

Customer Surgeries Proving a Success!

To improve customer service and demystify the connections process, we introduced 'Customer Surgeries' at locations across our regions since the start of 2013.

Our surgeries have been popular in providing customers with the guidance or information that they need to get them connected!

To enhance this further our customers told us they would like us to introduce monthly 'hot topic' surgeries. Each month we now concentrate on a specific theme and have experts on hand to share information and provide advice.

Our first 'hot topic' surgery was held in July and covered applying for a Connection. The feedback received from those who attended was extremely positive and attendees found the sessions very informative and worthwhile.

For details of dates of our 'Hot Topic' surgeries, please visit our website or [click here](#):



SPEN's New DG Manager takes the reigns...

We are pleased to announce the appointment of our new Distributed Generation Manager, Derek Drummond. Derek comes to the New Connections business with over 29 years' experience in the Utility Industry and Power Sector, having held a number of senior posts with ScottishPower including his most recent role of Sustainable Technology Manager.



In his latest role Derek has led the development of energy and carbon master planning and modelling of heat and electrical infrastructure to support areas of urban regeneration, with the aim of reducing carbon emissions, improving security of supply and developing smart grid opportunities.

This wealth of knowledge and expertise will prove invaluable in his new role and the challenges ahead.

Derek said "I am delighted to be joining the SPEN Distributed Generation team at this exciting time. I can clearly see all the hard work currently being undertaken to engage with customers and stakeholders to provide excellent customer service. It is my intention to build on this good work and seek to address issues our customers are currently facing by working hard to remove any perceived barriers to providing an electrical connection to the ScottishPower network".

Derek is a Chartered Engineer who holds an honours degree in Electrical Power Engineering and is also a member of the Institution of Engineering and Technology. He is married to Clair and has two children Jack aged 12 and Katie aged 10.



Introducing Quote+

We are excited to announce the launch of our new feasibility initiative Quote+

Quote+ has been introduced as a direct result of listening to our customers' views. Our customers told us that the feasibility study process did not meet their needs, in that there were no guaranteed standards for completion of the study and a request for a feasibility study did not establish a place within the interactive queue. Customers often want to know quickly whether a connection is possible at reasonable cost to their project, and what alternatives might exist, whilst ensuring that their place in the queue is maintained.

Quote+ does just that

The key highlights of Quote+

- 👍 customer can request up to 3 options to be considered at a particular location.
- 👍 SPEN will provide a customer with an estimate within 20 working days for each of the options requested.
- 👍 if the customer choose to progress with a formal connection application for one of the options proposed within 5 working days, we will maintain customers place in the queue as the date Quote+ requested.
- 👍 we will then progress with a formal connection offer for the option chosen.

SPEN have received great plaudits from the industry for being the first DNO to introduce this service. The initial uptake on Quote + has been overwhelmingly, with early uptake figures showing 40% of studies leading to a formal offer. To apply for a Quote+ feasibility study, please email, gettingconnected@scottishpower.com

Dates for your Diary

Events/DG Forums

DG Forums

London 15th September 2014, Cavendish Conference Centre

Cardiff 24th September 2014, Wales Millennium Centre

Glasgow 30th September 2014, Radisson Blu Hotel

HBF National Utility Conference 2014

17th September DW Stadium, Wigan

The Scottish Renewables Green Awards

27th November 2014, EICC, Edinburgh

Did you know ???

- 🗨 We have dedicated Customer Account Managers who are on hand to assist you through the connection process. [Click here for Account Managers contact details.](#)
- 🗨 We have heatmaps available online showing available capacity for Generation in our regions, these can be found on our website, please [click here.](#)
- 🗨 SP Energy Networks provides free online access to its network records. This access is available to companies, local authorities, councils, etc. through a web portal, on a requested basis. To find out how to apply please [click here.](#)

We Need Your Feedback...

Tell us your thoughts on our Newsletter

As this is our first customer newsletter for our Distributed Generation customers, we would like your comments. Is there something that you would like us to include in the future?

We would love to hear from you, please email gettingconnectedupdate@scottishpower.com

Look out for the following proposed improvements that we would like your views on:

- Application process for G59/3 submissions
- Quote +
- Provision of Contracted Data 11kV and 33 kV
- Current Competition in Connections Process

We will email you our proposals in early October and also publish on our website for comment. Please take the time to give us your opinion as this will help shape our future plans.



Getting
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www.spenergynetworks.co.uk