

Competition in Connections Code of Practice Reporting 2016-17 Appendices

(April 2016 – March 2017)

SP Manweb
and
SP Distribution

September 2017

Contents

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Appendix 1 – Website Pages

i) Getting Connected

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

SP ENERGY NETWORKS English | ScottishPower | Iberdrola.com

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

Customer Support

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

GETTING CONNECTED

At SP Energy Networks, getting a new electricity connection is easy. Simply click on the icons below to access the typical costs, timelines, estimate cost calculators and application forms for your electrical connection project.

RELATED LINKS

- Connections Process
- Community Energy Guide
- Moving Your Supply
- Competition in Connections
- Contact Connections
- Regulation & Consents

Connecting 1-4 Houses FIND OUT MORE	Connecting More Than 4 Houses FIND OUT MORE	Connecting Business Premises FIND OUT MORE
Connecting House Builders FIND OUT MORE	Disconnections FIND OUT MORE	Need a Temporary Connection? FIND OUT MORE
Connecting Generation to our Network FIND OUT MORE	Connecting Industrial & Commercial FIND OUT MORE	Unmetered Connections FIND OUT MORE

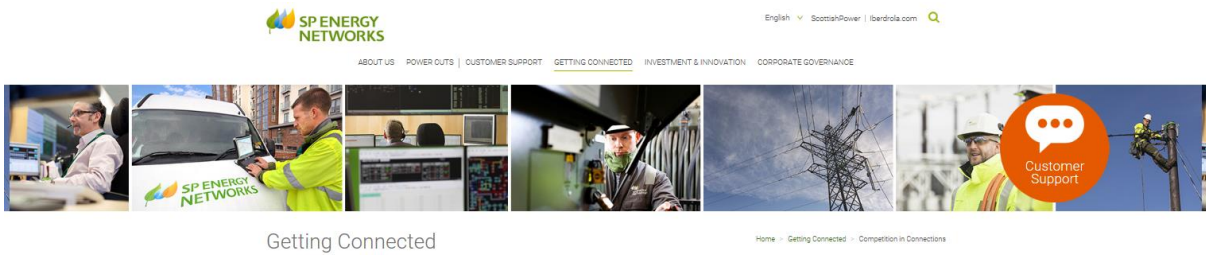
ii) Connections Process – Customer Journey

Select https://www.spenergynetworks.co.uk/pages/getting_connected.aspx which will take to https://www.spenergynetworks.co.uk/userfiles/file/SPEN_CustomerJourney_V7_AW.pdf



iii) Competition in Connections

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



RELATED INFORMATION

To report a power cut or damage to electricity power lines or substations call the new national Freephone number **105**.


POWER CUT? CALL 105

You can still reach us on our existing numbers:
Central & Southern Scotland:
0800 092 9290
Merseyside, Cheshire, North Wales and North Shropshire:
0800 001 5400

COMPETITION IN CONNECTIONS

Competition in the connections market means you have a choice when selecting who provides some elements of your connection process.


About Competition in Connections



You have a choice when selecting who provides some elements of your connection process.

[FIND OUT MORE](#)





Guidance & Information




A range of information that will be useful when completing connection works.

[FIND OUT MORE](#)

RELATED LINKS

-  About CIC
-  Guidance & Information
-  Code of Practice
-  Documents


Code of Practice



The Code of Practice (CoP) produced by the Distribution Networks Operators (DNOs) in consultation with stakeholders.

[FIND OUT MORE](#)

Documents



A range of documentation related to Competition in Connections

[FIND OUT MORE](#)



Twitter



Facebook



YouTube

iv) Alternative Providers

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

Getting Connected

Home > Getting Connected > Competition in Connections > About Competition in Conn... > Who Can Do the Work?

Who Can Do the Work? >
What Work Can be Done?
Who Regulates Our Connection Business?
Extending the Scope of ICP Work

WHO CAN DO THE WORK?

For your safety, only suitably accredited connection companies can provide connections. Although point of connection quotations can be issued to any customer who requests one, only fully accredited ICPs can present designs for adoption and a point of connection quote cannot be accepted unless it is accompanied with a full design from an accredited ICP.

New domestic, commercial, industrial and **generation network connections** can be built by an ICP, IDNO or SP Energy Networks (SPEN). These connections may be adopted by SP Energy Networks or an IDNO.

If you wish to appoint an ICP to carry out some of your electricity connection works, they must be registered with Lloyds National Electricity Registration Scheme (NERS).

You can find a list of these companies on the [Lloyds Register](#) website.

Alternative Connection Providers





There are a number of Alternative Connection Providers active in the SP Distribution (SPD) and SP Manweb (SPM) areas. [Click here to view list](#)

Please note that this is not exhaustive and is based on providers known to be operating in the SPM/SPD licenced areas. It also does not form any recommendation or endorsement from SPEN.

A full list of all accredited Connections Providers can be found on the Lloyd's Register NeRS website: [Click Here](#)

If you are a Connections Provider and would like your company to be listed, please email gettingconnectedupdate@spenergynetworks.co.uk


RELATED LINKS





-  About CiC
-  Guidance & Information
-  Code of Practice
-  Documents

v) Competition in Connections Code of Practice

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

Transformer Loadings
Self Determination of Point of Connection
Standard Design Matrix
Self Design Approval
Authorisation and Accreditation
Workshop Presentations

 **RELATED LINKS**

-  About CIC
-  Guidance & Information
-  Code of Practice
-  Documents

CODE OF PRACTICE

In June 2014 Ofgem opened their review of the market for new connections to the electricity distribution network. They subsequently published, in January 2015, their proposed solutions to the issues identified and the best way to implement them.

Distribution Networks Operators (DNOs) were tasked with developing a Code of Practice (CoP) in consultation with stakeholders and this was completed collectively with the Electricity Networks Association (ENA). The resultant Code of Practice was approved by Ofgem in July 2015, with an implementation date of October 2015.

The Competition in Connections Code of Practice can be found [here](#).

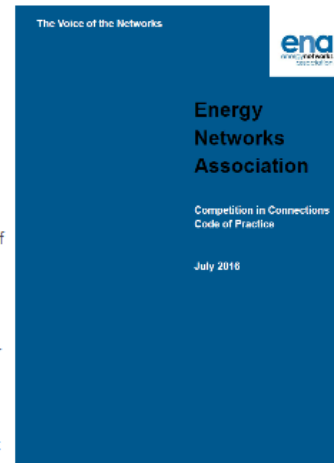
The ENA have created an additional site specifically for the Code of Practice. For further details please go to www.connectionscode.org.uk

The Competition in Connections Code of Practice requires DNOs to publish an annual report to demonstrate their compliance with the code. Our Annual Report for the reporting period 2015-16 can be found here:

- [Competition in Connections Code of Practice Report 2015-16](#)
- [Competition in Connections Code of Practice Reporting 2015-16 Appendices](#)

Other pages in this section:

- [Transformer Loadings](#)
- [Self Determination of Point of Connection](#)
- [Standard Design Matrix](#)
- [Self Design Approval](#)
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vi) Self-Determination of Point of Connection


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

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SELF DETERMINATION OF POINT OF CONNECTION

Independent Connection Providers (ICPs) shall be able to self-determine the Point of Connection (POC) in the majority of circumstances, as outlined in the table below.

At this time, some market segments have been excluded due to the technical complexity and/or network constraints which result in a high incidence of interactive POCs having to be managed. We will work with ICPs to develop processes to open these market segments in the future.

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

Please see our process document [ESDD-02-021 Guidance for Self-Determination of Point of Connection and Self-Design Approval for Independent Connection Providers](#).

There is a probationary period to be able to complete the self-determination which is detailed in the above document and in the table of qualifying criteria below

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.

vii) Standard Design Matrix


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

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STANDARD DESIGN MATRIX

Standard Design Matrix

Some Point of Connection designs can be determined using a Standard Design Matrix, shown below. This Matrix is also detailed within the process document ESDD-02-021, along with some guidance, and can be found [here](#).

Criteria	Measurement	Comment
connection capacity	<=500W (unmetered supplies)	
distance to substation	<=500m	
service cable length	<=5m (4mm) or <=25m (25mm)	
transformer capacity	N/A	
asset types excluded	<p>Cable of imperial size less than 0.1 square inch copper</p> <p>Cable of metric size <95mm²</p> <p>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.</p> <p>Three core LV cables – 2 phase and neutral.</p> <p>Cables indicated as operating (Bunched) – check the various layers available on UMV for PILC LV cables marked as 3</p> <p>Some cables we are unable to joint live.</p> <p>Belgium cables and Consac.</p> <p>Interconnectors with no existing connected customers.</p>	

Criteria	Measurement	Comment
connection capacity	<=6kW (non domestic only)	
distance to substation	<=250m	
service cable length	<=25m	
transformer capacity	N/A	
asset types excluded	<p>Cable of imperial size less than 0.1 square inch copper.</p> <p>Cable of metric size <95mm²</p> <p>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.</p> <p>Three core LV cables – 2 phase and neutral.</p> <p>Cables indicated as operating (Bunched) – check the various layers available on UMV for PILC LV cables marked as 3</p> <p>Some cables we are unable to joint live.</p> <p>Belgium cables and Consac.</p> <p>Interconnectors with no existing connected customers.</p>	

Criteria	Measurement	Comment
connection capacity	Up to 4 Domestic (<=2kW ADMD each)	
distance to substation	<=250m	
service cable length	<=25m	
transformer capacity	N/A for ground mounted substation. System checks required for PTE (Pole Mounted Transformers)	
asset types excluded	<p>Cable of imperial size less than 0.1 square inch copper.</p> <p>Cable of metric size <95mm²</p> <p>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.</p> <p>Three core LV cables – 2 phase and neutral.</p> <p>Cables indicated as operating (Bunched) – check the various layers available on UMV for PILC LV cables marked as 3</p> <p>Some cables we are unable to joint live.</p> <p>Belgium cables and Consac.</p> <p>Interconnectors with no existing connected customers.</p>	

Criteria	Measurement	Comment
connection capacity	Single Connection <=69kW	
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.	
asset types excluded	<p>Cable of imperial size less than 0.1 square inch copper.</p> <p>Cable of metric size <95mm²</p> <p>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.</p> <p>Three core LV cables – 2 phase and neutral.</p> <p>Cables indicated as operating (Bunched) – check the various layers available on UMV for PILC LV cables marked as 3</p> <p>Some cables we are unable to joint live.</p> <p>Belgium cables and Consac.</p> <p>Interconnectors with no existing connected customers.</p>	

viii) Transformer Loadings

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

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TRANSFORMER LOADINGS

To facilitate the self-determination of POCs information of transformer loading is required which is detailed below. Document ESDD-02-021 details the process for self-determination (reference Section 11).

Please see below the Zip files for SPM and SPD and the associated instructions for use:

[Click here for instructions](#) 

- [Transformer Loading 2016 South](#) 
- [Transformer Loading 2016 North](#) 

ix) Documents

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

Getting Connected

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Connection Agreements
Construction & Adoption
Keeping You Informed
Customer Leaflets
Policies, Procedures and Specifications: Documentation

DOCUMENTS

Within this section we provide a range of documentation.

- [Connection agreements](#)
- [Construction & adoption agreements](#)
- [Customer Leaflets](#)
- [Policies, Procedures and Specifications: Documentation](#)
- [Keeping you Informed \(our newsletters\)](#)

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x) Self-Design Approval

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

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SELF DESIGN APPROVAL

Independent Connection Providers (ICPs) shall be able to complete self-design approval in the majority of circumstances, as outlined in the table below.

At this time, some market segments have been excluded due to the technical complexity and/or network constraints. We will work with ICPs to develop processes to open these market segments in the future.

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	

RELATED LINKS

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*** Subject to the following restrictions:**

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

Please see our process document [ESDD-02-021 Guidance for Self-Determination of Point of Connection and Self-Design Approval for Independent Connection Providers](#). There is a probationary period to be able to complete the self-design approval which is detailed in the above document and in the table of qualifying criteria below

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

xi) Requesting a Meter Point Administration Number

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

Getting Connected

Home > Getting Connected > Competition in Connections > Guidance & Information > Requesting a Meter Point A...

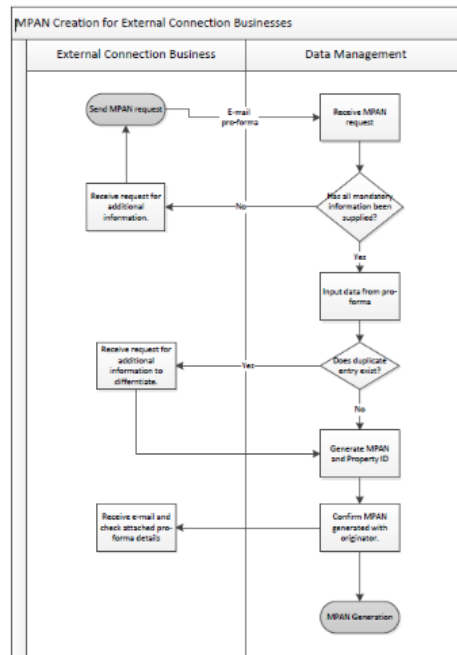
- Tracking Your Project
- Steps to Getting Connected
- Adopted Distributed Generation
- Gaining Authorisation to SPEN
- Utility Map Viewer
- Requesting a Meter Point Administration Number
- How to Contact CIC

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REQUESTING A METER POINT ADMINISTRATION NUMBER

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:



[Click here to open the email information](#)

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](#)

The MPAN request document below provides you with the request form, guidance information, plus examples of completed application forms.

[Please click here to open the MPAN request form](#)

Notification of all MPANs generated will be issued to the requestor once completed.

Please be advised that there is a phased approach for issue, e.g. if a builder requests one hundred MPANs for a new housing site these would be provided in phases, i.e. 20 MPANs to begin and once those houses are built a further 20, etc.

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AUTHORISATION AND ACCREDITATION

Accreditations

- Accreditation means accreditation awarded to an ICP under the National Electricity Registration Scheme (NERS).
- ICPs accredited under NERS to undertake specific contestable activities shall be deemed to be competent to undertake such activity normally.
- In all cases where NERS accreditation is not available SPEN will work with the scheme administrator to implement a scope change to cover the relevant activity consistent with the Relevant Objectives which are detailed within Section 2.3 of the Code of Practice which can be found [here](#).

Authorisations

SPEN accept that ICPs administer and control their own Safety Management systems (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 DSRs, which is available on our website [here](#).

Under the changes that have been implemented for the Code of Practice SP Energy Networks (SPEN) is committing to the 3 options that are available and would ask any ICP that is interested to contact us directly and we will work together to enable their access to their preferred option.

Please see our guide to gaining Authorisation to SPEN [here](#).

The 3 options are detailed below:

Option 1 - ICP authorisation of ICP Employees and Contractors


- ICPs shall operate under their own SMS, including the ICP's Safety Rules, which shall be of an equivalent relevant standard to SPEN's (in all cases the SMS should align to OHSAS18001 or equivalent).
- ICPs are responsible for determining the relevant competence requirements for the work to be undertaken and for the issue of an appropriate authorisation to their employees or contractors. The relevant competence requirements shall include any network specific issues identified by the ICP following consultation and communication with SPEN.
- ICPs shall provide, if requested, details of their SMS to SPEN before first accessing SPEN's Distribution System.
- ICPs shall thereafter provide, when required, reasonable information regarding their ongoing SMS to SPEN.
- SPEN will be entitled to carry out reasonable checks on the application of the relevant SMS to demonstrate so far as reasonably practicable to the Health and Safety Executive (or other interested parties) that safety assurance is in place for any ICP working on its Distribution System.
- Either party shall make available to the other the relevant policies, operational processes, local information and procedures as required to facilitate safe working on SPEN's Distribution System. This may be in writing or by personal briefing as may be appropriate, but in all cases the information exchanged shall be recorded and such records must be held for future reference by each party.


Option 2 - DNO authorisation of ICP Employees

- ICPs shall operate under SPEN's SMS, including SPEN's version of the Model Distribution Safety Rules.
- SPEN will determine the relevant competence requirements and issue authorisations to the ICP's employees or contractors.
- SPEN will be entitled to undertake appropriate checks to demonstrate, so far as is reasonably practicable, that the ICP's employee or contractor has an appreciation of network hazards and local procedures.
- SPEN shall take account of authorisations issued by other DNOs in order to minimise circumstances where repeat authorisation assessments are required for work on different DNOs' Distribution Systems.
- The charges to get authorised must be cost-reflective and opportunities to be authorised must be available on a sufficiently frequent basis.
- Each party shall make available to the other the relevant policies, operational processes, local information and procedures as required to facilitate safe working on SPEN's Distribution System. This may be in writing or by personal briefing as may be appropriate, but in all cases the information exchanged shall be recorded and such records must be held for future reference by each party.


Option 3 - Transfer of Control

- SPEN shall transfer control of a specified part of its Distribution System for the purposes of the ICP's activity.
- The ICP shall have full control of the specified part of SPEN's Distribution System and shall carry out the work in accordance with its own SMS, including its Safety Rules.
- Each party shall make available to the other the relevant policies, operational processes, local information and procedures as required to facilitate safe working on SPEN's Distribution System. This may be in writing or by personal briefing as may be appropriate, but in all cases the information exchanged shall be recorded and such records must be held for future reference by each party.


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xiii) Connection Agreements

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

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CONNECTION AGREEMENTS

Prior to the completion/energisation of a new connection :

- The appropriate Bespoke/Bilateral Connection Agreement **MUST BE COMPLETED** and **SIGNED** by both parties
- Any works required to reinforce an existing connection or SPD/SPM agreeing to modify existing connection terms i.e. increasing/reducing a customer's maximum capacity, the appropriate Bespoke/Bilateral Connection Agreement **MUST BE MODIFIED** and that Modification **SIGNED** by both parties

Under no circumstance should a new or reinforced connection be energised or modified connection terms agreed without there being a signed and up-to-date Bespoke/Bilateral Connection Agreement in place.

A **BESPOKE CONNECTION AGREEMENT** is required for any connection metered at HV or above, or any site that has generation installed.

Each IDNO connection will require an appropriate **Bilateral Connection Agreement** to be put in place.

Please find below a list of the connection templates and the link for each for SPD and SPM.

Connection Agreement Template	Link	
	SPM	SPD
Bespoke Connection Agreement Template - LV Generation(G59)	COM-20-010	COM-20-001
Bespoke Connection Agreement Template - 11kV and above. No Generation	COM-20-011	COM-20-002
Bespoke Connection Agreement Template - 11kV and above. Generation No Export	COM-20-012	COM-20-003
Bespoke Connection Agreement Template - 11kV and above. Generation Export	COM-20-013	COM-20-004
Bilateral Connection Agreement Template - LV Standard (230V/400V)	COM-20-014	COM-20-005
Bilateral Connection Agreement Template - HV Standard (11kV) SPD	COM-20-015	COM-20-006
Bilateral Connection Agreement Template - HV Close Coupled (11kV)	COM-20-016	COM-20-007
Bilateral Connection Agreement Template - LV Link Box (230V/400V)	COM-20-017	COM-20-008
Bilateral Connection Agreement Template - LV NO Link Box (230V/400V)	COM-20-020	COM-20-019
Bilateral Connection Agreement Template - EHV (33kV)	COM-20-018	COM-20-009

To provide you with some assistance in the completion of these forms please [click here](#) for an example of a completed Bilateral Connection Agreement (COM-20-015).

xiv) Construction and Adoption Agreements

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



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CONSTRUCTION & ADOPTION

New & Modified Connections

If you have appointed an accredited Independent Connection Provider (ICP) to undertake some or all contestable works, they are required to work in accordance with the terms and conditions of our Construction and Adoption Agreement.

The Construction and Adoption Agreement can either be bilateral between you and us or us and your appointed ICP, or on a tripartite. It sets out the terms and conditions under which we will agree to adopt the assets installed. Once adopted, they will become part of our network following satisfactory inspection and testing.

Agreements

- [SP Distribution \(SPD\) Bilateral Adoption Agreement](#)
- [SP Distribution \(SPD\) Tripartite Adoption Agreement](#)
- [SP Manweb \(SPM\) Bilateral Adoption Agreement](#)
- [SP Manweb \(SPM\) Tripartite Adoption Agreement](#)

Framework agreements are also available for those organisations who complete a significant volume of projects within our network area. This provides the option of initially signing an over-arching agreement and then only completing a site specific schedule for each project.

If you are interested in this option please contact the relevant Account Manager who will be able to assist, details of which can be found [here](#).

Terms & Conditions

- [SPD - General Bilateral Terms & Conditions for Adoption of Contestable Works](#)
- [SPD - General Tripartite Terms & Conditions for Adoption of Contestable Works](#)
- [SPM - General Bilateral Terms & Conditions for Adoption of Contestable Works](#)
- [SPM - General Tripartite Terms & Conditions for Adoption of Contestable Works](#)

Street Lighting & Street Furniture

For any assets installed in relation to street furniture or street lighting, you – or in the case of street lighting – a street lighting authority, can appoint an accredited ICP to undertake the work.

The appointed ICP will be required to carry out the works in accordance with the terms and conditions of our Construction & Adoption Agreement. The agreement will be between you, us and your appointed ICP.

The terms upon which we will adopt the new assets are set out within the agreement and, once the assets have been adopted, will be operated and maintained by us.

Agreements

- [SP Distribution - Street Lighting & Street Furniture C&AA](#)
- [SP Manweb - Street Lighting & Street Furniture C&AA](#)

Terms & Conditions

- [SP Distribution General Conditions for Street Furniture](#)
- [SP Manweb General Conditions for Street Furniture](#)

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xv) Escalation Process

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

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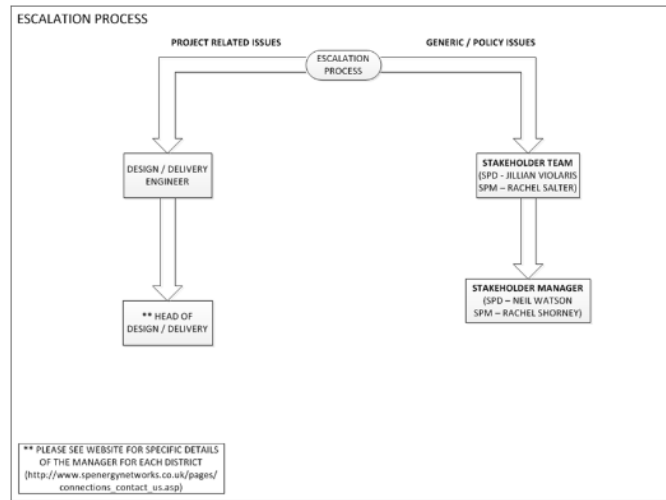
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ESCALATION PROCESS

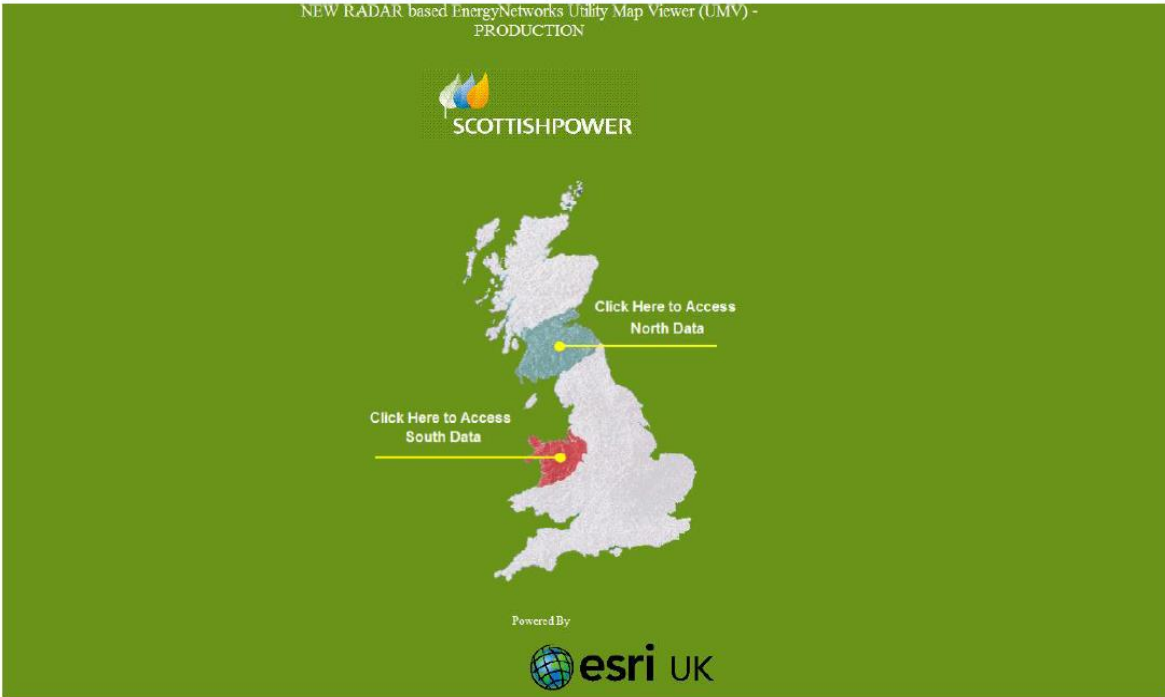
We are committed to providing you with excellent customer service, first time every time. However, if you have any concerns or issues then please follow the process outlined below.



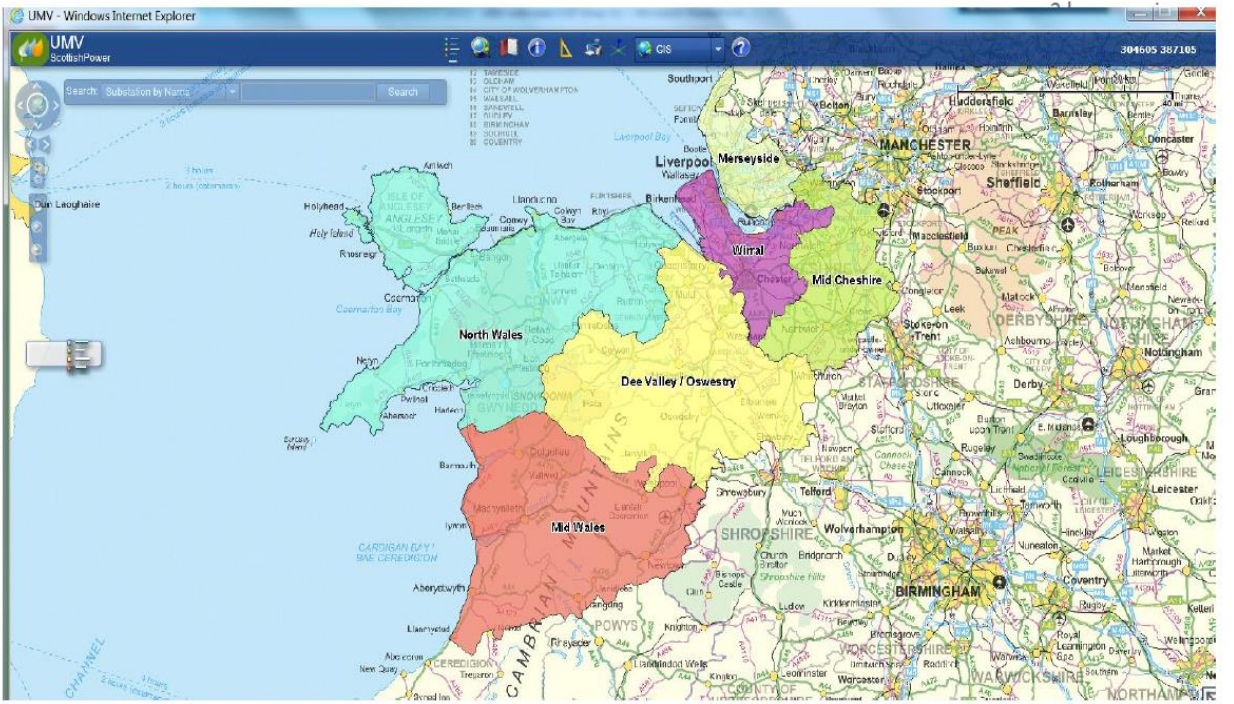
Please note, if you have followed the process above and are not happy with the resolution and wish to make a complaint, then you should follow our complaints procedure as outlined [here](#).

Appendix 2 – UMV and Transformer Loading Database screenshots

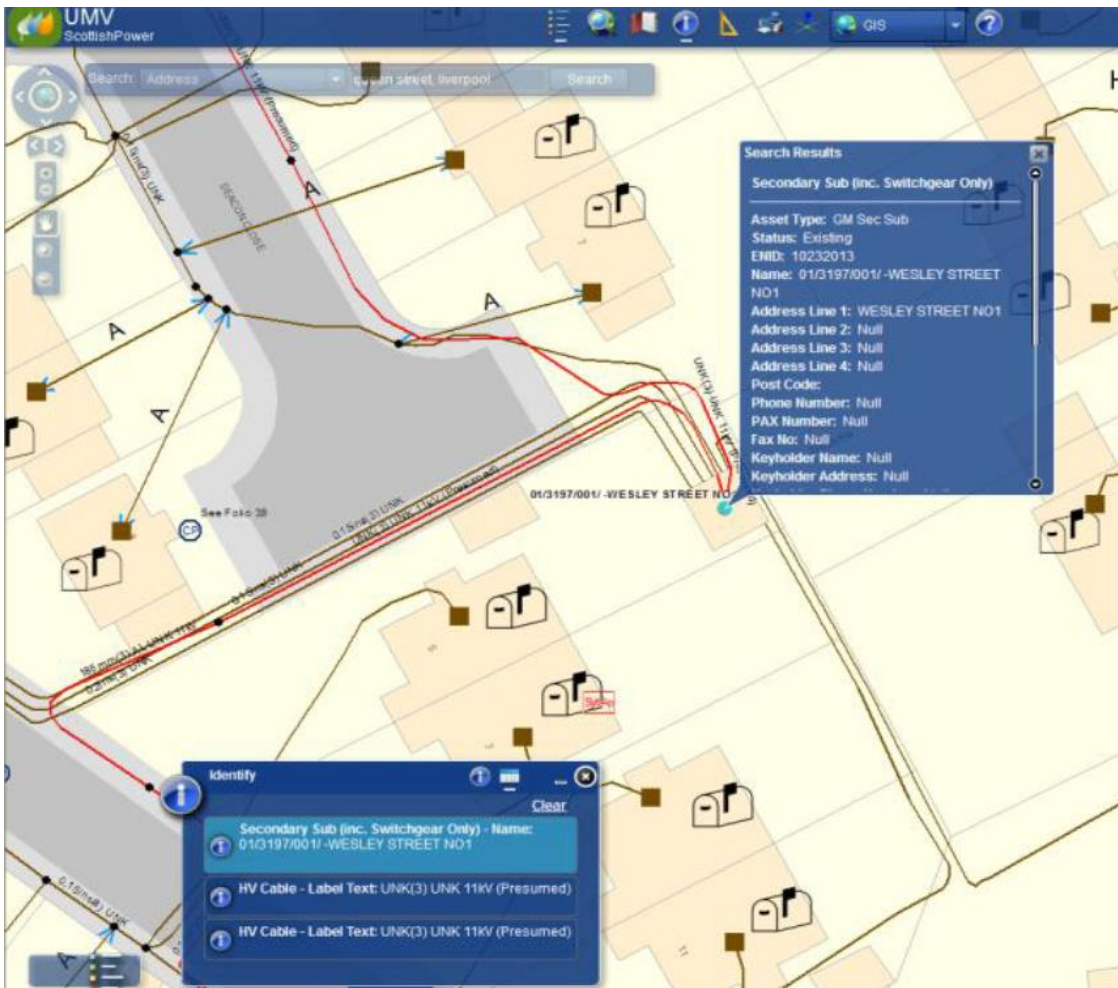
i) UMV/GND/Power On Portal Screen



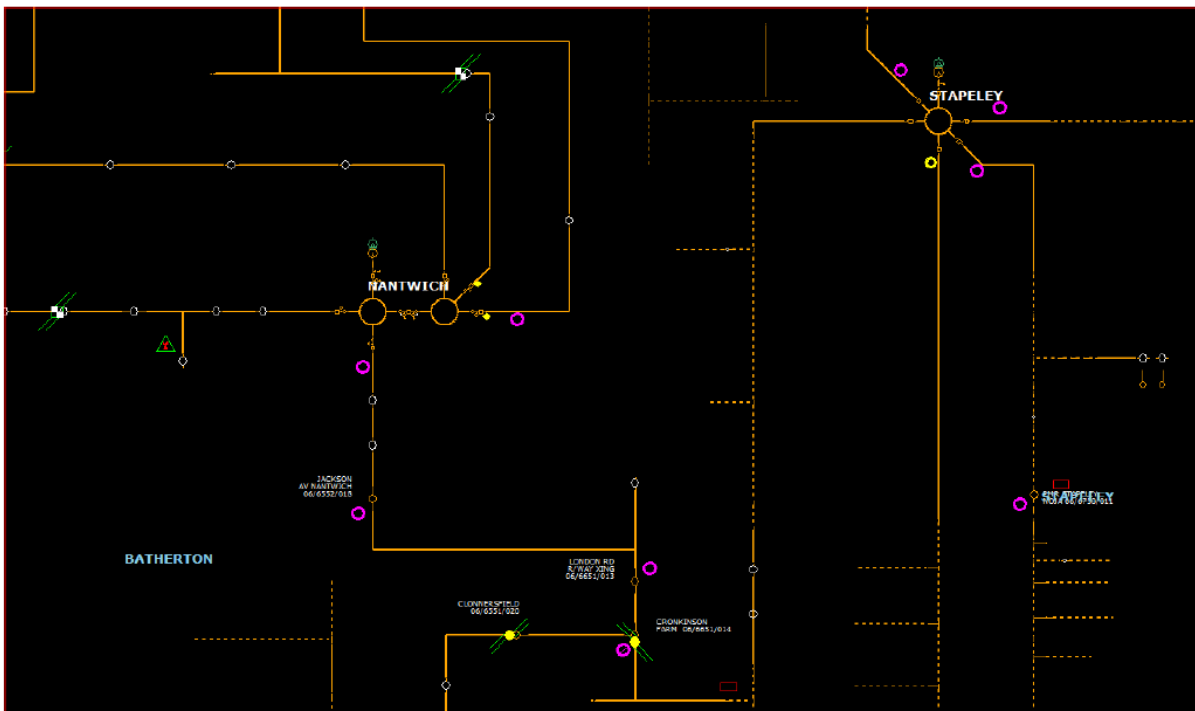
ii) UMV Data Screen example



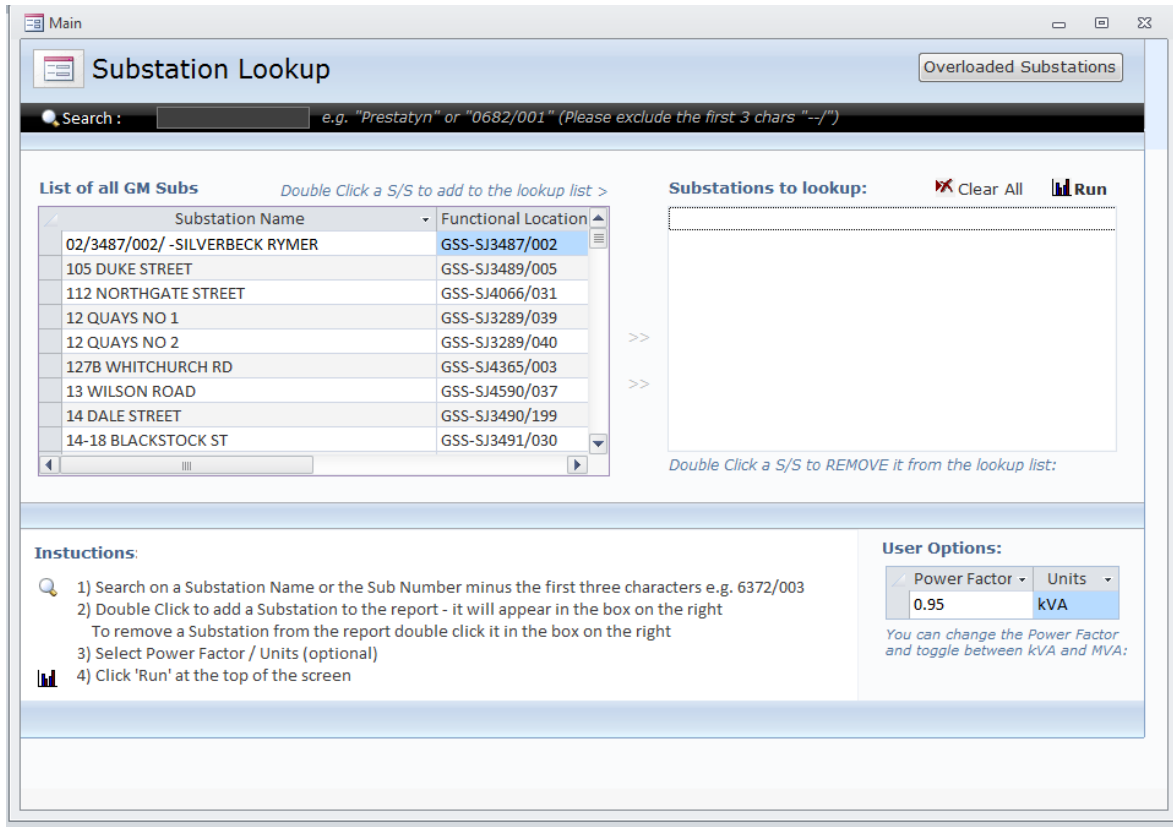
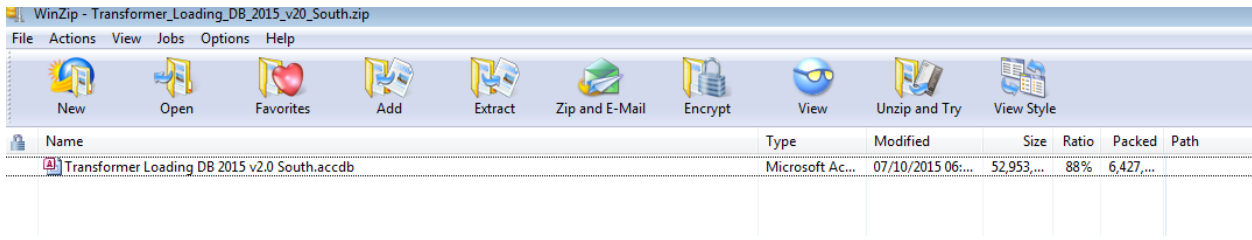
iii) UMV Street Level screen



iv) UMV Radial HV Network



v) Transformer Loading Database Portal screen



vi) Transformer Loading Database example screen

