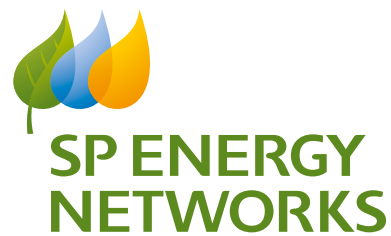


Incentive on Connections Engagement (ICE) Ofgem Submission October Update



October 2018



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Introduction: CEO Foreword

Stakeholder Engagement

Our stakeholders' views are as important to us now as they have ever been. Right across our teams we are engaging with stakeholders, listening to their feedback, and acting upon this information to continually drive improvements into our business.

Over the past four years in particular, we have built strong partnerships and collaborations with a wide range of stakeholders in conjunction with our ICE commitments. At the same time we are continually developing our engagement strategy, trialling new and different ways to engage. As a result, we are engaging more than ever before, at both a local and national level across a broad and inclusive representation of our customer base.

Key Areas of Focus our Stakeholders Continue to Highlight as a Priority

Land Rights – Stakeholders tell us that obtaining the appropriate legal agreements can be a source of frustration and delay. We understand there is a need for us to improve our service in this area, and we are working hard to achieve an easier process that will reduce timescales for our customers, keep them updated on the project and make sure they understand the risks to delivery.

To further enhance the improvements delivered to date we have set up a dedicated Land & Planning Stakeholder Panel, to ensure our stakeholders have direct access to our Land & Planning management team, to share experiences and to work in collaboration to further improve the service we provide.

Constraints – To assist with customer connections to an already constrained network, we have developed a three pronged strategy: deliver flexible connections as business as usual; proactive queue management; and development of advanced network heat maps.

ICP/IDNO interfaces – As part of our 2018/19 ICE Work Plan we have continued to improve our communications and working relationships with this key stakeholder group. We fully appreciate that these companies, being at the forefront of the connection business at a national level, are key in helping us understand where we need to adapt and change in this continually evolving market.

Action Updates

In this update, we are providing a concise and transparent update on the 13 actions for 2018/19. This will be supported by regular newsletters throughout the regulatory year and updates to our website.

You will find an update on the key deliverables for Quarter 2, as well as information on the progress we have made to date on each of the actions within the ICE Work Plan.

We continue to proactively survey our stakeholders on a monthly basis to test that we are engaging appropriately and are focused on the correct areas. The results from these surveys have been positive and, as a result, we have decided to maintain a consistent direction in our work plan transparency.

Moving Forward

In January 2018, we went LIVE with our new Asset Management System, which was the largest ever IT implementation within SP Energy Networks. The capability, visibility and efficiency that this new system is starting to deliver will bring great benefit for our customers.

We are excited that our innovation bids to Ofgem to extend our Accelerated Renewable Connection (ARC) project, Distribution System Operator (DSO) pilots and the Fusion futures projects have been accepted. This will greatly benefit customers looking for connections in heavily constrained areas. We will continue to engage with key stakeholders to ensure we achieve the highest possible benefit from this funding and we are committed to communicating the improvements achieved with our customers.

Our wide-ranging and ambitious work plan is progressing well and builds on our strong existing engagement with stakeholders.



Frank Mitchell
CEO of SP Energy Networks



Key Engagement Activities

We are committed to ensuring our stakeholder engagement activities reflect what our stakeholders tell us they want, so we are constantly reviewing and improving the way in which we communicate with them. In response to feedback from our stakeholders, we have listened and introduced new topics at our engagement events this year. We continue to review these topics with our stakeholders and will introduce other improvements as we move through the rest of the regulatory year, to ensure we provide the service our stakeholders require across the whole variety of market segments in which we operate.

Monthly Customer Satisfaction Survey

We have completed a further review of our Monthly Customer Satisfaction Survey to ensure that the questions asked are aligned with the actions from our 2018/19 ICE Work Plan. The revised questions will allow us to obtain a more detailed monthly feedback on the service we provide for both quotation and delivery, and will also provide a measure of the impact of the improvements we are making. The updated survey has now been in place for several months and allows us to benchmark and track improvements in each of the relevant actions.

DER Forums (Distributed Energy Resource Forums) (formerly DG Constraints Workshops)

In September 2018, we held our fourth Joint Constraint Workshop with Scottish and Southern Electricity Networks. In this session we tackled four key areas and provided an update on each: Queue Management, Statement of Works, Flexible Connections and Network Planning. This was particularly well received by our stakeholders, who appreciated having two DNOs at the joint workshop where they were able to pose questions and look for collaborative working with both DNOs.

We held a similar workshop in our SPM licence area in June 2018. This session concentrated on three key areas relevant to our SPM stakeholders; Introduction of Connection Offer Expenses, Flexible Connections and Improvements to our Heat Maps. In particular stakeholders were keen to share their desire to see our heat maps enhanced. This discussion was reported as being very useful, with a variety of stakeholders wishing to

be involved in our future developments on this initiative.

SP Energy Networks will be hosting further DER Forums in both our licence areas over the coming months; further detail on both events can be found on page 15 of this update.

Stakeholder Panels

Our Stakeholder Panels are vital in ensuring we continue to communicate with our stakeholders on a regular basis. Our panel members include a wide variety of customers and stakeholders who actively share invaluable information and experiences from across the industry, not just our licence areas. We welcome and embrace the input and generation of improvement opportunities from these panels and incorporate them into our ICE Work Plan.

We have six panels that our Connections stakeholders actively participate in:

- SP Distribution Connections Stakeholder Panel
- SP Distribution Land & Planning Stakeholder Panel
- SP Distribution Strategic Stakeholder Panel
- SP Manweb Connections Stakeholder Panel
- SP Manweb Land & Planning Stakeholder Panel
- SP Manweb Strategic Stakeholder Panel

These panels discuss the key strategic decisions we face as a business and gather valuable feedback to help us improve our business.

Anyone interested in joining our Stakeholder Panels can contact us at:

www.spenergynetworks.co.uk/pages/connections_contact_us.aspx

and we will add all interested parties onto our attendees invitation list.

We use the Connections Stakeholder Panels to discuss our proposals for each of the actions in our ICE Work Plan and take the opportunity to ensure our experienced stakeholders agree with and endorse the improvements we seek to establish.

So far this year we have held two Connections Stakeholder Panels that allowed us to obtain a greater understanding of some of the challenges our customers face.

Unfortunately our latest Connections Stakeholder Panel was postponed due to the adverse weather we experienced during Storm Ali, and in particular to safe guard our stakeholders from the unsafe driving conditions and general travel disruption. We have re-issued invitations for early November 2018 to re-engage our stakeholders.

We have established a new panel this year, covering the key topic of Land & Planning. The Land and Planning Panel has been developed specifically following stakeholder feedback that our customers would appreciate the opportunity to discuss and investigate improvements within this critical area of project delivery.

Housing and Connecting Renewable Solutions to the Network Event

In August 2018 we hosted an event for our House Builders, ICPs and Local Authorities to assist them understand our vision for electric vehicles and our revised processes and guidance for Connecting Generation onto our network.

This event received positive feedback with many of the house builders commenting on the usefulness of the information received, particularly regarding our preparations for electric vehicles. Due to this success we will be hosting similar events in 2019 to help our customers understand the work we are doing to prepare for the uptake of EV Charging Points across our network. This will continue to grow within our business as the UK Government national strategy becomes clearer.

Stakeholder Conferences

Last year we introduced new Stakeholder Conferences in each of our licence areas. These events are an opportunity for our stakeholders to meet with the SP Energy Networks Executive Team, encouraging discussion and interactive voting to help us obtain important stakeholder feedback.

Due to the success of these events, we have committed to hosting similar conferences this year. Our SPD Stakeholder Conference was held in October 2018, with the SPM Stakeholder Conference planned for November 2018.

Our conferences have proved particularly popular with our connections stakeholders.

Register as a Stakeholder

Stakeholders and Customers influence everything we do at SP Energy Networks and we constantly seek feedback to drive improvements to our ICE Work Plan and all the Connections Engagement Activities we undertake.

Our strategy is to continually improve how we engage with stakeholders allowing you to influence, guide and steer our activities, thus enabling us to improve delivery against our Incentive on Connections Engagement.

If you would like to participate in any of our engagement activities or events, please register using the link below:

www.spenergynetworks.co.uk/pages/register_as_a_stakeholder.aspx

The first of these Land & Planning Stakeholder Panels were held in September and October 2018 with positive feedback received, including suggestions for future topics. Some attendees also requested additional places for other members of their teams at future events, which we feel is another indication of the success and usefulness of the event.

The recent Strategic Stakeholder Panels in both SPD and SPM specifically concentrated on the Open Networks Consultation. This topic gave our stakeholders an excellent opportunity to discuss the move towards a DSO model, and opened up a debate with respect to the changes within the UK energy industry.

Whilst we feel we get excellent attendance at our various Stakeholder Panels, we also operate an open door policy, which allows all stakeholders open and uninterrupted access to any department to discuss their issues. Further contact details to arrange these sessions can be found on our website at:

www.spenergynetworks.co.uk/pages/connections_contact_us.aspx

ICP/IDNO Workshop

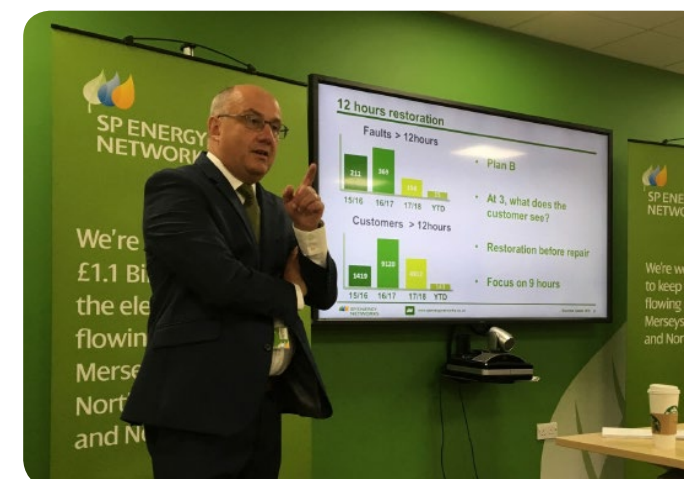
Stakeholder feedback from both licence areas suggested our ICPs and IDNOs needed a greater understanding of our RADAR Application System.

With this in mind we set up a specific Working Group to cover this topic and gained an improved understanding as to the frustration and difficulties our customers faced.

Following excellent support and interactions at the inaugural Working Group, a robust Action Plan was established, which detailed a number of key improvement areas suggested.

A number of these improvements were immediately introduced and delivered. Further actions are identified for completion by regulatory year end, with longer term actions well established and being progressed through into our 2019/20 ICE Work Plan.

This Working Group will continue to meet and progress actions whilst our ICPs and IDNOs see the benefits.



Land & Planning Stakeholder Panel Action 1

Our action

We will seek to establish a Land Rights Stakeholder Panel to examine our Land Rights processes from a customer perspective, with the aim of identifying any opportunities for improvement.

Our progress to date

We set up and hosted our inaugural Land & Planning Stakeholder Panels in September and October 2018 for SPM and SPD respectively.

This gave our customers the opportunity to discuss improvements with the Land & Planning team.

Stakeholders that attended gave positive feedback and in addition suggested key topics they would like to see moving forward.

We will be including any agreed improvement suggestions into our established Land Rights Processes once both Panels have agreed a combined approach to any improvements suggested. The success of the first Land & Planning Stakeholder Panels indicates this is a worthwhile avenue of engagement that will become a regular initiative.

Measuring our success

Identify and establish Land Rights Stakeholder Panel

Land Rights Stakeholder events held

Feedback, findings and implementation plan for any future improvements reported to Stakeholder Panel

Monthly survey conducted; Land Rights satisfaction score



Satisfaction



Quarter 3 deliverable
Oct - Dec 2018



DG, Unmetered,
Metered

Land & Planning Incorporated Process Action 2

Our action

We will communicate our Incorporated Rights Process available for use by Independent Distribution Network Operators, active in our SP Manweb licence area, and will publish guidance documentation in relation to this process.

Our progress to date

The SPM Incorporated Land Rights Process has been communicated at our various workshops throughout the summer – DER Forum, ICP Workshop, Demand Workshop, Owner Operator Forum, both the SPM Connections Stakeholder Panels and the newly formed SPM Land & Planning Stakeholder Panel. In addition to this we have held face to face meetings with stakeholders and the SPM Incorporated Land Rights Process has been included in our latest newsletter and on our website. We will continue to communicate to our wider stakeholder group to ensure that the process is fully embedded and understood.

Measuring our success

Materials presented to SPM Stakeholder Panel

Process and related communications published

Measure volumes of project undertaking this process

Monthly survey conducted; Land Rights satisfaction score



Quarter 3 deliverable
Oct - Dec 2018



Time



DG, Unmetered,
Metered

Website Action 3

Our action

We will focus on the stakeholder area of our website and enhance the information provided to ensure our stakeholders are aware of the depth and breadth of engagement across SP Energy Networks and provide more opportunity for stakeholder participation.

We will introduce a SP Energy Networks stakeholder event calendar providing details of all events.

We will also improve the information on the completion of our ICE improvements by introducing a timeline of key activities linked to the relevant information.

Our progress to date

Further improvements to our website have been well received by stakeholders over the last six months, and we have received positive feedback at many of our events throughout 2018.

Of particular interest has been the inclusion of the SP Energy Networks Events Calendar, which has now been extended with dates for all planned engagements through to December 2019. This enables our stakeholders to plan the events they wish to attend across both our SPD and SPM licence areas.

The 'Register as a Stakeholder' section on our website has been made more prominent, and we are actively engaging with our Connections stakeholders and encouraging them to register for updates.

Measuring our success

Endorsement from our Stakeholder Panels prior to implementation

Introduce SP Energy Networks wide Events Calendar

ICE timeline introduced with relevant links to action information

Monitoring web traffic trends, three months after implementation

Monthly survey conducted, website satisfaction score



Quarter 4 deliverable
Jan - Mar 2019
(impact monitoring)



Satisfaction



DG, Unmetered,
Metered

Metering Process Action 4

Our action

We will develop an interactive tool on our website that will provide clear guidance for metering. This guidance will seek to clearly explain the roles and responsibilities at each stage of the process.

Our progress to date

A draft metering customer journey has been created and discussed with stakeholders at our recent ICP Workshop, Demand Workshop and Connections Stakeholder Panels in both SPD and SPM. Feedback is being reviewed and incorporated into the final version.

Once agreed and approved by our stakeholders the new metering customer journey will be communicated via SP Energy Networks workshops, newsletters and in face to face meetings in addition to being published on our website.

Any stakeholders interested in viewing the draft document before it is finalised can contact us at: www.spenergynetworks.co.uk/pages/connection_contact_us.aspx

Measuring our success

Developed an interactive tool for metering process

Endorsement from our Stakeholder Panels prior to implementation

Monthly survey conducted, metering satisfaction score



Quarter 3 deliverable
Oct - Dec 2018



Satisfaction



DG, Metered

Communication Channels Action 5

Our action

Building on our existing good communication we are committed to producing a quarterly newsletter for both our SPD and SPM licence areas to help our customers keep up to date with the work we are doing on a regular basis.

We will continue to use alternative communication channels to deliver key messages and updates.

This will include channels such as online tutorials and SP Energy Networks hosted webinars.

Based on stakeholder feedback, topics will include:

- DSO
- Administration and Design Fees (now known as Connection Offer Expenses)
- Owner Operator Forums
- Fault Response
- Land & Planning
- Newsletter

Measuring our success

Delivery of key information/messages via alternative communication methods

Webinar session held every two months, prioritised by stakeholder feedback

Feedback from attendees and satisfaction measured

We will publish a quarterly newsletter to inform our stakeholders of the improvements we are making, highlighting changes in policy and innovations over the past two years and current year as they are made available

Our progress to date

We have published further RADAR on line tutorial videos on our website, which have been well received by stakeholders.

The recently published Connection Offer Expenses leaflet is also being translated into an on line tutorial format to help our stakeholders understand the new guidelines.

Our latest SP Energy Networks newsletter has been issued to all customers who are registered as a stakeholder with SP Energy Networks, and has also been published on our website. Any stakeholders wishing to receive such updates can register at: www.spenergynetworks.co.uk/pages/register_as_a_stakeholder.aspx

Following feedback received through the 2017/18 ICE close out consultation we have reviewed our engagement with strategic infrastructure providers. We are currently refreshing our business contacts across a number of organisations and plan to meet face to face with senior management representatives of these companies over the coming months.



Q4 Quarter 4 deliverable
Oct - Mar 2019
(impact monitoring)

Satisfaction

DG, Unmetered, Metered

Project Management Action 6

www.spenergynetworks.co.uk/pages/project_management_templates.aspx

See our templates on our website highlighting key milestones and expected timescales for 33kV and 11kV

Our action

We will continue to monitor and assess our customer communication throughout the lifecycle of a project.

Following the development of project templates and governance for our large major projects, we will look to establish similar templates and processes for smaller HV/LV projects. At the outset of each project we will agree key milestones and a delivery programme which reflects the project commitments of our customers and SP Energy Networks.

Furthermore, we have also recognised the need to enhance the project management skills within our delivery teams and therefore will look to establish further training for those staff delivering our connections projects. Additionally for our larger, multi-district, license, project stakeholders, we will review enhancing the account management and project management offering to provide a more effective way of working with them.

Our progress to date

Following positive feedback from our Connections Stakeholder Panels, we have finalised our Project Management Education Programme, in which all connections design and delivery teams will be appraised. This training covers all aspects of project management including project planning, delivery methodology, milestone management and stakeholder engagement.

In addition to this we continue to add to our suite of project templates with the latest publication of our 11kV full works plan onto our website.



Measuring our success

Publish templates on our website for typical LV/HV projects, reflecting indicative timescales for each milestone

Internal project management training delivered

Monthly survey conducted, communication satisfaction score improvement for Design, Delivery aspects of project management

We will work with our larger stakeholders to review the benefits of a portfolio management approach to their suite of projects

Q4 Quarter 4 deliverable
Jan - Mar 2019
(impact monitoring)

Time

DG, Unmetered, Metered

Electric Vehicle (EV) Partnership Action 7

Our action

We will seek to establish key partnerships with stakeholders to inform them of our Electric Vehicle strategy and policy going forward. This will include local and national government as well as private sector organisations.

Our progress to date

We continue to actively engage with Scottish Government, Transport Scotland, Welsh Government, Cheshire & Warrington Local Enterprise Partnership and Liverpool City Region Local Enterprise Partnership to determine how SP Energy Networks can be a key facilitator for the EV ambitions of UK Government.

Both SPD and SPM have existing partnerships with Local Authorities and Community Energy Groups that we are extending to include preparation for EV charging. In addition we have built upon existing relationships with housing developers to understand their requirements for EV charging infrastructure and jointly prepare for the electrification of transport.

Our ground breaking innovation bid 'Charge – Refuelling Tomorrow's Electrified Transport' also expands on these relationships to align transport and network planning, ultimately seeking a lowest cost solution for enabling EV transport infrastructure. The level of engagement we have undertaken in developing this proposal to Ofgem led to widespread support from Welsh Government, Liverpool City Region LEP and the majority of regional councils across our SPM licence area. We will include an update of our EV Partnerships in the next newsletter due for publication in Quarter 3.

Measuring our success

Identify and establish two key EV partnerships

Feedback sought from stakeholders and satisfaction measured

Number of initiatives/learnings will be taken forward by our business

Q3 Quarter 3 deliverable
Oct - Dec 2018

 Satisfaction

 Metered

ICP/IDNO Interface Action 9

Our action

To assist with the uptake of our Code of Practice we will review our processes and systems to support the delivery of the code. Specifically, we will seek to enable greater level of self-service by our customers with the purpose of reducing the time taken to design and deliver projects.

We will establish a working group of internal/external stakeholders to undertake this review.

We will review with our stakeholders other DNOs' best practices with a view to adopting them where practicable.

Measuring our success

We will establish an internal/external working group

We will identify and publish recommendations from this in our October update

Publish updated end to end process documentation and guidance for IDNO/ICP self-design approval, self-determination of POC and self-connect

Work in partnership to review one DNO best practice per month with our stakeholders to determine their feasibility for adoption

Our progress to date

ICPs and IDNOs are key partners to SP Energy Networks. We have reviewed our interactions and have offered 4 workshops per annum, in addition to our standard open door policy.

These workshops are specifically designed to accommodate our ICP and IDNO customer requirements. Stakeholder feedback to these workshops suggested stakeholders required a greater understanding of our RADAR Application System. We hosted a specific RADAR Working Group including SP Energy Networks representatives and stakeholders where a RADAR Action Plan was generated.

This Action Plan is currently being progressed, with a number of short term improvements completed, and further medium term improvements planned for completion by the end of Quarter 4. Longer term improvements will be incorporated into our 2019/20 ICE Work Plan.

Q4 Quarter 4 deliverable
Jan - Mar 2019
(impact monitoring)

 Satisfaction

 DG, Metered

Telecommunication Trial Action 8

Our action

Following our feasibility study carried out in 2017, we will investigate the potential of making the provision of telecommunication solutions a contestable activity. Over the next year we will start to conduct trials with identified partners which will determine the feasibility and scope of future contestable telecommunications works.

Our progress to date

Over the past two years SP Energy Networks has offered several stakeholders the opportunity to pilot contestable telecommunications. To date three customers have registered an interest in the trial, though unfortunately their projects are yet to progress to a delivery stage.

We continue to discuss this option with all interested parties and are keen to progress a telecommunication trial with any customer who has a deliverable project.

A guide to contestable telecommunications will be published on our website in Quarter 4 to inform all customers of the process.

Measuring our success

Publish the projects and stakeholders participating in the trial

Publish a progress update in our October ICE submission

Conduct, publish findings and outcome of trial

Q4 Quarter 4 deliverable
Jan - Mar 2019
(impact monitoring)

 Time

 DG, Metered



Heat Maps Action 10

Our action

We are developing the next generation of heat maps to address the uptake of Low Carbon Technologies (e.g. Heatpumps and Electric Vehicles) and will engage with our stakeholders to understand exactly what their future requirements are. This engagement will help us identify the enhanced functionality required and allow us to implement the changes efficiently and in a timely manner.

Our progress to date

To ensure our industry leading heat maps continue to evolve and be fit for purpose, SP Energy Networks have been seeking ideas for the next major update to this critical information facility.

We have undertaken a benchmarking comparison of industry leading examples, which has been presented to all stakeholders that have attended our workshops throughout 2018. We have collated our stakeholders suggestions for potential improvements to our existing system.

In addition the ENA Open Networks project has carried out an industry connections best practice review which covered heat maps. We will incorporate these learnings and stakeholder feedback into our future heat map specification. Combining this feedback will lead to publishing the scope of our planned heat map upgrade, seeking endorsement from our stakeholders at all future events through 2018/19. Agreed improvements will be implemented through our 2019/20 ICE Work Plan.

Measuring our success

Heat map webinar held

Stakeholder feedback gathered via various workshops/events

New requirements/functionality agreed and communicated

Implementation plan developed and communicated

Q3 Quarter 3 deliverable
Oct - Dec 2018

 Satisfaction

 DG, Metered

Queue Management Action 11

Our action

Measure the impact of our queue management policy being applied to new and previously accepted projects. We demonstrated that capacity is being released when projects are identified as not progressing according to policy.

Our progress to date


Our queue management process is well established across SPD and SPM, with circa 420MW already released in the last 3 months and up to 2GW pending release. Discussions are ongoing with all affected DG customers, and this was a key topic at our SPD Forum in October 2018, we will include a similar session at our SPM DER Forum in November 2018. Any stakeholders wishing to attend any of our events can register at: www.spenergynetworks.co.uk/pages/stakeholder_information.aspx

Measuring our success

Identify and measure that capacity is being released as per our queue management policy

Freed up capacity / changes in the queue communicated to our stakeholders

Q4 Quarter 4 deliverable
Jan - Mar 2019
(impact monitoring)

 Time strategy area

 DG, Metered

Flexible Tenders Action 12

Our action

It is our responsibility to develop smarter, more flexible solutions to meet future demand, seeking out alternative solutions which could mitigate the need for traditional reinforcement and reduce costs for our customers. We recognise that connected distributed resources could provide services to assist our distribution networks in key areas that have specific challenges during periods of network constraint. This action will therefore seek to explore additional markets for flexibility with customers who are able and willing to control how much they generate or who can reduce their demand.

Our progress to date

SP Energy Networks are committed to offering Flexible Connections as business as usual to assist customer connections in an already constrained network. We are currently identifying sites on our network that could be suitable for customers that are interested in providing flexibility services. Once we have defined the specific services that are required for each area of our network we will publish these externally for our stakeholders and customers.

We plan to publish our requirements on the industry standard Piclo tool to make it simple and transparent for customers to participate in this exciting new market opportunity. We will also leverage the learnings from other DNO flexibility tenders that have taken place this year and incorporate their stakeholder feedback into our own offering. We are on target to publish our flexibility tender in line with our ICE commitments and will also provide an update in our next newsletter, planned to be published in Q3.


Measuring our success

Issue tender for Flexibility

Communicate developments until contracts are successfully agreed

Q3 Quarter 3 deliverable
Oct - Dec 2018

 Satisfaction

 Time strategy area

 Cost

 DG, Metered

Connection Offer Expenses Action 13

Our action

We will implement Connection Offer Expenses and communicate this to all internal/external stakeholders.

We will produce an information leaflet to inform our customers of the commencement date, fee structure and any exemptions.

Our progress to date

SP Energy Networks policy for Connection Offer Expenses was introduced on Monday 3rd September 2018, following significant engagement and communication with stakeholders throughout the summer of 2018.

We published our Connection Offer Expenses Guidance Leaflet on our website and emailed all customers in the relevant market segments, giving them advance notification of the process change.

We will continue to review Connection Offer Expenses with our stakeholders and provide further communication in our next newsletter.

The Connection Offer Expenses Guidance Leaflet can be found at: www.spenergynetworks.co.uk/userfiles/file/Connection_Offer_Expenses_Leaflet.pdf

Measuring our success


Communications rolled out to all internal and external stakeholders

Any resultant improvements identified and communicated

Feedback on impact to stakeholders assessed via the monthly survey

Q2 Quarter 2 deliverable
Jul - Sep 2018

 Satisfaction

 Time strategy area

 Cost

 DG, Metered

SP Energy Networks Stakeholder Feedback

Stakeholder feedback received during the summer of 2018 showed that our customers felt they would like more interaction with different sections of our connections management team. This will help our customers discuss their specific issues with the SP Energy Networks staff responsible for their particular market segment.

Listening to our customers and responding to their requirements is an integral part of our engagement and is at the heart of everything we do. Therefore we responded quickly and introduced new initiatives into our engagement plan for the latter part of 2018 and early 2019. We are committed to improving our engagement at all levels so these initiatives will now be fully embedded into our future ICE Work Plans.

You Said

Some of our UMS market segment stakeholders said they would like more detailed contact to review their specific projects rather than just attend our wider engagement events and workshops.

You Said

Our customers have told us that they would like to discuss Land & Planning aspects of their projects separately from other connections related issues.

You Said

Due to the success of the Queue Management Trial in a pilot area as part of our 2017/18 ICE Work Plan, our DG customers told us that they would like us to introduce Queue Management Principles across all Districts in SPD and SPM.

We Did

We have developed a UMS Stakeholder Workshop that is designed to specifically address improvement areas within the UMS market segment arena. Though we have a variety of UMS market segment stakeholders on our Connections Stakeholder Panel the nature of the events ensures the topics discussed are at a much broader level. The new workshop will allow all Local Authorities and other UMS stakeholders to meet with us and discuss particular areas of interest for their work programmes. The first event is due in our SPM licence area in early December 2018, with the SPD workshop arranged for January 2019. Dependent on the success of these workshops we will determine how regularly we hold these during 2019/20.

We Did

We set up and hosted our inaugural Land & Planning Stakeholder Panels in September and October 2018. This gave our customers the opportunity to discuss improvements to the Land Rights Processes.

Stakeholders that attended gave positive feedback and in addition suggested key topics they would like to see moving forward.

A similar format will be established for future Land & Planning Stakeholder Panels that we host across SPD and SPM.

We Did

We have successfully released circa 420MW of generation capacity back onto our network, enabling other DG customers to benefit from this additional available capacity and apply for further connection applications.

We have identified further projects that can be queue managed in the same manner, and feel we have an opportunity to release a further 2GW of capacity onto our networks across both licence areas.

We will continue to keep our DG customers informed of the capacity released back onto the network at the rest of our engagement events throughout this ICE year.

SP Distribution Licence Area Event Planner 2018/19

Event	Date	Venue (City)
Glasgow Consultants Workshop	15th November 2018	St Vincent Crescent Glasgow
ICPs & Connecting renewable solutions to the network	21st November 2018	The HVDC Centre – Cumbernauld
UMS Workshop	23rd January 2019	ScottishPower HQ
ICP / IDNO Voice of the Customer Workshop	14th February 2019	The HVDC Centre – Cumbernauld
Connections Stakeholder Panel	14th March 2019	TBC
Land & Planning Stakeholder Panel	14th March 2019	TBC
Royal Highland Show	20th - 23rd June 2019	Ingliston
Scottish DER Forum – Joint with SSEN	July 2019	TBC
Scottish Renewables Conference	July 2019	TBC
Housing & Connecting Renewable Solutions to the Network	August 2019	ScottishPower HQ
ICP & IDNO Workshop - Joint with SSEN	September 2019	The HVDC Centre – Cumbernauld
Connections Stakeholder Panel	September 2019	ScottishPower HQ
Land & Planning Stakeholder Panel	October 2019	ScottishPower HQ
Joint DNO Community Energy Innovation Event	November 2019	Edinburgh
ICP / IDNO Workshop RAdAR	November 2019	The HVDC Centre - Cumbernauld
Demand / Owner Operator Forum	December 2019	The HVDC Centre – Cumbernauld

SP Manweb Licence Area Event Planner 2018/19

Event	Date	Venue (City)
DER Forum	14th November 2018	Hilton Doubletree, Chester
UMS Workshop	5th December 2018	Liverpool
Connections Stakeholder Panel	12th December 2018	Holiday Inn, Liverpool
ICP Workshop	13th February 2019	Chester
Connections Stakeholder Panel	6th March 2019	Chester
Owner/ Operator Forum	20th March 2019	Chester
DER Forum	10th April 2019	Chester
Demand Workshop	8th May 2019	Chester
Connections Stakeholder Panel	19th June 2019	Chester
Connections Stakeholder Panel	11th September 2019	Chester
ICP Workshop	25th September 2019	Warrington
Owner/ Operator Forum	9th October 2019	Chester
DER Forum	23rd October 2019	Warrington
Demand Workshop	13th November 2019	Chester
Connections Stakeholder Panel	11th December 2019	Liverpool



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