

# Incentive on Connections Engagement submission for 2018

Looking Back Report 2017/18

Looking Forward Report 2018/19 combined



**Scottish & Southern**  
Electricity Networks

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# About this document

This is the combined Scottish Hydro Electric Power Distribution and Southern Electric Power Distribution submission towards the Incentive on Connections Engagement 2018 (ICE).

This document is divided into three sections:

1. Our stakeholder engagement strategy – this section sets out our strategy, approach and governance for how we engage with you, our connections stakeholders.
2. 2017/18 Looking Back Report – this section provides an overview of our engagement in 2017/18, the delivery of our work plan and performance against the commitments we made last year. We report our performance against key themes that you highlighted as being important areas. These are application and quotation, delivery, information provision, Competition in Connections, engagement and collaboration.
3. 2018/19 Looking Forward Report – this section sets out how we will engage with you in the year ahead, how we developed our work plans and what targets and commitments we will look to deliver in 2018/19. Following our approach from last year we are once again targeting our new commitments in line with what you have told us are key priority areas.

This year we have taken on board stakeholder feedback and published an [ICE Summary](#). Our summary provides an overview of Looking Back performance from 2017/18 and Looking Forward work plan commitments for 2018/19.

# Welcome

**A core principle of our business is putting the customer first, and this means listening, assessing and responding to feedback. To make sure we continue to get better at what we do, it's critical that our connections engagement goes beyond building relationships. Wherever feasible it must translate to real actions, that you can see, and outcomes that have a positive impact in your dealings with us.**

As chair of our Connections Customer Steering Panel I value the opportunity to speak to you directly about your experiences and how our business can better support you. Hearing your views is hugely important to myself and the team. As networks and the markets evolve over time, so will the challenges you, our customers, face. It's vital that we engage with you to make sure we find solutions that suit your short, medium and long term needs, improves efficiency and customer service in connections.

I am proud of our extensive programme of connections engagement this year, reaching in total 3,457 stakeholders in total and capturing their feedback.

I would like to thank everyone who has engaged with us to date, and encourage you to continue to 'have your say' on our future plans. Our engagement is fundamental to ensuring we continue to be a customer focused organisation, able to recognise and adapt to connection stakeholders' needs today and in the future.

As such, you have our commitment as a team to continue to listen, invest time and effort in you, our connections stakeholders and act on your feedback.

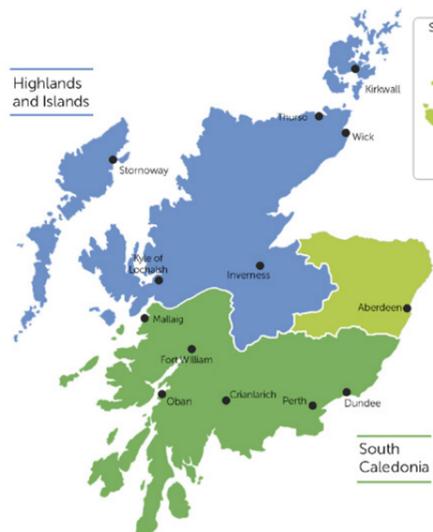


**Colin Nicol,**  
Managing Director  
Networks



# Who we are and what we do

As a Distribution Network Operator we own and operate two electricity distribution licence areas, one in the north of Scotland and the other in central southern England.



**Our Regional Approach**  
Our two licence areas are divided into a total of seven regions each with a dedicated leadership team empowered to deliver even better customer service within each region. (For our regional Contact Guides see [www.ssen.co.uk/connections](http://www.ssen.co.uk/connections))

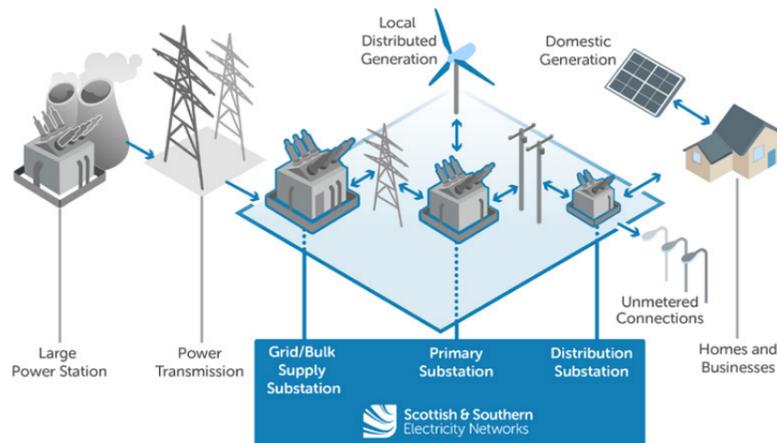
**Scottish Hydro Electric Power Distribution (SHEPD)** - operates in the north of Scotland and safely delivers electricity to around 770,000 customers across a quarter of the UK landmass. This attracts unique challenges in terms of both distance and terrain. As well as serving the major population centres 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)** - operates in central southern England and is the larger of our two distribution networks in terms of customers served, and safely delivers electricity supplies to more than 3 million 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.



## Our networks

Our electricity distribution networks are the systems of overhead lines, underground cables and associated substations that deliver electricity to your homes and businesses.

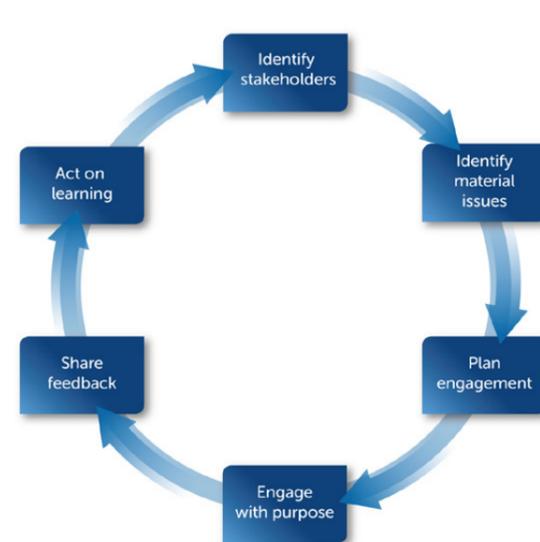


You can reach us by emailing [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com) with any thoughts and ideas or if you are simply interested in keeping up to date with our progress throughout the year.

# Stakeholder Engagement Strategy

Our engagement is fundamental to how we develop and implement changes in our connections business, involving you at every step of the way.

Our ethos is to continually drive improvements in all we do and that includes how we engage with our stakeholders. Our approach is aligned with the wider stakeholder engagement strategy embedded across the business. Our strategy provides a robust framework from which we can make sure connections stakeholders have opportunities to tell us what they think, influence our decision-making process and effectively shape our future plans.



## Reviewing our 2017/18 approach

We serve a broad and diverse range of connections stakeholders, who often have different preferences in how we engage with them. We recognise that one size does not fit all. That's why we provide multiple feedback channels and continually review our approach, looking for ways to make it easier for our connections stakeholders to engage with us.

Our stakeholder engagement strategy provides us with a robust framework to deliver engagement using the most appropriate methods, timing and level of detail for all of the stakeholders we serve. Having evolved since its implementation in 2015, our engagement approach has been operating successfully for three years now.

Our engagement strategy is enhanced by a three-tiered approach. We recognise that engagement methods, purpose for engaging, topics to engage on and how we collect and respond to feedback will vary depending on the purpose of the engagement; strategic, targeted or operational. By applying this approach, we ensure that we offer a variety of opportunities so that engaging with us is accessible, convenient and appropriate.

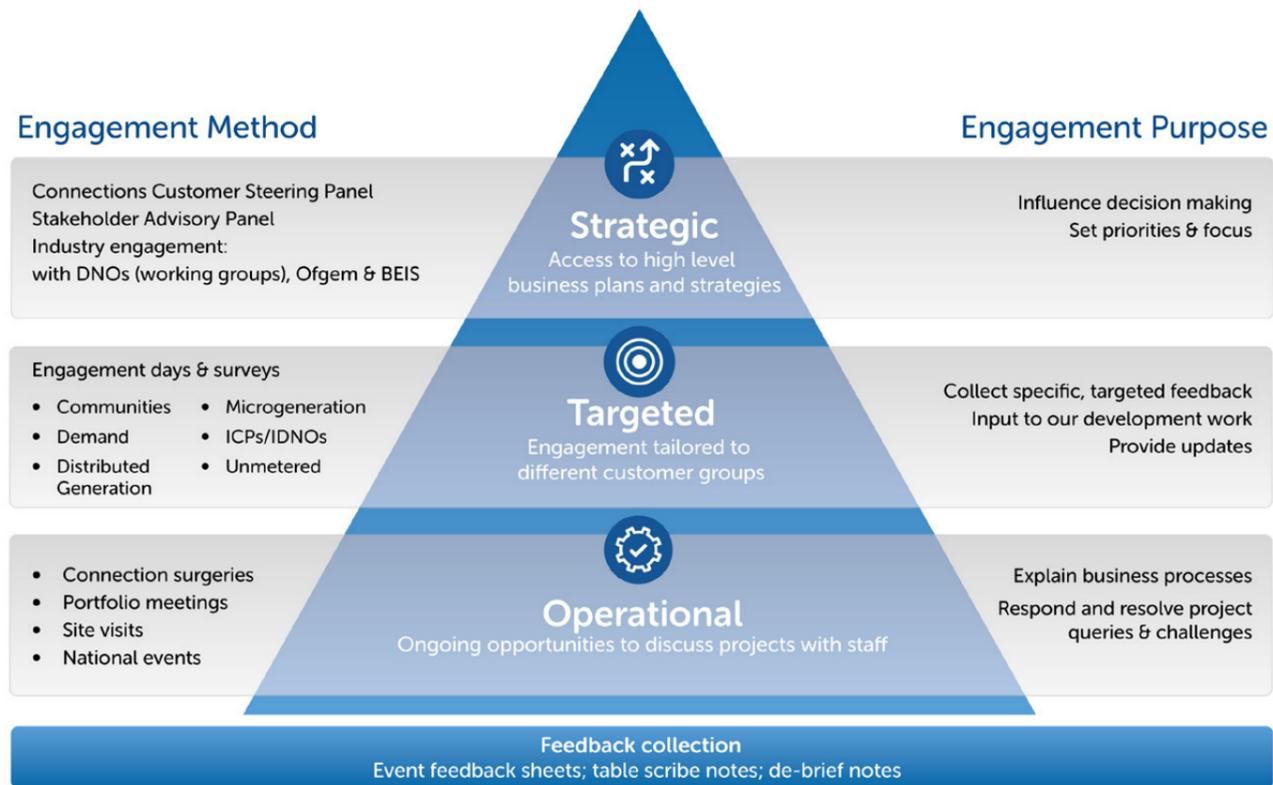
Figure 1: Our 3-tier engagement approach

- 1 Strategic**  
Access to high level business plans and strategies
- 2 Targeted**  
Engagement tailored to different customer groups
- 3 Operational**  
Ongoing opportunities to discuss projects with staff



“Regular customer feedback is incredibly important to me and everyone in my team, in ensuring we shape our business to meet your needs. To make sure that the commitments we set are hitting the mark, we need to keep engaging with customers all year round. I'd like to extend my thanks to everyone who has participated in our engagement throughout the year, attended our events, met our staff at surgeries, replied to our surveys and shared their thoughts with us. I attend all of our Connections Customer Steering Panels and take a personal interest in making sure your feedback is captured, reviewed and responded to appropriately.”

**Andy Huthwaite**  
Director of Commercial and Connections



## Engagement outcomes

We take each engagement as an opportunity to learn and improve. For us, it is important that you see the benefits of our engagement on the day, but also after the event.

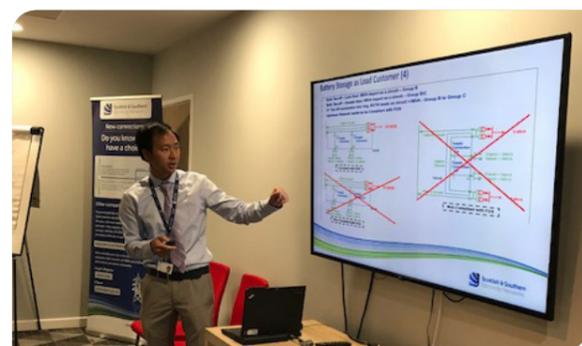
We take inspiration directly from your feedback, or from what you share with our staff, to develop our work plans and engagement throughout the year. Therefore, the overarching outcome from our engagement is developing ideas to help drive change in our business, which you endorse. Over 2017/18 our proactive engagement has initiated changes in how we work, to improve your experience in the connections journey.

Beyond driving change, the other main outcome from our engagement is the direction you give us in refining our engagement and developing improved relationships with our stakeholders.

We design our engagement based on your preferences and encourage you to guide and steer us towards engagement activities and topics you want us to deliver. Over the past year we have seen changing priorities in the industry which has been reflected in your feedback, consequently we acted to make sure our engagement continues to be relevant. For example, over the last year we have changed the format of events (offering more webex alternatives). We have selected location and developed topics in line with your feedback.

“There have been marked improvements over the past two-three years which are really positive. SSE is willing to listen to feedback on their service, which is a huge plus.”  
Jill Cox, Flexitricity Limited

“The events and workshops organised by SSEN confirm its’ commitment to develop contacts and relationships with their customers. This initiative enables me to provide a better service to my own clients.”  
Richard Meech, Developer Services Southern Ltd.



## Governing our engagement

### Senior visibility and commitment

Our stakeholder engagement strategy is supported by a robust governance process taking ‘frontline’ feedback through to our senior managers and directors across the business, and up to the executive team.

Feedback collected through operational day-to-day contact is shared with the stakeholder engagement team. Feedback from targeted events is captured through staff de-brief sessions, scribe notes and delegate evaluation sheets. All of which is collated and recorded in a centrally-managed database.

We have an Internal Working Group which consists of senior managers from across the business, pulling in expertise from connections, system planning, wayleaves (legal) and innovation.

The group meets regularly to join our connections colleagues in reviewing the feedback recorded centrally.

Ideas generated from the Internal Working Group are escalated to the Internal Steering Group where feedback and proposed actions are discussed with directors. Our monthly reports capture updates on engagement and work plan development which is shared with the Executive Steering Group. Once developed, we share our draft work plans with you at events and on our website for feedback.



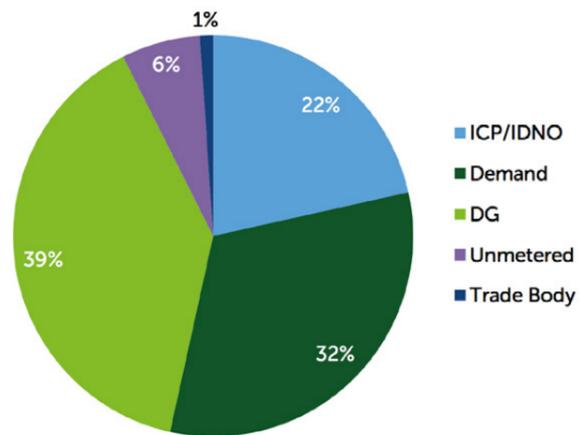
1. Connections Customer Steering Panel

## Influencing our business decisions

Our Connections Customer Steering Panel (CCSP) brings together connections stakeholders who work in our area and offer insightful recommendations.

Panel members are drawn from across all connections groups ensuring a broad representation: demand and generation stakeholders, metered and unmetered connections as well as Independent Connection Providers. Our panels are face to face events held twice a year in both licence areas (north and south). Colin Nicol, our Managing Director for Networks, Andy Huthwaite, our Director for Commercial and Connections, equivalent regional Heads of Delivery as well as other departmental directors and senior managers attend each event.

### CCSP member profile



### Objectives of 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 connection customers' key concerns
- Act as a sounding board and source of new ideas
- Influence development of SSEN's connections strategic objectives



South Connections Customer Steering Panel Meeting, Southampton, March 2018

The wealth of experience from the Panel delivers valuable input and provides strategic guidance to our business. In practice, this means helping us identify topics that are important to the different connection stakeholders we serve. This group is also instrumental in developing our ICE work plans, by acting as a sounding board for ideas generated from targeted events through the year. Our CCSP members scored 8 out of 10 when asked if they felt they were able to influence our plans and commitments, and 8 out of 10 said they felt we listened to their views and acted on them.

“The Connections Customer Steering Panel is a great way for expert stakeholders to feedback on SSEN's initiatives and how they have been prioritised. We get to drill down into the details, and challenge thinking and decision-making. It is also a very effective forum for highlighting issues in any area of connections performance, and to influence connections policy.”

Hugh Taylor, Roadnight Taylor

“Was really good to see you yesterday, I thought the day was put together very well and very informative. I would have liked to have stayed longer but unfortunately work never stops, please pass on my thanks to everyone involved and I look forward to seeing what results we achieve from yesterday. As always I'm happy to help in any way I can and look forward to the next one.”

Mark Kelly, Morrison Utility Services

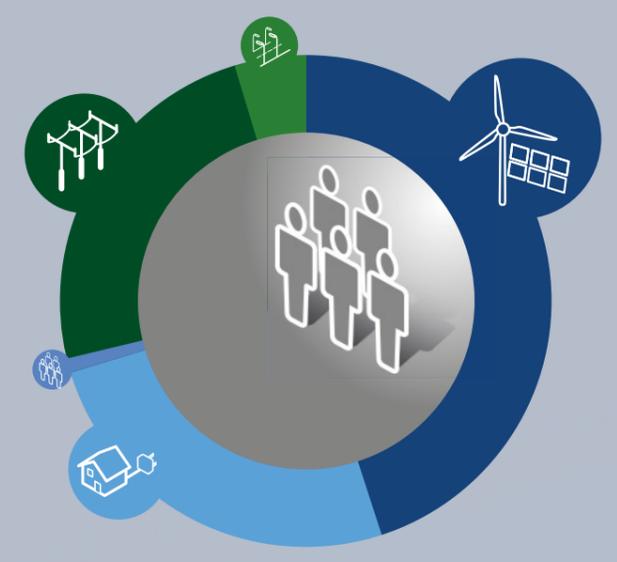
## Looking Back 2017/18

### Stakeholder Engagement



- 19% Workshops
- 1% Webex sessions
- 2% Connections Customers Steering Panel
- 1% Connection surgeries
- 38% Surveys
- 1% DG Owner-Operator
- 37% Consultations
- 1% Industry events

### Market Participation



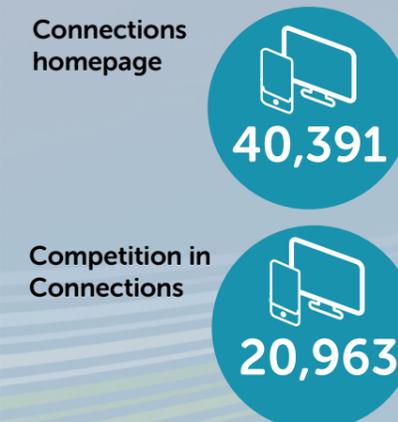
- 44% Distributed Generation
- 25% Demand
- 1% Trade body
- 22% ICP/IDNO
- 8% Unmetered

### Social media and online

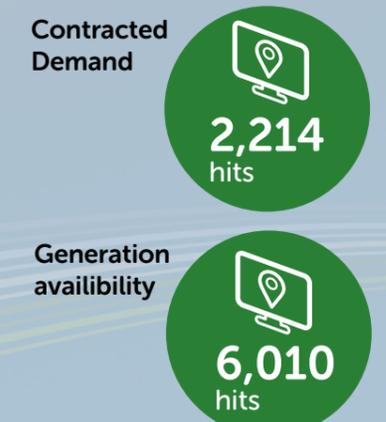
#### Social Media



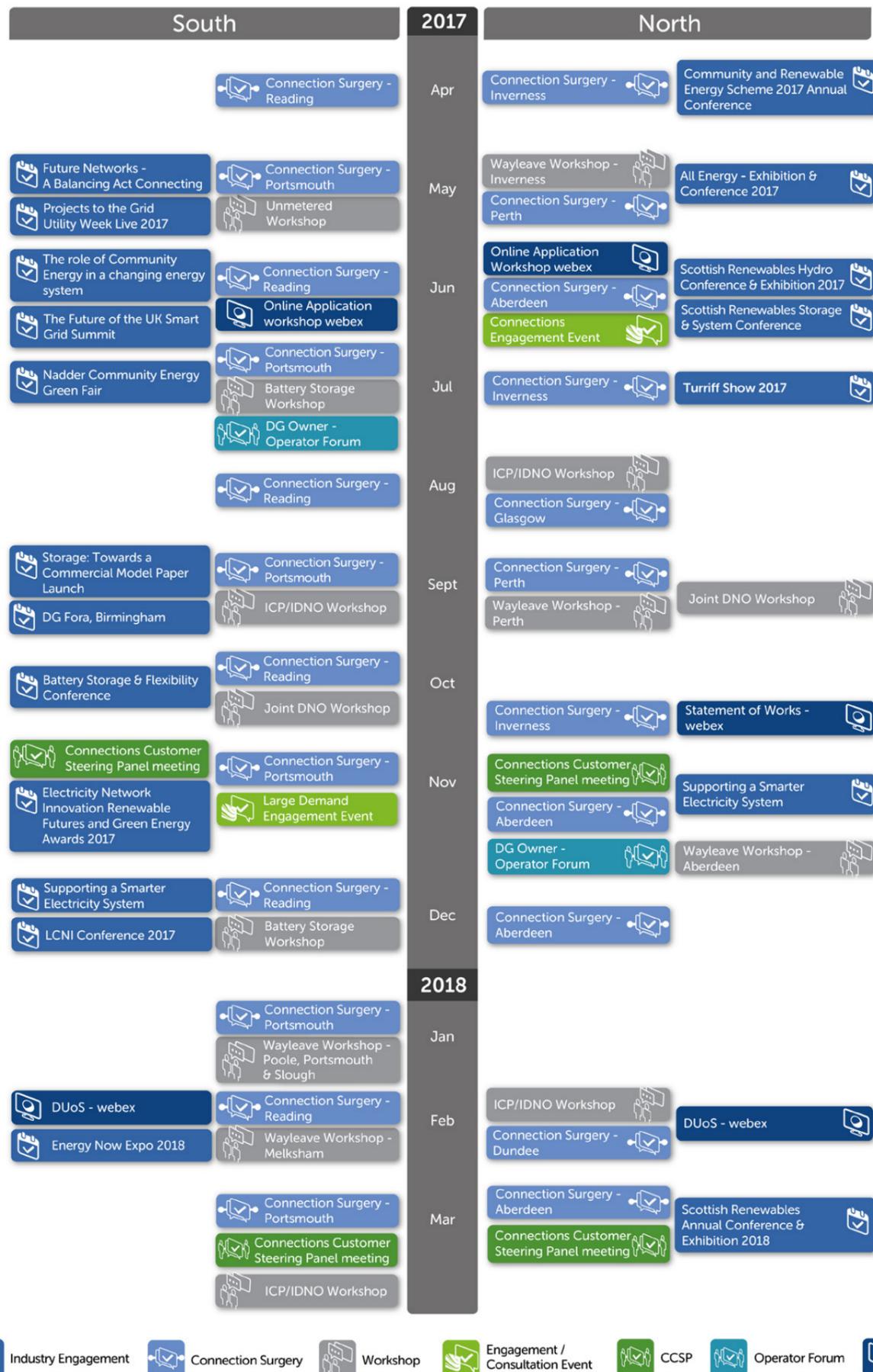
#### Connections webpage hits



#### Heat maps webpage hits



# Looking Back – Engagement activities 2017/18



# Looking Back – Engagement activities 2017/18

North - SHEPD							
Engagement Activity	Description of event	Total attendance	DG	Demand	Unmetered	ICP/IDNO	Trade Bodies
ICP Engagement events	This workshop provided the most up to date information about the Code of Practice (CoP).	61	✓	✓	✓	✓	N/A
Connections event	This event was tailored for Demand and Generation customers. We provided updates on Flexible Connections, Microgeneration, Statement of Works and Interactivity. The day also included a question and answer session with our industry experts.	11	✓	✓	✓	N/A	N/A
Wayleave workshops	We held workshops specific to wayleave topics such as key consents, work required for ICPs and IDNOs and substation plans.	30	✓	✓	✓	✓	N/A
SPEN/SSEN joint workshop	Working in partnership with SP Energy Networks, this joint event covered topics such as Flexible connections, Statement of Works, queue management and network planning.	32	✓	✓	✓	✓	N/A
Statement of Works Webex	We hosted a webinar to update customers on changes to the Statement of Works process.	15	✓	✓	N/A	✓	N/A
Connections Customer Steering Panel meetings	We held Connections Customer Steering Panels where we provided updates, engaged on our services and asked for feedback. We hosted our fifth and sixth meetings during 2017/18.	38	✓	✓	✓	✓	N/A
DG owner-operator forums	We held DG Owner-Operator forums in the north. In these events we provided updates on current and future outage plans. The forums are designed for connected customers and were hosted by our control room team.	22	✓	N/A	N/A	N/A	N/A
Connections surgery	We held surgeries to enable customers to discuss current or future projects with our design, delivery and commercial staff.	18	✓	✓	N/A	N/A	N/A

# Looking Back – Engagement activities 2017/18

South - SEPD							
Engagement Activity	Description of event	Total attendance	DG	Demand	Unmetered	ICP/IDNO	Trade Bodies
Wayleave workshops	Workshops were held on topics such as key consents, work required for ICPs and IDNOs and substation plans.	43	✓	✓	✓	✓	N/A
Unmetered workshop	This workshop focused on the unmetered agreement/asset adoption process, ICP connection (including agreements), payment/quotation acceptance and operational queries.	21	N/A	✓	✓	✓	N/A
Online application workshop (Webex and Face to Face)	This Webex was designed for customers who were unable to attend a workshop. The Webex covered how to apply for a connection online, how to track your job and changes to our website.	68	✓	✓	✓	✓	N/A
Storage workshop	This event provided more information for customers looking to find out more about battery storage and the processes involved to get connected.	66	✓	✓	✓	✓	✓
ICP Engagement events	In these events we provided updates on changes and the progress of relevant commitments from our ICE workplan, and the Code of Practice. The event included breakout sessions on self determination of Points of Connection and operational safety rules.	73	✓	✓	✓	✓	N/A
UKPN/SEN joint workshop	We jointly hosted a workshop with UKPN to agree common policies and approaches. The event provided updates on our latest information, and identified areas for further collaboration.	42	✓	✓	N/A	N/A	N/A
Demand event	The event was tailored to our larger demand customers - residential customers, commercial/ industrial developers and independent connection providers, contractors and consultants. We provided updates on our processes and procedures for connections as well as breakout sessions and tutorials.	31	N/A	✓	✓	✓	N/A
DUoS Webex	This webex was provided to explain the difference between Connections and Distribution Use of System charges.	54	✓	✓	✓	✓	✓
Connections Customer Steering Panel meetings	We held Connections Customer Steering Panels where we provided updates, engaged on our services and asked for feedback. We hosted our fifth and sixth meetings during 2017/18.	65	✓	✓	✓	✓	✓
DG Owner-Operator forum	We held DG Owner-Operator forums in the south. In these events we provided updates on current and future outage plans. The forums are designed for connected customers and were hosted by our control room team.	27	✓	N/A	N/A	N/A	N/A
Connections surgery	We held surgeries to enable customers to discuss current or future projects with our design, delivery and commercial staff.	35	✓	✓	✓	✓	N/A

# Looking Back - Our engagement approach

Looking back we continued to use our three-tier engagement approach to ensure that we reached a broad and inclusive range of stakeholders, but also to ensure that our engagement was relevant and appropriate for each type of stakeholder group.

This year we held a number of targeted events specifically tailored to certain connection stakeholder groups. For instance, we hosted events for individual groups (i.e. Distributed Generation, demand, unmetered, ICP/IDNO and trade bodies) which allowed us to focus on specific topics, often shaped by area of work, that you told us are important. Along with our regular CCSP meetings we have introduced Distributed Generator 'Owner-Operator Forums' with a view to enabling better communication with owners/operators regarding outages.



We encourage collaboration with other DNOs and held joint workshops with SP Energy Networks and UK Power Networks. These allowed a platform to share best practice on constraint management across DNO boundaries.

We continued to provide many engagement opportunities at an operational level (see our list of operational engagement activities). You told us that our surgeries and site visits are helpful for clarifying any uncertainties and resolving issues.

All of our events are designed to facilitate two-way engagement. You told us that break-out sessions and table discussions are useful for sharing your feedback directly with staff and are hugely valuable for us to listen and understand where we can improve. You told us that you value the opportunity to meet our staff, and speak directly with experts in their field. Therefore wherever possible, we designed our events with opportunities for you to network with our staff.

“Simply a great introduction to the SSE team. Face to face is the best.”  
Donald Mackenzie, Compass Building Construction Services Ltd

“The recent Connections Surgery at Reading was very productive and I was pleased with the arrangements, the venue and thanks to your colleagues who attended.”  
Huw Crocombe, GreenFrog Connections



# How we have listened and responded

Looking back over 2017/18 we have listened to the feedback you have given us throughout the year and responded accordingly. This has allowed us to re-prioritise, on occasion delaying the delivery or re-focusing the scope of some commitments as we add new activities in, such as those below.

You said **We did...** ✓

In our southern licence area, you told us that energy storage was a high priority and that you wanted to know more about how to connect and the process to follow. You told us that you needed interactive discussions on how energy storage could potentially solve network constraints, but also how active energy control systems could impact on the cost of connecting. We listened, and hosted two workshops – one in Portsmouth and the other on the Isle of Wight - focusing purely on energy storage. Our events were just the start, and since hosting these we have developed discussions with interested parties, such as the Isle of Wight Community Energy Group on their aspirations in this area. This year we will build on these to further explore possible solutions for these stakeholders.

You said **We did...** ✓

You told us that you wanted more 'how to' workshops. These are events that provide a better understanding and more step by step explanations of our processes. We took this on board and hosted a series of workshops on:

- The unmetered supply process
- Our online application process
- Interactivity
- Energy Storage
- Constraints (joint with SP Energy Networks and UK Power Networks)
- The connections design process
- Distributed Use of System (DUoS) Charges
- Statement of Works

All of these events provided learning opportunities along with the updates on our processes and procedures. In addition to those listed above, we also hosted a series of wayleave workshops across both north and south licence areas. These were designed to support customers' understanding on how we require to secure land consents for their connection projects. We also explained how our ICP customers looking to secure rights could use our 'template' documents to speed up the process of negotiating consents. Based on the success of these we are planning to continue them in 2018/19.

You said **We did...** ✓

At our Storage workshop in July 2017, you told us that we needed to offer a fast-track online application for G59 storage connections.

“The speed of the G59 connection process for small domestic batteries is very important. Currently waiting 45 + days for a non-export product is very frustrating for client and installers alike, as it also is for larger (sub 50kWp) connections as well. I appreciate there are rules and a process to follow but the impact on the grid of these domestic batteries should be minimal. And they are the future!”

Jonny Wilson, Oxford Solar

“What a brilliant workshop and thank you for arranging”

Nick Stone, Pennyfarthing Homes

We listened, and your feedback brought a quick change in the G59 application process. We updated our storage application process within six weeks of this workshop by developing a new fast track process that allows you to 'connect and notify' small scale storage units of up to 16A per phase, that met certain requirements.

“As an installer of Solar PV systems and storage products, we at Oxford Solar PV are encouraged that SSE have embraced these technologies as a vital part of the country's future energy mix. They have listened to our concerns about grid connections and other related issues and acted accordingly. An example of one such improvement being that they have simplified the roll out of domestic storage by being one of the first DNOs to introduce a 'fast track' application process for small scale storage products.”

Jonny Wilson, Oxford Solar

You said **We did...** ✓

You told us that DNOs need to be more 'joined up' in terms of topics such as network capacity and constraints.

Once again, we listened and approached two DNOs to arrange joint workshops for customers working across DNO boundaries. We delivered these with SP Energy Networks in Scotland and UK Power Networks in England. Both events were well received and demonstrated the value to customers when DNOs collaborate.

“Thank you very much to the SPEN and SSEN teams for the joint workshop. The joint approach was a great plan. I also found it a very informative, approachable and useful session. The opportunity to talk with staff and stakeholders was also very beneficial. I am sure I will be coming to future sessions.”

Iona Hodge, Local Energy Scotland

“The joint SSEN and UKPN workshop was a great event on many levels. It worked really well, and we are encouraging other DNOs to follow suit.”

Hugh Taylor, Roadnight Taylor

“I thought the joint engagement workshop was very good yesterday, it was good to see that you and SPEN are both looking at the grid issues we have with the generation capacity, it seems like progress is definitely being made.”

Ewan Sneddon, Forster Energy Ltd

You said **We did...** ✓

You told us that it is sometimes difficult to attend events and workshops we host in person, and therefore opportunities to participate remotely would be valuable. We listened, and hosted the following workshops using both face to face and remote (ie 'webex') methods:



Webex	Purpose	Attendees	Date
Online application process	The purpose of the webex held in both licence areas was to explain the SSEN online application process with step by step screen shots. Also a guide on how to track the progress of applications, quotes and jobs online with help in understanding site boundaries and the required documents to support the customers application.	44	14.06.17
Statement of Works (SoW)	The purpose of the webex was to explain what a SoW is, when one is required, what the timescales are, what customers receive, cancellation charges and securities and the aim of Appendix G process.	15	25.10.17
Distribution use of System Charges	The purpose of the webex held in both licence areas was to explain the DUoS charges and their obligations. Explanations were given on what the DUoS charges are, how they are calculated, how the charges are billed along with customers given sight of the publication of charges and worked examples and an explanation of the DCUSA Change proposals and our involvement in the Charging Future Forum (CFF).	54	28.02.18

# Looking Back summary

	Your idea	KPI	Dist. Gen	Demand	ICP/IDNO	Unmetered	Target	Status	
Delivery	<b>Produce a customer charter of expectations</b> 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 is who within our company, including an explanation of how the teams fit together and contacts for escalation.	Charter is published and communicated	●	●	●	●	Q3	Complete	
	<b>Bigger, more ambitious commitment</b>								
	<b>Implement a programme of works to include all working parties</b> 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.	New process implemented and communicated	●		●		Q3	Complete	
Quoting	<b>Route of escalation at project acceptance</b> 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.	Complaints process included as part of acceptance emails	●	●	●	●	Q3	Complete	
	<b>Make quotations easier to understand and quicker to issue</b> We will issue quotes quicker and make them easier for you to view, understand and accept <ul style="list-style-type: none"> <li>On average, we will issue your quote 10% quicker than last year</li> <li>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</li> <li>We will include a connection flowchart with your quotation to advise you of the next steps upon acceptance of your quotation</li> <li>We will further extend the breakdown of costs provided in a standard quotation</li> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>Reduction in time taken to provide a quote</li> <li>100% of people who have profiles</li> </ul>	●	●	●	●	Q4	Partially complete Please see detail	
	<b>Bigger, more ambitious commitment</b>								
Wayleaves	<b>Make application form improvements</b> We will review and streamline our on and off line application forms.	Improved application forms	●	●	●	●	Q3	Complete	
	<b>We will transform the wayleave process</b> Make the wayleaves process much simpler and more transparent <ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>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 to typical timelines including the process for 'compulsory purchases', 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</li> </ul>	Increased customer satisfaction with our wayleaves process currently at 6.68/10.	●	●	●	●	Q4	Complete	
<b>Bigger, more ambitious commitment</b>									
Information Provision	<b>Establish an 'operational generator forum' as a means for information and updates</b> 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.	Number of meetings held: 2	●				Q3	Complete	
	<b>Provide clear and concise information for our Joint Operational and Embedded Generation Connection Agreements</b> We will proactively contact all connected customers to ensure we have the correct key contact for our Joint Operational Agreements/site responsibility schedules. We will also produce an information leaflet to complement your Embedded Generation Connection Agreement, which explains the key clauses in plain English.	Number of customer details updated: 800+	●				Q3	Partially complete Please see detail	
	<b>Work with National Grid and Scottish Hydro Electric Transmission to develop a SoW process</b> 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.	New process implemented and communicated	●				Q4	Complete	

	Your idea	KPI	Dist. Gen	Demand	ICP/IDNO	Unmetered	Target	Status	
Information Provision	<b>Make our standard connection offer easier to read and understand</b> We will overhaul our standard Connection Offer and associated contracts to convert them to plain and clearer English.	Updated Connection Offer and variation	●				Q4	Generation cover letter complete Contracts expected Q2 2018/19	
	<b>Improve information in our budget estimates</b> 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.	Budget estimate template updated	●				Q2	Complete	
	<b>Provide workshops/WebEx sessions on specific topics</b> Where you have identified gaps with our information provision we shall run workshops/WebEx sessions to provide information on: <ul style="list-style-type: none"> <li>Earthing and requirements</li> <li>Metering, who to contact</li> <li>Statement of Works clarity</li> <li>Distribution Use of System Charges</li> <li>Design, self determination</li> <li>Online applications</li> </ul>	Number of workshops held: 8	●	●	●	●	Q4	Complete	
	<b>Update and improve our GIS system</b> 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.	Progress update (24 month completion, with update in Q4)	●	●	●	●	24 month	24 month commitment due for delivery in 2018/19	
Constraints	<b>Flexible connections will be an option for all customers</b> We will make it possible for you to request a "Flexible connection" for your quotation.	Process enhanced for flexible connections	●	●			Q4	Partially complete Please see detail	
	<b>Bigger, more ambitious commitment</b>								
	<b>Share information of connected flexible connections</b> 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.	Number of customers this information is provided to: 0	●	●			Q3	Database complete Please see detail	
Competition in Connections	<b>Provide information of recently made offers</b> 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, 3. Reinforcement works.	Heatmap updated	●				Q3	Complete	
	<b>ICPs carrying out part-funded network reinforcements on a trial basis</b> We will launch an initial trial to allow ICPs to carry out part-funded network reinforcement works dependent on Ofgem approval.	Number of projects delivered: 0	●	●	●	●	Q4	Trial introduced Partially complete Please see detail	
	<b>Improve the guidance for design approval</b> We will provide greater clarity on what is required for design approval.	Improve design approval guidance			●		Q2	Complete	
Collaboration	<b>Improve the guidance on standard designs</b> We will provide more guidance on standard designs to ensure your own designs are compliant with our network.	Provide design examples			●		Q2	Complete	
	<b>Facilitate workshops focussing on operational safety rules</b> We will run workshops around operational safety rules and options available to you/ your ICP/IDNO for working on our network.	Number of workshops held: 2			●		Q3	Complete	
	<b>Introduce a new accreditation under the National Electricity Registration Scheme</b> We will initiate a new accreditation under the National Electricity Registration Scheme 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".	Group established			●		Q2	Complete	
<b>Collaborate with other DNOs and National Grid to address constraints</b> We will work with other DNOs and National Grid to run joint workshops focused on getting a connection on constrained parts of the network.	Number of workshops held: 2	●				Q3	Complete		

## Looking Back in detail

### Sector icons



Distributed Generation



Demand



Unmetered



ICP/IDNO

## Delivery

### Produce a customer charter of expectations

Our connection customer charter setting out our promises to you throughout your connection journey was published in Q4 and is available to view on our website ([www.ssen.co.uk/connections](http://www.ssen.co.uk/connections)). We also published contact guides for both our north and south licence areas in Q3 which provide contact information for key connections personnel and outlines our escalation process (see [www.ssen.co.uk/Connections](http://www.ssen.co.uk/Connections) and select contact guide north or south).



**KPI: Charter is published and communicated**

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual				✓

“The booklet is very functional in terms of explaining who is responsible for what and in which geographical area. The escalation process is also clear.”

Nikki Pillinger, BSR

### Bigger, more ambitious commitment

### Implement a programme of works to include all parties

Our Commercial Contract Managers have been contacting generation customers who have made their second payment to arrange meetings to discuss a programme of works. Having reassessed the commitment and key performance indicator it was considered that this should form part of the regular series of portfolio meetings with customers. This has been rolled out across our north and south licence areas and we are working to ensure that it is embedded our business-as-usual processes.



**KPI: New process implemented and communicated**

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual				✓

### Route of escalation at project acceptance

Our quote acceptance confirmation email now includes details of our complaints process together with contact email addresses and telephone numbers. We now also have online “Contact Guides” for both our licence areas, which provide our regional key connections contacts and an escalation process. (see [www.ssen.co.uk/Connections](http://www.ssen.co.uk/Connections) and select contact guide north or south).



**KPI: Complaints process included as part of acceptance e-mails.**

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual			✓	

## Quoting

### Make quotes easier to understand and quicker to issue

We have introduced a range of improvements to our quotation letters and related information to make them easier to view, understand and accept.

- All our online applicants now have earlier sight of their quote (Q3).
- All of our quotations now incorporate a link to “useful documents” including connection flowcharts and other relevant information (Q3).
- Our quote letter also highlights whether wayleaves and Section 37 consents are likely to be required, so that this is visible at an earlier stage, together with an extended narrative of any necessary reinforcement works (Q3).
- In addition, our quote acceptance confirmation now provides an offer to meet with a Commercial Contract Manager to discuss the elements of your quote in more detail should this be required (Q3).

Our stretching time to quote target was set in the last quarter of 2016/17 and was based on the performance data from quarter three during which the average number of applications we received was much lower than the same period in 2017/18.

Unfortunately, our time to quote performance has declined but correlates with a sharp rise in number of demand and

### Bigger, more ambitious commitment

### Make application form improvements

We have enhanced our online application forms to provide more information for customers to assist them in completing the required sections. This has included providing clearer instructions on how to use the “draw a site boundary” function; the introduction of property type images and multiple property selections to assist in choosing the correct connection type, and the provision of additional help buttons with explanations throughout the application process.

We have also improved the tracking functionality for online applicants to make the project information clearer and have introduced a facility to allow a Meter Point Administration Number (MPAN) to be requested online. In addition, we also introduced an online flexible connection option for our generation customers and, in response to customers’ requests, have removed the requirement to provide grid reference information or existing MPAN details at the application stage.

\* Time to quote performance extended into 2018/19. Other improvements delivered by Q4 in 2017/18



generation applications in both of our licence areas, at all voltage levels, some with flexible connection options. This has inevitably increased the complexity of the network studies conducted. For example in Q3 of 2016/17 we received an average of 77 applications per month for distributed generation connections. In the same period this year we received 127 applications per month. Over the same period we implemented and embedded a new and fundamental change in the way we process quotations to deliver longer term benefits for customers.

Following the unexpected and unprecedented increase in the volume and complexity of applications we have recently recruiting 40 new staff to meet this increased demand. In addition, we are renewing the commitment we made to customers in our October 2017 update, to continue our focus in time to quote for customers in 2018/19.

**KPI: Reduction in time taken to provide a quote.**

	Q1	Q2	Q3	Q4
Commitment				✓
Actual				**

“The flowchart is very helpful, as is an extended breakdown of costs.”

Lucy Taylor, Roadnight Taylor



**KPI: Improved application forms**

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual			✓	



## Wayleaves

### We will transform the wayleave process

Our wayleave process improvements implemented during 2017 included advising customers at the quotation stage whether wayleave or Section 37 consents will be required in advance of the connection works. To facilitate earlier engagement and greater understanding of the wayleave process, we now provide details of the designated wayleave officer within 10 days of quote acceptance and have also improved the wayleave guides and land rights information available on our website ([www.ssen.co.uk/landrights](http://www.ssen.co.uk/landrights)) and choose guide for the region required).

A successful series of customer workshops, to which new and existing staff members were invited for training purposes, were also arranged throughout the year which were well received by all who attended.

“I have examined the outcomes of SSEN’s commitment to ‘transparency of the wayleave process’ as set out in its work plan for 2017/2018 and am delighted to say that this is a good, positive step forward. There is more to do, but this makes SSEN an industry leader in the subject of wayleaves and its effect on customers.”

Steve Gist, TUSC Ltd



**KPI:** Increased customer satisfaction with our wayleaves process, currently at 6.68/10\*.

\*Data from wayleaves survey in 2017. Our annual wayleaves survey has been delayed this year as a result of a thorough review ahead of the new General Data Protection Regulations being introduced in May 2018.

	Q1	Q2	Q3	Q4
Commitment				✓
Actual				✓

“The new wayleave pack that was distributed the other week is very helpful– should add a lot of clarity!”

Debbie Lee, Tri-Connex

“Really content with wayleave staff, most important to us on the estates side of things. This has always been positive in my experience”

Ron Davidson, Aberdeenshire Council

“Excellent idea, very helpful in understanding how SHEPD deal with connection wayleaves.”

Richard Turnbull, TLT Solicitors

Bigger, more ambitious commitment

## Information Provision

### Establish an ‘operational generator forum’ as a means for information and updates

In partnership with REGEN, we set up a DG Owner-Operator Forum of owners and operators of MW scale projects currently connected to our network. The Forum met on two occasions during 2017/18, and has met twice in May 2018, across our two licence areas with the aim of improving communication issues such as:

- Our ongoing work to address grid constraints
- Outages and constraints
- Potential approaches for forecasting and mitigating outages, including improving notice periods for planned outages

The average response from attendees was very positive:

On a scale of 1-10 how would you rate your overall experience at today’s engagement event?	8.8
On a scale of 1-10 were the right staff in attendance to answer your questions?	9.5
On a scale of 1-10 how do you rate the presentation content?	8.8
On a scale of 1-10 how beneficial was your attendance today for you?	8.4



**KPI:** Number of meetings held: 2

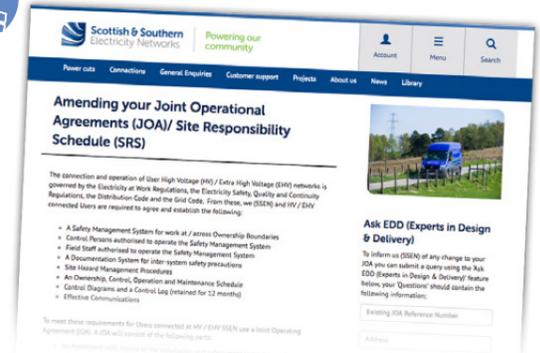
	Q1	Q2	Q3	Q4
Commitment			✓	
Actual			✓	

## Information Provision continued

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

In addition to our 2016/17 commitment to “Provide guidance for updating site contacts for operational sites” where a webpage ([www.ssen.co.uk/Connections/Developers/JOAandSRS/](http://www.ssen.co.uk/Connections/Developers/JOAandSRS/)) now allows customers to update their Joint Operating Agreements (JOAs) and Site Responsibility Schedules (SRSs) directly, we have contacted 800+ embedded generators to clarify the correct contact details and ensure both planned supply interruption and operational notifications are provided against our agreed standards. Our iterative process will ensure regular amendments to appropriate details are captured.

Our main focus has been to engage with our generation customers to ensure the accuracy of their contact information. In addition the preparation of the explanatory leaflet has taken longer than expected and as such has been moved into our workplan for 2018/19.



**KPI:** Number of customer details updated: 800+

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual			**	

\*\* More than 800 customers contacted by Q3 and contact details updated. Explanatory leaflet is currently being prepared and is expected to be published in Q1 of 2018/19.

### Work with National Grid and Scottish Hydro Electric Transmission to Develop the Statement of Works Process

Where possible, we now provide the option for embedded generation customers of <10MW to apply through our ‘Non-firm Statement of Works’ process. This allows, where possible, customers to access the transmission network ahead of transmission reinforcements.



**KPI:** New process implemented and communicated.

	Q1	Q2	Q3	Q4
Commitment				✓
Actual				✓

### Make our standard connection offer easier to read and understand

In response to customer feedback, we revised our covering letter, which accompanies our generation connection offer, to increase the visibility of the key contractual terms. The connection offer contract document is currently being reviewed and whilst we wish this to be easy to read and understand we are also conscious that the clauses do not lose their legal intent. As such this is taking longer than anticipated, but should be completed during the second quarter of 2018/19.



**KPI:** Updated Connection Offer and variation.

	Q1	Q2	Q3	Q4
Commitment				✓
Actual	Extended to Q2 of 2018/19			

## Information Provision continued

### Improve information in our budget estimates

Our policy team have worked with colleagues in both our licence areas to identify best practice for generation budget estimates. We produced a new template that will ensure consistency across our teams and licence areas to provide you with information on the Statement of Works process and any known upstream distribution reinforcements and transmission constraints on the Bulk Supply Point & Grid Supply Point that your project will be connecting through. We phased the roll out of the new template, starting with our large 132kV connections in our southern licence area, followed closely by the rest of our generation connections in both licence areas.



**KPI:** Budget estimate template updated.

	Q1	Q2	Q3	Q4
Commitment		✓		
Actual		✓		

“Very helpful and much better.”

Richard Haworth, Glen Hydro

### Provide workshops / Webex sessions on specific topics

We held a total of eight successful workshops/Webex presentations and related break-out sessions throughout the year on topics such as network constraints, DUoS charges, Statement of Works, energy storage, wayleaves, online applications, substation earthing, electric vehicle charging points and self determination point of connection.



**KPI:** Number of workshops held: 8. Q4 for all – delivery throughout the year.

	Q1	Q2	Q3	Q4
Commitment				✓
Actual				✓

“Please pass on my thanks to everyone involved in today’s WebEx event. I found it to be a very useful run through the provenance of the Use of System charges, how they are calculated, weighted, used and governed.”

Daire Casey, West Sussex County Council

“Scottish & Southern Electricity Networks have delivered this commitment and helped clarify the Statement of Works by including it within recent workshops and by also delivering the information as a webinar. This has helped improve the communication of Charges, grid supply points, ignite discussions with DNOs, and provide case studies which also help’s in explaining the Appendix G.”

Richard Haworth, Glen Hydro

“It is very positive to see that SSEN are proactive in listening to customer’s feedback and that they recognise that providing clarity around the Statement of Works process was very important and much needed. It’s encouraging to see SSEN’s approach and their keenness to improve their services.”

Ross Gourlay, Muirden Energy

### Update and improve our GIS system

Our new GIS system is on target to be launched early in 2019. At present we have completed the design stage and are beginning testing. The new system will offer an improved user experience compared to our current GIS system including satellite and street view, and will also allow easier access to asset information.



**KPI:** Progress update (24-month completion with update in Q4)

	Q1	Q2	Q3	Q4
Commitment				✓
Actual				✓

## Constraints

### Flexible connections will be an option for your quotation

We now make it possible for our generation customers to apply for a flexible connection. We have developed a suite of options which could allow an earlier connection to our network as an alternative to reinforcement or until future reinforcement is delivered. These include options for generation customers to share connection capacities, and for generation projects to link with adjacent large demand projects to limit export capacities, thus reducing the impact on our network.

We are also developing a suite of demand flexible connections and storage-specific flexible connections which we intend to release during 2018/19.



More information on our flexible connections and Active Solutions Team is available on our website : [www.ssen.co.uk/GenerationConnectionsHome](http://www.ssen.co.uk/GenerationConnectionsHome)

To find out how we are continuing on this journey, please see [Looking Forward – Continuing the Journey](#).

**KPI:** Process enhanced for flexible connections.

	Q1	Q2	Q3	Q4
Commitment				✓
Actual				**

“I see a big commitment by SSEN to provide a flexible connection option. SSEN are demonstrating openness to listening to developers when it matters and learning from pilot flexible connection projects. There are a number of further steps to be taken toward flexible connections being an option for all generators. SSEN have worked closely with us on our clients’ projects and identified areas for streamlining the process, which if implemented would benefit other generators.”

Simon Morris, Ricardo Energy

“I found the flexible connection team that implemented the specialist work on SSE’s side to be motivated, determined and very accommodating and have no doubt they will continue to solve difficult problems with their positive attitude.”

Alex Dalton, DG Customer

\*\* Delivered for Distributed Generation applications only and therefore partially complete. Demand specific options being developed for 2018/19.

### Bigger, more ambitious commitment

#### Share information of connected flexible connections

We delivered a flexible connection option for our distributed generation customers in the last quarter of 2017/18 and have compiled a database of customers connected to our network via a flexible connection. In order to comply with new General Data Protection Regulation requirements this database is currently under review. However, we intend during 2018/19 to provide, on request, details of connected projects subject to customers providing their consent to share their information.



**KPI:** Number of customers this information is provided to.

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual				**

\*\* Partially complete as database has been created however has not yet been shared with customers.

#### Provide information of recently made offers

We have enhanced our online Generation Heat Maps ([www.ssen.co.uk/GenerationAvailabilityMap](http://www.ssen.co.uk/GenerationAvailabilityMap)) for our north licence area to include the following additional cost information for quoted customers:

1. Contestable works;
2. Non-contestable works;
3. Reinforcement works.

This work is ongoing in our south licence area and is expected to be completed in Q1 of 2018/19



**KPI:** Heatmap updated.

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual	Q3 for our north licence area Q1 of 2018/19 for our south licence area			

## Competition in Connections

### ICPs carrying out part-funded reinforcements

Following approaches from ICPs seeking to undertake the reinforcement element of a connection project, we engaged with Ofgem in January 2018 to obtain their consent which was granted in March for a three-year trial. In parallel with these discussions we actively sought participants to take part in our trial and will continue to do so through 2018/19. The trial is at a very early stage involving LV and HV large demand projects and though we have not had any uptake to date, we are currently encouraging ICPs to participate.

At this stage, based on the complexity of this type of work, the trials are limited to newly quoted demand connection projects. Reinforcement works must be physically and electrically separate from our existing Distribution System in line with our Connection Charging Methodology Statement (CCMS) and completed to our specified design as it will be adopted in line with network adoption process for sole use assets. Participants are being appointed on a first-come first-served basis from March 2018 and must be suitably accredited to undertake the reinforcement works.



Further details of our trial and how ICPs can participate are available on our Competition in Connections webpage ([www.ssen.co.uk/competitioninconnections](http://www.ssen.co.uk/competitioninconnections)).

**KPI: Number of projects delivered: 0**

	Q1	Q2	Q3	Q4
Commitment				✓
Actual	Q4 for demand projects only			



### Improve the guidance for design approval

Within our [secure area of the website](#) we now provide an enhanced suite of design guidance documents together with a checklist to assist ICPs during the design approval process.

During this project it was decided to increase the scope of work to include a more detailed review, redrafting and restructuring of our G81 design documentation to make these easier to read and more intuitive to use. A cross reference guide has also been made available to assist in sourcing new and replacement guidance documents.



**KPI: Improve design approval guidance.**

	Q1	Q2	Q3	Q4
Commitment		✓		
Actual				✓

As a consequence of this additional work and added functionality the delivery of this commitment took longer than originally anticipated.

### Improve the guidance on standard designs

Included in our revised suite of design documents we now provide guidance on standard designs together with an approved equipment catalogue to assist ICPs in ensuring their designs will be compliant with our network.

As this formed part of the detailed review and redrafting of our design guidance documents this was also delivered later than originally anticipated.



**“I can confirm that SSE are delivering in these areas and if they continue along these lines we will see a truly open network for us to operate in.”**  
David Overman, GTC

**KPI: Provide design examples.**

	Q1	Q2	Q3	Q4
Commitment		✓		
Actual				✓

### Facilitate workshops focussing on operational safety rules

As part of our series of targeted engagement events for our competition in connection customers in our north and south licence areas we included two tailored break out sessions where our staff discussed the operational safety rule options available to ICPs and IDNOs when connecting to our network.



**KPI: Number of workshops held: 2**

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual			✓	

**“The focus on operational safety rules was greatly welcomed and effectively communicated enabling customers a better understanding of the rules and enables customers and stakeholders to be kept informed and up to date and would help improve the customer connection experience. Furthermore the workshop enhanced the relationship between the engineers on-site and discuss any issues from both parties i.e. FES had an engineer workshop a couple of years ago based on an issue with the imported sand on one of our projects. The meeting was arranged by Traci Kidd and I personally felt it provided a greater understanding of the expectations of both SSE and FES.”**

Willie Milligan FES Support Services Ltd



### Introduce a new National Electricity Registration Scheme Accreditation

The National Electricity Registration Scheme Advisory Panel (NERSAP) established a sub-group called the 'Designer Steering Group' to develop the 'Governance of Network Design Competence'. NERSAP also established a new working group called the 'Designer Competency Working Group'. This working group is to look further at how the National Electricity Registration Scheme (NERS) could incorporate the suggestions of the 'Designer Steering Group'. The first meeting of the group was held in April 2017, and a second meeting followed in May 2017.

A 'Governance of Network Design Competence' has now been developed by Network Owners and Independent Connection Providers, in conjunction with Lloyd's Register, National Skills Academy for Power, training providers and recognised institutions.



The Governance of Network Design Competence provides a clear development process for, but not limited to, IDNOs and ICPs Network Designers through a series of modules, encouraging their staff to gain new knowledge and relevant skills in a structured way. The 'Governance of Network Design Competence' has been signed off in principle by NERSAP.

**KPI: Group established**

	Q1	Q2	Q3	Q4
Commitment		✓		
Actual	✓			

## Collaboration

### Collaborate with other DNOs and National Grid to address constraints

Along with SP Energy Networks and UK Power Networks we held two joint constraints workshops in our north and south licence areas in September and October last year at which the following topics were discussed:

- Flexible Connections and Active Network Management
- Queue management
- Transition to Distributed System Operator
- Energy Storage
- Statement of Works and Appendix G
- Planned network outages and working together

These workshops and related break-out sessions were well received by customers which has resulted in a further series of joint workshops being planned for the coming year.



KPI: Number of workshops held: 2

	Q1	Q2	Q3	Q4
Commitment			✓	
Actual			✓	

“Thank you very much to the SPEN and SSEN teams for the joint workshop. The joint approach was a great plan. I also found it a very informative, approachable and useful session. The opportunity to talk with staff and stakeholders was also very beneficial. I am sure I will be coming to future sessions.”

Iona Hodge, Local Energy Scotland



## Need help finding our outputs?

Contact us at [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com) and we'll help...



## Continuing the Journey

### Looking Forward 2018/19

We recognise the importance of making business improvements business-as-usual, rather than one-off commitments. Outside of our annual work plans there are many ways where we are working to improve services and progress initiatives, some of which are rooted in your feedback collected through ICE engagement. Here we highlight some of the relevant connections work we are undertaking outside of our annual ICE commitments to improve what we do.

### Connection Offer Expenses

In response to The Electricity (Connection Offer Expenses) Regulations 2018, and our own consultation<sup>1</sup> with customers regarding our initial approach, we introduced a change to how we recover the costs we incur for preparing a connection quotation.

With effect from 16th April 2018, charges for work required to produce a connection offer, will be issued with your quotation rather than upon acceptance. This applies to large distributed generation offers for connections at high voltage, extra high voltage and 132kV. As a result of these new regulations, our connection offer charges for these types of connections have been significantly reduced overall.

We intend to introduce these Connection Offer Expenses (formerly known as Assessment and Design (A&D) fees) to other connection market segments in a phased approach, over time.

The charges cover the expenses incurred in producing a connection offer such as processing the application; assessing the impact of the connection on the distribution system; designing the connection; and preparing the Connection Offer.

Previously, we had only been able to charge these costs to customers who accept their connection offer. As such, these customers were also picking up the costs for the preparation of quotes that were not accepted.

The new regulations introduced by the Department for Business, Energy & Industrial Strategy (BEIS) allow for a fairer distribution of these costs and allow DNOs to charge Connection Offer Expenses to all customers who request a new connection, or a modification to an existing connection, whether or not they go on to accept their Connection Offer.



“Our priority is delivering a great service for our customers. Our recent re-structure has enabled a more regional and localised approach to delivery, recognising that customers across areas have different challenges and therefore need different solutions. Not only have we restructured to meet customer needs, we've also committed to establishing dedicated CIC teams, or key contacts, and to providing ICPs with an avenue to review our network design policy updates. For me, this demonstrates our fundamental commitment to improving services to customers through more competition and therefore greater choice. Looking forward, we will continue to push on and make improvements that really matter to customers.”

Craig Gilroy  
Director of Customer Operations (South)



To help you understand the background, where and how these charges will be applied, we have prepared a Customer Guide (see [www.sse.co.uk/connections/ConnectionOfferExpenses/](http://www.sse.co.uk/connections/ConnectionOfferExpenses/)) and will provide regular updates at our engagement events.



#### Who we are

- Over 4,000 employees, working from 85 depots and offices in the heart of the community
- 130,000km of overhead lines and underground cables, 106,000 substations, over 100 subsea cables, powering island communities, 3.7m customers served by our networks across Central Southern England (over 2.9m) and the North of Scotland (740,000)

<sup>1</sup> [www.ssepd.co.uk/WorkArea/DownloadAsset.aspx?id=14759](http://www.ssepd.co.uk/WorkArea/DownloadAsset.aspx?id=14759)

# Competition in Connections

It is important that our connections customers continue to have a choice in who they nominate to complete their connection.

We have worked closely with Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs) on relevant regulatory changes. We also collaborated with other DNOs to share the improvements we implemented and lessons learned.

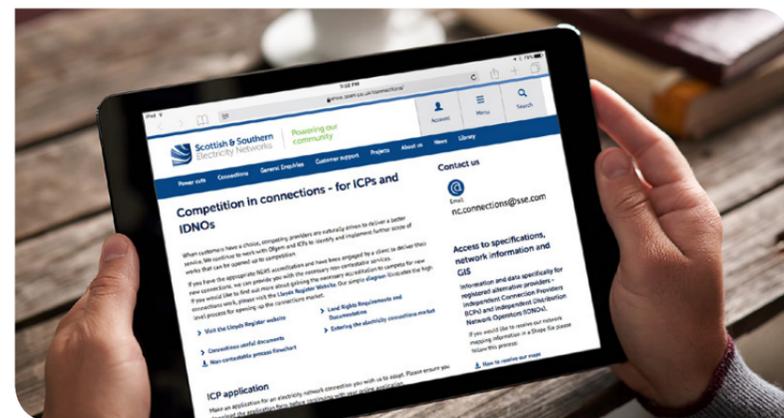
We held four successful ICP/IDNO engagement days across our two licence areas attended by a total of 125 customers where the topics discussed included:

- Part-funded reinforcement trials
- Electricity (Connection Charges) Regulations 2017
- Connection Offer Expenses
- Bilateral Connection Agreement and Network Adoption processes
- Flexible Connections and Energy Storage
- Operational Safety Rules and Authorisation of ICP employees/contractors
- Online design documentation and earthing of substations
- Electric vehicle charging points
- Transition to Distribution System Operator

As part of our commitments for 2017/18 we updated and refreshed our Engineering Policy documents, including our G81 Planning and Design Specifications. These are now available on the [secure area](#)<sup>2</sup> of our website along with a matrix cross-referencing the old and new documents.

In addition, we updated our website to include a link to the Model Distribution Safety Rules provided by the Energy Networks Association and have improved our network adoption process flowchart for metered connections to clarify the overall process. Following comments on Bilateral Connection Agreements (BCAs) at one of our engagement days, our model BCA template is now available on our website (see [www.ssen.co.uk/connections/usefuldocuments/](http://www.ssen.co.uk/connections/usefuldocuments/)).

More recently we have been actively seeking participants for our three-year part-funded reinforcement trials. These trials are at a very early stage and involves LV and HV large demand projects only. Further details of our trial and how ICPs can participate are available on our Competition in Connections webpage ([www.ssen.co.uk/competitioninconnections](http://www.ssen.co.uk/competitioninconnections)).



“Over the past 2 years I have worked with half a dozen companies in gaining their ICP accreditations under the Lloyds NERS Scheme, all attended at least 1 of your connections days, they all remarked on how well it was presented and how professional the SSE staff were in dealing with any questions my clients had asked them, the company website is very user friendly for getting advice, applications and updates etc. Well done SSE, keep up with the good work.”

Mark Byrant, ICP Consultant



“We have robust processes in place to facilitate true competition, and therefore greater choice for customers. As part of our ongoing commitment to enable choice in connections, we are proud to be offering ICPs an opportunity to undertake Part-Funded reinforcement trials and introducing new dedicated Competition in Connections teams, to provide better services to our Independent Connection Provider customers.”

Cathy Falconer  
SSEN member on the Code of Practice Steering Group

# Our Customer Relationship Management system

Over the next 12 months we will be exploring the possibility of introducing an improved Customer Relationship Management (CRM) system, and one of the main areas of focus for the project team will be to involve customers in assessing requirements for the system in order to achieve improvements in three key areas;



## Customer Centricity

- Reduced enquiry response times
- Improved resolution time for issues raised by customers on first contact
- More contact options and transparency of connections process



## Future Proofing

- Enable new digital self-service functionality
- Innovation into Business as Usual



## Efficiency

- Speed and accuracy of quotations

At our Connections Customer Steering Panel (CCSP), we obtained feedback from our customers on how they would prefer to be engaged and involved in the development of this system, which in turn will allow us to prepare a programme of planned engagement activities. If taken forward, we propose to implement the new system in the next three years. We will provide an update on progress in the Looking Back report 2018/19.



# Transition from DNO to DSO

The transition to DSO is an industry wide effort, co-ordinated by the ENA Open Networks Project.

The ENA's Open Networks Project is driving forward the transition to a smarter, more flexible electricity system. This is a collaborative, industry wide project assessing a number of different models, whilst engaging a wide range of stakeholders. We are leading the delivery of a number of outputs from this Project over 2018. In particular, our Project 'Transition' allows us to explore possible market platforms for flexibility. Our ground-breaking work in this area is fundamental in developing a successful DSO model and we are identifying the key functions required to deliver a DSO model and the opportunities that arise from implementing a smart grid approach.

We recognise the critical need to engage with stakeholders in developing future DSO proposals and our current thinking and input into the ENA's Open Networks Project already reflects stakeholder feedback received to date through our innovation projects, such as Nines, Access and Fintry. As part of our engagement, we have defined the principles that underpin our 'deliberately adaptive' approach as we transition to a DSO.

By sharing this, we aim to help you to understand our position and help you to see how we ensure consistency in our decision-making. It is also key that stakeholders understand and are on board with this transition.

We recently held two stakeholder events in Perth and Oxford to discuss our 'Supporting a smarter electricity system: our transition to DSO' document and to consult on [our approach](#). This feedback will be used directly to inform our plans and the basis of future events to make sure our approach and content continues to be relevant and in line with our stakeholders.



<sup>2</sup> [www.ssen.co.uk/Forms/SignIn/?ReturnUrl=CompetitionInConnectionsSecureDocuments](http://www.ssen.co.uk/Forms/SignIn/?ReturnUrl=CompetitionInConnectionsSecureDocuments)

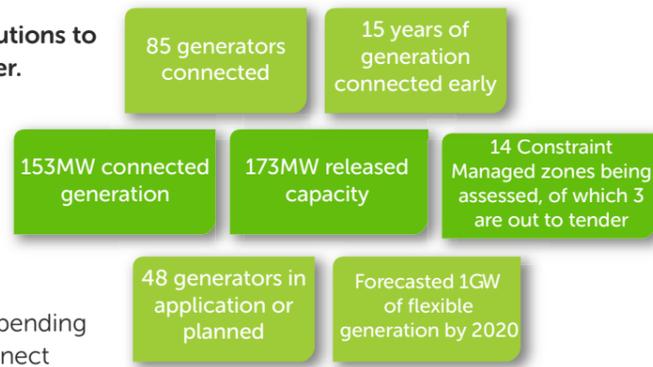
# Flexible connections

We are committed to finding and developing flexible solutions to enable more customers to connect to our network earlier.

In some areas, our network is already at full capacity and therefore we need to upgrade the existing network to be able to connect more generation. In these cases, we would need to complete the necessary upgrades before we could make your connection. However, there are a number of alternative options available to you, if you are willing to consider a more flexible connection offering. Depending on the circumstances, these options may allow you to connect ahead of the required reinforcement works or avoid paying additional costs towards reinforcement.

A key output we have delivered this year is our Flexible Connections offering and our Constraint Managed Zones that are tendering for flexibility solutions.

A summary of the flexible connections that we offer is available on our website: [www.ssen.co.uk/AlternativeGenerationConnections/](http://www.ssen.co.uk/AlternativeGenerationConnections/)



# Stakeholder Engagement Strategy

Looking forward, we intend to continue to use our established stakeholder engagement strategy and governance process.

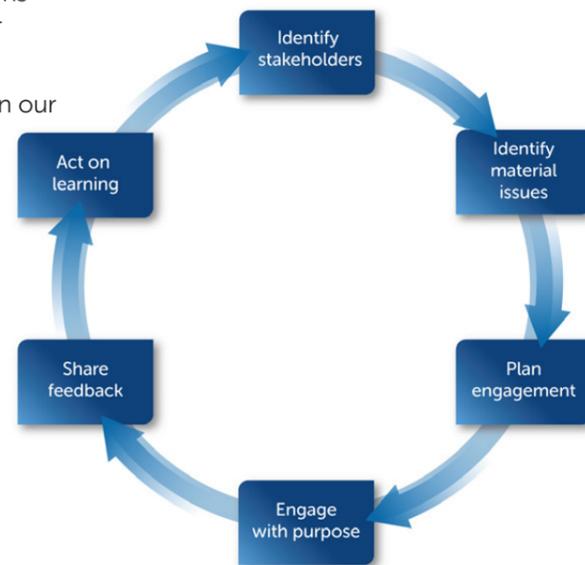
Our strategy will help us plan and deliver a comprehensive engagement programme in 2018/19, tailored to our stakeholders on the topics most important to them.

More importantly, we will continue to ensure stakeholders have multiple opportunities to engage with us throughout the year and that we continue to capture this feedback and act on it through our evolving annual plans and longer term strategy.

## How to get involved

You have a number of ways in which you can get involved and help change our business for the better. Here are a few examples from our plans for 2018/19:

- Connections project based, pre-application and now 'virtual' surgeries are available
- Workshops
- Webex
- Surveys
- National/ industry events
- Connections Customer Steering Panel
- Newsletter (only sent to registered individuals)
- Social media ie LinkedIn, Facebook



“It’s incredibly important that we continue to listen and respond to feedback to help us get better at what we do. Our focus is to continually identify where we can improve, deliver quality services and wherever possible exceed the needs of our connections customers. We work hard to deliver a comprehensive engagement strategy to ensure that we capture valuable feedback throughout the year. I encourage all our connections stakeholders to continue to engage with us as we move forward and deliver our Looking Forward commitments.”

Andrew Scott  
Head of Commercial Policy, Quality and Performance

# 2018/19 Planned engagement



# Looking Forward 2018/19 Work Plan

Commitments for 2018/19	Drivers for commitments	KPI	Q1	Q2	Q3	Q4	Dist. Gen	Demand	ICP/IDNO	Unmetered
<b>Information Provision</b>										
<b>Create a facility for customers to feedback on network design policy changes</b> We will provide visibility of our draft network design policy changes on our secure area to give registered customers the ability to review and provide feedback on document changes prior to implementation.	This commitment is driven by our intention to implement industry best practice.	Number of documents issued. Number of people who were consulted. Number of people who have responded and our action.		✓					●	
<b>Review of Connections Website</b> We will carry out a detailed review of our connections website to ensure this is easy to navigate, intuitive and that relevant documents and information are easily accessible.	This commitment is driven by feedback you gave us at one of our online application 'how to' workshops.	Development of proposals for a new website structure.			✓		●	●	●	●
<b>Provision of additional contact information and escalation processes</b> We will complement our existing contact guides by providing additional contact hierarchies for other areas of our connections business (e.g. flexible connections) which will include information on their escalation processes.	"Overall very good, I can always escalate and it works, though I prefer not to." Stuart Batty, Energetics "Escalation would useful for holidays, I always go for Paul Munday." Nikki Pillinger, BSR	Improved website content published. Target 8/10 customer satisfaction.		✓			●	●	●	●
<b>Provide information on the Statement of Works processes and Appendix G trials</b> We will provide information on the Statement of Works processes and updates on our Appendix G trials.	"GIS and SoW, both top hits and very important to all. Will be great, as long as you can make it work." Rob Such, RS Renewables	Improved website content published. Target 8/10 customer satisfaction.		✓			●		●	
<b>Information on capacity of network assets</b> We will improve the information on the capacity of substations and current loading to simplify initial assessment of connection viability.	"Getting better network information is key; it saves you having to apply for a point of connection and also to explore options for our customers" David Overman, GTC	Improved website content published. Target 8/10 customer satisfaction.			✓		●	●	●	
<b>Update and improve our GIS system</b> We will launch a new GIS system which will provide an improved user experience compared to our current GIS System.	"GIS functionality can be improved significantly to provide more detailed information and become more user-friendly." Margaret Jamieson, FES	Enhanced GIS system launched.				✓	●	●	●	●
<b>Commitment continuation from 2017/18</b>										
<b>Application and Quotation Processes</b>										
<b>Target improvement in time to quote</b> We will target enhanced timescales for customers who have been included in our new connection offer expenses.	This commitment is a continuation of one of our commitments from 2017/18.	We will target 10% improvement on industry best practice benchmark; the guaranteed standard. This will be applied to HV/EHV Generation offers, reducing their quotation timescale from 65 working days to 59 working days.		✓			●			
<b>Commitment continuation from 2017/18</b>										
<b>Queue management and Interactivity</b> We will explain in more detail how the queue management and interactivity processes work.	"You want to know where you are, anything interactive will affect you so any information on that will be helpful." DG Customer	Improved website content. Additional information provided with generation offer.		✓			●			
<b>Quote letter review</b> We will review our Generation quote letters to ensure they reflect industry best practice.	This commitment is driven by our intention to implement industry best practice.	Review completed Outcomes shared with stakeholders. Improvements implemented to quote letters where necessary.			✓		●			
<b>Commitment continuation from 2017/18</b>										
<b>Improve our online application process for mixed generation/demand sites</b> We will enhance our online application process to expand the generation and storage options. We will also review and improve the information available for mixed generation/demand connections (e.g. housing with PV) to provide better information for customers wishing to apply online.	"Online applications still need improving as it doesn't cover all aspects." Rob Such, RS Renewables	Complete improvements to online application forms.			✓		●	●		
<b>Delivery</b>										
<b>Detailed review of our wayleaves process</b> We will carry out a detailed review of our wayleaves process to ensure that this is operating effectively and, where possible, is avoiding undue delays to the connections process.	This commitment is driven by feedback you gave us at one of our wayleave workshops.	Review completion expected in 24 months. Publish progress update at 12 months.				✓	●	●	●	●

# Looking Forward 2018/19 Work Plan

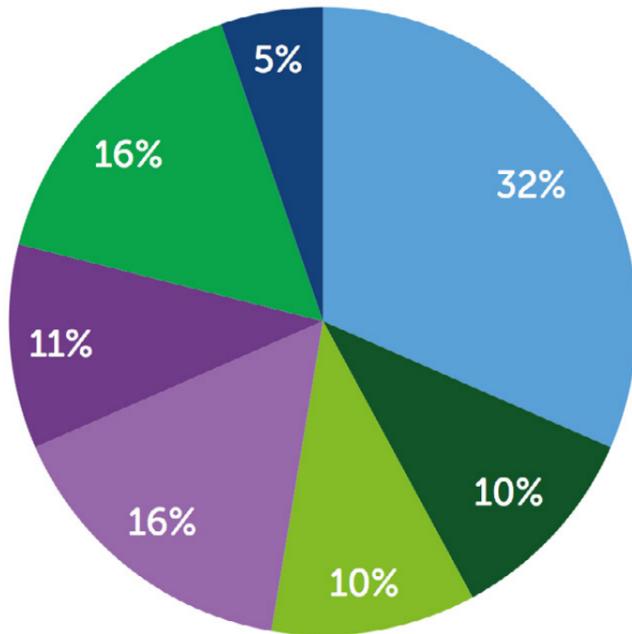
Commitments for 2018/19	Drivers for commitments	KPI	Q1	Q2	Q3	Q4	Dist. Gen	Demand	ICP/IDNO	Unmetered
<b>✓ Delivery continued</b>										
<b>Enhanced tracking information for online applications</b> We will improve information on our tracking functionality for online application projects which include design approval stages.	"Online tracking will be crucial, the ability to track will be great rather than relying on a phone call from someone at SSEN." Lucy Naughton, GreenFrog Power "Better online tracking of connections process" Arwell Lloyd, UCML	Develop an information pack on the use of our tracking function and issue to customers. Target 8/10 customer satisfaction.			✓				●	
<b>Site readiness guides</b> Following quote acceptance, we will provide to each customer/site manager guidance on what is required to be delivered prior to the connection being made. This will include information on desired meter board locations and sizes, cable depths and trenching guide, joint bay sizes and general/emergency contact details.	"The site readiness guide will ease the process between design and construction. The guide will help to avoid abortive site visits and avoid delays in the build programme." Darren Thrussell, MJA Consulting	Publish guide. Target 8/10 customer satisfaction.		✓				●		
<b>Mains phasing information</b> Where requested, we will provide mains phasing information prior to any works commencing on site.	This commitment is driven by our intention to implement industry best practice.	Mains cable phasing to be clarified at initial contact meeting following quote acceptance.	✓						●	
<b>Enhancement to MPAN Process</b> We will make it more visible how customers can request new or additional MPANs.	"MPAN numbers are on always high on customers agendas! Getting the supply connected is the first part of the puzzle and having the meter installed promptly afterwards is vitally important. Making the process more visible will ensure all affected parties are aware of what they need to do and when they need to do it." Ben Byatt, J McCann	Develop a customer information pack and issue to customers at events. Target 8/10 customer satisfaction.	✓					●		
<b>👤 Competition in connections</b>										
<b>Dedicated Forum for Competition in Connections</b> We will help establish a dedicated forum for ICPs and IDNOs.	"I think as the role of an ICP grows, these meetings need to be separate and more specific." IUS	Forum established. Number of meetings held.			✓				●	
<b>Dedicated points of contact for Competition in Connections</b> We will provide dedicated points of contact for our Competition in Connections customers who will oversee the delivery of their connection projects.	"If you had one team you'd be dealing with for all jobs, to talk to about our jobs, that would be good." Stuart Batty, Energetics "Contact with a dedicated resource." Chris Wilson, IUS	Dedicated team established in our south area. Dedicated CiC contact/key account manager identified for each of our north regions.			✓				●	
<b>🔄 Collaboration and Engagement</b>										
<b>We want customers to drive what we talk about</b> We will introduce an online process allowing customers to request future events or workshops on topics that are of most interest to them.	"We like the idea of applying on line for future events and having the visibility of seeing when items are being planned. A good use of technology." David Overman, GTC	We will implement the process and share outputs with customers.				✓	●	●	●	●
<b>Pre-application meetings</b> We will enhance our connections surgeries to offer pre-application advice on capacity, constraints, reinforcement and other factors that could affect project viability.	"The call [being able to contact planners before application] is really important and will be even more important when A&D fees come in - it's getting to speak to the right person." Lucy Naughton, Green Frog Power	Subject to demand, we will hold a minimum of 10 pre-application surgeries across our licence areas and target 8/10 customer satisfaction.		✓				●	●	●
<b>Customer engagement</b> We will trial opportunities for booking "virtual" or online connections surgeries to ensure customers, particularly those in remote locations, have the opportunity to discuss their project or connection offer.	"I like the virtuality of it, coming in and sitting down isn't always possible, I like the informal element of talking to the planners." Hugh Taylor, Roadnight Taylor	Subject to demand, we will hold a minimum of 10 virtual surgeries across our licence areas and target 8/10 customer satisfaction.			✓			●	●	●

# Origin of Work Plan commitments

We collect your feedback throughout the year to help us generate ideas for our ICE work plans.

Our 2018/19 work plan is based on feedback we have received through our broad range of engagement opportunities.

- Targeted workshop
- Engagement day
- Consultation
- Surgery session
- Direct contact (email)
- Industry best practice
- Continuation of 17/18 commitments



# How we develop our actions

We see our work plans as 'live' documents; we continually review and evolve our work plans in response to what our stakeholders tell us.

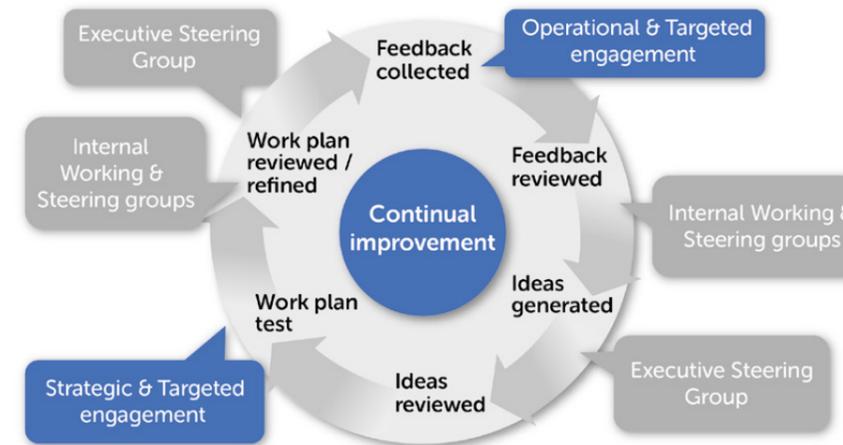
Our strategy drives the process of how we develop our work plans via a 'feedback loop'. In practice, we deliver this through collecting stakeholder feedback from our engagement; developing plans; sharing and testing them with stakeholders to check they meet their needs; then refining them before we publish. We share our proposed work plans with customers at events, including our engagement days, targeted workshops and where appropriate, our surgery sessions. In addition we invite more feedback through surveys and our social media routes (LinkedIn and facebook). We keep stakeholders, registered to receive information, updated on the development of our plans via our regular newsletter updates.

Over the last two years we have continued to update our commitments and provide ICE re-submissions, demonstrating our commitment to keep up with changing needs and deliver a truly iterative process. An example of this continual improvement has been the ongoing enhancement of the online help functionality resulting in an increasing number of online applications being received. In response, we have seen a marked reduction in the requirement for extended support from our connection and engineering teams (commitment from 2015/16) which we are now planning to discontinue.

We follow our usual governance process throughout the development. This ensures that ideas are generated from feedback you have given us, are approved by our internal working, steering and executive groups before testing they meet your needs through our engagement. If your feedback suggests further additions or suggestions, we go through this process again, making

sure we respond to feedback and where possible refine our proposed commitments. Where feedback requires longer term planning we aim to provide staged targets in our work plans.

Throughout the year, we communicate any changes in processes and procedures through regular newsletters to our registered stakeholders and internal updates to our staff.



# How we respond

It is important that we continue to listen, assess and address your feedback. In some cases, this means we refine or revise our commitments or add new initiatives to our Business-As-Usual efforts to improve services. However, we need to make sure that what we deliver is feasible, efficient and adds value. Equally, due to the wide range of feedback we receive we often need to prioritise activities. As such, sometimes, we respond to feedback by explaining why we may not be setting new commitments based on your feedback.

Here we outline main themes of feedback we have received over the year and suggestions that we are not planning to act on within ICE in 2018/19 and our rationale why.

## GIS and schematics

We are heavily investing in our GIS information and last year made a 24 month commitment to improve the system. We are planning to implement a new GIS system, which will provide customers with a better user experience, in Q4 2018/19.



## Flexible Connections

Due to a high number of generation applications, our networks are becoming more and more constrained. Our proposal earlier this year aimed to include flexible connections in the Common Connections Charging Methodology, an industry wide document that all DNOs must comply with. We have worked hard to make flexible connections as consistent as practically possible across DNO licence areas.

In March, we introduced our new standardised approach to offering flexible connections, after an extended period of industry debate. Our new process will provide, as standard, a firm connection offer and a budget flexible connection offer to customers. If customers are interested in progressing with the flexible connection option, they can request a full flexible connection offer. We acknowledge that the process could be 'smoother' for customers and we are looking for more efficient ways of providing flexible connections. We will continue to work with our internal teams, regulation and industry peers to develop further in the coming year.



## Curtailed Information

At present our generation heat maps are used to provide an indication of the level of constraint at grid, bulk supply points and at substation level prior to application.

Looking forward, we are considering an option to provide high level information that customers can then use to carry out their own assessments on likely curtailment pre-application. We may also be able to provide an indication of constraint in our pre-application surgeries. Following quotation, we do provide detailed information upon request. Following connection, we encourage customers to register for our DG owner-operator forums where we communicate planned outages with customers.

Within our flexible connection offers we will provide information to allow a customer to undertake a full curtailment assessment. This includes network operational data (loads and demand), existing generation and queue position (if applicable), and historical fault data (where available). This data is provided to allow customers to undertake their own assessments in as much detail as they require.

Moving forwards, we are actively working with the Open Networks Project to define an industry best practice approach to curtailment data and curtailment assessment. This workstream output should be completed by the end of 2018.



## Statement of Works and Appendix G

Our online heat maps provide an indicator of transmission as well as distribution capacity availability. However, we know that customers now need more information as early as possible. Therefore, we are making a new commitment for 2018/19 to provide updates on Appendix G/ SoW. To date we have established a good working relationship with the Transmission Network Operators in our areas though we are looking to improve this, particularly when reinforcement affects connecting customers. We are also looking to include updates and explanation of the process in more events this year to help guide customers through the process and to communicate updates as early as possible.



## Wayleaves

As part of our planned review of the wayleaves process, we will explore how we can better facilitate the flow of information between our external solicitors and our wayleave officers, and consequently allow more effective updates between wayleave officers and customers. Due to rules governing professional conduct and client representation, it is not possible for our external lawyers to update customers directly, nor allow customer access to any portal administered by them. As such, we cannot make any commitments to introduce a wayleaves online portal covering all new connections at this time.



## Updates following acceptance

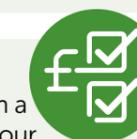
Typically, we aim to provide project plans and updates in line with what is appropriate for the individual project and customer. As such we don't believe a 'one-size fits all approach' is best, for example issuing a programme and/ or update every 6 months. Instead, we try to ensure that our approach is customer-driven, and is therefore dependent upon the level of interaction the customer requires. We do discuss this with our customers early on, and encourage customers to tell us what they need so that we can provide a better service to them.



## Charging

We intend to implement Connection Offer Expenses (assessment and design fees) in 2018-19 with a phased approach. Although this is not an explicit ICE work plan commitment we will be ensuring our customers are informed of how the expenses will apply and what types of connections they will apply to.

We published guidance on our website on 16 March 2018 to illustrate new steps in the connections process that relate specifically to Connection Offer Expenses. Our guidance also includes a frequently asked questions section which will be continually reviewed and updated throughout the year. We are not, however, planning to release a consultation on the Connection Offer Expenses as we held a consultation previously in December 2017. We believe this has already been debated extensively at a national level, the principles of which have been agreed amongst all GB DNOs. We will keep customers up to date on our phased roll out plans going forwards.



## Diversions and disconnections

This year we are making a commitment to review our website to ensure adequate guidance is provided for connections work. This includes access to information regarding disconnections and diversions although these areas are outside the scope of ICE.

We continually review our time to quote performance across the board to see where we can introduce efficiencies. We will be looking to introduce new internal targets for diversion quotations in 2018-19 for LV work to improve customer satisfaction in this area, although this is not a specific ICE commitment.



## Improvements to online tools

We continually assess our online application forms to see where we can make improvements for customers. In 2017/18 we introduced more guidance to specific forms and introduced a new 'fast-track' G59 application for smaller scale PV and energy storage, but understand that there's a lot more that we can do. Therefore, we are making a new commitment this year to further enhance our online application processes which will include, where appropriate, additional guidance and information to assist customers in completing their applications.

We are continually looking for ways to help customers 'self-serve', not just for submitting applications but also in communicating progress. We have received both positive and constructive feedback for our online tracker, but we note that a significant proportion of our customers are still not aware that they can benefit from using the tracker. We will continue to develop our online tools as part of our Business-as-Usual activities. However, we will also look to promote the tool so that more customers can benefit and give us feedback as it develops.



# How we respond continued

## ICP authorisations, substation access and part funded reinforcement

ICPs have several options available to them when seeking to work on our networks.

### Option 1: ICP authorisation of ICP Employees/Contractors

They can either self-authorise and operate under their own Safety Management System (SMS), including the ICP's Distribution Safety Rules (DSRs), which must be of an equivalent standard to the ENA Model Distribution Safety Rules;

### Option 2: SSEN authorisation of ICP Employees/Contractors

They can operate under SSEN's Operational Safety Rules (OSRs). They must demonstrate competence and complete successful assessments at our Training Centre to obtain our authorisation; or

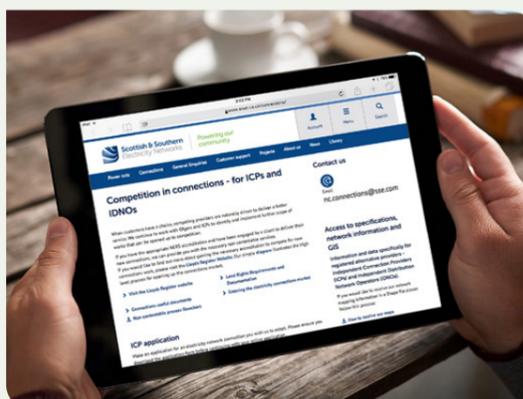
### Option 3: Transfer of Control

They can request a transfer of control from SSEN of a specified part of its distribution system for the purposes of the ICP's activity. All processes under Option 1 must be met and the ICP must provide evidence that their employees and contractors are suitably authorised and experienced for operating under local control.

All of these options are available and in accordance with the Competition in Connections Code of Practice, which is available at [www.connectionscode.org.uk](http://www.connectionscode.org.uk). More details can be found on our website at [www.ssen.co.uk/CompetitionInConnections](http://www.ssen.co.uk/CompetitionInConnections).

We report annually on our compliance to the Competition in Connections Code of Practice at [www.ssen.co.uk/CompetitionInConnections](http://www.ssen.co.uk/CompetitionInConnections).

Gaining access to our substations follows a similar route whereby ICPs are given access, providing that they are competent and authorised to enter our substations. Our regional delivery teams manage the process for issuing substation keys. Where ICPs require access to our network, they will require a valid Network Access Agreement to be in place.



A report setting out details of the proposed trial to allow ICPs to deliver the reinforcement element of a project was submitted to Ofgem in early January 2018. Ofgem have now completed the review of our proposal and have made the decision to grant consent to our derogation from Section 6.15 of our Connections Charging Methodology, which excludes ICPs from carrying out non-contestable reinforcement. This allows SSEN to offer Part-Funded Reinforcement, an ICE commitment, to ICPS on a 3 year trial subject to project and participant criteria being met. The start date for the trial is 30th March 2018 and will end on 30th March 2021.

## Other feedback

We also received feedback on other topics, that were either translated into ICE commitments or were responded to separately. These suggestions were not as common as those listed above and therefore have not been explored here in detail. They included but were not limited to: the quotations process (notification of when a quote is due), network study timescales, liabilities letter, online jointing instructions, improvements to our online portal system, and aligning price review periods to local authority planning periods.



# Connections relevant market segments

Our ICE Workplans and engagement activities cover our licence areas in Scotland and England in each of the nine Relevant Market Segments (descriptions of the RMS can be found below).

For the purposes of this report we have combined the segments into three groups (Demand, DG, unmetered) and identified a further group (ICP/IDNO) as a distinct set of stakeholders working in these markets. Our ICE Workplans identify which group our actions relate to.

Relevant Market Segments									
Licensed Area	Demand connections				Distributed Generation		Unmetered connections		
	LV work	HV work	HV & EHV work	EHV work and above	LV work	HV & EHV work	LA work	PFI work	Other work
North	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
South	Yes	Yes	Yes	Yes	Yes	N/A	Yes	N/A	Yes
Connection Description	Connections to metered premises for demand customers at all voltages e.g. <ul style="list-style-type: none"> <li>Domestic houses</li> <li>Commercial units</li> <li>Factories</li> <li>IDNO networks</li> </ul>				Connections to metered premises for generation at all voltages e.g. <ul style="list-style-type: none"> <li>Rooftop PV installations</li> <li>Large-scale windfarms</li> <li>Energy Storage</li> </ul>		Connections to unmetered premises for demand connections for local authorities or private sector e.g. <ul style="list-style-type: none"> <li>Street Lights</li> <li>Bus Shelters</li> <li>Telecoms Kiosks</li> </ul>		



# Glossary

Term	Definition
<b>Accreditation</b>	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.
<b>Adoption Agreements</b>	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.
<b>Alternative Provider Register</b>	Scottish and Southern Electricity Networks list of alternative providers that are active in our licence areas for new connections work.
<b>ANM</b>	Active Network Management; using technology to enable generators to connect in constrained areas on a commercially un-firm basis.
<b>Appendix G</b>	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.
<b>Budget Estimate</b>	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.
<b>BEIS</b>	Department of Business, Energy and Industry Strategy. The Government department brings together responsibilities for business, industrial strategy, science, innovation, energy, and climate change.
<b>BMCS</b>	Broad Measure of Customer Satisfaction.
<b>CCCM</b>	Common Connection Charging Methodology.
<b>CIC</b>	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice.
<b>CIC Code of Practice (CoP)</b>	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.
<b>Competency Accord</b>	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.
<b>Connections Customer Steering Panel (CCSP)</b>	A dedicated forum to give you more influence over our connection service. Scottish and Southern Electricity Networks .
<b>Constraint Managed Zones (CMZ)</b>	Effectively manage peaks in demand or distributed generation without needing to reinforce the network.

Term	Definition
<b>Contestable</b>	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.
<b>Contracted Capacity Register</b>	This lists generators that are contracted but not physically connected to our network.
<b>Customer</b>	A customer is defined as someone who is interested in or has applied for a connection to our network.
<b>Customer Connections Managers (CCMs)</b>	This role covers every part of our license areas SHEPD and SEPD to offer a more personalised service to our demand customers.
<b>Connections Surgeries</b>	These are held monthly for any customers who wish to discuss a project with us at any time in the process.
<b>DG</b>	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.
<b>DNO</b>	Distribution Network Operators, responsible for owning operating, and maintaining the electrical network in their licensed geographical area.
<b>DOCO</b>	Distribution Owner Connection Offer, Scottish and Southern Electricity Networks offer to connect a embedded generator to the distribution network.
<b>DSO</b>	Distribution 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.
<b>Dual Offers</b>	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.
<b>DUoS</b>	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.
<b>ENA</b>	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.
<b>Feasibility Study</b>	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.

## Glossary continued

Term	Definition
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.
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.
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.
GIS	Geographic Information System that spatially maps our electricity distribution network assets.
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.
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.
Jointing	Jointing is a method of connecting two sections of cable together.

Term	Definition
KPI	Key Performance Indicator.
LCNF	Low Carbon Networks (LCN) Fund was established by OFGEM as part of the electricity distribution price control. The fund offers capital to support projects sponsored by the Distribution Network Operators (DNOs) to try out new technology, operating and commercial arrangements.
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.
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 Electricity 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.
On-Site	On-site works are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates.
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.

## Glossary continued

Term	Definition
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.
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.
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/Webex	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](mailto:connectionsfeedback@sse.com)

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