

SP Energy Networks DG Work Plan



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| RenewableUK Issues                        | RenewableUK Suggestions                       | Proposed Approach              | SP Energy Networks High Level Plan |  | RAG Status  | Q1 2014  | Q2 2014 | Q3 2014 | Q4 2014 | Comments - Progress Made to Date (March 2014)  |   |
|---|---|--------------------------------|------------------------------------|--|---|----------|---------|---------|---------|--|---|
| 1.0<br>Customer Service                   | 1.1<br>Monitor Customer Satisfaction          | Collaborative with other DNO's | 1.1.1                              | Engage with other DNO's to agree a common approach to survey and monitor Customer Satisfaction   | COMPLETE  |          |         |         |         | Complete; Initiative superceded by the ICE DGLV and DGHV work plans to be published late April 2014; SPEN survey completed in Qtr 4 2013 and Qtr 1 2014.   |   |
|   |   | Collaborative with other DNO's | 1.1.2                              | Establish contents of survey and agree format and timescales with other DNO's  | COMPLETE  |          |         |         |         | Complete; Initiative superceded by the ICE DGLV and DGHV work plans to be published late April 2014; SPEN survey completed in Qtr 4 2013 and Qtr 1 2014.   |   |
|   |   | Collaborative with other DNO's | 1.1.3                              | Conduct surveys, review results and formulate an action plan to implement any findings   | COMPLETE  |          |         |         |         | Complete; Initiative superceded by the ICE DGLV and DGHV work plans to be published late April 2014; SPEN survey completed in Qtr 4 2013 and Qtr 1 2014.   |   |
|   |   | DNO Specific                   | 1.1.4                              | Communicate the results and implementation plan with Customers and Stakeholders  | COMPLETE  |          |         |         |         | Complete; Initiative superceded by the ICE DGLV and DGHV work plans to be published late April 2014; SPEN survey results and analysis will be reviewed with stakeholders in Qtr 2 2014.  |   |
|   |   | DNO Specific                   | 1.1.5                              | Periodically refresh the survey if and when deemed appropriate   | COMPLETE  |          |         |         |         | On track   |   |
|   | 1.2<br>Checklist of What Customers can Expect | DNO Specific                   | 1.2.1                              | Publish the Guidance Leaflet - Our Connections Process Explained - onto SPEN website and issue at Customer Surgeries and Forums                                    | COMPLETE  |          |         |         |         | Complete; Initiative completed in Qtr 1 2013; Guidance communicated at regular Customer Surgeries and Forums throughout 2013; Surgeries ongoing in 2014.   |   |
|   |   | DNO Specific                   | 1.2.2                              | Develop a Guidance Leaflet explaining Our Enquiry Application Detail Requirements and publish on SPEN website and issue at any future Customer Surgeries / Forums  | COMPLETE  |          |         |         |         | Complete; Initiative completed in Qtr 1 2013; Guidance communicated at regular Customer Surgeries and Forums throughout 2013; Surgeries ongoing in 2014.   |   |
|   |   | Collaborative with other DNO's | 1.2.3                              | Engage with other DNO's to establish a common approach for all Customer Enquiries  | COMPLETE  |          |         |         |         | Complete; Initiative superceded by the ICE DGLV and DGHV work plans to be published late April 2014.   |   |
|   |   | DNO Specific                   | 1.2.4                              | Refresh and update our information for Customers as and when required from the results of any Customer Feedback from 1.1.3 above                                   | COMPLETE  |          |         |         |         | Complete; Initiative superceded by the ICE DGLV and DGHV work plans to be published late April 2014.   |   |
|   | 1.3<br>Account Managers                       | DNO Specific                   | 1.3.1                              | Appoint Account Managers to establish contact with the Customer upon receipt of a new enquiry and discuss the actual requirements and timescales for each enquiry. | COMPLETE  |          |         |         |         | Complete; Initiative completed in Qtr 1 2013; Account Manager contact details published on SPEN website on attached link: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/connections_contact">www.spenergynetworks.co.uk/connecting_to_our_network/connections_contact</a> |   |
|   | 1.4<br>Recruitment of Non-Technical Support   | DNO Specific                   | 1.4.1                              | Conduct workload review to ensure adequate resource levels for all aspects of the quotation process  | COMPLETE  |          |         |         |         | Complete; Initiative completed in Qtr 2 2013; Resource levels and mix of ability are regularly reviewed to ensure resource levels and capability meets the demand being sought by our customers.   |   |
|   |   | DNO Specific                   | 1.4.2                              | Develop additional support functions that can be utilised as required, e.g. ad hoc wayleave and civil resource support to peak lop workload during busy periods.   | COMPLETE  |          |         |         |         | Complete; Initiative completed in Qtr 2 2013; Development of additional resource capacity to manage any future peak lopping as and when it is required.  |   |
|   | 2.0<br>Application Process                    | 2.1<br>Iterative Process       | DNO Specific                       | 2.1.1  | Review SPEN's existing Feasibility Study product and consider how it might be enhanced to better meet customer requirements. Consult with Customers and Stakeholders. | COMPLETE |         |         |         |  | Complete; Initiative completed in Qtr 4 2013; Our 'Quote +' proposal has been well received from our stakeholders; Further detail provided on our website at <a href="http://www.spenergynetworks.co.uk/userfiles/file/Feasibility_Study_Proposal.pdf">www.spenergynetworks.co.uk/userfiles/file/Feasibility_Study_Proposal.pdf</a> |
|   |   |                                | DNO Specific                       | 2.1.2  | Communicate to all Customers and Stakeholders revisions to SPEN's Feasibility Study product and associated processes.   | COMPLETE |         |         |         |  | Complete; Initiative completed in Qtr 4 2013; Our 'Quote +' proposal communicated at all Customer Surgeries and Forums.   |
| Collaborative with other DNO's            |   |                                | 2.1.3                              | Continue to progress our engagement with other DNOs to progress the business case for approval of assessment and design fees.                                      |   |          |         |         |         | Meeting held with DECC in October 2013; further work required to develop 'compelling case' for DECC to consider; DNO, stakeholder and customer workshops to be held early in 2014  |   |
| 2.2<br>Database of Turbine Specifications |   | Collaborative with other DNO's | 2.2.1                              | Develop a national database of all turbine specifications for all Customers within UK  | COMPLETE  |          |         |         |         | Complete; Initiative completed in Qtr 3 2013; Information fed into ENA to support work in this area.   |   |
| 2.3<br>Options for Extension of validity  |   | Collaborative with other DNO's | 2.3.1                              | Continue engagement with other DNOs and progress changes to the Connection Charging Methodology Statement to take account of impact of interactivity.              | COMPLETE  |          |         |         |         | Complete; Initiative completed in Qtr 4 2013; The current SPEN view is that we will grant an extension upon request so long as there is no impact on another party in doing so.  |   |

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|--------------------------------|-------------------------------|-------------------|---|---|--------------|--|----------|--|--|---|---|
| 2.0                            | Application Process Continued | 2.3               | Options for Extension of validity continued         | DNO Specific  | 2.3.2        | Develop clearer guidance on SPEN Policy on Extensions to Validity and communicate to Customers and Stakeholders  | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 2 2013; External Guidance leaflet issued on SPEN website on the attached link:<br><a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Policy_Communication_Extension_to_Validity_Periods_of_Connection_or_POC_Offers.pdf">http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Policy_Communication_Extension_to_Validity_Periods_of_Connection_or_POC_Offers.pdf</a> |
|                                |                               | 2.4               | Contestable Works part of Same Application          | Collaborative with other DNO's  | 2.4.1        | Engage with other DNOs to consider revisions to ENA common application for connection to enable dual application requests  | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 3 2013; SPEN progressing with dual offer templates as below.  |
|                                |                               |                   |   | DNO Specific  | 2.4.2        | Give consideration as to what additional information could be provided within licensed quotation letters to provide greater clarity of contestable activities          |          | 11kV Dual Offer Template Being Developed | Consult & Implement 11kV Dual Offer  |   | The 33kV dual offer template has been in use for 6 months now; it has been generally well received from our customers; An 11kV dual offer template is being developed and will be issued for consultation to our customers and stakeholders; if succesful, this will be implemented by the end of Q2  |
| 3.0                            | Information Provision         | 3.1               | Information on HV Network, Voltage Issues and Plans | DNO Specific  | 3.1.1        | Introduction of detailed heat maps onto SPEN website   |          | SPM Published                            | 33kV Heat Maps Published   |   | SPD heat maps complete September 2013; SPM heat maps available on the SPEN website from 13th January 2014; 33kV heat maps will be available by Qtr 3 2014; See attached link:<br><a href="http://www.spenergynetworks.co.uk/pages/connection_opportunities.asp">http://www.spenergynetworks.co.uk/pages/connection_opportunities.asp</a>  |
|                                |                               |                   |   | DNO Specific  | 3.1.2        | Development of 11kV GIS plans to show all load and generation related issues per circuit   |          |  | Revised Target   |   | Excellent progress made to date; draft of the 11kV GIS plans will be available for comment on SPEN website by end of Qtr 2 2014.  |
|                                |                               |                   |   | DNO Specific  | 3.1.3        | Development of a database to monitor and review all generation enquiries and connections   | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 3 2013; Active monitoring of all generation enquiries and connections now in place.   |
|                                |                               |                   |   | DNO Specific  | 3.1.4        | Ongoing communication with Local Authorities regarding load and generation capacity availability   | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 3 2013; Appointment of new Account Manager to continually engage with Local Authorities.  |
| 4.0                            | Technical                     | 4.1               | Innovation Collation and Rollout                    | Collaborative with other DNO's  | 4.1.1        | Development of Power Networks Demonstration Centre (PNDC) with partners University of Strathclyde, SSE and Scottish Enterprise)  | COMPLETE |  |  |   | A series of demonstrations modules identified for trialing new technology covering a variety of topics is planned for the new year. For each module e.g. Demand Side Response, key business contacts have been identified to deliver those works from each PNDC project partner with PNDC staff tasked with producing learning from each trial  |
|                                |                               |                   |   | DNO Specific  | 4.1.2        | Continuation of the existing Dynamic Thermal Rating (DTR) trial on 132kV network in North Wales  |          |  |  |   | On track; work continues to implement the findings into BAU   |
|                                |                               |                   |   | DNO Specific  | 4.1.3        | Development of Flexible Networks Project to provide 20% increase in network capacity via flexible network control and dynamic rating of network plant and equipment    |          |  | Inform & Publish Learnings   |   | This project is currently seeking an extension to allow the project deliverables to be completed and thereafter learning disseminated to stakeholders   |
|                                |                               |                   |   | DNO Specific  | 4.1.4        | Continuation of ARC Project to trial a new connections process in East Lothian and the Borders of Scotland   |          |  |  |   | The 2nd and 3rd ANM equipment will be installed at the remaining 2 GSPs by end of Q2 2014. The first Generator to be connection under ANM arrangements to be completed by May 2014.   |
|                                |                               |                   |   | Collaborative with other DNO's  | 4.1.5        | Continue to work with other DNO's to consider other suitable projects under IFI and LCNF criteria  | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 3 2013; ongoing engagement with other DNO's.  |
|                                |                               | 4.2               | Safeguard against Unnecessary Works                 | Collaborative with other DNO's  | 4.2.1        | Continue the relationship with generator and renewable developers to improve new product availability  | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 3 2013; ongoing open communication links to agree new technologies.   |
|                                |                               |                   |   | Collaborative with other DNO's  | 4.2.2        | Continue the significant stakeholder engagement to ensure all parties are working towards increased capacity   | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 3 2013; Good progress being made with this; ongoing engagement with Stakeholders and Customers to progress capacity issues  |
|                                |                               |                   |   | DNO Specific  | 4.2.3        | Development of non-firm connections to enable less costly connections  | COMPLETE |  |  |   | Progress good to date; key dependency is grid constraints. Positive engagement has been held with Grid to develop suitable commercial arrangements that will permit embedded generation to connect ahead of grid reinforcement  |
|                                |                               | 4.3               | Consistency in Standards interpretation             | Collaborative with other DNO's  | 4.3.1        | Continue to trial and develop the use of AVR's to enable further network capacity, and review the findings with other DNO's to share learning points of AVR technology | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 4 2013; SPEN will consider the use of an AVR as part of the design solution for DG customers, where appropriate and in-line with minimum scheme commitments; this policy was communicated at the most recent DG Technical Forum.  |
|                                |                               |                   |   | Collaborative with other DNO's  | 4.3.2        | Actively participate in any new opportunities or trials to improve technology within the LCNF arena and develop further links with other DNO's and stakeholders        | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 4 2013; SPEN keen to engage in future trails and continually working to develop links with other DNO's and stakeholders.  |
|                                |                               | 4.4               | Use of Legacy Projects and Strategic Developments   | DNO Specific  | 4.4.1        | Publish details on significant projects and innovative ideas on SPEN website   | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 4 2013; Update on all projects available on SPEN LCNF website:<br><a href="http://www.spenergynetworks.co.uk/innovation/">http://www.spenergynetworks.co.uk/innovation/</a>   |
|                                |                               |                   |   | DNO Specific  | 4.4.2        | Present at the Annual ENA LCNF conference  | COMPLETE |  |  |   | Complete; Initiative completed in Qtr 4 2013; Presentation material available on SPEN LCNF website:<br><a href="http://www.spenergynetworks.co.uk/innovation/">http://www.spenergynetworks.co.uk/innovation/</a>  |
| Collaborative with other DNO's | 4.4.3                         |                   |   | Actively engage with other DNO's and Stakeholders to ensure any developments and benefit is experienced at a national level | COMPLETE     |  |          |  | Complete; Initiative completed in Qtr 4 2013; SPEN keen to engage in future trails and continually working to develop links with other DNO's and stakeholders. |   |   |

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|--------------------|-------------------------|-------------------|--|--------------------------------|--------------|---|----------|-----------------|---------------------------|---|---|
| 5.0                | Charging                | 5.1               | Fair Deposit   | DNO Specific                   | 5.1.1        | Continue review of payment terms upon acceptance  |          | Approval Sought | Implementation            |   | The review of our policy in relation to payment terms has now concluded and now in final phase for approval/implementation. The impact of 'capacity banking' remains a key consideration as part of our review.   |
|                    |                         | 5.2               | Itemised Breakdown of Costs, including Contestable Charges | DNO Specific                   | 5.2.1        | Continue efforts to provide optimum breakdown of charges within quotations enabling customers to better understand make-up of connection charge.  |          | Target          |                           |   | On track; full breakdown of costs available upon request; IT project for automated solution signed off and on track to be implemented in Q2 2014  |
|                    |                         |                   |  | DNO Specific                   | 5.2.2        | Continue efforts to provide optimum clarity and detail of cost apportionment (where applicable) and associated works, proactively including notification of information requirements under Electricity (Connection Charges) Regulations.                      | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; As above.   |
| 6.0                | Choice                  | 6.1               | Address Barriers to Competition                            | DNO Specific                   | 6.1.1        | Continue engagement with customers and stakeholders to understand better perceived barriers and to improve understanding more generally of SPEN processes and options available to customers wishing to pursue/consider their competitive connection options. | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; DG Account Manager fully operational in new role.   |
|                    |                         |                   |  | DNO Specific                   | 6.1.2        | Review design approval requirements for generation enquiries.   |          |                 | Revised Target to Publish |   | Design Document and guidance complete awaiting internal approval prior to publication on our website. Communication planned for end of April 2014.  |
|                    |                         |                   |  | Collaborative with other DNO's | 6.1.3        | Work collaboratively with other DNO's to ensure fair competition for DG Customers   | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; Working with the rest of the DNO group to progress this issue.  |
| 7.0                | Feedback                | 7.1               | Risk-free Appeals Process                                  | DNO Specific                   | 7.1.1        | Document SPEN Appeals Process and review with Customers and Stakeholders  | COMPLETE |                 |                           |   | Complete; Initiative superseded by the ICE DGLV and DGHV work plans to be published late April 2014.  |
|                    |                         |                   |  | Collaborative with other DNO's | 7.1.2        | Engage with other DNO's to discuss a common approach at national level  | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; Continued communication with other DNO's to determine a common approach.  |
|                    |                         |                   |  | DNO Specific                   | 7.1.3        | Formally communicate to all Customers and Stakeholders the SPEN Appeals Process   | COMPLETE |                 |                           |   | Complete; Initiative superseded by the ICE DGLV and DGHV work plans to be published late April 2014.  |
|                    |                         | 7.2               | Customer Feedback Seminars                                 | DNO Specific                   | 7.2.1        | Continue with SPEN Customer Surgeries and DG Forums   | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; Continued communication through regular Customer Surgeries and Forums.  |
|                    |                         |                   |  | DNO Specific                   | 7.2.2        | Produce a detailed Communication Plan per Customer Group  | COMPLETE |                 |                           |   | Complete; Initiative superseded by the ICE DGLV and DGHV work plans to be published late April 2014.  |
|                    |                         |                   |  | Collaborative with other DNO's | 7.2.3        | Hold National and Regional sessions with other DNO's  | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; Working with the rest of the DNO group to progress this matter.   |
|                    |                         |                   |  | DNO Specific                   | 7.2.4        | Develop an Application Tracking System to improve updates on each project   | COMPLETE |                 |                           |   | Complete; Initiative superseded by the ICE DGLV and DGHV work plans to be published late April 2014.  |
|                    |                         |                   |  | DNO Specific                   | 7.2.5        | Continue with Local Authority interaction to review ongoing capacity issues   | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; New Account Manager now appointed and has provided a number of capacity reviews for Local Authorities that have requested this information.   |
|                    |                         |                   |  | Collaborative with other DNO's | 7.2.5        | Develop any appropriate initiatives or innovation suggestions from Customers  | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; Working with the rest of the DNO group to progress this issue.  |
|                    |                         | 7.3               | Issues Log - also to capture new issues                    | Collaborative with other DNO's | 7.3.1        | Document Regional and National Issues   | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; Work ongoing as part of the DNO DG Technical Working Group; Any issues not associated with this group to be retabled by DG community.   |
|                    |                         |                   |  | Collaborative with other DNO's | 7.3.2        | DNO workplan to rationalise issues  | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; As above; any ongoing issues not adopted by DNO DG Technical Working Group to be retabled by DG community.  |
|                    |                         |                   |  | Collaborative with other DNO's | 7.3.3        | Review and resolve issues jointly as a DNO Group  | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 4 2013; Ongoing as part of the DNO DG Technical Working Group.  |
|                    |                         |                   |  | Collaborative with other DNO's | 7.3.4        | Communicate Implementation Plan and Results to Customers  | COMPLETE |                 |                           |   | Complete; Initiative superseded by the ICE DGLV and DGHV work plans to be published late April 2014.  |
|                    |                         |                   |  | Collaborative with other DNO's | 7.3.5        | Development of a National DNO Technical Forum   | COMPLETE |                 |                           |   | Complete; Initiative completed in Qtr 3 2013; SPEN DG Pre Contract Manager, Paul Black, appointed as a member of the DNO DG Technical Working Group and will contribute on an ongoing basis.  |
|                    |                         |                   |  | Collaborative with other DNO's | 7.3.6        | Reasonable securities for transmission works under new CMP 192 regime   |          |                 |                           |   | SPD has been fully involved in the CUSC working group looking at the development of arrangements for the management of securities which impact on embedded generation as a result of Statement of Works applications with NGET. SPD has also met with Ofgem, SSE and customer representatives to discuss a possible interim solution. SPD, along with SSE have provided data to Ofgem as part of that process and await a response from Ofgem once they have considered the data further. |