

SP Energy Networks
RAdAR Working Group
Wednesday 17th November 2021



Thank you for your time today

SP Energy Networks RAdAR Working Group Wednesday 17th November 2021



Agenda

Thank you for taking the time to attend today.

We value your opinions, and we are keen to generate an open session with opportunities to hear your feedback.

14:00 – Welcome, Housekeeping and Safety Contact

14:05 – ED2 Connections Transformation

14:20 - Requested Improvements & Proposals

14:40 – Interim Improvements

15:00 – Feedback Session for additional requirements

15:30 – Close

This session will be recorded

SPEN attendees today:

- ▶ Sophie Sudworth – Connections Lead for ED2 & Business Transformation
- ▶ Derek Jessamine – Head of Planning & Design – Lanarkshire
- ▶ Angela McIntosh – Senior Design Engineer – Central & Fife
- ▶ Lesley Tait – Commercial & Performance Analyst
- ▶ Nigel Evans – Commercial & Performance Engineer
- ▶ Suzy Killin – Land Rights
- ▶ Susanne Burton – Centre of Excellence
- ▶ Louise Taylor – SP Manweb Customer Account Manager
- ▶ Stuart Walker – SP Distribution Customer Account Manager
- ▶ Rachel Shorney – SP Manweb Stakeholder Engagement Manager

Safety/Environmental Contact

We welcome and are ready to support the UK Government's newly published Heat and Buildings and Net Zero Strategies, outlining how the decarbonisation of the UK economy will be key to tackling the climate emergency.

www.gov.uk/government/publications/heat-and-buildings-strategy

www.gov.uk/government/publications/net-zero-strategy

- The strategies include ambitious plans to invest over **£3.9billion from 2022 to 2025** on initiatives and work programmes that will specifically support the delivery of the decarbonisation of heat, and over **£40billion** on wider activities to help us reach the UK's ambitious Net Zero by 2050 target by decarbonising all sectors of the UK economy.
- We already know that the scale and pace of electric heat pump installation needed to deliver Net Zero will lead to a huge increase in demand for energy, with the anticipation that up to **3.1 million heat pumps** will be connected to the network by **2050**.
- We also know there is a lot of work to do on the supporting infrastructure for transport – e.g. increasing the current **35,000 public charging points in the UK to 400,000**.
- That's why we have been investing significantly in our network, delivering innovative solutions like our Heat-Up and EV-Up forecasting tools, and supporting the roll-out of public charging infrastructure via our Charge and PACE projects.
- ***Our Final ED2 Business Plan will be submitted on Wednesday 1st December 2021.***

ED2 Preparation and Connections Transformation

- ▶ Sophie Sudworth
- ▶ Connections Lead for ED2 & Business Transformation

What are we trying to achieve?

Intention

- A full review of our End to End (E2E) connections process
- Required when we consider the expected +500% volume increase in RIIO-ED2
- This will place pressure on this process and we know our customers expect improvements to this

Scope

- Covers the E2E journey from enquiry, quotation, offer, delivery, payment and aftercare
- Covers all market segments within both our licence areas
- Includes future system requirements and self-serve functionality analysis

Key outcomes

- Full understanding of E2E connections process, supported with data
- Identification of 'user stories' associated with the process, both internal and external stakeholders
- Prioritised product backlog across all connections

Deliverables

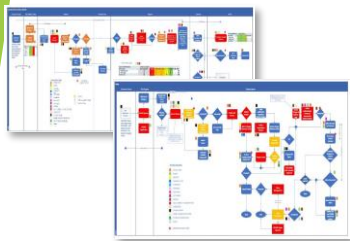
- 'User stories' for system architecture for Connections
- Recommended scope and delivery plan
- Develop a roadmap to guide delivery

Our approach

1

Capture

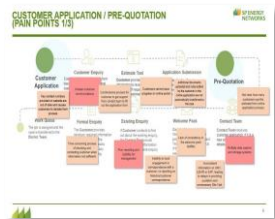
Detailed process flows for each connections journey, across people, process and technology



2

Review

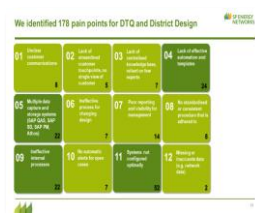
Process flows and pain points in cross-functional workshops bringing together multiple connections stakeholders, internally and externally



3

Prioritise

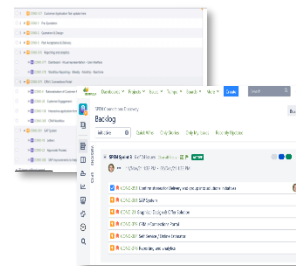
Determine priorities into high, medium and low impact



4

Identify

Solution ideas and interventions based on the priorities. Covers quick wins and longer term transformational changes



5

Develop

Delivery plans scoped to deliver Connections transformation ahead of RIIO-ED2



Once our roadmap is developed we will consult stakeholders, this will include the future of RAdAR

Review of Improvements & Proposed Solutions

- ▶ Stuart Walker
- ▶ SP Distribution Customer Engagement Manager

- ▶ Louise Taylor
- ▶ SP Manweb Customer Engagement Manager

Improvements & Proposed Solutions

Improvements discussed and proposed for progression to IT Design at our last meeting.

SPEN are hopeful that all of these will be approved for implementation:

1. Recommended file size to be uploaded – proposed increase to 100MB
2. POC Expected Offer Date to shown on the POC Registration page
3. Design Approval Date shown against the list of live applications on Design Approval page
4. Improved Search Function for SPEN Staff Contact Details

Additional Improvements that may also be delivered – pending IT Design Review:

1. RAdAR time out to be increased from the existing 5 minutes to 45 minutes
2. Multiple Applications Section for the same site... rather than 3 separate applications
3. Auto Charging for Self Connect – is it possible to end the automatic function?

Suggested Behavioural and Process Improvements

Behavioural Improvements – to be addressed and improved during 2021/22 ICE Plan

1. Improved verbal communication
2. Improved / standardised written communication
3. Improved / standardised flexibility in approach across both SPD and SPM licence
4. Greater responsibility to communicate in a timely manner on complex projects

Process Improvements – to be reviewed with possible implementation in 2022/23 ICE Plan

1. Introduce SLA for non-guaranteed standards items such as Earthing and Diversions etc.
 - Investigate and agree a standard timescale for such requirements
2. Determine an agreed expectation of communication for Design, Land Rights and Delivery
 - Determine best methods across SPD and SPM and agree a standard approach for each activity

Open Discussion

Feedback welcomed from other RAdAR users.

Are there any further requirements that you would like to suggest?

Interim Improvements

- ▶ Rachel Shorney
- ▶ SP Manweb Stakeholder Engagement Manager

- ▶ Stuart Walker
- ▶ SP Distribution Customer Engagement Manager

Trial to improve Minor Amendments Process

Merseyside District and ICP within the SPM area

- SP Manweb Design staff and ICP Design staff will be discussing and reviewing any failed design submissions
- Following agreement of any required improvements
 - the ICP Designer will then re-submit the project for re-approval
- The aim is to prevent multiple failed approval of binder submissions
- Plan to roll-out process and training to all SPEN Districts

Detail of the new process

- Heads of Planning & Design for SP Manweb have agreed the scope of work that could classify as minor amendments not requiring a RAdAR Design Approval binder submission
- Heads of Delivery in SP Manweb have agreed their teams can manage certain amendments through post process documents provided the scope of changes allowed under this relaxation is well defined to avoid confusion
- New process to be documented and trained across SPEN if this trial proves successful

Areas to be covered within the trial

- Internal Review Workshop held on 27th October in SP Manweb to confirm requirements for the four main areas covered by design approval of LV/HV submissions:
 - Underground cable and overhead line routes
 - Plant and switchgear
 - Substation civils and associated earthing
 - Protection and telecoms
- Good progress made on requirements for engineering report, civils and cable/OHL routes
- Further workshop required to complete and finalise the wider training requirements

Next Steps for RAdAR Working Group

Suggest further Quarterly Session:

- Wednesday 9th February 2022

WE are continuing to work with IT to finalise the proposed improvements and seek financial approval for any change implementation process

We will be able to provide further information on our planned RAdAR improvements and wider Connections Business transformation in the February session.

SP Energy Networks RAdAR Working Group Wednesday 17th November 2021



Thank you for your time today.

*Your feedback has been
useful and we will follow up
and incorporate your
comments when planning
our next session.*

Upcoming events for the calendar:

- **Preparing for Net Zero Conference**
 - Wednesday 1st December 2021
 - 09:30 to 12:00 – Whole Systems
 - 13:30 to 16:00 – EV and Heat
- **Connections Stakeholder Panel**
 - Wednesday 8th December 2021
 - 10:00 to 12:00