

Incentive on Connections Engagement



2019-20

# Looking Forward Report Overview

SEPD/ SHEPD plans and commitments  
for connections customers



**Scottish & Southern**  
Electricity Networks

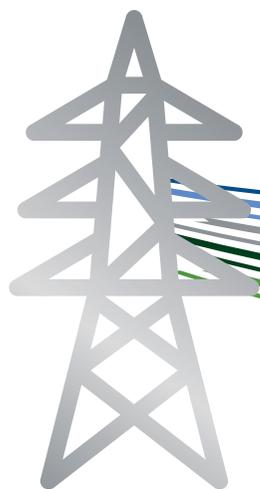
# Contents

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Introduction.....	03
Influencing our Work Plan .....	04
Proposed Commitments for 2019/20	
Constraint Management.....	05
Information Provision.....	06
Competition in Connections.....	06
Delivery.....	06
Application & Design.....	07
Collaboration & Engagement.....	07



If you would like to share your thoughts, or if you would like to be kept up to date with our plans and progress throughout the year, please contact our connections engagement team at [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)



# Introduction

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## Listening and responding to our stakeholders and customers' feedback is critically important for our business. Ensuring our customers are at the heart of everything we do is key to our success.

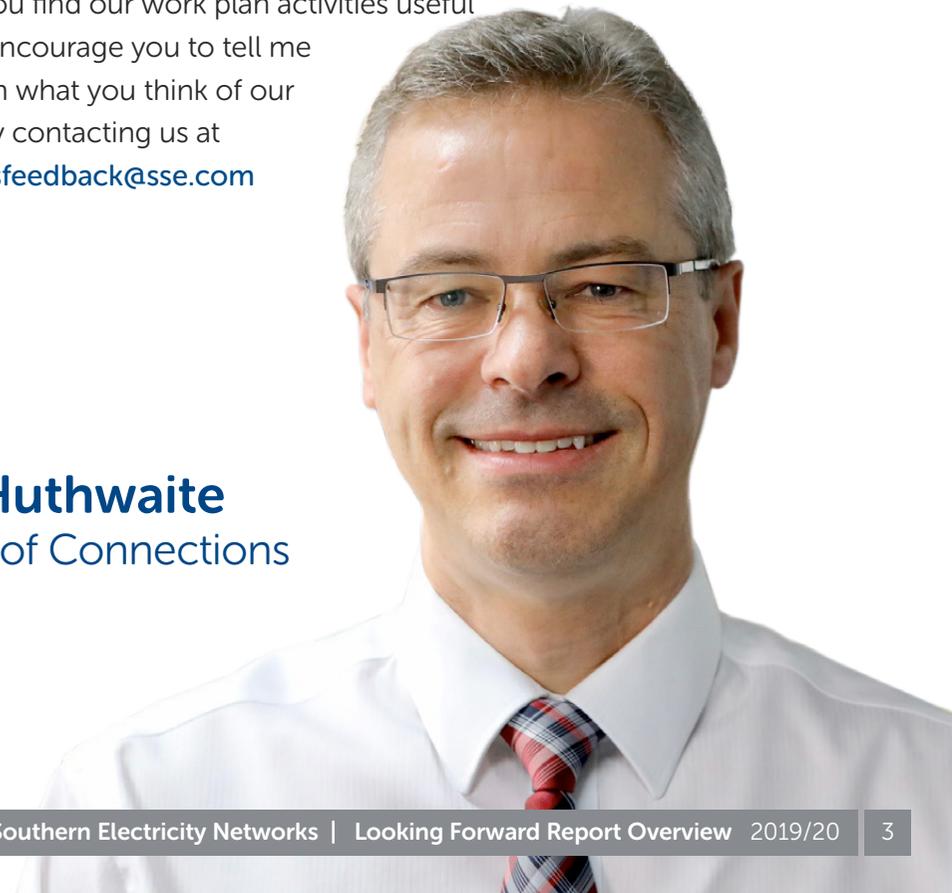
This year we are making a fundamental change to the way our business is structured, and how we deliver connection services following feedback from customers over the past few years. This significant change in how we operate is designed to improve the services we provide to our customers and crucially, their experience in working with us.

Attending each Connection Customer Steering Panel this year, across our licence areas, I am encouraged by the collaboration between my teams and our stakeholders to generate ideas for improvements. We have continued to receive positive and constructive feedback from our stakeholders and worked collaboratively with them to develop this 2019-20 work plan. As we progress through this ever-changing environment, we will continue to build our relationships with customers and stakeholders and seek their input. It is only by working together we can improve and deliver real impact for customers.

Our work plan has been endorsed by stakeholders and therefore I am confident that this work plan represents their needs. As such, I am proud to be able to introduce our connections commitments for the coming year.

I trust that you find our work plan activities useful and would encourage you to tell me and my team what you think of our work plan by contacting us at [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

**Andy Huthwaite**  
Director of Connections



# Influencing our Work Plan

**We are committed to continually driving improvements, focusing on delivering quality connections services and innovating in line with changing requirements. This includes how we engage with you in formulating our future improvement plans.**

By involving you every step of the way, we continue to ensure that our engagement is meaningful and effective. We work hard to ensure that our approach to engagement is accessible and relevant, providing a range of feedback channels for us to capture and respond to your feedback.

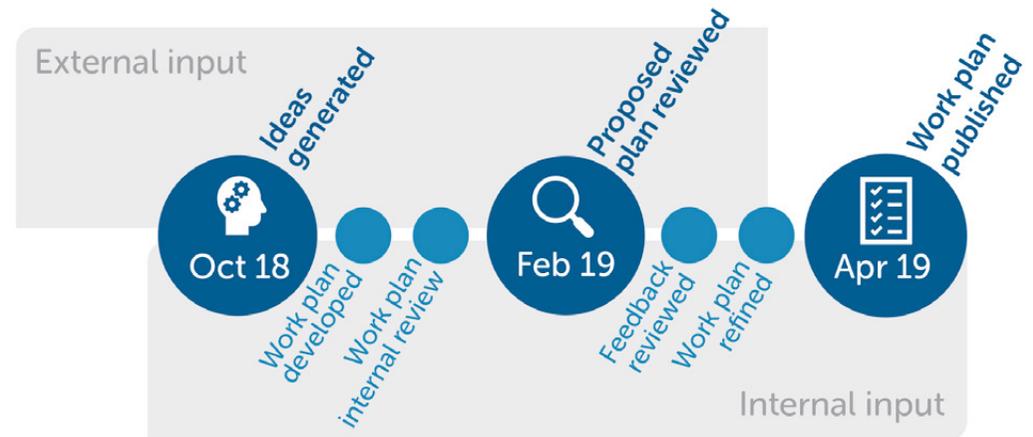


We have a robust governance process in place, providing visibility to our senior managers and directors across the business. Your feedback and our work plans are continually reviewed and refined by dedicated internal governance groups, as well as external steering panels.

This transparency and approach to continual improvement forms part of our decision-making process when formulating our work plans.

Continually assessing your feedback, and flexibility within our engagement processes, ensures that we will continue to identify, assess and tailor our plans to address the connections issues that are most important to you.

The content of our work plan for the coming year is a direct result of this sustained engagement and responds to areas you have highlighted that we need to focus on to improve customer experience.



We hope you find this document both interesting and useful and would encourage you to keep our conversation going and tell us what you think of our work plans.

# Our commitments for 2019/20

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO*	Unmetered	Quarter
Constraint Management	<p><b>We will develop a suite of flexibility services with pricing options.</b> We will develop a suite of Constraint Managed Zone services, based on network requirements and associated pricing options for qualifying DER* to register for.</p>	Flexibility services and pricing options established and communicated to interested stakeholders. We will target 20MW of contracted DER services.		✓			Q4
	<p><b>We will notify stakeholders of possible flexibility opportunities.</b> We will contact stakeholders who have registered interest in qualifying areas and open a flexibility services tender.</p>	Publish report on how many stakeholders invited to tender.		✓			Q4
	<p><b>We will develop a 'Social' Constraint Managed Zone to enable more stakeholders to participate in flexibility services.</b> We will work with National Energy Action and BEIS* to develop our Social Constraint Managed Zones. As part of this we will aim to develop easier routes for communities and smaller organisations to participate in our constraint managed zones.</p>	Social Constraint Managed Zone established. Report provided on level of interest shown.		✓			Q3
	<p><b>We will disseminate learnings from our Social Constraint Managed Zones to support uptake of flexibility services.</b> We will work with National Energy Action to develop learning to help communities understand how to work with DNOs*, how DNOs can engage successfully with local communities, with a view to translating energy efficiency into distribution system benefit.</p>	Document Index, handbook and information sources for communities.		✓			Q4
	<p><b>We will introduce a more granular level detail of constraint on our heat maps.</b> We will develop a traffic light system with associated detail to provide a more granular level of information on the source of constraint at Grid Supply Point (GSP) level.</p>	Heat maps updated. Stakeholder feedback recorded.		✓			Q2
	<p><b>We will work with the industry to support the phased implementation of a System Wide Resource Register.</b> We will work with other DNOs, National Grid and the ENA* to implement the first phase of an industry 'System wide resource register' and seek feedback from stakeholders on further developments.</p>	Single online resource developed with links to DNO sources.		✓			Q1

\*DER - Distributed Energy Resource BEIS - Department for Business, Energy & Industrial Strategy DNO - Distribution Network Operator ENA - Energy Networks Association

# Our commitments for 2019/20

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

# Our commitments for 2019/20

Category	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Quarter
Application & Design	<b>We will review our interactivity and queue management practices in line with the industry 'good practice'.</b> We will review our interactivity and queue management processes in line with published 'good practice' established by the Open Networks project and update where necessary.	Review the good practice guide and implement change where appropriate.		✓			Q3
	<b>We will make it easier for stakeholders to locate the recommended ADMD on our website.</b> We will make our After Diversity Maximum Demand (ADMD) figures more visible to stakeholders looking to introduce EV charging to domestic developments.	Engage with stakeholders on preferred approach and implement.	✓		✓		Q3
	<b>We will introduce 'tipping point' information with Connection Offers.</b> Where applications are affected by reinforcement, we will provide the point at which significant reinforcement is triggered. This will enable customers to re-apply for a reduced capacity avoiding reinforcement.	Introduce 'tipping point' information as BaU for Connection Offers made for DG HV and EHV market segments.		✓			Q3
	<b>We will give customers the option to cancel their application up to day 25 without incurring a full Connection Offer Expense.</b> We will give customers a longer time to cancel their application before they will be required to pay the full Connection Offer Expense. This will reduce the Connection Offer Expense that customers pay, for selected market segments, if they cancel up to 25 working days after they have submitted their application.	Implement 50% staged COE payment for selected market segments (subject to terms and conditions).		✓			Q2
Collaboration & Engagement	<b>We will work with peers and other industries to facilitate Electric Vehicle (EV) uptake.</b> We will engage with other DNOs and other industries to facilitate cross-industry solutions and greater take up of EVs.	Engage in planned national events twice a year.	✓	✓	✓	✓	Q4
	<b>We will engage with Original Equipment Manufacturers (OEMs) and representatives with a view to identifying initiatives to support the uptake of EVs.</b> We will meet with OEMs to generate ideas and discuss options for early identification of prospective EV owners/drivers to enable greater uptake of EVs whilst safeguarding the network for all users.	Stakeholders updated on what we discussed.	✓	✓	✓	✓	Q4
	<b>We will develop, share and update our Electric Vehicle (EV) strategy with stakeholders.</b> We will share and develop our strategy with stakeholders.	Strategy published and shared with stakeholders.	✓	✓	✓	✓	Q4
	<b>We will hold a webinar on flexible connections specifically for generation investors.</b> We will hold a webinar on flexible connections specifically for generation investors. The webinar will outline the possible opportunities and risks, addressing any incorrect assumptions associated with flexible connections.	Provide webinars and an investor support pack.	✓	✓	✓	✓	Q4
	<b>We will continue to help customers understand the new requirements for generators to comply with engineering recommendation G98/G99*</b> We will provide new information on our website, create Frequently Asked Questions and a dedicated email address for customer queries relating to G98/G99.	Webpage and FAQ documents published, email address established and shared with customers.		✓			Q1

\*G98/G99 refer to the new EU Engineering Recommendations which will replace the former recommendations G83 and G59.

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)



**Scottish & Southern**  
Electricity Networks

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