

SP Energy Networks DG Work Plan



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RenewableUK Issues	RenewableUK Suggestions	Proposed Approach	SP Energy Networks High Level Plan		RAG Status	Q4 2013 (Oct-Dec)	Q1 2014 (Jan-Mar)	Q2 2014 (Apr-Jun)	Q3 2014 (Jul-Sep)	Comments - Progress Made to Date (December 2013)	
1.0 Customer Service	1.1 Monitor Customer Satisfaction	Collaborative with other DNO's	1.1.1	Engage with other DNO's to agree a common approach to survey and monitor Customer Satisfaction	COMPLETE					COMPLETE	
		Collaborative with other DNO's	1.1.2	Establish contents of survey and agree format and timescales with other DNO's	COMPLETE					COMPLETE	
		Collaborative with other DNO's	1.1.3	Conduct surveys, review results and formulate an action plan to implement any findings			Revised Target			On track	
		DNO Specific	1.1.4	Communicate the results and implementation plan with Customers and Stakeholders				Revised Target		On track	
		DNO Specific	1.1.5	Periodically refresh the survey if and when deemed appropriate				Revised Target		On track	
	1.2 Checklist of What Customers can Expect	DNO Specific	1.2.1	Publish the Guidance Leaflet - Our Connections Process Explained - onto SPEN website and issue at Customer Surgeries and Forums	COMPLETE					COMPLETE	
		DNO Specific	1.2.2	Develop a Guidance Leaflet explaining Our Enquiry Application Detail Requirements and publish on SPEN website and issue at any future Customer Surgeries / Forums	COMPLETE					COMPLETE	
		Collaborative with other DNO's	1.2.3	Engage with other DNO's to establish a common approach for all Customer Enquiries	COMPLETE					COMPLETE	
		DNO Specific	1.2.4	Refresh and update our information for Customers as and when required from the results of any Customer Feedback from 1.1.3 above					Revised Target	On track	
	1.3 Account Managers	DNO Specific	1.3.1	Appoint Account Managers to establish contact with the Customer upon receipt of a new enquiry and discuss the actual requirements and timescales for each enquiry.	COMPLETE					COMPLETE	
	1.4 Recruitment of Non-Technical Support	DNO Specific	1.4.1	Conduct workload review to ensure adequate resource levels for all aspects of the quotation process	COMPLETE					COMPLETE	
		DNO Specific	1.4.2	Develop additional support functions that can be utilised as required, e.g. ad hoc wayleave and civil resource support to peak lop workload during busy periods.	COMPLETE					COMPLETE	
	2.0 Application Process	2.1 Iterative Process	DNO Specific	2.1.1	Review SPEN's existing Feasibility Study product and consider how it might be enhanced to better meet customer requirements. Consult with Customers and Stakeholders.	COMPLETE					Our 'Quote +' proposal has been well received from our stakeholders and many of our existing customers with the vast majority providing very positive feedback; the process as developed will be implemented from 13th January 2014; link provided below http://www.spenergynetworks.co.uk/userfiles/file/Feasibility_Study_Proposal.pdf
			DNO Specific	2.1.2	Communicate to all Customers and Stakeholders revisions to SPEN's Feasibility Study product and associated processes.						As above
Collaborative with other DNO's			2.1.3	Continue to progress our engagement with other DNOs to progress the business case for approval of assessment and design fees.						Meeting held with DECC in October 2013; further work required to develop 'compelling case' for DECC to consider; DNO, stakeholder and customer workshops to be held early in 2014	
2.2 Database of Turbine Specifications		Collaborative with other DNO's	2.2.1	Develop a national database of all turbine specifications for all Customers within UK	COMPLETE					Information fed into ENA to support work in this area	
2.3 Options for Extension of validity		Collaborative with other DNO's	2.3.1	Continue engagement with other DNOs and progress changes to the Connection Charging Methodology Statement to take account of impact of interactivity.	COMPLETE					COMPLETE	

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2.0	Application Process Continued	2.3	Options for Extension of validity continued	DNO Specific	2.3.2	Develop clearer guidance on SPEN Policy on Extensions to Validity and communicate to Customers and Stakeholders	COMPLETE				COMPLETE	
		2.4	Contestable Works part of Same Application	Collaborative with other DNO's	2.4.1	Engage with other DNOs to consider revisions to ENA common application for connection to enable dual application requests	COMPLETE				COMPLETE	
				DNO Specific	2.4.2	Give consideration as to what additional information could be provided within licensed quotation letters to provide greater clarity of contestable activities			Develop 11kV Dual Offer & Consult	Review Consultation & Implement 11kV Dual Offer		The 33kV dual offer template has been in use for 3 months now; it has been generally well received from our customers; in Q1 of 2014 an 11kV dual offer template will be developed and issued for consultation to our customers and stakeholders; if successful, SPEN will seek to implement this in Q2
3.0	Information Provision	3.1	Information on HV Network, Voltage Issues and Plans	DNO Specific	3.1.1	Introduction of detailed heat maps onto SPEN website		SPD Published	SPM Published		33kV Heat Maps Published	SPD heat maps complete September 2013; SPM heat maps available on the SPEN website from 13th January 2014; 33kV heat maps will be available by Qtr 3 2014; See attached link: http://www.spenergynetworks.co.uk/pages/connection_opportunities.asp
				DNO Specific	3.1.2	Development of 11kV GIS plans to show all load and generation related issues per circuit			Revised Target			Excellent progress made to date; draft of the 11kV GIS plans will be available for comment on SPEN website by end of Qtr 2 2014.
				DNO Specific	3.1.3	Development of a database to monitor and review all generation enquiries and connections	COMPLETE					COMPLETE
				DNO Specific	3.1.4	Ongoing communication with Local Authorities regarding load and generation capacity availability	COMPLETE					COMPLETE
4.0	Technical	4.1	Innovation Collation and Rollout	Collaborative with other DNO's	4.1.1	Development of Power Networks Demonstration Centre (PNDC) with partners University of Strathclyde, SSE and Scottish Enterprise)	COMPLETE					A series of demonstrations modules identified for trialing new technology covering a variety of topics is planned for the new year. For each module e.g. Demand Side Response, key business contacts have been identified to deliver those works from each PNDC project partner with PNDC staff tasked with producing learning from each trial
				DNO Specific	4.1.2	Continuation of the existing Dynamic Thermal Rating (DTR) trial on 132kV network in North Wales						On track; work continues to implement the findings into BAU, likely to be into 2015 for Distribution voltages
				DNO Specific	4.1.3	Development of Flexible Networks Project to provide 20% increase in network capacity via flexible network control and dynamic rating of network plant and equipment				Inform & Publish Learnings		This project is moving towards completion with learning gained to be made available by end of Qtr 3 2014
				DNO Specific	4.1.4	Continuation of ARC Project to trial a new connections process in East Lothian and the Borders of Scotland						Excellent progress to date; additional equipment installed at Dunbar GSP during Qtr 4 2013; on site testing due to commence in Qtr 1 2014
				Collaborative with other DNO's	4.1.5	Continue to work with other DNO's to consider other suitable projects under IFI and LCNF criteria	COMPLETE					COMPLETE
		4.2	Safeguard against Unnecessary Works	Collaborative with other DNO's	4.2.1	Continue the relationship with generator and renewable developers to improve new product availability	COMPLETE				COMPLETE	
				Collaborative with other DNO's	4.2.2	Continue the significant stakeholder engagement to ensure all parties are working towards increased capacity	COMPLETE				COMPLETE	
				DNO Specific	4.2.3	Development of non-firm connections to enable less costly connections	COMPLETE				Progress good to date; key dependency is grid constraints. Positive engagement has been held with Grid to develop suitable commercial arrangements that will permit embedded generation to connect ahead of grid reinforcement	
		4.3	Consistency in Standards interpretation	Collaborative with other DNO's	4.3.1	Continue to trial and develop the use of AVR's to enable further network capacity, and review the findings with other DNO's to share learning points of AVR technology		Publish Policy				AVRS are used in SPEN, with a number installed to date and others planned within the contracted project pipeline. SPEN will consider the use of an AVR as part of the design solution for DG customers, where appropriate and in-line with minimum scheme commitments; this policy was communicated at the most recent DG Technical Forum
				Collaborative with other DNO's	4.3.2	Actively participate in any new opportunities or trials to improve technology within the LCNF arena and develop further links with other DNO's and stakeholders	COMPLETE				COMPLETE	
		4.4	Use of Legacy Projects and Strategic Developments	DNO Specific	4.4.1	Publish details on significant projects and innovative ideas on SPEN website	COMPLETE					Update on all projects available on SPEN LCNF website: http://www.spenergynetworks.co.uk/innovation/
				DNO Specific	4.4.2	Present at the Annual ENA LCNF conference	COMPLETE					COMPLETE
				Collaborative with other DNO's	4.4.3	Actively engage with other DNO's and Stakeholders to ensure any developments and benefit is experienced at a national level	COMPLETE					COMPLETE

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5.0	Charging	5.1	Fair Deposit	DNO Specific	5.1.1	Continue review of payment terms upon acceptance		Current Target	Revised Target		Remains in progress; continue to assess the trade-off between lower 'deposits' and 'capacity banking'	
		5.2	Itemised Breakdown of Costs, including Contestable Charges	DNO Specific	5.2.1	Continue efforts to provide optimum breakdown of charges within quotations enabling customers to better understand make-up of connection charge.			Target		On track; full breakdown of costs available upon request; IT project reviewing the viability of automated cost breakdown to be included in all quotation for Qtr 2 2014	
				DNO Specific	5.2.2	Continue efforts to provide optimum clarity and detail of cost apportionment (where applicable) and associated works, proactively including notification of information requirements under Electricity	COMPLETE					COMPLETE
6.0	Choice	6.1	Address Barriers to Competition	DNO Specific	6.1.1	Continue engagement with customers and stakeholders to understand better perceived barriers and to improve understanding more generally of SPEN processes and options available to customers wishing to	COMPLETE				COMPLETE	
				DNO Specific	6.1.2	Review design approval requirements for generation enquiries.			Publish			Internal SPEN Distributed Generation Design Policy Document published; brief explanation of key points to be published on SPEN website by end of Jan 2014.
				Collaborative with other DNO's	6.1.3	Work collaboratively with other DNO's to ensure fair competition for DG Customers	COMPLETE					COMPLETE
7.0	Feedback	7.1	Risk-free Appeals Process	DNO Specific	7.1.1	Document SPEN Appeals Process and review with Customers and Stakeholders			Consult	Review Process		Further discussion with DG Stakeholders proposed at the next DG-DNO Working Group in February 2014. Further comment can be made using our complaints procedure at the attached link: www.spenergynetworks.co.uk/pages/complaints_procedure.asp
				Collaborative with other DNO's	7.1.2	Engage with other DNO's to discuss a common approach at national level	COMPLETE					COMPLETE
				DNO Specific	7.1.3	Formally communicate to all Customers and Stakeholders the SPEN Appeals Process				Revised Target		Revised Target for Qtr 2 2014 when 7.1.1 above completed
		7.2	Customer Feedback Seminars	DNO Specific	7.2.1	Continue with SPEN Customer Surgeries and DG Forums	COMPLETE					COMPLETE
				DNO Specific	7.2.2	Produce a detailed Communication Plan per Customer Group	COMPLETE					COMPLETE
				Collaborative with other DNO's	7.2.3	Hold National and Regional sessions with other DNO's	COMPLETE					COMPLETE
				DNO Specific	7.2.4	Develop an Application Tracking System to improve updates on each project					Target	IT project underway to develop a project tracking system for customers (where appropriate, through contact, quote, acceptance and delivery)
				DNO Specific	7.2.5	Continue with Local Authority interaction to review ongoing capacity issues	COMPLETE					COMPLETE
				Collaborative with other DNO's	7.2.5	Develop any appropriate initiatives or innovation suggestions from Customers	COMPLETE					COMPLETE
		7.3	Issues Log - also to capture new issues	Collaborative with other DNO's	7.3.1	Document Regional and National Issues	COMPLETE					COMPLETE
				Collaborative with other DNO's	7.3.2	DNO workplan to rationalise issues	COMPLETE					COMPLETE
				Collaborative with other DNO's	7.3.3	Review and resolve issues jointly as a DNO Group	COMPLETE					COMPLETE
				Collaborative with other DNO's	7.3.4	Communicate Implementation Plan and Results to Customers				Revised Target		This will be considered in the 2014 DG Workplan and communicated via Customer Surgeries and on SPEN website.
Collaborative with other DNO's	7.3.5			Development of a National DNO Technical Forum	COMPLETE					COMPLETE		
Collaborative with other DNO's	7.3.6			Reasonable securities for transmission works under new CMP 192 regime						Discussions ongoing with National Grid regarding the current securities passed through to the Customer. Findings, impact and any subsequent changes not yet understood		