

LOOKING BACK REPORT 2021-22

LOOKING FORWARD REPORT 2022-23

SEPD/SHEPD Plans and Commitments for Connections Customers



Incentive on Connections Engagement



Scottish & Southern
Electricity Networks

Powering our
community



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Our strategy, approach and governance for how we engage with you, our connections stakeholders

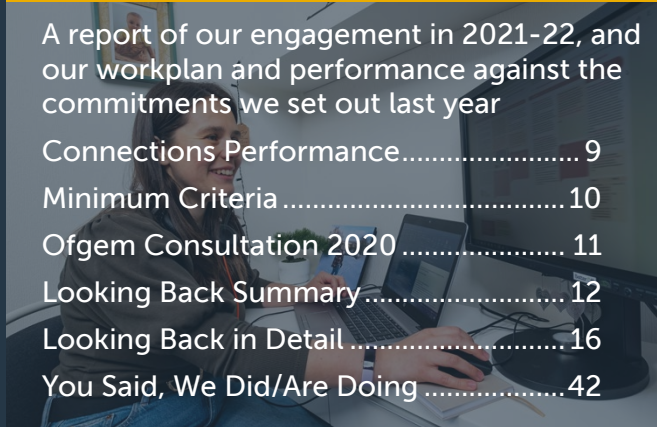
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ABOUT THIS DOCUMENT

This is Scottish and Southern Electricity Network's (SSEN's) annual Incentive on Connections Engagement (ICE) Looking Back, Looking Forward Report for 2022. It covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas.

Ofgem's Incentive on Connections Engagement encourages Distribution Network Operators (DNOs) to engage proactively with large connections stakeholders to improve their customer service and connections experience.





FOREWORD

As we enter into the final year of ICE, our continued collaboration with customers and stakeholders will be vital to ensure we can improve and deliver leading connections services to our customers and stakeholders.

Over the past year, engagement has been more important than ever, as we have been challenged by increased volumes of connections applications driven by net zero targets, requiring us to work closer to collaborate on improvements for all our stakeholders. We remain committed to providing critical connections in a timely and efficient manner, while supporting efforts to deliver a leading service for our almost 3.9 million customers.

Since joining Scottish and Southern Electricity Networks as the Managing Director for Distribution last year, a key personal objective has been to continue to drive effective stakeholder engagement which is thoroughly embedded across our organisation. The value of our engagement with stakeholders was exemplified when I attended the Expert Panel sessions hosted by the Connections Engagement team this year. It was great to virtually sit down with leading industry stakeholders as well as the SSEN Connections Leadership team and to experience the feedback first-hand.

Our engagement from the past year has allowed us to review proposals together, listen to and discuss how we can continue to drive improvements in the business, and reflect customer needs. Building on feedback from stakeholders, we have committed to undertaking customer journey mapping to create a roadmap of improvements for the customer experience. We are always open to being challenged on our initiatives to ensure we are putting stakeholders at the heart of our decisions.

In 2021, we engaged with customers and stakeholders to understand their preference for engagement for the coming year. They told us they wish to continue with a hybrid model of virtual and in-person engagement, with a preference that in-person activities are limited to once per year in order to minimise the need for and time spent on travel, while also reducing carbon footprints.

We will continue to build on the experiences we have gained with virtual engagement over the past two years to ensure we continue to deliver meaningful and accessible engagement through digital channels. Our Connections Expert Panel is currently working with us to define what this will look like.

Following the positive outcome of Ofgem's 2020-21 Incentive on Connections Engagement assessment, we are pleased to publish this report which details the completed commitments for 2021-22 as well as the further improvements we are planning to make to our Connections business throughout 2022-23. We have listened to stakeholder feedback and have introduced 21 new commitments for 2022-23, including the six existing commitments from 2021-22. These align with our RIIO-ED2 proposals which come at a crucial time for delivery of net zero. We will continue to keep you informed about the ambition of our 2022-23 workplan, as we prepare for RIIO-ED2 with customers at the centre of our considerations.

I am proud of SSEN's strong track record of delivering against commitments and I am excited about the ambition of our 2022-23 workplan which will deliver real impact for our customers and stakeholders. I look forward to continuing to engage with you throughout the coming year whilst supporting your ambitions as we continue to work to deliver a just transition to net zero.

Chris Burchell
Managing Director Networks





INTRODUCTION

The year 2021-22 has been a busy one as we have continued to prepare for RIIO-ED2, whilst also making sure we deliver on our RIIO-ED1 commitments for our stakeholders. I would like to extend my personal thanks to customers and stakeholders for their time and thoughts about our RIIO-ED2 business plan, and for continuing to engage with us to provide their insight and direction on how to evolve our Connections business.

This time of reflection is always a welcome opportunity to not only look to the future, but to also look back on the year that has passed and celebrate what we have accomplished. In 2021-22, we continued to make progress on improvements and commitments set during the pandemic, a lot of which revolved around efficient, clear and accessible information provision and communication.

We have made many improvements to our online information such as information packs, FAQs, guides, and a complete and fundamental redesign of our website. We have continued to record information-based webinars in order to ensure the information is available to everyone, and we have made strides towards net zero with commitments to enhance stakeholder knowledge and facilitating information provision through hosting local capacity sessions, a webinar on SSEN's technical policy on EV chargers and creating a technical policy for battery storage.

We also welcomed new members to the Expert Panel in 2021-22, and I was pleased to be able to host all three sessions with new and existing members who have been invaluable in providing their time, expertise and support so that we can develop our businesses together. The discussions held with this group help us sharpen our focus on our priorities.

As you will see from our workplan for 2022-23, these priorities continue to be manifested into the three main strategic pillars for the year ahead of us:

- Customer Service & Communication
- Enhancing the Connections Journey
- Net Zero

In co-creation with our stakeholders we developed our 21 commitments for 2021-22. Our commitments continue to be ambitious, and as always, we will keep our stakeholders regularly informed of our workplan progress. I particularly want to highlight our continued focus on Customer Journey Mapping which has been cemented into our priorities this year under commitments 22.03 and 22.04. This will see us create more bespoke journeys for the different groups of connections customers we serve.

We continue to maintain efforts which enable co-creation and development of our workplan and You Said, We Did/Are Doing improvements. I would like to thank everyone who has contributed feedback to our Connections teams and hope you will continue to do so this year. I look forward to engaging with you over the coming months as we work to support your connection ambitions in 2022-23, whilst also looking ahead to RIIO-ED2.

Andy Scott
Director of Connections





WHO WE ARE AND WHAT WE DO

A leading role in a leading group











SSEN is part of Scottish and Southern Energy plc (SSE plc), a UK listed company that operates across the energy sector and whose activities and investments make a significant contribution to the UK economy every year, contributing £5.2 billion in 2020/21.

We are a Fair Tax Mark, Living Wage and Living Hours accredited company, showing our commitment to paying a fair share of tax and guaranteeing fair work, supporting a just transition to net zero.

SSE has four core business goals for 2030 directly aligned to the UN's Sustainable Development Goals (SDGs). The 2030 goals address climate change at their core and place sustainability firmly at the heart of SSE's business strategy. SSEN will play a significant part in supporting their delivery.

- **Our core purpose** is to power communities to thrive today and create a net zero tomorrow. This is achieved through responsible stewardship of our networks and investing efficiently in new and existing network infrastructure for the benefit of our customers.
- **Our vision** is to power change with every connection. Our foundation as a progressive, innovative and customer-focused organisation will help us to be at the forefront of this transition, helping to support the delivery of the UK's net zero emission targets.

 <p>Cut carbon intensity by 80%</p>	 <p>Increase renewable energy output fivefold</p>	 <p>Enable low-carbon generation and demand</p>	 <p>Champion a fair and just energy transition</p>
<p>Reduce Scope 1 carbon intensity by 80% by 2030, compared to 2017-18 levels to 61gCO₂e/kWh</p> 	<p>Build a renewable energy portfolio that generates at least 50TWh of renewable electricity a year by 2030</p> 	<p>Enable at least 20GW of renewable generation and facilitate around 2 million EVs and 1 million heat pumps on SSEN's electricity networks by 2030</p> 	<p>Be a global leader for the just transition to net zero, with a guarantee of fair work and commitment to paying fair tax and sharing economic value</p> 



WHO WE ARE AND WHAT WE DO

A leading role in a leading group

As a DNO, we are responsible for developing, operating and maintaining the electricity distribution network in two licence areas.

These areas are in the north of Scotland and central southern England. Our electricity distribution networks are the systems of overhead lines, underground and subsea cables that deliver electricity to your homes and businesses. We are also responsible for providing essential associated services including connections.



Our DNO licences for SEPD and SHEPD cover Distribution only

SHEPD (North of Scotland)

785,183

Homes and businesses

49,349km

of overhead and underground/
subsea cables

SEPD (Central Southern England)

3,110,203

Homes and businesses

78,149km

of overhead lines and
underground cables










ENGAGEMENT STRATEGY

Our mission is to deliver engagement which is purposeful, accessible and dynamic, using insight and collaborative partnerships to achieve positive and tangible outcomes for customers, stakeholders and society

SSEN Connections' established engagement model enables the Connections teams to engage via strategic, organisational and operational tiers both externally, with the five stakeholder groups, and internally.

Externally, we seek our stakeholders' views on our connections process via our established engagement model: ideas are gathered at the operational and organisational tiers and discussed with stakeholders at the annual Stakeholder Group Forums. This is then prioritised into categories of high, medium and low priority at the Connections Customer Steering Panel (CCSP) and scrutinised and endorsed at the Expert Panels, hosted by the Director of Connections and Managing Director of Networks.

Internally, the feedback gathered from these events is communicated to all customer-facing teams and senior managers who regularly meet as part of the Internal Working Group (IWG) and the Connections Leadership team who meet as part of the Internal Steering Group (ISG) with the Director of Connections. This ensures all connections teams are informed of feedback and involved in decision making at all tiers.

-  **Distributed Generation**
-  **Commercial, Industrial and Consultants**
-  **Independent Connection Providers (ICPs) / Independent Distribution Network Operators (IDNOs)**
-  **Housing Developers**
-  **Local Authorities & Community Energy Groups**

"To date, not just the most exemplary DNO, but have created the most successful business engagement strategy within the multi-utilities sector"

Housing Developer stakeholder (Ofgem ICE Consultation, 2021)





CONNECTIONS GOVERNANCE

To ensure our approach to stakeholder engagement adheres to best practice, we continue to benchmark ourselves against AccountAbility's AA1000 AccountAbility Principles (AA1000AP, 2008), and the AccountAbility Stakeholder Engagement Standards (AA1000SES, 2015).



AccountAbility is a leading global organisation providing innovative solutions to the most critical challenges in corporate responsibility and sustainable development. One of their areas of focus is to enable open, fair and effective approaches to stakeholder engagement and at the core of their work is the AA1000.



This year, like last year, AccountAbility conducted an annual health check for SSEN. The health check is an audit process which places us on a maturity ladder based on industry-leading practices. The Connections Engagement team were audited and interviewed as part of this process. We are pleased to say that the result of the assessment places SSEN in the Accomplished category, with a 7% increase on our score from last year.



"SSEN's Incentive on Connections Engagement (ICE) team has prioritised transparency in its policy around stakeholder concerns and complaints, providing clear rationale as to why some stakeholder feedback cannot be implemented. As a result, the team has enhanced stakeholder trust and strengthened its relations with connections stakeholders"

AccountAbility (Audit, 2022)



Overall, the report highlights various strengths from our Connections team, including:

- Involving stakeholders in deciding topics and terms of engagement being a consistent practice
- Timely and cyclical process through which SSEN provides feedback to ICE stakeholders on engagement outputs and next steps through three annual reports
- Increased senior-level commitment and involvement in stakeholder engagement, ensuring that business decisions are backed by stakeholder evidence to make SSEN a truly stakeholder-led organisation

The health check also outlined a number of areas SSEN can work on to improve and push our status to the Advanced category, including knowledge sharing between teams, measuring environmental impact of all decisions, and using data analytics to further develop robust stakeholder insights. We will look to develop in the areas identified moving forward.



CONNECTIONS PERFORMANCE

20 completed commitments on target



339 engagement sessions hosted

308 meetings

5 Connections Customer Steering Panels

17 information based webinars



5 Stakeholder Group Forums

3 Expert Panel sessions

1 Workshop

9/10 average satisfaction score across all webinars

8/10 average satisfaction score across all connections meetings

9/10

8/10



1,183 stakeholders engaged with

330 via information based webinars

91 via forums

18 via Expert Panels

68 via Connections Customer Steering Panels

507 via meetings

145 via surveys

5 via workshop



Customer visits on SSEN webpages



3,344,401

429 new consented connections stakeholders



Across social media, SSEN has



13,676 Followers on SSEN Community LinkedIn

647 Followers on Connections Engagement LinkedIn



19,391 Followers on Twitter



17,019 Followers on Facebook

6 long-term commitments progressed



21-22 workplan received

100% endorsement on robustness and relevant outputs



9.6/10 satisfaction score for 21-22 workplan



6 surveys conducted



81 votes for 11 candidates resulting in the appointment of 9 additional Expert Panel members





MINIMUM CRITERIA

The Incentive on Connections Engagement was created by Ofgem in order to drive DNOs to improve customer service to larger connections customers by replicating the effects of competition.

This drives licensees to understand and meet the needs of larger connections customers. Each year, the Connections Engagement team at SSEN facilitates a variety of engagement opportunities in order to capture large connections stakeholders' feedback. Once a year, Ofgem opens a consultation to stakeholders to feed back on the DNOs' performance. The responses are measured against four minimum criteria, the results of which will determine whether the DNO receives a financial penalty for failure to comply with the incentive.

Ofgem Minimum Criteria	Summary of SSEN activities to meet criteria
DNOs must demonstrate that they have implemented a robust and comprehensive strategy for engaging with stakeholders	<ul style="list-style-type: none"> • Robust strategy and engagement model outlined on page 7 of this document • SSEN's Connections Engagement approach is audited and approved by AccountAbility, as demonstrated on page 8 of this document
DNOs must demonstrate that they have delivered their relevant outputs	<ul style="list-style-type: none"> • Successfully delivered all 20 commitments for 2021-22, and progressed 6 long-term commitments for 2022-23. Details of outputs and outcomes can be seen on pages 12-42 of this document • Stakeholders are regularly updated on delivery progress through webinars, social media, meetings, newsletters, emails and the Half Year Update report • Successfully delivered a number of business as usual improvements. Details of outputs and outcomes can be found on pages 43-45 of this document.
DNOs must demonstrate that they have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders in developing their strategy, activities and outputs	<ul style="list-style-type: none"> • Following feedback, three additional commitments were introduced to our workplan in October 2021, published in our 2021 Half Year Update • All market segments were engaged with via our five stakeholder groups throughout 2021-22, as demonstrated on page 7 of this document.
DNOs must demonstrate that they have undertaken their workplan of activities to meet the requirements of their connections stakeholders	<ul style="list-style-type: none"> • SSEN's engagement model ensures all feedback goes through the feedback loop, ultimately resulting in our commitments and You Said, We Did/Are Doing improvements • Top voted ideas from Stakeholder Group Forums are prioritised at our CCSPs and then endorsed at the Expert Panels. Commitments for 2021-22 received 100% endorsement



OFGEM CONSULTATION 2021

We were pleased to receive exclusively very satisfied responses to the Ofgem ICE consultation for 2020-21.

Whilst all responses were positive overall, some stakeholders took the opportunity to also provide us with constructive feedback. We welcome this, and the challenges raised in the consultation were taken forward to our Connections Customer Steering Panels (CCSPs) and Expert Panels to discuss, which helped inform commitments for 2021-22 and 2022-23.

We also completed a number of You Said, We Did/Are Doing improvements following feedback received through the consultation. Further details on our You Said, We Did/Are Doing actions can be found on pages 42-44.



"I think during the circumstances with Covid etc, SSEN [has] done an exceptional job utilising Microsoft Teams to maintain the engagement with all stakeholders. The quality of the content and delivery of each meeting was great [...] which should be recognised and applauded."

ICP/IDNO stakeholder, Ofgem ICE Consultation (August 2021)



"It is refreshing to see a company who are genuinely trying to work with their stakeholders to fundamentally improve efficiencies for their own business. Keep doing what you're doing."

Anonymous, Survey (June 2021)



"SSEN have delivered, constantly improving and continue to do so through massive results driven collaboration."

Housing Developer stakeholder, Ofgem Consultation (August 2021)



LOOKING BACK SUMMARY

Q1: Apr-Jun Q2: Jul-Sept

Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
CUSTOMER SERVICE & COMMUNICATION	Communicating with Customers	21.01	We will co-create standard communication email templates with stakeholders	Templates launched for all Connection job types	◆	◆	◆	◆	◆	2022-23	✓
		21.02	We will work with Plain English on how to further make our quotation letters clearer to customers of all knowledge levels	Quotation letter proposals created and discussed with stakeholders for Demand, Unmetered, Generation and Competition in Connections	◆	◆	◆	◆	◆	2022-23	✓
		21.03	We will produce information packs to make it easier for our new customers to access relevant information for their connections journey	Three information packs created: Introductory Delivery Competition in Connections	◆	◆	◆	◆	◆	Q3	✓
		21.04	We will create a frequently asked questions (FAQ) document for Housing Developer stakeholders	FAQ published			◆			Q2	✓
		21.24	We will create a tutorial video on how to carry out the Unmetered inventory process to improve clarity around requirements and responsibilities	1 video created Video published on YouTube		◆	◆		◆	Q3	✓
	Being Flexible	21.05	We will engage on various components of commercial policy changes affecting customers, e.g. Queue Management	Number of policy changes engaged on recorded Feedback gathered Number of stakeholders engaged with recorded	◆	◆	◆	◆	◆	Q4	✓
		21.06	We will improve our internal procedures to make it easier to identify and communicate with contracted parties and consultants/third parties	Application forms improved Internal systems improved Feedback gathered	◆	◆	◆	◆	◆	Q4	✓



LOOKING BACK SUMMARY

Q1: Apr-Jun Q2: Jul-Sept
Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
CUSTOMER SERVICE & COMMUNICATION	Digital Journey	21.07	We will streamline how customers can request connections meetings	New process implemented	◆	◆	◆	◆	◆	Q1	✓
		21.08	We will launch our new Connections website to create a further enhanced online experience in collaboration with our customers and stakeholders. This will include improved search functionality, customer journey mapping and will enable future capabilities on emerging technologies	New website launched Feedback gathered	◆	◆	◆	◆	◆	2022-23	✓
		21.09	We will create connection journey videos to help customers understand their connections journey	Six videos created: Quotation types & COE EVs & Heat Pumps Competition in Connections Flexible Connections G99 Project Progression	◆	◆	◆	◆	◆	2022-23	✓
		21.25	We will redevelop our heat maps to make them easier to use and navigate for all stakeholders	New heat maps launched Feedback gathered	◆	◆	◆	◆	◆	2022-23	✓
	Customer-first Culture	21.10	Our connections business will take part in our customer service programme, Empowered to Care, with the aim to improve our connections customers' experience	First module of programme completed	◆	◆	◆	◆	◆	Q4	✓
		21.11	We will introduce a Customer Impact Assessment (CIA) to clearly assess how our business changes impact customers to ensure we add value	Customer Impact Assessment launched	◆	◆	◆	◆	◆	Q1	✓

LOOKING BACK



LOOKING BACK SUMMARY

Q1: Apr-Jun Q2: Jul-Sept

Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	21.12	We will improve clarity to customers and stakeholders on minimum requirements at application stage	Website updated Stakeholders notified	◆	◆	◆	◆	◆	Q2	✓
		21.13	We will implement enhancements to our guidance on queue management in line with concurrent ENA work	New process implemented Quotation letters updated Amendments to website implemented	◆	◆	◆	◆	◆	Q2	✓
		21.14	We will conduct a stakeholder-led Unmetered process improvement project	Feedback gathered Improvements and next steps identified		◆	◆		◆	Q2	✓
		21.15	We will host a workshop to review the completed Part-Funded Reinforcement (PFR) trial and map out potential improvements	Workshop held Review findings and next steps published					◆	Q3	✓
		21.16	We will improve our requote process	New procedures implemented Guidance document updated	◆	◆	◆	◆	◆	Q1	✓
		21.17	We will improve our refunds process	Improvements implemented to: Information Communication Internal process Internal training	◆	◆	◆	◆	◆	Q1	✓

LOOKING BACK SUMMARY

Q1: Apr-Jun Q2: Jul-Sept
Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
NET ZERO	Connecting New Technologies	21.18	We will create an online calculator for EV and Heat Pump diversity factors	Digital calculator created		◆	◆	◆	◆	2022-23	✓
		21.19	We will host local capacity engagement sessions, partnering with Local Energy Scotland and the Energy Hubs to improve insight and support to Local Authorities and Community Energy Groups on their developing local network plans	Local capacity engagement sessions hosted Feedback gathered		◆				Q4	✓
		21.20	We will host a webinar on our current technical policy on EV chargers with the aim to inform and educate whilst responding to customer needs and ensuring our policy is fit for purpose for the future	1 webinar hosted Webinar recorded & published on YouTube		◆	◆	◆	◆	Q2	✓
		21.26	We will host a tutorial webinar with installers on our bulk application portal for electric vehicles and heat pumps	Webinar held Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q4	✓
	Changing Energy World	21.21	We will adopt the updated industry standard agreement on flexibility services, which will cover both DNO and National Grid ESO services	Industry standard agreement adopted Stakeholders notified	◆	◆	◆	◆	◆	Q3	✓
		21.22	We will create a timeline for the publication of new technical policies to raise awareness of the policies customers may want to consult on	Timeline published on website	◆	◆	◆	◆	◆	Q1	✓
		21.23	We will develop a battery storage technical policy for consultation on our G81 library to recognise the developments in battery storage and their potential role in reaching net zero	Battery storage policy consultation published	◆	◆	◆	◆	◆	Q4	✓



LOOKING BACK IN DETAIL

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.01	<p>Email Templates</p> <p>We will co-create standard communication email templates with stakeholders</p>	Templates launched for all Connection job types	◆	◆	◆	◆	◆	2022-23	✓

HIGH PRIORITY

Driver

Feedback throughout 2020-21 told us that the email templates used by our connections teams could be improved. We recognised the scale of such a project and added this to our 2021-22 workplan as a long-term commitment for completion in 2022-23 to ensure we had sufficient time and opportunity to make substantial and meaningful changes.

Output & Outcome

We have identified and categorised every email template used by all our connections teams. This applies to each stage of every connections journey. We also collated all feedback received between 2020-2022 on how our email templates could be improved, such as:

- More use of illustrations/pictures
- Standardising of templates
- More information on progress and status of application
- More information on timelines and next steps.

We are now in the process of creating proposals, incorporating the suggestions and ideas received for how to improve these. We intend to go through these proposals with our stakeholders at the Stakeholder Group Forums in 2022 to seek their endorsement and ensure that any further feedback can also be included in the final product before we implement the new templates.

Long-term commitment

For completion in **Q4 2022-23**

LOOKING BACK

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.02	<p>Quotation Letters</p> <p>We will work with Plain English on how to further make our quotation letters clearer to customers of all knowledge levels</p>	Quotation letter proposals created and discussed with stakeholders for Demand, Unmetered, Generation and Competition in Connections	◆	◆	◆	◆	◆	2022-23	✓

HIGH PRIORITY

 **Driver**

Feedback at the Stakeholder Group Forums in 2020-21 told us that our quotation letters could be improved in order to make them clearer to customers of all knowledge levels. We recognised the scale of such a project and added this to our 2021-22 workplan as a long-term commitment for completion in 2022-23 to ensure we had sufficient time and opportunity to make substantial and meaningful changes.

 **Output & Outcome**

We have worked with external experts, Plain English, on how the language of our quotation letters can be made more user-friendly and inclusive for all our customers, regardless of their knowledge level. To date, Plain English have reviewed our Terms and Conditions as well as our quotation letters for Unmetered connections, Competition in Connections and Disconnections. They are currently reviewing our quotation letters for Large and Major Demand and Generation which we are due to receive in August 2022.

We intend to review the changes proposed by Plain English for the quotation letters we have received thus far with our stakeholders at the Stakeholder Group Forums in 2022 to seek their endorsement and ensure that any further feedback can also be included in the final product before we implement the changes to the quotation letters. We will also engage on the letters received after the Stakeholder Group Forums with the relevant stakeholder groups.


Long-term commitment

 For completion in **Q4 2022-23**

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.03	Information Packs We will produce information packs to make it easier for our new customers to access relevant information for their connections journey	New process implemented	◆	◆	◆	◆	◆	Q3	✓

Driver

Stakeholders requested information packs at the Stakeholder Group Forums in 2020-21. This suggestion was brought to our CCSPs and voted as one of the top ideas.

- New Electricity Supplies
- Connections Information
- Connections useful documents

Output & Outcome

Our information packs, available via our website, provide new and existing stakeholders with a convenient and useful repository of information, including links to systems, guidance and documents. They bring together information from different areas of our own website as well as relevant external sites to create a one-stop-shop of information for Competition in Connections, connections delivery and introductory information for new customers and stakeholders. If there is any further information you would like to see included in these packs, let us know by contacting connectionsfeedback@sse.com.

"A very comprehensive and informative view of the connections process from development, application, delivery and on to energisation. All the necessary information can be readily accessed with guidance and support available for clarification, if required"

DG stakeholder (email, 2022)

Completed
NOVEMBER 2021

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.04	<p>FAQ for Housing Developers</p> <p>We will create a frequently asked questions (FAQ) document for Housing Developer stakeholders</p>	FAQ published			◆			Q2	✓

MEDIUM PRIORITY

Driver

Stakeholders requested an FAQ document at the Stakeholder Group Forums in 2020/21. This suggestion was brought to our CCSPs where it was voted as one of the top ideas.

 [Housing Developer FAQ](#)

Output & Outcome

Our Housing Developer FAQ was co-created with our stakeholders. Through our one-to-one meetings, surveys, emails and wider engagement we asked housing developer stakeholders which questions they thought would be most important to include in an FAQ document. We also approached our Subject Matter Experts within SSEN to produce a list of questions asked most frequently by our stakeholders. This resulted in the creation of the FAQ for Housing Developers. If there are any further questions you would like to see included in this FAQ, let us know by contacting connectionsfeedback@sse.com.



“The new FAQ section for developers is a great step forward with much more of a detailed level of information being provided. This is a result of a collaborative approach, which helps the early engagement when reviewing new opportunities. The level of questions are much more succinct with clear answers and guidance on next steps etc. It has certainly helped across the new build developer community”

Housing Developer stakeholder (email, 2022)

 Completed
SEPTEMBER 2021

LOOKING BACK IN DETAIL
CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.24	Unmetered Inventory Process Video We will create a tutorial video on how to carry out the Unmetered inventory process to improve clarity around requirements and responsibilities	1 video created Video published on YouTube		◆	◆		◆	Q3	✓

Driver

Stakeholders requested a video on the unmetered inventory process at the Unmetered Improvements webinar in August 2021. This was added to our 2021-22 workplan as one of the additional commitments in October 2021, for delivery in Q3.

Unmetered Inventory Video

47 views
between December 2021 - March 2022

Output & Outcome

The unmetered inventory video, published in December 2021, provides an overview of what an unmetered inventory is, why it's required and the steps customers and stakeholders need to take to submit an inventory of their unmetered assets to us. This is a necessary step in the Unmetered connections journey. The video contains the references to sources of information published on SSEN and external websites providing all the required information to make the Unmetered connections journey as efficient and easy as possible for our customers and stakeholders.



"The video produced to help stakeholders understand the unmetered process, has value from several perspectives. From the viewpoint of an ICP undertaking unmetered connections for our customers, the content of the video is ideal for explaining the requirements, particularly for the less experienced customer. We are often asked to explain MPANs to our customers and given the explanatory nature of the video, we could essentially use this to help make that process more consistent."

ICP stakeholder (email, 2022)



Completed
DECEMBER 2021

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.05	<p>Commercial Policy Changes We will engage on various components of commercial policy changes affecting customers, e.g. Queue Management</p>	<p>Number of policy changes engaged on recorded Feedback gathered Number of stakeholders engaged with recorded</p>	◆	◆	◆	◆	◆	Q4	✓

HIGH PRIORITY

Driver

Stakeholders requested more engagement on changes to commercial policies at the CCSPs in 2021, where it was voted as one of the top ideas.

Output & Outcome

Throughout the year, we have engaged on a variety of commercial policy changes including:

- Requotes

In July at our Stakeholder Group Forums, we asked our stakeholders for their feedback on the proposed new approach for requotes. Stakeholders were happy with proposed changes to retain job reference numbers and for the removal of transferring funds.

- Contracted Parties

In December 2021, we issued our proposed changes to the Contracted Parties procedure along with a survey inviting stakeholders to provide their feedback. In response, stakeholders said they were happy with the new approach.

- Part-Funded Reinforcement (PFR) Trial

In November 2021, we held a workshop with the parties involved in the completed PFR trial. Discussions revolved around how future trials could be improved, however it was noted that customers would recommend the trial to others.

- Queue Management

In June 2021, we updated our procedures for Queue Management following ENA's consultation and implementation plan. Although this change was industry-led, we still asked our customers to provide feedback on the clarity of the process and information available on our website. Feedback received stated the information provided was clear and well presented.

As an overall result of this commitment, we have seen increased engagement on upcoming policy changes and positive feedback relating to those changes. This engagement has not only allowed our customers to voice their views on the proposed modifications, but also prepare and adjust their processes in line with our new policies.



Completed
JANUARY 2022

LOOKING BACK IN DETAIL
CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.06	<p>Internal Procedures We will improve our internal procedures to make it easier to identify and communicate with contracted parties and consultants/third parties</p>	<p>Application forms improved Internal systems improved Feedback gathered</p>	◆	◆	◆	◆	◆	Q4	✓

MULTIPLE HIGH PRIORITY

Driver

Stakeholders requested a review of our procedures relating to contracted parties and consultants/third parties via various channels in 2021, such as emails and meetings. This suggestion was brought to the CCSPs and voted one of the top ideas.

Contracted Parties

Output & Outcome

Looking at the feedback previously received on the topic, we created a new approach proposal. This was shared with stakeholders who provided us with their feedback on the approach. Following this, we have redeveloped our approach to allow customers more flexibility to manage the flow of information on a job. The basic concept of the new approach is to identify the Key Contacts involved in a job, namely:

- The end customer (land owner, occupier, IDNO, etc.)
- The main contact (manages all technical and commercial matters)
- The payer (manages all financial matters)

Each of the above Key Contacts can be a single contact or a company, thereby allowing multiple people to be the contracted party in question, without the need for a Novation.

Our online and offline application forms and processes have been updated to reflect this, as has our internal systems.



"It makes sense to me to have these allocated contacts"
DG stakeholder (email, 2022)

Completed MARCH 2022

LOOKING BACK

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/DNO	Target	Status
21.07	Connections Meetings We will streamline how customers can request connections meetings	New process implemented	◆	◆	◆	◆	◆	Q1	✓

Driver

Feedback throughout 2020-21 told us that the process of getting a Connections Meeting could be made easier. This idea was brought forward to our CCSPs in October 2020 and voted one of the top ideas.

Online Meeting Request Form

Connections Meetings leaflet

308 Connections Meetings held

Output & Outcome

A new meeting request form has been created and published on our webpage with an event calendar in order to simplify the process of requesting a connections meeting. The request can now be made online and aims to collect as much information as possible about the customer’s project to allow us to prepare for the meeting and ensure appropriate representation from SSEN.

This aids both customers and SSEN staff in creating a one-touch approach for those who already have a firm idea of what they wish to discuss.

Completed **JUNE 2021**

Added Extra
Connections Meetings leaflet updated to reflect the new process with a link to the meeting request form

"I think this offers much greater flexibility"
Stakeholder Group Forums, 2021

LOOKING BACK IN DETAIL
CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.08	<p>New Website</p> <p>We will launch our new Connections website to create a further enhanced online experience in collaboration with our customers and stakeholders. This will include improved search functionality, customer journey mapping and will enable future capabilities on emerging technologies</p>	<p>New website launched</p> <p>Feedback gathered</p>	◆	◆	◆	◆	◆	2022-23	✓

Driver

Feedback at the Stakeholder Group Forums and CCSPs in 2020-21 told us that our website needed to be enhanced. We recognised the scale of such a project and added this to our 2021-22 workplan as a long-term commitment for completion in 2022-23 to ensure we had sufficient time and opportunity to make substantial and meaningful changes.

[SSEN new website](#)

Output & Outcome

Since the start of 2021, we have worked on mapping and reviewing all content on our old website, identifying which elements needed to be transferred, updated or removed. Throughout 2021-22 we have sought feedback from our customers on proposed improvements to the website.

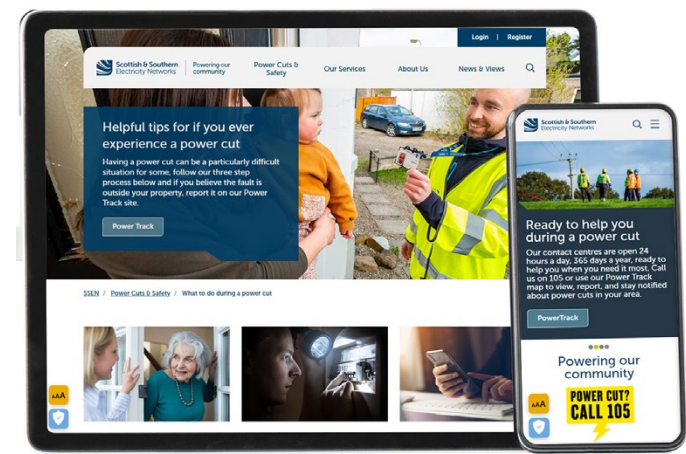
In March 2022, we launched the new website with more updated architecture to support future capabilities of emerging technologies. We intend to review the functionality and look of the website with our customers at the Stakeholder Group Forums in 2022 to seek their endorsement and ensure that any further feedback is included in the final product.

The website is now journey-based, meaning that all information pertaining to specific connection types is available from one location. The search function has been improved to allow users to find what they need quickly. To make it easier for new customers and inexperienced users, we included a description of what information can be found and where it is on the website.

Finally, we also took steps to ensure our website is easy to use on a variety of devices, all while remaining the top DNO for web accessibility. Going forward, we will also continue to seek feedback to further improve our website as it develops.

Long-term commitment

For completion in Q1 2022-23



LOOKING BACK

LOOKING BACK IN DETAIL
CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/DNO	Target	Status
21.09	Connections Journey Videos We will create connections journey videos to help customers understand their connections journey	Six videos created: <ul style="list-style-type: none"> Quotation types & COE EVs & Heat Pumps Competition in Connections 	◆	◆	◆	◆	◆	2022-23	✓
		<ul style="list-style-type: none"> Flexible Connections G99 Project Progression 							

Driver

Stakeholders requested more videos via several engagement routes in 2020-21, including the Stakeholder Group Forums. This suggestion was brought to our CCSPs and voted one of the top ideas. Due to the implications of other ongoing work, such as commitment 20.08 to improve the website, we recognised the scale of such a project and added this to our workplan as a long-term commitment for completion in 2022-23.

[SSEN YouTube](#)

Output & Outcome

In April 2021, we committed to making six connections journey videos:

- Quotation types & COE
- Project Progression
- Flexible Connections
- EVs & Heat Pumps for Domestic customers
- Competition in Connections
- G99

To date, we have published videos on Quotation Types & COE and Project Progression (one for SHEPD and one for SEPD licence area). The remaining videos are in various stages of the process; Flexible Connections and EVs & Heat Pumps are currently being animated by animation company SpeakEasy, Competition in Connections is currently being drafted. The video on G99 is awaiting industry and policy decisions before it can be progressed.

Following stakeholder feedback, in April 2022 we committed to making an additional two videos relating to:

- Distribution Network Operator (DNO) and Transmission Operator (TO) crossover
- Pinch-points for Flexibility



For completion in **Q4 2022-23**

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/DNO	Target	Status
21.25	<p>Heat Maps Redvelopment</p> <p>We will redevelop our heat maps to make them easier to use and navigate for all stakeholders</p>	New heat maps launched Feedback gathered	◆	◆	◆	◆	◆	2022-23	✓

LOOKING BACK

Driver

Stakeholders requested improvements to our heat maps at the CCSP in October 2020. This suggestion was voted one of the top ideas.

Heat Maps



Output & Outcome

Throughout 2021-22, feedback received told us that our heat maps could be improved by making them more understandable to new and inexperienced customers and stakeholders.

In May 2022, in conjunction with our new website, we launched our new heat maps. We have worked with industry experts, Open Grid Systems (OGS), to develop an updated and improved heat map that is more user-friendly and intuitive in look and function to customers and stakeholders of all knowledge levels.

We are also involved in Ofgem’s Long Term Development Statement (LTDS) working group which aims to develop additional data functionality and align all DNOs’ heat maps. We will continue to monitor feedback on our heat maps and ensure this is brought to the working group for consideration.

Long-term commitment

Completed May 2022

"I do however very much like the new format it is presented in showing the primaries being linked to the BSPs"
DG stakeholder (email, 2022)

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/DNO	Target	Status
21.10	Empowered to Care Our connections business will take part in our customer service programme, Empowered to Care, with the aim to improve our connections customers' experience	First module of programme completed	◆	◆	◆	◆	◆	Q4	✓

Driver

Feedback at key events such as CCSPs, Expert Panels and the ICE Consultation in 2021 told us we needed to refresh our focus on customer service. This suggestion was voted one of the top ideas at the CCSPs.

Output & Outcome

All Connections staff at SEN have completed the first module of our customer service programme, Empowered to Care. The course has provided solid foundations on effective communication with different types of customers.

We have also implemented a commitment for 2022-23 to further this and ensure all connections staff complete all modules of the first phase of the Empowered to Care programme to equip them with the necessary skills and knowledge to provide the best possible customer service.

The Empowered to Care customer service programme is something we plan to continue to follow throughout RIIO-ED2 as we believe customer service is not something one can ever "finish".



"We identified that there was both a skills and knowledge gap when it came to delivering a consistent and exceptional level of customer service. In response to that, we developed our Empowered to Care training programme, in conjunction with the Institute of Customer Service, and I'm proud to say that every member of staff in our Connections business has embarked on the programme. In addition to improvements in customer satisfaction and a reduction in complaints, the 3 Cs – Culture, Care and Consistency - will be a measure of success, ensuring we create a customer obsessed culture providing a truly world-class customer service."

Lisa Doogan
Head of Customer Service and Stakeholder Strategy

Completed
MARCH 2022



LOOKING BACK IN DETAIL
CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.11	Customer Impact Assessment (CIA) We will introduce a Customer Impact Assessment (CIA) to clearly assess how our business changes impact customers to ensure we add value	Customer Impact Assessment (CIA)	◆	◆	◆	◆	◆	Q1	✓

Driver

In 2020-21 it was brought to our attention that we should consider the impact our business changes on the different types of customers we serve and their activities. This suggestion was brought to our CCSPs where it was voted as one of the top ideas.

Output & Outcome

Since April 2021, any team within SSEN Connections involved in business change has been required to carry out a Customer Impact Assessment whenever a change is planned. This covers changes to policy, process changes, system changes, ICE commitments, website changes and more.

The Customer Impact Assessments were brought in to actively consider and review the impact our business changes have on our customers and stakeholders and their activities ahead of implementation. Where impact is identified, we open communication channels with relevant stakeholder groups prior to making a decision on implementing the change.



Completed
APRIL 2021

"It helps provide some clarity prior to the change"
Anonymous (Stakeholder Group Forums, 2021)



Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.12	<p>Minimum Requirements</p> <p>We will improve clarity to customers and stakeholders on minimum requirements at application stage</p>	<p>Website updated</p> <p>Stakeholders notified</p>	◆	◆	◆	◆	◆	Q2	✓

HIGH PRIORITY

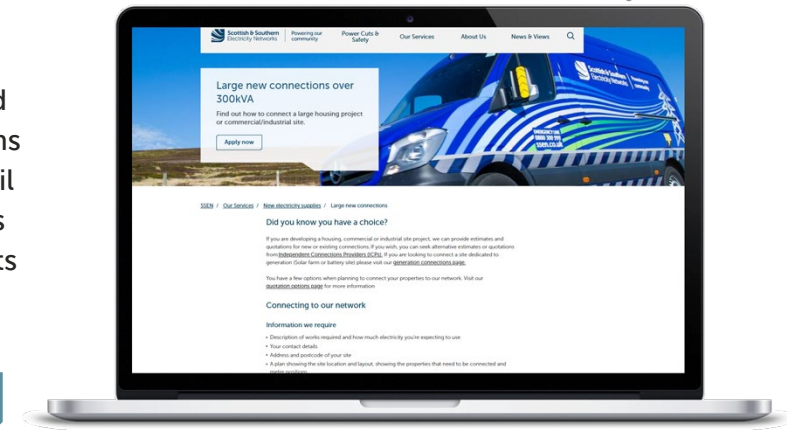
Driver

Through various engagement channels, we received feedback in 2020-21 that the minimum requirements for a competent application could be made clearer.

This suggestion was brought to our CCSPs where it was voted as one of the top ideas.

Output & Outcome

We created clear guidelines for what constitutes minimum requirements for a competent application. These were published in the form of a checklist for each connections journey. Upon completion, we issued an email notification to our customers to advise of this change. The following minimum requirements checklists are available on our website:



Generation Connections

Unmetered Connections

Up to Four Connections

Moving Your Supply

Five or More Connections

Competition in Connections

Large Commercial/Industrial Connections

Completed
AUGUST 2021

LOOKING BACK

LOOKING BACK IN DETAIL CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/DNO	Target	Status
21.13	Queue Management We will implement enhancements to our guidance on queue management in line with concurrent ENA work	New process implemented Quotation letters updated Amendments to website implemented	◆	◆	◆	◆	◆	Q2	✓

Driver

This commitment was industry-led following ENA's Open Networks project to improve the existing Queue Management process. This suggestion was brought to our Expert Panel where it was reviewed and approved.

 Queue Management

 Completed
AUGUST 2021

* Tolerance is applied in instances where projects experience delays to allow customers the opportunity to get their project back on track.

Output & Outcome

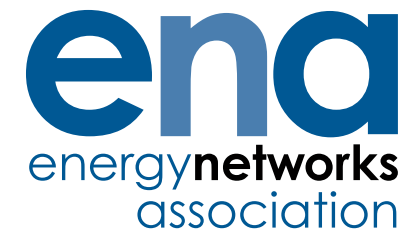
The changes implemented apply to generation projects where a transmission impact assessment is required, and to all projects at Extra High Voltage (EHV).

Following ENA's consultation on Queue Management, they published an [Open Letter](#) and [Implementation Plan](#) outlining the changes required from Distribution Network Operators (DNOs). We have amended the information on our website and updated our quotation letters to reflect the changes to the process specified in the ENA's Implementation Plan, including introducing a new milestone which demonstrates that the project has the necessary commitment in order to proceed, and website changes to customers' online account to allow them to monitor and track project milestones. We also published a customer journey map which details the end-to-end journey for a project in the connections queue, complete with milestones to provide transparency and clarity of the process.

+

Added Extra

We automated milestone reminder emails. These are now being produced and sent out at pre-determined intervals as the milestones age, including notifying customers when they are into tolerance.*



Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.14	Unmetered Improvements Workshop We will conduct a stakeholder-led Unmetered process improvement project	Feedback gathered Improvements and next steps identified		◆	◆		◆	Q2	✓

Driver

Stakeholders requested improvements to the Unmetered connections journey at the Stakeholder Group Forums in 2020-21. This suggestion was brought to our CCSPs where it was voted as one of the top ideas.



"Best DNO for engagement and improvements"

Anonymous (Unmetered Improvements Workshop, 2021)

Output & Outcome

We hosted an Unmetered Improvements Workshop in order to gain an overview of which improvements customers and stakeholders wished to see us make to the Unmetered connections journey. The session produced a list of ideas for improvement, such as:

- Asking housing developers if they want to submit unmetered along with demand application
- Improve the website
- Standard email template with links to information
- More information on technical inventory
- Reduce whereabouts notice

As a result of feedback gathered at this workshop, and subsequent discussions at our CCSPs, we have created a video for the unmetered inventory process and reduced whereabouts notice. The remaining ideas were reviewed as we investigated potential ICE commitments for 2022-23 and will be completed as part of our 2022-23 long-term commitments (website improvements and email templates). We have also committed to asking housing developers upon application whether they also require unmetered supplies under commitment 22.12.

+ Added Extra

As a result of feedback gathered at this session, we reduced the whereabouts notice for ICPs and IDNOs from 10 to a minimum of five working days.

24 attendees

95% Very/Extremely Useful

9/10 engagement score

Completed AUGUST 2021

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.15	<p>Part-Funded Reinforcement workshop</p> <p>We will host a workshop to review the completed Part-Funded Reinforcement (PFR) trial and map out potential improvements</p>	<p>Workshop held</p> <p>Review findings and next steps published</p>					◆ Q3	✓	

HIGH PRIORITY

Driver

Stakeholders requested a review of the completed PFR trial at various engagement sessions in 2020/21. This suggestion was brought to our CCSPs and voted one of the top ideas

Output & Outcome

In November 2021, we hosted the PFR Trial Review Workshop with the ICP and IDNO who took part in the trial as well as our ICP/IDNO Expert Panel members.

We provided an overview of the background, proposal and the projects under trial before moving into a lessons learnt discussion. Due to low uptake of the trial with only two projects taking part in our SEPD area, the feedback from customers was that the trial opportunities could have been shared more widely amongst stakeholders which could have helped to identify more suitable projects to take part in the trial. It was also noted that improvements could be made to the initial phase of setting up projects. The overall experience was positive and both customers told us it was a valuable experience. A [report](#) was published including the review findings and next steps.

In addition, a thorough report outlining the trial including the findings from this workshop and any potential improvements for further trials will be published once the final project under the trial is completed.



100%
Very/Extremely Useful

 Launched
NOV 2021

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.16	<p>Requotes We will improve our requote process</p>	<p>New procedures implemented Guidance document updated</p>	◆	◆	◆	◆	◆	Q1	✓

HIGH PRIORITY

 **Driver**

Stakeholders requested improvements to our requote process at the Stakeholder Group Forums in 2020/21. This suggestion was brought to our CCSPs and voted one of the top ideas.

 [Variations and Requotes guide](#)

 Completed
APRIL 2021

 **Output & Outcome**

We reviewed the feedback we had received with regards to customers wishing to retain job numbers and reduce the time it takes to obtain a requote. Consequently, we ran a trial implementing these changes to our process for requotes.

Where a job required a major change and the contestable works on the project had already started, we quoted instead of raising a new job, keeping the original job reference number. This meant that customers received their revised quotations in a more timely manner. A major change constitutes changes to Point of Connection (POC) location, voltage or non-contestable costs.

Where it was necessary to raise a new job, the new process allowed us to raise a new version of the existing job, retaining the original job reference number. This also removed the need to transfer funds from the old job to the new job.

The trial was successful and implemented for Minor Connections, however at the end of the trial it was discovered that our current system architecture does not support these new changes for Large and Major Connections having a negative impact on other processes. As a solution, we have included this specification in the new system which we are planning to transition to by the 1st April 2023.

LOOKING BACK IN DETAIL CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.17	Refunds We will improve our refunds process	Improvements implemented to: <ul style="list-style-type: none"> • Information • Communication • Internal process • Internal training 	◆	◆	◆	◆	◆	Q1	✓

Driver

This commitment stems from a previous commitment from 2020-21, 20.13 which was to review the process for reconciliation of costs on connections projects. For more information on this, see our Looking Back/ Looking Forward report for 2020-21. In this year's commitment, we actioned the findings from the review of the previous commitment to speed up the refund process and improve the availability and consistency of information provided to customers.



Completed

JUNE 2021


[Refunds Page](#)

Output & Outcome

Information – we updated our website to provide updated and extended information to our customers on refunds; when and why refunds are issued, the optimal payment method in order to expedite the refund process and approximate timelines customers can expect.

Communication – we communicated the improved process to our customers to provide clarity around this.

Internal process – improvements were made to our internal process to make it more straight forward and efficient to allow refunds to be processed in a timely manner

Internal training – the improvements to the process were communicated to all connections staff to ensure they're equipped with the necessary knowledge when dealing with refund queries from customers. Targeted training was also provided to Account Managers as they are the main point of contact for customers.



Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.18	<p>EV and Heat Pump Online Calculator</p> <p>We will create an online calculator for EV and Heat Pump diversity factors</p>	Digital calculator created		◆	◆	◆	◆	2022-23	✓

Driver

Feedback at the Stakeholder Group Forums in 2020-21 told us that our quotation letters could be improved in order to make them clearer to customers of all knowledge levels. Due to this commitment's dependency on the new website and the associated timescales, we added this to our 2021-22 workplan as a long-term commitment for completion in 2022-23.

Demand calculator - SSEN

Output & Outcome

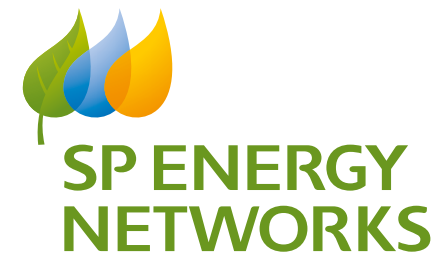
We have created a calculator for demand applications with specific focus on EV charging point and heat pump diversity factors. The conceptualisation of this calculator was conducted in collaboration with Scottish Power Electricity Networks (SPEN) and SSEN's Expert Panel.

The calculator determines, based on some basic information such as the number of properties, heating type, number of EV charging points, etc, how much electricity is required for the project. It also diversifies the estimated load and notifies the customer which information they need to provide upon application to allow us to design the connection.

We intend to review this calculator with our customers at the Stakeholder Group Forums in 2022 to seek their endorsement and ensure that any further feedback can also be included in the final product.

Completed
May 2021

Long-term commitment



LOOKING BACK IN DETAIL
CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.19	<p>Local Capacity Sessions</p> <p>We will host local capacity engagement sessions, partnering with Local Energy Scotland and the Energy Hubs to improve insight and support to Local Authorities and Community Energy Groups on their developing local network plans</p>	Local capacity engagement sessions hosted Feedback gathered		◆				Q4	✓

HIGH PRIORITY

 **Driver**

Stakeholders requested more local engagement for Local Authorities and Community Energy Groups at the Stakeholder Group Forums in 2021. This suggestion was brought to our CCSPs and voted one of the top ideas.

 **Output & Outcome**

Throughout Q4, we have hosted 12 Local Capacity Sessions covering our SEPD and SHEPD licence areas. The sessions were developed in conjunction with Expert Panel members Energy Hub UK for the SEPD sessions and Local Energy Scotland for the SHEPD sessions.

During the engagement sessions, we discussed flexible solutions as an alternative to reinforcement as well as the impact of Low Carbon Technologies (LCTs) on the electricity network. We then heard from Energy Hub UK or Local Energy Scotland about their role in the journey and what assistance they can offer. Finally, we looked at specific local areas to confirm capacity available at particular GSPs, areas where reinforcement is required and currently planned reinforcement works which provided the attendees of the sessions with important details for the development of their local network plans.

 **12 sessions hosted**



"That's really helpful, thank you very much. Debbie, Sian & Connections team & SSEN engage very well with stakeholders and I do find these sessions really helpful."

Local Authority stakeholder (Local Capacity Session webinar, 2022)

LOOKING BACK

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.20	Technical Policy on EV Chargers We will host a webinar on our current technical policy on EV chargers with the aim to inform and educate whilst responding to customer needs and ensuring our policy is fit for purpose for the future	1 webinar hosted Webinar recorded & published on YouTube	◆	◆	◆	◆	◆	Q4	✓

Driver

Stakeholders requested a webinar to explain our technical policies on EV chargers at various engagement sessions in 2020-21. This suggestion was brought to our CCSPs and voted one of the top ideas.

SSEN on YouTube

G81 Library

Output & Outcome

We hosted a webinar on our current technical policy on EV chargers in order to inform and educate our customers and stakeholders on the details of technical design and installation of EV chargers to comply with our standards. During the webinar we also engaged on a proposed additional policy relating to assessment of load enabling EV charger installation. We received valuable feedback from customers and ensured that the additional policy document covered the areas discussed at the webinar.

We recorded and published a video of the webinar to our YouTube channel.

"Really positive step forward"
Anonymous (Technical Policy for EV Chargers webinar, 2021)

+
Added Extra
EV/HP button on G81 library
New policy document published:
Assessment of Load in Domestic Properties to Enable the Installation of Electric Vehicle Chargers

68 attendees

8.8/10
engagement score

Completed
AUGUST 2021

LOOKING BACK IN DETAIL
CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.26	Electric Vehicle (EV) & Heat Pump Bulk Application Portal Webinar We will host a tutorial webinar with installers on our bulk application portal for electric vehicles and heat pumps	Webinar held Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q4	✓

Driver

Stakeholders requested more information about our EV and Heat Pump bulk application portal via meetings in the latter part of 2021-22. We therefore added this commitment in October 2021 to our workplan.

October commitment



Completed
MARCH 2022

EV and Heat Pump Application Portal

Output & Outcome

We hosted the Electric Vehicle and Heat Pump Bulk Application webinar in March 2022. At the session, we discussed the discrepancy between the predicted number and the actual higher number of EV and Heat Pump applications received in 2021-22. This has prompted us to make the application process for EV charge points and Heat Pumps convenient and timely by digitalising and automating the process where possible. We showcased, step-by-step, how the portal works and what to expect at the end of the process, as well as next steps.

The recording of the webinar is available on our YouTube channel, and we have also set a commitment for 2022-23 to produce an in-depth tutorial on this portal.

8/10
overall engagement score

95%
Very/Extremely Useful

76%
of stakeholders highly likely to use online portal following webinar



"Very timely especially with the BEIS Heat Pump Ready Programme: Developing Technology & Tools Ofgem CIF funding"

Commercial, Industrial & Consultant stakeholder (email, 2021)



Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/DNO	Target	Status
21.21	Industry Standard on Flexibility Services We will adopt the updated industry standard agreement on flexibility services, which will cover both DNO and National Grid ESO services	Industry standard agreement adopted Stakeholders notified	◆	◆	◆	◆	◆	Q3	✓

Driver

Stakeholders requested industry standard adherence at the Flexible Connections webinar in 2020/21. This suggestion was brought to our Expert Panels and voted one of the top ideas.

Flexible solutions document library

Completed
DECEMBER 2021

Output & Outcome

In December 2021, we adopted the latest version of the ENA’s Industry Standard Agreement for Flexibility Services. The new version has been used in all new Constraint Managed Zone (CMZ) releases from the adoption date onwards. A notification of this was issued to customers upon completion.

“Really impressive that you are pushing on flexible connections and continuing engagement”
Anonymous (CCSP, 2021)



LOOKING BACK

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.22	<p>Timeline for Publication of New Technical Policies</p> <p>We will create a timeline for the publication of new technical policies to raise awareness of the policies customers may want to consult on</p>	Timeline published on website	◆	◆	◆	◆	◆	Q1	✓

HIGH PRIORITY

LOOKING BACK

Driver

Stakeholders requested a timeline for new policies at the CCSPs in 2020/21. This suggestion was voted one of the top ideas.

[G81 Library](#)

Completed **JUNE 2021**

Output & Outcome

The timeline for the publication of new technical policies was added to our G81 library in June 2021. It lists titles of all new technical policies we are working on and the anticipated completion and publication dates of those policies. This was implemented to raise awareness of the new technical policies customers may wish to comment on or obtain more information about. Once the policy documents are published on the G81 library they are removed from the timeline. We regularly update the timeline with new drafted documents and relevant dates.

+ Added Extra

The following associated documents have been updated to incorporate the change and further streamline the process:

- Documents for use by Third Parties: Commenting on and Publishing of SSEN Public Documents
- Comments Form for SSEN Documents

“Always good to be able to know what is happening and if relevant have the opportunity to comment”

Anonymous (Stakeholder Group Forums, 2021)

LOOKING BACK IN DETAIL
CONTINUED

Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target	Status
21.23	Battery Storage Technical Policy We will develop a battery storage technical policy for consultation on our G81 library to recognise the developments in battery storage and their potential role in reaching net zero	Battery storage policy consultation published	◆	◆	◆	◆	◆	Q4	✓

Driver

Stakeholders requested a battery storage policy via various channels in 2020/21. This suggestion was brought to our CCSPs and voted one of the top ideas.

[G81 Library](#)

Completed
MARCH 2022

Output & Outcome

Following requests from stakeholders, we have developed, consulted on and published on our G81 library a battery storage technical policy. This document is titled: Enabling Battery Energy Storage Systems to be connected to the SSEN Network at all voltages – Design Standard.

This document provides the technical guidance applicable to the design of, and requirements for, the SSEN Distribution network to permit connection of Battery Energy Storage Systems (BESS). It covers installations to G98 and G99 for domestic dwellings, and commercial and industrial applications at voltages from 230/400 V to 33,000 V.

"Definitely the way forward"
Anonymous (Stakeholder Group Forums, 2021)



LOOKING BACK



YOU SAID, WE DID/ARE DOING - CONNECTIONS CUSTOMERS

Pre-Application



EV Guide & Webinar for Fleet Operators

Following feedback requesting more support for less knowledgeable customers, we hosted a joint webinar with Scottish Power Electricity Networks (SPEN) in March 2022 on the launch of our joint guide Connecting your EV Fleet – A guide for Fleet Operators.

The guide and webinar sought to ensure fleet operators are equipped with the necessary knowledge to enable them to electrify their fleet in order to meet net zero goals. The webinar was attended by 86 stakeholders, 80% of whom reported that their understanding about how to assess their future charging infrastructure requirements had improved following the webinar, and 100% of whom found the webinar either very or extremely useful.



[Click to view](#)

Application



Revalidation extensions

In April 2021, in response to stakeholder feedback we released an update to our website and online application system which allows customers who have applied online to request a revalidation or extension (where applicable) to their quotation online.

Generation Application trial (SEPD)

In September 2022 at the CCSPs customers told us they would like someone with sufficient technical understanding to review a connection when they are submitted to obtain any missing or unclear information from the customer before our Designers start working on them. In October 2021, we initiated a trial in our SEPD licence area where a technical checker reviewed all Generation connection offers upon submission of application. The trial is now concluded and we are currently reviewing the feedback and success criteria. These findings will be included in commitments 22.03 and 22.04 for implementation in 2022-23.

G100 Applications

Following stakeholder feedback, in June 2021 we introduced a change to the way we review G100 requirements for job competency. Where we receive applications without a G100 form and we believe one may be required, we contact the customer to discuss our findings, including background information on the G100 process and ask them to clarify their requirements. The customer's response is then passed to our Designers who review the connection requirements and design the job accordingly. Historically we have waited for the customer's response before progressing their application, however we now progress the job to avoid any unnecessary delays to the application process.

YOU SAID, WE DID/ARE DOING - CONNECTIONS CUSTOMERS CONTINUED

Application

Budget estimates

In December 2021 we introduced a further level of efficiency and transparency into our process for providing budget estimates for Distributed Generation applications. Since December, when receiving an application requesting budget estimates for multiple options at a single DG site, we review the application to see if there is a different combination of options that would allow the customer to better understand their connection options. If a solution is found, we'll contact the customer and explain the process, the adjustments we think they should make and why.

If the customer agrees with our proposal, we'll make the necessary changes to their application and proceed accordingly. Otherwise, we process their original application as submitted. This has resulted in an approximate reduction of 45% of budget applications being raised, most of which were duplicates, which means a reduction in administrative tasks for customers and staff. Since bringing in this change, customers have reported that it is now much more clear and transparent what is and isn't included in a budget estimate.

Design

132kV Technical Policy

In response to stakeholder feedback, we have been working on creating a Cable Design and Installation for 132kV Cable Systems technical policy. The document will cover the minimum requirements for 132kV cable system installations applicable for the works carried out by SSEN, ICPs and external contractors involved in the installation of 132kV single core cables, associated joints and accessories on the SSEN network. This is currently in consultation on our website for customers and stakeholders to comment on.

Delivery

Reduced Whereabouts Notice

At our Unmetered Process Improvement webinar in August 2021, stakeholders told us that they wanted the current whereabouts notice of a minimum of 10 days shortened. As of September 2021, this has been implemented and the new timeline for whereabouts notice is now a minimum of five days. The process to request the notice of works remains the same.



"That's good news and will make life a lot easier"

Unmetered stakeholder, September 2021 (Email)

Engagement

EVHP Portal for Bulk Applications

In March 2022 we hosted a webinar for installers on our upcoming electric vehicle and heat pump portal for bulk applications. We have since launched the portal in April 2022. The new portal, which has been thoroughly tested by stakeholders, can now be accessed via our webpage. Applications submitted via this portal are automatically assessed, and if required, details for next steps are provided. To find out about the benefits of applying online, you can watch the video of the webinar on our YouTube channel. We will also produce a video tutorial of how to use the new portal under commitment 22.05 in 2022-23.



EV Connections - SSEN



YOU SAID, WE DID/ARE DOING - CONNECTED CUSTOMERS

Further to the information in our Half Year Update in October 2021, the below is a continuation of the business as usual improvements for our connected customers. Although these developments do not fall within the scope of ICE, we understand that customers would like to see this information presented in one place.

Outage Portal

Although the launch date of the outage portal was pushed back due to winter storms at the beginning of 2022, we are pleased to report that the DER Customer Portal was launched in March 2022. A drop-in webinar was hosted by our Outage Planning and IT teams shortly after the launch which provided customers the opportunity to visit the portal and raise any queries around accessing this service. This portal gives connected customers a holistic view of upcoming outages and allows everyone to share related information. All outages impacting connected generation customers are now being communicated via this portal.

Connected DG Forums – SHEPD

At the DG Forums for connected customers in March 2021, stakeholders asked for more localised engagement focusing on upcoming major projects and reinforcement which might impact their sites. In September 2021, we trialled a new approach based on this feedback and hosted Regional DG Forums and invited staff from Capital Network Investments and Project Management teams to present on projects in construction and development across the north of Scotland. The Regional DG Forums were well received and we have been asked to provide further opportunities to engage in this space. We are currently developing our engagement schedule for 2022-23 based on this and will keep stakeholders informed of progress.



HOW WE DEVELOPED OUR 2022-23 WORKPLAN

We developed our 2022-23 workplan of commitments by following our established engagement model, gathering feedback at all three tiers of engagement and passing this through the engagement loop.

At our Stakeholder Group Forums in July 2021, we asked stakeholders to identify which improvements they wanted to see us make.

At the CCSPs in September 2021, we presented stakeholders with all feedback gathered at the Stakeholder Group Forums and all other engagement and asked them to prioritise which of the ideas for improvements were most important. This produced a list of the top 32 ideas considered to be of the highest importance to our stakeholders.

The Connections Leadership team reviewed this feedback and proposed 17 potential commitments to our Expert Panel in March 2022, in addition to the six long-term commitments from 2021-22 which received 100% agreement.

Out of the 17 new commitments proposed:

- 13 received 100% agreement
- Two received between 93-94% agreement
- Two received between 62-67% agreement

In addition to the six long-term commitments, we have proceeded with the 13 commitments that received 100% and the two commitments that received between 93-94% agreement in our workplan for 2022-23, making our total number of commitments 21. The remaining two improvement ideas continue to be investigated and we will keep stakeholders updated on these.

Commitment origin



Commitment priority from CCSP



Engagement with **1,183** stakeholders

Produced **32** top voted ideas

Top **32** ideas categorised into High/Medium/Low priority

Which led to **17** proposed commitments

15 commitments taken forward as well as 6 long-term commitments from 2021-22

Resulting in **21** commitments set in our 2022-23 workplan

2022-23 OUR WORKPLAN

Q1: Apr-Jun Q2: Jul-Sept
Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target
CUSTOMER SERVICE & COMMUNICATION	Communicating with Customers	21.01*	We will co-create standard communication email templates with stakeholders	Templates launched for all Connection job types	◆	◆	◆	◆	◆	Q4
		21.02*	We will work with Plain English on how to further make our quotation letters clearer to customers of all knowledge levels	Quotation letter proposals created and discussed with stakeholders for Demand, Unmetered, Generation and Competition in Connections	◆	◆	◆	◆	◆	Q4
		22.01	We will host a webinar on Ofgem's Significant Code Review (SCR) following the issue of their final decision anticipated for April 2022. The webinar aims to inform stakeholders of the changes and their likely impact	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q2
	Customer-first Culture	22.02	Our connections business will complete the remaining modules of phase one of our customer service programme, Empowered to Care, with the aim to improve our connections customers' experience	Six modules of phase one completed	◆	◆	◆	◆	◆	Q4
		22.03	We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Large Connections with the view to creating a mobilisation plan for implementation of changes	Partnership created Mapping completed	◆	◆	◆	◆	◆	Q4
		22.04	We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Major Connections with the view to creating a mobilisation plan for implementation of changes	Partnership created Mapping completed	◆	◆	◆	◆	◆	Q4
	Digital Journey	21.08*	We will launch our new Connections website to create a further enhanced online experience in collaboration with our customers and stakeholders. This will include improved search functionality, customer journey mapping and will enable future capabilities on emerging technologies	New website launched Feedback gathered	◆	◆	◆	◆	◆	Q1
		21.09*	We will create connection journey videos to help customers understand their connections journey	Eight videos created: Quotation types & COE EVs & Heat Pumps Competition in Connections Flexible Connections G99 Project Progression Pinch Points for Flexible Connections DNO & TO crossover	◆	◆	◆	◆	◆	Q4

* Long-term commitments

2022-23 OUR WORKPLAN

Q1: Apr-Jun Q2: Jul-Sept
Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target
CUSTOMER SERVICE & COMMUNICATION	Digital Journey	21.25*	We will redevelop our heat maps to make them easier to use and navigate for all stakeholders	New heat maps launched Feedback gathered	◆	◆	◆	◆	◆	Q1
		22.05	We will create a tutorial on how to use the online EV and Heat Pump application portal to show cusomters how to use it, raise awareness of this facility and highlight its benefits	1 tutorial created Tutorial published on YouTube		◆	◆	◆	◆	Q3
		22.06	We will provide a demonstration on recent updates to our Geographical Information System: Electric Office (GIS EO) and an overview of further improvements in the pipeline to highlight new features and capabilities	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Q2
ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	22.07	We will open up LVDG & HVDG self-approval of Contestable designs (for G98 generation only) to competition and update the self-approval guidance note to reflect this change	Self-approval opened up to ICPs/IDNOs POC Self Identification and Self Design Approval Guidance Note revised Stakeholders notified					◆	Q2
		22.08	We will publish a register for earthing data to give stakeholders visibility to allow them to make informed decisions about their connection designs	Register for earthing data published on G81 library Feedback gathered	◆	◆	◆	◆	◆	Q3
		22.09	We will produce an improved design approval checklist for the use of ICP/IDNOs and SSEN Designers to improve consistency of the design approval process	Design approval checklist published on G81 library Feedback gathered					◆	Q4
		22.10	We will review and improve our process on Letter of Authority (LOA) and provide template and guidance for customers to improve clarity around this process	Review completed Improvements implemented Templates and guidance published on website	◆	◆	◆	◆	◆	Q2

* Long-term commitments

2022-23 OUR WORKPLAN

Q1: Apr-Jun

Q2: Jul-Sept

Q3: Oct-Dec

Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Target
ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	22.11	We will host a webinar on SSEN's Design Deviation process to clarify this to stakeholders	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered					◆	Q2
		22.12	We will proactively enquire whether Housing Developers require Unmetered supplies when submitting a Demand application	Application forms amended Internal systems improved Feedback gathered			◆			
NET ZERO	Connecting New Technologies	21.18*	We will create an online calculator for EV and Heat Pump diversity factors	Digital calculator created		◆	◆	◆	◆	Q1
		22.13	We will host quarterly sessions to facilitate engagement for stakeholders on innovative design and technical policy communications	4 sessions hosted Feedback gathered	◆	◆	◆	◆	◆	Q4
	Changing Energy World	22.14	We will develop a technical policy for IDNO and third party joint user boards for 11kV & 33kV switchboards for consultation on our G81 library	Joint user boards policy published on G81 library					◆	Q4
		22.15	We will host a webinar to seek feedback on possible developments to improve our Active Network Management (ANM) systems	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆					

* Long-term commitments



GETTING IN TOUCH

Thank you for reading our report. If you would like to provide feedback on the contents, please contact us. Your views will make a real difference to our connections business now and in the future.

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

Engage with us online

 LinkedIn:
Search 'SSEN Connections Engagement'

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twitter.com/ssencommunity

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facebook.com/ssencommunity

 Instagram:
instagram.com/ssencommunity

 Our website:
www.ssen.co.uk

 YouTube:
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