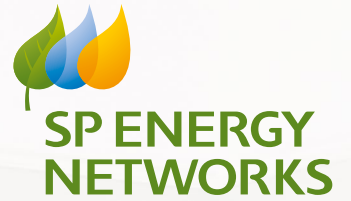


Making Connections

Our Major Connections Engagement Strategy, Workplan and Performance Outputs



Incentive on Connections Engagement (ICE) Ofgem Submission
2022 – 2023



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Introduction from our CEO, Frank Mitchell

Welcome to the SP Energy Networks 2022/23 ICE Report.

I'm proud to publish our 2022/23 ICE Plan showcasing the breadth of ongoing engagement activity we have with our customers and stakeholders across the connections marketplace.

Our role as a Distribution Network Operator is becoming even more central to our customers and stakeholders as they seek to rapidly decarbonise generation, transport and heat systems, and we are dedicated to supporting our connections customers to facilitate delivery of their projects.

As the only DNO that manages licence areas in Scotland, England and Wales, we are acutely aware of the challenges and opportunities this electrified future will bring for our communities across both our licence areas, SP Distribution and SP Manweb. We are committed to helping our customers and stakeholders understand the ever changing new technologies available and helping to facilitate quicker, more efficient connections for our diverse customer base.

Engaging with customers and stakeholders is at the forefront of everything we do as a business, and I truly believe the needs of our connections customers are embedded into every decision we make at SP Energy Networks.

We know that decarbonisation of the transport sector will be a critical part of the Net Zero journey, as it is a major contributor to the overall carbon footprint of the UK.



Many of our customers and stakeholders are now making the switch to low or zero emissions vehicles for both personal and commercial use, and we are essential players in this transition, no matter the technology chosen. All alternative, low emission transport options – whether electricity or hydrogen focused – will create a significant increase in demand on the electricity network, which we must prepare for. To support that transition we continue to deliver a number of improvements to our processes and new initiatives designed to make customer journeys smooth and effective.

We have recently published guidance documentation to support our industrial and commercial customers on how they can work with us to deliver their low carbon ambitions. This guidance has been designed to help identify the most effective connection solution, and also provide an overview of our engagement, design and connections processes.

Our Project Charge initiative details the progress we have made in providing a wide range of solutions to enable greater deployment of public electric vehicle chargepoints. Our ConnectMore Interactive Maps launched in 2022 have been developed to facilitate the provision of flexible connections dedicated to public charging infrastructure. We are now committed to broadening this innovative information system to develop a wider Demand Self Service Design Tool to provide budget estimates and optioneering facilities for all demand customers interested in connecting to our network, including heat pumps and other low carbon technologies in addition to the electric vehicles facility the existing tool supports.

Another critical challenge for SP Energy Networks is the decarbonisation of heat. We see a real opportunity to both minimise the need for upgrading the network whilst reducing domestic reliance on fossil fuels for heating, to exploring the use of hydrogen and electrification solutions to enable cost effective rail travel.

SP Energy Networks have also committed to finding new ways to re-use or re-cycle assets with other industries to reduce waste sent to landfill, and are building on our past innovation project successes by looking at how we can use Distributed Energy Resources (such as solar PV or battery storage) as a proactive means of enhancing the stability of the electricity network.

Our quarterly Preparing for Net Zero Conferences will be used to disseminate the progress and learnings from these innovation projects to help our connections customers understand the opportunities that are becoming available within our industry during these exciting times.

There is no doubt that the move to Net Zero is intensifying and the impact on the volume of connection applications will be significant. Our engagement events moving forward will update customers on the work being undertaken to ready ourselves for that future.

As mentioned previously, I am extremely proud that our business is at the forefront of new technology to help our connections customers have quicker, more efficient access to our electricity network, and I look forward to sharing more details of these improvements throughout the year.

Frank Mitchell, CEO of SP Energy Networks

Our Stakeholder Engagement Strategy

We first implemented a dedicated stakeholder engagement strategy in 2013 and since then have made significant changes, through improvements and a desire to continuously evolve. Our strategy is driven by our CEO and Executive Team, supported by

the central Stakeholder Engagement Team and embedded across our entire organisation, regardless of the engagement topic. It shows our commitment to the AccountAbility AA1000 principles for stakeholder engagement and is composed of four key parts.



1. Our Mission Statement

"Our engagement places our stakeholders and customers at the centre of what we do. With a tailored and locally focused approach, we will prioritise their needs and preferences in a consistent manner across our business. We will deliver safe, reliable services, sustainable value, and a better future, quicker."

2. Our Principles of engagement

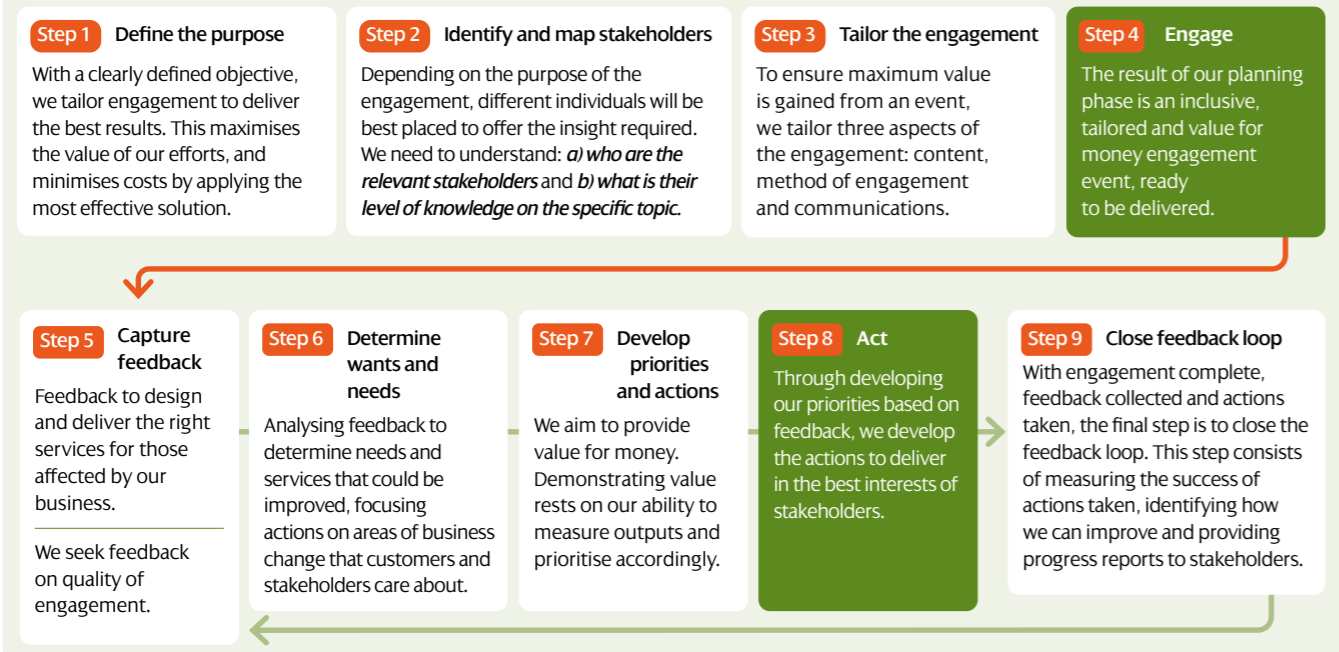
Engagement principle	
Inclusive	We engage all customers and stakeholders impacted through our work, with a specific focus to ensure those who may be hard to reach are given a voice.
Authentic	Our engagement works to understand the significant issues affecting our customers and stakeholders, before acting on them in a meaningful way.
Tailored	Our approach is designed to make sure each initiative is planned and delivered in the most appropriate way for the specific purpose and stakeholders in question.
Innovative	We aim to better our approach each year, continually looking for new methods to improve how we engage with our customers and stakeholders to best deliver against their needs.
Value for money	An inherent focus to prioritise high value/low cost activities, aiming to maximise the overall customer benefit.

3. Our approach to engagement

Our nine step approach to engagement provides our teams with a roadmap to follow when carrying out all phases of engagement to ensure a consistent approach across our organisation.

This drives consistency and helps us understand the needs and preferences of our customers and stakeholders before acting on them in a meaningful way.

Key steps of our strategy to deliver meaningful engagement



4. Supporting Tools and Processes

To support efficient delivery of our stakeholder engagement strategy, we use multiple tools and processes to support our teams with every aspect of engagement activities. These include:

- Tractivity stakeholder database, event planner and survey tool
- Stakeholder engagement toolkit
- Strategic topic engagement plans
- Social return on investment (SROI) measurement tool
- Interactive engagement systems, MS Teams, Zoom, Slido, Mentimeter

These tools provide consistency of approach and ensure our strategy is embedded across the business.

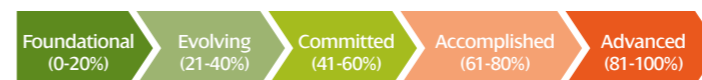
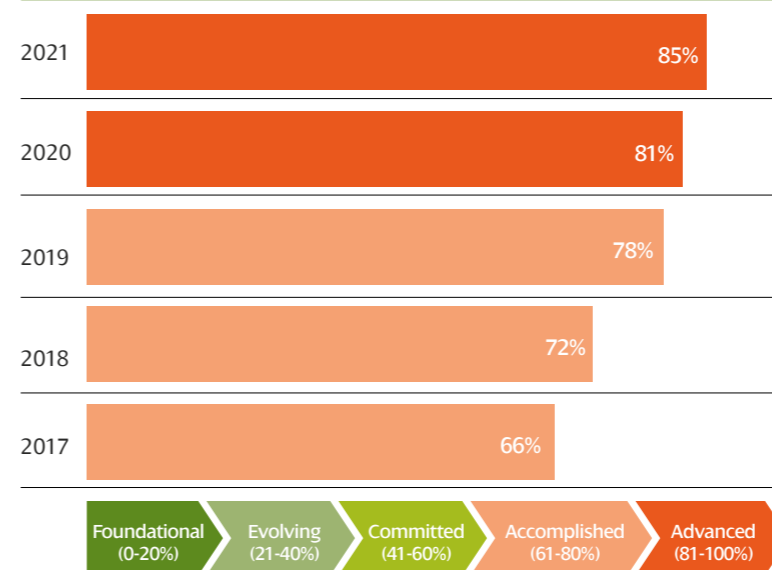
External accreditation on our stakeholder engagement strategy

To ensure our strategy continues to be fit for purpose, we enlist AccountAbility to conduct a full health check audit of our engagement strategy and processes. The standard is an internationally accepted, principles-based framework designed to enable organisations to respond to stakeholders in a comprehensive and balanced way to material issues, impacts and opportunities. The audit takes for of a quantitative assessment to inform our decision making and drive improvements in stakeholder engagement performance - identifying strengths and gaps of engagement practices.

Last year, we created a set of over 70 robust actions as a result of each recommendation derived through our annual audit. The resulting impact has continued to drive our programme of continual improvement in stakeholder engagement to deliver quality engagement across our entire business.

This year, we're extremely proud to announce we remain to be one of the top scoring utilities for our AccountAbility healthcheck, with a score of 85%, a 19% improvement since our first healthcheck in 2018. We're not only one of the top scoring utilities for stakeholder engagement, but one of the top 10% of companies assessed globally, spanning multiple industries.

AccountAbility Healthcheck Progress



Maturity Ladder

Tailored Connections Engagement Planning

Staying true to our Core Stakeholder Engagement Strategy, we listen to what our customers and stakeholders are telling us and develop actions with measures in areas that matter to them most.

We extend an open door policy, regularly meeting with customers and stakeholders to assist with individual projects, on an as and when required basis. In addition to this, we host a wide range of engagement events which are published on our website and issue invitations to all relevant stakeholders. At SP Energy Networks we value the feedback we receive on how we can further improve our service.

Those interested in providing their views can register as a stakeholder using the link below.

Register as a stakeholder: spenergynetworks.co.uk/register

Based on what you tell us you are interested in when you register as a stakeholder - we will invite you to a range of engagement opportunities such as workshops, conferences, meetings and consultations.

We will continue to shape our engagement to our stakeholder requirements and we would like to encourage all stakeholders to provide updates on the engagement we provide to ensure we fully provide any improvements necessary

Our Connections Engagement planned in 2022/23

Having successfully hosted our events virtually throughout the COVID-19 pandemic, we have received positive feedback on the benefits of flexibility and efficiency for our customers, which has resulted in an increased attendance at our engagement events. With this in mind, we will continue our important engagement activities in this format for the foreseeable future.

We recently trialled a hybrid model of engagement for our smaller, more localised events, with both virtual and face-to-face engagement options, which again was well received by our stakeholders. We will work to provide a hybrid model of engagement for future events as and when appropriate.

Our stakeholders continue to provide positive feedback on the extent and range of our engagements, and we are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders. We are proud of the range and depth of engagement we provide, and we are always keen to hear our stakeholders views on how we can improve the engagement we offer.

Please contact us at gettingconnectedupdates@spenergynetworks.co.uk if you have any suggestions on how we can improve the engagement we currently provide.

Dates for the diary in 2022/23:

15/06/22
Preparing for Net Zero Conference

29/06/22
Connections Stakeholder Panel

03/08/22
Customer Contact Focus Group

17/08/22
RAAdAR Working Group

14/09/22
Preparing for Net Zero Conference

21/09/22
Connections Stakeholder Panel

13/10/22
RAAdAR Working Group

07/12/22
Preparing for Net Zero Conference

14/12/22
Connections Stakeholder Panel

11/01/22
RAAdAR Working Group

23/02/23
ICP Safety Seminar

08/02/23
Customer Contact Focus Group

08/03/23
Preparing for Net Zero Conference

15/03/23
Connections Stakeholder Panel

29/03/23
RAAdAR Working Group



Online Sessions

We are committed to helping our stakeholders and customers understand new policies and procedures as they arise.

We will continue to offer online sessions to engage with stakeholders and provide updates on specific projects when appropriate.

Please contact us and suggest topics you would like to understand more about if you feel there are further subjects you would like us to cover in our online sessions.

Please contact us on gettingconnectedupdates@spenergynetworks.co.uk

Monthly Newsletters

Following feedback from stakeholders we have decided to provide regular updates on the key topics that are important to our stakeholders.

We have revised the format of our monthly newsletter, which now gives a regular update on the SP Energy Networks Drive to Decarbonisation, providing a monthly update on the work we are doing on the following topics:

EV, Heat, DSO/Flexibility, Innovation Projects, Policy Updates, Community Partnerships

Please let us know if you would like a monthly update on any other topics.

Please contact us on gettingconnectedupdates@spenergynetworks.co.uk

Would you like to have your say?

Please help us to engage with you – Register as a Stakeholder and get involved!

In response to positive feedback from customers and stakeholders, we continue to deliver a wide range of activities and engagements to help them liaise with us using their preferred communication channel.

This has led to an increasing provision of information published on our website and at our engagement events, to help our customers and stakeholders interact with us in the most effective and efficient manner for their own individual needs.

We have also increased the amount of information we provide for our registered stakeholders via email communication as many of them find this an efficient way for us to keep them informed.

We value the feedback we receive on how we can further improve our service and those interested in providing their views can register as a stakeholder using the link below.

Register as a stakeholder:
spenergynetworks.co.uk/register

Based on what you tell us you are interested in when you register as a stakeholder - we will invite you to a range of engagement opportunities such as workshops, conferences, meetings and consultations.

We will continue to shape our engagement to our stakeholder requirements and we would like to encourage all stakeholders to provide updates on the engagement we provide to ensure we fully provide any improvements necessary.

Open Door Policy

Due to the ongoing COVID-19 pandemic, we will be continuing our Open Door Policy via telephone or using MS Teams or Zoom.

We are keen to engage with any stakeholder and customer in any way they choose despite the lack of face to face meetings at present.

Please continue to contact our teams in both licence areas using the Areas of Responsibility information at the back of his document, or the Contact Us page of our website, which can be found at:

spenergynetworks.co.uk/contactconnections

Email Communications

We continue to look for new ways to communicate with our stakeholders, and we have increased our email communications to our registered stakeholders during the ongoing COVID-19 pandemic.

Stakeholders have told us that this increased communication has been appreciated, and we plan to deliver further communications in this manner.

Please register as a stakeholder with us if you would like to receive ongoing communications and updates in this format.

Register as a stakeholder:
spenergynetworks.co.uk/register

Please register as a stakeholder with SP Energy Networks so that we can keep you informed on all the improvements we are making.

Website

We have recently updated our SP Energy Networks website to bring the work we do for our major connection customers into a more prominent position on the Getting Connected part of our website.

We plan to make further enhancements to our website over the next 6 months and would welcome feedback to help us shape a platform that is beneficial to all customers and stakeholders.

If you would like to make suggestions for any further improvements you feel would prove beneficial.

Please contact us on gettingconnectedupdates@spenergynetworks.co.uk



Looking Back at our Connections Engagement in 2021/22

We increased our engagement activity in 2021/22, and we will continue to provide further levels of support for our customers as connections activity rises during the transition to net zero.

Over
23,000
invites issued for customers to engage

Over
16,000
direct correspondence on specific actions delivered

12
Preparing for Net Zero newsletters published and issued to over 2,000 registered stakeholders

Over
280
organisations given the opportunity to engage

Over
240
customer meetings held with engineers and project managers

Members of
16
Local Government Strategic Boards and Partnerships

24
Net Zero Local Authorities Partnerships

7
virtual webinars delivered

6
Stakeholder Panels delivered

4
Preparing for Net Zero Conferences delivered

We are proud to have recently published our Network Development Plan (NDP)

Sharing data is key to the efficiency of the energy system as we decarbonise to Net Zero.

The primary objective of our NDP is to provide information on available network capacity to accommodate demand and generation growth, and identify interventions we plan to make which will increase network capacity (such as flexibility use and reinforcement).

We already publish our network planning and development documents included in the Energy Data Hub shown overleaf.

In particular, the Long Term Development Statement (LTDS) and our Distribution Future Energy Scenarios (DFES) provide information and forecasts of our existing network and the availability of capacity in the short and long term respectively.

The aim of our new NDP is to bridge this gap providing a medium term outlook to our stakeholders. It provides details on available network capacity to accommodate future demand and generation growth, as well as our planned interventions which increase network capacity.

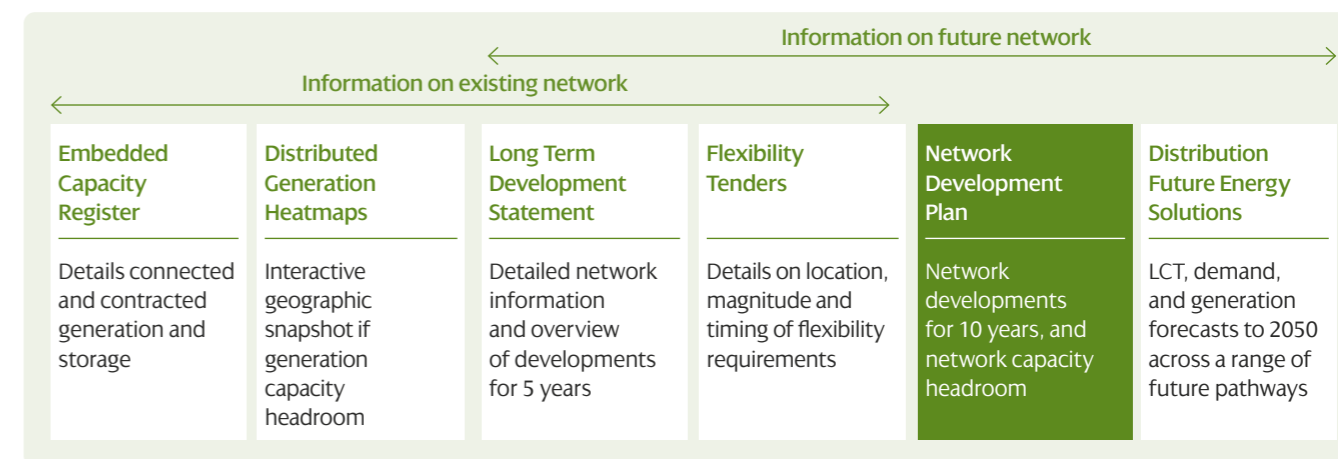
Publishing our NDP is just one measure we're taking to increase the transparency of how we plan and operate our distribution network, and is aligned with our approach of sharing an increasing range of network data with stakeholders.

We work closely with all Local Government bodies and Local Authorities in both our licence areas to support development of their Local Area Energy Plans, improving understanding of existing network capacity and supporting alignment of development plans.

The information included in our NDP will further this understanding of network capacity and facilitate future planning for all our customers.

Our Network Development Plan (NDP) can be found at:
spenergynetworks.co.uk/NDP

How our NDP fits in with other data provision



Other ongoing data provision includes:
Distribution Future Energy Scenario Forecasts – these are forecasts for key customer demand and generation metrics up until 2050. We develop these considering a range of sources, including UK and devolved government targets and other industry forecasts. Given the uncertainties out to 2050, we create forecasts for multiple energy scenarios. These scenarios represent differing levels of customer ambition, government and policy support, economic growth, and technology development. Our stakeholders review our forecasts and we make changes based on their well-justified feedback. We will update our DFES annually.

Long Term Development Statement – these statements contain a range of information on our 132kV, 33kV, and 11kV network. This includes network asset technical data, network configuration, geographic plans, fault level information, demand and generation levels, and planned works. This information helps customers identify opportunities and carry out high level assessments of the capability of the network to accommodate new demand and generation. A main update is published every November with a minor update every May.

Embedded Capacity Register – previously known as the System Wide Resource Register, this provides information on generation and storage resources (≥1MW) that are connected, or accepted to connect, to our distribution network. It is updated on the 10th working day of each month.

Distributed Generation Heatmaps – these provide a geographic view of where there is available network capacity to accommodate new generation.

Tenders – we tender for flexibility for all viable network constraints. When we run tenders we publish information on the location, magnitude, and duration of the constraint. In some cases we will also send ceiling price information.

Further detail on all of the information available for our connections customers can be found overleaf.

Helping our Customers Prepare for Net Zero

Our Energy Data Hub has been created to house all data that SP Energy Networks currently shares openly in the public domain.

The purpose of having an open data platform is to share data to open up opportunities for future development including innovation, optimisation and decarbonisation. This may be of interest to a number of parties: customers who may want to locate EV charging points, flexibility providers who may be interested in local capacity and potential for development, and anyone interested in SP Energy Networks' long term development statement and data-oriented strategies.

Our Energy Data Hub can be found at: spenergynetworks.co.uk/energy_data_hub

This may be of interest to a number of parties: customers who may want to locate EV charging points, flexibility providers who may be interested in local capacity and potential for development, and anyone interested in SP Energy Networks' long-term development statement and data-oriented strategies.

Facilitating Low Carbon Technology onto our Network

ADMD (After Diversity Maximum Demand) Calculator

This calculator has been designed to help our customers better estimate the required loads from housing developments, both new and existing, in terms of After Diversity Maximum Demand (ADMD). One of the key benefits of the tool is allowing customers to incorporate the effects of major LCTs from the "home of the future". These being Electric Vehicle (EV) chargers and low carbon forms of heating.

This ADMD figure drives the amount of capacity required and should make the quotation process for required works easier and more accurate.

Our ADMD Calculator can be found at: spenergynetworks.co.uk/admdcalculator

ConnectMore Interactive Map

The ConnectMore Interactive Map relates to the electrical network within the SP Manweb plc licence area (Merseyside, Cheshire, North Shropshire and North & Mid Wales).

The ConnectMore Interactive Map application will provide an indication of the potential Electric Vehicle (EV) charging demand (EV Charging Demand) and high voltage (HV) and low voltage (LV) network capacity (Electricity Network Capacity).

Our ConnectMore Interactive Map can be found at: spenergynetworks.co.uk/connectmore

Mapping Data

Access to our Distributed Generation Heat Maps, Utility Map Viewer, and Flexibility Requirements can be found at: spenergynetworks.co.uk/mapping_data

SPEN Distributed Generation (DG) Heatmaps If you are thinking about installing a new generator to export electricity onto the SPEN distribution network, it will need to be connected to our network either through your existing supply or through a new electricity connection.

We have a series of heatmaps available on our website that will give you an indication of the network's capability and a better understanding of potential opportunities to connect your generator to the electricity network.

Our SPEN DG Heat Maps can be found at: spenergynetworks.co.uk/heatmaps

SPEN Utility Map Viewer

We provide free online access to our network records information on our Geographical Information System (GIS), through our Utility Map Viewer (UMV) system.

This access is available to companies, local authorities, councils and similar organisations through a web portal on an as-requested basis and can be found at: spenergynetworks.co.uk/utility_map_viewer

We can also provide 'kmz' files of our network records information that customers can load onto their own Geographical Information System.

Please email: gettingconnectedupdates@spenergynetworks.co.uk if you would like access to these 'kmz' files.

SPEN Flexibility Requirements

To meet our evolving customer needs, we are developing smarter, more flexible network solutions to help mitigate the need for traditional reinforcement and reduce costs for our customers.

We recognise that resources connected to our networks could provide services to assist in key areas that have specific challenges during periods of network constraint.

So, we are exploring markets for flexibility with new and existing customers who are able and willing to control how much they generate or who can control their demand.

Customers can find more information relating to the procurement of Flexibility Services, including our tenders, our current methodologies to select locations and how we value them, plus our contractual documentation on the following link: spenergynetworks.co.uk/flexibility

Strategic Documentation

Access to our Long Term Development Statement and Distribution Future Energy Scenarios can be found at: spenergynetworks.co.uk/strategic_documentation

SPEN Long Term Development Statement

This helps existing and future users of our network identify and assess opportunities for making new or additional use of our distribution systems.

We have provided an overview of the design and operation of the network for both of our licence areas, SP Distribution and SP Manweb.

For access to the SPEN Long Term Development Statements requires customers to register for the information in order to ensure our customers are viewing the most up to date version of the statements.

We have also provided summary statements for both our licence areas.

Access to the full registration form and/or to download the summary statements, please use the following link on the SPEN website: spenergynetworks.co.uk/LTDS

SPEN Distribution Future Energy Scenarios

The energy landscape is changing fast as the way our customers and communities generate, consume, and interact with energy evolves. Our role is to plan our distribution networks to facilitate their decarbonisation objectives and choices, and to enable their journey to Net Zero.

To achieve this, we need to forecast and understand our customers' changing electricity requirements – this is the purpose of our Distribution Future Energy Scenarios (DFES) forecasts.

Given the uncertainty and ever-changing policy landscape in which we operate, we have created forecasts for four scenarios, which reflect differing levels of consumer ambition, government/policy support, economic growth and technology development.

Following the publication of our initial DFES forecasts in June 2020, we engaged with a wide range of our stakeholders. We are grateful for the feedback received and look forward to continuing to engage with you and hear your insights. Such feedback is vital to ensuring that our forecasts reflect the plans and ambitions of the local communities we serve.

Our November 2021 updates describe how electricity generation and demand may evolve in our SP Distribution and SP Manweb regions over the next 30 years.

The SPEN Distribution Future Energy Scenarios for both our SPD and SPM licence areas can be found at: spenergynetworks.co.uk/dfes

Asset Data

Access to our Embedded Capacity Register and Transformer Loadings Register can be found at: spenergynetworks.co.uk/asset_data

SPEN Embedded Capacity Register

SPEN Embedded Capacity Register (formerly the System Wide Resource Register). This register has been developed to provide better information to electricity network stakeholders on connected resources and network services.

The register implements an industry agreed format which has been developed through the Energy Networks Association Open Networks project and has been adopted by all Distribution Network Operators (DNOs). It provides information on generation and storage resources ($\geq 1\text{MW}$) that are connected, or accepted to connect, to SP Energy Network's distribution network and is updated on the 10th working day of each month.

SPEN Embedded Capacity Register can be found on the SPEN website using the following link: spenergynetworks.co.uk/capacity_register

SPEN Transformer Loadings Register

To facilitate the self-determination of POCs or for customers to simply complete their own optioneering analysis prior to formal application, SP Energy Networks has made the information on transformer loading available for our customers and stakeholders.

The transformer loadings for both our SPD and SPM licence areas can be found at: spenergynetworks.co.uk/transformer_loadings



Looking Forward Report - the actions we will be completing in 2022/23

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
1 Policy Guidance	<p>We continue to receive positive feedback about the information provided through our polices and standards, which enables our customers to better understand the technical requirements for connecting their projects to our network.</p> <p>We remain committed to facilitating this deeper understanding of our policies and procedures to enable quicker, more efficient connections, so we have continued our Policy Guidance Action into 2022/23 and will be providing further support and policy guidance for our customers.</p>	1.1	<p>We will update policy documentation for any relevant industry changes and revise SP Energy Networks' specifications as required to ensure these remain up to date.</p> <p>We will produce supporting information and training material where required. This will be issued to all registered stakeholders and published on our website.</p>	<p>4 updated policy documents published on SPEN website.</p> <p>4 website publication details emailed to registered stakeholders.</p> <p>4 policy updates discussed at 4 Preparing for Net Zero Conferences.</p> <p>Training documentation, where applicable, published on SPEN website.</p> <p>Training documentation, where applicable, emailed to SPEN registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"We are aware of the web policy document page and have been pointed to this when we required specific technical or policy information and we will continue to use this excellent service in the next critical phase of our project." Malcolm Evans & Gerry Woods, Directors, Banded Holdings Limited</p> <p>"The SPEN policy guidance is easily accessible to locate, the websites are user friendly to navigate through and the guidance documentation is regularly updated, with more efficient policies clearly coming in to play, making the end customer journey easier and more efficient." Gary Heaney, Technical Director Designate, Robertson Living</p>
		1.2	<p>We will provide internal training on new documentation to ALL connections customer-facing staff to enable them to discuss with customers.</p>	<p>Number of connections customer-facing staff trained on policy documentation updates.</p>	<p>Q4</p>	<p>"The Policies and Standards partnerships area is developing so that there is a greater understanding about why we do things in a certain way. This is helping with safety as well as operational and design procedures and is ensuring that the industry is working together." David Overman, Electricity Networks Director, GTC</p>
		1.3	<p>We will continue to offer on-going communication and support to ensure our connections customers fully understand any policy changes and will clarify and feedback to customers as required.</p>	<p>Engineer support available via telephone, email and virtually throughout 2022/23.</p>	<p>Q1 Q2 Q3 Q4</p>	
2 Communication	<p>Our Stakeholders have welcomed our approach to virtual engagements since the beginning of the COVID-19 pandemic, and have appreciated the breadth and depth of engagements we have managed to complete during this period. We will continue our important large scale engagement activities in this format for the foreseeable future.</p> <p>We recently trialled a hybrid version of face-to-face engagement with virtual option if required, and this was well received by stakeholders so we will look to host further small engagements in this format moving forward.</p> <p>We are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders as the drive to net zero continues to increase the reliance on efficient, effective connections to our network, and plans for our new Dedicated Customer Relationship Managers have been well received by our customers.</p>	2.1	<p>We will continue to host our quarterly SPEN Preparing for Net Zero Conferences to help our customers understand how to make connections to our network and detail the improvements we are making as we prepare for the mass uptake of Low Carbon Technology (LCT) and facilitate Net Zero.</p>	<p>4 Preparing for Net Zero Conferences hosted.</p> <p>4 invites issued to all registered stakeholders.</p> <p>4 invites published on SPEN website.</p> <p>4 invites published on SPEN social media.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"The Council has benefited from the design support for the Fife i3 Investment Programme sites. This is a 10 year programme of new services sites and accommodation for businesses. I would recommend the opportunity to work with SPEN specialists continues." Morag Millar, Sustainable Growth & City Deals Programme Manager, Fife Council</p>
		2.2	<p>We will continue to produce a monthly newsletter to give a regular update on the work we are doing to facilitate net zero and to help customers understand the improvements we are implementing to make connections simpler and more efficient.</p>	<p>12 Monthly Newsletters published on SPEN website.</p> <p>12 Monthly Newsletters published on SPEN social media.</p> <p>12 Monthly Newsletters emailed to registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"A simple conversation can quite often save a lot of misunderstanding further down the line and I appreciate that SPEN have an open door policy to help their customers through the connection process." Jody Bullock, Deployment Delivery Manager, BT</p> <p>"We have been working very much at the practical end of finding sustainable, responsible and affordable energy options for communities in Fife, Ayrshire and the Lothians, in particular, and would like to emphasise that SPEN is putting in considerable time and effort at many levels to: improve access to energy data, including data about its infrastructure; collaborate across communities, in order to, both, quantify need and find reliable, low CO₂ solutions; work with competing/complementary sources of energy provision, taking a thoughtful and holistic approach; introduce customers and stakeholder to each other, in order to avoid duplication and speed progress, especially with regard to demonstrator projects and getting the required data on which policy and personal and corporate investment decisions can be made." Moya Crawford, Managing Director, D'Arcy Thompson Simulator Centre Ltd, University of St Andrews</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
		2.3	We will publish our SPEN Customer Surgery opportunities at our quarterly Preparing for Net Zero Conferences, on our website and social media to promote the services we provide to support our customers whilst making an application to our network.	Customer Surgeries promoted at 4 Preparing for Net Zero Conferences. 12 Customer Surgery opportunities published on SPEN website. 12 Customer Surgery opportunities published on SPEN social media. 12 Customer Surgery opportunities emailed to registered stakeholders.	Q1 Q2 Q3 Q4	"We support this method and associated measures as we have found that communication (with the appropriate person) can be difficult to pin point. This is often time consuming for ourselves and the DNO. With a dedicated customer relationship manager we can quickly be pointed in the correct direction so that the enquiry can be resolved asap." Jonathan Field, Managing Director, Thermaco Energy Limited
		2.4	We will appoint Dedicated Customer Relationship Managers to support customers throughout the connections process. We will publish the contact details for these Dedicated Customer Relationship Managers at our quarterly Preparing for Net Zero Conferences, on our website and social media to promote the services we provide to support our customers whilst making an application to our network.	2 Dedicated Customer Relationship Managers appointed. Dedicated Customer Relationship Managers contact details promoted at 4 Preparing for Net Zero Conferences. Dedicated Customer Relationship Managers contact details published on SPEN website. Dedicated Customer Relationship Managers contact details published on SPEN social media. Dedicated Customer Relationship Managers contact details emailed to registered stakeholders.	Q1 Q2 Q3 Q4	"I have had reoccurring meetings with SPEN over the design template, where designers have gone through the document. I find this format and organisation very useful and I think it will help ICPs across the board to become more efficient with their design submissions. Along with the document, SPEN designers took the time to train and upskill my team and I on certain aspects of their submissions, namely their earthing policies. This was very helpful in aiding us to produce safe and compliant designs efficiently." Jonathan Gilbert, Electrical Design Engineer, National Energy Direct
		3.1	We will continue to investigate any further improvements required to the SPEN website to make connection applications simpler and more interactive for our customers. We will continue to host our 'Customer Engagement Focus Group' to discuss and review any ongoing proposed website modifications prior to publication.	2 Customer Engagement Focus Group sessions completed. 2 invites issued to all registered stakeholders. 2 invites published on SPEN website. 2 invites published on SPEN social media.	Q2 Q4	"We support this Identify app method as appraisals on connections of this type should be quick and so this should allow decisions to be made for multiple connections at different locations easier." Jonathan Field, Managing Director, Thermaco Energy Limited
		3.2	We will deliver quarterly updates on progress of any new website modifications at our quarterly SPEN Preparing for Net Zero Conferences.	4 progress updates completed.	Q1 Q2 Q3 Q4	"The initiative shown with these proposed ICE incentives for 2022/23 are encouraging and shows a greater level of understanding of the wider industry perspective as we head towards the next change in legislation and reducing our overall carbon impact." Stephen Kelso, Group Product Design Manager, Cala Group
3	Our newly formed 'Customer Engagement Focus Group' we developed to better understand our customer's thoughts on our connections application systems and processes. This group has been instrumental in helping us to fully understand our stakeholder needs, and we plan to continue this engagement into 2022/23 as we make further improvements to our website to prepare for the expected increase in connection applications during the transition to net zero. The iIdentify app has received excellent feedback from our customers and the wider industry, and we are proud to be publishing this simpler format of application for our customers.	3.3	We will introduce our Identify App to provide a simpler format of application for EV suppliers and customers looking to connect EV Charging Points (EVCP) to our network.	Identify App published on SPEN website. Identify App published on SPEN Social Media. Publication of Identify App emailed to all registered stakeholders. Identify App promoted at all 4 Preparing for Net Zero Conferences.	Q2	"As always, SPEN exceed in this area through regular check ins via phone or email, to ensure us as the customer is receiving the best possible service and expectations are being met. There are regular customer focus groups held frequently with a wide variety of key personal from different industries, these forums are critical to benefit everyone involved for moving forward and sharing best practices. SPEN are always at the forefront of the customer and from a personal perspective it is excellent to see." Gary Heaney, Technical Director Designate, Robertson Living
		Customer Contact				

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
4 ICP/IDNO Interface	<p>ICPs and IDNOs have told us that our RADAR Working Group is a useful method of highlighting and developing the required improvements to our RADAR application and design system, so we will be continuing to implement this engagement in 2022/23 as we further develop our application system and processes for our ICPs and IDNOs.</p> <p>We will use this Working Group to review all improvements we make to the application process and design / delivery workflow for our customers, as this group has shown positive feedback to other aspects of the connection interface such as the Self Service process, which is another area our ICPs and IDNOs are keen to investigate next steps and enhancements.</p> <p>Our annual ICP/IDNO Safety Seminar continues to be one of the best attended events we host for our customers, so we will be continuing this engagement and providing ICPs and IDNOs the opportunity to collaborate on the future topics for discussion. We greatly appreciate GTC taking the time to co-host this session with SPEN, we welcome their continued involvement and would like to encourage other ICPs and IDNOs to take the opportunity to contribute moving forward if this is of interest to any other parties.</p>	4.1	<p>Following the feedback from our RADAR Working Group sessions during 2021/22, we will implement the suggested improvements to our RADAR application system for ICP's and IDNO's.</p> <p>We will continue to develop the RADAR improvements with our RADAR Working Group to ensure our RADAR users are included in the development, testing and publication of the RADAR upgrade and any associated training material.</p>	<p>Deliver 2 RADAR Improvements.</p> <p>RADAR Training Pack developed and disseminated at 4 RADAR Working Group sessions.</p> <p>Upgraded version of RADAR published to all registered ICP's and IDNO's.</p> <p>RADAR Training Pack published to all registered ICP's and IDNO's.</p>	Q4	<p>"Aptus Utilities welcome and support the initiative to provide a design template for the submission of designs for approval giving the design requirements for the submission pack – we would seek to be involved in any trials to confirm the template covers all aspects required." Brian Cutler, Electrical Design Engineer, Aptus Utilities</p> <p>"I have had reoccurring meetings with SPEN over the design template, where designers have gone through the document. I find this format and organisation very useful and I think it will help ICPs across the board to become more efficient with their design submissions. Along with the document, SPEN designers took the time to train and upskill my team and I on certain aspects of their submissions, namely their earthing policies. This was very helpful in aiding us to produce safe and compliant designs efficiently." Jonathan Gilbert, Electrical Design Engineer, National Energy Direct</p> <p>"The SPEN ICP / IDNO Safety Seminar has proven to be an excellent forum for sharing best practice and helping develop understanding across the industry. A great innovative partnership sponsored by SP Energy Networks across both of its areas." David Overman, Electricity Networks Director, GTC</p>
		4.2	<p>We will publish a Design Template for ICP's and IDNO's to understand the Design Requirements when making an application to connect to our network.</p> <p>We will provide an update at our quarterly SPEN RADAR Working Groups and email to all registered ICP's and IDNO's.</p>	<p>ICP / IDNO Design Template published on SPEN website.</p> <p>ICP / IDNO Design Template published on SPEN social media.</p> <p>ICP / IDNO Design Template issued to all registered ICP's and IDNO's.</p>	Q1 Q2 Q3 Q4	
		4.3	<p>We will continue our key account management service to all interested ICP's and IDNO's.</p>	<p>Account Management Opportunities published on SPEN website and SPEN Social Media.</p> <p>Account Management Opportunities issued to all registered ICPs/IDNOs.</p> <p>Account Management Opportunities discussed at 4 RADAR Working Groups.</p>	Q1 Q2 Q3 Q4	
		4.4	<p>We will host a SPEN Safety Seminar for all ICP's/IDNO's to discuss SPEN Safety procedures and policies.</p> <p>All registered ICP's/IDNO's will be invited to the events and the dates will also be published on the SPEN website and SPEN social media.</p>	<p>SPEN ICP Safety Seminar completed.</p> <p>Invite issued to all registered ICPs/IDNOs.</p> <p>Invite published on SPEN website.</p> <p>Invite published on SPEN social media.</p>	Q4	
5 Design Support	<p>With the continued increase of connection applications to our network, we are being encouraged by customers to provide as much information as possible prior to formal application stage. We have been told that this helps our customers fully understand the cost and timescale implications of a connection, particularly as our customer base is broadening due to the increase of LCT (low carbon technology) connections.</p> <p>We continually receive feedback that our customers would like as much information as possible at the initial stages of their project, so we are dedicated to developing and improving the information we provide for our customers at the application and design stages of their project.</p> <p>The proposed Tactical Training Programme for our Design Teams will help us to communicate information to our customers in the format, detail and timescale they would like to experience, therefore improving the service we provide for our customers.</p>	5.1	<p>We will develop a Tactical Training Programme to equip our Design Teams with new and enhanced knowledge of technical network design and commercial considerations for differing types of new connections. This is in preparation for a predicted increase in volume and complexity of connection requests, to deliver both the Net Zero agenda and redevelopment within our Licence Areas.</p> <p>We will complete a trial of the technical training elements by the end of Q2.</p> <p>Following this trial we will then agree and publish a Timeline for rollout of the Tactical Training Programme across all Connections Design staff as part of our ongoing readiness activities for Net Zero delivery.</p>	<p>Tactical Training Programme developed and discussed at all 4 SPEN Preparing for Net Zero Conferences, including feedback on the trial.</p> <p>Publication of Timeline for the rollout of the Tactical Training Programme to all other Connections Design staff on SPEN website.</p>	Q1 Q2 Q3 Q4	<p>"Providing an Interactive Online Cost Estimation facility for New Connections would be a very useful tool to have available to us." Terry Fildes, Senior Electrical Design Engineer, Hannan Associates : MEP Design</p> <p>"SPEN continue to be a responsive organisation and have strong stakeholder management engagement and communication approaches as well as connections into a wider network of relevant contacts. Some project specifics within the City of Edinburgh Council are still being progressed but our contact points continue to press these for us.</p> <p>Strategic support is being provided around the wider heat and energy agenda supporting the Council's net zero ambition which is warmly welcomed." David Cooper, Head of Development and Regeneration, City of Edinburgh Council</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
		5.2	<p>We will develop a Demand Self Service Design Tool to provide budget estimates and optioneering facilities for all HV and LV customers interested in connecting to our network.</p> <p>We will discuss and review the design and development of this Design Tool in our Customer Engagement Focus Group to continually engage with the end users of the tool.</p> <p>We will promote the Design Tool at all our quarterly Preparing for Net Zero Conferences and we will publish the tool and training packages on our website and social media.</p>	<p>Demand Self Service Design Tool discussed at 4 SPEN Customer Engagement Focus Group Workshops.</p> <p>Demand Self Service Design Tool published on SPEN website.</p> <p>Demand Self Service Design Tool discussed at 4 Preparing for Net Zero Conferences.</p> <p>Demand Self Service Design Tool published on SPEN social media.</p> <p>Demand Self Service Design Tool emailed to all registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"I can see the tangible benefits of implementing the DSSDT as it will support not only the development of future masterplans and regeneration projects but it will also highlight constraints to any future LCT connections." Renia Kotynia, Energy Specialist, Cheshire East Council</p> <p>"We are forward looking in particular to using the design guidance packs that have and are being developed by SPEN." Malcolm Evans & Gerry Woods, Directors, Banded Holdings Limited</p> <p>"In the past year we have further developed our collaborative relationship with SP Energy Networks mainly through our main point of contact, who from my perspective plays a critical role in stakeholder management both internally and externally for your organisation making the key connections to allow projects and work packages to progress to the satisfaction of the many. With 'can do' approach and willingness to engage a positive light has been shone on your networks attitude to acting as an enabler offering 'design support' and working in 'partnership' with ourselves." Denver Rumney, EON European Group Innovation Lead, UK</p> <p>"SMG are delighted to be collaborating with SPEN, on the development of future OFGEM SIF funded innovation project, working in partnership with energy providers, DNOs and other housebuilders, to develop scalable community smart grid systems, as we transition towards all electric, net zero carbon homes and communities, with integrated EV charging" Stewart Dalgarno, Director of Innovation & Sustainability, Stewart Milne Group</p>
		5.3	<p>We will continue to promote our newly published Network Development Plan (NDP) at all our quarterly Preparing for Net Zero Conferences.</p> <p>We will also develop a geographical layout version of the information within the NDP to show the available capacity information in an easy to understand and accessible format for our customers. We will promote this information at all our quarterly Preparing for Net Zero Conferences and on our website and social media platforms.</p>	<p>Network Development Plan discussed at 4 Preparing for Net Zero Conferences.</p> <p>Geographical format of the NDP published on SPEN website.</p> <p>Geographical format of the NDP published on SPEN social media.</p> <p>Geographical format of the NDP emailed to all registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"We value our relationship with SPEN, who have pro-actively supported our EV Charging Point rollout plans for the North and Mid Wales area, and we look forward to continuing his relationship in the next few years. SPEN have completed EV optioneering and analysis for over 540 locations in North and Mid Wales to help us determine the cost and timescale for our EV Charging Point plans, which in turn has helped us determine the best projects to prioritise and progress to the delivery stage. We have also had excellent support from SPEN's Green Recovery Projects, and we look forward to similar programmes of work in the future." David Fisher, Welsh Government.</p>
		5.4	<p>We will continue to provide access to our UMV Shape Files to help our customers view our network information using their own Geographical Information Systems.</p> <p>We will also create a formal application and registration process for our customers to access our SPEN Geographical Information System.</p>	<p>Availability of UMV Shape Files promoted at 4 Preparing for Net Zero Conferences.</p> <p>Availability of UMV Shape Files published on SPEN website.</p> <p>Availability of UMV Shape Files published on SPEN social media.</p> <p>Availability of UMV Shape Files emailed to all registered stakeholders.</p> <p>Registration Process for SPEN Geographical Information System promoted at 4 Preparing for Net Zero Conferences.</p> <p>Registration Process for SPEN Geographical Information System published on SPEN website.</p> <p>Registration Process for SPEN Geographical Information System published on SPEN social media.</p> <p>Registration Process for SPEN Geographical Information System emailed to all registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"More online tools have now been made readily available which helps support the design. The design process seems to now be more efficient with more certainty on timescales for receiving designs and quotations, giving confidence to the end user. Regular Net Zero conferences have been held to keep externals up to date with ongoing changes and engage for feedback on same." Gary Heaney, Technical Director Designate, Robertson Living</p>

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6 Land Rights	<p>Our Land Rights Stakeholder Panels, alongside our wider one to one stakeholder engagement with our connections customers, continue to be a useful model to discuss any Land Rights updates and improvements, and we value both forms of communication to ensure we fully understand the needs of our connections customers.</p> <p>With this in mind, we are committed to continuing both our Land Rights Stakeholder Panels and our regular individual stakeholder engagement, and are keen to support our connections customers in whichever format suits each individual customer.</p> <p>Following excellent feedback from our newly published guidance for connecting EV for industrial and commercial customers, we will develop further information on the Land Rights process for any customers looking to connect large scale EV Charging, to help customers understand the overall delivery timescales for any projects that require large scale infrastructure.</p>	6.1	We will continue to host bi-annual Land Rights Stakeholder Panels across our two licence areas - SPD and SPM.	<p>2 invites issued to all registered stakeholders.</p> <p>2 invites published on SPEN website.</p> <p>2 invites published on SPEN Social Media.</p>	Q2 Q4	<p>“SPEN’s recently published guidance documentation for connecting Electric Vehicles is essential reading for any customer interested in making the transition to decarbonised transport. I fully support the action to develop further guidance specifically to support customers through the Land Rights process, as this can be one of the critical pathways for any development, so improving understanding for this important part of the connection process is an excellent action.”</p> <p>David Fisher, Welsh Government</p>
		6.2	We will continue to review performance against our Land Rights milestones at our Land Rights Stakeholder Panels, taking the opportunity to learn from feedback and identify opportunities and initiatives for improvement.	<p>Performance measures reviewed at 4 Land Rights Stakeholder Panels.</p> <p>Improvement opportunities agreed with our Land Rights Stakeholder Panel Members.</p>	Q2 Q4	
		6.3	We will publish a Land Rights Information Pack for EV Installers to help them understand the delivery timescales for large scale EV projects.	<p>Land Rights Information Pack for EV Installers discussed at all 4 SPEN Preparing for Net Zero Conferences.</p> <p>Land Rights Information Pack for EV Installers published on SPEN website.</p> <p>Land Rights Information Pack for EV Installers published on SPEN social media.</p> <p>Land Rights Information Pack for EV Installers shared in 12 monthly newsletters.</p>	Q2 Q4	
7 Project Management	<p>We received excellent feedback on the Project Management templates we recently updated on our website as part of our 2021/22 action.</p> <p>We will continue to work with our Project Delivery staff to ensure the most appropriate, up to date information on each project is shared with our customers for their individual projects.</p>	7.1	<p>We will continue our ‘in-house’ training for all connections project managers and delivery staff to integrate the learnings from our APM approved project management apprenticeship scheme and align with SPEN connections processes.</p> <p>We will share our learnings and improvements at our quarterly Preparing for Net Zero Conferences and ICP/IDNO Safety Seminar.</p>	<p>40 SPEN staff completed internal training workshops.</p> <p>Learnings and improved processes discussed at 4 Preparing for Net Zero Conferences.</p> <p>Learnings shared at ICP/IDNO Safety Seminar.</p> <p>Learnings and improved processes emailed to registered stakeholders.</p>	Q1 Q2 Q3 Q4	<p>“We welcome the engagement we have with SPEN and look forward to working with them in the future. We have seen many improvements with the introduction of the project management templates over the last few years and we look forward to seeing the benefit of the training programme for their staff. Communication is key to the successful delivery of the project and we welcome the further support being provided to SPEN’s project managers to help them work more closely with us to deliver our projects.”</p> <p>Patrick Daly, P N Daly Ltd.</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
8 Partnerships	<p>We continue to receive positive feedback about the updates we provide at our SPEN Preparing for Net Zero conferences and in our monthly newsletters regarding the learnings we share from our various partnerships and innovation projects.</p> <p>Our stakeholders have shown interest in receiving further updates on the progress we make and we will therefore continue to share the best practices with our wider stakeholder base at every opportunity.</p>	8.1	<p>We will continue to share the learnings and best practice from our Net Zero Knowledge Forum with our wider base of community partners, academic institutions and local government bodies.</p> <p>We will disseminate all learnings at our quarterly Preparing for Net Zero Conferences, on our website and social media, and through our monthly newsletters.</p>	<p>Net Zero Knowledge Forum discussed at all 4 SPEN Preparing for Net Zero Conferences.</p> <p>Net Zero Knowledge Forum learnings published on SPEN website.</p> <p>Net Zero Knowledge Forum learnings published on SPEN social media.</p> <p>Net Zero Knowledge Forum learnings shared in 12 monthly newsletters.</p>	Q1 Q2 Q3 Q4	<p>"The approach of the team at SPEN towards partnership working and engagement has added considerable value to our renewable energy and broader utilities strategic planning activity in recent years. We look forward to continuing this relationship and continuing to enjoy the benefits of working closely with SPEN across innovation, effective planning and support for the net zero transition." Chris Larkins, Operations Manager (Energy, Environment & Sustainability), Heriot-Watt University</p>
9 Preparing for DSO	<p>Following the publication of our SPEN DSO Vision and Strategy in the summer of 2020, customers have informed us of their continued need to be kept informed and fully aware of the emerging opportunities that DSO will bring, including the provision of flexibility services.</p> <p>Recognising that our responsibilities as a DSO will extend far beyond the traditional role of a Distribution Network Operator (DNO), we are committed to continuing the engagement of our recently published SPEN DSO Strategy, and we will continue this engagement at our quarterly Preparing for Net Zero Conferences throughout 2021/22.</p>	9.1	<p>We will promote the Active Network Management opportunities available to our customers at our quarterly Preparing for Net Zero Conferences, in our monthly newsletters, on our website and social media.</p> <p>We will identify the regions of our licence areas that have ANM opportunities on our SPEN Distributed Generation Heat Maps and publish our ANM opportunities on our SPEN website and social media.</p>	<p>ANM Zones and opportunities identified and promoted at 4 Preparing for Net Zero Conferences.</p> <p>ANM Zones and opportunities published on SPEN website.</p> <p>ANM Zones and opportunities published on SPEN social media.</p> <p>ANM Zones and opportunities emailed to all registered stakeholders.</p>	Q1 Q2 Q3 Q4	<p>"I welcome the proposal from SPEN to actively engage with us as a stakeholder to support our Carbon Neutral targets by identifying improvements being made to the grid, in readiness for the Low Carbon Technology uptake. The prepared by SPEN ANM opportunities and Heat Maps will be a very viable tool for us, in terms of planning new generation schemes." Renia Kotynia, Energy Specialist, Cheshire East Council</p> <p>"Energy Local continues to work closely with SPEN on the Bethesda Home Hub project to understand how we can use local balance via a local energy market model to manage constraints. We are looking forward to investigating flexibility options for a group of household MPANs using the loads present in homes. We are looking to create solutions for the low voltage network to develop demand side management for a rural community such as Bethesda. We have also modelled the overall impact of EV charging and heat pumps at different penetrations and how demand side management can mitigate this. We have also demonstrated low cost the LoRAWAN communication system. Our Home Hub project has provided a great insight into the interest and commitment from domestic customers to use energy differently and more flexibly and I am looking forward to developing an overall solution from our project." Dr Mary Gillie, Energy Local</p>
		9.2	<p>We will conduct a review of our recent Flexibility Services tenders and publish any findings and proposals for a longer term strategy at our Q4 Preparing for Net Zero Conference.</p> <p>We will continue to engage with our stakeholders to determine the level of interest in any future opportunities for flexibility services as we move into ED2.</p>	<p>Flexibility Services Review completed.</p> <p>Flexibility Services Review & Findings disseminated at Q4 Preparing for Net Zero Conference.</p> <p>Flexibility Services Review & Findings published on SPEN website.</p> <p>Flexibility Services Review & Findings published on SPEN social media.</p> <p>Flexibility Services Review & Findings emailed to all registered stakeholders.</p>	Q4	
		9.3	<p>We will publish the results of our Spring and Autumn tenders on the SPEN & Flexible Power websites to include the total capacity awarded at each location.</p>	<p>2 updates showing the total capacity awarded at each location on SPEN & Flexible Power websites.</p>	Q2 Q4	
10 Project Charge	<p>Our CHARGE project continues to gain excellent endorsement and has received positive comments from all our dissemination events. Customers have found the Transport Model and the Interactive Maps extremely useful, and the scenario planning information has helped local authorities and other large customers understand the timescales and cost of their specific EV installation projects.</p> <p>We look forward to continuing our work with the EV industry as we develop the cost estimator tool to provide further information to help our customers understand the scale of their project prior to making a formal connection application.</p>	10.1	<p>We will develop and publish the Cost Estimation facility as part of our ConnectMore Tool, and will promote at all our quarterly Preparing for Net Zero Conferences.</p> <p>We will also continue to promote our ConnectMore tool and EV Optioneering facilities on our SPEN website and social media.</p>	<p>ConnectMore Tool promoted at 4 Preparing for Net Zero Conferences.</p> <p>Cost Estimation facility included in the ConnectMore Tool published on SPEN website.</p> <p>Cost Estimation facility included in the ConnectMore Tool published on SPEN social media.</p> <p>Cost Estimation facility included in the ConnectMore Tool emailed to all registered stakeholders.</p>	Q1 Q2 Q3 Q4	<p>"We welcome the engagement we have had with SPEN in terms of the development and implementation of the Marches LEP Energy Strategy and our plans for driving economic growth across Shropshire, Herefordshire, Telford and Wrekin. The technical knowledge and network information that SPEN has provided to the Marches Energy Strategy Steering Group has been particularly useful and informative. We continue to look forward to developing our relationship with SPEN over the coming of years to help progress our plans for net zero across North Shropshire and Marches LEP. Of particular interest has been the knowledge sharing from elsewhere on the SPEN network, including the Maidenhill project. We look forward to working on other similar initiatives with SPEN in Shropshire." Tim Yair, Marches Region Senior Energy Projects Officer, Midlands Net Zero Hub</p>

Looking Back Report - the actions we completed in 2021/22

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Completed Evidence	Endorsement
1 Policy Guidance	<p>We have received positive feedback about the detail and amount of information we provide through our policies and standards, which enables our customers to better understand the technical requirements for connecting their projects to our network.</p> <p>We remain committed to facilitating this deeper understanding of our policies and procedures to enable quicker, more efficient connections, so we have extended our Policy Guidance Action into 2021/22 and will be providing further support and policy guidance for our customers.</p>	1.1	<p>We will continue to update our policy documentation as required to ensure these remain up to date with any relevant industry changes.</p> <p>We will produce supporting information and training material where required. This will be issued to customers and published on our website.</p>	<p>4 updated policy documents published on SPEN website.</p> <p>4 website publication details emailed to registered stakeholders.</p> <p>4 policy updates discussed at 4 Preparing for Net Zero Conferences.</p> <p>Training documentation, where applicable, published on SPEN website.</p> <p>Training documentation, where applicable, emailed to SPEN registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>28 SPEN policy documents published at: spenergynetworks.co.uk/documentation</p> <p>Website publication details emailed to 1,750 registered stakeholders.</p> <p>Training offered at 4 SPEN Preparing for Net Zero Conferences - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p> <p>No further training documentation requested.</p>	<p>"These policy documents are relevant and appropriate, documents are clear to read, distilling information into concise briefings." Morag Millar, Sustainable Growth & City Deals Programme Manager, Fife Council</p> <p>"We have over the last year used the web policy doc page which is very useful and where the information we are looking for is not published we have asked for this additional policy information and have received the specific information we required. This was particularly helpful in a tricky earthing project we have on sandy soil." Charlie Easton, Director, FES Support Services Limited</p>
		1.2	<p>We will provide internal training on new documentation to ALL connections customer-facing staff to enable them to discuss with customers</p>	<p>Number of connections customer-facing staff trained on policy documentation updates.</p>	Q4	<p>Over 120 connections customer-facing staff trained on new policy documentation.</p>	<p>"A continuing dialogue with SPEN regarding updates to policy is undertaken jointly on a regular basis." Brian Cutler, Electrical Design Engineer, Aptus Utilities</p>
		1.3	<p>We will continue to offer on-going communication and support to ensure our connections customers fully understand any policy changes and will clarify and feedback to customers as required.</p>	<p>Engineer support available throughout 2021/22 via telephone, email and virtual at all 4 Preparing for Net Zero Conferences.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>Over 20 support meetings/calls provided.</p> <p>Over 60 supporting emails provided.</p>	
2 Communication	<p>Customers welcomed our approach to continuing our engagements virtually during the ongoing COVID-19 pandemic, and have appreciated the breadth and depth of engagements we have managed to complete during this period. We will continue our important engagement activities in this format for the foreseeable future.</p> <p>We are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders as the drive to net zero continues to increase the reliance on efficient, effective connections to our network.</p>	2.1	<p>Following the success of our SPEN Low Carbon Connections Conferences in 2020/21, we will continue to host quarterly engagement events to help our customers understand how to connect to our network and detail the improvements we are making as we transition to DSO in our work to prepare for net zero. Proposed topics will include - Homes of the Future, Solar Industry Challenges, Preparing for EV and Heat, Flexibility/DSO/Whole System Approach.</p> <p>The newly named 'SPEN Preparing for Net Zero Conferences' will be held virtually during the ongoing COVID-19 pandemic.</p>	<p>4 Preparing for Net Zero Conferences hosted.</p> <p>4 invites issued to all registered stakeholders.</p> <p>4 invites published on SPEN website.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p> <p>Invites issued to over 5,200 registered stakeholders and customers.</p> <p>Invites published at: www.spenergynetworks.co.uk/stakeholder_events</p>	<p>"The engagement with SPEN has been very helpful to better understand the challenges and potential activities to transition to Net Zero. The single point of contact works well across a number of Council Services, facilitating introductions with specialists.</p> <p>The relationship management we have received has been a real asset to enable regional as well as local working on the transition to Net Zero. The resources in terms of energy, knowledge and resources has been invaluable." Morag Millar, Sustainable Growth & City Deals Programme Manager, Fife Council</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Completed Evidence	Endorsement
		2.2	We will continue to communicate our ICE engagements and action delivery milestones on SPEN social media i.e. Facebook, Twitter and LinkedIn.	4 Preparing for Net Zero Conferences posted. 10 Action deliverables posted. 12 Customer Surgery/Open Door Opportunities posted.	Q1 Q2 Q3 Q4	4 SPEN Preparing for Net Zero Conferences published on SPEN Social Media - 09/06/21; 08/09/21; 01/12/21; 09/03/22. 10 ICE Action deliverables published at: spenergynetworks.co.uk/newsletters 12 Customer Surgery/Open Door Opportunities published on SPEN LinkedIn across SPD and SPM licence area.	"I find the open opportunity to have a meeting/conversation with the design engineer particularly useful. I appreciate the chance to have a quick discussion with SPEN to help me understand the specific requirements of my project. A simple conversation can quite often save a lot of misunderstanding further down the line and I appreciate that SPEN have an open door policy to help their customers through the connection process." Jody Bullock, Deployment Delivery Manager, BT
		2.3	We will continue to produce a monthly newsletter to give a regular update on the work we are doing to facilitate net zero and help customers understand the improvements we are making as we transition to DSO. The newsletter will include sections on EV, Heat, DSO/Flexibility, Policy Updates and Innovation Projects/Community Partnerships.	12 Monthly Newsletters published on SPEN website.	Q1 Q2 Q3 Q4	12 Monthly Newsletters published at: spenergynetworks.co.uk/newsletters	"Monthly ICE newsletter very useful." Brian Cutler, Electrical Design Engineer, Aptus Utilities
3	During last year's ICE consultation, Ofgem stated they 'would like to see DNOs engage with stakeholders on their connections application systems and processes, in order to understand stakeholder needs and to communicate challenges where they exist to increasing mutual understanding'. With this in mind, we have decided to create a 'Customer Engagement Focus Group' to better understand our customer's needs and jointly agree the technology improvements we are making to our website, to ensure our customers fully understand and agree with the improvements we plan to make.	3.1	We are planning further improvements to the SPEN website to make connection applications easier and simpler for our customers. We will create a 'Customer Engagement Focus Group' to discuss and review the proposed website modifications prior to publication.	Invite to join 'Customer Engagement Focus Group' issued to all registered stakeholders.	Q1	Invite to August 21 'Customer Engagement Focus Group' issued to over 3,000 registered stakeholders and customers. Invite to January 22 'Customer Engagement Focus Group' issued to 800 registered stakeholders.	"We have a hot line to the engagement team when we need this and are invited to all key meetings and have been involved in various other all-party meetings when the need arises. We prefer the flexible approach we have with SPEN sometimes not engaging for a couple of months and on other times needing support on three different projects on the same week, which is ideal for FES." Charlie Easton, Director, FES Support Services Limited
		3.2	We will introduce improvements to the SPEN website to provide a simpler format for customers looking to connect Low Carbon Technology (LCT) to our network.	SPEN website modifications completed.	Q4	SPEN website application modifications published at: www.spenergynetworks.co.uk/connection_type	
		3.3	We will deliver quarterly updates on progress of the website modifications at all 4 of the 'SPEN Preparing for Net Zero Conferences'.	4 progress updates completed. 4 invites issued to all registered stakeholders. 4 invites published on SPEN website.	Q1 Q2 Q3 Q4	Website modifications discussed at 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22. Invites issued to over 5,200 registered stakeholders and customers. Invites published at: www.spenergynetworks.co.uk/stakeholder_events	"The communications has been a key part of the success of this project with monthly meetings, direct phone calls and ad hoc meetings of various kinds to escalate challenges and or provide additional information. This will be particularly important going forward over the next year as the project enters its delivery phase. The personal account management from the Stakeholder team has been a key area of success and has allowed us to explore additional ideas, escalated challenges and generally feel much more secure in our working relationship with SPEN." Malcolm Evans & Gerry Woods, Directors, Bandeath Holdings Limited

Customer Contact

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Completed Evidence	Endorsement
4 ICP / IDNO Interface	<p>ICPs and IDNOs have told us that our RADAR Working Group was a useful tool to discuss and jointly develop improvements to the overall application process, so we will be continuing this format into 2021/22.</p> <p>We will use this Working Group to also review other aspects of the connection interface such as the Self Service process, which is another area our ICPs and IDNOs are keen to investigate next steps and enhancements.</p> <p>Finally, due to the resounding success of the SPEN Safety Seminar co-hosted with GTC, we will continue to engage via this medium in 2021/22.</p>	4.1	We will re-invigorate the RADAR Working Group and host quarterly sessions to review required improvements to the RADAR process and measure progress on emerging actions.	<p>Invite to revised RADAR Working Group issued to all registered ICPs/IDNOs.</p> <p>4 RADAR Working Group meetings hosted.</p> <p>Actions and progress reported to all ICPs/IDNO's following all 4 RADAR Working Group meetings.</p>	Q1 Q2 Q3 Q4	<p>Invite to RADAR Working Group issued to over 700 registered ICPs/IDNOs.</p> <p>4 RADAR Working Group meetings hosted on 30/06/21; 25/08/21; 17/11/21 and 09/02/22.</p> <p>Actions and progress reported to over 700 ICPs/IDNO's following all 4 RADAR Working Group meetings.</p>	<p>"We are members of the Stakeholder Panel and are invited to all ICP / IDNO events and meetings and are included in consultations which affect this sector, this has been particularly useful in the current changing environment when pressures on ICP's to meet the growing climate emergency and SMART grid needs are growing." Charlie Easton, Director, FES Support Services Limited</p>
		4.2	Due to the increased number of IDNO networks within our 2 licence areas, we will expand our key account management to all interested ICP's and IDNO's.	<p>Account Management Opportunities published on SPEN website.</p> <p>Account Management Opportunities issued to all registered ICPs/IDNOs.</p> <p>Account Management Opportunities discussed at 4 RADAR Working Groups.</p>	Q1 Q2 Q3 Q4	<p>Account Management Opportunities published at: spenergynetworks.co.uk/contact_cic</p> <p>Account Management Opportunities issued to over 700 registered ICPs/IDNOs.</p> <p>Account Management Opportunities discussed at 4 RADAR Working Groups on 30/06/21; 25/08/21; 17/11/21 and 09/02/22.</p>	<p>"SPEN are very proactive in engaging with ICP's." Brian Cutler, Electrical Design Engineer, Aptus Utilities</p> <p>"As we have been involved with ICP's and IDNO's in many of our activities I can offer insight into the positive impact of your stakeholder engagement team working on behalf of SPEN's interests and the wider communities on your networks with regard to prospective new sites with existing constraints has been. With 'can do' approach and willingness to engage a positive light has been shone on your networks attitude to acting as an enabler offering 'design support' and working in 'partnership' with ourselves." Denver Rumney, EON European Group Innovation Lead, EON Group UK</p>
		4.3	We will host a SPEN Safety Seminar for all ICP's/IDNO's to discuss SPEN Safety procedures and policies.	<p>All registered ICP's/IDNO's will be invited to the events and the dates will also be published on our website.</p>	<p>SPEN ICP Safety Seminar completed.</p> <p>Invites issued to all registered ICPs/IDNOs.</p> <p>Date of event published on SPEN website.</p>	Q1 Q2 Q3 Q4	<p>SPEN ICP Safety Seminar hosted on 08/04/22 (postponed from 23/02/22 due to COVID-19 absence).</p> <p>Invites issued to 700 registered ICPs/IDNOs.</p> <p>Invites published at: www.spenergynetworks.co.uk/stakeholder_events</p>
5 Design Support	<p>As the rapid transformation of our network continues delivering a low carbon future, the adoption and integration of new low carbon technology (LCT) is increasing significantly.</p> <p>With the continued increase of LCT connections to our network (Domestic EV, PV, Heat Pumps and Energy Storage), we are being encouraged by customers to provide as much information as possible prior to formal application stage. We have been told that this helps our customers fully understand the cost and timescale implications of a connection, effectively enabling our regular customers to complete their own optioneering for each project as part of their own decision making process on when to turn an enquiry into a formal application.</p> <p>Following this feedback we are committed to providing further information to help our customers understand the various information sources that are already available to use on our website, and also the new technology that we are introducing to assist them in completing the optioneering assessments they are finding increasingly useful.</p>	5.1	<p>We will introduce a portfolio of 'Design Information Guidance' for all customers who would like to make best of use of the optioneering information we provide on the SPEN website.</p> <p>This will include further information on how to extrapolate detail from our existing DG Heat Maps.</p> <p>The Design Information Guidance will be published on SPEN website, issued to all registered stakeholder sects, and communicated at all Preparing for Net Zero Conferences.</p>	<p>Design Information Guidance Pack published on SPEN website.</p> <p>Design Information Guidance Pack emailed to all registered stakeholders.</p> <p>Design Information Guidance Pack discussed at 4 Preparing for Net Zero Conferences.</p>	Q1 Q2 Q3 Q4	<p>Design Information Guidance Pack published at: spenergynetworks.co.uk/newsletters</p> <p>Design Information Guidance Pack emailed to over 2,100 registered stakeholders.</p> <p>Design Information Guidance Pack discussed at 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p>	<p>"SPEN has been integral in our delivery and understanding of the Net Zero impact on the Distribution network, providing timely and accurate responses and information on our behalf.</p> <p>Over the past few years and especially in the last year the communication has been invaluable to FES having a direct contact with the key district design and delivery engineers and managers to provided updates on live projects and having the single point of contact with the engagement team for any escalations and or more unusual or innovative discussions.</p> <p>Where we need this support is it provided and we feel secure in challenging the established norms, winning some debates and not others, but always feeling we have a strong relationship across all districts." Charlie Easton, Director, FES Support Services Limited</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Completed Evidence	Endorsement
		5.2	<p>Following successful completion of the After Diversity Maximum Demand (ADMD) Calculator Trial with SSEN, we will publish the ADMD Calculator on the SPEN website.</p> <p>We will discuss the ADMD Calculator at our Preparing for Net Zero Conferences and we will communicate the publication to all registered stakeholders.</p> <p>We will also provide training sessions for internal staff and customers on how to use the ADMD Calculator.</p>	<p>ADMD Calculator published on SPEN website.</p> <p>ADMD Calculator emailed to all registered stakeholders.</p> <p>ADMD Calculator discussed at 4 Preparing for Net Zero Conferences.</p> <p>ADMD Calculator training offered to all registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>ADMD Calculator published at: spenergynetworks.co.uk/newsletters</p> <p>ADMD Calculator emailed to 812 registered stakeholders.</p> <p>ADMD Calculator discussed at 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p> <p>ADMD Calculator training offered to 812 registered stakeholders and all SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p>	<p>"This continues to be a strong point in the engagement process as our development is extremely complex and has several key internal and external technical aspects to it, the detail and general design support and access to guides and support documents has been a real aid to our existing expert knowledge." Malcolm Evans & Gerry Woods, Directors, Bandeath Holdings Limited</p> <p>"In the past year we have further developed our collaborative relationship with SP Energy Networks mainly through our main contact, who from my perspective plays a critical role in stakeholder management both internally and externally for your organisation making the key connections to allow projects and work packages to progress to the satisfaction of the many.</p>
		5.3	<p>We will publish a Customer Journey to help facilitate the new SPEN Earthing Policy.</p> <p>We will discuss this Customer Journey at our Preparing for Net Zero Conferences and publish on the SPEN website.</p>	<p>Customer Journey for SPEN Earthing Policy published on SPEN website.</p> <p>Customer Journey for SPEN Earthing Policy emailed to all registered customers.</p> <p>Customer Journey for SPEN Earthing Policy discussed at 4 Preparing for Net Zero Conferences.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>Customer Journey for SPEN Earthing Policy published on SPEN website.</p> <p>Customer Journey for SPEN Earthing Policy emailed to over 2,100 registered customers.</p> <p>Customer Journey for SPEN Earthing Policy discussed at 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p>	<p>In terms of 'communication' and 'customer contact and account management' this has been second to none spearheaded by the efforts of your Customer Engagement Manager in dealing with ourselves at E.ON Group Innovation along with the complex group of stake holders involved in our successful Maidenhill lighthouse project and subsequent activities forming in its' wake." Denver Rumney, EON European Group Innovation Lead, EON Group UK</p>
		5.4	<p>Following the success of the Low Carbon Technology (LCT) Typical Examples published in our 2020/21 ICE Plan, we will publish further examples of typical types of LCT connections, including estimated cost and delivery timescales.</p> <p>We will discuss these examples at our Preparing for Net Zero Conferences and publish the examples on the SPEN website.</p>	<p>LCT Examples Information Pack updated and published on SPEN website.</p> <p>LCT Examples Information Pack discussed at 4 Preparing for Net Zero Conferences.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>LCT Examples Information Pack updated and published at: spenergynetworks.co.uk/newsletters</p> <p>LCT Examples Information Pack discussed at 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p>	<p>"Further to our continued collaborative approach to working with both SPEN & other industry professionals, the past years ICE commitments have been discussed and engaged with really well, with clear outcomes and approaches to informing the future of the decarbonisation of the Grid, as we move closer the removal of fossil fuels." Stephen Kelso, Group Product Design Manager, Cala Group</p>
6 Land Rights	<p>Our Land Rights Stakeholder Panels continue to provide an ideal opportunity to fully understand our stakeholder views, and they prove an effective method of determining and agreeing continued improvements with our stakeholders.</p> <p>This action has been developed with direct engagement and feedback from our wider 121 stakeholder engagements as well as our successful panels throughout 2020/21.</p> <p>As discussed at our Land Rights Stakeholder Panels, we continue to work towards our long term plan for a fully automated land rights milestones tracker.</p>	6.1	<p>We will undertake a review of the Land & Planning material currently available on the website, to identify opportunities to improve and increase the content to assist our connections stakeholders.</p> <p>We will share the learnings of this review at our Land Rights Stakeholder Panels.</p>	<p>Full review completed.</p> <p>All learnings shared and discussed at Q2 Land Rights Stakeholder Panels.</p> <p>Next steps discussed at Q4 Land Rights Stakeholder Panels.</p>	<p>Q2 Q4</p>	<p>Full review completed and learnings shared at Land Rights Stakeholder Panel on 06/10/21.</p> <p>Next steps for 2022/23 discussed and agreed at Land Rights Stakeholder Panel on 28/02/22.</p>	<p>"We are currently holding monthly meetings and participating in the Land Rights Stakeholder panels. These panels are beneficial and help improve relationships between teams and provide us the opportunity to keep on top of key projects. SPEN's actions have been to the right direction and we will continue to engage with the view to further improve relationships." Dimitra Baltsooukou, Land Rights Manager, BUUK Infrastructure</p>

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		6.2	We will continue to review performance against our Land Rights milestones at our Land Rights Stakeholder Panels, taking the opportunity to learn from feedback and identify opportunities and initiatives for improvement.	Performance measures reviewed at 4 Land Rights Stakeholder Panels. Improvement opportunities agreed with our Land Rights Stakeholder Panel Members.	Q2 Q4	Performance measures and next steps agreed at Land Rights Stakeholder Panel on 28/02/22.	
7 Project Management	We have received excellent feedback on the improvements we have made in 2020/21 with the recent publication of our Project Management templates on our website. These templates have been designed with feedback from our regular customers, to provide the necessary information for our customers to effectively deliver their projects. Whilst this information was previously available to our customers, our new Project Management templates provide this information in an easy to use and understand format for the benefit of all customers. We will continue to develop these Project Management Templates for the whole lifecycle of the project in order to continue providing this guidance for our customers in their preferred layout and format.	7.1	We will continue to develop the 'Post Acceptance Delivery Guidance Pack' for all Extra High Voltage (EHV) projects, which will detail the SPEN commitments for the DESIGN, COMMERCIAL, LAND & PLANNING and DELIVERY of each project to assist the customer in understanding their requirements for the successful delivery of their project. The pack will include how-to guides, roles and responsibilities and will link to the relevant specification / policy documents. The Guidance Packs will be issued to all customers with accepted projects, published on SPEN website and communicated at all Preparing for Net Zero Conferences.	4 Guidance Packs published on SPEN website. 4 Guidance Pack publication notifications emailed to all registered stakeholders. Development of the Guidance Packs included in 4 Preparing for Net Zero Conferences.	Q1 Q2 Q3 Q4	4 Guidance Packs published at: spenergynetworks.co.uk/newsletters 4 Guidance Pack publication notifications emailed to over 2,000 registered stakeholder. Development of the Guidance Packs included in 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.	"The Project management templates, guidance information and support from SPEN has been improving year on year and is much more integrated and open showing improvements year on year." Charlie Easton, Director, FES Support Services Limited "It is very helpful having a direct access to your project managers for all our nonstandard queries / requests. This has been particularly helpful on the delivery side as your Project Managers generally go above and beyond to meet our needs and help us understand our commitments and requirements." James Metcalfe, Project Manager, Aptus Utilities
	We are proud of our collaboration with SSEN to develop a joint Witness Testing process to help facilitate large scale solar connections onto the Transmission Network in Scotland. This process will enable further understanding of how to make connections with upstream reinforcement onto the transmission network, and we aim to provide further insight to help our connections customers benefit from the improved level of detail we will be able to make available through this collaboration.	7.2	We will develop an 'End to End Project Delivery Timescales Overview' to assist the customer in understanding the timescales for the successful delivery of their project. The overview will include expected required timescales for typical projects, including roles and responsibilities for SPEN and the customer. The End to End Project Delivery Timescales Overview will be published on SPEN website, issued to all registered stakeholders, and communicated at all Preparing for Net Zero Conferences.	End to End Project Delivery Timescales Overview published on SPEN website. End to End Project Delivery Timescales Overview publication notifications emailed to all registered stakeholders. Development of the End to End Project Delivery Timescales Overview included in 4 Preparing for Net Zero Conferences.	Q1 Q2 Q3 Q4	End to End Project Delivery Timescales Overview published at: spenergynetworks.co.uk/newsletters End to End Project Delivery Timescales Overview publication notifications emailed to over 2,000 registered stakeholders. Development of the End to End Project Delivery Timescales Overview included in 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.	"The Project Management templates/ information packs are an excellent introduction and have proved very useful for us whilst completing the design and build stage of our project. Your staff are both responsive to queries and open to developing a working relationship to help progress the job as easily as possible, which is much appreciated. Direct access to our contract manager was essential as myself as the client did not have an understanding of the technicalities. Matthew took away these concerns and ensured the upgrade was flawless" Mick Bullock, Project Manager, TerbegMatec UK
		7.3	We will set up and publish the findings from a joint SSEN / SPEN G98/G99 Witness Testing collaboration with the aim to facilitate large scale solar connections onto the Transmission Network in Scotland.	Joint SSEN / SPEN Witness Testing Process developed and published on SPEN website. Joint SSEN / SPEN Witness Testing Process discussed at 4 Preparing for Net Zero Conferences. Joint SSEN / SPEN Witness Testing Process updates included in 12 Monthly Newsletters.	Q1 Q2 Q3 Q4	SPEN Witness Testing Process developed and published at: spenergynetworks.co.uk/newsletters SPEN Witness Testing Process discussed at 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22. SPEN Witness Testing Process updates included in all appropriate Monthly Newsletters published at: spenergynetworks.co.uk/newsletters SSEN published a similar Witness Testing Process document on the SSEN website.	"SPEN has taken this area on board and are working hard to close the gap with the best in class organisations. From GTC's perspective SPEN have raised their game immensely over the last three years and are now pushing others in terms of the best practice for the industry." David Overman, Electricity Networks Director, GTC

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Completed Evidence	Endorsement
8 Partnerships	<p>We are part of many successful partnerships and collaborations across both our licence areas, and it has been suggested by a number of our stakeholders that we play a critical role in the move to net zero. Whilst we have a deep understanding of the requirements to connect to our network, we are continually seeing new technologies and decarbonisation ideas being progressed, and we are keen to develop a network of understanding that will cover the wider aspects of decarbonisation in addition to our well understood methods of connecting to our network.</p> <p>New and existing stakeholders have shown interest in a 'Net Zero Knowledge Forum' and we look forward to being a part of this exciting new project as we all continue along the Net Zero journey.</p>	8.1	We will develop a 'Net Zero Knowledge Forum' to continue our engagement with various community partnerships, local and national government, academic institutions, manufacturers, supplier and developers of LCT's to accelerate the drive to net zero by sharing best practices.	<p>Net Zero Knowledge Forum invites issued to registered stakeholders.</p> <p>2 Net Zero Knowledge Forum meetings hosted and minutes/ findings published on SPEN website.</p>	Q2 Q4	<p>Net Zero Knowledge Forum invites issued to 200 registered stakeholders.</p> <p>2 Net Zero Knowledge Forum meetings hosted on 20/01/22 and 08/03/22.</p> <p>Minutes/findings published at: spenergynetworks.co.uk/newsletters</p>	<p>"This works well, both from a partnership perspective and also for service users such as new homes or other premises. It has led to new relationships between functional specialists"</p> <p>Morag Millar, Sustainable Growth & City Deals Programme Manager, Fife Council</p>
		8.2	We will disseminate all learnings from this Net Zero Knowledge Forum via SPEN events, social media and newsletters	<p>4 Preparing for Net Zero Conferences invites posted on social media.</p> <p>4 social media quarterly updates.</p> <p>Updates in 12 Monthly newsletters.</p>	Q1 Q2 Q3 Q4	<p>4 SPEN Preparing for Net Zero Conferences published on SPEN Social Media - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p> <p>12 Net Zero Updates published on SPEN LinkedIn page.</p> <p>Net Zero Knowledge Forum update published in all relevant Monthly Newsletters at: spenergynetworks.co.uk/newsletters</p>	<p>"The partnership working this year has been a key part of our SPEN FES relationship for innovation solutions, business opportunities and to progress complex or challenging projects with several key players involved. During these partnership meeting we have been given access not just to the district personnel but to all the key players within SPEN's internal engineering and regulations divisions."</p> <p>Charlie Easton, Director, FES Support Services Limited</p>
9 Flexible Tenders	<p>Following the publication of our SPEN DSO Vision and Strategy in the summer of 2020, customers have informed us of their continued need to be kept informed and fully aware of the emerging opportunities that DSO will bring, including the provision of flexibility services.</p> <p>Recognising that our responsibilities as a DSO will extend far beyond the traditional role of a Distribution Network Operator (DNO), we are committed to continuing the engagement of our recently published SPEN DSO Strategy, and we will continue this engagement at our quarterly Preparing for Net Zero Conferences throughout 2021/22.</p>	9.1	<p>We will publish 2 rounds of Flexibility Services Tenders - in April / May 2021 and October /November 2021.</p> <p>We will publish both the Launch and Tender notification on the SPEN & Flexible Power websites (www.flexiblepower.co.uk).</p> <p>We will issue a publication notification to all registered stakeholders.</p> <p>We will provide an update on our Flexibility Services Tenders at all 4 of our Preparing for Net Zero Conferences.</p> <p>We will be facilitating 2 Flexibility Services forums a year in line with the launch of our Spring and Autumn tenders.</p>	<p>2 Flexibility Services Tenders published on SPEN & Flexible Power websites.</p> <p>2 Flexibility Services Launch and Tenders publication notifications emailed to all registered stakeholders.</p> <p>Flexibility Services Tenders included in 4 Preparing for Net Zero Conferences.</p>	Q1 Q2 Q3 Q4	<p>2 Flexibility Services Tenders published on SPEN & Flexible Power websites : spenergynetworks.co.uk/flexibility and flexiblepower.co.uk/sp-energy-networks</p> <p>2 Flexibility Services Launch and Tenders publication notifications emailed to over 1,000 registered stakeholders.</p> <p>Flexibility Services Tenders discussed at 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p>	<p>"Supporting this project from our flexible generation site at Flint cements our excellent relationship with SP Energy Networks and we are delighted to be working with them to further the transition to net zero. The ability of the project to provide a range of services at the distribution level as well as increase energy resilience reflects our guiding principle of working towards enabling the proliferation of renewable power."</p> <p>Lee Priestley, Commercial Director, Conrad Energy</p>
		9.2	We will continue to provide regular updates on our Flexibility Services Tenders to help customers understand the services we require.	<p>Monthly newsletter will include updates on our Flexibility Services Tenders.</p> <p>2 updates on SPEN & Flexible Power websites.</p> <p>4 updates on social media.</p>	Q1 Q2 Q3 Q4	<p>Flexibility Services Tenders update included in all relevant Monthly Newsletters published at: spenergynetworks.co.uk/newsletters</p> <p>2 updates on SPEN & Flexible Power websites at: spenergynetworks.co.uk/flexibility and flexiblepower.co.uk/sp-energy-networks</p> <p>9 updates on SPEN Social Media at linkedin.com/company/spenergynetworks</p>	<p>"The Flexibility Services Tender information and other information shared by SPEN has helped us understand the existing opportunities available on the market and we look forward to developing a solution based around low voltage domestic customers over the next few years."</p> <p>Dr Mary Gillie, Energy Local</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Completed Evidence	Endorsement
		9.3	We will publish the results of our Spring and Autumn tenders on the SPEN & Flexible Power websites to include the total capacity awarded at each location.	2 updates showing the total capacity awarded at each location on SPEN & Flexible Power websites.	Q2 Q4	Total Capacity Awarded shown on SPEN & Flexible Power websites: spenergynetworks.co.uk/flexibility and flexiblepower.co.uk/sp-energy-networks	
10 Project CHARGE	<p>Project CHARGE continues to gain excellent endorsement and positive comments from our customers when we disseminate our progress at our various ICE engagement and industry wide events.</p> <p>Our customers are keen to see the Transport Model available later this summer, and our local government stakeholders have found the scenario planning development has provided excellent guidance and necessary end user feedback on the accepted level of smart charging that our wider customer base will require as we move to the mass electrification of the transport network.</p> <p>We are committed to supporting how our customers understand the new technologies that will come with this move to electrified transport and we are determined to showcase the benefits of CHARGE for customers across our distribution network.</p>	10.1	<p>We will launch our ConnectMore Interactive Maps which will provide investors / stakeholders with greater insight on the optimum locations for public EV charging infrastructure. The insight will be provided on the expected demand for EV charging infrastructure informed by a comprehensive transport model for the SPM Licence Area.</p> <p>Also the provision of high granularity capacity maps for our corresponding LV and HV network.</p>	<p>Publication / launch of the ConnectMore Interactive Maps on SPEN website.</p> <p>Dissemination to all registered stakeholders and selected national stakeholders.</p> <p>Stakeholder engagement to facilitate utilisation and to generate feedback to improve their performance and track the benefits delivered.</p>	Q3	<p>HV & LV Interactive ConnectMore Interactive Maps published at: www.spenergynetworks.co.uk/connectmore</p> <p>Publication of HV & LV ConnectMore Interactive Maps dissemination to over 4,600 registered stakeholders and 1,200 national stakeholders.</p> <p>Stakeholder engagement event hosted on 16/03/22 to facilitate utilisation of the ConnectMore HV & LV Interactive Maps.</p>	<p>"When you first presented what ConnectMore would do two years ago I thought that it was very ambitious, but you have delivered pretty-much everything you promised. If I have one disappointment today, it's that it only covers the North-West; it needs to cover the whole country." Jacob Roberts, Transport Policy Manager, The Association for Renewable Energy and Clean Technology</p> <p>"Having used the ConnectMore Interactive Map on the SPEN website, I found it to be extremely useful. It was also intuitive, I was able to use it without looking at the guidance videos based on what I picked up from our conversation. With the added option to provide cost information coming in the next few months I would certainly recommend keeping the tool, rolling it out to other areas, and encouraging other DNOs to adopt a similar approach." Stephen Morris, MSc CMILT MTPS, Associate Director Transport Planning, Jacobs</p>
		10.2	<p>We will undertake a range of trials and assessments of Smart Charging Connections.</p> <p>These are flexible connections designed specifically for public chargepoints that can release additional network capacity.</p> <p>We will continue to actively disseminate Charge at suitable external forums / conferences / stakeholder events to ensure our Stakeholders are kept abreast of the project.</p>	<p>2 Smart Charging Connection trials and assessments delivered in 2021/22.</p> <p>Dissemination of preliminary findings to all registered stakeholders.</p>	Q4	<p>2 Smart Charging Connection trials completed.</p> <p>Smart Charging Connections trials findings disseminated at 4 SPEN Preparing for Net Zero Conferences hosted on - 09/06/21; 08/09/21; 01/12/21; 09/03/22.</p>	
		10.3	We will host multiple dedicated dissemination events for SPEN Stakeholders across the year, including annual joint dissemination event(s) with the UKPN led Optimise Prime project.	<p>2 Charge dissemination events.</p> <p>2 external forums and conferences Charge is disseminated at.</p>	Q4	<p>Charge dissemination events hosted on 22/09/21 and 16/03/22, with over 5,200 stakeholders invited.</p> <p>Charge disseminated at COP26 Events at Runcorn on 04/11/21 and Manchester on 09/11/21.</p>	

SP Energy Networks Appendix

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CHARGE

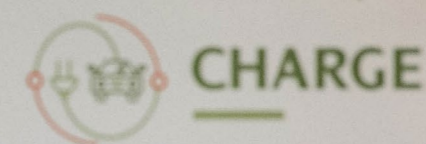
Ail-lenwi Trafnidiaeth Drydanol y Dyfodol



SP ENERGY NETWORKS smarter Grid Solutions PTV GROUP

Budd CHARGE yn cyflwynu brosiect gyflwyno seilwaith wrth y gylfa. Bydd yn cyflwyno ateniadau o an cyflwyno trafnidiaeth y dyfodol wrth y gylfa. Bydd y brosiect yn edrych ar ym marnau gwefu...

Refuelling Tomorrow's Electrified Transport



SP ENERGY NETWORKS smarter Grid Solutions PTV GROUP

CHARGE will accelerate the deployment of public charging infrastructure. It will bring together expertise from transport planning, the electricity network and charging solutions. The project will provide insight into where electric vehicle charge points may be needed, and how their use will impact the electricity network.

CHARGE

Project has ConnectM ap, a free EV charge

SP Distribution Licence Area Areas of Responsibility & Key Contacts

Each of our six geographical districts across the SP Distribution licence area cover all connections activities at 33kV voltage level and below.

This Area of Responsibility List was created as a direct result of our stakeholders requesting information and access to our key contacts in our Districts and has been warmly welcomed.



● Edinburgh & Borders

District General Manager – David Climie
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District General Manager – Aileen Rourke
aileen.rourke@spenergynetworks.co.uk | 07918 197415
Head of Planning & Design – Kenny Bowie
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Head of Delivery – Craig Cottrill
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● Glasgow & Clyde North

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New Connections

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SP Manweb Licence Area Areas of Responsibility & Key Contacts

Each of our five geographical districts across the SP Manweb licence area cover all connections activities at 33kV voltage level and below.

Our 132kV System Design team cover all 132kV connections queries for the whole of the SP Manweb licence area.



Dee Valley/ Mid Wales

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Mid Cheshire

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Head of Planning & Design – Ken Brassington
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Head of Delivery – Steve Matthias
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132kV System Design SP Manweb

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Cheshire/Mersey / Wirral Cheshire/Wirral
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Connections Services Manager – Greg Atkinson
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New Connections

For all new Connections please contact:
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Unmetered Supplies

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Glossary of Terms

Term	Definition
Accreditation	The appropriate qualifications to allow alternative connection providers to operate on our electrical network.
AI	Artificial Intelligence
Alternative Provider Register	Scottish and Southern Electricity Networks & Northern Power Grid list of alternative providers that are active in our license areas for new connections work.
ANM	Active Network Management; using technology to enable generators to connect in constrained areas on a commercially non-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 remains within statutory limits.
Baringa Report	Baringa Partners, an independent consultancy, was employed via a competitive tender to produce the ENA Future Worlds impact assessment and this consultation seeks stakeholder views on that work.
BEIS	Department of Business, Energy and Industry Strategy - The Government department brings together responsibilities for business, industrial strategy, science, innovation, energy, and climate change.
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.
BMCS	Broader Measures of Customer Service.
CCCM	Common Connection Charging Methodology.
CARES	Community and Renewable Energy Scheme.
CIC	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice.
CIC Code of Practice (CoP)	This is a proposed industry standard which is being developed jointly by DNOs and OFGEM. The code is aimed at making it easier for alternative connection providers to get their customers connected and better inform customer of their choices.
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.
Connections Customer Steering Panel(CCSP)	A dedicated forum to give stakeholders more influence over our connection service.

Constraint Managed Zones (CMZ)	Effectively manage peaks in demand or distributed generation without needing to reinforce the network.
Contestable	When we talk about contestable work, these are the 'off the system' works, which can be completed by either ourselves or a Lloyds accredited ICP of a customer's choice.
Contracted Capacity Register	This lists generators that are contracted but not physically connected to our network.
CRAM	Connection Registration and Management. This was a legacy IT system utilised to manage CIC enquiries where a Lloyds accredited ICP was being employed to complete the contestable works.
CRM	Under the SP brand name of Athos, CRM is SP Energy Networks 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 wish to discuss a project with us at any time in the process.
DER	Distributed Energy Resources which include all distributed generation, storage, demand side response and micro grids.
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 and Wales.
DNO	Distribution Network Operators, responsible for owning, operating and maintaining the electrical network in their licensed geographical area.
DSO	Distributed Systems Operator responsible for facilitating effective and well-functioning distribution markets, which give options to customers to choose the best connection provider and allow connection providers to offer options and services best tailored to connection customer needs.
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 a customer's choice.
ENA	Energy Networks Association is the voice of the networks, representing the 'wires and pipes' transmission and distribution network operators for gas and electricity in the UK and Ireland.
Export Management/ Limited Device	These are devices which seek to manage the local demand alongside any generator, essentially restricting export to our network.
Feasibility Study	A feasibility study is a chargeable service to run a number of network models and advise what capacity is available and 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.

Flexible connection	A transitional solution may be available for a connection. We will engage with you to discuss flexible contractual terms, which depending on the circumstance, may allow connection ahead of the required reinforcement works.
Formal Connection Offer	A Formal Connection offer facilitates a contract between us and the applicant to accept our offer and progress the construction works with the connection.
Full Metering Settlement Option	Enables clients to share a point of connection without a boundary meter. The point of supply is separated on the customer side of the connection providing two or more customer meters with full settlement (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets).
GIS	Geographical Information System
G59	G59 is the industry standard for generators greater than 16 amp per phase.
G83	G83 is the industry standard for small scale embedded generators for connections up to 16 amp per phase, 3.68kw single phase connection or when multiple generators are to be connected.
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.
GSPs	A Grid Supply Point is the point at which electricity enters the distribution network, leaving the transmission network.
Heat-maps	These are maps of our High Voltage network, colour coded based on the available capacity on any given circuit.
ICP	Independent Connection provider.
IDNO	Independent Distribution Network Operators develop, own, operate and maintain local electricity distribution networks.
Intertrip	An intertrip will automatically disconnect a generator or demand from the network when a specific event occurs.
JOA/SRS	Joint Operational Agreement/ Site Responsibility Schedule these are required for users connected at High Voltage / Extra High Voltage.
Jointing	Jointing is a method of connecting two sections of cable together.
KPI	Key Performance Indicator.
LCNF	Low Carbon Networks (LCN) Fund was established by OFGEM as part of the electricity distribution price control. The fund offers capital to support projects sponsored by the Distribution Network Operators (DNOs) to try out new technology, operating and commercial arrangements.
LiDAR	Light Detection And Ranging, a surveying technology that measures distance by illuminating a target with a laser light
Link boxes	A link box provides a point of isolation at the interface of an IDNO (Independent Network Operators) and DNO network

Meter Point Administration Number (MPAN)	A 21-digit reference used in Great Britain to uniquely identify electricity supply points.
Market Segment	This is the regulatory terminology which defines Distributed Generation (DG), Demand and Unmetered Supplies (UMS).
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).
NERS	National Electricity Registration Scheme, performs technical assessment of the service providers who elect to be assessed for accreditation for contestable works associated with the installation of electrical connections.
NGET	National Grid Electric Transmission - Deals with all aspects of the contracts for the connection to and use of the electricity transmission system throughout the UK.
Non-Contestable	Where we talk about on-site works, these are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates.
On-Site	On-site works are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates
PPA	Power purchase agreement, is a contract between two parties, one which generates electricity (the seller) and one which is looking to purchase electricity (the buyer).
Pseudo MPANs	enables clients to sub-meter behind a single point of supply making individual bills available (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets). This option requires a common meter operator and a boundary meter.
POCs	Point of Connection for the electrical network.
Quote+	Quote+ 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 enquiries where a Lloyds accredited ICP is being employed to complete the contestable works.
RIIO ED1	(Revenue = Incentives + Innovation + Outputs) price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023.
SoW	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a DNO's network may have an impact on the transmission network
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

Tractivity	SPEN Stakeholder Management System that records all registered stakeholders
TSO	Transmission Systems Operator – responsible for facilitating effective and well-functioning transmission markets, which give options to customers to choose the best connection provider and allow connection providers to offer options and services best tailored to connection customer needs.
Land Rights	SPEN seek to obtain appropriate Land Rights for all of its operational assets which are situated on private land. Those Land Rights can take the form of wayleaves, easements and servitudes, leases and outright ownership.
Webinar	Web conferencing.
Witness test	'Witness testing' is where we, the distribution network operator, attend the site of a generator to witness your commissioning engineer test the protection systems associated with your generator and ensure they operate correctly.



Summary of Relevant Market Segments

Term	Definition
Metered Demand Connections	<p>Low Voltage (LV) work: LV connection activities involving only LV work, other than in respect of the Excluded Market Segment.</p> <p>High Voltage (HV) work: LV or HV connection activities involving HV work (including where that work is required in respect of connection activities within an Excluded Market Segment).</p> <p>HV and Extra High Voltage (EHV) work: LV or HV connection activities involving EHV work.</p> <p>EHV work and above: extra high voltage and 132kV connection activities.</p>
Metered Distributed Generation (DG)	<p>LV work: low voltage connection activities involving only low voltage work.</p> <p>HV and EHV work: any connection activities involving work at HV or above.</p>
Unmetered Connections	<p>Local Authority (LA) work: new connection activities in respect of LA premises.</p> <p>Private finance initiatives (PFI) work: new connection activities under PFIs.</p> <p>Other work: all other non-LA and non-PFI unmetered connections work.</p>





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