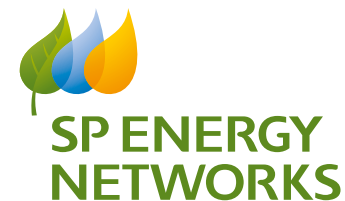


# Connections ICP Customer Journey

Correct from March 2020



# Getting Connected

## Introduction

1. ICP Enquiry
2. Quotation Request Received
3. Acceptance and Payment
4. Delivery Stage
5. Project Closure

## Introduction

This slideshow details the process followed by Applicants/ICPs/IDNOs for contestable connection projects. This process includes the timing of the transfer of information, how that information is configured in the RADAR system, and details of the requirements for each stage of the application.

[spenergynetworks.co.uk/userfiles/file/Jargon%20Buster.pdf](https://spenergynetworks.co.uk/userfiles/file/Jargon%20Buster.pdf)

[spenergynetworks.co.uk/userfiles/file/CON-04-005.pdf](https://spenergynetworks.co.uk/userfiles/file/CON-04-005.pdf)





# 1. ICP Enquiry



## ✓ ICP's registered on RADAR

ICP to use RADAR to submit online POC application.

North: [Click here](#)

South: [Click here](#)

## ✗ ICP's **not** registered on RADAR

First time ICP's need to complete RADAR Application form [click here](#), and if any assistance required contact the following email addresses:

SPD -  
[CICADMINNORTH@ScottishPower.com](mailto:CICADMINNORTH@ScottishPower.com)

SPM -  
[CICADMIN SOUTH@ScottishPower.com](mailto:CICADMIN SOUTH@ScottishPower.com)

### Introduction

#### 1. ICP Enquiry

#### 2. Quotation Request Received

#### 3. Acceptance and Payment

#### 4. Delivery Stage

#### 5. Project Closure



# 2. Quotation Request Received



## Stage 1

SP Energy Networks check the enquiry for competency.

## Stage 2

Designer reviews request and makes contact with ICP if any additional information is required.

## Stage 3

POC quote issued (this is valid for 3 calendar months) showing the point of connection and all costs.

## Stage 4

We will contact you to discuss your Quote (if necessary), answer any questions you have and explain Acceptance next steps.



### Introduction

1. ICP Enquiry

2. Quotation Request Received

3. Acceptance and Payment

4. Delivery Stage

5. Project Closure

# 3. Acceptance and Payment



## Stage 1

Upload Acceptance and Proof of Payment to RAdAR POC Module including nominating ICP to progress with project

## Stage 2

ICP submits request through RAdAR for approval of their design.

## Stage 3

SPEN issue approval confirmation including uploading Adoption Agreement and Bi Lateral Connection Agreement (where applicable) through RAdAR.

## Stage 4

If necessary a call is made regarding any alterations to the design required before approval grant.

## Customer Action

Customer to nominate an energy supplier and set up a supplier agreement (if required).

## ICP Action

ICPs are required to arrange a Meter Point Admin Number (MPAN) in order to get a meter fitted.



### Introduction

1. ICP Enquiry

2. Quotation  
Request Received

3. Acceptance  
and Payment

4. Delivery Stage

5. Project Closure

# 4. Delivery Stage



## Stage 1

ICP to complete any onsite works which are required prior to SPEN involvement.

## Stage 2

If there are any SP Energy Networks enabling work we will contact you to explain the Delivery Process in detail, including:

- The design of your project
- Land consents (if applicable)
- Equipment lead times
- Site visit (if required)
- Expected delivery dates.

## Stage 3

ICP submits connection request for ICP or SPEN to connect to the network. This date being agreed by both parties.

## Stage 4

SPEN produces a 'notification' when the delivery date has been agreed.

## Stage 5

On receipt of a request SP Energy Networks will complete the following activities within the timescales below (Or at a later date if agreed by both parties):

**Timescales:**

**LV** Complete Connection within 10 working days.

**HV** Complete Connection within 20 working days.

**EHV** Agree proposed dates within 20 working days.

## Stage 6

5 days before agreed delivery connection date: ICP must complete and upload all relevant documents detailed in RAdAR.

## Stage 7

ICP or SP Energy Networks to carry out their works required to complete the connection.

## Stage 8

If ICP/ IDNO is completing the connection, the ICP is to submit 'As Laid' information through RADAR within 5 working days of completing the connection

### ICP Action

Submit whereabouts into RAdAR when undertaking any works before connection.

### ICP Action

Where applicable post connection the ICP must upload CT tests documentation.

### Introduction

#### 1. ICP Enquiry

#### 2. Quotation

#### Request Received

#### 3. Acceptance and Payment

#### 4. Delivery Stage

#### 5. Project Closure



# 5. Project Closure



## Stage 1

ICPs upload all the information specified in CON-04-006 Project Completion Process for Contestable Works into the Project Closure section of the RADAR project.

[www.spenergynetworks.co.uk/userfiles/file/CON-04-006.pdf](http://www.spenergynetworks.co.uk/userfiles/file/CON-04-006.pdf)

## Stage 2

When all of the information has been uploaded by the ICP and submitted via the Conditions Precedent section then the ICP can request closure of the project.

## Stage 3

SPEN assesses the information provided by the ICP, in the Project Closure Module.

If satisfied the project will be changed from “Open” to “Closed”.

If the project and/or closure information does not meet SPEN’s requirements the RADAR Project will be left as “Open” by SPEN and the ICP advised to review.

### Introduction

#### 1. ICP Enquiry

#### 2. Quotation Request Received

#### 3. Acceptance and Payment

#### 4. Delivery Stage

#### 5. Project Closure

