

Competition in Connections Code of Practice Report

2025-26

(April 2025 – March 2026)

SP Manweb and SP Distribution

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 2025-26 (1 April 2025 to 31 March 2026).

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 liii). 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.

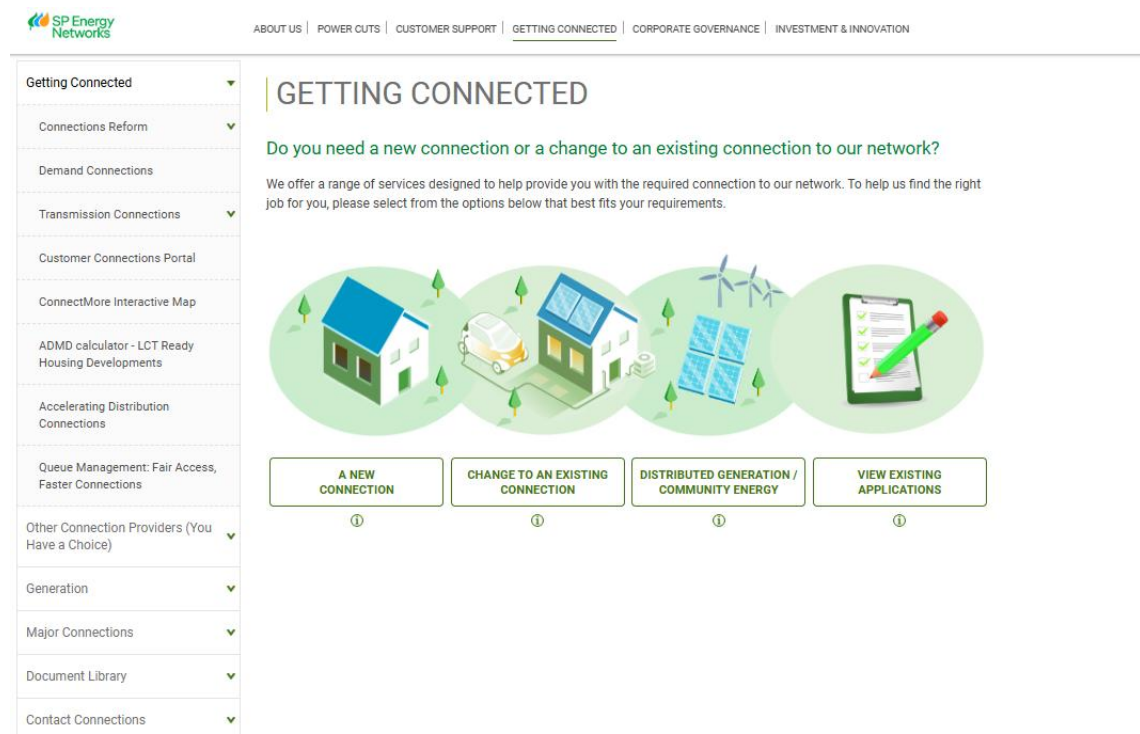
4.3. The Connection Application

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).



SP Energy Networks

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

Getting Connected

Connections Reform

Demand Connections

Transmission Connections

Customer Connections Portal

ConnectMore Interactive Map

ADMD calculator - LCT Ready Housing Developments

Accelerating Distribution Connections

Queue Management: Fair Access, Faster Connections

Other Connection Providers (You Have a Choice)

Generation

Major Connections

Document Library

Contact Connections

GETTING CONNECTED

Do you need a new connection or a change to an existing connection to our network?

We offer a range of services designed to help provide you with the required connection to our network. To help us find the right job for you, please select from the options below that best fits your requirements.



A NEW CONNECTION

CHANGE TO AN EXISTING CONNECTION

DISTRIBUTED GENERATION / COMMUNITY ENERGY

VIEW EXISTING APPLICATIONS

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



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:

 SPNCSouth@scottishpower.com

England/Wales:

 SPNCSouth@scottishpower.com

Non-Contestable Work

This 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.

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



Contacting us

If you need more help you can call your project designer, you will find their name and number on your quotation. Alternatively, you can contact us via the details below:

Email: gettingconnected@scottishpower.com

Central and Southern Scotland:

SP Energy Networks
320 St Vincent Street, Glasgow, G2 5AD
Tel: 0800 389 1785

Cheshire, Merseyside, North Wales and North Shropshire

PO Box 290
Lister Dr, Liverpool
L13 7HJ

Tel: 0800 389 1783



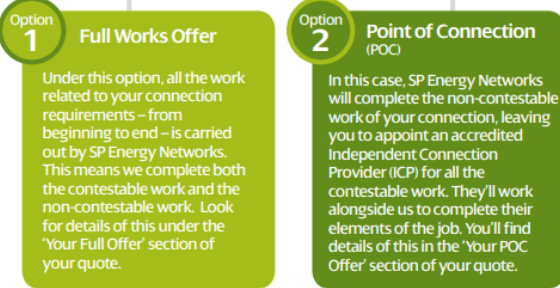
You have the choice...

Now that you've received your quote, you can decide whether you want us to complete all elements of your connection from beginning to end or if you would prefer an alternative provider to carry out certain elements of the connection work.

The quotation we have provided gives you 2 options and will give you the details you need to make the right choice for you. We call this our Dual Offer.

Understanding your Dual Quote

Your dual quote has been separated into 2 sections - Full Works, or Point of Connection.



[https://www](https://www.spenergynetworks.co.uk/use-of-services)

A complete list of contestable and non-contestable work can be found on our website:

www.spenergynetworks.co.uk/use-of-services

Your Dual Offer provides a summary and detailed breakdown of the costs, for both options. You'll also find a schedule with additional information.

- If you choose SP Energy Networks to deliver your complete connection, we will charge for both the non-contestable and contestable work you ask us to carry out. It's important to note that we are unable to start work on your connection until we've received your payment and your signed acceptance form.
- If you opt for another company to do the contestable work, you will pay any applicable charges directly to them.
- If you have any questions regarding the offer, your designer will be delighted to help. You will find the contact details within your offer letter.

Next steps...

Your quote is valid for 3 months from the date of the offer.

Before you make a decision, you should:

1. Read the full details of both the Full Works and the POC offers.
2. Also read the General Terms and Conditions for Connection www.spenergynetworks.co.uk/terms
3. If you choose to accept the POC option, you will need to appoint your own ICP/IDNO. For your safety, ICPs and IDNOs must possess the appropriate accreditations to carry out contestable works.

You'll find further information at:
ICPs - www.lloydsregister.co.uk/schemes/NERS/
IDNOs - <https://www.ofgem.gov.uk/electricity/distribution-networks/connections-and-competition/independent-distribution-network-operators>
4. If you wish to accept your quote please complete the Letter of Acceptance, making sure you select only one of the options.
5. Consider the timing of your acceptance and the impact it may have on project timescales

Changed your mind?

If you choose the POC option and then decide to opt instead for the Full Works option, we need to reimburse your payment and raise a new connection offer. It's important to note this as it may impact your project delivery timescales.

Further information can be found at: www.spenergynetworks.co.uk



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)



Getting Connected

[Home](#) > [Getting Connected](#) > [Other Connection Provider...](#) > [Who Can Do the Work?](#)

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	▼
How to Contact CIC	▼
Generation	▼
Major Connections	▼
Document Library	▼
Contact Connections	▼

WHO CAN DO THE WORK?

You can choose who carries out certain elements of the connection work. This is known as [contestable work](#) and can be completed by an Independent Connection Provider (ICP) or an Independent Distribution Network Operator (IDNO).

For your safety, ICPs and IDNOs must possess the appropriate accreditations to carry out contestable works.

You'll find further information at the following links:

- [ICPs](#)
- [IDNOs](#)

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.spennergynetworks.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.

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 address:

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

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

Getting Connected

Home > Getting Connected > Other Connection Provider... > Information for ICPs and I... > Code of Practice > Workshop Presentations

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	▼
Code of Practice	▼
Transformer Loadings	
Self Determination of Point of Connection	
Standard Design Matrix	
Self Design Approval	
Authorisation and Accreditation	
Workshop Presentations	►
Documents	▼

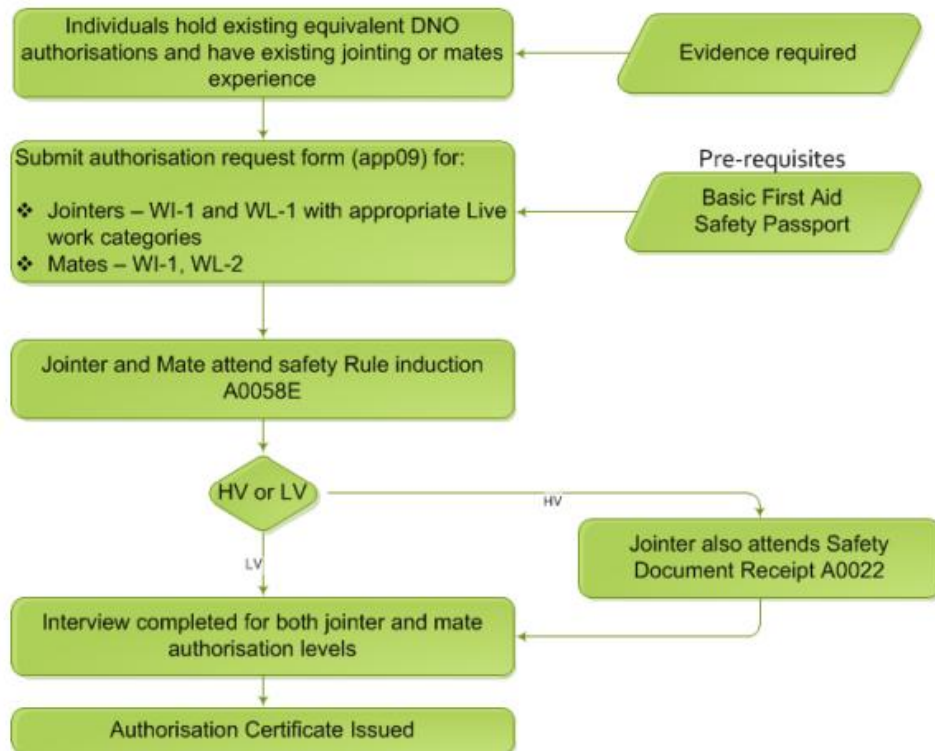
WORKSHOP PRESENTATIONS

Workshops were held in both the SP Distribution and SP Manweb licence areas. The presentations from these events are available to view by clicking on the links below:

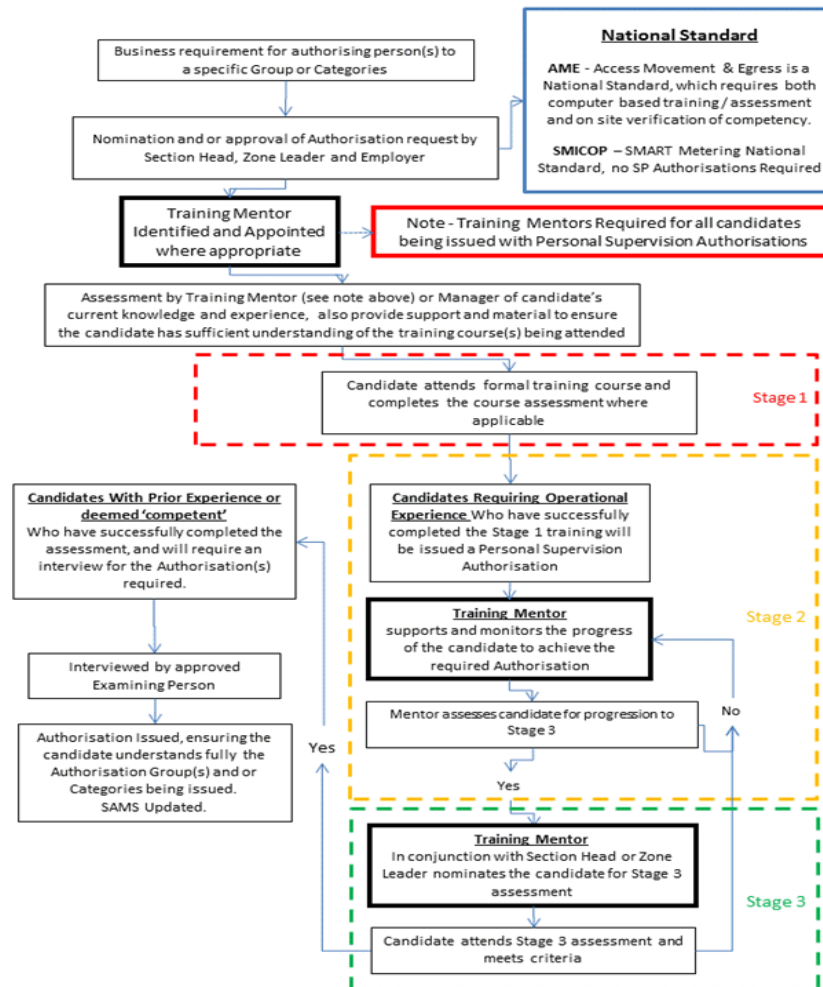
- [SPM ICP/IDNO Workshop February - 2019](#)
- [SPM ICP Workshop September - 2018](#)
- [SPM CIC Workshop April - 2018](#)
- [SPM Code of Practice Workshop - March 2017](#)
- [SPD Code of Practice Workshop - April 2017](#)
- [Self-determined POC and Design Approval](#)
- [Inspection and Monitoring and Operational Work](#)

Extract from Inspection and Monitoring and Operation Work Pack - SPEN authorisation with previous experience

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



[Accessibility toolbar](#)
English

[Unlock Your Green Potential](#) | [Sustainability](#) | [ScottishPower](#) | [Iberdrola.com](#)

[ABOUT US](#) | [POWER CUTS](#) | [CUSTOMER SUPPORT](#) | [GETTING CONNECTED](#) | [CORPORATE GOVERNANCE](#) | [INVESTMENT & INNOVATION](#)



About Us

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Connections, Use of System and Metering Services	
Safety Documents	▼
Contractor Safety Booklets	
Suspension of Operational Practice (SOP)	
Policies, Procedures and Specifications: Documentation	
Additional Information	▼
Company Reporting	▼

SAFETY DOCUMENTS

The ScottishPower Safety Rules (Electrical & Mechanical) Fifth Edition are available at the following web address:

[SCOTTISHPOWER SAFETY RULES & SAFETY INSTRUCTIONS](#)

If you require guidance on how the Fifth Edition has superseded legacy Fourth Edition Safety Rules and supporting documentation, please refer to the following document:

[Safety Rules Document Mapping Fourth Edition to Fifth Edition](#)

For SUSPENSION OF OPERATIONAL PRACTICE, please use the link below or use the sub-menu to navigate to the documents.

- [Suspension of Operational Practice](#)

1. 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	1,196	44.2%	3562	
ICPs	67	1.3%	274	

SPEN inspections of our direct labour are more focused on operational safety. We completed a total of 2,703 inspections over the reporting period of which 1196, 44.2% 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 5,335 whereabouts notices through RAdAR and inspected 67, 1.3%.

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	1,129	43.1%	1105	
ICPs	555	18.6%	158	

SPEN inspections of our direct labour are more focused on operational safety. We completed a total of 2,617 inspections over the reporting period of which 1,105, 43.1%, 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 2,990 whereabouts notices through RAdAR and inspected 555, 18.6%.

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

Customer Support

[Home](#) > [Customer Support](#) > [Land Rights & Consents](#)

Help & Advice	▼
General Enquiries	▼
A Caring Network	▼
Online Forms	▼
Land Rights & Consents	▼
Land Rights	
Land Rights for Connections Customers	
Land Enquiry Form	
Community Energy	▼

LAND RIGHTS & CONSENTS

In order to install, maintain and operate overhead lines, underground cables and substations, we require the use of land occupied by many individuals (known as Grantors).



The right of access to the land is granted through a [Land Right](#) which can be a personal agreement between ourselves and the Grantor (wayleave) or a permanent right to the land (servitude/easement).

If you are already a Grantor or you want to know more about Land Rights and Consents please contact us via our [Land Enquiry Form](#) or by using the links below.

Land Rights



Find out how right of access to the land is granted

[FIND OUT MORE](#)

Land Rights for Connections Customers



To get you connected to our network, we often need to secure appropriate land rights

[FIND OUT MORE](#)

Land Rights Information Leaflet for Transmission Projects



Our approach to the acquisition of Land Rights in relation to Transmission projects

[VIEW PDF](#)

Land Enquiry Form



Our quick and easy-to-use online enquiry form

[FIND OUT MORE](#)

Works on Your Land



Our agreement with you is underpinned by our commitment to working with you with courtesy and consideration.

[VIEW PDF / WELSH VERSION](#)

Land Code of Conduct



Our agreement with you is underpinned by our commitment to working with you with courtesy and consideration.

[VIEW PDF / WELSH VERSION](#)

Fee Scale



Our rate of payment to you for apparatus on your land (ENA)

[VIEW PDF](#)

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_document_s.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.

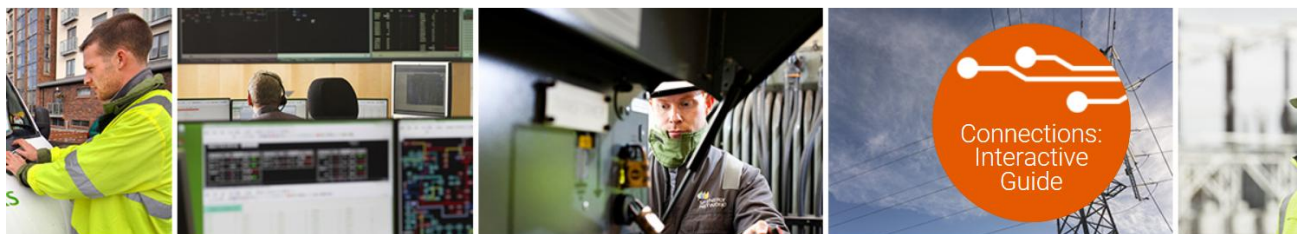
SPEN has processes in place which are well defined, operational and easy to follow. The initial escalation process which is available on the website, see Appendix xvi), is a 2-step process whether project specific or process related. If not resolved satisfactorily then a complaint can be raised following 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

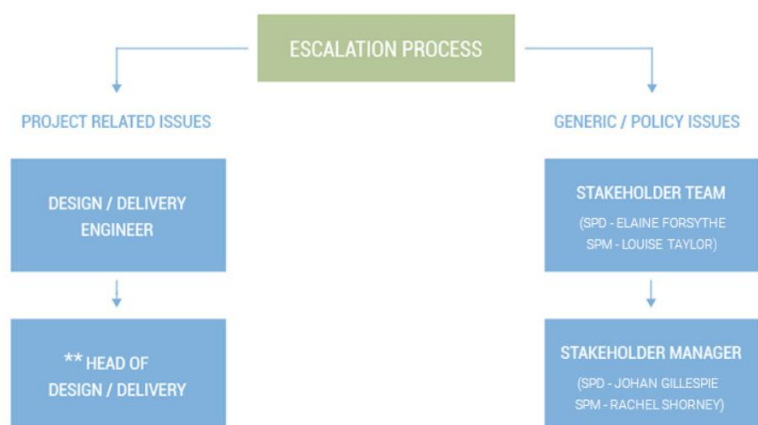
Home > Getting Connected > Other Connection Provider... > How to Contact CiC > Escalation Process

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.

What Work Can be Done?	
Who Regulates Our Connection Business?	
Information for ICPs and IDNOs	▼
How to Contact CiC	▼
Escalation Process	▶
Generation	▼
Additional Connections Information	▼
Contact Connections	▼



** Please use our [contacts](#) page to find the specific details of the manager for each district.

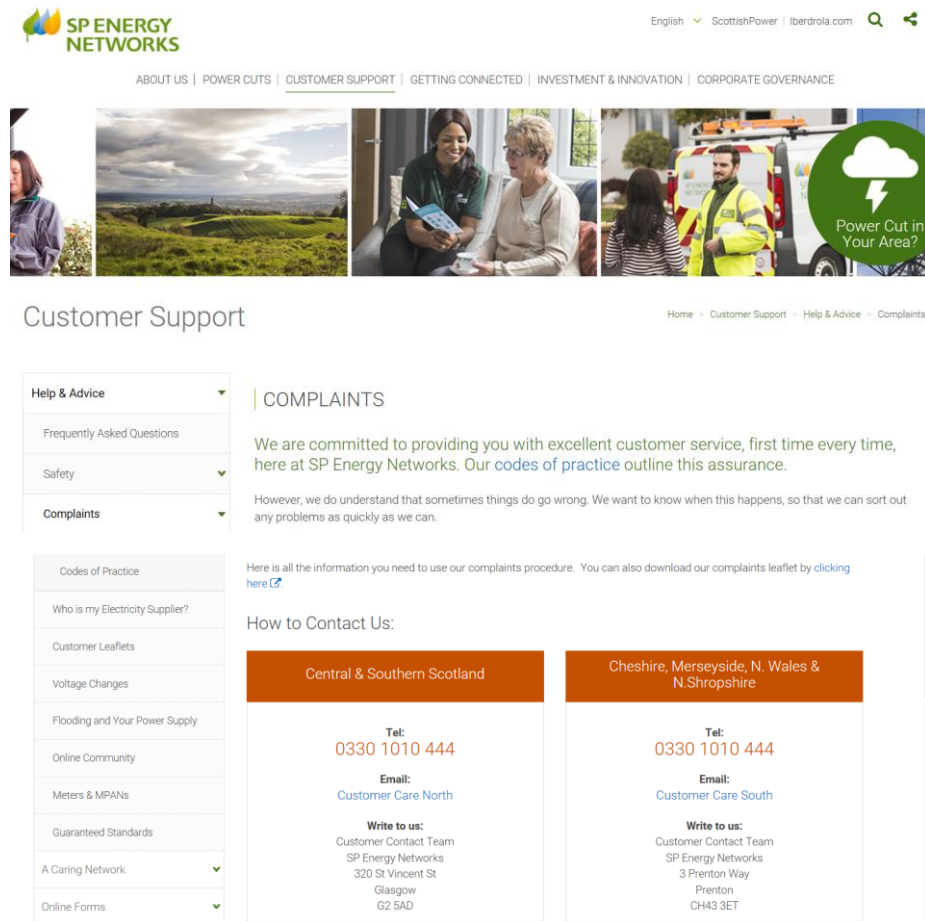
Please note if you have followed the process above and are not happy with the resolution and want to make a complaint, then you should follow our [complaints procedure](#).

<https://www.spenergynetworks.co.uk/pages/who-can-do-the-work.aspx>

Complaints Procedure -

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

Screenshot of web page



The screenshot shows the SP Energy Networks website's Complaints Procedure page. The header includes the company logo, language options (English, ScottishPower, Iberdrola.com), and a search icon. A navigation bar lists: ABOUT US | POWER CUTS | CUSTOMER SUPPORT | GETTING CONNECTED | INVESTMENT & INNOVATION | CORPORATE GOVERNANCE. Below this is a banner with four images: a woman in a blue jacket, a landscape with a wind turbine, two women looking at a document, and a man in a high-visibility vest next to a van. A green circular button on the right says 'Power Cut in Your Area?'. The main heading is 'Customer Support', with a breadcrumb trail: Home > Customer Support > Help & Advice > Complaints. A left-hand menu under 'Help & Advice' includes: Frequently Asked Questions, Safety, and Complaints (selected). The 'COMPLAINTS' section states: 'We are committed to providing you with excellent customer service, first time every time, here at SP Energy Networks. Our codes of practice outline this assurance. However, we do understand that sometimes things do go wrong. We want to know when this happens, so that we can sort out any problems as quickly as we can.' Below this, it says: 'Here is all the information you need to use our complaints procedure. You can also download our complaints leaflet by clicking [here](#).' The 'How to Contact Us:' section is divided into two columns. The first column is for 'Central & Southern Scotland' and the second for 'Cheshire, Merseyside, N. Wales & N. Shropshire'. Each column provides contact details for the Customer Care team, including a telephone number (0330 1010 444), an email address, and a physical address for writing to them.

Region	Tel:	Email:	Write to us:
Central & Southern Scotland	0330 1010 444	Customer Care North	Customer Contact Team SP Energy Networks 320 St Vincent St Glasgow G2 5AD
Cheshire, Merseyside, N. Wales & N. Shropshire	0330 1010 444	Customer Care South	Customer Contact Team SP Energy Networks 3 Prenton Way Prenton CH43 3ET

A Caring Network	▼
Online Forms	▼
Land Rights & Consents	▼
Community Energy	▼


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 still 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