

Incentive on Connections Engagement



2020-21

Looking Forward Report Overview

SEPD/SHEPD Plans and Commitments
for Connections Customers



Scottish & Southern
Electricity Networks

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This document contains our workplan for 2020-21, which was developed through sustained engagement over the past 12 months. We have gathered our stakeholders' feedback, and in this document responded to the areas you have indicated we need to improve upon.

We trust you find this document informative and would like to thank you for your continued engagement.

We would also encourage you to tell us what you think of our workplan for 2020-21 and if you have any ideas for future improvements.

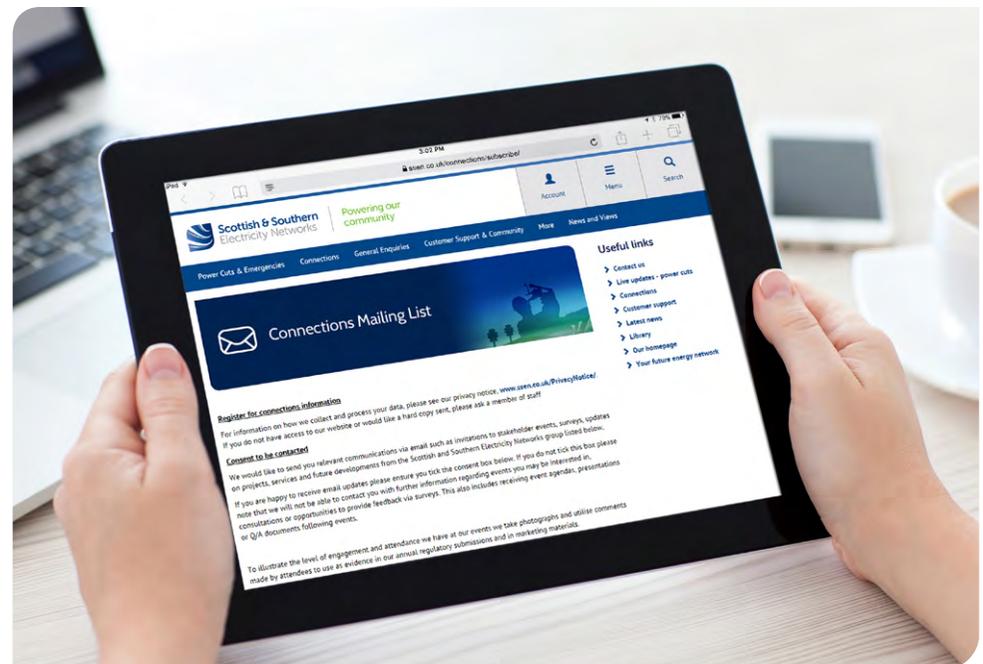
Get in touch

You can get in touch with our connections engagement team at connectionsfeedback@sse.com. We want to hear your views and opinions.

Get involved

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

-  Search 'SSE Connections Engagement'
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Introduction

The COVID-19 crisis has had a profound impact on the communities we serve, the way we plan and deliver our work, and has brought into focus the importance of our digital presence in engaging with our customers and stakeholders. Working to government guidance, we are prioritising activity that is related to the protection of critical infrastructure or ensures the safety of customers and colleagues. This includes giving highest priority to the delivery of connections to critical sites, such as hospitals, telecommunications sites or any other location required to maintain essential public services or support the COVID-19 response. In light of this, and wider logistical challenges, we have taken the decision to not set any commitments in our 2020-21 workplan in quarter one, between April and June. We will continue to keep our stakeholders regularly informed of our workplan progress and intend to provide an update in our October half-year report if any changes to the workplan are required.

This workplan has been created and shaped through engagement events we hosted last year. I attended our Connections Customer Steering Panels (CCSPs) in October and December 2019 where we asked stakeholders for their feedback on areas for improvement. These events benefited from a new format whereby attendees were organised into their relevant stakeholder groups, which allowed us to focus the sessions on each step of the connection process. This led to engaging discussions with our stakeholders on areas that matter to them.

Utilising digital platforms has enabled us to engage with more stakeholders than ever before at our CCSPs, with our most recent webinars in March 2020 connecting us with 103 stakeholders. These sessions have been instrumental in the development of our 2020-21 commitments, and I welcome our stakeholders' unanimous endorsement of the new engagement model that was proposed. I am pleased to see that the satisfaction scores from our CCSPs in March 2020 have increased to a score of 8.5/10.

The Connections Leadership team and I have reviewed all the feedback from this year's events, identifying 23 commitments and actioned the

remaining suggestions under business as usual improvements. We have committed to providing a 'you said, we did' update as a standard agenda item at all future events and submissions, to demonstrate that SSEN is truly a stakeholder-led business.

Whilst it is difficult to look too far into the future, the foundations that our Connections Engagement team have put in place with digital solutions in the previous year will allow engagement events, meetings and surgeries to proceed while social distancing measures remain in place. This year we will continue our engagement utilising digital platforms where appropriate and gather feedback to ensure this suits our stakeholders' needs.

I am excited to deliver the workplan we have constructed, aiming to give our customers and stakeholders more choice, while making engagement easy and accessible. Furthermore, I look forward to engaging with you throughout the coming year and to implementing improvements as part of our Incentive on Connections Engagement workplan, and under our business as usual activities.

Andy Huthwaite
Director of Connections



Stakeholder Engagement

We are dedicated to implementing improvements, innovation and change in order to enhance the quality of our connections services. We therefore actively and regularly engage with our stakeholders to seek feedback on how to do that.

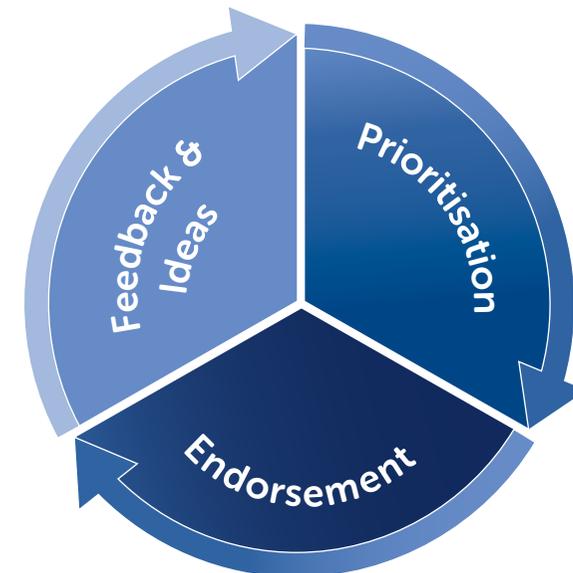
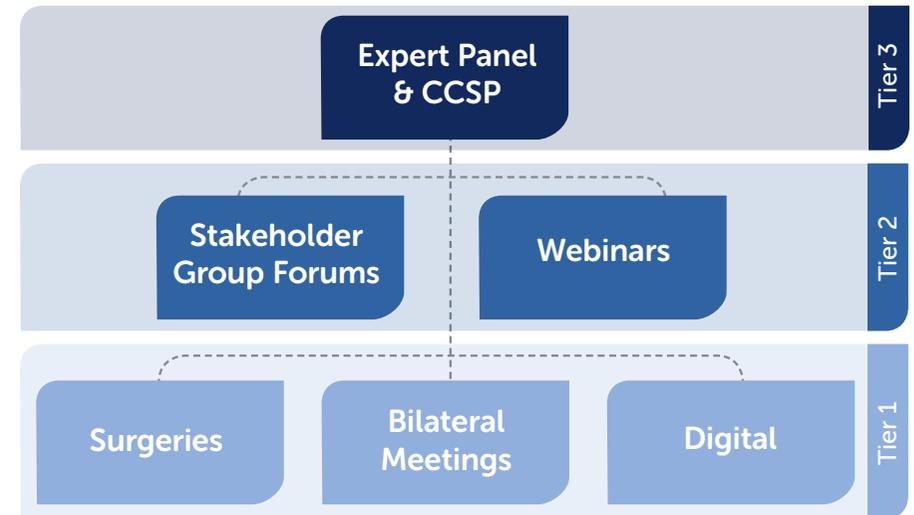
Our three-tiered approach to a new engagement model

Last year, stakeholders told us that they were happy with our engagement but “would prefer less events through the year... for fewer but more significant updates”. As this message was consistent across our stakeholders, we created a new engagement model for 2020-21, which aims to improve the quality and reduce the quantity of the engagement we have with our stakeholders. At our Connections Customer Steering Panels (CCSPs) in March 2020 we asked our stakeholders if our new proposed engagement model was comprehensive and robust and received a 100% agreement score. Because of this great feedback, we have included the implementation of the new engagement model as a commitment for 2020-21.

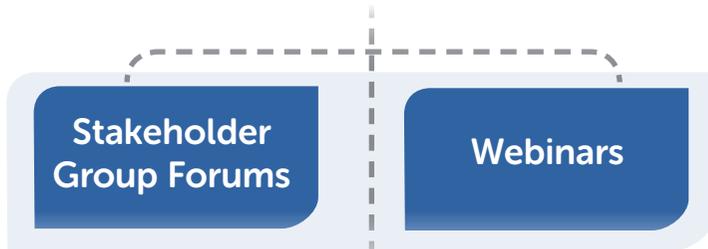
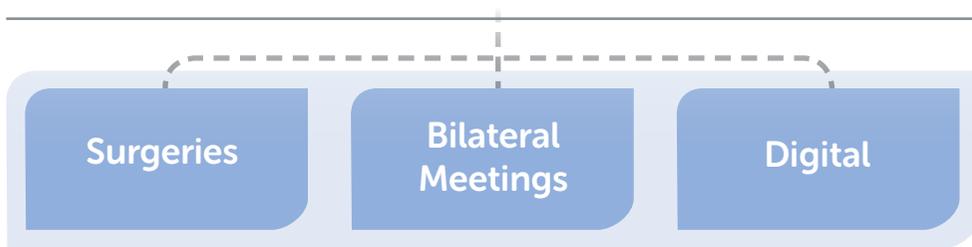
Our engagement model has three tiers to show the development of commitments and improvements which are created from feedback we receive from stakeholders across the entire business, not just from engagement events.

The wheel demonstrates the continuous feedback loop our engagement follows and how commitments are created. These are detailed in each tier explanation on the next pages.

- **Tier 1** > Feedback and ideas
- **Tier 2** > Feedback discussed from first tier and new ideas
- **Tier 3** > Prioritisation of feedback gathered from second tier, and endorsement of proposed commitments



Stakeholder Engagement



Tier 1

The first tier consists of our connection surgeries, pre-application, portfolio and any other meetings as well as our digital engagement through our email, social media platforms, website and surveys.

We have had great success with utilising Skype for Business as our online platform to host webinars, however we will continue to investigate how we can improve these for our stakeholders. We also use an online interaction tool to obtain live feedback during our events and webinars and use the platform to send surveys. This audience interaction tool is where stakeholders can provide instant feedback on polls and ask live questions.

The whole connections business is involved in this tier and the format of this engagement will stay largely the same. This is where we will gather feedback to include as discussion points for the second tier.

Tier 2

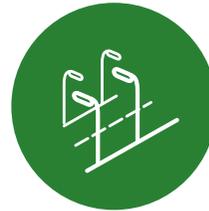
The second tier will be the most significant change in our new engagement model. At our October and December 2019 CCSPs we proposed a new plan of engagement whereby we host one forum for each stakeholder group in each licence area a year. We will also be increasing the number of webinars we host, which will focus on specific topics that our stakeholders want to know more about. These sessions will be used to deliver key information and to discuss stakeholder feedback gathered at the first tier to take forward to our CCSPs.

Stakeholder Engagement

Tier 2 continued

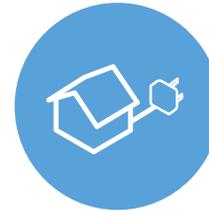
Previously, we have engaged with stakeholders according to market segments. Following feedback, it became clear to us that we could improve by combining stakeholders who are affected by similar matters within the connections journey. This will improve how we engage with our stakeholders, as well as the quality of feedback we receive in return. As a result we trialled this approach with stakeholder groups at our CCSPs in 2019, which was well received.

Market Segments



Unmetered

Connections to street lights and street furniture



Metered

Standard connections to domestic housing, business premises and electric vehicles



Distributed Generation

Distributed Generation (DG) connections including solar, wind, hydro and battery storage



ICP/IDNO

Independent Connection Providers (ICPs) or Independent Distribution Network Operators (IDNOs) managing and delivering their connections activities



Our stakeholder groups



Distributed Generation

DG, Metered



Community Energy Groups & Local Authorities

DG, Metered, Unmetered, ICP/IDNO



Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs)

ICP/IDNO



Commercial, Industrial and Consultants

DG, Metered, Unmetered, ICP/IDNO



Housing Developers

DG, Metered, Unmetered

Stakeholder Engagement

Expert Panel & CCSP



Tier 3

The third tier includes hosting one CCSP in each licence area a year where the main aim will be to prioritise feedback gathered from the first and second tiers. This is important to enable us to investigate and propose commitments for the upcoming year.

Our proposed commitments will then be reviewed by the Expert Panels. The Expert Panels will consist of two stakeholder representatives per stakeholder group. The panel members will be voted for by their stakeholder group. We plan to host one Expert Panel in each licence area a year. The goal of this Expert Panel is to obtain endorsement of our proposed commitments to ensure we are listening and making improvements to suit our stakeholders' needs.

Connections Customer Steering Panels

Stakeholder group tables



Expert Panels

Two representatives per stakeholder group



Our Workplan

This year we developed our 2020-21 workplan by hosting 226 engagement opportunities including events, webinars, surgery appointments and meetings, in addition to our regular digital engagement via social media, surveys and email. As a result we have engaged directly with 1,953 stakeholders throughout 2019-20, not including those reached via external events.

We wanted to make the events we hosted more interactive in order to enhance the quality of discussion. We did this by separating attendees at our 2019 CCSPs into their respective stakeholder groups and we introduced new breakout sessions. The first session required our stakeholders to position themselves within a 'connections trilemma' highlighting which area was most important to them between sustainability, communication/customer service and reliability. The second session required our stakeholders to discuss and review improvements required at each stage within the connections journey. These sessions resulted in specific feedback being gathered, with over 70 suggestions given for improvement. Due to the success of this approach, we plan to make all stakeholder forums and CCSPs in 2020-21 more interactive with the use of different breakout sessions. Feedback was analysed and reviewed by our connections leadership team who deemed around half to be actionable under business as usual improvements, and the remaining suggestions were reviewed as potential commitments for our 2020-21 ICE workplan.

We had planned to share the proposed 2020-21 commitments with stakeholders at our two CCSP events in March 2020, however, with the unforeseen and extensive impact of COVID-19, we decided to re-arrange these events to ensure the continuing safety and wellbeing of our customers, stakeholders and colleagues. We chose to utilise digital solutions, so that we could continue to receive the valuable feedback on our proposed commitments.

We hosted six webinars, one for each stakeholder group, enabling us to discuss the commitments that were relevant to each group individually. 103 stakeholders attended the webinars and we utilised an online interaction tool to gain instant and interactive feedback on our commitments and had the opportunity to answer live questions both via this tool and on the phone. The results from the CCSP webinars on the proposed commitments are listed on the right-hand side of this page. Following the CCSP webinars, we sent out a survey to all stakeholders to get feedback on all commitments proposed and offered individual meetings via phone or Skype for those who wished to discuss anything in more detail. The connections leadership team reviewed all feedback received from the webinars, survey and additional meetings and decided to progress with 23 commitments, outlined in our 2020-21 workplan.

226

Engagement sessions hosted

Engaged with 1,953

Connections Stakeholders



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

20 commitments received 80% or higher score of agree ✓

3 commitments received between 74-80% score of agree

1 commitment received 66% score of agree

"Pleased to hear SSEN are taking sensible precautions with the virus to protect everyone"

Anonymous feedback from Housing Developer at CCSP webinar

"Really meaningful commitments, you have listened to the feedback of your stakeholders and great improvements under the 'BAU' actions"

Anonymous feedback from CCSP survey

Our Commitments for 2020-21

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

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

Our Commitments for 2020-21

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

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COE Connection Offer Expense

ENA Energy Networks Association

BCA Bilateral Connection Agreement

ICP Independent Connection Provider

IDNO Independent Distribution System Operator

Our Commitments for 2020-21

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

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EV Electric Vehicle

DER Distributed Energy Resource

DSO Distribution System Operations

ICP Independent Connection Provider

IDNO Independent Distribution System Operator

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



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Email us

 **Andy Huthwaite** – Director of Connections
andy.huthwaite@sse.com

 **Lisa Doogan** – Head of Customer Service & Stakeholder Strategy
lisa.doogan@sse.com

 **Siân Hughes** – Lead Connections Engagement Manager
sian.hughes2@sse.com

 **Connections Engagement Team**
connectionsfeedback@sse.com

