panel event.

The event was chaired by the Rt Hon Baroness Kramer, Liberal Democrat Treasury Spokesperson and former Minister of State for Transport. Other speakers included:

- The Rt Hon John Hayes CBE MP, Minister of State for Transport
- Eduardo Mascarell, Head of Vehicle to Grid and Stationary Storage, Nissan Europe
- Dr Gregory Offer, senior lecturer in Electrochemical Engineering, Imperial College London

This was a very well attended event with over 100 stakeholders from a diverse mix of organisations including: BEIS, DfT, OLEV, the Low Carbon Vehicle Partnership, TfL, leading EV car manufacturers, academics, MPs, Peers, Energy UK, charities and others.

In his opening speech, Stewart noted how a suite of solutions was necessary to help manage the impact on the network, and how demand side management is at the heart of this. Understanding customers' behaviour - how and when they would charge their EVs - was also key and some important learning points had come out of SSEN's My Electric Avenue project.

He also outlined how investment in the network would be necessary to ensure it could withstand increased pressures. He noted how it would be difficult to determine accurate costs due to varying levels of EV uptake in different scenarios, the types of EV vehicles on the road and when customers charge their vehicles.

The Transport Minister, John Hayes, set out the Government's approach to incentivising EV uptake in order to reach its commitment of nearly all cars and vans being ULEVs by 2050. Given his interest in Demand Side Management and Active Network Management to help manage pressures of EV uptake, we will follow up to provide him with more information on the work we are doing in this space and to offer a meeting and/or site visit to one of our innovation projects.

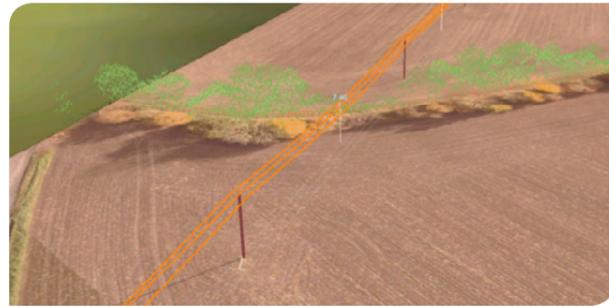


Innovation update

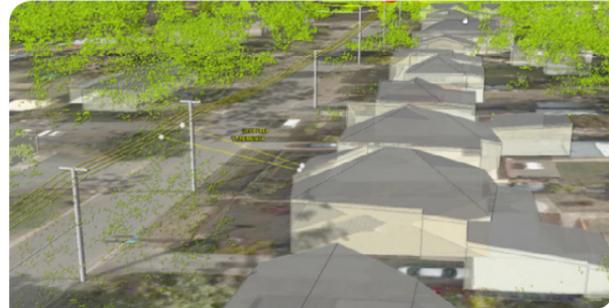
LiDAR

Following the success of a number of small-scale trials that used LiDAR technology to survey our overhead assets, we decided to deploy this solution across both our Southern and Northern network areas.

This will provide us with a much more accurate picture of the impact of our overhead line networks. The solution involves surveying the network from a fixed wing aircraft and provides detailed information on our overhead assets to ensure that a safe clearance distance is maintained from trees and shrubs. This data would previously have been collected manually through site visits over a four year period, having a single system delivered within a five-month window allows us to take a targeted approach to tree cutting and defect rectification.



The recorded data will improve accuracy of quotes by providing additional and accurate site data as well as allowing us to manage a safer more reliable network at lower cost.



Collaborating to tackle grid constraints and moving to DSO

We have recently been working with the other DNOs and National Grid to launch an Energy Networks Association project that focuses on the transition to becoming a Distribution System Operator(DSO).

The outline working definition of a DSO can be found below. The project has four key work streams:

- The interaction between Transmission and Distribution
- The transition from DNO to a Distribution System Operator
- Customer Experience
- Charging.

Draft Working Definition

A Distribution System Operator (DSO) securely operates and develops an active distribution system comprising networks, demand, generation and other flexible distributed energy resources. As a neutral facilitator of an open and accessible market it will enable the optimal use of resources on networks to deliver security, sustainability and affordability in the support of whole system optimisation. A DSO enables the consumer to take an active role in the market, facilitates customer accessibility and choice, delivers great customer service and promotes competition.

The DSO's role and responsibilities is expected to include:

- Maintain distribution network resilience and security
- Support whole system stability
- Provide fair and cost-effective distribution network access
- Provide capacity in an efficient, economic, coordinated and timely manner
- Enabling competition in energy markets
- Provide and maintain systems, processes and data to facilitate markets and services

In terms of our continuous improvement strategy we welcome this change and we are currently trialling a number of innovations that will form part of this transition. SSEN is confident that market developments will ensure greater opportunities for a wider range of participants in this developing flexible energy market and we are keen to be at the forefront of this innovation.

As well as fully engaging in industry DSO projects we have also started early, committing to the move to DSO with our Constraint Managed Zones (CMZ) innovation trials. CMZs provide opportunities for flexible demand and energy storage to play a role in managing local network demand constraints where they exist.

Quicker and More Efficient Connections

Last year we reported that we had recognised that many of our customers regularly interact with other DNOs and that they would like to see more consistency, collaboration and sharing of best practice from us collectively on flexible connections.

With this in mind we held a number of meetings with other DNOs on both a bilateral and multilateral basis to discuss issues that affect customers who work with various DNOs, share best practice and explore opportunities to collaborate when tackling some of the more challenging issues.

One of the examples we highlighted on the potential benefits of this collaboration is the progress made on Ofgem's 'Quicker and More Efficient Connections' work stream. The over-arching intention of this work-stream is to explore new ways of making it easier to connect and to prompt DNOs to make more efficient use of existing network capacity. This is something we welcomed and felt we had already made some progress on in previous years. We were very happy to share our experiences in such areas as forming consortia to share reinforcement costs or help justify a significant network investment for the benefit of a group of customers looking to connect in a given area.

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

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

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

We believe that these approaches could offer a benefit to our customers and other DNOs. We were also interested in learning from other DNOs where they had more experience in tackling certain issues.

This year we would like to build on earlier progress and further tackle the issue of **Queue Management** – an issue we have heard of there being much frustration towards. We have already utilised progression milestones in connection offers for a number of years and were happy to see a consistent approach being agreed between stakeholders and DNOs.

We were interested to see the progress being made by SP Energy Networks in their new Queue Management Policy and are keen to be involved in the proposals from National Grid to develop this further. The principles set out by SP Energy Networks seeks to ensure a common framework is developed across both transmission and distribution to provide a level playing field for all customer types. In the coming year, we are keen to adopt these principles for our own connection queue's and also hold a joint workshop with SP Energy Networks to help explain the new queue principles to our customers.



Improvements to our New Connections quoting process

In October 2016, we implemented new arrangements that transformed the way in which applications for new connections are handled.

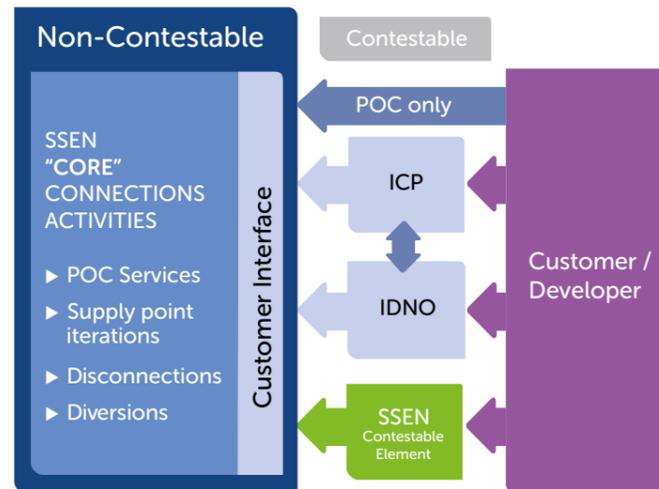
Our new process for channelling applications through the connections teams involves separating quotation activities into 'contestable' (work that we and third parties can do) and 'non-contestable' (work that only we can do under our electricity distribution licence) teams. Our contestable teams are aligned to the regional structure of our operations teams, as we believe that having knowledge of an area helps us provide you with a better service.

Our non-contestable teams are now able to focus solely on ensuring that connections to the wider licensed network are safe, suitable and designed in accordance with the our licence and Competition in Connections Code of Practice (CoP) obligations.

The new structure means that our contestable teams now operate in a way that is akin to an ICP or IDNO in how they interact with our non-contestable teams for network information and point of connection.

Alongside this and taking into account our continuous improvement strategy, we have also improved our IT systems which help us improve the quality of information made available to you, including clearer letters and pricing information.

We hope that our new way of doing things has further strengthened the quality and level of service you receive.



Electricity Connection Charging Regulation 2017 (ECCR 2017)

The Electricity (Connection Charges) Regulations (ECCR), also known as the 'Second Comer Regime', provide that where a person connects to and benefits from electricity infrastructure that was paid for by an initial connectee, the initial connectee can be reimbursed for a share of the costs by the subsequent connecting customer.

These Regulations help ensure a sharing of costs between different connecting parties and give the initial connecting customer greater confidence that they may subsequently recover an element of their costs. They also help protect consumers by ensuring a greater share of network costs are able to be recovered from subsequent connectees.

ECCR provisions provide benefits to both subsequent connecting customers who benefit from being able to connect to infrastructure already in place and the initial connecting customer who benefits from having more confidence to proceed with a connection where they otherwise wouldn't have done.

The new ECCR 2017 took effect on the 6th of April 2017 and, this year, we plan to inform our customers on what these changes could mean to them and also ensure they are updated on any further changes. To this end, we will launch a new information page on our website which will also include the national guidance document on ECCR. trials.

Our Commitments Looking Forward

"We are focussed on making the connections service better for our connection customers as part of our continuous improvement strategy"

Looking Forward Commitments 2017/18

Your idea		Q1	Q2	Q3	Q4	KPI	LV Demand	HV Demand	EHV Demand	LVD Generation	HVEHVDG Generation	LA	PFI	Other
Delivery 	Produce a customer charter of expectations			✓		Charter is published and communicated	●	●	●	●	●	●	●	●
	Implement a programme of works to include all working parties			✓		New process implemented and communicated				●	●			●
	Route of escalation at project acceptance			✓		Complaints process included as part of acceptance emails	●	●	●	●	●	●	●	●
Quoting 	Make quotations easier to understand and quicker to issue				✓	<ul style="list-style-type: none"> Reduction in time taken to provide a quote 100% of people who have profiles 	●	●	●	●	●	●	●	●
	Make application form improvements			✓		Improved application forms	●	●	●	●	●	●	●	●
Wayleaves 	We will transform the wayleave process				✓	Increased customer satisfaction with our wayleaves process.	●	●	●	●	●	●	●	●
Information Provision 	Establish an "operational generator forum" as a means for information and updates			✓		Number of meetings held				●	●			
	Provide clear and concise information for our Joint Operational and Embedded Generation Connection Agreements			✓		Number of customer details updated				●	●			
	Work with National Grid and Scottish Hydro Electric Transmission to develop a SoW process				✓	New process implemented and communicated				●	●			
	Make our standard connection offer easier to read and understand				✓	Updated Connection Offer and variation				●	●			
	Improve information in our budget estimates		✓			Budget estimate template updated				●	●			
	Provide workshops/WebEx sessions on specific topics				*	Number of workshops held	●	●	●	●	●	●	●	●
	Update and improve our GIS system				**	Progress update (24 month completion, with update in Q4)	●	●	●	●	●	●	●	●
Constraints 	Flexible connections will be an option for all customers				✓	Process enhanced for flexible connections	●	●	●	●	●			
	Share information of connected flexible connections			✓		Number of customers this information is provided to	●	●	●	●	●			
	Provide information of recently made offers			✓		Heatmap updated				●	●			
Choice in connections 	ICPs carrying out part-funded network reinforcements on a trial basis				✓	Number of projects delivered	●	●	●	●	●	●	●	●
	Improve the guidance for design approval		✓			Improve design approval guidance								●
	Improve the guidance on standard designs		✓			Provide design examples								●
	Facilitate workshops focussing on operational safety rules			✓		Number of workshops held								●
	Introduce a emergency response provision for IDNOs		✓			Process in place								●
	Introduce a new National Electricity Registration Scheme Accreditation		✓			Group established								●
Collaboration 	Collaborate more with IDNOs and community bodies in terms of faults			✓		Number of customers contacted	●	●	●	●	●	●	●	●
	Collaborate with other DNOs and National Grid to address constraints			✓		Number of workshops held				●	●			

* Q4 for all- delivery throughout the year

** 24 month completion-Update in Q4

Bigger, more ambitious commitments

We published an overview of our Looking Forward commitments for 2017-18 on the 28 April 2017. Our commitments have come from listening closely to our customers throughout the year and gaining feedback from our proposed commitments at our Connections Customer Steering Panel meetings in February 2017. To seek further feedback we created a survey www.surveymonkey.co.uk/r/7snfqsm We had 34 respondents to the looking forward survey.

Delivery

Produce a Customer Charter of expectations

We will create a Customer Charter of what you can expect from us throughout the various stages of your connection journey. This will be complemented by a detailed booklet of who's who within our company, including an explanation of how the teams fit together, and contacts for escalation.



KPI Measure
Charter is published and communicated

Q3

87% of customers agree this will assist them through their connection journey when asked in our looking forward survey

97% of our customers believe having an escalation route will have a positive effect on the overall connection process

“Booklet of contact maps - best on website for fast and easy updates due to regular changes to internal structures - and email updates.”
Simon Roberts, British Solar Renewables

“make your network team engage in a similar way to your connections team.”
Rod Mainstone, Dorset County Council

“Provide Escalation route and contact names and numbers.”
Steve Harvey, PJDS

Quoting

Make quotations easier to understand and quicker to issue

We will issue quotes quicker and make them easier for you to view, understand and accept.

- On average, we will issue your quote 10% quicker than last year
- As soon as it's ready, we will upload your quote onto your profile on our website and send you notification that it is available
- We will include a connection flowchart with your quotation to advise you of the next steps upon acceptance of your quotation
- We will further extend the breakdown of costs provided in a standard quotation
- We will offer you a 'WebEx' session with a Commercial Contract Manager, where we will walk you through the quote and answer any queries you may have



KPI Measure
Reduction in time taken to provide a quote

Q4

KPI Measure
Sent to 100% of people who have profiles

Q4

“Depth of information including costs - need more and quicker.”
Simon Roberts, British Solar Renewables

“This would be key to getting the process right.”
Terry Hand, R&M Lighting

100% of customers agreed that making our quotations easier to understand and quicker to issue will improve the service they currently receive

Constraints

Flexible connections will be an option for your quotation

We will make it possible for you to request a "Flexible connection" for your quotation

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

Lucy Taylor, Roadnight Taylor

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



KPI Measure
Process enhanced for flexible connections

Q4

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

Wayleaves

We will transform the wayleave process

Make the Wayleaves process much simpler and more transparent

- As part of the formal quote we will identify**
If any third party wayleaves are likely to be required
If any Section 37 or other key consents are likely to be required
- Upon acceptance of your quote, we will:**
Identify a wayleaves officer within 10 working days
Involve the wayleaves officer in any project meetings
Where there are third party landowners we will identify and make initial contact as soon as possible and no later than a month following quote acceptance or a month from second scheduled payment
- As part of making this process more transparent, we will:**
Update our Wayleaves guide
Ensure you have a route for escalating any issues you may face with regards to wayleaves
Publish guidance on typical timelines including the process for 'compulsory options'
Hold training workshops for internal staff on the importance of efficient wayleave practices
Run wayleaves focused engagement events for stakeholders to include considerations for Transco, Network Rail, routing strategy and policy



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

Q4

“Transparency on wayleave process and progress (i.e. where the work is and who has taken action).”
Steve Gist, TUSC

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

“The problem lies between the electrical distributor and our MU provider where the process is very opaque and fraught with delays”
Jamie Strachan, Stewart Milne Homes North

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

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

100% of customers strongly agree or agree that by updating our guides and continuing our engagement events will make our wayleaves process more transparent.

Smaller commitments based on your feedback

Information Provision



Establish an 'operational generator forum' as a means for information and updates



We will create an 'operational generator forum' to keep you informed of our planned works. This will include supplying you with key contacts within our business who can provide information before and during planned outages and options for escalations should you consider it appropriate.

96% of customers surveyed agreed this commitment will improve information for developers during the time of a planned outage

KPI Measure
Number of meetings held **Q3**

“On a broader note, the asset owners have built much improved working relationships with other DNOs such as WPD and UKPN, and we are keen to do the same with SSEN.” **DG**
Paul Barwell, Solar Trade Association

Provide clear and concise information for our Joint Operational and Embedded Generation Connection Agreements



We will proactively contact all connected customers to ensure we have the correct key contact for our Joint Operational Agreements/ Site Responsibility Schedule. We will also produce an information leaflet to complement your Embedded Generation Connection Agreement, which explains the key clauses in plain English.

93% of customers believe contacting all of our connected customers to update this information will be useful

KPI Measure
Number of customer details updated **Q3**

“Transparency on EHV planned maintenance schedules so that customers and SSEN maintenance periods can be aligned” **DG**
Peter Gurr, Wessex Energy

Work with National Grid and Scottish Hydro Electric Transmission to develop the SoW process



We will develop a process with National Grid and/or Scottish Hydro Electric Transmission to offer a Statement of Works for 'non-firm' access to the transmission network.

81% of customers believe that implementing this process will assist them

KPI Measure
New process implemented and communicated **Q4**

“Non-Firm Statement of Works for smaller generators.” **DG**
Jamie Coombs, Green Cat Renewables

Make our standard connection offer easier to read and understand



We will overhaul our standard Connection Offer and associated contracts to convert them to plain and clearer English.

96% of customers surveyed believe that making the documentation more transparent will help them through the connection process

KPI Measure
Updated Connection Offer and variation **Q4**

“Transparent change management as large projects progress - variations, visibility of spend, escalation process.” **D**
Pip Squire, Ark Data Centres

“Producing documents in plain English.” **DG**
Jodie Giles, Regen SW

Improve information in our budget estimates



In our Budget Estimates, we will include visibility of any known upstream Distribution reinforcement and Transmission constraints on the corresponding Bulk Supply Point & Grid Supply Point at the time you applied for your connection. We will also include information on any recent Statement of Works in the same area to which you are looking to connect.

92% of customers believe the additional information will assist them when planning a grid connection

KPI Measure
Budget estimate template updated **Q2**

“Include SoW info and details already available on Heatmaps.” **DG**
Peter Gurr, Wessex Energy

“Budget Quotes - Advise SOW and information about securities, Provide realistic budgets, Advise if know transmission constraints, Want distribution upgrades.” **DG**
Jamie Coombs, Green Cat Renewables

“Focus is currently on cost, but main interest is capacity.” **ICP**
Aidan Morris, Lightsource Renewable Energy Ltd

Information Provision continued



Provide workshops/ WebEx sessions on specific topics



Where you have identified gaps with our information provision we shall run workshops/ WebEx sessions to provide information on:

- Earthing & Requirements
- Metering, who to contact
- Statement of Works clarity
- Distribution Use of System charges
- Design, self determination
- Online applications

97% of our customers strongly agree or agree that providing the workshops/ Web-ex's will give them a better understanding of our staff, business and processes

KPI Measure
Number of workshops held
Q4 for all - delivery throughout the year

“Statement of works - Focused Workshops for Statements of Works, Improve communication of Changes, Grid supply points, Discussion with DNO's and provide case studies, Explain appendix G.” DG
Lucy Taylor, Roadnight Taylor

“More information on earthing and requirements” DG
John Heaton, Glen Hydro

“Statement of Works - This is currently being improved/ looked in to as part of the Annex G discussions with Ofgem but improved communication needs to be relayed on to the website.” DG
Richard Haworth, Glen Hydro

“Continue with DUoS workshops - fast moving policy environments, helps new staff.” D
Pip Squire, Ark Data Centres

“Design workshops, self determination workshops.” ICP
Tim Erich, Power On Connections

“Explanation of all possible charges would be a valuable future topic.” U
Lindsay McGregor, Scottish Future Trust

Update and improve our GIS system



Within 24 months we will have a new GIS system that will display assets and appropriate data owned by the Networks business and are not shown in our current GIS system.

100% of our customers strongly agree or agree that enhancing our GIS system will be useful

KPI Measure
Progress update (24 month completion, with update in Q4)

“GIS shape files is good quality, just network stuff would take this tool forward.” DG
Peter Gurr, Wessex Building Services

“Want to overlay GIS with more network information.” DG
Simon Roberts, British Solar Renewables

Quoting



Make application form improvements



We will review and streamline our online and offline application forms.

KPI Measure
Improved application forms Q3

96% of customers who responded to our looking forward survey supported improving our application forms

“PV - Improve information on the website, ask developers if they are installing any generation on their site at application stage.” DG
Ewan Sneddon, Forester Energy

Delivery



Implement a programme of works to include all working parties



Upon receipt of your second payment and your adoption agreement being issued (if applicable) we shall discuss a programme of works with you/ your ICP, our project manager and the designer. This will include dates we will begin work on site, the ordering of plant and expected delivery dates so that we can work together to meet the connection dates.

KPI Measure
New process implemented and communicated Q3

“Programme of works once 2nd payment has been made.” DG
Simon Roberts, British Solar Renewables

“Once 2nd payment is received can a programme of works timeline be created with the project manager? This will show progression and will also act as a good reminder of items still to be done, formalise the process and avoid things being missed, making it clearer for both parties.” DG
Ian MacLean, Locogen

Route of escalation at project acceptance



We will expand the email we currently send you upon acceptance to also include a route of escalation should you require it, in the future.

KPI Measure
Complaints process included as part of acceptance emails Q3

“On acceptance on quotation, given hierarchy of who is going to deliver the project.” ICP
Phil Norrish, UK Power Solutions

Constraints



Share information of connected flexible connections



We will provide information of customers who have previously connected to the network via a flexible connection, if the customer has given us consent to do so.

88% of customers believe providing this information will be helpful

KPI Measure
Number of customers this information is provided to **Q3**

“Information of changes/offers ANM.” **DG**
Peter Gurr, Wessex Energy

“Better visibility of ANM.” **ICP**
Aidan Morris, Lightsource Renewable Energy Ltd

Provide information of recently made offers



We will provide details of recent offers by each Bulk Supply Point/ Grid Supply Point. We will split the cost into; 1. Contestable works, 2. Non-contestable works, and 3, Reinforcement works.

96% of customers surveyed agree or strongly agree that providing this information will assist them through the network constraints

KPI Measure
Heatmap updated **Q3**

“Publish the details of current and recent offers by each BSP. Split the cost into; 1. Contestable works, 2. Non-contestable works, 3. Reinforcement works.” **DG**
Lucy Taylor, Roadnight Taylor

“Provide anonymous information of what offers have been issued on a BSP within 12 months - non contestable element and contestable split.” **DG**
Aidan Morris, Lightsource Renewables

Choice in connections



ICPs carrying out part-funded network reinforcements



We will launch an initial trial to allow ICPs to carry out part-funded network reinforcement works depending on approval by Ofgem.

100% of ICPs/ IDNOs believe this will be of benefit to there businesses

KPI Measure
Number of projects delivered **Q4**

“What are the contractual implications of customers and DNO joint funded reinforcement work especially in relation to ownership of the asset?” **ICP**
Sean Duff, Freedom Group

“Flexibility for ICPs to carry out non-contestable works.” **ICP**
Colin Jamieson, ESP Utilities Group

“To the extent SSEN and DNOs want more reinforcement - is there an economic model for third party funding reinforcement?” **DG**
Fredrick Adams, Firglas

Improve the guidance for design approval



We will provide greater clarity over what is required for design approval.

100% of ICPs/IDNOs believe this will provide better clarity for design approval

KPI Measure
Improve design approval guidance **Q2**

“Open design matrix - to make it more accessible, clear information.” **ICP**
David Overman, GTC

“More Design information.” **DG**
Peter Gurr, Wessex Building Services

Improve the guidance on standard designs



We will provide more guidance on standard designs to ensure your own designs are compliant with our network.

100% of ICPs/IDNOs have advised these examples will be useful to them

KPI Measure
Provide design examples **Q2**

“Clear visibility of network information.” **ICP**
David Overman, GTC

Choice in connections continued



Facilitate workshops focussing on operational safety rules



We will run workshops on operational safety rules and options available to you/ your ICP/ IDNO for working on our network.

KPI Measure
Number of workshops held

Q3

78% of ICPs/IDNOs have advised they would attend one of our workshops

“More information on safety rules.” ICP

Willie Milligan, FES Support Services Ltd

Introduce an emergency response provision for IDNO's



We will make it possible for an IDNO to request us to provide an emergency response to faults on the networks.

KPI Measure
Process in place

Q2

100% of ICPs/IDNOs believe this would be of benefit to them

“Emergency response provision for IDNOs.” ICP

Colin Jamieson, ESP Utilities Group

Introduce a new National Electricity Registration Scheme Accreditation



We will initiate a new National Electricity Registration Scheme Accreditation via Lloyds for larger unmetered and small metered connections to allow an ICP to hold single simplified targeted accreditation for 'Self Point of Connection identification and Self Network Design'.

KPI Measure
Group established

Q2

“Policy for streamlining metered highway services.” ICP

Steve Harvey, PJDS

Collaboration



Collaborate with IDNO's and community bodies



We will work collaboratively with IDNOs and community bodies to help Priority Services Registered customers, for example in a fault situation.

KPI Measure
Number of customers contacted

Q3

96% of customers feel this will ensure we reach out to all vulnerable customers even when connected to a IDNO network

“Work together to help PSR customers in a fault situation.” ICP

David Overman, GTC

Collaborate with other DNO's and National Grid to address constraints



We will work with other DNOs and National Grid to run joint workshops focused on getting a connection on constrained parts of the network.

KPI Measure
Number of workshops held

Q3

92% of customers feel that collaborating with other DNO's and National Grid will help tackle the issue of network constraints

“I would be interested in a joint workshop focused on addressing constraints in Scotland.” DG

Anna Cameron, CMS Cameron McKenna LLP

Glossary

This has been created in collaboration with SP Energy Networks, Electricity North West (ENW) and Northern Power Grid (NPG) for our respective ICE work plans.

Term	Definition
Accreditation	The appropriate assessment of technical skills as defined by the National Electricity Registration Scheme (NERS) to allow alternative connection providers to carry out specific works associated with the installation of electrical connections.
Adoption Agreements	Legal documents that outline the terms and conditions for which we will adopt assets which have been installed by any third party. The document outlines the responsibilities, liabilities and indemnities of parties involved.
After Diversity Maximum Demand (ADMD)	The combined maximum demand for one or multiple customers when a diversity factor has been applied.
Alternative Provider Register	Scottish and Southern Electricity Networks & Northern Power Grid list of alternative providers that are active in our license areas for new connections work.
ANM	Active Network Management; using technology to enable generators to connect in constrained areas on a commercially un-firm basis.
Appendix G	The appendix in the Connection and Use of System Code (CUSC) offer that summarises the contracted generation connected to a GSP. This information forms the basis of the new SoW process whereby DNOs can work within materiality limits set by National Grid reducing the timescale for a decision on transmission impacts for DG offers.
ARC Accelerating Renewables Connections	SPEN 'Low Carbon Networks' funded project to consider innovative methods for connecting DG quicker and cheaper.
AVR	Automatic Voltage Regulator; this is a device which can be deployed on our overhead line network and controls the voltage to ensure the network remains within statutory limits.
Budget Estimate	A budget estimate is provided to aid customers with up front planning of projects and is a simple review of the network within the vicinity of the proposed development and does not include detailed modelling of the system. A budget quote cannot be contracted.
BEIS	Department of Business, Energy and Industry Strategy. The Government department brings together responsibilities for business, industrial strategy, science, innovation, energy, and climate change
BMCS	Broader Measures of Customer Service.
CCCM	Common Connection Charging Methodology.
CARES	Community and Renewable Energy Scheme.
CIC	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice.

Term	Definition
CIC Code of Practice (CoP)	This is an industry standard which was developed jointly by DNOs, OFGEM and stakeholders. The code is aimed at making it easier for alternative connection providers to get their customers connected and better inform customer of their choices.
Collaborative/ Consortium Connections	These are connections where multiple customers are brought together to benefit from shared connection costs and shared assets to maximise the amount of generation connected in any part of our network.
Competency Accord	A collaborative approach geared towards agreeing sector training and assessment standards. The collective aim is to reduce the large amount of duplicated training and assessments currently being experienced, without compromising the existing high standards of safety.
Competition tests	A series of tests carried out between 2011 and 2014 across all Distribution Network Operators to assess the level of competition in connection market segments.
Connections Customer Steering Panel (CCSP)	A dedicated forum to give you more influence over our connection service. Scottish and Southern Electricity Networks .
Constraint Managed Zones (CMZ)	Effectively manage peaks in demand or distributed generation without needing to reinforce the network.
Contestable	Refers to type of work that can be completed by either a Distribution Network Operator or a Lloyds accredited Independent Connection Provider of your choice.
Contracted Capacity Register	This lists generators that are contracted but not physically connected to our network.
CRAM	Connection Registration and Management. This was a legacy IT system utilised to manage CIC enquiries where a Lloyds accredited ICP of your choice was being employed to complete the contestable works.
CRM	Under the Scottish Power brand name of Athos, CRM is Scottish Power Energy Networks Customer Relationship Management system which will help us better serve our customers.
Customer	A customer is defined as someone who is interested in or has applied for a connection to our network.
Customer Connections Managers (CCMs)	This role covers every part of our license areas SHEPD and SEPD to offer a more personalised service to our demand customers.
Customer Surgeries	These are held monthly for any customers who wish to discuss a project with us at any time in the process.
DG	Distributed Generation; this is the connection of generation to any point of the distribution system, from 230V up to 33,000V in Scotland or 132,000V in England & Wales.

Glossary continued

Term	Definition
DNO	Distribution Network Operators, responsible for owning operating, and maintaining the electrical network in their licensed geographical area.
DOCO	Distribution Owner Connection Offer, Scottish and Southern Electricity Networks offer to connect a embedded generator to the distribution network.
DSO	Distributed Systems Operator responsible for facilitating effective and well-functioning distribution markets, which give options to customers to choose the best connection provider and allow connection providers to offer options and services best tailored to connection customer needs.
Dual Offers	These are formal offers which facilitate the acceptance of either the full works or just the non-contestable works, with the contestable works completed by a Lloyds accredited ICP of your choice.
DUoS	Distribution Use of System Charges are charges are levied by the UK's regional DNOs (Distribution Network Operators) and go towards the operation, maintenance and development of the UK's electricity distribution networks.
Easements	Low Carbon Networks (LCN) Fund was established by OFGEM as part of the electricity distribution price control that ran until 31 March 2015. The fund offers capital to support projects sponsored by the Distribution Network Operators (DNOs) to try out new technology, operating and commercial arrangements
ENA	Energy Networks Association is the voice of the networks, representing the 'wires and pipes' transmission and distribution network operators for gas and electricity in the UK and Ireland.
Export Management/ Limited Device	These are devices which seek to manage the local demand alongside any generator, essentially restricting export to our network.
Feasibility Study	A feasibility study is a chargeable service to run a number of network models and advise what capacity is available where on parts of our network. This does not facilitate a connection offer, and does not carry any contractual link to a formal connection offer.
Flexible connection or constrained connection	This is typically a transitional solution which may be available for your connection and could be used in certain conditions to avoid the need for network reinforcement. There will be conditions which relate to times when your ability to export is limited, but we will engage with you to discuss any flexible options which are available.
Flexible connection or constrained connection	This is typically a transitional solution which may be available for your connection and could be used in certain conditions to avoid the need for network reinforcement. There will be conditions which relate to times when your ability to export is limited, but we will engage with you to discuss any flexible options which are available.

Term	Definition
Formal Connection Offer	A formal Connection offer facilitates a contract between us and the applicant to accept our offer and progress the construction works with the connection.
Full Metering Settlement Option	Enables clients to share a point of connection without a boundary meter. The point of supply is separated on the customer side of the connection providing 2 or more customer meters with full settlement(e.g. shared connection for community and commercial Photovoltaic (PV) site / shopping centre with multiple outlets).
G59	G59 is the industry standard for generators greater than 16 amp per phase.
G83	G83 is the industry standard for small scale embedded generators for connections up to 16 amp per phase, 3.68kw single phase connection or when multiple generators are to be connected.
GRP Enclosures	'Glass Reinforced Plastic' enclosures. Our traditional solution for a substation which requires a battery set is a brick building, GRP solutions utilise glass reinforced plastic technologies (GRP) to provide substation enclosures that can provide similar environments to brick-built substations.
GSOP	Guaranteed Standards of Performance are set by our regulator Ofgem and refer to the standards of customer service all Distribution Network Operators should provide. They include expected timescales for contact, quotations and completed connections as well as penalties the Distribution Network Operator must pay customers if the standards are not met.
GSPs	A Grid Supply Point is the point at which electricity enters the distribution network, leaving the transmission network.
Heat-maps	These are maps of our HV network, colour coded based on the available capacity on any given circuit.
ICE	Incentive on Connections Engagement (ICE) is a regulatory incentive for all Distribution Network Operators to engage with connections' stakeholders.
ICP	Independent Connection Provider is a third party that is accredited to carry out specific works associated with the installation of electrical connections.
IDNO	Independent Distribution Network Operators develop, own, operate and maintain local electricity distribution networks.
IFI	Innovation Funding Incentive (IFI) was introduced by OFGEM to encourage Electricity Distribution, Electricity Transmission Network Operators to apply technical innovation in the pursuit of investment in and operation of their networks. It will be replaced by the Network Innovation Allowance (NIA) in 2015.
Intertrip	An intertrip will automatically disconnect a generator or demand from the network when a specific event occurs.
JOA/SRS	Joint Operational Agreement/ Site Responsibility Schedule these are required for users connected at HV/EHV.

Glossary continued

Term	Definition
Jointing	Jointing is a method of connecting two sections of cable together.
KPI	Key Performance Indicator.
LCNF	Low Carbon Networks (LCN) Fund was established by OFGEM as part of the electricity distribution price control that runs until 31 March 2015. The fund offers capital to support projects sponsored by the Distribution Network Operators (DNOs) to try out new technology, operating and commercial arrangements.
LiDAR	Light Detection And Ranging, a surveying technology that measures distance by illuminating a target with a laser light.
Link boxes	A link box provides a point of isolation at the interface of an IDNO (Independent Network Operators) and DNO network.
Market Segment	This is the regulatory terminology which defines the connections market.
Materiality analysis	Analysis that determines the relevance and significance of an issue/topic to a company and its stakeholders.
Meter Point Administration Number (MPAN)	A 21-digit reference used in Great Britain to uniquely identify electricity supply points.
Metering	This is the mechanism for recording the flow of electricity to (an Import) or from (an Export) a site or property. The data from metering is used as a key part of the balancing and settling arrangements, which are laid down in the Balancing and Settlement Code (BSC), and is administered by ELEXON.
Milestones	Defined stages expressed in our Terms and Conditions indicating progress for projects over 200kW following acceptance of a Connection Offer.
NGET	National Grid Electric Transmission Deal with all aspects of the contracts for the connection to and use of the electricity transmission system throughout the UK
NERS	National Electricity Registration Scheme, perform technical assessment of the service providers who elect to be assessed for accreditation for contestable works associated with the installation of electrical connections.
Non-Contestable	Where we talk about on-site works, these are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates.
NMS	Network Management System; a management system that provides improved visibility and functionality of our network. The technology installed as part of the system will enable generators to connect in constrained areas on a commercially un-firm basis.
On-Site	On-site works are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates.

Term	Definition
PPA	Power purchase agreement, is a contract between two parties, one which generates electricity (the seller) and one which is looking to purchase electricity (the buyer).
Pseudo MPANs	Enables clients to sub-meter behind a single point of supply making individual bills available (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets). This option requires a common meter operator and a boundary meter.
POCs	Point of Connection for the electrical network.
Quote+	Quote+ provides options for our customers quickly whilst maintaining queue position.
RAdAR	Register of Adopted Asset Requests; this is our current IT system utilised to manage CIC enquiries where a Lloyds accredited ICP of your choice is being employed to complete the contestable works.
RIIO ED1	(Revenue = Incentives + Innovation + Outputs) price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023.
SoW	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a DNOs network may have an impact on the transmission network.
Substation	A part of our network where DG is connected and we transfer power across boundaries, either by voltage level or a customer's point of common coupling.
Training passports	An industry scheme developed by EU Skills where basic level awareness and training for a specific topic are recorded centrally to facilitate easier working across companies. The content for these schemes is developed by the Energy & Utility Skills Group in collaboration with industry experts.
TSO	Transmission Systems Operator Responsible for facilitating effective and well-functioning transmission markets, which give options to customers to choose the best connection provider and allow connection providers to offer options and services best tailored to connection customer needs.
Virtual Private Network	A Virtual Private Network refers to a solution to defer reinforcement, where customers can directly connect generation and demand via a privately owned micro grid.
Wayleaves	This is the process which secures the legal right for apparatus to be installed on any given location and secures the connection to your site for a defined period of times.
Webinar	Web conferencing.
Witness test	Witness testing' is where we, the distribution network operator, attend the site of your generator to witness your commissioning engineer test the protection systems associated with your generator and ensure they operate correctly.

If you have any questions, would like to be kept updated with our progress or are simply interested in finding out more please

contact: connectionsfeedback@sse.com

Engage with us online

Stay updated with the latest news and improvements by following us on line:



Search 'SSEN Connections Engagement'



twitter.com/ssencommunity



facebook.com/ssencommunity

www.ssen.co.uk



Scottish & Southern
Electricity Networks