

SP Energy Networks DG Work Programme



DG Work Plan Owner: Graham Campbell graham.campbell@scottishpower.com

DG Pre Contract Manager: Paul Black paul.black@scottishpower.com

Customer Account Manager (Scotland): Elaine Forsyth elaine.forsyth@scottishpower.com

Customer Account Manager (England & Wales): Louise Edwards louise.edwards@sppowersystems.com

Customer Account Manager (DG Workplan & Processes): Rachel Shorney rachel.shorney@sppowersystems.com

SP EnergyNetworks DG Website: <http://www.spenergynetworks.co.uk/dgis>

DG Enquiries (Scotland): spncnorth@scottishpower.com

DG Enquiries (England & Wales) spncsouth@scottishpower.com

RenewableUK Issues	RenewableUK Suggestions	Proposed Approach	SP Energy Networks High Level Plan		RAG Status	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Comments - Progress Made to Date (June 2013)		
1.0 Customer Service	1.1 Monitor Customer Satisfaction	Collaborative with other DNO's	1.1.1	Engage with other DNO's to agree a common approach to survey and monitor Customer Satisfaction		Complete				Agreed with DNOs to undertake a joint survey to DG Customers based upon the current Broad Measure of Customer Satisfaction; furthermore SP have proposed and drafted a more in-depth and DG specific survey for quotations		
		Collaborative with other DNO's	1.1.2	Establish contents of survey and agree format and timescales with other DNO's		Complete				A more detailed survey has been drafted and circulated to DNO representatives for comments		
		Collaborative with other DNO's	1.1.3	Conduct surveys, review results and formulate an action plan to implement any findings			Original Target		Revised Target	SPEN will undertake a survey at the end of 2013 to incorporate findings from the improvements made within the workplan this year and identify issues for 2014		
		DNO Specific	1.1.4	Communicate the results and implementation plan with Customers and Stakeholders				Original Target		Revised Target for Q1 2014		
		DNO Specific	1.1.5	Periodically refresh the survey if and when deemed appropriate					Original Target	Revised Target for Q2 2014		
	1.2 Checklist of What Customers can Expect	DNO Specific	1.2.1	1.2.1	Publish the Guidance Leaflet - Our Connections Process Explained - onto SPEN website and issue at Customer Surgeries and Forums		Complete				Document published on SPEN website on attached link: http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Our%20Connection%20Process%20Explained.pdf	
		DNO Specific	1.2.2	1.2.2	Develop a Guidance Leaflet explaining Our Enquiry Application Detail Requirements and publish on SPEN website and issue at any future Customer Surgeries / Forums		Complete				Document published on SPEN DG website on attached link: http://www.sppowersystems.co.uk/dgis/understanding_the_connection_process.asp	
		Collaborative with other DNO's	1.2.3	1.2.3	Engage with other DNO's to establish a common approach for all Customer Enquiries		Engage				DNO DG Workgroup continuing to work together to agree a common approach. SPEN details for all Customer enquiries shown on SPEN website at the attached link: http://www.sppowersystems.co.uk/dgis/understanding_the_connection_process.asp	
		DNO Specific	1.2.4	1.2.4	Refresh and update our information for Customers as and when required from the results of any Customer Feedback from 1.1.3 above				Target			
	1.3 Account Managers	DNO Specific	1.3.1	1.3.1	Appoint Account Managers to establish contact with the Customer upon receipt of a new enquiry and discuss the actual requirements and timescales for each enquiry.		Complete				Account Manager contact details published on SPEN website on attached link: http://www.spenergynetworks.co.uk/connecting_to_our_network/connections_contact.asp?NavID=11	
	1.4 Recruitment of Non-Technical Support	DNO Specific	1.4.1	1.4.1	Conduct workload review to ensure adequate resource levels for all aspects of the quotation process		Ongoing				Resource levels and mix of ability are regularly reviewed to ensure resource levels and capability meets the demand being sought by our customers	
		DNO Specific	1.4.2	1.4.2	Develop additional support functions that can be utilised as required, e.g. ad hoc wayleave and civil resource support to peak lop workload during busy periods.			Complete			Development of additional resource capacity to manage any future peak lopping as and when it is required.	
	2.0 Application Process	2.1 Iterative Process	DNO Specific	2.1.1	2.1.1	Review SPEN's existing Feasibility Study product and consider how it might be enhanced to better meet customer requirements. Consult with Customers and Stakeholders.		Draft	Target	Rollout		Draft proposal tabled at the DNO DG Stakeholder Event on Wed 19th June - awaiting comments from group to progress. SPEN keen to follow up and offer this service by 1st September 2013.
			DNO Specific	2.1.2	2.1.2	Communicate to all Customers and Stakeholders revisions to SPEN's Feasibility Study product and associated processes.				Target		On track; Details of SPEN draft proposal available for comment on the attached SPEN website link: http://www.sppowersystems.co.uk/dgis/understanding_the_connection_process.asp
Collaborative with other DNO's			2.1.3	2.1.3	Continue to progress our engagement with other DNOs to progress the business case for approval of assessment and design fees.		Engage				On track; Derek Fairbairn (NPG) has drafted paper and circulated to all DNOs for comment; stakeholders to be given the opportunity to comment early April. Discussed at Stakeholder Event on 19th June 2013.	
2.2 Database of Turbine Specifications		Collaborative with other DNO's	2.2.1	2.2.1	Develop a national database of all turbine specifications for all Customers within UK			Draft List	Target		SPEN prepared a list of manufacturers / suppliers connected to their network. SPEN working with ENA to develop a national database for all generation types available.	
2.3 Options for Extension of validity		Collaborative with other DNO's	2.3.1	2.3.1	Continue engagement with other DNOs and progress changes to the Connection Charging Methodology Statement to take account of impact of interactivity.			Engage		Target	Working with the rest of the DNO group to progress this issue and once agreed will form part of our Statement of Methodology and Charges for Connection. The current SPEN view is that we will grant an extension upon request so long as there is no impact on another party in doing so.	

SP Energy Networks DG Work Programme

RenewableUK Issues	RenewableUK Suggestions	Proposed Approach	SP Energy Networks High Level Plan		RAG Progress	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Comments - Progress Made to Date (June 2013)
2.0 Application Process Continued	2.3 Options for Extension of validity continued	DNO Specific	2.3.2	Develop clearer guidance on SPEN Policy on Extensions to Validity and communicate to Customers and Stakeholders			Complete			Internal SPEN Policy and Guidance completed and distributed. External Guidance leaflet issued on SPEN website on the attached link: http://www.sppowersystems.co.uk/dgis/indicative_costs.asp
	2.4 Contestable Works part of Same Application	Collaborative with other DNO's	2.4.1	Engage with other DNOs to consider revisions to ENA common application for connection to enable dual application requests		Engage				This was considered at the second DG Work Plan meeting with stakeholders; ongoing discussions with the wider DNO group.
		DNO Specific	2.4.2	Give consideration as to what additional information could be provided within licensed quotation letters to provide greater clarity of contestable activities		Draft	Target	Rollout		Work in progress on this issue, with greater level of detail still to be resolved. Targeted rollout for July 2013.
3.0 Information Provision	3.1 Information on HV Network, Voltage Issues and Plans	DNO Specific	3.1.1	Introduction of detailed heat maps onto SPEN website				Target		Ahead of schedule with initial 11kV heat maps developed; these have been shared with some stakeholders and have been well received; a number of queries and developments were suggested that are currently being considered
		DNO Specific	3.1.2	Development of 11kV GIS plans to show all load and generation related issues per circuit					Target	Excellent progress made to date; as above
		DNO Specific	3.1.3	Development of a database to monitor and review all generation enquiries and connections					Target	Development commenced and on target for completion by end of Qtr 3.
		DNO Specific	3.1.4	Ongoing communication with Local Authorities regarding load and generation capacity availability		Ongoing				On track; discussed plans with Local Authorities and WAG in Wales; further communication with LA's in in Scotland and England being initiated. Action to contact all LA's within DNO boundaries by end of Qtr 4. New Account Manager appointed to assist in this task.
4.0 Technical	4.1 Innovation Collation and Rollout	Collaborative with other DNO's	4.1.1	Development of Power Networks Demonstration Centre (PNDC) with partners University of Strathclyde, SSE and Scottish Enterprise)				Target		PNDC officially opened in May 2013
		DNO Specific	4.1.2	Continuation of the existing Dynamic Thermal Rating (DTR) trial on 132kV network in North Wales				Target		On track
		DNO Specific	4.1.3	Development of Flexible Networks Project to provide 20% increase in network capacity via flexible network control and dynamic rating of network plant and equipment		Ongoing				Good progress being made with this; ongoing engagement with Stakeholders to review benefits
		DNO Specific	4.1.4	Continuation of ARC Project to trial a new connections process in East Lothian and the Borders of Scotland		Engage				Good progress being made with this; further appointments to the team in place and initial start up in progress
		Collaborative with other DNO's	4.1.5	Continue to work with other DNO's to consider other suitable projects under IFI and LCNF criteria		Ongoing				On track
	4.2 Safeguard against Unnecessary Works	Collaborative with other DNO's	4.2.1	Continue the relationship with generator and renewable developers to improve new product availability		Ongoing				On track
		Collaborative with other DNO's	4.2.2	Continue the significant stakeholder engagement to ensure all parties are working towards increased capacity		Ongoing				Good progress being made with this; ongoing engagement with Stakeholders and Customers to progress capacity issues
		DNO Specific	4.2.3	Development of non-firm connections to enable less costly connections					Target	On track
	4.3 Consistency in Standards interpretation	Collaborative with other DNO's	4.3.1	Continue to trial and develop the use of AVR's to enable further network capacity, and review the findings with other DNO's to share learning points of AVR technology					Target	Item for discussion at the DNO Technical Forum when established.
		Collaborative with other DNO's	4.3.2	Actively participate in any new opportunities or trials to improve technology within the LCNF arena and develop further links with other DNO's and stakeholders		Ongoing				Ongoing engagement with Stakeholders and Customers
	4.4 Use of Legacy Projects and Strategic Developments	DNO Specific	4.4.1	Publish details on significant projects and innovative ideas on SPEN website		Ongoing				Update on all projects available on SPEN LCNF website: http://www.spenergynetworks.co.uk/innovation/
		DNO Specific	4.4.2	Present at the Annual ENA LCNF conference					Target	Agreed attendance at 2013 event
Collaborative with other DNO's		4.4.3	Actively engage with other DNO's and Stakeholders to ensure any developments and benefit is experienced at a national level		Ongoing				Working with the rest of the DNO group to progress this issue.	

SP Energy Networks DG Work Programme

RenewableUK Issues	RenewableUK Suggestions	Proposed Approach	SP Energy Networks High Level Plan		RAG Progress	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Comments - Progress Made to Date (June 2013)		
5.0	Charging	5.1	Fair Deposit	DNO Specific	5.1.1	Continue review of payment terms upon acceptance			Original Target	Inform	Revised Target	In progress; targeting internal approval Quarter 3 and implementation to Customers Quarter 4
		5.2	Itemised Breakdown of Costs, including Contestable Charges	DNO Specific	5.2.1	Continue efforts to provide optimum breakdown of charges within quotations enabling customers to better understand make-up of connection charge.				Target		On track
				DNO Specific	5.2.2	Continue efforts to provide optimum clarity and detail of cost apportionment (where applicable) and associated works, proactively including notification of information requirements under Electricity				Target		On track
6.0	Choice	6.1	Address Barriers to Competition	DNO Specific	6.1.1	Continue engagement with customers and stakeholders to understand better perceived barriers and to improve understanding more generally of SPEN processes and options available to customers wishing to						On track
				DNO Specific	6.1.2	Review design approval requirements for generation enquiries.			Complete	Inform		Internal SPEN Distributed Generation Design Policy Document published; External publication of some aspects to be considered in Qtr 3.
				Collaborative with other DNO's	6.1.3	Work collaboratively with other DNO's to ensure fair competition for DG Customers		Engage				Working with the rest of the DNO group to progress this issue.
7.0	Feedback	7.1	Risk-free Appeals Process	DNO Specific	7.1.1	Document SPEN Appeals Process and review with Customers and Stakeholders			Target	Review		Discussed at DNO DG Stakeholder Event on 19th June 2013; further clarification on issues to be documented in Qtr 3
				Collaborative with other DNO's	7.1.2	Engage with other DNO's to discuss a common approach at national level			Engage			Continued communication with other DNO's to determine a common approach
				DNO Specific	7.1.3	Formally communicate to all Customers and Stakeholders the SPEN Appeals Process				Target		
		7.2	Customer Feedback Seminars	DNO Specific	7.2.1	Continue with SPEN Customer Surgeries and DG Forums						Extremely positive feedback from Customer Surgeries already completed; Dates of forthcoming Customer Surgeries shown on SPEN website on: http://www.spenergynetworks.co.uk/connecting_to_our_network/events.asp?NavID=23
				DNO Specific	7.2.2	Produce a detailed Communication Plan per Customer Group			On Track			Key accounts established. Additional Account Manager appointed to co-ordinate ongoing communication with this group.
				Collaborative with other DNO's	7.2.3	Hold National and Regional sessions with other DNO's					Target	Working with the rest of the DNO group to progress this matter.
				DNO Specific	7.2.4	Develop an Application Tracking System to improve updates on each project					Target	Proposals being considered
				DNO Specific	7.2.5	Continue with Local Authority interaction to review ongoing capacity issues		Ongoing				Regular meetings with Local Authorities in Wales and WAG, plans to improve links in Scotland and England. New Account Manager now appointed and has initiated contact with Local Authorities.
				Collaborative with other DNO's	7.2.5	Develop any appropriate initiatives or innovation suggestions from Customers		Engage				Working with the rest of the DNO group to progress this issue.
		7.3	Issues Log - also to capture new issues	Collaborative with other DNO's	7.3.1	Document Regional and National Issues			Original Target	Revised Target		This was discussed at the second DG Work Plan meeting with stakeholders on 1st May. Further work required to finalise proposals with other DNO's.
				Collaborative with other DNO's	7.3.2	DNO workplan to rationalise issues				Target		This will be considered at the second DG Work Plan meeting with stakeholders on 1st May
				Collaborative with other DNO's	7.3.3	Review and resolve issues jointly as a DNO Group					Target	This will be considered at the second DG Work Plan meeting with stakeholders on 1st May
Collaborative with other DNO's	7.3.4			Communicate Implementation Plan and Results to Customers					Target	This will be considered at the second DG Work Plan meeting with stakeholders on 1st May		
Collaborative with other DNO's	7.3.5			Development of a National DNO Technical Forum			Initial Set Up		Target	Agreement in place with other DNO's to set up a National DG Technical Forum. SPEN representative appointed and will attend 1st meeting when date arranged.		
Collaborative with other DNO's	7.3.6			Reasonable securities for transmission works under new CMP 192 regime					Target	Discussions ongoing with National Grid regarding the current securities passed through to the Customer.		