Competition in Connections Code of Practice Report 2024-25

(April 2024 – March 2025)

SP Manweb
and
SP Distribution

September 2025

Introduction

A requirement of the Competition in Connections Code of Practice is that DNOs report annually to demonstrate its compliance with the Code of Practice as required by Standard Licence Condition 52.

It is deemed that completion of this document shows that SPEN has fulfilled the specific requirements identified in the Code of Practice in the following paragraphs:

> *9.1. Each DNO shall publish an annual report by the end of September each year to demonstrate their compliance with this code of practice. This report shall include reporting on the volume of inspections by the DNO on connections completed by all parties (including the DNO's own business or affiliates and competitors).*
>
> *9.2. The report will include such detail on processes and procedures and available metrics to demonstrate the DNO is providing the equivalent level of service to independents as to them undertaking connection activities themselves for each of the Input Services.*

In order to also meet Ofgem obligations on reporting included in Standard Licence Condition 45, Data Assurance requirements, SPEN have undertaken processes and data assurance activities and completed a risk assessment of the submission, setting out our data assurance activities to manage the risk of inaccurate or incomplete reporting.

The information included in this report is for the regulatory year 2024-25 (1 April 2024 to 31 March 2025).

Our website continues to have a defined section for CIC with a full range of information to support our customers and Independent Connection Providers (ICPs), including the provision of alternative providers. Please see Appendix 1iii). We continue to make our customers aware of their choices.

The following pages cover the responses required within sections 4, 5, 6 and 7 as per the Code of Practice. A separate Appendices document has been created to provide supporting evidence. Due to the overlap within the questions, there is some repetition within the responses, and we have cross-referenced some responses and referred to the appendices to prevent further duplication.

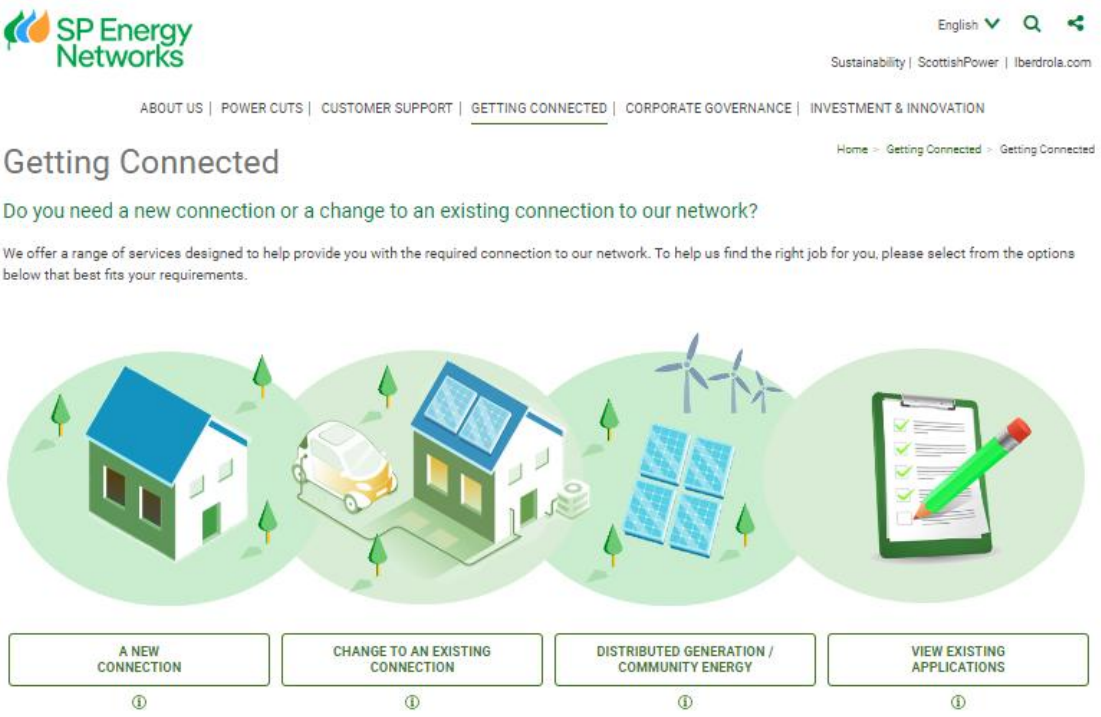
During this reporting period we continue to liaise with ICP's and IDNO's across our regions to raise awareness and encourage them to take up the options available to them. This also gives us the opportunity to address any queries or concerns they may have around any part of the process.

4.3. The Connection Application

4.3.2. On receiving a Connection request, the DNO will provide the Customer with a detailed explanation of the competitive Connections market and ICPs that may be available in their Distribution Services Area.

SPEN continue to provide the Customer with a range of information which explains the Competitive market and provides details of the ICPs that are both available and active in their area. These are detailed below followed by the supporting evidence:

There is information readily available on the connections section of the website in relation to the overall connection process, by selecting "Getting Connected" on the header tabs you are directed to https://www.spenergynetworks.co.uk/pages/which_type_of_connection.aspx which provides you with details of the connection's services available. Selecting one of the available options leads to further advice and information. Selecting "A New Connection" will lead you to https://ccp.spenergynetworks.co.uk/new-connection/work-type see Appendix 1 i) , where you have further selections available such as apply for a House, Flat, Commercial Premises and Commercial EV Charger. There is also a link for anyone wishing to proceed with a Domestic EV Charger. Upon selecting one of these options the customer will be guided through the various stages of the process. There is also a variety of useful guides, see Appendix 1 ii), regarding the application process under the "Preparing to get connected" section which cover for example New Connections Video Overview, Minimum Information requirements. Information on Other Connections Providers is also provided, see Appendix 1 iii).



When a connection request is received SPEN provides the customer with an application pack which includes the application form and the website links to the following leaflets:

- Getting Connected to the electricity network; which explains our connection process: https://www.spenergynetworks.co.uk/userfiles/file/connections_getting_connected.pdf
- Connecting you with a choice; which details in simple terms the option of either SPEN and/or an ICP completing the work and what work can be carried out by an ICP, see a) below.

Once a completed application is received SPEN issue a confirmation of receipt and enclose the leaflets detailed above.

When SPEN issue a Convertible Quotation (offer letter), which again references the options available for the customer; we also enclose another leaflet "Your Connection Offer explained", see b) below. This also provides the customer with further information to help them understand their quote in terms of who can complete the work.

Alternative Providers - SPEN provide the links to two sources of information in relation to ICPs; one being active ICPs in the SPM and SPD areas, the other the Lloyds Register where the customer can see the activities an ICP is accredited to complete, see c) below.

Supporting Evidence

a) Connecting you with a Choice leaflet - this leaflet, screenshot shown below, is also available on our "getting connected" section of the website under "Other Connections Providers (You have a choice)", within the "Information for ICPs and IDNO" Documents section and by selecting "Customer Leaflets.
https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx

Documents page: https://www.spenergynetworks.co.uk/pages/competition_in_connections_documents.aspx

Customer leaflets: https://www.spenergynetworks.co.uk/pages/useful_documents.aspx
and https://www.spenergynetworks.co.uk/pages/connections_videos_and_leaflets.aspx
or via the direct link
https://www.spenergynetworks.co.uk/userfiles/file/Connecting_you_with_a_choice_web.pdf

Connecting you with a choice

SP ENERGY NETWORKS

Introducing Competition in Connections

This SP Energy Networks (SPEN) leaflet aims to guide you towards the right choices when making a new connection to our electricity network. Further information can be found on our website shown at the foot of this page.

Choose SPEN or an ICP

Although SPEN offers you a comprehensive and bespoke end-to-end utility solution for all your connection needs, you may choose to appoint an Independent Connection Provider (ICP), to carry out some or all of the connection work instead. This is often referred to as the 'Contestable' work.

We now offer:

- A "Dual Offer" quote to relevant customers which provides them the quote for both SPEN completing "all works" and the Point of Connection(POC) costs
- ICPs are able, when accredited to self-determine, to
  - identify and design their own POC
  - approve their own design
  - complete their own inspection and monitoring

www.spenergynetworks.co.uk

Contestable Work

This is work that can be undertaken by an ICP as well as SP Energy Networks. Examples include:

- Design of your new connection/network to our existing network
- Construction of new electricity networks
- Installation of new electrical equipment and services
- Commissioning of the new networks
- Acquisition of legal consents for new networks (Verified by our own legal department)
- Live jointing of cables and services for new networks
- Completion of final connection joint onto our existing network
- Trial to identify and design of the Point of Connection (POC) to our existing network to extend the scope of contestable works for ICPs – subject to suitable Lloyds accreditation

SP Energy Networks (SPEN) provides competitive quotations to undertake all contestable works. Please contact either:

Scotland:
SPNCNorth@scottishpower.com

England/Wales:
SPNCSouth@scottishpower.com

Non-Contestable Work

This is work is normally completed by SP Energy Networks, but some can now be completed by accredited ICPs, and includes:

- Assessing the impact of your new connection to our existing network
- Identifying and designing the Point of Connection (POC) to our existing network
- Specifying the equipment and materials that have to be used
- Approving the new ICP connection/network design
- Inspecting and monitoring the ICPs construction work on the new network
- Witnessing the ICP testing of the new electrical equipment installed by ICPs

A complete list of contestable and non-contestable work can be found on our statement of methodology and charging which is available at: www.scottishpower.com/pages/connections_use_of_system_and_metering_services.asp

ICP Accreditations

For your safety, ICPs must possess the appropriate accreditations to carry out contestable works. Lloyds Register is responsible for assessing and accrediting the ICPs under the National Electricity Registration Scheme. You'll find a list of accredited ICPs and further information at: www.lloydsregister.co.uk/schemes/NERS/

Our Connection Charges

SP Energy Networks charges for all the non-contestable and contestable work you request us to carry out. Please note, payment is required before we provide your connection.

If you choose to appoint an ICP to do the contestable work, you're responsible for paying them.

Adopting the New Network

Once an ICP has met our inspection, testing and connection requirements, we'll adopt the new connection so it becomes part of our electricity distribution network. From then on, we're responsible for its future operation, maintenance, repair and replacement, subject to the guarantee requirements in the Construction and Adoption Agreement.

New electricity networks may also be adopted by **Independent Distribution Network Operators,** or IDNOs. If so, it's the IDNO who's responsible for the future operation, maintenance and repair of the new electricity network assets installed by the ICP – up to the point where they connect to our existing network.

Agreement Types

If you choose to appoint an ICP to do the contestable work, we'll ask them to enter into one of two agreements with us, depending on the work they undertake:

1. **Construction and Adoption Agreement**
   This agreement applies when contestable work is done by an ICP and states the terms and conditions under which we'll adopt the new connection. **This is an agreement between you, your appointed ICP and us.**
2. **Connection Agreement**
   This agreement is either between you and us, or with SP Energy Networks and the Independent Network Operator (IDNO). It sets out the obligations of both parties and the terms for connecting to our electricity network.
   Site-specific connection agreements may apply depending on the type of connection you request:

- Bi-Lateral Connection Agreements (IDNO sites)
- HV-Only Connection Agreements
- LV/HV Generation Connection Agreements.

Your Competition in Connections Teams

Central and Southern Scotland

cicadminnorth@scottishpower.com

0800 389 1785

Cheshire, Merseyside, North Wales and North Shropshire

cicadminsouth@scottishpower.com

0800 389 1783

Our standards of service, application forms and additional information is:
www.spenergynetworks.co.uk/pages/competition_in_connections.asp

The Standard Process

If you appoint an ICP to carry out the contestable work, here's how we'd work together:

ICP	SPEN
Submit Point of Connection (POC) quotation application on behalf of the customer, with site/boundary plans to our Register of Adopted Asset Requests (RAdAR) system in line with our CON-04-005 process document.	
	We design and calculate the non-contestable works and charges associated with providing a POC to our network then issue a quotation.
The accredited ICP signs and returns the offer acceptance, together with payment of the non-contestable charges.	
Accredited ICP submits the design of your new network for us to approve.	
	Agreements signed and returned. Legal consents obtained. Weekly whereabouts submitted throughout construction phase.
	Our asset inspectors monitor and audit the construction of the new electricity network (Non-conformances must be rectified prior to connecting to our network).
Accredited ICP requests connection (or confirms completion of connection) to the existing network once all conditions have been met and satisfy in accordance with the agreements.	
	Project closed. Adoption warranty period begins in accordance with the agreements.

The Self-determined Process Options

If you appoint an ICP to carry out the non-contestable work under the self-determined process, they have the option to:

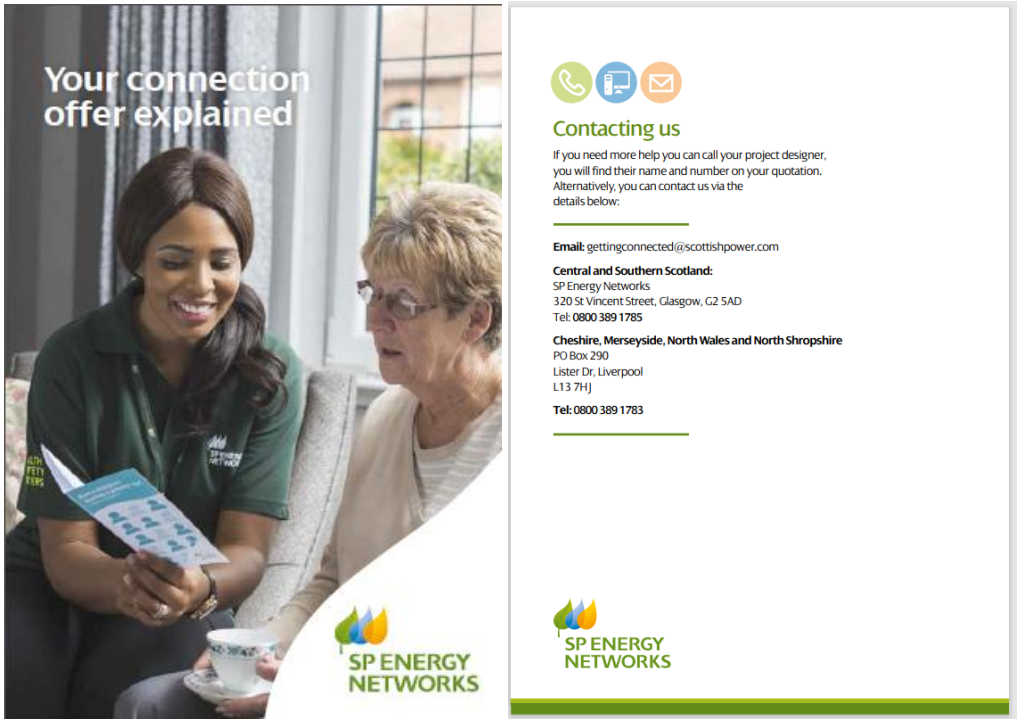
ICP
When accredited, submit Point of Connection (POC) self-determined application, where they have designed the works associated with providing a POC on behalf of the customer to our Register of Adopted Asset Requests (RAdAR) system in line with our CON-04-009 process document.
If an ICP requires us to complete any works we will provide an offer, of which they sign and return the acceptance, together with payment of the non-contestable charges.
Accredited ICP submits their self-approved design for the new network.
Agreements signed and returned. Legal consents obtained. Weekly whereabouts submitted throughout construction phase.
Once approved, their asset inspectors monitor and audit the construction of the new electricity network (Non-conformances must be rectified prior to connecting to our network).
Accredited ICP requests connection (or confirms completion of connection) to the existing network once all conditions have been met and satisfy in accordance with the agreements.
Project closed. Adoption warranty period begins in accordance with the agreements.

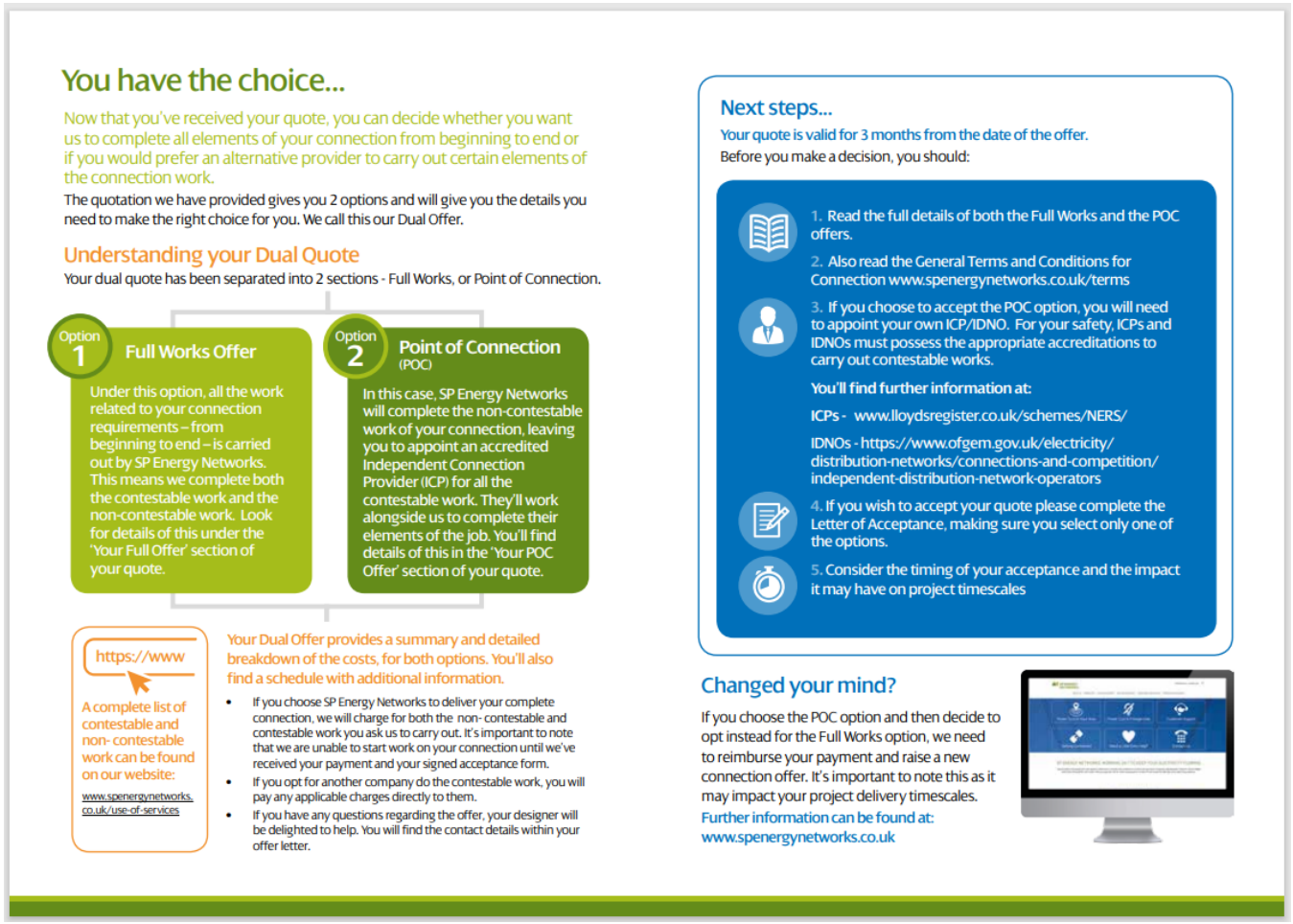
b) Your Connection Offer leaflet - screenshot shown below, is also available on our website within the “Customer Support” section, within “Help & Advice”, under “Customer Leaflets” and also within the Getting Connected section of the website under the Major Connections section, connections videos and leaflets.

Customer Support page:
https://www.spenergynetworks.co.uk/pages/customer_support.aspx

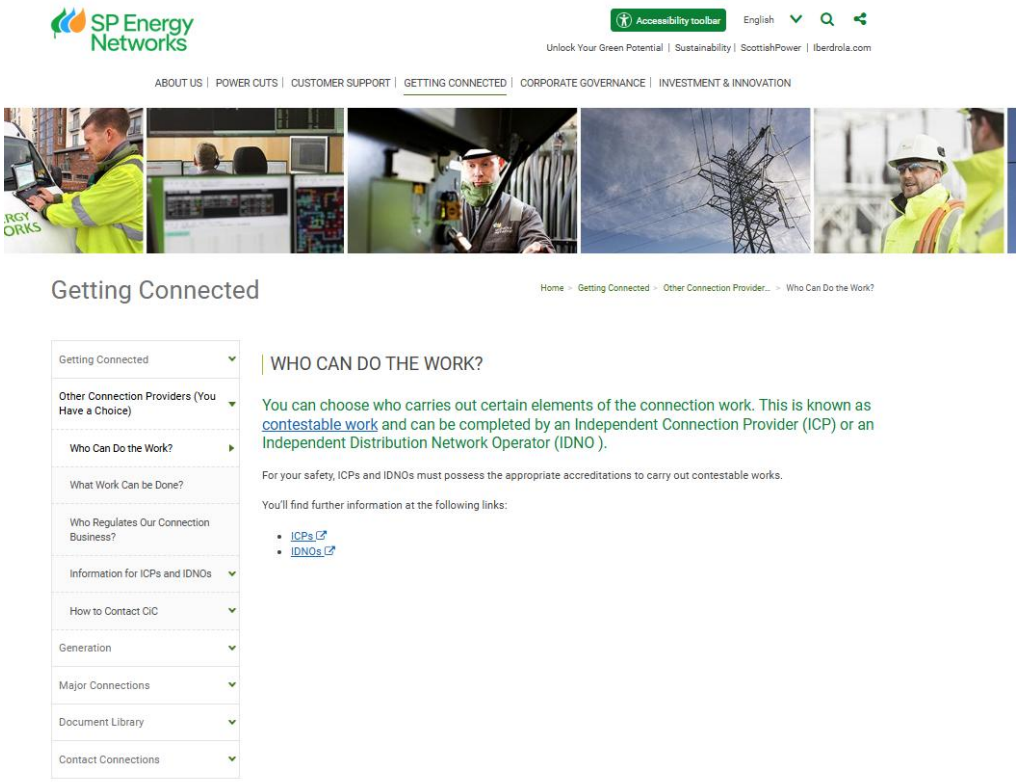
Connections Customer leaflets:
https://www.spenergynetworks.co.uk/pages/connections_videos_and_leaflets.aspx

or via the direct link
https://www.spenergynetworks.co.uk/userfiles/file/connections_offer.pdf





c) Alternative Providers – Please see the screenshot below which shows the detail held on the website page https://www.spenergynetworks.co.uk/pages/who_can_do_the_work.aspx , see Appendix 1 iv)



4.3.3. In addition, each DNO will ensure that its website contains consistent and clear information for Connection Customers that enables them to access the competitive Connections' market.

We continue to provide significant information on the website and changes are continually made to improve the navigation of the site and to make it easier to find key information. There are regular reviews of the content and the site is updated with any changes.

Supporting Evidence

Website - https://www.spenergynetworks.co.uk/pages/competition_in_connections.aspx , a screenshot of the website can be seen in Appendix 1 iii).

4.3.4. Where the Customer makes a request to the DNO for a Connection in a Relevant Market Segment, the DNO shall provide the Customer with a Convertible Quotation. The Customer can either accept the Convertible Quotation or provide the Point of Connection to an ICP in order to obtain a competitive quote for the Contestable Works. The Customer can then choose whether it wants the DNO or an ICP to carry out all or some of the Contestable Work.

SPEN continues to provide Convertible Quotations which provides the customer with the option of either SPEN completing full works or an ICP being appointed to carry out contestable works. A copy of which was enclosed in the 2015/16 report, there have been no subsequent changes to the format.
Please see extracts below which show the specific references to the options available, both on the first page of the offer, extract a), and within the letter of acceptance, extract b):

Enclosed with the quotation is the leaflet "Your Connection Offer Explained", as detailed in 4.3.2 and evidenced in 4.3.2 b), which advises of the options in a customer friendly format and includes details on Option1: Full Works and Option 2: POC; Next Steps

Supporting evidence

a) Extract – Convertible Quotation Letter

Customer reference number : xxxxxxxxx
Payment reference number:0xxxxxxxxxxxxxx
Offer Date : 00.00.0000

Dear Sir/Madam,

Re: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thank you for your enquiry, which we received on 00.00.0000 regarding New Supply works at the above address. We have pleasure in submitting this Offer Letter for your consideration.

You now have two options. To proceed, you can only choose one. You may:

1. Accept SP Energy Networks to complete all the work to meet your connection requirements:
This means that SP Energy Networks will complete the contestable and non-contestable work. This will be known in this offer letter as **The Full Works**.

Charge (exclusive of VAT)	VAT	Total Charge
£x,xxx.xx	£xx.xx	£x,xxx.xx

OR

2. Accept SP Energy Networks to complete the Point of Connection (POC) work to meet your connection requirements:
This means that SP Energy Networks will complete the non-contestable work only. It is your responsibility to appoint an accredited independent connection provider (ICP) to work alongside SP Energy Networks to complete the contestable work. This will be known in this offer letter as **The POC**.

Charge (exclusive of VAT)	VAT	Total Charge
£x,xxx.xx	£xx.xx	£x,xxx.xx

For further information please refer to the guidance leaflet **Your Connection Offer Explained**. If you are happy to proceed please refer to the **Next Steps** section of this Offer Letter.

b) Extract – Letter of Acceptance

YOUR LETTER OF ACCEPTANCE - PLEASE COMPLETE & RETURN TO US

SP Energy Networks
ScottishPower
General Administration
10th floor
320 St. Vincent Street
Glasgow
G2 5AD

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

xxxxxxx xxxxxxx
xxxxx

Customer reference number: xxxxxxxxx
Payment reference number:0xxxxxxxxxxxxxxx
xx.xx.xxxx

Dear Sirs,

Offer of New Supply to xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx Ref: xxxxxxxxx.

Please place a cross [X] next to the offer You are accepting in the space provided:

OPTION 1. I/We confirm acceptance of the Full Works offer for the Non-contestable Works and Contestable Works and associated terms and conditions.		
Connection Charge	The cost will be £x,xxx.xx (exc. VAT) VAT will be charged at £xx.xx The total cost will be £x,xxx.xx (inc. VAT)	
OPTION 2. I/We confirm acceptance of the Point of Connection Offer (POC) for the Non-contestable Works and Contestable Works and associated terms and conditions.		
Connection Charge	The cost will be £x,xxx.xx (exc. VAT) VAT will be charged at £xx.xx The total cost will be £x,xxx.xx (inc. VAT)	

4.3.5. As part of producing a Convertible Quotation the DNO will determine:
- the Point of Connection to its Distribution System;
- whether any reinforcements of the existing Distribution System is required;
- whether part of the Distribution System needs to be diverted;
- the Convertible Quotation the DNO issues shall contain details of:
- the charges for the Non-Contestable Works;
- the charges for Contestable works;
- the work and costs of providing the new Connection; and
- the options the Customer has for accepting the quotation or progressing with an ICP.

SPEN comply with the above by providing a comprehensive breakdown of information to the customer in the Convertible Quotation Letter.
SPEN convertible quotations provide:

- The grid point for the POC to our Distribution systems – covered in summary of proposed works
- Reinforcements - summary of full works and POC offer within the breakdown of costs
- Diversions – summary of full works and POC offer within the breakdown of costs
- Charges – within the breakdown of the full works costs and in the POC costs
- Works and costs – work detailed within the full works and POC offer, plus the key responsibilities
- Customer Options - as per response to 4.3.4 and the leaflet detailed in 4.3.2 b)

See screenshots of “Full Works Offer” and “POC Offer” in the supporting evidence below. A copy of an example of a Convertible Quotation letter was enclosed in the 2015/16 report; there have been no subsequent changes to the format.

Supporting evidence

a) Extract – Full Works Offer

YOUR FULL WORKS OFFER

SP Energy Networks will complete the contestable and non-contestable work.

Summary of the proposed works
A supply capacity of 130kVA will apply to the site. The service will be at 400 volts (+10% to -6%), 50 hertz (+ or -1%), three phase, 4 wire. The point of connection will be the outgoing terminals of the low voltage cut-out. Install a new 95mm2 waveform cable, erect a new 200Amp Cutout located within the customers switchroom immediatley to the substation building and terminate waveform cable to low voltage switchgear.

The following tables provide further detail of the charges associated with the Full Works offer.

A summary of the Full Works costs
This table splits out the cost by the type of work being proposed. The connection charge is the cost associated with the work required to provide you with your connection assets. The diversion charge is the cost associated with the work required to divert any existing assets to enable your connection. The reinforcement charge is the cost associated with the work required to reinforce the electrical system to enable your connection.

Charge description	Connection	Diversion	Reinforcement
F5 MAINS CABLES	£x,xxx.xx	£0.00	£0.00
G CIC FINAL WORKS PHASED ENERGISATION	£x,xxx.xx	£0.00	£0.00
C ASSESS DESIGN FOR ALL RELEVANT WRKS	£x,xxx.xx	£0.00	£0.00
Total	x,xxx.xx	0.00	0.00

A detailed breakdown of the Full Works costs
This table provides a detailed breakdown of the costs associated with the work being proposed. This table reflects the charges that are set out within our Common Connection Charging Methodology. This table also splits out the contestable and non-contestable elements of the work and any contribution made by SP Manweb plc.

Description Of Works	Proposed Quantity	Measure	Customer Contribution	SPM Contribution	Contestable	Non Contestable
C ASSESS DESIGN FOR ALL RELEVANT WRKS						
CHARGE FOR POINT OF CONNECTION INFORMATION	1.00	EA	x,xxx.xx	0.00		Y
Sub Total			£x,xxx.xxx	£0.00		

F5 MAINS CABLES						
REMOVAL OF METER PANEL	1.00	EA	xx.xx	0.00		Y
LOW VOLTAGE METERING	1.00	EA	xxx.xx	0.00	Y	
LOW VOLTAGE CUT-OUT	1.00	EA	xxx.xx	0.00	Y	
LOW VOLTAGE CUT-OUT	1.00	EA	xxx.xx	0.00		Y
EXCAVATE/LAY 1 LOW VOLTAGE MAINS CABLE (FOOTWAYS)	3.00	M	xxx.xx	0.00		Y
LAY ONLY LOW VOLTAGE MAINS CABLE (EXCLUDING SAND)	1.00	M	xx.xx	0.00		Y
EXCAVATE LOW VOLTAGE JOINT HOLE (FOOTWAYS)	2.00	EA	x,xxx.xx	0.00	Y	
LOW VOLTAGE JOINTING	3.00	EA	xxx.xx	0.00		Y
ADDITIONAL LOW VOLTAGE JOINTING WORKS	3.00	EA	xxx.xx	0.00		Y
CONNECT LOW VOLTAGE CABLE ONTO FUSE BOARD	2.00	EA	xxx.xx	0.00		Y
Sub Total			£x,xxx.xx	£0.00		

G CIC FINAL WORKS PHASED ENERGISATION						
PROJECT MANAGEMENT (TOTAL LABOUR)	1.00	ST	xxx.xx	0.00	Y	
PROJECT MANAGEMENT (TOTAL LABOUR)	1.00	ST	x,xxx.xx	0.00		Y
CRAFTSMAN/ENGINEER TIME (TOTAL LABOUR)	1.00	ST	x,xxx.xx	0.00		Y
Sub Total			£x,xxx.xx	£0.00		
TOTAL CONNECTION CHARGE			£x,xxx.xx			

b) Extract – POC Offer

YOUR POC OFFER

SP Energy Networks will complete the non-contestable work only. It is your responsibility to appoint an accredited independent connection provider (ICP) to work alongside SP Energy Networks to complete the contestable work.

Should you choose to use an ICP to work alongside SP Energy Networks to complete the contestable work your ICP will need to submit the following documents no later than four months from the date of this offer:

- The contestable design.
- Written confirmation from you of their appointment as your contestable work provider.
- Where relevant, confirmation of compliance with the CDM regulations.
- Where necessary, details of any subcontractor to be used in the completion of the Contestable Works.

Summary of the proposed works
POC - POINT OF CONNECTION

Load
This connection will provide supply for a total connected load of 130kVA at 400 Volts, 50-Hertz alternating current.

LV connection of customers network
Make off 1 x low voltage straight joints to connect the customers network.

POC grid reference
POC area grid ref: 310813,291407

A summary of the POC costs
This table splits out the cost by the type of work being proposed. The connection charge is the cost associated with the work required to provide you with your connection assets. The diversion charge is the cost associated with the work required to divert any existing assets to enable your connection. The reinforcement charge is the cost associated with the work required to reinforce the electrical system to enable your connection.

Charge description	Connection	Diversion	Reinforcement
D CIC ASSESS AND D OF THE NON-CONT WRKS	x,xxx.xx	£0.00	£0.00
E CIC DESIGN APPROVAL OF CONT WRKS	x,xxx.xxx	£0.00	£0.00
F5 MAINS CABLES	x,xxx.xx	£0.00	£0.00
G CIC FINAL WORKS PHASED ENERGISATION	x,xxx.xx	£0.00	£0.00
H CIC INSPECT AND MONITOR OF CONT WRKS	xxx.xx	£0.00	£0.00
Total	x,xxx.xx	0.00	0.00

A detailed breakdown of the POC costs
This table provides a detailed breakdown of the costs associated with the work being proposed. This table reflects the charges that are set out within our Common Connection Charging Methodology. This table also splits out the contestable and non-contestable elements of the work and any contribution made by SP Manweb plc.

Description Of Works	Proposed Quantity	Measure	Customer Contribution	SPM Contribution	Contestable	Non Contestable
D CIC ASSESS AND D OF THE NON-CONT WRKS						
CHARGE FOR POINT OF CONNECTION INFORMATION	1.00	EA	x,xxx.00	0.00		Y
Sub Total			**£x,xxx.00**	**£0.00**		
E CIC DESIGN APPROVAL OF CONT WRKS						
CHARGE FOR DESIGN APPROVAL	1.00	EA	x,xxxx.xx	0.00		Y
Sub Total			**£x,xxx.xx**	**£0.00**		
F5 MAINS CABLES						
REMOVAL OF METER PANEL	1.00	EA	xx.xx	0.00		Y
LOW VOLTAGE CUT-OUT	1.00	EA	xxx.xx	0.00		Y
EXCAVATE/LAY 1 LOW VOLTAGE MAINS CABLE (FOOTWAYS)	3.00	M	xxx.xx	0.00		Y
LAY ONLY LOW VOLTAGE MAINS CABLE (EXCLUDING SAND)	1.00	M	xx.xx	0.00		Y

Description Of Works	Proposed Quantity	Measure	Customer Contribution	SPM Contribution	Contestable	Non Contestable
LOW VOLTAGE JOINTING	3.00	EA	xxx.xx	0.00		Y
ADDITIONAL LOW VOLTAGE JOINTING WORKS	3.00	EA	xxx.xx	0.00		Y
CONNECT LOW VOLTAGE CABLE ONTO FUSE BOARD	2.00	EA	xxx.xx	0.00		Y
Sub Total			**£x,xxx.xx**	**£0.00**		
G CIC FINAL WORKS PHASED ENERGISATION						
PROJECT MANAGEMENT (TOTAL LABOUR)	1.00	ST	x,xxx.xx	0.00		Y
CRAFTSMAN/ENGINEER TIME (TOTAL LABOUR)	1.00	ST	x,xxx.xx	0.00		Y
Sub Total			**£x,xxx.xx**	**£0.00**		
H CIC INSPECT AND MONITOR OF CONT WRKS						
INSPECTION AND MONITORING LEVEL 1	1.00	EA	xxx.xx	0.00		Y
Sub Total			**£xxx.xx**	**£0.00**		
TOTAL CONNECTION CHARGE			£x,xxx.xx			

4.3.6. The charges for the Non-Contestable Works in a Convertible Quotation shall be comparable irrespective of whether an ICP or the DNO undertakes the Contestable Works.

The Convertible Quotation ensures that the costs are the same irrespective of whether the ICP or SPEN undertake the contestable works. The only difference may be the design approval or audit/inspection costs; however, this would be dependent on whether the ICP completes those activities themselves. These are shown in supporting evidence in 4.3.5. A copy of an example of a Convertible Quotation letter was enclosed in 2015/16 report; there have been no subsequent changes to the format.

4.5. Determining whether ICP can undertake assessment of POC

4.5.2. DNO will publish circumstances, and the reasons why, where an Accredited ICP cannot undertake the assessment of the Point of Connection. The ICP will be unable to determine the Point of Connection because the DNO:
- has not made sufficient information available; and/or
- has stated that only it can undertake the assessment.

The information is published on the SPEN website to advise of the Relevant Market Segments that are currently available for self-determination to be undertaken and have detailed both the restrictions and the reasons for exclusion. We have also referenced those categories not currently available where we would be happy to develop a process with an ICP.

Extract from website

Relevant Market Segment	Self-approval of designs available (Yes/No)	Comments
LV Demand	Yes*	Subject to restrictions
HV Demand	Yes*	Subject to restrictions
HV / EHV Demand	No	Currently due to technical nature, complexity of designs and significant impact on network.
EHV/132kV Demand	No	Currently due to technical nature, complexity of designs and significant impact on network.
DG LV	Yes*	Subject to restrictions
DG HV / EHV	No	Impacted by a high level of interactivity
UMS LA	Yes	
UMS Other	Yes	
UMS PFI	Yes	

*Subject to the following restrictions:

- Where the requirement for reinforcement is identified
- There exists interactivity with other quotations

Supporting evidence

This information is published on our website, within the Code of Practice section https://www.spenergynetworks.co.uk/pages/self_determination_of_point_of_connection.aspx. A screenshot of the web page can be seen in Appendix 1 vi).

4.6. DNO Input Services where the ICP determines the POC

4.6.1. The DNO will make available access to such information as the ICP is reasonably likely to require in order to assess the Point of Connection. This information will be available on an equivalent basis as it is to the DNO, normally on a 24/7 basis. The information will enable ICPs to either:

i) self-select a Point of Connection in combination with the Standard Design Matrix (see section 4.9 below); or

ii) carry out assessment and design of the Point of Connection using the DNO's standards and process utilizing the technical competency of the ICP's design team (see section 4.10 below).

SPEN provide a range of information, equivalent to that used by SPEN Design Engineers, to the ICPs for use in assessing a Point of Connection. These are detailed below, followed by our supporting evidence:

Process Documents - Document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers details the information and process to support the ICP in completing the self-determination, please see evidence a). The document also provides some insight of factors that should be considered and their impact on the network.

Standard Design Matrix – The matrices were created in line with the standardised format agreed with the ENA and other DNOs and can be found along with guidance in the process document detailed above (section 13 and Appendix 1b); it is also readily available on the website within the Code of Practice sub-section, see evidence b). Please also refer to the response 4.9.1 below.

Utility Map View (UMV) – Free unlimited access to this web portal continues to be available, providing access to our data asset records, enabling ICPs to view underground and overhead line assets and interrogate the data to establish type, size, location and ratings of the relevant equipment/assets.
To gain access to this portal an ICP would need to submit an access request form which once processed would result in the ICP being provided access to the site and issued with access details and supporting information; guidance for gaining access is available on the website; see evidence c).

Open Data Portal – New data portal designed to bring together a range of data into a single location. Free unlimited access to the web portal is available, providing access to a wide range of data. i.e. Long Term Development Strategy, Network Development Plan, Distribution Future Energy Scenarios, Heat Maps, Embedded Capacity Register, Operational Data, Curtailment & Flexibility, see evidence d).
To gain access to this portal an ICP would need to submit an access request form which once processed would result in the ICP being provided access to the site and issued with access details and supporting information; guidance for gaining access is available on the website; see evidence d).

Supporting evidence

a) Process Documents – ESDD-02-021 is available within the "Information for ICPs and IDNOs" section of the Other Connection Providers section of the website. It can be found by selecting "Policies, Procedures and Specifications: Documentation; "Connection Process",
https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx
or via the direct link https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf

b) Standard Design Matrix - available within the process document ESDD-02-021 on the website, see evidence a). This document details the process and also includes our Standard Design Matrix. The Standard Design Matrix is also available on the website, by selecting "Information for ICPs and IDNOs"; Code of Practice; Standard Design Matrix, see screenshot in Appendix 1 vii), or direct via www.spenergynetworks.co.uk/pages/standard_design_matrix.aspx, see 4.9.1 below.

c) UMV – access is available through the external links provided once access is completed; all users have now been migrated to the current platform https://gisportal.scottishpower.com/contestable_umv_gis/

Screenshots of the system are shown in Appendix 2 i) to iv)

To gain access to UMV the ICP would need to refer to, the guidance and information subsection, within "Information for ICPs and IDNOs", of the Other Connection Providers page https://www.spenergynetworks.co.uk/pages/guidance_information.aspx, or directly via https://www.spenergynetworks.co.uk/pages/utility_map_viewer.aspx

d) Open Data Portal – access is available through the external link provided once access is completed https://spenergynetworks.opendatasoft.com/pages/home/

A screenshot is available within Appendix 1 viii). Screenshots of the database are available within Appendix 2 v).

4.6.2. Such information will include:

- ***geographical network records showing the location, size and type of assets;***
- ***load information for the Distribution System, including guidance on the rules to be applied when allocating demand diversity of new and existing Customers to circuits;***
- ***relevant design standards and documents (e.g. the Energy Network Association's engineering recommendation G81);***
- ***asset sizes and ratings;***
- ***network operational diagrams.***

SPEN provide a variety of information to support the ICP in establishing the Point of Connection:

- UMV access (utility map viewer) is provided free via the web portal and enables ICPs to view underground and overhead line assets and interrogate the data to establish type, size, location, and ratings of the relevant equipment/assets. An updated and improved version of UMV has been implemented and access has been provided to all current users of the previous system. An example of the information that is provided is shown below. See supporting evidence a)
- Standard Design Matrices have been created in line with the standardised format agreed with the ENA and other DNOs which can be found along with guidance in the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, detailed below, section 13 and Appendix 1b), and is also readily available on the website, see evidence b). Please also refer to the response 4.9.1 below
- Design standards are available on the website, as per the screenshot below; please see evidence c). If there is a requirement for information additional to the design standard documents then the ICPs are able to approach our design team with their enquiry, or we are more than happy to arrange face to face discussion over any issues or concerns. If there is a document you require that is not listed then we also provide an option to submit an online request form, and on receipt we will review and will contact the requestor, see https://www.spenergynetworks.co.uk/pages/documents.aspx; a screenshot is available under Appendix ix)

Framework for Design & Planning of LV Housing Developments, including U/G Networks and Associated HV/LV S/S	This document details the SP Distribution plc and SP Manweb plc requirements for the design of low voltage underground cable electricity networks including their new associated HV / LV distribution substations. The document specifically relates to housing estates constructed under Ofgem Competition in Connections regime. This document does not detail arrangements for multi-occupied premises or industrial / commercial supplies. The document forms the Appendix to, and shall be read in conjunction with, the Energy Networks Association Engineering Recommendations EREC G81 – Parts 1, 2 and 3 (Framework for new low voltage housing development installations; design and planning, materials specification and installation and records). This document only applies to new developments comprising of single-occupied premises and their associated street lighting installations and is not to be applied retrospectively.	ESDD-02-012	8	2024-08-13
Installation and Record Framework for Low Voltage Housing Developments, Underground Networks and Associated New HV/LV Distribution Substations	This document details the Company's minimum requirements for installing and recording Low Voltage underground cable electricity networks including their new associated HV/LV distribution substations. The document specifically relates to housing developments constructed under Ofgem's Competition in Connections regime. The document forms the Appendix to, and shall be read in conjunction with, the Energy Networks Association Engineering Recommendations EREC G81 – Parts 1, 2 and 3 (Framework for new low voltage housing development installations; design and planning, materials specification and installation and records). This document only applies to new developments comprising of single-occupied premises and their associated street lighting installations and shall not be applied retrospectively.	EPS-02-005	4	2024-07-23
Installation and Record Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV	This document details the Company's installation requirements for underground connected loads up to and including 11kV. The document specifically relates to new industrial and commercial projects constructed under Ofgem's competition in connections regime and is not to be applied retrospectively. The document forms the appendix to, and shall be read in conjunction with, the Energy Networks Association Engineering Recommendations EREC G81 – Parts 4, 5 and 6	EPS-02-006	3	2019-12-30

Materials Specification Framework for Low Voltage Housing Development Installations and Associated New HV/LV Distribution Substations	This document details the Company's materials specification requirements for Low Voltage underground cable electricity networks including their new associated HV/LV distribution substations. The document specifically relates to low voltage housing developments constructed under Ofgem's Competition in Connections regime. The document forms the Appendix to, and must be read in conjunction with, the Energy Networks Association Engineering Recommendations EREC G81 – Parts 1, 2 and 3 (Framework for new low voltage housing development installations; design and planning, materials specification and installation and records). This document only applies to new developments comprising of single-occupied premises and their associated street lighting installations and is not to be applied retrospectively.	EPS-03-027	2	2024-07-23
Materials Specification Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV	This document details the Company's materials requirements for underground connected loads up to and including 11kV. The document specifically relates to industrial and commercial projects constructed under Ofgem's competition in connections regime. The document forms the appendix to, and must be read in conjunction with the Energy Networks Association Engineering Recommendations EREC G81 – Parts 4, 5 and 6	EPS-03-031	3	2019-12-30

Also provided is the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers which details the information and process to support the ICP in completing the self-determination. Please see evidence c) in relation to these documents.

Supporting evidence

a) UMV – Access is available through the external links provided once access is completed;
https://gisportal.scottishpower.com/contestable_umv_gis/
Screenshots of the system are shown in Appendix 2 i) to iv)
To gain access to UMV the ICP would need to refer to
https://www.spenergynetworks.co.uk/pages/utility_map_viewer.aspx

b) Standard Design Matrix - available within the process document ESDD-02-021 on the website, see evidence d). This document details the process and includes our Standard Design Matrix. The Standard Design Matrix is also available on the website, see screenshot in
Appendix 1 vii)
https://www.spenergynetworks.co.uk/pages/standard_design_matrix.aspx , see 4.9.1 below.

c) Process Documents – Standard Design Documents and ESDD-02-021 are available within the "Information for ICPs and IDNOs" within the Other Connection Providers section of the website. It can be found by selecting Documents; policies, procedures and specification documents; "Connection Process",
https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx .

or via the direct links to the documents
ESDD-02-021 https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf
ESDD-02-012 https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-012.pdf
EPS-02-005 https://www.spenergynetworks.co.uk/userfiles/file/EPS-02-005.pdf
EPS-02-006 https://www.spenergynetworks.co.uk/userfiles/file/EPS-02-006.pdf
EPS-03-027 https://www.spenergynetworks.co.uk/userfiles/file/EPS-03-027.pdf
EPS-03-031 https://www.spenergynetworks.co.uk/userfiles/file/EPS-03-031.pdf

4.8. Point Of Connection Accreditation

4.8.2. Each DNO will, at least annually, assess the areas where accreditation is not available and ensure that the NERS service provider is aware of these omissions from the overall NERS scheme. Once these have been identified the DNOs will work with NERS to put in place the appropriate scope changes or additions to increase areas of accreditation where practicable.

The National Electricity Registration Scheme Advisory Panel (NERSAP) forum is actively involved in the reviewing of any activities, which are identified, to establish the appropriate changes or additions to the available scopes. The NERSAP has held two forums this year to review the NERS requirements documents and address any issues identified as a result of discussion between an ICP and DNO.

SPEN are always open to consultation with an ICP who wishes to carry out any works that are not currently covered under the present Lloyds Accreditation regime.

4.9. POC assessment using Standard Design Matrix

4.9.1. Some Point of Connection designs can be determined using a Standard Design Matrix. To facilitate this, the DNO shall publish an up-to-date Standard Design Matrix for use by the ICP.

Figure 3 below sets out the key process steps in using the Standard Design Matrix.

The Standard Design Matrix, screenshot shown below, was created in line with the standardised format agreed with the ENA and other DNOs. The matrices were made available for various types of small load. They continue to be readily available on the website, see supporting evidence and can be found along with some guidance either on the website or within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, as detailed in 4.6.1, section 13 and Appendix 1b). Please refer to the supporting evidence.

Standard Design Matrix – screenshot from website page

CRITERIA	MEASUREMENT	COMMENT
Connection capacity	<=500W (unmetered suppliers)	Need to consider the existing network can provide a suitable earth for the new connection 4mm Service cable should only be used where service cut-out is within 5mtrs of the LV mains cable with the exception of road crossing where up to 15m can be considered. Alternatively <=25m (35mm) Cable to be considered.
Distance to substation	<=500m	
Service cable length	<=5m (4mm) or <=25m (25mm)	
Transformer capacity	N/A	
Mains extensions	Cable of metric size <185mm^2	
Asset types excluded	• Cable of imperial size less than 0.1 square inch copper. • Cable of metric size <95mm² • Concentric cables look for cables marked as 2 core with imperial sizes, TCLC (SPM TRCC), (triple concentric lead covered), marked as ex dc (direct current) cables. • Three core LV cables - 2 phase and neutral. • Cables indicated as operating (Bunched) - check the various layers available on UMV for PILC LV cables marked as 3 Some cables we are unable to join live. • Belgium cables and Consac. • Interconnectors with no existing connected customers.	

CRITERIA	MEASUREMENT	COMMENT
Connection capacity	<=6kW (non domestic only)	Need to consider the existing network can provide a suitable earth for the new connection. A Full Network modelling analysis is required if: • The Distance from the Substation exceeds 250mtrs • Embedded generation enquiries above 16 Amps per phase (Generation subject to the requirements of ENA G98/multiple connections or ENA G99 (previously ENA G83/multiple connections or ENA G59).
Distance to substation	<=250m	
Service cable length	<=25m	
Transformer capacity	N/A	
Mains extensions	Cable of metric size <185mm^2	
Asset types excluded	• Cable of imperial size less than 0.1 square inch copper. • Cable of metric size <95mm² • Concentric cables look for cables marked as 2 core with imperial sizes, TCLC (SPM TRCC), (triple concentric lead covered), marked as ex dc (direct current) cables. • Three core LV cables - 2 phase and neutral. • Cables indicated as operating (Bunched) - check the various layers available on UMV for PILC LV cables marked as 3 Some cables we are unable to join live: • Belgium cables and Consac. • Interconnectors with no existing connected customers.	

CRITERIA	MEASUREMENT	COMMENT
Connection capacity	Up to 4 Domestic (<=2kW ADMD each)	Require a system check for all pole mounted transformers. Existing 5kVA pole mounted transformers will not provide sufficient capacity to cater for additional connections. Consideration to be undertaken to check that the volume of new connections does not exceed 75 customers on the feeder. Where this is the case alternative feed required as per ESDD-02-012. Need to consider the existing network can provide a suitable earth for the new connection. A Full Network modelling analysis is required if: • The Distance from the Substation exceeds 250m; • If the proposed new load includes starting currents in excess of 15A; • Embedded generation enquiries above 16 Amps per phase (Generation subject to the requirements of ENA G98/multiple connections or ENA G99 (previously ENA G83/multiple connections or ENA G59);
Distance to substation	<=250m	
Service cable length	<=25m	
Transformer capacity	N/A for ground mounted substation. System checks required for PTE (Pole Mounted Transformers)	
Mains extensions	Cable of metric size <185mm^2	
Asset types excluded	• Cable of imperial size less than 0.1 square inch copper. • Cable of metric size <95mm² • Concentric cables look for cables marked as 2 core with imperial sizes, TCLC (SPM TRCC), (triple concentric lead covered), marked as ex dc (direct current) cables. • Three core LV cables - 2 phase and neutral. • Cables indicated as operating (Bunched) - check the various layers available on UMV for PILC LV cables marked as 3 Some cables we are unable to join live: • Belgium cables and Consac. • Interconnectors with no existing connected customers.	

CRITERIA	MEASUREMENT	COMMENT
Connection capacity	Single Connection <=69kW	Need a system check for all transformer types. Existing 5kVA pole mounted transformers will not provide sufficient capacity to cater for additional connections. Consideration to be undertaken to check that the volume of new connections does not exceed 75 customers on the feeder. Where this is the case alternative feed required as per ESDD-02-012 Need to consider the existing network can provide a suitable earth for the new connection. A Full Network modelling analysis is required if: • the maximum length of any Service Cable Exceeds 10m. Note no services to exceed 25m; • there are 50 or more customers already on the LV feeder; • the assessed loading is 50% or greater than the existing capacity of the circuit; • the proposed new load includes starting currents in excess of 15 Amps; • Embedded generation enquiries above 16 Amps per phase (Generation subject to the requirements of ENA G98/multiple connections or ENA G99 (previously ENA G83/multiple connections or ENA G59);
Distance to substation	<=200m	
Service cable length	<=10mtrs (No Study required), >10 <=25m (Study required)	
Transformer capacity	System checks required for PTE (Pole Mounted Transformers) and ground mounted substations	
Mains extensions	Cable of metric size <185mm²	
Asset types excluded	• Cable of imperial size less than 0.1 square inch copper. • Cable of metric size <95mm² • Concentric cables look for cables marked as 2 core with imperial sizes, TCLC (SPM TRCC), (triple concentric lead covered), marked as ex dc (direct current) cables. • Three core LV cables - 2 phase and neutral. • Cables indicated as operating (Bunched) - check the various layers available on UMV for PILC LV cables marked as 3 Some cables we are unable to join live: • Belgium cables and Consac. • Interconnectors with no existing connected customers.	

Supporting evidence

The Standard Design Matrix, shown below, is available:

- on the website https://www.spenergynetworks.co.uk/pages/standard_design_matrix.aspx , see screenshot in Appendix 1vii)
- within the process document ESDD-02-021 https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf

4.9.2. To allow the ICP to use the Standard Design Matrix the DNO will provide the following;

- ***the process to be applied when using the Standard Design Matrix;***
- ***a Standard Design Matrix that will assist in assessing the capacity that can be connected to an existing network;***
- ***capacity data to be used within the Standard Design Matrix; and***
- ***geographical network data to allow the ICP to check where the Point of Connection is to be located on the DNO's Distribution System.***

In order to support the ICP in their use of the Standard Design Matrix SPEN provide a variety of information in various formats:

- Process document ESDD-02-021 Guidance for Self-Determination of Point of Connection and Self-Design Approval for Independent Connection Providers details the matrices within section 12.4 and provides guidance on the application, displaying them in Appendix 1b) of that document. Link provided in supporting evidence a)
- SPEN have published Standard Design matrices for various types of small loads, these are shown in our response to 4.9.1, are readily available on the website and within the process document ESDD-02-21, detailed above, evidence b)
- The capacity data is detailed within the ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers document, Section 12.6.1 and listed within the design matrix, refer to evidence c)
- UMV provides the full geographical data which is consistent with the access that SPEN designers have, please see 4.6, refer to evidence d).

Supporting evidence

a) Process Document - ESDD-02-021 is available "Information for ICPs and IDNOs" within the Other Connection Providers section of the website. It can be found by selecting Documents; policies, procedures and specification documents; "Connection Process"
https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx or via the direct link https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf
b) Standard Design Matrix - the process document ESDD-02-21, see a), or on the website https://www.spenergynetworks.co.uk/pages/standard_design_matrix.aspx. See screenshot in Appendix 1vii)
c) Capacity Data – see a) and b)
d) Geographical network - please see 4.6 and screenshots in Appendix 2 i) to iv)

4.11. Information Exchanges

4.11.1. The ICP and DNO shall each use their reasonable endeavors to exchange information required to determine the Point of Connection. The information from the ICP will be provided at the following stages:

- ***Point of Connection Notice – when the ICP commences investigating a Point of Connection;***
- ***Point of Connection Issue – when the ICP issues a quotation to a Customer; and***
- ***Point of Connection Acceptance – when the Customer accepts the quotation issued by the ICP.***

4.11.4. The DNO will ensure that all relevant information is made available to the ICP either on-line or on request.

SPEN continue to use RAdAR as the interface for the exchanges with ICPs, ensuring that there is a consistent approach being applied. Within RAdAR there is the functionality for the ICP to provide SPEN with both the Point of Connection notice of intention and notification of issue of ICP quote to the customer, via the "information only" element of the submission.
The ICP would complete the form notifying of their intent to self-determine the POC and would select the type of notification as "information only". Once the ICP has completed their quote and issued to their customer they would create a further "information only" log to notify SPEN that the quote had been issued. When the customer accepts their quotation the ICP would again upload this information, but this time would mark as a "final submission".
Via the same process, if an ICP requires information during the process they can submit an "information only" request to which SPEN will respond.

There is guidance provided within training materials which are available on the website within the section "Information for ICPs and IDNOs". This is accessed by selecting RAdAR Training Materials, link and a screenshot detailed in evidence a). There is revised POC User Guide for Applicants, link and screenshot detailed in evidence b) which details the completion of the application form on page 4.

Supporting evidence

a) RAdAR Training Materials
This can be found within the Guidance & Information sub-section of the "Information for ICPs and IDNOs" section of the Other Connection Providers page https://www.spenergynetworks.co.uk/pages/guidance_information.aspx, within the tab "RAdAR Training Materials" or directly via the link https://www.spenergynetworks.co.uk/pages/radar_training_materials.aspx

SP Energy Networks

Accessibility toolbar English

Unlock Your Green Potential | Sustainability | ScottishPower | Iberdrola.com

ABOUT US | POWER CUTS | CUSTOMER SUPPORT | GETTING CONNECTED | CORPORATE GOVERNANCE | INVESTMENT & INNOVATION

Getting Connected

Home > Getting Connected > Other Connection Provider... > Information for ICPs and I... > Guidance & Information > RADAR Training Materials

- Getting Connected
- Other Connection Providers (You Have a Choice)
  - Who Can Do the Work?
  - What Work Can be Done?
  - Who Regulates Our Connection Business?
  - Information for ICPs and IDNOs
    - Extending the Scope of ICP Work
    - Guidance & Information
      - RADAR Training Materials
      - Tracking Your Project
      - Metered and Unmetered Connections Guides
      - Adopted Distributed Generation
      - Gaining Authorisation to our Network
      - Utility Map Viewer
      - Requesting a Meter Point Administration Number
    - Code of Practice
    - Documents
    - How to Contact CiC
  - Generation
  - Major Connections
  - Document Library
  - Contact Connections

RELATED LINKS

Who Can do the Work

What Work Can be Done?

RADAR TRAINING MATERIALS

The RAdAR system manages the Competition in Connection activities and is the interface with ICPs.

The original guides and Captivate Video Demonstrations, which are training simulations of the modules of the system, are available below in the section titled "Original User Guides" however there are now revised documents which are available below in the "Revised User Guides" section.

In the future, if there are any updates to these User Guides, you will be notified through the Competition in Connections newsletters to check the version on the internet.

If you require any further information or have any questions, please email encompetition@scottishpower.com. For additional support, please contact the CiC admin team, who will arrange for someone to contact you to discuss your requirements.

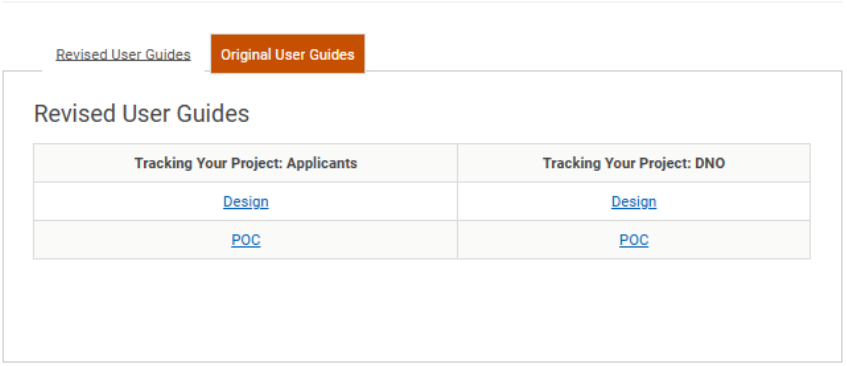
RAdAR Training Videos (Added April 2018)

1. System Admin

2. Point of Connection Application

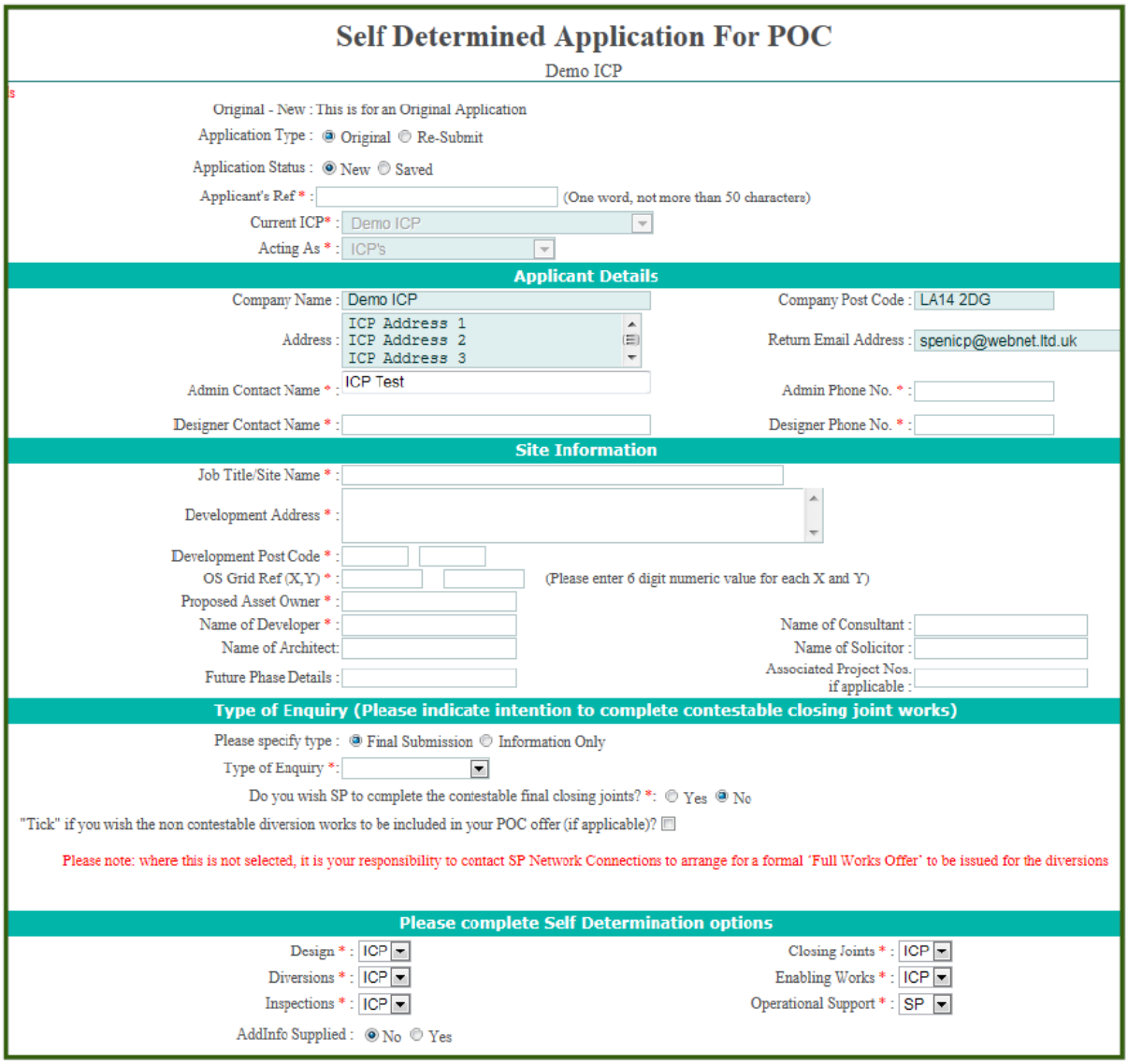
3. Design Application

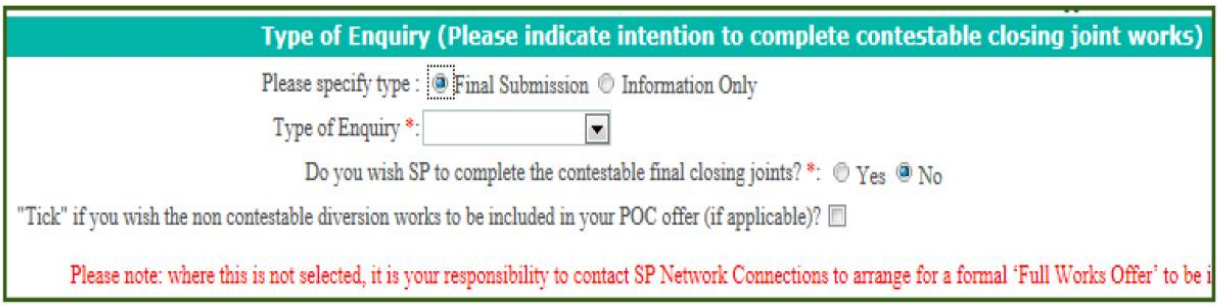
4. Daily Whereabouts



b) Extract – Training document

The direct link to the training document
https://www.spenergynetworks.co.uk/userfiles/file/POC_Applicant.v2.3.pdf





Type of Enquiry

Select "information" when notifying:

- of intention to self-determine
- when ICP requires information
- that Quotation Offer has been issued to customer

Select "Final Submission" when notifying:

- That Quotation Offer has been accepted

4.12. Self-Determination Information

4.12.1. Each DNO will publish when an ICP can self determine their own POC utilising the common template below.

SPEN has the below table published on the website with the information detailed by Market Segment. A link to the table is also contained within the process document ESDD-02-021 Guidance for Self-Determination of Point of Connection and Self-Design Approval for Independent Connection Providers

Relevant Market Segment	Self-approval of designs available (Yes/No)	Comments
LV Demand	Yes*	Subject to restrictions
HV Demand	Yes*	Subject to restrictions
HV / EHV Demand	No	Currently due to technical nature, complexity of designs and significant impact on network.
EHV/132kV Demand	No	Currently due to technical nature, complexity of designs and significant impact on network.
DG LV	Yes*	Subject to restrictions
DG HV / EHV	No	Impacted by a high level of interactivity
UMS LA	Yes	
UMS Other	Yes	
UMS PFI	Yes	

*Subject to the following restrictions:

- Where the requirement for reinforcement is identified
- There exists interactivity with other quotations

For an ICP to complete self-determination of POC they must be compliant with the qualifying criteria, detailed in the template below, which is also available on the website and within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers

Self Determine POC Qualifying Criteria

Level	Criteria
1	Complete a briefing with SPEN and enter into a probationary period for each RMS category - complete 5 projects in parallel (normal costs apply) and if no issues move to level 2
2	ICP fully able to self-determine POC

Please see our Standard Design Matrix which supports the guidance provided within ESDD-02-021.

Supporting evidence

Self-determination Table and qualifying criteria – website link below, screenshot detailed in Appendix 1 vi)
https://www.spenergynetworks.co.uk/pages/self_determination_of_point_of_connection.aspx,
and link can also be found within process document ESDD-02-021
https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf

4.12.2. Each DNO will publish the criteria by which an ICP can determine their own POC utilising a Standard Design Matrix utilising the common template below.

Criteria	Measurement	Comment
Connection capacity		
Distance to substation		
Service cable length		
Transformer capacity		
Asset types excluded		

SPEN publishes the criteria of when an ICP can determine their own POC utilising the Standard Design Matrix both on the website and within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, the details and supporting evidence have been provided within 4.9.1.

Table 1: Information on Self Determination of Points of Connection - SPM

This information relates to the period 1 April 2024 to 31 March 2025 to cover the 2024/2025 reporting period of the Code of Practice.

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes *	Subject to restrictions	807	613	0	0
HV demand	Yes *	Subject to restrictions	855	555	0	0
HVEHV demand	No	Currently due to technical nature, complexity of designs and significant impact on network	13	35	0	0
EHV132 demand	No	Currently due to technical nature, complexity of designs and significant impact on network	14	4	0	0
DG LV	Yes *	Subject to restrictions	76	5	0	0
DG HVEHV	No	Impacted by a high level of interactivty	82	9	0	0
UMS LA	Yes		0	0	348	0
UMS Other	Yes		57	0	22	0
UMS PFI	Yes		0	0	0	0

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

Table 1: Information on Self Determination of Points of Connection - SPD

This information relates to the period 1 April 2024 to 31 March 2025 to cover the 2024/2025 reporting period of the Code of Practice.

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes *	Subject to restrictions	750	319	0	0
HV demand	Yes *	Subject to restrictions	613	275	0	0
HVEHV demand	No	Currently due to technical nature, complexity of designs and significant impact on network	33	7	0	0
EHV132 demand	No	Currently due to technical nature, complexity of designs and significant impact on network	0	0	0	0
DG LV	Yes *	Subject to restrictions	68	154	0	0
DG HVEHV	No	Impacted by a high level of interactivity	168	109	0	0
UMS LA	Yes		0	0	4	0
UMS Other	Yes		275	0	0	0
UMS PFI	Yes		0	0	0	0

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

4.13. Connection Design

4.13.2. In designing the Connection the ICP shall take account of any reasonable requirements of the DNO, and all of the DNO's design standards in place at the time. All relevant design standards and specifications, such as G81, will be made available.

SPEN have a suite of documents available on the SPEN website, within the "Documents" sub-section of the "Information for ICPs and IDNOs" section, that provides the essential documents detailing the standards and processes in place, see Appendix 1 ix). The ICPs are aware of this information as they are advised of their availability during training and authorisation, plus they are notified at workshops and during their interactions with SPEN designers. These documents are reviewed and updated when there are any changes or alternatively the review periods defined on the documents, for example 5 years. If there is a document you require that is not listed then we also provide an option to submit an online request form, and on receipt we will review and will contact the requestor. https://www.spenergynetworks.co.uk/pages/documents.aspx, a screenshot is available under Appendix 1 ix)

Supporting evidence

All design standards are readily available on the website
https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx

which directs to https://www.spenergynetworks.co.uk/pages/documents.aspx
by selecting "Documents" and then "Policies, procedures and Specifications: Documentation"

Extract – section of Document Library showing the Energy Networks Association Engineering Recommendations EREC G81 documents

Framework for Design & Planning of LV Housing Developments, including U/G Networks and Associated HV/LV S/S	This document details the SP Distribution plc and SP Manweb plc requirements for the design of low voltage underground cable electricity networks including their new associated HV / LV distribution substations. The document specifically relates to housing estates constructed under Ofgem Competition in Connections regime. This document does not detail arrangements for multi-occupied premises or industrial / commercial supplies. The document forms the Appendix to, and shall be read in conjunction with, the Energy Networks Association Engineering Recommendations EREC G81 – Parts 1, 2 and 3 (Framework for new low voltage housing development installations; design and planning, materials specification and installation and records). This document only applies to new developments comprising of single-occupied premises and their associated street lighting installations and is not to be applied retrospectively.	ESDD-02-012	8	2024-08-13

Installation and Record Framework for Low Voltage Housing Developments, Underground Networks and Associated New HV/LV Distribution Substations	This document details the Company's minimum requirements for installing and recording Low Voltage underground cable electricity networks including their new associated HV/LV distribution substations. The document specifically relates to housing developments constructed under Ofgem's Competition in Connections regime. The document forms the Appendix to, and shall be read in conjunction with, the Energy Networks Association Engineering Recommendations EREC G81 – Parts 1, 2 and 3 (Framework for new low voltage housing development installations; design and planning, materials specification and installation and records). This document only applies to new developments comprising of single-occupied premises and their associated street lighting installations and shall not be applied retrospectively.	EPS-02-005	4	2024-07-23
Installation and Record Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV	This document details the Company's installation requirements for underground connected loads up to and including 11kV. The document specifically relates to new industrial and commercial projects constructed under Ofgem's competition in connections regime and is not to be applied retrospectively. The document forms the appendix to, and shall be read in conjunction with, the Energy Networks Association Engineering Recommendations EREC G81 – Parts 4, 5 and 6	EPS-02-006	3	2019-12-30

Materials Specification Framework for Low Voltage Housing Development Installations and Associated New HV/LV Distribution Substations	This document details the Company's materials specification requirements for Low Voltage underground cable electricity networks including their new associated HV/LV distribution substations. The document specifically relates to low voltage housing developments constructed under Ofgem's Competition in Connections regime. The document forms the Appendix to, and must be read in conjunction with, the Energy Networks Association Engineering Recommendations EREC G81 – Parts 1, 2 and 3 (Framework for new low voltage housing development installations; design and planning, materials specification and installation and records). This document only applies to new developments comprising of single-occupied premises and their associated street lighting installations and is not to be applied retrospectively.	EPS-03-027	2	2024-07-23
Materials Specification Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV	This document details the Company's materials requirements for underground connected loads up to and including 11kV. The document specifically relates to industrial and commercial projects constructed under Ofgem's competition in connections regime. The document forms the appendix to, and must be read in conjunction with the Energy Networks Association Engineering Recommendations EREC G81 – Parts 4, 5 and 6	EPS-03-031	3	2019-12-30

4.13.3. Where the Connection Works are to be adopted by an IDNO, the DNO shall not require unduly onerous boundary requirements between the IDNO's network and the DNO's Distribution System. Where the DNO requires additional assets to be provided at the boundary (other than those it would require if it was connecting the Connection Works to its own Distribution System) the DNO shall set out the reasons

The universal requirement for link boxes has been removed. In certain circumstances SPEN may wish to have a link box installed where operationally they consider it necessary. Where this occurs SPEN will pay the cost of the installation of the link box. The link box will be installed by the IDNO's chosen ICP, to SPEN specification (Approved Equipment Register – Cables), which is available within the "Approved Equipment" subsection of the Documents page at https://www.spenergynetworks.co.uk/pages/documents.aspx, or via the direct link https://www.spenergynetworks.co.uk/userfiles/file/Approved_Equipment_Register.xlsx, and owned by SPEN.

In contrast to the above, there will be circumstances where an IDNO may require a link box to be installed. This will be at the IDNO's expense and to ENA specification TS-09-23, which is available on the ENA website www.energynetworks.org. SPEN will take ownership of the network 5mtrs from the link box towards the POC.

4.16. Design Approval

4.16.3. DNOs shall complete and publish the following standard tables on their website. The proposed tables would be set out as follows:

Table One – The market segments where the ICP is able to self-approve its designs

Market Segment	Self Approval Available (Yes/No)	Comment
LV demand		
HV demand		
HVEHV demand		
EHV132 demand		
DG LV		
DG HVEHV		
UMS LA		
UMS Other		
UMS PFI		

Table Two - Qualifying criteria that will apply to allow an ICP to move between the different levels of design approval

Level	Criteria
1	
2	
3	
etc.	***ICP fully able to self-approve contestable designs****

***If applicable**

ICPs are able to complete self–design approval in most circumstances and Table One details the applicable market segments, plus any restrictions or exemptions. In order for an ICP to move between different levels of design they would need to meet the qualifying criteria which are detailed in Table Two. SPEN provides this information on the website.

Table One – extract from website

Relevant Market Segment	Self-approval of designs available (Yes/No)	Comments
LV demand	Yes*	Subject to restrictions
HV demand	Yes*	Subject to restrictions
HV/EHV demand	No	Currently due to technical nature, complexity of designs and significant impact on network.
EHV/132kV demand	No	Currently due to technical nature, complexity of designs and significant impact on network.
DG LV	Yes*	Subject to restrictions
DG HV/EHV	No	Currently due to technical nature, complexity of designs and significant impact on network.
UMS LA	Yes	
UMS Other	Yes	
UMS PFI	Yes	

* Subject to the following restrictions:

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

Table Two – extract from website

Self-Design Approval Qualifying Criteria

Level	Criteria
1	Complete a briefing with SPEN and enter into a probationary period for each RMS category - complete 5 projects in parallel (normal costs apply) and if no issues move to level 2
2	ICP fully able to self-approve contestable designs

In terms of the volumes completed during this regulatory year please see "Table 2: Information on Self-Approval of Designs" – SPM/SPD on pages 36/37

Supporting evidence

Website - https://www.spenergynetworks.co.uk/pages/self_design_approval.aspx , screen shot of the page can be seen in Appendix 1 x).

4.16.4. Where an ICP, having met the criteria set out by the DNO, undertakes design approval of the Connection Works the ICP shall not require design approval from the DNO. However, the ICP may still ask the DNO to approve or validate the design.

When an ICP has the appropriate National Electrical Registration Scheme (NERS) accreditation they would notify SPEN of their interest in completing self-design approval and would then need to complete a review of the "workshop presentation" as detailed in 11.2 of ESDD-02-021 Guidance for Self Determination of Point of Connection and Self Design Approval for Independent Connection Providers. The ICP would then enter a probationary period where SPEN will continue to progress Design Approvals in parallel with the ICP. Once the ICP has completed their probationary period they will not require DNO approval of their design, however ICPs can elect to enter into another probationary period during which time SPEN will assist the ICP.
The ICP can still ask SPEN for approval under SLC15 even though they are competent to complete their own design approval. This information is detailed within the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, Section 11.3.

Supporting evidence

Process document - ESDD-02-021 https://www.spenergynetworks.co.uk/pages/self_design_approval.aspx
Section 11.2 - 11.3

4.16.6. Where the design approval for Contestable Works is to be undertaken by an Accredited ICP, the ICP shall nevertheless submit the approved design to the DNO for inspection. As construction shall not need to wait to commence, such inspection shall not unduly delay the ICP in carrying out its works. Such inspection shall not exceed the level of inspection the DNO employs in its own connection services. To assist the inspection, the DNO may request the ICP to provide additional information. Where the inspection identifies non-conformance with the DNO's design standards or there was an issue with the POC, the DNO shall notify the ICP of such non-compliances and any required corrective actions. The DNO shall be entitled to re-inspect the design following completion of the corrective actions by the ICP.

SPEN have detailed within Section 11.4 of the process document ESDD-02-021 Guidance for Self-Determination of a Point of Connection and Self-Design Approval for Independent Connection Providers, available on the website, that if the ICP complies with the qualifying criteria then we would not audit those designs as a matter of course, however SPEN have stated that after the probationary period we may sample audit some self-determined

POC and Design Approvals.

Any and all issues identified will be raised with the ICPs in the first instance; SPEN reserve the right to return ICPs to the probationary level if common failures persist or issues are not addressed adequately. Sample audits are completed in the same manner as those within our normal Inspection and Monitoring Regime.
SPEN operate two Inspection and Monitoring schemes:
Scheme 1 – SPEN inspection

- Levels 1 -3 – planned inspections, costs applicable

Scheme 2 – self-inspect

- Level 4 – minimal inspections, minimal costs
- Level 5 – no inspections, no costs

These are explained in more detail within the process document ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers, section 10.3, which is available on the website, within the document library within Policy and System Design.

Supporting evidence

Website – Within the "Information for ICPs and IDNOs" section of the website by selecting "Documents"; "Policies, Procedures and Specification : Documentation" and then "Connections Process" for ESDD-02-021 or "Policy & System Design" for ASSET-04-020.

https://www.spenergynetworks.co.uk/pages/information_for_icps_and_idnos.aspx

or direct via https://www.spenergynetworks.co.uk/pages/documents.aspx

Process documents:

ESDD-02-021 https://www.spenergynetworks.co.uk/userfiles/file/ESDD-02-021.pdf section 11.4

ASSET-04-020 https://www.spenergynetworks.co.uk/userfiles/file/ASSET-04-020.pdf section 10.3

4.16.8. If the DNO has any concerns as to the competency of the Accredited ICP this must be highlighted to the NERS service provider and the ICP.

SPEN, as a general rule, will resolve any issues locally, however if any issues cannot be resolved or become persistent, then SPEN will refer the matter to Lloyds.

Table 2: Information on Self Approval of Designs – SPM

This information relates to the period 1 April 2024 to 31 March 2025 to cover the 2024/2025 reporting period of the Code of Practice.

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes*	Subject to restrictions	125	3
HV demand	Yes*	Subject to restrictions	132	0
HVEHV demand	No	Currently due to technical nature, complexity of designs and significant impact on Network	5	0
EHV132 demand	No	Currently due to technical nature, complexity of designs and significant impact on Network	0	0
DG LV	Yes*	Subject to restrictions	5	1
DG HVEHV	No		8	0
UMS LA	Yes		377	996
UMS Other	Yes		0	0
UMS PFI	Yes		0	0

*** Subject to the following restrictions:**

- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

Table 2: Information on Self Approval of Designs - SPD

This information relates to the period 1 April 2024 to 31 March 2025 to cover the 2024/2025 reporting period of the Code of Practice.

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes*	Subject to restrictions	110	4
HV demand	Yes*	Subject to restrictions	128	0
HVEHV demand	No	Currently due to technical nature, complexity of designs and significant impact on Network	4	0
EHV132 demand	No	Currently due to technical nature, complexity of designs and significant impact on Network	0	0
DG LV	Yes*	Subject to restrictions	61	4
DG HVEHV	No		59	14
UMS LA	Yes		0	4
UMS Other	Yes		0	0
UMS PFI	Yes		0	0

*** Subject to the following restrictions:**
- Where Contestable design requires incorporation of a constraint and monitoring scheme
- Diversion of Existing Assets (affecting existing Substation assets)

4.18. Final Connection

4.18.1. The DNO shall set out the processes for facilitating the provision and registering of MPANs for premises that will connect to Connection Works that the DNO will adopt.

4.18.2. The DNO will provide this service in the same manner that it would provide to either a customer directly or its own business.

4.18.3. The ICP will be provided with any data or contact details of the DNO's MPAN creation team.

SPEN have a process for the provision and registering of MPANs which is available on the website. A simple flowchart illustrates the steps that an ICP would follow to request an MPAN, see extract below. Alongside this are guidance documents which the ICP should read prior to completing the MPAN request form, plus an example of a completed form.

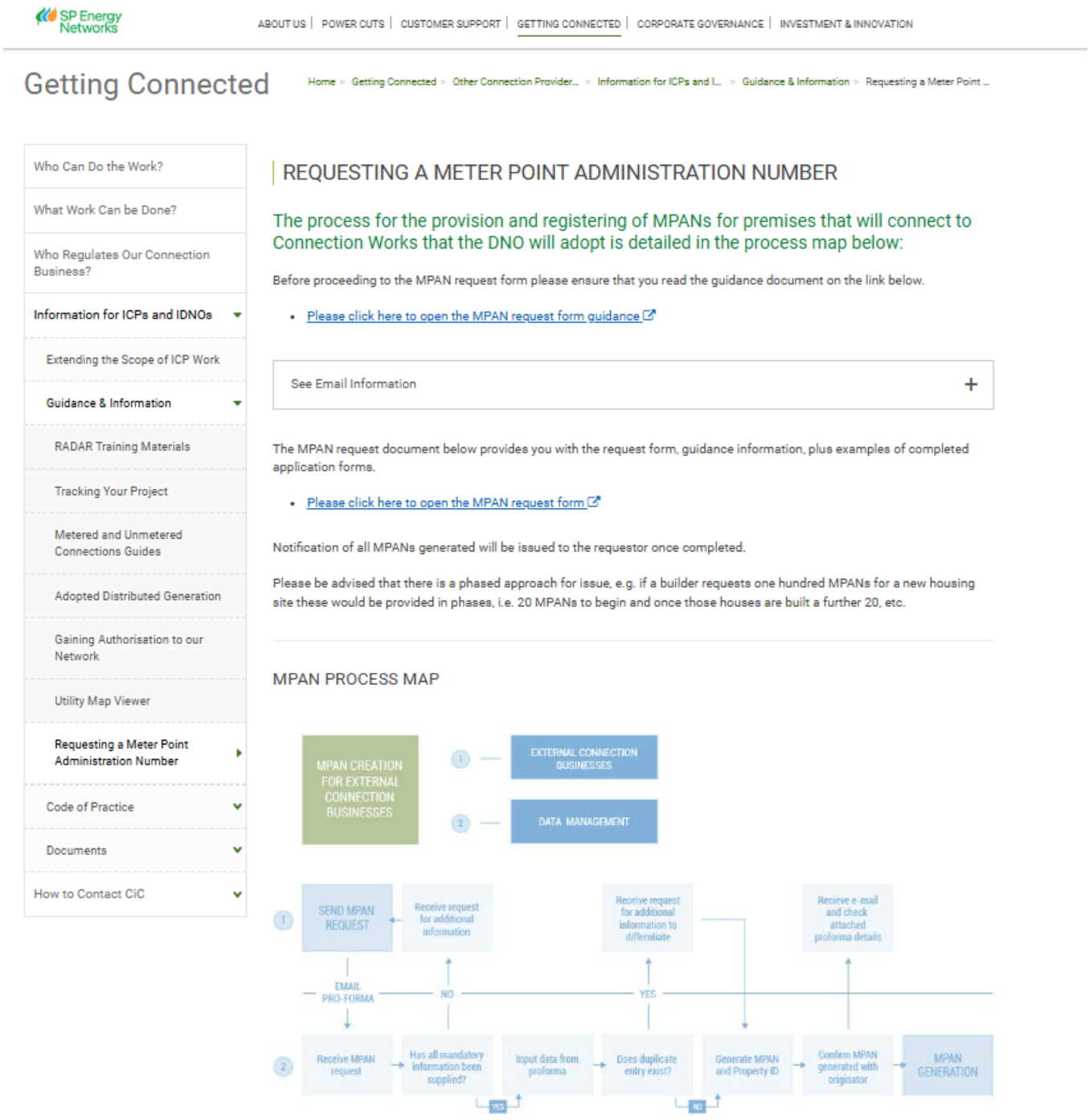
The process is the same for SPEN engineers when they manually request an MPAN. As stated on the website: notification of all MPANs generated will be issued to the requestor once completed. SPEN utilises a corporate system to record connection works and for specific smaller projects, based on certain built in parameters such as heating type, the MPANs are auto – populated via a system interface.

The MPAN creation team information is provided via a link on the webpage, see extract below.

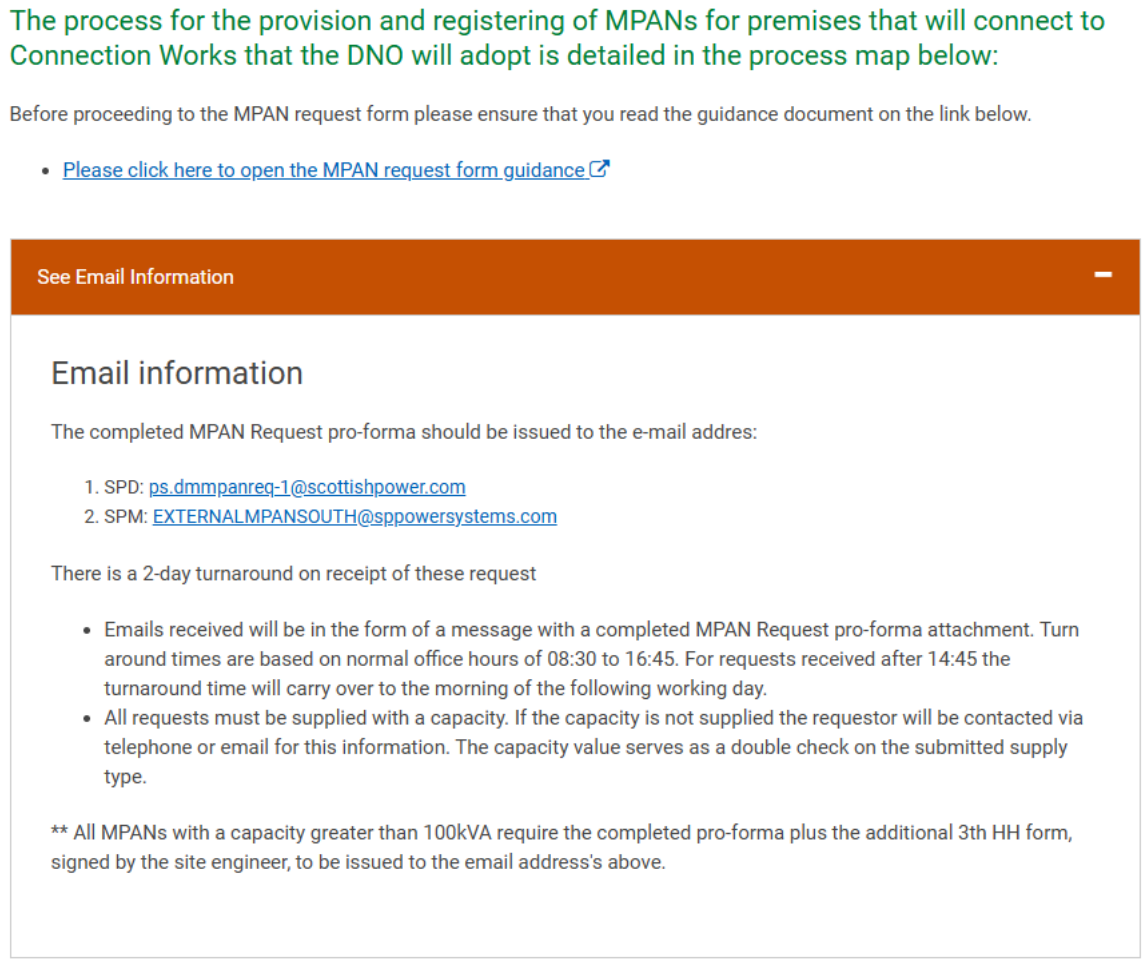
Supporting evidence

Website: is available on to website by selecting “Information for ICPs and IDNOs”, “Guidance & Information” and “Requesting a Meter Point Administration Number” or direct via the link https://www.spenergynetworks.co.uk/pages/mpan_request.aspx, also see Appendix 1 xi)

Extract - Requesting a Meter Point Administration Number web page



Extract – email information web page



The process for the provision and registering of MPANs for premises that will connect to Connection Works that the DNO will adopt is detailed in the process map below:

Before proceeding to the MPAN request form please ensure that you read the guidance document on the link below.

- Please click here to open the MPAN request form guidance

See Email Information

Email information

The completed MPAN Request pro-forma should be issued to the e-mail addres:

1. SPD: ps.dmmpanreq-1@scottishpower.com
2. SPM: EXTERNALMPANSOUTH@sppowersystems.com

There is a 2-day turnaround on receipt of these request

- Emails received will be in the form of a message with a completed MPAN Request pro-forma attachment. Turn around times are based on normal office hours of 08:30 to 16:45. For requests received after 14:45 the turnaround time will carry over to the morning of the following working day.
- All requests must be supplied with a capacity. If the capacity is not supplied the requestor will be contacted via telephone or email for this information. The capacity value serves as a double check on the submitted supply type.

** All MPANs with a capacity greater than 100kVA require the completed pro-forma plus the additional 3th HH form, signed by the site engineer, to be issued to the email address's above.

5.1 Accreditations

5.1.3. In all cases where NERS accreditation is not available DNOs will work with the scheme administrator to implement a scope change to cover the relevant activity consistent with the Relevant Objectives in section 2.3.

Items not available are documented in NERS minutes and SPEN work with scheme administrator to implement. The NERSAP forum is actively involved in the reviewing of any activities, which are identified, to establish the appropriate changes or additions to the available scopes.
SPEN has committed to working with the scheme administrator to implement any scope change and this commitment is detailed on the Other Connection Providers website.
SPEN are always open to consultation with an ICP who wishes to carry out any works that are not currently covered under the present Lloyds accreditation regime.

Supporting evidence

Website - is available on to website by selecting “Information for ICPs and IDNOs”, “Code of Practice” and “Authorisation and Accreditation” or direct via the link https://www.spenergynetworks.co.uk/pages/authorisation_and_accreditation.aspx screenshot available in Appendix 1 xii)

5.2. Authorisations

5.2.2. Training and / or authorisations relating to G39 authorisations accepted by a given DNO shall be accepted by other DNOs

Following agreement at the ENA SHE Committee SP Energy Networks, along with all UK Distribution Network Operators, will no longer require Highways Authorities staff to be authorised under the ScottishPower safety rules providing they meet the defined criteria which is summarised as:

Highway Authorities (or their agents) who follow a nationally accredited operative competency scheme such as the HEA's Electrical Registration Scheme (HERS) is afforded a G39 authorisation process comparable to that available to ICPs who are NERS certified (under option 1 of CiC CoP)

5.2.3. The following options for authorisation of ICP employees will be available, subject to agreement between the ICP and the DNO in consideration of the type of work being undertaken and in accordance with the specific DNO requirements for each option and published on its website:

- ***Option 1 - ICP authorisation of ICP Employees and Contractors***
- ***Option 2 - DNO authorisation of ICP Employees***
- ***Option 3 - Transfer of Control***

SPEN accept that ICP control their own Safety Management System (SMS) and to enable more flexibility and control within the ICP SPEN allows all ICPs to work under their own safety rules. The details of which can be found within document CON-04-002 Process for LV and HV connections activities under SPEN and ICP's Distribution Safety Rules (DSRs) which is available on the website

SPEN has committed to the 3 options that are available, a summary of which is detailed below, the full information being available on the website:

- Option 1 – ICP authorisation of ICP Employees and Contractors – ICPs operate under their own SMS, including ICP Safety Rules which shall be equivalent standard to SPENs; ICP determines relevant competence requirements for work to be undertaken and issue of appropriate authorisations.
- Option 2 – DNO authorisation of ICP Employees – ICPs operate under SPEN's SMS; SPEN determine competence requirements and issue authorisations; take account of authorisation by other DNOs.
- Option 3 – Transfer of Control – SPEN to transfer control of a specified part of its Distribution System for ICP activity; ICP has full control of specific party of SPEN's system and carry out work in accordance with own SMS.

The availability of the options varies according to the Relevant Market Segment for the connection works and the guidelines for application are detailed in "Table 3: Information on Authorisations", see below.

SPEN has also illustrated the process, for those with or without previous experience, with simple flow charts within the ICP presentation pack "Inspection and Monitoring and Operational Work", available on the website.

SPEN also provide full access to our Safety Documents via the website, which includes a variety of information under the headings:

- Safety Rules and PSSIs
- Live Working Manual
- Managements Safety Procedures
- Contractor Safety Booklets

Supporting evidence

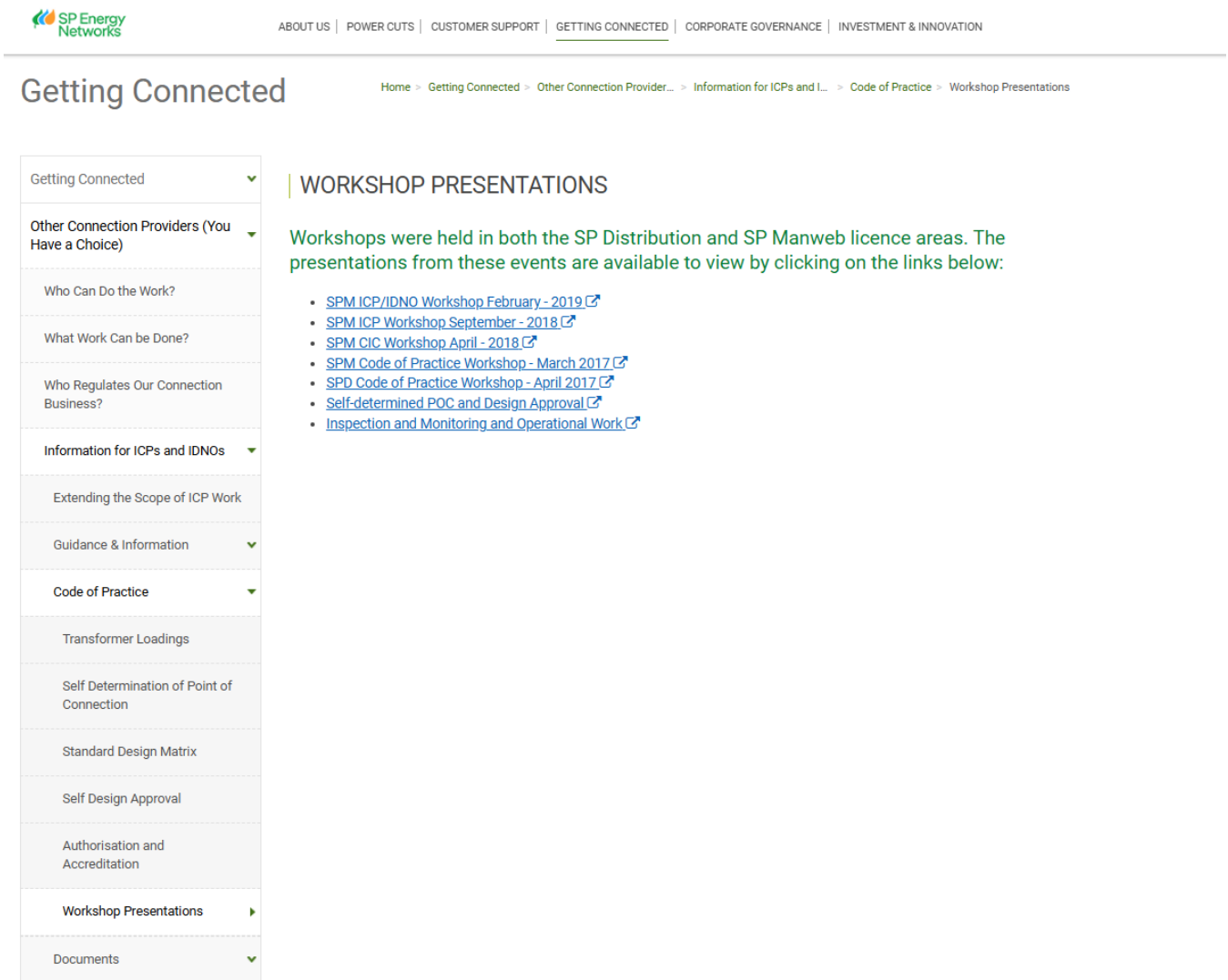
Website - is available on the website by selecting “Information for ICPs and IDNOs”, “Code of Practice” and “Authorisation and Accreditation” or direct via the link https://www.spenergynetworks.co.uk/pages/authorisation_and_accreditation.aspx, a screenshot of the web page can be seen in Appendix 1 xii).

Process Document CON-04-002 - https://www.spenergynetworks.co.uk/userfiles/file/CON-04-002.pdf

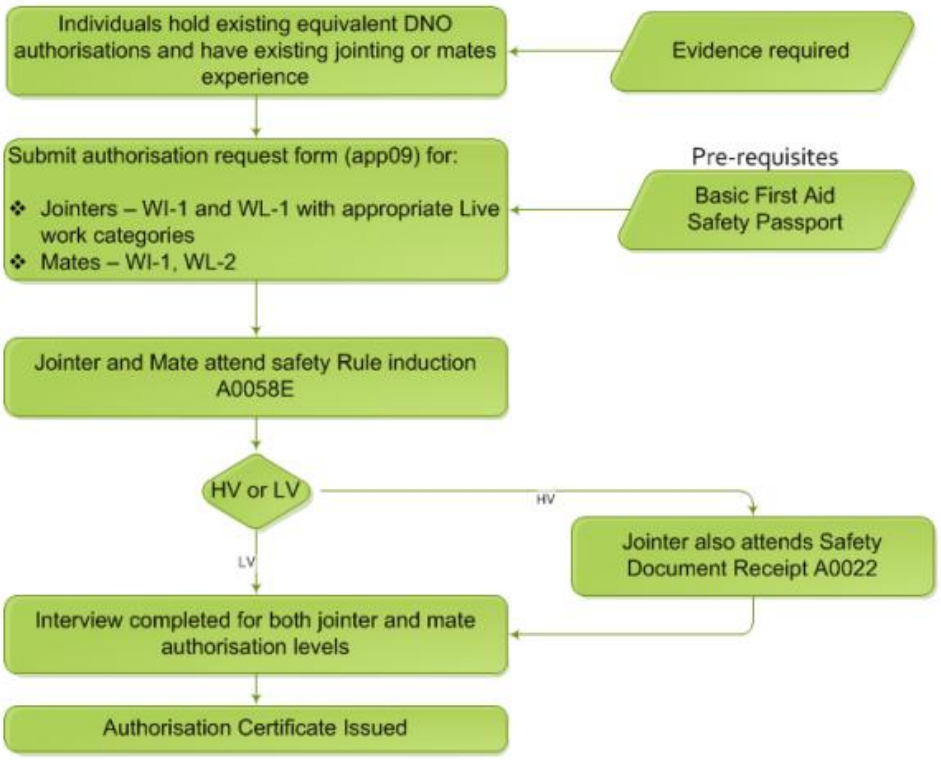
Presentation pack – Inspection and Monitoring and Operational Work - Available within the Code of Practice section of the website within Workshop Presentations
https://www.spenergynetworks.co.uk/pages/workshop_presentations.aspx
or directly via
https://www.spenergynetworks.co.uk/userfiles/file/Operational_Inspection_and_Monitoring_Jan_16.pdf

Safety Documents - https://www.spenergynetworks.co.uk/pages/safety_documents.aspx
These are also found on the via “About us” – “Document Library”

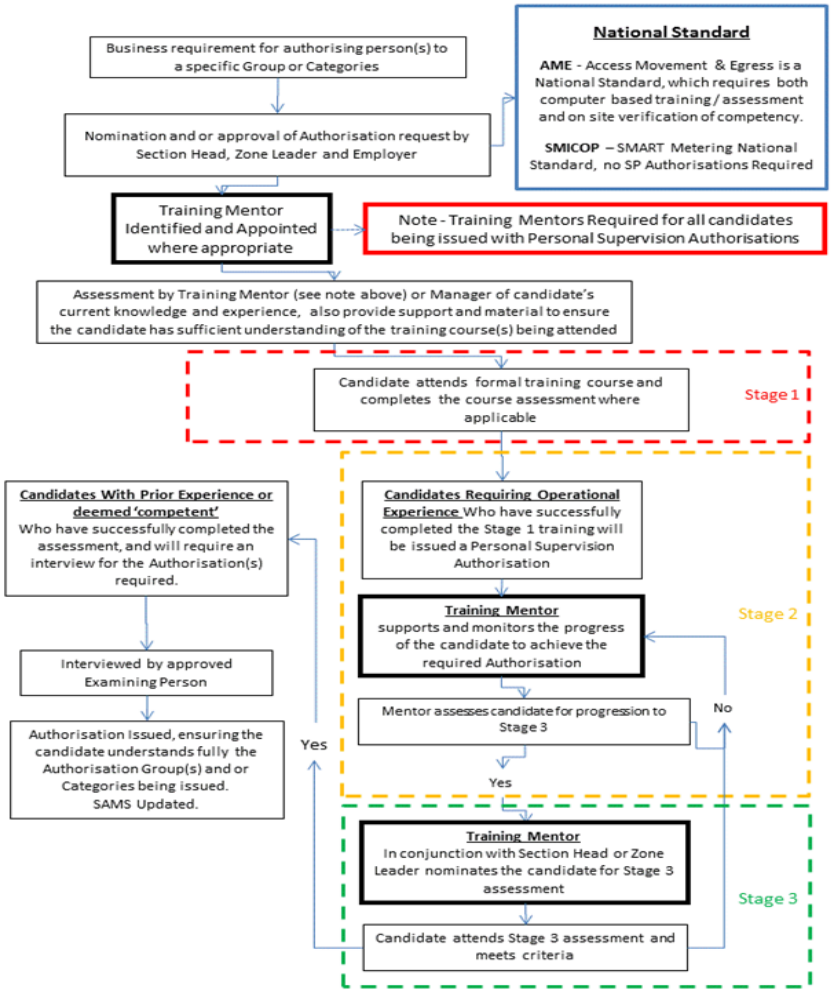
Screenshot of Workshop Presentation web page



SPEN authorisation with previous experience



Extract from Inspection and Monitoring and Operation Work Pack - SPEN authorisation with no previous experience.



Screenshot of Safety Documents web page

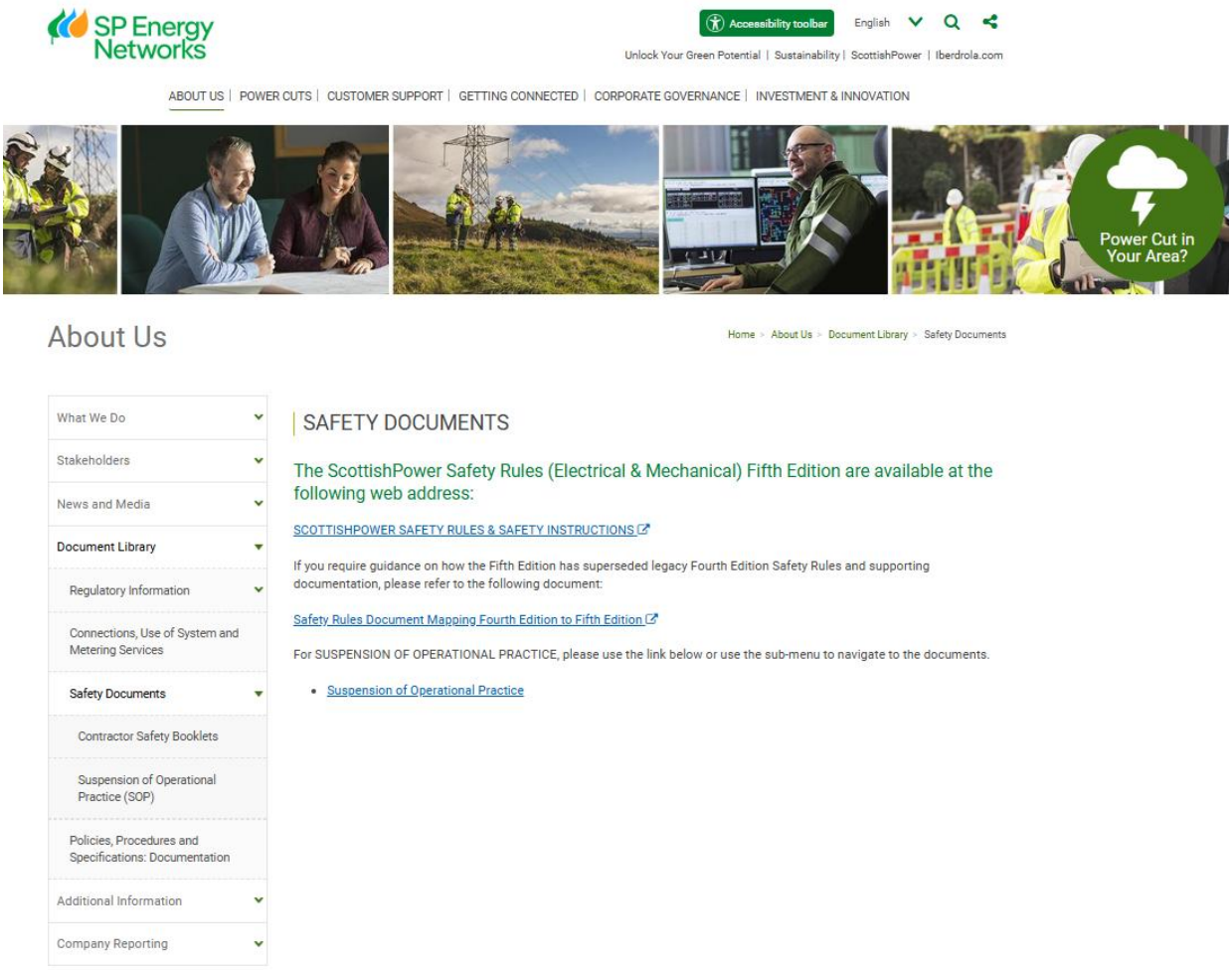


Table 3: Information on Authorisations

Activities	Option 1- ICP (Yes/No)	Option 2 – DNO (Yes/No)	Option 3 – Transfer of control (Yes/No)	Comments
LV Works	YES	YES	N/A	
LV Operations	YES	YES	N/A	
HV Works	YES	YES	YES*	*Underground works only
HV Operations	YES	YES	YES*	*Underground works only
EHV Works	NO	NO	NO	
EHV Operations	NO	NO	NO	
Unmetered Works	YES	YES	N/A	
Unmetered Operations	YES	YES	N/A	

6.1 Auditing

6.1.2. Auditing is undertaken to assess and validate the ability of ICPs to undertake specified NERS activities. ICPs Accredited under NERS will be subject to the audit provisions of NERS. DNOs are not required to, and will not, without reasonable cause, undertake additional audits of NERS accredited ICPs.

SPEN are familiar with and rely on the standard NERS Auditing process to assess the competency and abilities of ICPs.

6.1.3. Where a DNO elects to provide its own ICP Accreditation (either where there is no accreditation available under NERS for particular activities or as an alternative to NERS in agreement with the ICP) the DNO shall undertake its own surveillance and assessment. In these cases the arrangements should be consistent with the arrangements used by the DNO for its own Connection Works and for its sub-contracted works and shall be not more onerous than that used by NERS.

SPEN are always open to consultation with an ICP who wishes to carry out any works that are not currently covered under the present Lloyds accreditation regime. SPEN would undertake an Extension of Contestable works trial and liaise with Lloyds and other DNOs to develop a NERS scope for future works. The works will be audited within the scope of Level 1 of our Inspection and Monitoring regime, detailed within 10.3.1 of ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers. This is consistent with our own safety management policy where new staff and contractors are supervised when they initially undertake these activities.

Supporting evidence

Process document ASSET-04-020 – section 10.3.1

Found within the Documents section

https://www.spenergynetworks.co.uk/pages/documents.aspx within the “Policy & System Design” sub-section or directly via the link https://www.spenergynetworks.co.uk/userfiles/file/ASSET-04-020.pdf

6.2. Inspection

6.2.1. DNOs shall be entitled to inspect ICP works. However, DNOs should be mindful of their obligations in respect of competition in Connections, and should therefore consider appointing independent inspectors to undertake this activity. In any case, such inspection should not unduly restrict or delay the Accredited ICP from undertaking work and must be no more onerous than the quality assurance regime used for the DNO's own Connections' activities.

6.2.3. If the DNO identifies a non-conformance, the DNO shall specify what the non- conformance is and set out the corrective actions that need to be undertaken. On completion of the corrective actions, the ICP shall advise the DNO and the DNO shall be entitled to revisit the site and carry out a further inspection.

SPENs policy for inspecting networks constructed by ICPs is set out in the document ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers, which is available on the SP Energy Networks website. "Table 4: Information on Inspections", below, details the statistics of the number of inspections made.

The ICP is able to self-inspect his own construction work and provide photographic evidence of the work. If the ICP elects to self-inspect, there are no associated inspection and monitoring charges. The different inspection levels are set out in the policy document ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers, section 10.3, and detailed in the extract in the evidence below.
SPEN staff and contractors complete a rigorous training and assessment plan as part of their initial placement. Their work is reviewed on a regular basis as part of the standard protocols when Team Leaders and Project Engineers attend site.

Supporting evidence

Process document ASSET-04-020 – section 10.3
https://www.spenergynetworks.co.uk/userfiles/file/ASSET-04-020.pdf

Extract from ASSET-04-020 Inspection and Monitoring of Networks Constructed by Independent Connection Providers:

10.3 Inspection Schemes, Levels and Performance

SPEN operate two schemes:

- Scheme 1 – SPEN inspection
  - Levels 1-3 – planned inspections, costs applicable
- Scheme 2 – Self-Inspect
  - Level 4 – minimal inspections, minimal cost
  - Level 5 – no inspections, no cost

The inspection scheme and level determine the associated Non Contestable charges.

10.3.1 Scheme 1 – SPEN Inspection

A random sampling approach based on activity risk is adopted within SPEN. All work selected from the daily whereabouts will be inspected in the following order:

1. Level 1 / New Entrants / any future EOCW activities
2. Level 2
3. Level 3

Level 1

An ICP can be moved to Level 2, when they have completed 36 weeks meeting satisfactory performance as detailed below.

Timescales start after the first daily whereabouts and site visit undertaken.

Level 2

An ICP can be moved to Level 3, when they have completed a further 36 weeks meeting satisfactory performance as detailed below.

Level 3

This level could be attained after 36 weeks of satisfactory performance as detailed below.

When the ICP has completed a further 36 weeks meeting satisfactory performance as detailed below an ICP has the option to move onto the self-assessment scheme.

As a guide, the categories below should be viewed as a scoring mechanism as a measure to move between levels:

Scheme 1 – Satisfactory performance: (within a 36-week window)

- Less than 7 Items Of Concern
- Less than 20% of all audits with an IOC identified
- Zero safety critical failures

Scheme 1 – Unsatisfactory performance:

- If an ICP fails to meet the criteria set above.

10.3.2 Scheme 2 – Self Inspect

After a satisfactory performance in Scheme 1, an ICP has the option to move onto the 'Self Inspect' scheme where an ICP can construct a network with minimum or no inspection and monitoring from SPEN.

Level 4 – An ICP can be moved to Level 5, when they have completed a further 90 working days' work meeting satisfactory performance as detailed below

Level 5 – This is the stage with no planned inspection and monitoring and no associated charges. This stage could be attained after 120 days of satisfactory performance at Scheme 2 Level 4.

Scheme 2 – Satisfactory performance:

- Completion of a 6 month period with all works recorded and accounted for as per scheme guidelines, Section 10.7.

Scheme 2 – Unsatisfactory performance:

- If an ICP fails to meet the criteria set above.

Where an ICP fails to meet the criteria at Scheme 2, Level 4, they will move over to Scheme 1 Level 3 and charged accordingly.

SPEN reserve the right to inspect all works on all sites, irrespective of scheme or inspection level. This will not affect the associated Inspection and Monitoring charges identified within the Connection Charging Statement.

A decision to move inspection levels to either more or less frequent inspections is ultimately at the discretion of SPEN, after discussion at local level with the ICP. However, as a guide:

- The inspection level for all ICPs will be reviewed periodically
- Any change in the level will be confirmed to the ICP in writing
- Persistent failures or Safety Critical failures will result in an immediate review of the ICP inspection level.

Any ICP that is inactive for over a one year period shall automatically have their inspection level lowered to the next level.

ICPs who work across both SPEN licenced areas have separate reviews to their levels, e.g. they can be level 2 in SPD and level 1 in SPM.

Table 4: Information on Inspections – SPM

	Number of Inspections Made	% of inspections made	Number of Connections made (exit points)	Comments
DNO	40	10.2%	3562	
ICPs	78	1.9%	171	

SPEN inspections of our direct labour are more focused on operational safety. We completed a total of 386 inspections over the reporting period of which 40, 10.2% were Connections.

The % of inspections for ICPs is based upon the volume of inspections completed compared to the volume of whereabouts received. For SPM we received 4,102 whereabouts notices through RAdAR and inspected 78, 1.9%.

Number of connections made is taken from the RRP and represents the number of exit points adopted from ICPs.

Table 4: Information on Inspections – SPD

	Number of Inspections Made	% of inspections made	Number of Connections made (exit points)	Comments
DNO	144	9.0%	2372	
ICPs	516	14.2%	186	

SPEN inspections of our direct labour are more focused on operational safety. We completed a total of 1,600 inspections over the reporting period of which 144, 9%, were Connections.

The % of inspections for ICPs is based upon the volume of inspections completed compared to the volume of whereabouts received. For SPD we received 3,046 whereabouts notices through RAdAR and inspected 516, 14.2%.

Number of connections made is taken from the RRP and represents the number of exit points adopted from ICPs.

7.2 Land Rights

7.2.1. DNO will publish criteria which trigger the need for Land Rights relating to assets they will adopt or require access to, which shall be no more onerous than those it would seek for its own Connections activities.

SP Energy Networks - SP Distribution plc ("SPD") and SP Manweb plc ("SPM") continually reviews the information it makes available to its connections customers. This information; 'Land Rights for Connection Customers' can be found on the website at https://www.spenergynetworks.co.uk/pages/land_rights_for_connections_customers.aspx

7.2.2. Subject to and in accordance with the terms of the agreed and applicable incorporated process, the IDNO will be able to negotiate on behalf of the DNO where IDNO and DNO dual use land right agreements are required so that they can secure the rights required for the connection and extension of the network.

SPM have operated an incorporated process for a number of years with GTC, Energetics being historical users of the process and Energy Assets a more recent user. In 2018 we undertook a review of our Incorporated Process and took the opportunity to further highlight its existence through our Land Rights Stakeholder Panels with the

refreshed process published on our website. This included revised steps for the introduction of new applicants to the process. This has attracted some further interest with 6 other organisations utilizing the system.

SPD cannot use the incorporated process due to differences in Scots Law and English Law. All IDNOs currently use SPD's Streamlined Process in Scotland.

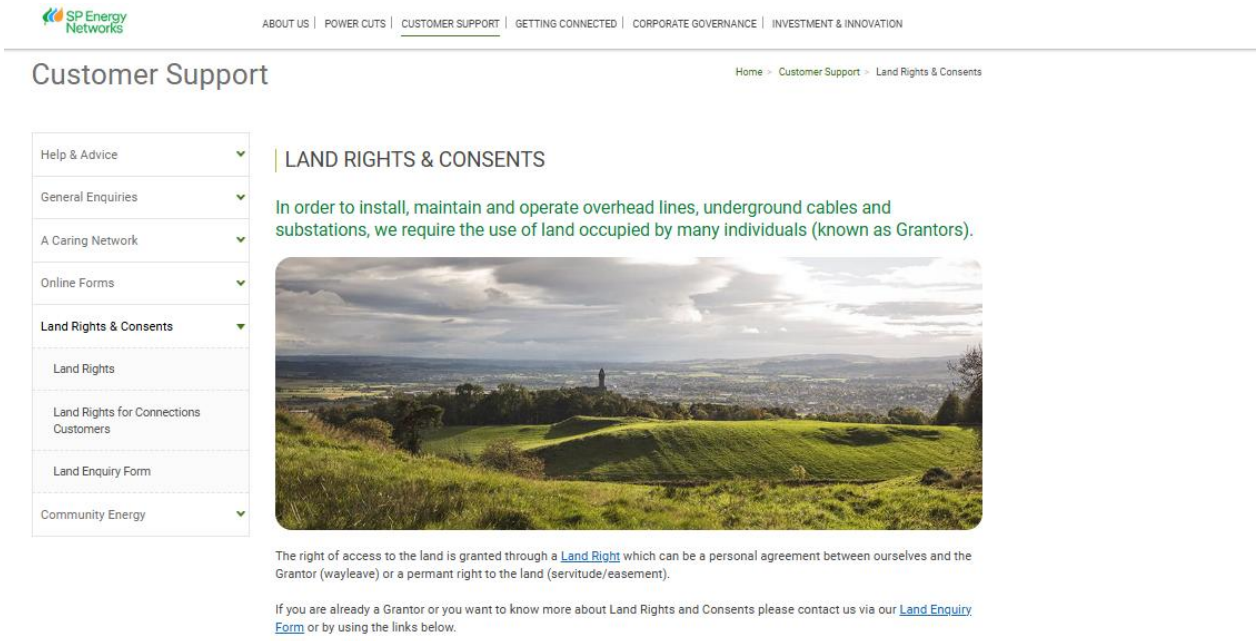
https://www.spenergynetworks.co.uk/pages/land_rights_for_connections_customers.aspx

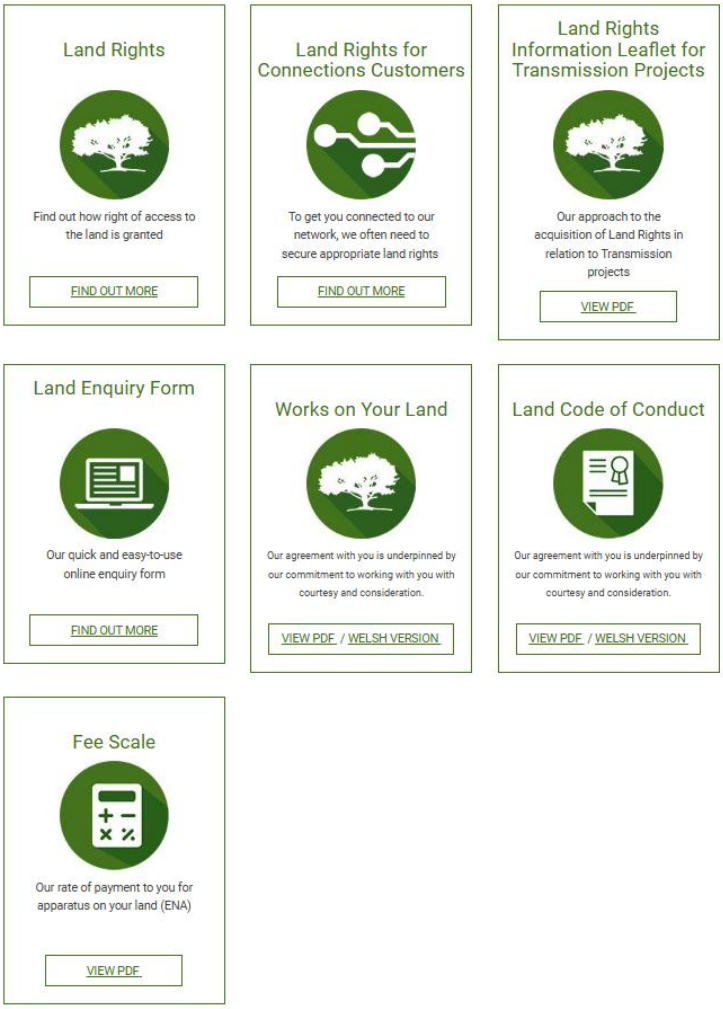
7.2.3. DNOs shall provide model standard Land Rights documentation for use by ICPs. The ICP may prepare the legal documentation for the Land Rights for the signature or authorisation of the DNO.

Copies of the standard SPEN land rights documents are published on SP Energy Networks' website, see supporting evidence below. The documents published cover a full range of connection scenarios, including installation of cables and/or overhead lines only, installation of a standalone substation building, installation of substation apparatus within a larger building and apparatus installed to connect a windfarm. Land Rights documentation forms an agenda item at SPENs Land Rights Stakeholder Panel where SPEN will continue to seek feedback on the documentation from connections customers with aim of considering any improvement that can be made or any further requirements.

Supporting evidence

Website – On the 'customer support' section of the SP Energy Networks website there is a link to the revised Land rights for connections customers via Land rights and consents
https://www.spenergynetworks.co.uk/pages/land_rights_consents.aspx





If you select the link 'Land Rights for Connections Customers' this directs you to the main land rights webpage.

Main Land Rights web page, see screenshots in Appendix xiii):-

Direct link - https://www.spenergynetworks.co.uk/pages/land_rights_consents.aspx

You then select land rights for connection customers, see screenshots in Appendix xiii), which provides all the information and documentation that is required. There is also a section which provides details in relation to the incorporated rights process within SP Manweb.

Direct link - https://www.spenergynetworks.co.uk/pages/land_rights_for_connections_customers.aspx

7.4 Adoption

7.4.2. The ICP will provide the DNO all as-laid drawings and test certificates as specified by the DNO. This information should be no more onerous than the information provided by the DNO's own Connections' activities.

If an ICP undertakes some or all the contestable works, for a connection SPEN will be adopting, they are required to work in accordance with the terms and conditions of our Construction and Adoption Agreement.
Guidance on Construction and Adoption Agreements is contained on the website.
The web page includes bilateral and tri-partite agreements and the applicable terms and conditions. The information is the same as we would require for our own works.

Supporting evidence

Website – found within the "Documents" sub-section of the Other Connection Providers page
https://www.spenergynetworks.co.uk/pages/competition_in_connections_documents.aspx

or directly via https://www.spenergynetworks.co.uk/pages/construction_adoption_agreements.aspx, please see screenshot of web page in Appendix 1 xv)

10.0 Dispute Resolution

10.1. The DNO's complaints process will be used where any party considers that a DNO is not meeting their obligations under this code of practice. The complaints process will include appropriate levels of escalation within the DNO organisation. Each DNO shall publish their complaints resolution process on their website.

SPEN has processes in place which are well defined, operational and easy to follow. The initial escalation process which is available on the website, see Appendix xvi), is a 2-step process whether project specific or process related. If not resolved satisfactorily then a complaint can be raised following the Complaints Procedure, detailed on the website, which is monitored and escalated using an internal 4 step process, moving to step 5 only if we have been unable to resolve.

Supporting evidence

Escalation Process -

Website link - https://www.spenergynetworks.co.uk/pages/escalation_process.aspx

Screenshot of web page

Getting Connected

Home > Getting Connected > Other Connection Provider... > How to Contact CiC > Escalation Process

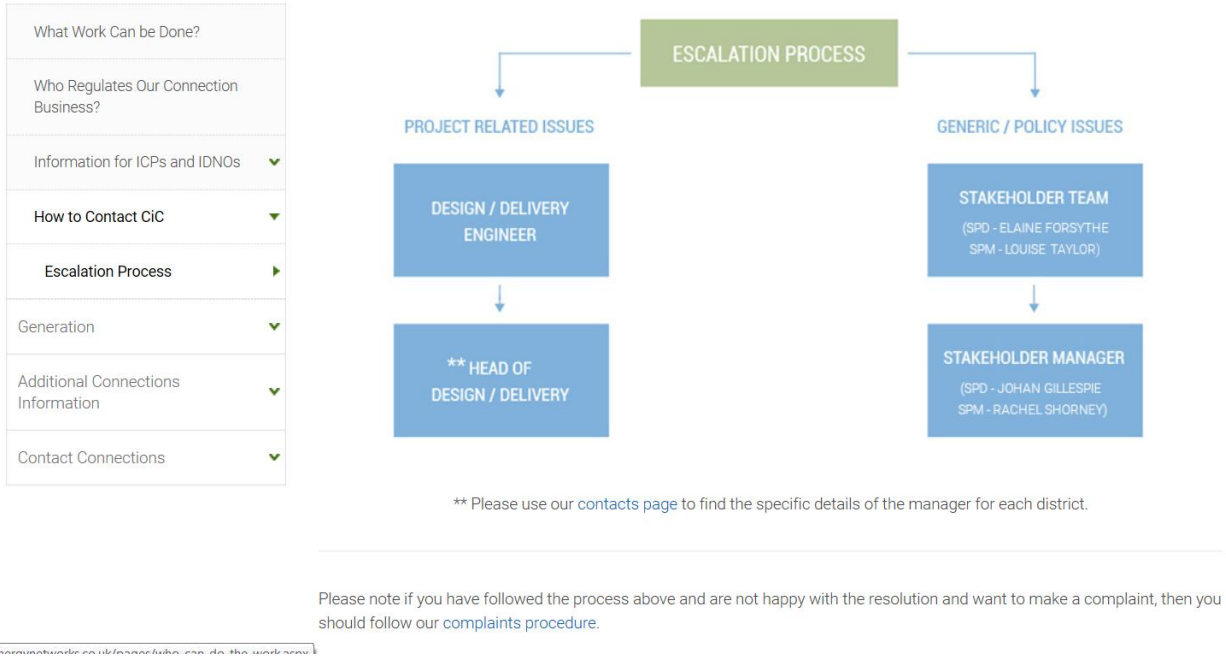
Getting Connected

Other Connection Providers (You Have a Choice)

Who Can Do the Work?

ESCALATION PROCESS

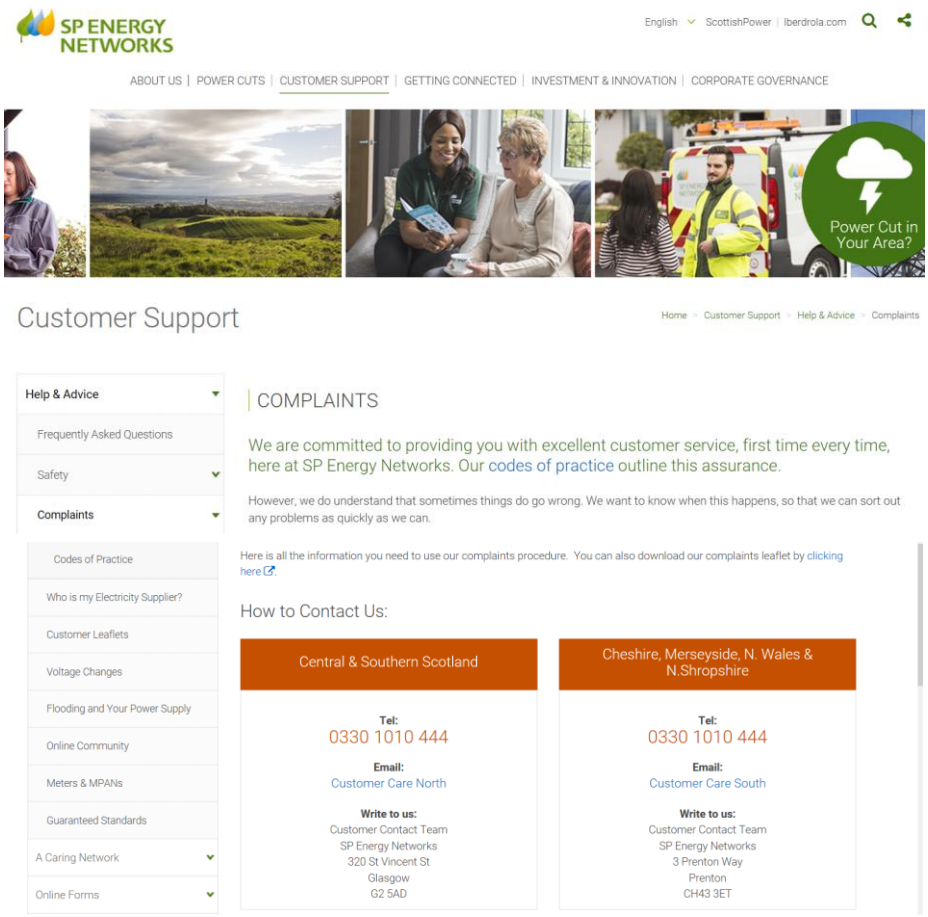
We are committed to providing you with excellent customer service, first time every time. However, if you have any concerns or issues then please follow the process outlined below.



Complaints Procedure -

Website link - https://www.spenergynetworks.co.uk/pages/complaints.aspx

Screenshot of web page



RELATED LINKS

FAQs
Video Library
Home Visits
Flooding and Your Power Supply

When writing to us, we request you provide us with an address and postcode, as well as a contact telephone number. All letters and emails will be acknowledged within one working day.

How our Complaints Procedure Works

Step 1 - Review by Customer Contact Team

However you contact us, we will aim to resolve your query within ten working days.

Step 2 - Review by your Local Manager

If you are not happy with the response to your initial query and contact us again, we will acknowledge receipt of your complaint and arrange for a manager responsible for the electricity network in your area to review your complaint. We will contact you within ten working days, or sooner if possible, and will do our best to resolve the problem at that stage.

Step 3 - Referral to a Senior Manager

If you are not happy with the way that the local manager has dealt with your complaint, you can ask for it to be looked at by a senior manager responsible for your region. We will contact you within 5 working days, investigate your complaint and work with you to resolve the problem.

Step 4 - Final Review by Customer Service Director

If you are still not fully satisfied by the actions taken after discussing your complaint with a senior manager responsible for your region, you can request for your complaint to be formally reviewed by our Customer Service Director. We will send you a letter setting out our final position within ten working days.

Step 5 - Energy Ombudsman

Rest assured that we will do all we can to solve your problem by working with you. Where appropriate, we will provide an apology and an explanation of what went wrong, as well as take remedial action where this is needed. Compensation could also be paid, if deemed necessary.

However if you are still unhappy with our actions and have already followed steps one through to four, or we have been unable to resolve your complaint within eight weeks, you have the right to contact the Energy Ombudsman. This is a free and independent dispute resolution service. The Ombudsman will ask you for a full account of your dealings with us and they will also contact us to gain a factual understanding of the case from our perspective.

The Ombudsman will make a final decision once they have obtained all of this information and inform you of the outcome.

Contact details for the Energy Ombudsman are as follows:

Energy Supply Ombudsman
PO Box 966
Warrington
WA4 9DF

Telephone: 0330 440 1624
Fax: 0330 440 1625
Website: www.ombudsman-services.org