

SEPD/ SHEPD plans and commitments  
for connections customers

Incentive on Connections Engagement

# Looking Forward Report 2017/18

October 2017 Update



**Scottish & Southern**  
Electricity Networks

# Welcome

Nearly three years have passed since I introduced our first set of plans to improve the service we provide to our connections customers. Making plans is easy, delivering them is more difficult, but I think we have come a long way and made clear improvements. We have stretched ourselves this year by introducing fewer but more ambitious commitments and I'm pleased that, overall, customers have given them their seal of approval.

However, I want our service to be the best it can be and your feedback tells me we still have more work to do. To support this ongoing process I've asked my teams to undertake a detailed review of all the feedback we've received over the past year, including comments received since we published our plans and commitments for 2017/18, and the actions taken to ensure we are dealing with your issues effectively.

For me, it starts and ends with our customers. Without you, our connections business would not exist and we will never take that for granted.

The only way we can get the connections experience right for our very diverse group of customers is to listen to them and act on what they tell us. We will not stop doing this. But without your input we can not move forward.

In particular, I would like to thank all our customers who took the time to respond to Ofgem's recent consultation which has helped us in producing this update report and will also be invaluable when reviewing our plans and commitments for next year and beyond.

The report includes:-

- An update on progress towards delivering commitments we made to you earlier in the year and a clear explanation for any delay;
- A summary of stakeholder feedback received via the Ofgem ICE consultation 2017 and how we plan to respond;
- An explanation of how our role is changing with the growth in innovation and the evolution of the Distributed System Operator.

## Contents

Welcome.....	02
Staying engaged...our strategic approach.....	03
What you said about our plans.....	04
Acting on your feedback.....	05
Delivering our Bigger, Ambitious Commitments.....	06-07
Delivering the rest of our Commitments.....	08-12
Additional Commitments.....	12
Upcoming events.....	12



**Colin Nicol,**  
Managing Director  
Networks

# Staying engaged... our strategic approach

We are committed to continually improving the service we offer to you, and to understand your needs we have engaged throughout the year both face to face (events and workshops) and online (e-mail and social media).

Our three-tier approach to engagement, adopted in 2015, enables you to influence key decisions; engage in topical issues, and discuss your individual projects with our specialist teams.

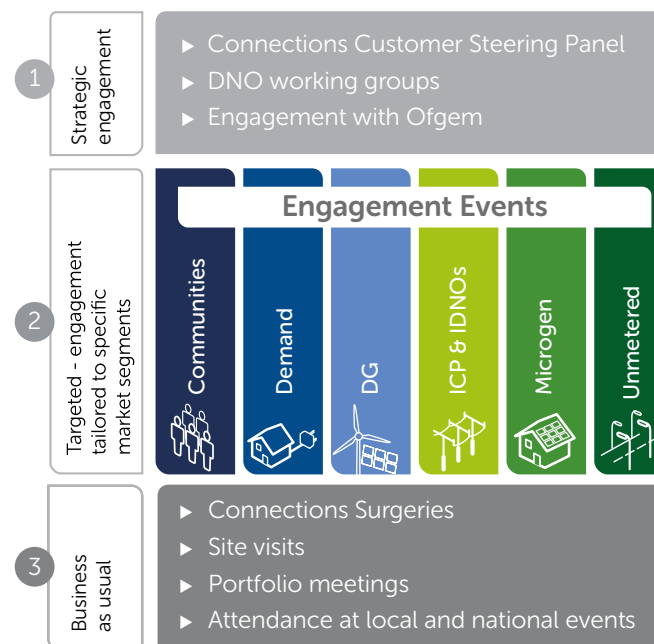
At all our engagement events we have technical experts and customer-facing staff available to seek your views and respond to your questions. We have also listened closely to other stakeholders you interact with, including other Distribution Network Operators (DNOs) and trade organisations.

The commitments we made in our Looking Forward Report for 2017/18 are a direct result of this sustained engagement, and seek to address areas in our service delivery where you have indicated we need to improve.

For example, our revised format for all our engagement events of reducing the number and duration of presentations and giving you more time during the topic-specific workshops to discuss the issues that are most important to you has proven to be successful.

This year, we also introduced a number of online “WebEx” events and workshops giving more stakeholders the opportunity to keep updated with our new processes and our involvement in emerging technologies without unduly impacting on your busy work schedules. These have been well received with many of our customers seeking more of this type of engagement.

## Our 3 tier engagement approach



Also, our new “ask EDD” (Experts in Design & Delivery) web-based service, provides you with the opportunity to raise issues relating to your connection online and receive a response within 48 hours. This has proven to be increasingly popular with a growing number of enquiries now being received.

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



# What you said about our plans

Earlier this year we carried out a review of our Incentive on Connections Engagement strategy - which was subsequently considered and approved by our Incentive on Connections Engagement Steering Group.

As a result of this review, and your subsequent feedback on where you would like to see improvements, our Looking Forward Report for 2017/18 set even more challenging targets for this year. These focused on:

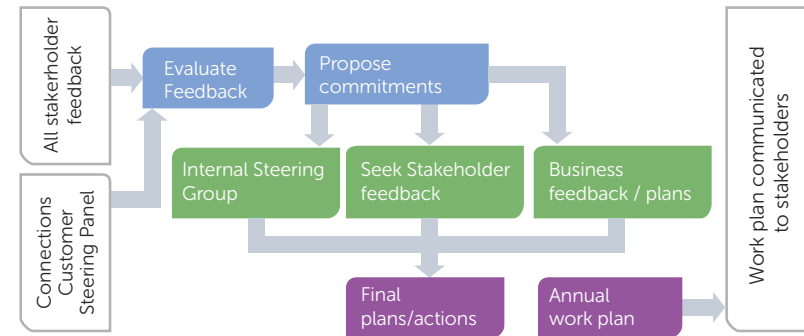
- Improving the overall customer experience via a 'Customer Charter';
- Making it possible to request a flexible connection quotation;
- Simplifying quotes and issuing them more quickly, and
- Improving the Wayleaves process.

These 4 commitments were complemented by 20 smaller, but equally important, commitments to respond either to your specific requests or from learnings from other DNOs. These focused on six key areas:

- Information provision
- Quoting
- Delivery
- Responding to constraints
- Choice in connections
- Collaboration

Ofgem have made it clear that they expect all DNOs to review performance and the feedback they receive from stakeholders throughout the year and, where necessary, update their plans accordingly. This report provides that update.

## How stakeholder feedback influences our commitments



We welcome the constructive feedback you have provided on our performance to date and our future plans, including through Ofgem's June 2017 consultation. By and large this has been very positive; however, we recognise that there are areas where we still need to do more to deliver the very best in customer service.

In particular, you have asked us to continue to improve our online and offline information; simplify our online application and tracking processes; take additional steps to reduce quoting and delivery timescales; offer more engagement opportunities (including online workshops) and provide more information on the innovative ways that network capacity constraints are being addressed through new technologies and design solutions.

Acting on this we have reviewed our plans and commitments for 2017/18 to ensure our Workplan continues to evolve to meet your needs - while continuing to meet wider obligations and priorities for 2017/18 and maintain efficiency. Your valued feedback will also be used to shape our plans for 2018/9 and future years. Further details of how our Workplan for 2017/18 is progressing are set out on pages 9 - 18.

# How we are responding to your feedback and identifying ongoing priorities

Our strategy of continuous improvement involves seeking, analysing and responding to customer feedback gained through a number of sources, including our Connections Customer Steering Panel, our targeted engagement events and workshops as well as local connection surgeries, face to face meetings, social media and online surveys. In addition, we encouraged customers to share their feedback on our Plans and Commitments for 2017/18 and have contacted all customers who responded to Ofgem's June 2017 consultation with a view to discussing their comments and concerns.

This feedback is crucial in ensuring our current plans are meeting the expectations of all our connections stakeholders and allows us to update our Workplan to address any concerns. A "themed" selection of the feedback received from that consultation and also our responses to this feedback has been included below. Our Workplan has been updated to address our immediate response to this feedback and along with other valued feedback, will also be key in influencing our approach and plans for future years.

Upfront Engagement	Managing Constraints	Quoting and Connection
<p><b>You said:</b></p> <p>"More information on contacts hierarchy and areas of responsibility"</p> <p>Utility Management Consultancy</p> <p><b>We did:</b></p> <p>We now have online "Contact Guides" for each of our licenced areas which identify key connection delivery contacts together with escalation routes. See <a href="http://www.ssen.co.uk/Connections">www.ssen.co.uk/Connections</a></p>	<p><b>You said:</b></p> <p>"Need for more complex solutions to address constraints as these grow and capacity diminishes"</p> <p>Renewable Energy Developer</p> <p><b>We did:</b></p> <p>We continue to actively engage in Queue Management: ensuring our contracts contain milestones to drive projects forward. These are actively managed and we routinely approach existing under-utilised connectors to explore their requirements.</p> <p>We have also taken this matter to the Regulator, ensuring this is visible as part of the forthcoming Charging Review.</p> <p>Our Active Solutions Team are also looking to encourage capacity sharing through flexible connections and data sharing, with bespoke engagement events and communications being planned for early 2018.</p>	<p><b>You said:</b></p> <p>"SSEN should commit to applying Assessment and Design fees"</p> <p>Leading European Energy company</p> <p><b>We did:</b></p> <p>We are supportive of the Government's view that charging all connection customers for assessment and design fees will help ensure a fairer sharing of costs and help improve the efficiency of the overall connection process.</p> <p>The Government's consultation on The Electricity (Connection Offer Expenses) Regulations 2017, published on 21st September 2017, ends in early November and we will be providing a constructive response to this. Subject to the outcome of the consultation, the new Regulations could be in place as early as April next year.</p> <p>We will seek to ensure arrangements are applied promptly and efficiently.</p>
<p><b>You said:</b></p> <p>"Record WebEx's and engagement events and make these available on your website..."</p> <p>Leading European Energy Company</p> <p><b>We did:</b></p> <p>All presentation material and other media are uploaded to the "Events" section of our website following each event.</p> <p><a href="http://www.ssen.co.uk/stakeholder-event/basicsearch/">www.ssen.co.uk/stakeholder-event/basicsearch/</a></p> <p>We are now trialling recording WebEx's and other events and will inform customers how to access these when they are available.</p>	<p><b>You said:</b></p> <p>"Need to free up capacity from underused connections"</p> <p>Large Independent Renewable Energy company</p> <p><b>We did:</b></p> <p>We are in the process of developing arrangements to facilitate a range of flexible connection solutions, however the operational, commercial and regulatory arrangements required to facilitate these are complex.</p> <p>Further details are available online at: <a href="http://www.ssen.co.uk/AlternativeGenerationConnections/">www.ssen.co.uk/AlternativeGenerationConnections/</a></p>	<p><b>You said:</b></p> <p>"Need commitment to tackle interactivity"</p> <p>Major Utility Infrastructure Consultancy</p> <p><b>We did:</b></p> <p>Following feedback on the impact and uncertainty on the interactivity process for many of our customers, we have centralised our processes, revised and improved our guidance to customers and streamlined our approach to interactivity.</p> <p>This has significantly reduced the possibility of your quotation experiencing multiple interactive events and moratoria periods.</p>

# How we are responding to your feedback and identifying ongoing priorities

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Upfront Engagement	Managing Constraints	Quoting and Connection
<p><b>You said:</b></p> <p><b>“A number of initiatives lack any validation”</b></p> <p>Major Utility Infrastructure Consultancy</p> <hr/> <p><b>You said:</b></p> <p><b>“More information on Battery storage”</b></p> <p>Major Utility Infrastructure Consultancy</p> <p><b>We did:</b></p> <p>As we deliver those commitments which have quantitative key performance indicators (KPIs) we will also be seeking validation from customers on the value and relevance of the outcomes.</p> <hr/> <p><b>We did:</b></p> <p>This year we ran specific energy storage workshops in our SHEPD and SEPD areas as requested by our customers.</p> <p>The workshops were well received and we are now facilitating a request for a further workshop during December 2017.</p> <p>We also launched an energy storage customer consultation in September 2017. The topic of energy storage and the results of the consultation will be discussed at our upcoming CCSP meetings arranged for November and will inform new initiatives in future.</p>	<p><b>You said:</b></p> <p><b>“Include information on DSO transition so that stakeholders can be aware and provide their views through the Open Networks Process”</b></p> <p>Leading European Energy Company</p> <p><b>We did:</b></p> <p>We are currently focused on contributing to The Open Networks Project which is tasked with addressing the issue of DSO Transition.</p> <p>Building on past successes we are now trialling key aspects of the Distribution System Operator role to ensure we can achieve the best outcomes for our customers.</p> <p>Innovation projects such as My Electric Avenue, SAVE, Thames Valley Vision, ACCESS and NINES have already explored the impact of electric vehicles, smart grid consumer behaviour, network asset flexibility, community heating and aggregated storage respectively.</p> <p>To improve our communication of these activities we will be summarising all these initiatives in an external document for issue by the end of 2017. This will outline the key principles we feel are important in transitioning to the smart grid and will be supported by a number of stakeholder events which will offer an opportunity for our customers to offer feedback on our approach.</p>	<p><b>You said:</b></p> <p><b>“Too many divisions and points of contact – confusing”</b></p> <p>Large Utility Supplier</p> <hr/> <p><b>You said:</b></p> <p><b>“Provision of an annual outage plan, updated quarterly, for DG customers and better coordination between Transmission and Distribution outage cycles”</b></p> <p>Leading European Energy Company</p> <p><b>We did:</b></p> <p>We have restructured over the last 18 months to provide clear lines of responsibility and accountability.</p> <p>An example of this has been the centralisation of the interactivity process to ensure a single point of contact in discussions around this. Connections “Contact Guides” for each of our licenced areas are available online at: <a href="http://www.ssen.co.uk/Connections">www.ssen.co.uk/Connections</a></p> <p>We will continue to keep these arrangements under review to ensure they work for all our customers.</p> <hr/> <p><b>We did:</b></p> <p>The recently formed Asset Owners Forum has been investigating how best to share information on planned outages with our generation stakeholders, including increasing notice periods and providing key contact information during outages. We await the findings of this work and will consider including an appropriate action in our workplan for next year’s planned outage timetable.</p>

# An update on other connections activities

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## LiDAR

We have now surveyed 99% of our overhead assets in our SEPD area utilising LiDAR (Light Imaging, Detection and Ranging) high resolution technology and are approximately half way through surveying our SHEPD area. We are currently reviewing the data but information is already proving beneficial in relation to our tree cutting programmes in ensuring safe clearances are maintained and is also being trialled to help reduce defect rectification timescales. We will now also look at how this data can assist in our connection quotation processes e.g. providing our designers with additional and more accurate site information.

## Smart EV

Following on from our successful innovation project "My Electric Avenue" we are now working on another project "Smart EV" which is seeking to inform a national engineering recommendation for managing the use of electric vehicle (EV) charging. With no standardised method of controlling EV chargers and a number of manufacturers having proprietary systems it was likely that this would lead to interoperability challenges, which would make adoption of EV charge control much more difficult in the future. Further details of the project can be found at [www.eatechnology.com/projects/smart-ev/](http://www.eatechnology.com/projects/smart-ev/)

Acknowledging the need for stakeholder input and collaboration across the energy and automotive industries, the project's Steering Group has representative stakeholders from other DNOs and national bodies.

An industry-wide consultation on a potential technical standard has resulted in the production of a draft recommendation for further discussion and consultation. With customer messaging also key, the project has engaged with multiple customer engagement panels to determine views of the end users to further refine the potential standard being considered.

The potential role of the Smart Metering Technical Specifications 2 (SMETS 2) system in the implementation of managed EV charging has been highlighted and is being discussed further with the Department for Business Energy and Industrial Strategy (BEIS), with a view to recommending a viable solution for managing EV charging in 2018.

## Our Involvement in Wider Industry Issues

### Tackling grid constraints and moving to Distributed System Operator

Ofgem's Smart Systems and Flexibility Plan envisages the development of a smart, flexible energy system that will reduce costs for consumers and industry, and support the growth of innovative new businesses. Clearly the exact nature of this future smart grid is yet to be determined but key themes are already emerging. Building on our proven history of 'learning by doing' we are forging ahead with trialling key aspects of the Distribution System Operator (DSO) role in order to ensure we understand issues, achieve a good outcome for customers, manage costs effectively and maintain system security and resilience.

Our Constraint Managed Zones (CMZ) approach, for example, has now been fully designed and is undergoing implementation with 3 zones released in a tender process in late 2017. This approach to securing demand management through commercial means is still in its infancy, however our commitment to deliver CMZs is reflective of our approach to the present environment. This current period of transition in the energy market is an opportunity for new sectors, technologies, and services to flourish. We intend to remain at the forefront of implementing change that improves access to these markets for distributed energy resources in a manner that will enable them to compete fairly and ultimately reduce costs for consumers.

## Our Involvement in Wider Industry Issues continued

### The Electricity (Connection Charges) Regulations 2017 (ECCR 2017)

Along with other DNOs we have been engaging with Ofgem on the production of their national guidance document on the interpretation and application of ECCR 2017 (“the rebate legislation”), which took effect on 6th April this year, to ensure there is consistent understanding across the industry. We are in the process of launching our new information web page to inform you of what these changes mean and how the Regulations are applied. In the meantime, information regarding the application of these new regulations is already included in our connection offers and associated documents.



## Collaborating and Sharing Best Practice

### Quicker and More Efficient Connections

In our Looking Forward Report for 2017/18 we highlighted a few examples of the benefits which can be gained from collaborating with others to tackle some of the more challenging issues facing the industry. To this end, we were particularly pleased with the positive feedback we received from attendees of our joint workshops with SP Energy Networks and UK Power Networks in September and October this year.

The focus of these workshops was primarily to inform stakeholders on the progress being made in constrained network areas, however, one aspect of these sessions which captured the most amount of stakeholder interest was the issue of effective Queue Management and what efforts were being made to make more efficient use of existing network capacity.

In response to Ofgem’s ‘Quicker and More Efficient Connections’ (QMEC) work-stream, we have taken the lead in implementing project milestones as standard and are pleased to see that all other DNOs have now also implemented a version of these.

### Assisting IDNOs in responding to fault situations

We stated this year that we would work collaboratively with IDNOs and community bodies to help Priority Services Registered customers in a fault situation. This sharing of best practice has included:

- Providing advice on how we respond to fault situations and how we keep our customers informed;
- Offering welfare assistance to vulnerable customers on IDNO networks where the fault is on our network, and
- Where possible, we have shared our partner names and details.

We have also been working closely with the Customer Safeguarding Working Group, which brings together all DNOs and suppliers as well as non-industry relevant bodies, i.e. Age UK and Citizen’s Advice, to ensure there is a co-ordinated approach across the industry to benefit and safeguard customers in vulnerable situations.

In our Looking Forward Report we also said that we would make it possible for an IDNO to request assistance in providing their emergency response to faults on their network. To help facilitate this we are working with IDNOs to share best practice with a view to us providing skilled staff to carry out certain tasks, where requested.



# Delivering our Bigger, Ambitious Commitments

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LV/DG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Delivery</b>													
Booklet of contact maps - best on website for fast and easy updates due to regular changes to internal structures - and email updates	We will create a Customer Charter of what you can expect from us throughout the various stages of your connection journey. This will be complemented by a detailed booklet of who is who within our company, including an explanation of how the teams fit together and contacts for escalation.	✓	✓	✓	✓	✓	✓	✓	✓	Charter is published and communicated	Our draft Customer Charter will be issued for comment in November with a view to delivering the final document by the end of this year, along with contact information and an explanation of our escalation process.	Q3	On target
<b>Constraints</b>													
Follow up with customers more quickly with certain topics such as flexible options	We will make it possible for you to request a "Flexible connection" for your quotation.	✓	✓	✓	✓	✓				Process enhanced for flexible connections	Flexible connections are continuing to be developed. Once all necessary approvals are in place, you should be able to select from a range of options such as Capacity Sharing, Timed Connections Export Limited Capacity and Active Network Management for your generation connections.  We are also developing a suite of demand-flexible connections and storage-specific flexible connections which we hope to release during 2018. More information on our flexible connections and the Active Solutions team who deliver them is available here: <a href="http://www.ssen.co.uk/AlternativeGenerationConnections/">www.ssen.co.uk/AlternativeGenerationConnections/</a>	Q4	On target

# Delivering our Bigger, Ambitious Commitments

continued

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LV/DG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Quoting</b>													
<p><b>Depth of information including costs - need more and quicker</b></p>	<p>We will issue quotes quicker and make them easier for you to view, understand and accept;</p> <ul style="list-style-type: none"> <li>On average, we will issue your quote 10% quicker than last year</li> <li>As soon as it's ready, we will upload your quote onto your profile on our website and send you notification that it is ready</li> <li>We will include a connection flowchart with your quotation to advise you of the next steps upon acceptance of your quotation</li> <li>We will further extend the breakdown of costs provided in a standard quotation</li> <li>We will offer you a 'WebEx' session with a Commercial Contract Manager, where we will walk you through the quote and explain any queries you may have</li> </ul>	✓	✓	✓	✓	✓	✓	✓	✓	Reduction in time taken to provide a quote	<p>From a starting point of issuing quotes up to 25% quicker than the guaranteed standards, our commitment to provide quotes even quicker this year was going to be challenging.</p> <p>Since publishing our 2017/18 commitments we have experienced a significant increase in the number of connection applications (up 11% overall on the same period last year), particularly in the Distributed Generation sector. As an example, the volume of DG applications and average value of quotations within our SHEPD have risen by 23% and 91% respectively which also reflects an increase in the scale of projects now being quoted.</p> <p>Given the unexpected increase in the volume of connection requests and the increasing complexity of some types of applications we are looking to extend the timeframe for the delivery of improved quote lead times to 24 months to allow us to deliver this more effectively.</p> <p>This should not affect our other four quotation improvements which are still on target for delivery in Q4.</p>	Q4	Partially revised to 24 month delivery and will roll into years 2018/9

# Delivering our Bigger, Ambitious Commitments

continued

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LVDG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Wayleaves</b>													
<p><b>Transparency on wayleave process and progress (i.e. where the work is and who has taken action)</b></p>	<p>Make the Wayleaves process much simpler and transparent</p> <ol style="list-style-type: none"> <li>As part of the formal quote we will identify; <ul style="list-style-type: none"> <li>if any third party wayleaves are likely to be required</li> <li>if any Section 37 or other key consents are likely to be required</li> </ul> </li> <li>Upon acceptance of your quote, we will; <ul style="list-style-type: none"> <li>Identify a wayleaves officer within 10 working days</li> <li>Involve the wayleaves officer in any project meetings</li> <li>Where there are third party landowners we will identify and make initial contact as soon as possible and no later than a month following quote acceptance or a month from second scheduled payment</li> </ul> </li> <li>As part of making this process more transparent, we will; <ul style="list-style-type: none"> <li>Update our Wayleaves guide</li> <li>Ensure you have a route for escalating any issues you may face with regards to wayleaves</li> <li>Publish guidance to typical timelines including the process for 'compulsory purchases'</li> <li>Hold training workshops for internal staff on the importance of efficient wayleave practices</li> <li>Run wayleaves focused engagement events for stakeholders to include considerations for Transco, Network Rail, routing strategy and policy</li> </ul> </li> </ol>	✓	✓	✓	✓	✓	✓	✓	✓	Increased customer satisfaction with our wayleaves process	<p>Given the statutory framework under which wayleaves are secured there are elements of this which we are unable to influence. (eg timescales for Section 37 consents or compulsory wayleaves processes, where required).</p> <p>We have, however, investigated how we might be able to simplify our wayleaves process to ensure that you are fully aware of the legal complexities and potential timescales and are kept informed of how this might impact on getting you connected.</p> <p>Most of our proposed improvements are on target for delivery during Q4 and a range of related training and engagement events will be included in our events programme for 2018.</p> <p>One area which will require a more detailed review is how our wayleaves teams are currently structured. This is ongoing and, depending on the outcome of the review, might slightly delay the delivery of Part 2 of our commitment.</p>	Q4	Parts 1 and 3 on target Part 2 may be delayed

# How are we doing...Delivering the rest of our Commitments

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LV DG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Information Provision</b>													
Know when maintenance windows are so we can plan works	We will create an 'operational generator forum' to keep you informed of our planned works. This will also include supplying you with key contacts within our business who can provide information before and during planned outages and options for escalations should you consider it appropriate.				✓	✓				Number of meetings held	In partnership with Regen, we have set up an Asset Owner Forum of owners and operators of MW scale projects currently connected to our network.  The Forum met in our south region in July and aim to improve communication on issues such as: <ul style="list-style-type: none"> <li>• Our ongoing work to address grid constraints</li> <li>• Outages and constraints</li> <li>• Potential approaches for forecasting and mitigating outages, including improving notice periods for planned outages</li> </ul> The next meeting is currently planned for 23rd November in Glasgow and, thereafter, the Forum will meet quarterly sharing the meetings between our SHEPD and SEPD areas.	Q3	On target
Transparency on EHV planned maintenance schedules so that customers and SSEN maintenance periods can be aligned	We will proactively contact all connected customers to ensure we have the correct key contact for our Joint Operational Agreements. We will also produce an information leaflet to complement your Embedded Generation Connection Agreement, which explains the key clauses in plain English.				✓	✓				Number of customer details updated	Work is currently ongoing to finalise the content of the information leaflet and to ensure the right people are being reached by this initiative.	Q3	On target
Non-Firm Statement of Works for smaller generators;	We will develop a process with National Grid and/or Scottish Hydro Electric Transmission to offer a Statement of Works for 'non-firm' access to the transmission network.				✓	✓				New process implemented and communicated	Discussions are being held with all parties with the expected delivery date still on target.	Q4	On target



# How are we doing...Delivering the rest of our Commitments

continued

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LVDG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Information Provision continued</b>													
Transparent change management as large projects progress - variations, visibility of spend, escalation process	We will overhaul our standard Connection Offer and associated contracts to convert them to plain and clearer English.				✓	✓				Updated Connection Offer and variation	<p>We are changing the layout of our Offer document to provide the following distinct sections:</p> <ol style="list-style-type: none"> <li>1. Project specific key information such as costs, estimate connection date and acceptance form.</li> <li>2. Network and/or connection specific area to include but not limited to information on security of connection, any process to be entered with National Grid and customer works and provision.</li> <li>3. Our Standard Terms and Conditions.</li> </ol>	Q4	On target
Budget Quotes - Advise SOW and information about securities, Provide realistic budgets, Advise of know transmission constraints, Want distribution upgrades	In our budget estimates, we will include visibility of any known upstream Distribution reinforcement and Transmission constraints on the corresponding Bulk Supply Point & Grid Supply Point. We will also include information on any recent Statement of Works in the same area to which you are looking to connect.				✓	✓				Budget estimate template updated	<p>Our policy team have worked with colleagues in both our license areas to develop best practise for the generation budget estimates.</p> <p>A new template has been produced that will ensure consistency across our teams and license areas to provide you with any known upstream Distribution reinforcements and Transmission constraints on the Bulk Supply Point &amp; Grid Supply Point that your project will be connecting through.</p> <p>The roll out of the new template will be phased, starting with our large 132kV connections in our SEPD area followed closely by the rest of our generation connections in both license areas by the end of October 2017. You will see the new template in budgets you receive after this date.</p>	Q2	Phased delivery started in Q2 and will extend into Q3

# How are we doing...Delivering the rest of our Commitments

continued

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LVDG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Information Provision continued</b>													
<p>Focused workshops for Statements of Works. Improve communication of Changes, Grid supply points. Discussion with DNO's and provide case studies. Explain appendix G</p>	<p>Where you have identified gaps with our information provision we shall run workshops/webexs to provide information on:-</p> <ul style="list-style-type: none"> <li>• Earthing &amp; Requirements</li> <li>• Metering who to contact</li> <li>• Statement of Works clarity</li> <li>• DUoS</li> <li>• Design, self determination</li> <li>• Online applications</li> </ul>	✓	✓	✓	✓	✓	✓	✓	✓	Number of workshops held	<p>Throughout this year we have run a number of well attended and successful workshops and WebEx sessions for many of the topics identified.</p> <p>The presentations /photos/ Q&amp;A from each of these sessions as well as other planned events can be viewed at:  <a href="http://www.ssen.co.uk/stakeholderevent/basicsearch/">www.ssen.co.uk/stakeholderevent/basicsearch/</a></p>	Q4	On target
<p>GIS shape files is good quality, just network information would take this tool forward</p>	<p>By mid 2019 we will have a new GIS system that will display assets and appropriate data owned by the Networks business.</p>	✓	✓	✓	✓	✓	✓	✓	✓	Progress update (24 month completion with update in Q4)	<p>We will provide an update on how this is progressing by the end of Q4.</p>	Q4	On target to issue progress report
<b>Quoting</b>													
<p>PV - Improve information on the website, ask developers if they are installing any generation on their site at application stage.</p>	<p>Improve our on and off line application forms.</p>	✓	✓	✓	✓	✓	✓	✓	✓	Improved application forms	<p>We have taken into account your comments and have drafted changes to our application forms. Where a change is not possible we have added additional wording in the application form to make the requirements clearer.</p> <p>The changes are on target for inclusion on our website at the end of Q3.</p>	Q3	On target

# How are we doing...Delivering the rest of our Commitments

continued

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LVDG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Delivery</b>													
On acceptance of quotation, given hierarchy of who is going to deliver the project	We will expand the email we currently send you upon acceptance to also include a route of escalation should you require it.	✓	✓	✓	✓	✓	✓	✓	✓	Complaints process included as part of acceptance emails	Our revised acceptance e-mail will be launched in December 2017 as part of IT update project.  Meantime, our escalation and complaints process is also highlighted in our key contacts guides on <a href="http://www.ssen.co.uk/Connections/">www.ssen.co.uk/Connections/</a>	Q3	On target
Programme of works once 2nd payment has been made	Upon receipt of your second payment and your adoption agreement being issued (if applicable), we shall discuss a programme of works with you/ your ICP, our project manager and the designer. This will include dates we will begin work on site, the ordering of plant and expected delivery dates so that we can work together to meet the connection dates.				✓	✓				New process implemented and communicated	Our regional managers are currently developing a contacts protocol to ensure this new process is delivered and communicated by the end of this year.	Q3	On target
<b>Responding to Constraints</b>													
Information of changes/offers ANM	We will provide information of customers who have previously connected to the network via a flexible connection, if the customer has given us consent to do so.	✓	✓	✓	✓	✓				Number of customers this information is provided to	We are investigating the potential to update our capacity maps with assigned generation capacity which could be 'shared' with new connection applications. This process will be enabled through proactive contact with currently connected generators individually and at specific engagement events to ensure data is only released once full permission has been granted, allowing interested parties to contact those customers.	Q4	On target

# How are we doing...Delivering the rest of our Commitments

continued

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LVDG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Responding to Constraints continued</b>													
Publish the details of current and recent offers by each BSP. Split the cost into; 1. Contestable works, 2. Non-contestable works, 3. Reinforcement works	We will provide details of recent offers by each Bulk Supply Point/ Grid Supply Point. We will split the cost into; 1. Contestable works, 2. Non-contestable works, 3. Reinforcement works.				✓	✓				Heatmap updated	We are in the process of finalising the updates to our online generation heat map to provide additional information under a new 'quoted generators' tab. Due to the timing of IT system upgrades this improvement will now be delivered in Q4.	Q3	Moved to Q4
<b>Choice in Connections</b>													
What are the contractual implications of customers and DNO joint funded reinforcement work especially in relation to ownership of the asset?	We will launch an initial trial to allow ICPs to carry out part-funded network reinforcement works dependent on Ofgem approval.	✓	✓	✓	✓	✓	✓	✓	✓	Number of projects delivered	We have established an internal working group to progress proposals for a trial.  We now plan to submit proposals to Ofgem and will look to progress any derogations required following initial discussion with Ofgem.  The trial has been developed to allow PFR work (partly funded by DUoS customers) to be considered contestable under the trial.  Assuming we receive regulatory clearance to progress we will open up this option for ICP's to trial in Q4 - ideally in January 2018 or 1 month after the date of approval by Ofgem.	Q4	On target
Open design matrix - to make it more accessible, clear information	We will provide greater clarity on what is required for design approval.								✓	Improve design approval guidance	We have created a design page but to maximise efficiency we are keen to coordinate IT changes with our next scheduled IT update. As a result this will now be added to our website in Q3. This will include the information we require for design approval and will be complemented with a design approval checklist which you can download and print.	Q2	Extended into Q3



# How are we doing...Delivering the rest of our Commitments

continued

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LV DG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status	
<b>Choice in Connections continued</b>														
Clear visibility of network information	We will provide more guidance on standard designs to ensure your own designs are compliant with our network.									✓	Provide design examples	Within our new design area on our website we will provide examples of compliant and non-compliant designs to make it easier to understand what is acceptable for our network. To maximise efficiency we are keen to coordinate IT changes with our next scheduled IT update. As a result this will now be launched on our website in Q3.	Q2	Extended into Q3
More information on safety rules	We will run workshops around operational safety rules and options available to you/ your ICP/IDNO for working on our network.									✓	Number of workshops held	As part of our ICP/IDNO engagement events held in 31st August (SHEPD) and 13th September (SEPD) we held dedicated workshop sessions to discuss the options available around operational safety rules.	Q3	Complete
Emergency response provision for IDNO's	We will make it possible for an IDNO to request us to provide an emergency response to faults on the networks.									✓	Process in place	Following review, we believe the provision of emergency response services to IDNOs should be on a voluntary commercial basis. We do not believe this falls within the scope of regulated activities. The implications of providing this service for our regulated business have had to be carefully considered. While this has resulted in a slight delay we hope to be able to share proposals with interested parties shortly.  A commentary on how we are engaging with IDNOs in the matter is provided on page 8.	Q2	Commentary on page 8
Policy for streamlining metered highway services	We will initiate a new National Electricity Registration Scheme Accreditation via Lloyds for larger unmetered and small metered connections to allow an ICP to hold single simplified targeted accreditation for "Self Point of Connection identification and Self Network Design".									✓	Group established	The Group met in April this year and again in May. This led to 'Governance of Network Design Competence' being developed by Network Owners and Independent Connection Providers, in conjunction with Lloyds Register, National Skills Academy for Power, training providers and recognised institutions. The Governance of Network Design Competence provides a clear development process for ICPs encouraging staff to gain new and relevant skills and knowledge in a structured way.	Q2	Complete

# How are we doing...Delivering the rest of our Commitments

continued

Your idea	Our commitment	LV Demand	HV Demand	EHV Demand	LVDG Generation	HVEHVDG Generation	LA	PFI	Other	KPI	Progress Update	Target	Status
<b>Collaboration</b>													
Work together to help PSR customers in a fault situation	We will work collaboratively with IDNOs and community bodies to help Priority Services Registered customers in a fault situation.	✓	✓	✓	✓	✓	✓	✓	✓	Number of customers contacted	We will continue to work with IDNOs to help them deliver an effective response service to their vulnerable customers.  (Note: While we consider this outwith the formal scope of ICE we continue to report progress under this document for ease of reference for stakeholders).	Q3	Update on page 8
I would be interested in a joint workshop focused on addressing constraints in Scotland	We will work with other DNOs and National Grid to run joint workshops focused on getting a connection on constrained parts of the network.	✓	✓	✓	✓	✓	✓	✓	✓	Number of workshops held	Along with SP Energy Networks and UK Power Networks we held joint constraint workshops in our SHEPD and SEPD areas in September and October this year.  Feedback from these events has been very positive with customers highlighting how useful these sessions were and how it was good to see DNOs working together to tackle bigger issues.	Q3	On target

# Upcoming events

Date	Event
<b>2017</b>	
Wednesday - 8 November	Connections Surgery, Portsmouth
Thursday - 9 November	Wayleaves Workshop, Aberdeen
Tuesday - 14 November	Connections Customer Steering Panel (South)
Wednesday - 22 November	Interactivity Workshop
Wednesday - 29 November	Connections Surgery, Aberdeen
Thursday - 30 November	Large Demand Engagement Event, Basingstoke
Thursday - 30 November	Connections Customer Steering Panel (North)
<b>2018</b>	
Wednesday - 10 January	Connections Surgery, Portsmouth
Wednesday - 17 January	Wayleaves Workshop, Poole
Wednesday - 24 January	Wayleaves Workshop, South East Region
Wednesday - 31 January	Wayleaves Workshop, Slough
Friday - 9 February	Use of System Charges Workshop
Friday - 9 February	ICP/IDNO Engagement Day (North)
Thursday - 15 February	ICP/IDNO Engagement Day (South)
Wednesday - 21 February	Connections Surgery, Dundee
Tuesday - 27 February	Wayleaves Workshop, Melksham
Wednesday - 28 March	Connections Surgery, Aberdeen



To find out more or book a place at any of the above events please visit our online events page at [www.ssen.co.uk/stakeholderevent/basicsearch/](http://www.ssen.co.uk/stakeholderevent/basicsearch/)

If there is anything you would like covered at any of our events, please contact our connections engagement team at [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

If you have any questions, would like to be kept updated with our progress or are simply interested in finding out more please

contact: [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

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