

SP Energy Networks Distributed Generation

Updated Looking Forward Plan (Part One)

October 2014



SP Energy Networks Distributed Generation Work Plan



“Since our DG Work Plan submission in April this year, we have welcomed the positive feedback and praise that our plan has received. However, it is apparent from the recent DG Forums and through our regular portfolio meetings with our customers that we still have further work to do. We have taken this opportunity to revise our plan with additional actions to demonstrate that we have listened to our Stakeholders needs”

Paul Brown (Connections Director)

Providing excellent service to our customers is at the heart of what we do. Our DG customers expect exceptional service. We have worked hard over the past 24 months to do what we can to meet and exceed this expectation. It is clear to us that our work plan must address three strategic objectives for our customers. These are:

- Time – We aim to reduce the overall time it takes to either receive an offer or to get connected
- Satisfaction – Exceed expectation throughout the connection process
- Cost – Continue to seek opportunities to reduce the cost of connection

It is also important to note that this plan seeks to address issues our customers currently face. It does not set out our approach to managing more strategic issues. These issues are being addressed through the DG-DNO working group, where we play an active role and through other similar bodies such as the Scottish Renewables group and Energy Island Programme (joint venture between Welsh Government and Isle of Anglesey County Council).

Objective ... This plan is applicable to both our licence areas, SP Manweb PLC (SPM) and SP Distribution PLC (SPD).
... The plan is split into 9 clear sections which supplement a work plan summary
... Each section addresses issues faced by customers who connect at low voltage (<400V) and those who connect at high voltage (at 11,000V; 33,000V or 132,000V). These are recognised in market segments known as DGLV and DGHV respectively.
... The plan sets out those actions that are applicable to either or both market segments
... The plan sets out for each action the Key Strategic Objective in terms of Time, Cost and Satisfaction
... The plan identifies which quarter (set out in calendar year format) each action will be completed by
... The plan also proposes a Key Performance Indicator (KPI) against each action

This is our Updated Looking Forward Plan and next June we will report back to you the progress made against each of the actions contained within our plan.



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DG Work Plan

SPEN Stakeholder Engagement

Our approach to building our DG work plan for the DGLV and DGHV market segments is aligned to the SP EnergyNetworks (SPEN) overall stakeholder engagement strategy. Through our Connections Stakeholder Panels, there is direct linkage through the external SPEN Stakeholder Panel to the SPEN Board.

SPEN Strategic Stakeholder Panel

Connections Stakeholder Panel
(North & South)

ICE Work Plans

The aim of our stakeholder engagement strategy is to improve the performance of the organisation by seeking out stakeholder input, listening to and acting on stakeholder feedback.

Stakeholder engagement is used to support both operational and strategic improvements in performance.

A key strategic engagement priority for SPEN is *“connecting to the network and in particular facilitating renewable connections”*

In order to develop our DG work plan, we used the seven key pillars of SPEN stakeholder engagement strategy to form the plan.

The Pillars of the Stakeholder Engagement Strategy is demonstrated in the graphic below;

Governance

Internal Connections Stakeholder Panel
Internally report on Stakeholder Activity, Feedback & Actions
Regular Executive Review

Centralised Database

Database of Stakeholders
Key Account Management
Log of interactions & Feedback
Central IT Systems in the Provision of Connection Offers

Engagement Plans

Annual Connections Engagement Plan
Focus on Strategic and Material Issues
Consider Appropriate Communication Methods for Stakeholders

Systematic Approach

Use of Tool Kit of Materials to Engage
Support & Advice from Central Team

Feedback Loop

Transparent Process
Feedback to Stakeholders on Changes to Policy / Process
Adopt Recurring Engagement

Resources

Core Stakeholder Team to Support the Business
Business Leads Deliver Engagement

Assurance

Independent External Review of approach to Stakeholder Engagement



Our Approach to Engagement

What we currently do

- ... We have a dedicated Account Management team, North and South, to actively manage and engage with our DG customers
 - ... We hold monthly 'Customer Surgeries' where we are on hand to answer any questions our customers may have
 - ... We provide tailored workshops for customers and community groups to meet their specific needs
 - ... We have an active role in the national DG-DNO Working Group, DG-DNO Technical Sub-group, the Scottish Renewables Working Group, the Energy Island Programme as well as close working relationships with the Scottish Government and Welsh Government
 - ... Actively participate in the annual DG forums facilitated by the ENA. SPEN jointly host the DG Forum in Glasgow and Cardiff
- These meetings provide an opportunity for DG customers and Distribution Network Operators (DNOs) to discuss issues associated with connecting to the network and the steps required for improving the arrangements

Listening to the views of our Stakeholders and Building our Plan

Building on the work we have been doing in the past 24 months, we developed this plan by;



- ... Developing interview questions based on our 2013 Stakeholder Engagement and direct feedback from our customers
- ... We conducted 18 in-depth interviews with our stakeholders. (2 representing ICP's, 10 representing the DGHV market segment and 6 representing the DGLV market segment)



- ... Developing interview questions based on our 2013 Stakeholder Engagement and direct feedback from our customers
- ... We issued our on-line questionnaire to 794 DGHV customers, (346 in SPM and 448 in SPD), 401 DGLV customers and 26 ICP's, all of whom have made an enquiry or multiple enquiries within the past 24 months



- ... We analysed the responses we received to formulate and prepare our plan
- ... We set milestones and key outputs in order to achieve the plan



- ... We then issued our plan in draft to 19 key stakeholders for feedback and to rate the proposed actions set out in our plan
- ... Where appropriate, the plan was revised in line with any queries, or comments received



Our Work Plan has been endorsed by our Stakeholders

Stakeholder Engagement

After having drafted our work plan, we then asked a number of stakeholders for feedback.

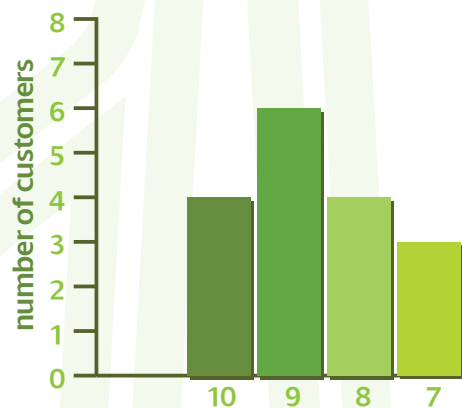
These stakeholders were those who were interviewed, and those who sit on the DG-DNO Working Group, the Scottish Renewables Group, and the Energy Island Group.

The stakeholders were asked, if they felt it appropriate, to answer the following questions;

Question 1

On a scale of 1 to 10, do the actions proposed address the issues that face our customers ?

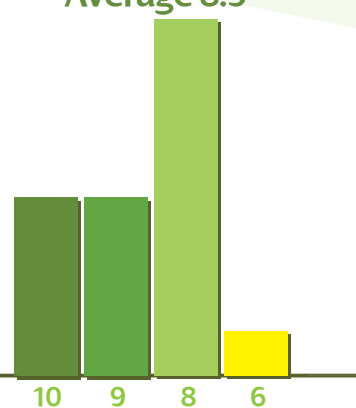
Average 8.7



Question 2

On a scale of 1 to 10, have the timescales for completion of the actions been prioritised appropriately ?

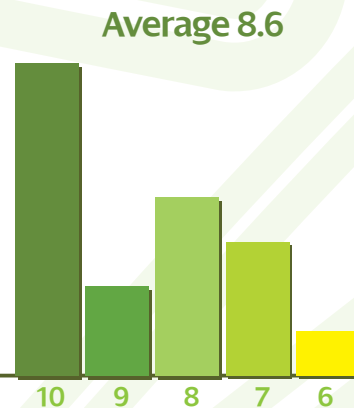
Average 8.5



Question 3

On a scale of 1 to 10, if these actions are completed in the timescales proposed, do you believe that the overall service being provided will improve ?

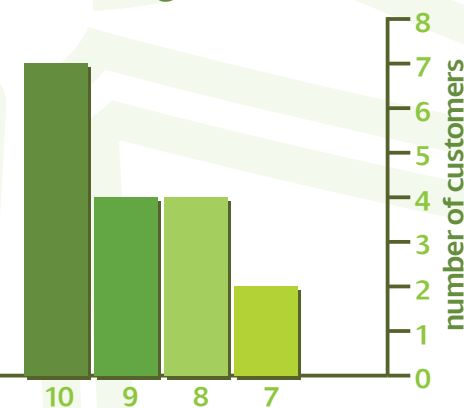
Average 8.6



Question 4

On a scale of 1 to 10, how supportive are you of the work plans we have proposed ?

Average 8.9



100%
ENDORSEMENT

All 19 Stakeholders responded positively, 16 fully endorsed our plan

3 felt they were not in a position to do so without consultation with their members



Our Work Plan in Summary

- Objective** ... This work plan seeks to address issues that our customers and stakeholders have recently told us about or enhance activities that we are already doing
- ... The plan is split into 9 clear sections which supplement this work plan summary
 - ... It applies to our customers who operate in the market segments known as DGLV (customers who connect at low voltage <400V) and DGHV (customers who connect at 11,000V or above).

The highlights from what we did in 2013...

- ... Over 50 of our DG customers now have an appointed Customer Account Manager
- ... We are trialling our 'Quote +' product, providing customers with a high level feasibility study whilst still maintaining their place in the queue
- ... We introduced 11kV 'heatmaps' in both of our licensed areas, which have been widely acknowledged as industry leading
- ... We have worked hard to make 'collaborative connections' work for customers and have 3 good examples of how this type of approach can help get customers connected

Work Plan Summary

Section	Total Actions	Actions by Quarter				Key Highlights
		Q2 Apr-Jun	Q3 Jul-Sep	Q4 Oct-Dec	Q1 Jan-Mar	
Customer Service	4	3	0	1	0	Extend Customer Account Management; Flexibility
Application Process	6	2	1	2	1	Improved Application Form; Promote Quote +; Dual Offers for 11kV Connections
Information	4	0	3	1	0	Enhance our heat map functionality; Strengthen our Guidance Leaflets
Communication	7	2	3	0	2	Monthly Customer Surgeries; Monthly Newsletters
Technical	5	1	1	1	2	Voltage Control; GRP Enclosures; Load Management Schemes; DLR
Enablers to Connection	4	1	0	1	2	Payment Terms; Enhanced Cost Breakdown; Land Rights
Choice	5	1	0	2	2	Training; Dual Offers for 11kV Connections; Enhanced Inspection & Monitoring Process
Distribution to Transmission Interface	5	1	0	1	3	Statement of Works; Securities; Constraints; Heat Maps; Queue Management
Communities	3	0	2	1	0	Contact & Technical Assistance; DECC Working Group; Workshop



Customer Service

To deliver outstanding customer service to all our DG customers, whether connecting PV panels to a domestic property or seeking to build a 20MW windfarm

What we did in 2013...

- ... We have published our guidance leaflet "Our Connections Process explained"
- ... Over 50 of our DG customers now have an appointed Customer Account Manager
- ... We appointed a DG Manager responsible for the provision of all connection offers to our customers in both of our license areas

This year, you have told us...

- “That you still don't always know who to contact”
- “26% of you agreed that ease of contact was a key area for improvement”
- “Sometimes we are too 'by the book' and you would like greater flexibility”
- “100% of you who have an appointed Customer Account Manager said that their overall connection experience had improved”

SP Energy Networks High Level Plan

	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Progress to Date
Appoint a Customer Account Manager to any customer who would like this level of service	Satisfaction	DGLV	✈				Number of DG Customers Account Managed	Complete
Publish on our website information on key personnel including contact numbers, roles and responsibilities	Satisfaction	DGLV DGHV	✈				Website Updated	Complete
During our 3 day post enquiry call with you, we will establish the frequency of contact and the information that you require at each milestone of your project	Satisfaction	DGLV DGHV	✈				Updated on our CRM System	Complete
Publish a consultation paper seeking to understand and address your comments in relation to flexibility	Satisfaction	DGLV DGHV		✈	✈		Consultation Paper Published	Consultation completed with revised application process for G59 <100kW with a view to extending this to >100kW

✈ Original Target

✈ Revised

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Application Process

To ensure that the application process is as simple as possible for you, whilst still providing us with all information necessary to deliver a connection offer that meets your needs

What we did in 2013...

- ... We are trialling our 'Quote +' product, providing customers with a high level feasibility study whilst still maintaining their place in the queue
- ... Guidance has been posted on our website on offer validity period, options for extension to validity and the interactive process
- ... We implemented a 'dual offer' process for connection offers over 5MW, allowing customers to accept either the non-contestable or full works from the one connection offer

This year, you have told us...

- “That the G59 application form is too onerous and you want us to consider whether a simpler application form could be used for your initial enquiry”
- “Some of you asked why you have to always fill in technical data when it often replicates what you completed on previous applications”
- “Some of you are still find validity periods and interactivity confusing”
- “That you wanted us to provide voluntary standards for feasibility studies in a timely manner”

SP Energy Networks High Level Plan

	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Progress to Date
Publish a consultation paper on what options might be available to simplify the current application form	Satisfaction	DGLV DGHV	✈				Consultation Paper Published	Simplified G59 < 100kW application form published on the web for use. Review of >100 kW form under review.
Provide a link on our website to the ENA technical database that you can access and reference in your application form	Time	DGLV DGHV	✈				Website Updated	Complete
Promote our Quote + product, by sending a Guidance Leaflet to all of you who have submitted an application in the past 12 months	Time	DGLV DGHV	✈				Guidance Leaflet Published	Complete
Publish a consultation on whether our Quote + product meet the needs of you who have requested voluntary standards for feasibility studies	Satisfaction	DGLV DGHV		✈			Consultation Paper Published	Complete
We will hold specific customer surgeries on validity periods and interactivity	Satisfaction	DGLV DGHV			✈		Publish Attendees and Surgery Topic on Website	In Progress
Extend our 'dual offer' process to all 11kV connection offers	Time	DGHV			✈	✈	Dual Offer Implemented at 11kV	In Progress

✈ Original Target

✈ Revised

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Information Provision

To ensure we provide all our customers with clear and concise information and data that allows customers to undertake their own assessment of their connection needs before seeking a formal connection offer







What we did in 2013...

- ... We introduced 11kV 'heatmaps' in both of our licensed areas, which have been widely acknowledged as industry leading
- ... We provided supporting data with our 'heatmaps' to allow our customers to undertake their own network studies
- ... We have posted guidance leaflets on our website, covering activities such as the connections process, wayleaves, metering and on-site responsibilities

This year, you have told us...

- “That you would like to be able to calculate the likely cost of connection even before you apply”
- “Our 'heatmaps' are great but you would like them refreshed more regularly and across more voltage levels”
- “That you would like to know what contracts we have customers, where they are and what level of generation is being connected”

SP Energy Networks High Level Plan

	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Progress Made to Date
Refresh our 11kV 'heatmaps' and associated data and develop process for updating the heatmaps more frequently than quarterly	Time	DGHV					Website Updated	Complete
Publish equivalent 'heatmaps' and associated data for the 33kV network	Time	DGHV					Website Updated	SPM complete; SPD in progress
We will publish a consultation paper on the provision of contracted data at 11kV and 33kV	Time	DGHV					Consultation Paper Published	Action superseded by National proposal. 33kV data available end Q4; 11kV discussions ongoing
We will strengthen our Guidance Leaflets by seeking direct feedback from you and using your feedback to revise their content	Satisfaction	DGLV DGHV					Publish Feedback and Updates on Website	In Progress

 Original Target

 Revised

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Communication

To communicate with our customers in the manner in which they seek, within acceptable timeframes and with the quality our customers deserve

What we did in 2013...

- ... We introduced a 3 day call back where we contact you within 3 days upon receipt of your application and after your connection offer has been issued
- ... We appointed dedicated Customer Account Managers North and South for our DG customers
- ... We introduced monthly customer surgeries which are held in various office locations each month

This year, you have told us...

- “That 78% of you have used our website to date and 59% of you would like to receive regular updates from us by email”
- “On occasion, you want us to be quicker at responding to your emails and returning your phonecalls”
- “That you like our customer surgeries, but would prefer it if they were tailored to review specific areas of ‘hot topics’”
- “That some of you would like on-site pre-construction meetings with both the Design engineer and Delivery engineer present”

SP Energy Networks High Level Plan

	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Progress Made to Date
At our monthly customer surgeries we will introduce 'hot topics' and seek feedback on what other matters you would like to discuss at future customer surgeries	Satisfaction	DGLV DGHV	✈				Publish Attendees and Surgery Topic on Website	Complete
Implement our new 'Customer Relationship Management' (CRM) system	Satisfaction	DGLV DGHV	✈				System Live	Complete
We will develop a 'Getting Connected' newsletter that we will issue to all customers by email on a quarterly basis	Satisfaction	DGLV DGHV		✈			Newsletter Published	Complete
We will offer on-site pre-construction meetings for those of you that would benefit from this	Satisfaction	DGLV DGHV		✈			Customer Specific	Complete
Jointly host the DG Forums in Cardiff and Glasgow and attend the DG Forum in London	Satisfaction	DGHV		✈			Attendance Confirmed	Complete
Enhance our methods for communicating key updates with our Stakeholders by the use of industry bodies / farmers union / trade associations	Satisfaction	DGLV DGHV				✈	Key Updates Published in Trade Publications & Disseminated Industry Wide	New Action
Provide customers with the ability to register for regular updates via newsletter	Satisfaction	DGLV DGHV				✈	Registration Facility Available on Web	New Action

✈ Original Target

✈ Revised

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Technical

We want to ensure that we are leading the development of any technology advances in the industry that improve the service we provide, as well as ensuring our customers understand what is required to enable a connection






What we did in 2013...

- ... We commenced activity on our 'Accelerating Renewable Connections' (ARC) project, which is using 'Active Network Management' technology to connect customers quicker than they normally would under traditional reinforcement solutions
- ... We concluded our policy decision on 'Automatic Voltage Regulators' and now offer this technology as business as usual
- ... We have trialled the use of load management schemes to limit export onto the system and avoid network upgrade costs

This year, you have told us...

- “That you think there is a wider saving on connection costs for you by making the most of existing generator technology and allowing operation in Voltage control mode”
- “That you would like to see us adopting modern GRP enclosures for all generator connections”
- “You like the work we are doing on the ARC project but would like to see ANM as business as usual quicker”
- “That you would like us to move quicker on implementing as policy the use of load management schemes to limit export onto the system”

SP Energy Networks High Level Plan

	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Progress Made to Date
Learn from the only DNO who currently utilises voltage control technology to better understand how this is realised on the HV network	Cost	DGHV					Learning Shared and Assess Opportunity	Complete
Implement GRP enclosures as policy for 11kV connections, where it is possible to do so	Cost	DGHV					Policy Agreed and Published	Complete; updated specification in progress, still to be published
Working with the DG Technical Forum to establish a nationwide policy on the use of load management schemes, seeking approval from the 'Energy Networks Futures Group' (ENFG)	Time	DGLV DGHV					ENFG Approval	In progress; SP sponsoring a proposal paper to seek approval from the ENFG to develop an Engineering Recommendation (ER) for the use of these devices
For 132kV, establish a process for adoption of the Dynamic Line Rating technology (DLR) using 'off the shelf solutions' and identify opportunities for low risk installations	Cost	DGHV					Process Published and Opportunities Sought	New Action
For 33kV, seek to augment progress in the adoption of Active Network Management (ANM) as business as usual with a DLR solution to work in conjunction with ANM and publish	Cost	DGHV					Findings Published	New Action

 Original Target

 Revised

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Enablers to Connection







We want to remove, where possible, all perceived barriers to connection and will do so by listening to your feedback and seeking resolution

What we did in 2013...

- ... We are trialling our 'Quote +' product, providing customers with a high level feasibility study whilst still maintaining their place in the queue
- ... We reduced our average time to quote by 10% for all DG customers
- ... We improved the content of offer letters to provide clarity on our charges, apportionment of costs where appropriate and split of contestable and non-contestable works

This year, you have told us...

- “That some of you would like to see a further breakdown of costs, and a clearer, simpler explanation of works within our offer letters”
- “You want to see further improvements in reducing upfront costs and providing improved payment plans”
- “That securing land rights continues to be a significant barrier to connection and can cause lengthy delays in the process”

SP Energy Networks High Level Plan	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Progress Made to Date
We will implement a revised upfront payment and payment plan policy	Satisfaction	DGLV DGHV					Revised Policy Published	Complete
We are implementing a further improvement to the breakdown of costs we provide within our connection offer	Satisfaction	DGLV DGHV					Revised Offer Implemented	In progress; revised timescale Q3 2014
Publish our Land Rights approach on our website, communicate this to those customers who fed back that they were not clear on this approach, and upon request, hold workshops with customers who require further clarity	Satisfaction	DGLV DGHV					Approach Published & Customers Informed	Revised SPEN Land Rights Approach Drafted (note change from policy to approach as policy infers inflexibility)
Seek customer consultation on a fair process for termination or re-contracting with stalled or heavily-delayed projects	Time	DGLV DGHV					Consultation Paper Published	New Action

 Original Target

 Revised

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Choice

We want to ensure that you make the right choice when making a new connection to our network

What we did in 2013...

- ... We introduced RAdAR as a replacement for our legacy CRAM system to improve our customers experience when seeking non-contestable connection offers
- ... We introduced monthly customer surgeries that are open to all customers including those seeking non-contestable connection offers
- ... We introduced 11kV 'heatmaps' in both of our licensed areas, which have been widely acknowledged as industry leading
- ... We implemented a 'dual offer' process for connection offers over 5MW, allowing customers to accept either the non-contestable or full works from the one connection offer

This year, you have told us...

- “That some of you still don't understand the 'Competition In Connections' (CIC) process”
- “Our new RAdAR system is an improvement on our legacy CRAM system but you would like some further training”
- “You want to be able to choose whether you proceed with the non-contestable works or full works from the one connection offer”
- “You would like to be able to opt-in for the final jointing costs so it should be included in the quote”

SP Energy Networks High Level Plan

	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Progress Made to Date
We will offer further training sessions on RAdAR for you if you feel this would be useful	Satisfaction	DGLV DGHV					Training Session held where applicable	Complete
We are implementing a further improvement to the breakdown of costs we provide within our connection offer	Satisfaction	DGLV DGHV					Revised Offer Implemented	In progress; revised timescale Q4
Extend our 'dual offer' process to all 11kV connection offers	Time	DGHV					Dual Offer Implemented at 11kV	In progress; revised timescale Q1 2015
Enhancing our processes for inspection and monitoring of contestable works	Satisfaction	DGLV DGHV					Revised Processes Published	Complete
Publish a consultation on our current CIC service to understand whether it meets your needs and to establish what if any, improvements can be made	Satisfaction	DGLV DGHV					Consultation Paper Published	In Progress

 Original Target

 Revised

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Distribution / Transmission Interface

To have a transparent and efficient interface with the Transmission System Operator, National Grid Electricity Transmission Plc (NGET)








What we did in 2013...

- ... We have continued to work with NGET to identify efficiencies in the SoW process and processes which deal with large embedded sites
- ... We have introduced changes to our internal process to ensure that payments to NGET are made faster
- ... We have introduced alternative forms for placement of security payments

This year, you have told us...

- “The Statement of Works (SoW) process takes too long and for some of you, you feel your project ‘disappears’ into a black hole for an unknown period of time”
- “In relation to liabilities and securities for Transmission works, some of you want us to pass on the liability from NGET in the manner prescribed under CMP192 rather than 100% as we currently do”
- “That you would like us to explore whether anything can be done with the capital cost of local Transmission connection works, which are triggered by the connecting generation and how they are paid for”

SP Energy Networks High Level Plan

	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Progress Made to Date
We continue to work with NGET in relation to the SoW process and are continually looking at ways to improve our own internal process in relation to SoW	Satisfaction	DGHV					Improved SoW Timescales throughout process	Complete
We will continue to work with NGET and OFGEM to develop arrangements which will enable us to pass on the benefits on CMP192	Cost	DGHV					Outcome of CMP223	Ofgem have sought further information. Working Group to reconvene with all DNO's present.
We are seeking to publish guidance on areas of our network which are impacted by transmission works	Satisfaction	DGHV					Guidance Published	Draft policy has been written seeking approval. Publish in Q4 2014
Publish transmission constraint heat maps following work ongoing with SP Transmission and NGET	Time	DGLV DGHV					Maps Published on the Web	New Action
We are in discussions with NGET and SPT regarding Queue Management and the impact on 'shovel ready' projects. Using learning from the ARC project, we are also working with SPT and NGET to develop commercial arrangements which will enable projects to connect in advance of the completion of transmission works	Time	DGLV DGHV					First project connected under ARC Project; Guidance Published	New Action

 Original Target

 Revised

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Communities

To ensure that community projects are able to seek connection to our network on the same basis as our other customers

What we did in 2013...

- ... We held specific process and design workshops with community representatives and groups to increase the level of knowledge and understand of the process
- ... We have worked hard to make 'collaborative connections' work for customers and have 3 good examples of how this type of approach can help get customers connected
- ... We sit on the panel that assesses community projects in Scotland, providing feedback on their potential and where possible network capacity in and around the area
- ... We sit on the Energy Island Programme (joint venture between Welsh Government and Isle of Anglesey County Council)

This year, you have told us...

- “That you need us to do more and have asked whether we can provide enhanced engagement or more dedicated resource to meet communities needs”
- “You recognise the good work we have already done with 'collaborative connections' and that you wanted to explore the idea of 'collaborative connections' or as part of a consortia”
- “That our 'heat maps' are a very useful tool for communities but can we make them more 'real' for communities”

SP Energy Networks High Level Plan

	Key Strategic Objective	Market Segment	Q2	Q3	Q4	Q1	KPI	Comments - Progress Made to Date
We are going to provide a dedicated email address for communities	Satisfaction	DHLV DGHV		✈			Email Address Published	Complete
We are working with DECC and OFGEM to explore what can be specifically done for communities in relation to 'Customer Service', 'Cost of Connection' and 'Capacity and Investment Policy'	Cost	DGLV DGHV		✈			Outcome of Paper Presented to Energy Minister	Complete
We will hold quarterly 1 day workshops in both our licence areas to take communities through the process and offer assistance in developing potential projects	Satisfaction	DGLV DGHV	✈	✈	✈	✈	Ongoing	Ongoing



Glossary of Terms

Term	Definition
ANM	Active Network Management; using technology to enable generators to connect in constrained areas on a commercially un-firm basis
ARC	Accelerating Renewables Connections; SPEN 'Low Carbon Networks' funded project to consider innovative methods for connecting DG quicker and cheaper
AVR	Automatic Voltage Regulator; this is a device which can be deployed on our overhead line network and controls the voltage to ensure the network voltage remains within statutory limits
Budget Quote	A budget quote is provided to aid customers with up front planning of projects and is a simple review of the network within the vicinity of the proposed development and does not include detailed modelling of the system. A budget quote cannot be contracted
CIC	Competition in Connections; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice
Collaborative Connections	These are connections where multiple customers are brought together to benefit from shared connection costs and shared assets to maximise the amount of generation connected in any part of our network
Contestable	Contestable work is defined as work 'off the system' which can be completed by ourselves or an ICP of your choice
CRAM	Connection Registration and Management, this was a legacy IT system utilised to manage CIC enquires where a Lloyds accredited ICP of your choice was being employed to complete the contestable works
CRM	Under our SPEN brand name of Athos, CRM is our new Customer Relationship Management system which will help us better serve our customers
Customer	A customer is defined as someone who is or has applied for a connection to our network
Customer Surgeries	These are held monthly for any customers who wished to discuss a project with us at any time in the process
DG	Distributed Generation; this is the connection of generation to any point of the distribution system, from 230V up to 33,000V in Scotland or 132,000V in England & Wales
DGHV	A relevant market segment defined as; Any Connection Activities (DG) involving work at high voltage or above
DGLV	A relevant market segment defined as; low voltage Connection Activities (DG) involving only low voltage work
Dual Offers	These are formal offers which facilitate the acceptance of either the full works or just the non-contestable works, with the contestable works completed by a Lloyds accredited ICP of your choice
ENFG	Energy Networks Futures Group
Feasibility Study	A feasibility study is a chargeable service to run a number of network models and advise what capacity is available where on parts of our network. This does not facilitate a connection offer, and does not carry any contractual link to a formal connection offer
Formal Connection Offer	A formal Connection offer facilitates a contract between us and the applicant to accept our offer and progress the construction works associated with the connection
GRP Enclosures	'Glass Reinforced Plastic' enclosures. Our traditional solution for a substation which requires a battery set is a brick building. GRP solutions utilise glass reinforced plastic technologies (GRP) to provide substation enclosures that can provide similar environments to brick-built substations
Heat-maps	These are maps of our HV network, colour coded based on the available capacity on any given circuit
ICP	Independent Connection Provider; a third party accredited by Lloyds register to undertake contestable works
Joining	Joining a is a method of connecting two sections of cable together
Load management device	These are devices which seek to manage the local demand alongside any generator, essentially restricting export to our network
Market Segment	This is the regulatory terminology which defines DGLV and DGHV
Metering	This is the mechanism for settlement to ensure your generation receives the correct rates for your tariff and is a key part of the balancing and settling arrangements, which are laid down in the Balancing and Settlement Code (BSC), and is administered by ELEXON
NGET	National Grid Electricity Transmission Plc
Non-Contestable	Non-contestable work is defined as work 'on the system', which can only be completed by ourselves
On-site	On-site works are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates
Quote +	Quote+ is a new product which we are currently trialling, which provides options for our customers quickly whilst maintaining queue position
RaAdAR	Register of Adopted Asset Requests; this is our current IT system utilised to manage CIC enquires where a Lloyds accredited ICP of your choice is being employed to complete the contestable works
Substation	A part of our network where DG is connected and we transfer power across boundaries, either by voltage level or a customer's point of common coupling
Wayleaves	This is the process which secures the legal right for apparatus to be installed in any given location and secures the connection to your site for a defined period of time

