

SEPD/ SHEPD plans and commitments
for connections customers

Incentive on Connections Engagement

Looking Forward Report Overview

2017/18



Scottish & Southern
Electricity Networks

Introduction

We have always been clear that operating a safe network is our top priority. Increasingly, we try to achieve this at the same time as providing excellent service to our customers. I said last year that we are aiming to go even further and faster in our goal to better satisfy customers' expectations – I am therefore delighted that we have delivered 41 of the 42 commitments we made to improve people's experience when looking to connect to our network.

The remaining commitment to 'Provide guidance on process for flexible connections' will be available across both of our distribution areas in the near future. The level of interest from customers in this area in particular has led us to make an even bolder commitment this year (as shown on Page 4) where we make it possible for customers to have a flexible connection anywhere on our Distribution networks where it is technically feasible to do so.

We know that customer expectations continue to rise and we are proactively looking to meet them. Our workplan must add real value to our customers. This year, we therefore plan to deliver fewer but more significant commitments that focus on the areas where our customers and stakeholders indicate they want to see improvements to the way we do things.

We have listened closely to your feedback over the past year. We also discussed our proposed commitments at two detailed customer engagement exercises at our Connections Customer Steering Panel meetings on 15 February 2017 in Basingstoke and 28 February 2017 in Perth. As such, I believe they best reflect the wishes of our broad range of connections customers.

I hope you find this document interesting and useful. We welcome your comments – please feel free to contact us at connectionsfeedback@sse.com

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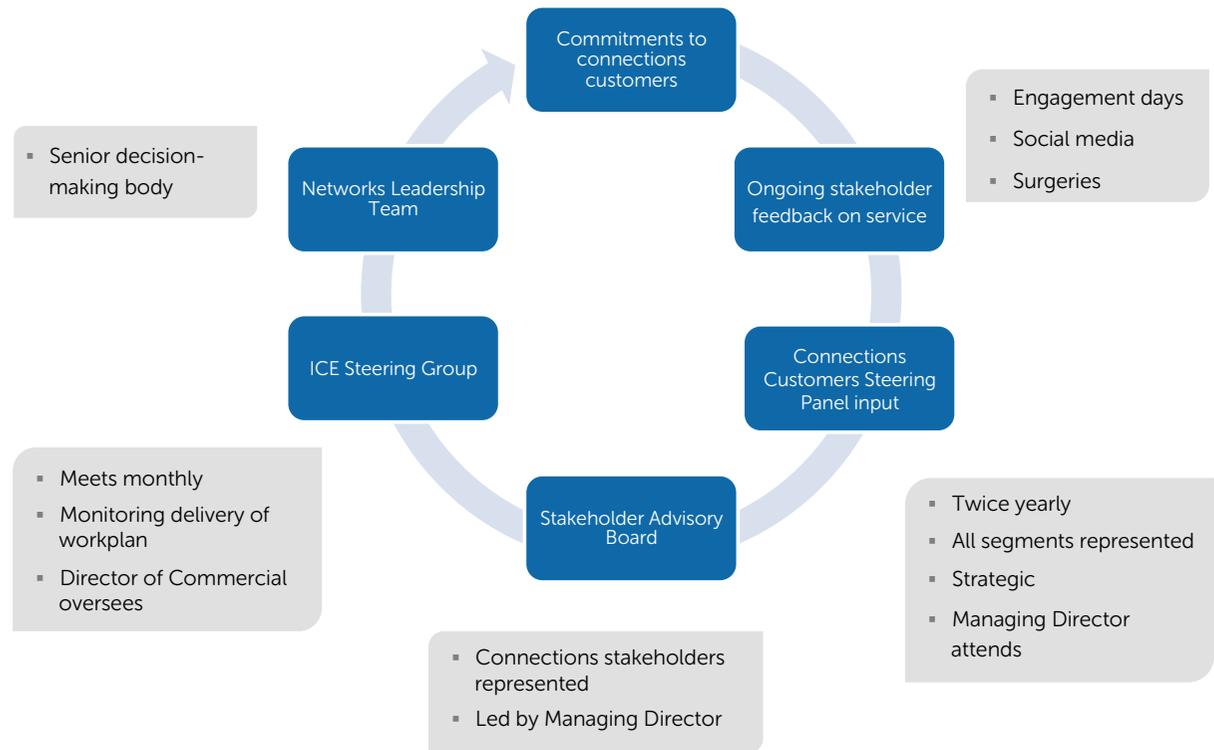
Colin Nicol,
Managing Director
Networks

Our Workplan

We are committed to continually improving the service we offer you as a customer. To understand your needs, we engage throughout the year both face to face (events and workshops) and online (email and social media). We do our best to give you regular opportunities to provide feedback and to share your ideas about changes you would like to see. To gain an even better understanding, we also listen closely to other stakeholders who interact with our customers - including other Distributed Network Operators (DNOs) and trade bodies. We also actively involve our staff so they are aware of customers' views and are well positioned to deliver on our plans.

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

Decision-making process



Our Workplan continued

Ofgem made it clear in their assessment that they expect DNOs to review feedback from stakeholders and update their plans accordingly for the coming year. In response to this we carried out a review of our Incentive on Connections Engagement strategy - which was then considered and approved by our Incentive on Connections Internal Steering Group.



As a result of this feedback, we have this year set even more challenging targets for ourselves. These focus on:

- improving the overall customer experience via a 'Customer Charter';
- making it possible to request a flexible connection quotation
- improving the Wayleaves process, and;
- Simplifying quotes and issuing them more quickly.

These four commitments are complemented by twenty or so smaller commitments to respond either to specific requests from customers or from learnings from other DNOs. These focus on six key areas:

- Information provision
- You have a choice
- Responding to constraints
- Delivery
- Quoting
- Design information

We hope our customers and stakeholders find this document helpful in showing how we are proactively addressing comments and ideas received from those who use our connections service. We are always open to new ideas and suggestions – if you would like to share your thoughts or be kept up to date with our plans and progress throughout the year, please contact our connections engagement team at connectionsfeedback@sse.com

Bigger, Ambitious Commitments

Your feedback	Our commitment	Generation	Demand	Unmetered	ICP/IDNO*	Key Performance Indicator	Quarter
Delivery							
"Booklet of contact maps - best on website for fast and easy updates due to regular changes to internal structures - and email updates"	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	3
Constraints							
"Follow up with customers more quickly with certain topics such as flexible options"	We will make it possible for you to request a "Flexible connection" for your quotation	✓	✓			Process enhanced for flexible connections	4
Quoting							
"Depth of information including costs - need more and quicker"	<p>We will issue quotes quicker and make them easier for you to view, understand and accept</p> <ul style="list-style-type: none"> • On average, we will issue your quote 10% quicker than last year • As soon as it's ready, we will upload your quote onto your profile on our website and send you notification that it is ready • We will include a connection flowchart with your quotation to advise you of the next steps upon acceptance of your quotation • We will further extend the breakdown of costs provided in a standard quotation • We will offer you a 'webex' session with a Commercial Contract Manager, where we will walk you through the quote and explain any queries you may have 	✓	✓	✓	✓	Reduction in time taken to provide a quote	4

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

Bigger, Ambitious Commitments continued

Your feedback	Our commitment	Generation	Demand	Unmetered	ICP/IDNO	Key Performance Indicator	Quarter
Wayleaves							
<p>"Transparency on wayleave process and progress (i.e. where the work is and who has taken action)"</p>	<p>Make the Wayleaves process much simpler and transparent</p> <ol style="list-style-type: none"> As part of the formal quote we will identify if any third party wayleaves are likely to be required if any Section 37 or other key consents are likely to be required Upon acceptance of your quote, we will; Identify a wayleaves officer within 10 working days Involve the wayleaves officer in any project meetings Where there are third party landowners we will identify and make initial contact as soon as possible and no later than a month following quote acceptance or a month from second scheduled payment As part of making this process more transparent, we will; Update our Wayleaves guide Ensure you have a route for escalating any issues you may face with regards to wayleaves Publish guidance 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 	✓	✓	✓	✓	Increased customer satisfaction with our wayleaves process	4

The rest of our commitments

Your feedback	Our commitment	Generation	Demand	Unmetered	ICP/IDNO	Key Performance Indicator	Quarter
Information Provision							
"Know when maintenance windows are so we can plan works"	We will create a 'operational generator forum' to keep you informed of our planned works. This will also 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	3
"Transparency on EHV planned maintenance schedules so that customers and SSEN maintenance periods can be aligned"	We will proactively contact all connected customers to ensure we have the correct key contact for our Joint Operational Agreements. 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	3
"Non-Firm Statement of Works for smaller generators;"	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	4
"Transparent change management as large projects progress - variations, visibility of spend, escalation process"	We will overhaul our standard Connection Offer and associated contracts to convert them to plain and clearer English.	✓				Updated Connection Offer and variation	4
"Budget Quotes - Advise SOW and information about securities, Provide realistic budgets, Advise if know transmission constraints, Want distribution upgrades"	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. 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	2

The rest of our commitments continued

Your feedback	Our commitment	Generation	Demand	Unmetered	ICP/IDNO	Key Performance Indicator	Quarter
Information Provision continued							
"Statement of works - Focused Workshops for Statements of Works, Improve communication of Changes, Grid supply points, Discussion with DNO's and provide cast studies, Explain appendix G"	<p>Where you have identified gaps with our information provision we shall run workshops/webexs to provide information on:-</p> <ul style="list-style-type: none"> • Earthing & Requirements • Metering who to contact • Statement of works clarity • DUoS • Design, self determination • Online applications 	✓	✓	✓	✓	Number of workshops held	*
"GIS shape files is good quality, just network stuff would take this tool forward"	Within 24 months we will have a new GIS system that will display assets and appropriate data owned by the Networks business.	✓	✓	✓	✓	Progress update	**
Quoting							
"PV - Improve information on the website, ask developers if they are installing any generation on their site at application stage."	Improve our on and off line application forms.	✓	✓	✓	✓	Improved application forms	3

*delivery throughout the year
 ** 24 month completion, with update in Q4

The rest of our commitments continued

Your feedback	Our commitment	Generation	Demand	Unmetered	ICP/IDNO	Key Performance Indicator	Quarter
Delivery							
"Programme of works once 2nd payment has been made"	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	3
"On acceptance on quotation, given hierarchy of who is going to deliver the project"	We will expand the email we currently send you upon acceptance to also include a route of escalation should you require it.	✓	✓	✓	✓	Complaints process included as part of acceptance emails	3
Constraints							
"Information of changes/offers ANM"	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	3
"Publish the details of current and recent offers by each BSP. Split the cost into; 1. Contestable works, 2. non-contestable works, 3. reinforcement works"	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	3

The rest of our commitments continued

Your feedback	Our commitment	Generation	Demand	Unmetered	ICP/IDNO	Key Performance Indicator	Quarter
Choice in Connections							
"What are the contractual implications of customers and DNO joint funded reinforcement work especially in relation to ownership of the asset?"	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	4
"Open design matrix - to make it more accesible, clear information"	We will provide greater more clarity on what is required for design approval.				✓	Improve design approval guidance	2
"Clear visibility of network information"	We will provide more guidance on standard designs to ensure your own designs are compliant with our network.				✓	Provide design examples	2
"More information on safety rules"	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	3
"Emergency response provision for IDNO's"	We will make it possible for an IDNO to request us to provide an emergency response to faults on the networks.				✓	Process in place	2

The rest of our commitments continued

Your feedback	Our commitment	Generation	Demand	Unmetered	ICP/IDNO	Key Performance Indicator	Quarter
Choice in Connections continued							
"Policy for streamlining metered highway services"	We will initiate a new National Electricity Registration Scheme Accreditation via Lloyds for larger unmetered and small metered connections to allow an ICP to hold single simplified targeted accreditation for "Self Point of Connection identification and Self Network Design".				✓	Group established	2
Collaboration							
"Work together to help PSR customers in a fault situation"	We will work collaboratively with IDNOs and community bodies to help Priority Services Registered customers in a fault situation.	✓	✓	✓	✓	Number of customers contacted	3
"I would be interested in a joint workshop focused on addressing constraints in Scotland"	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	*

* Q1 and Q3

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

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