





















Subject	Our stakeholders told us...	Action	Key Strategic Objective	Measures	Timeframe (Regulatory Year)	Relevant Market Segment	Current Owner
<b>Timescale and Performance Enhancements</b>							
<b>1</b> Policy Guidance	As our industry continues to evolve with the introduction of further low carbon technologies; regulatory and governmental interventions will be required; as well as policy changes. Our stakeholders have asked to be kept informed of any amendments and have asked that we provide support and guidance on how to apply and implement such changes.	We will publish updated policy documentation for any industry changes and associated SP Energy Networks specifications - we will create an information pack on our website for each policy documentation change and issue to all affected customers for each documentation change. Suggested documents to be updated are policies related to the Design and Planning of LV housing sites and associated HVLV substations, specification for the interface with Independent Distribution Network Operators Installations, Guidance for Self Determination of Point of Connection and Self Design Approval for Independent Connection Providers and frameworks for Industrial and Commercial Underground Connected Loads. We will provide internal training on new documentation to all customer-facing staff to enable them to discuss with customers. We will continue to offer on-going communication and support to ensure our connections customers fully understand any policy changes.		Published at least 6 document updates, with any additional updates subsequently added to this measure. All customer-facing staff trained. All policy change communicated at engagement events and feedback sought for further clarifications required from customers.	<b>Q3</b>	DG, Unmetered, Metered	Rachel Shorney / Caryn Jack
<b>2</b> Communication	Our stakeholders have told us the changes to our website have been most welcomed. They like short, sharp communications that provide bite sized content on relevant topics. Regular updates via communication channels are great for keeping us up to date to support our decision making, especially when we can't make it along to workshops/ events.	We will continue to publish updates via our website, facilitate quarterly online communications using various platforms to deliver key messages and issue monthly newsletters to our stakeholders.		Monthly newsletter published on website. Quarterly online session dates and joining instructions posted on website.	<b>Q4</b>	DG, Unmetered, Metered	Tracy Joyce/ Rachel Shorney/ Caryn Jack
<b>3</b> ICP / IDNO Interface	Several of our Independent Connections Providers (ICPs) and Independent Network Distribution Operators (IDNOs) have told us it's good to have regular contact with our District staff to discuss project specific challenges and to have access to the right people. They also told us, it is good to be kept up to date and the wider changes SP Energy Networks are making and to speak to the senior managers at conferences and workshops to hear what other ICP / IDNO's are doing and to air our views on where we see the need for changes to be made.	We will build on our existing ICP / IDNO partnerships to deliver a streamlined and efficient process for this type of connections activity and will create and publish an updated ICP / IDNO customer journey with key milestones highlighted. We will agree a partner IDNO for pilot project and will publish an information pack showing the suite of options available for self connection and communicate via email, newsletter, website and at engagement events. We will share learnings from the on-going HV self-connect trials and publish interactive user-guide to support existing process documentation. We will publish recommendations for LV network design associated with new housing developments (shared learnings from Future Homes project). We will deliver the Radar system upgrades agreed with the Radar Working Group in our 2018/19 ICE Action and will produce a training pack to show the Radar improvements and will publish to all registered customers.	  	Updated ICP/IDNO Customer Journey issued to all registered customers, communicated at all relevant engagement events and published on website. Information Pack issued to all registered customers, communicated at all relevant engagement events and published on website. Learnings of the HV Self Connect trial communicated to all registered customers, communicated at all relevant engagement events and published on website. Recommendations for LV network design communicated to all registered customers, communicated at all relevant engagement events and published on website. Training Pack for Radar upgrades issued to all registered customers, communicated at all relevant engagement events and published on website.	<b>Q4</b>	DG and Metered	Eddie Mulholland
<b>4</b> Communication - Local Authority Engagement	Several local authorities have welcomed input from us on their low carbon energy projects. By working together and in collaboration we can deliver our low carbon 2032 and 2050 targets.	SPEN will establish a formal interface with each local authority within our two licence areas, building on the success of our existing relationships, in particular to help facilitate the introduction of low carbon technologies and the decarbonisation of the transport and heat networks.. We will establish a lead contact within each local authority for low carbon energy transition. We will provide local authorities with education and support regarding SPEN connections processes to facilitate low carbon technologies and will provide local authorities with the tools and information required to ensure low carbon projects are delivered in an efficient and effective manner.	  	Contact established with all Local Authorities in SPD and SPM. Monthly update issued to all Local Authorities. Local Authority contacts invited to all relevant engagement events and all contacts registered in Tractivity.	<b>Q4</b>	DG, Unmetered, Metered	Tracy Joyce / Rachel Shorney / Caryn Jack
<b>5</b> Pre-Quotation Customer Support	Our customers have provided feedback that our Quote + facility for DG customers is a very useful tool in supporting them to determine their pre-quotation required. Our demand customers have asked us to make this facility available to them as well as DG customers.	We will extend the existing DG only Quote+ process and make available to metered demand customers to allow all metered customers to benefit from this pre quotation facility. We will publish a revised Quote+ process and communicate to all metered demand customers. We will promote the various types of pre-quotation support available to customers to assist their decision making throughout the pre quotation phase of an application. We will publish an information pack detailing the communication options available for our customers throughout the pre quotation process and will provide internal training for all customer-facing staff to ensure they can explain and guide customers through the Quote+ process. Provide customers with guidance and support for budget quotes, Quote+ and full quote solutions to ensure customers receive required design solution as quickly as possible.	  	Revised Quote + process issued to all registered customers, communicated at 100% of all relevant engagement events and published on website. Information Pack issued to all registered customers, communicated at 100% of all relevant engagement events and published on website. All design staff trained on the requirements for pre quotation support.	<b>Q2</b>	DG, Unmetered, Metered	Andy Churchman
<b>6</b> Land Rights	Previously our larger Stakeholders told us they wanted to be much more involved with us in our end to end process for securing land rights. We have now established our Land & Planning Stakeholder Panels which take place across both license areas. These stakeholders have told us that engagement through this panel is excellent in providing transparency and also an opportunity to feedback improvement suggestions.	Based on the success of the Land Rights Stakeholder Panels in 2018, we will host two panels per licence area in 2019 whilst delivering the following key initiatives throughout the year. We will embed Land Rights milestones within the Connections process, improving understanding and communication of these and we will improve SPENs approach to decision making and Appropriate Land Rights using case study examples. We will develop and publish a Land Rights guidance document for customers, and set up a process to introduce new applicants to our Incorporated Rights process. We will continue to host regular Land Rights Stakeholder Panels and individual customer meetings as required by our customers. We will deliver customer awareness sessions for the Land & Planning team. We will work collaboratively with customers' lawyers to ensure they have a clear understanding of the actions and timescale to conclude each transaction at the outset of the process. Where issues arise in progressing the transaction, provide an update to customers' lawyers detailing actions required to ensure timely completion of the transaction.		4 Land & Planning Panels completed. Land & Planning Guidance document including Incorporated Rights Process published on website, communicated to all registered customers and discussed at all engagement events. All Land & Planning staff completed Customer Awareness Sessions. Produce clear guidelines of actions and timescales for customers' lawyers.	<b>Q3</b>	DG, Unmetered, Metered	Ross Baxter




Time     
 Quarter 1 (April – June 2019)     
 Quarter 3 (October – December 2019)


Satisfaction     
 Quarter 2 (July – September 2019)     
 Quarter 4 (January – March 2020)





Cost








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<b>Timescale and Performance Enhancements</b>							
<b>7</b> <b>Project Management</b>	Our customers have told us that effective project management is key to delivering a project on time and within budget. Our stakeholders previously asked us for rigor around cross-district projects; this has been managed through portfolio management and better communication.	We will roll out the project management training to all customer-facing staff completing connections activities across SPD and SPM licences. We will confirm at the beginning of each project how regularly the customer would like to have a project update and complete accordingly, monitoring and measuring progress per project to identify any required improvements to the process. We will create a project management communication timeline for each customer and record satisfaction from customer at closure of the project. We will explore system improvements to facilitate automatic prompts at each stage of the project for both staff and customers.	  	Project management training completed by all customer-facing connections staff. Customer Satisfaction Survey target of 8/ 10.	<b>Q3</b>	DG, Unmetered, Metered	Andy Churchman / Eddie Mulholland
<b>Year of Innovation - Better Future Quicker</b>							
<b>8</b> <b>Partnerships Working - Innovating the Future</b>	Our customers have told us that they want to hold a strong place within the competitive markets they operate within. Through working with us they are able to collaborate, explore innovative solutions and deliver those directly to their customers.	We will continue to develop strong pragmatic partnerships to create tangible innovative solutions for current and future network challenges, linking real customer challenges with SPEN innovation projects. We will develop at least 3 innovation partnerships to help local communities and associations to benefit from the emerging low carbon technologies. We will provide regular updates on the learnings from these partnerships via our Monthly Newsletters to help guide other interested parties to benefit from any innovation projects.	  	Record the number of new partnerships created. Updates on all new partnerships (number as above) included in the new Monthly Newsletter. Learnings of each partnership communicated at all relevant engagements events.	<b>Q3</b>	DG, Unmetered, Metered	Rachel Shorney / Caryn Jack
<b>9</b> <b>Flexible Tenders</b>	Several of our stakeholders have asked how the transition to DSO will offer them opportunities in the future. Communication on the process and benefits of flexibility tenders to date has been welcomed and supported us in our decision making.	We will continue to promote the availability of flexible tenders and encourage uptake of this product to help facilitate the flexible networks required to aid the transition to a DSO. We will promote the benefits of the flexibility tenders at our engagement events and encourage uptake from customers.	  	Flexible Tenders information communicated via our Monthly Newsletter. Flexible Tenders Information Pack issued to all registered customers, communicated at all relevant engagement events and published on website. Tracked and recorded the amount of MW managed flexibly for customers and communicate this at engagement events and published on website.	<b>Q2</b>	DG and Metered	Gerry Boyd
<b>10</b> <b>Project Charge</b>	We have been working closely with local government bodies across both of our licence areas to help facilitate the transition to electric vehicles. Preparation for EV Charging is important for Local Authorities as they are continually working to improve services for their communities and develop cost effective modes of transport. Economic growth through business and tourism are key factors in Local Government long term plans and the introduction of EV Charging Points will help to move towards plans for a low carbon future. Collen Martin, Liverpool City Council 'Liverpool City Council are working in partnership with SP Energy Networks to prepare for the electrification of the transport network in Liverpool and we support the need to prepare for the increased use of EV Charging points in Merseyside' Andrew Challinor, Cheshire West & Chester Council 'We look forward to working with SP Energy Networks on project CHARGE because the electricity network infrastructure is an essential and integral part of preparing West Cheshire for the transition to electric vehicles, now and in the near future.'	We will establish a high level transport and electrical network map for the SPM and SPD licence areas, highlighting suggested areas where there is available capacity for commercial EV Charging Point locations. We will continue to develop EV partnerships across both licence areas to assist rural communities in particular to transition to a low carbon future. We will continue to disseminate information to our customers on how to connect EV charging points with particular emphasis on community groups who may be first time customers and therefore less knowledgeable about our connection processes. Update our Connecting Electric Vehicles booklet and include information regarding connecting EV Charging Points at our various stakeholder engagement events and wider communication channels.	  	Transport Capacity Map for each licence issued to all registered customers, communicated at all relevant engagement events and published on website. Developed at least one more EV Partnerships per licence area (2 in total) specifically targeting rural communities to benefit from the transition to electric vehicles. Revised Connecting EV Leaflet issued to all registered customers, communicated at all relevant engagement events and published on website.	<b>Q3</b>	DG, Metered	Rachel Shorney / Caryn Jack
<b>11</b> <b>Critical Unmetered Infrastructure Information</b>	Other utilities have feedback to us that they are not always notified of planned/unplanned outages on the electricity network which impacted the customers that they serve.	We will identify critical unmetered infrastructure (primarily broadband network hubs) and map on to our GIS system. We will implement a process to provide asset owners with an update prior to any planned & unplanned network interruptions. We will produce an information pack to promote this additional facility on our ESRI system and communicate to our customers.	  	ESRI system updated to contain unmetered infrastructure information with customer access. Information Pack on the new ESRI Amendments issued to all registered customers, communicated at all relevant engagement events and published on website.	<b>Q3</b>	Unmetered	Eddie Mulholland
<b>12</b> <b>Low Carbon Futures Conference</b>	Our stakeholders have asked for our support in delivering the low carbon energy future. By working together and showcasing projects that can be replicated is an excellent way to push forward.	Promote collaboration within our stakeholder groups by facilitating a Low Carbon Futures Conference per licence area to promote the implementation of low carbon technologies and help our customers to understand the impacts of decarbonisation to our heat and transport system. Key focus around bringing together local authorities, SPEN and industry partners to showcase project opportunities and initiatives that have the potential for wider adoption in delivering our low carbon future goals. SPD - Thursday 9th May 2019 - What the Future Homes looks like - Decarbonisation of Transport- challenges and potential solutions - Delivering a low carbon community SPM - Wednesday 18th September - Update on learnings from Project CHARGE - Developing Future Homes with decarbonising heating - Guidance for local communities to benefit from low carbon transport and heating Both events will be recorded and an overview video of each event will be published for customers who are unable to attend.	  	2 Low Carbon Future Conferences completed, with all registered customers invited and events details publicised on website. Videos of each event published on website and communicated to all registered customers.	<b>Q1</b> <b>Q2</b>	DG, Unmetered, Metered	Caryn Jack / Rachel Shorney

 Time     
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  Quarter 3 (October – December 2019)

 Satisfaction     
  Quarter 2 (July – September 2019)     
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 Cost

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<b>13</b> <b>DG Heat Map Enhancements</b>	<p>SP Energy Networks have led the industry in the provision and innovation of heat map technology. We want to continue in this leading role and are working hard to deliver dynamic heat maps, as that is what our customers are looking for to support them in their decision making.</p> <p>At events, our stakeholders are providing feedback and suggesting ways to improve our heat maps through inclusion of forthcoming investment, low carbon technologies and DSO information.</p>	<p>We will deliver the DG Heat Map upgrades agreed as part of our 2018/19 ICE Action, including:</p> <p>Consortium Information; Monthly Updates; Flexible Tender Information.</p> <p>We will publish a Training Guide to show the improvements implemented and how to operate the revised DG Heat Maps.</p> <p>We will provide internal training for all customer-facing staff to ensure they can explain and guide customers through the heat map improvements.</p>		<p>DG Heat Maps Training Guide issued to all registered DG customers, communicated at all relevant engagement events and published on website.</p> <p>Customer Satisfaction of the improved DG Heat Maps measured via the monthly and annual customer surveys.</p>		DG	Rachel Shorney / Caryn Jack
<b>14</b> <b>Electronic Signature Process</b>	<p>We have received numerous requests via our regular engagement events and customer interactions for us to investigate the use of electronic signatures to enable our customers to sign the Quotation Acceptance and Land &amp; Planning documents.</p> <p>Our customers have told us that they would like SPEN to introduce an electronic method of communication to help save time and improve efficiency in our quotation and legal process.</p>	<p>Following the successful pilot of the DocuSign Electronic Signature Trial for smaller connections projects, we have decided to extend the use of electronic signatures into our major connections projects.</p> <p>We will publish an Information Pack on our website to show to operate the DocuSign System and will communicate to all registered customers and will discuss at all of our upcoming engagement events.</p> <p>We will provide internal training on DocuSign to all customer-facing staff to enable them to help customers use the new system.</p>		<p>Published an information pack on how to use DocuSign.</p> <p>All customer-facing staff trained on DocuSign.</p> <p>Communicate the new process on our website and at our engagement events.</p>		DG and Metered	Rachel Shorney / Caryn Jack

-  Time
  -  Satisfaction
  -  Cost
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