

SP Energy Networks DG Work Programme



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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 (March 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	Green	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	Green	Complete				A more detailed survey has been drafted and circulated to DNO representative for comments
		Collaborative with other DNO's	1.1.3	Conduct surveys, review results and formulate an action plan to implement any findings	Green		Target			On track
		DNO Specific	1.1.4	Communicate the results and implementation plan with Customers and Stakeholders	Green			Target		On track
		DNO Specific	1.1.5	Periodically refresh the survey if and when deemed appropriate	Green				Target	On track
	1.2 Checklist of What Customers can Expect	DNO Specific	1.2.1	Publish the Guidance Leaflet - Our Connections Process Explained - onto SPEN website and issue at Customer Surgeries and Forums	Green	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	Develop a Guidance Leaflet explaining Our Enquiry Application Detail Requirements and publish on SPEN website and issue at any future Customer Surgeries / Forums	Green	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	Engage with other DNO's to establish a common approach for all Customer Enquiries	Yellow	Engage				The first DG Work Plan meeting with stakeholders was held on 20th March; 2nd meeting planned for 1st May will seek to address a common approach
		DNO Specific	1.2.4	Refresh and update our information for Customers as and when required from the results of any Customer Feedback from 1.1.3 above	Green			Target		
	1.3 Account Managers	DNO Specific	1.3.1	Appoint Account Managers to establish contact with the Customer upon receipt of a new enquiry and discuss the actual requirements and timescales for each enquiry.	Green	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	Conduct workload review to ensure adequate resource levels for all aspects of the quotation process	Green					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	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.	Green	Ongoing	Target			
2.0 Application Process	2.1 Iterative Process	DNO Specific	2.1.1	Review SPEN's existing Feasibility Study product and consider how it might be enhanced to better meet customer requirements. Consult with Customers and Stakeholders.	Yellow	Draft	Target			Initial Draft prepared and discussed with selected stakeholders - initial feedback from stakeholders requires definitive timescales and impact on 'interactive queue'; stakeholders also seek better information provision to allow 'self-assessment' without the need for feasibility studies
		DNO Specific	2.1.2	Communicate to all Customers and Stakeholders revisions to SPEN's Feasibility Study product and associated processes.	Green			Target		
		Collaborative with other DNO's	2.1.3	Continue to progress our engagement with other DNOs to progress the business case for approval of assessment and design fees.	Green	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
	2.2 Database of Turbine Specifications	Collaborative with other DNO's	2.2.1	Develop a national database of all turbine specifications for all Customers within UK	Yellow			Target		SP have taken action to complete; we await relevant data from manufacturers / suppliers; note this will include all DG types (not just wind)
	2.3 Options for Extension of validity	Collaborative with other DNO's	2.3.1	Continue engagement with other DNOs and progress changes to the Connection Charging Methodology Statement to take account of impact of interactivity.	Green		Engage		Target	Working with the rest of the DNO group to progress any issues through the CCMF

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2.0 Application Process Continued	2.3 Options for Extension of validity continued	DNO Specific	2.3.2	Develop clearer guidance on SPEN Policy on Extensions to Validity and communicate to Customers and Stakeholders		Complete	Inform			On track
	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 will be considered at the second DG Work Plan meeting with stakeholders on 1st May
		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			
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		Agreed terms of reference (ToR) and resource identified - development stage to start in Qtr 2
		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 required with LA's in Scotland and England
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		On track
		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				On track
		DNO Specific	4.1.4	Continuation of ARC Project to trial a new connections process in East Lothian and the Borders of Scotland		Engage				On track
		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		On track
		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.	

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5.0 Charging	5.1 Fair Deposit	DNO Specific	5.1.1	Continue review of payment terms upon acceptance	Yellow		Target			Further work to do; revision to current policy being considered
	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.	Green			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	Green			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	Green					On track
		DNO Specific	6.1.2	Review design approval requirements for generation enquiries.	Green		Target			On track
		Collaborative with other DNO's	6.1.3	Work collaboratively with other DNO's to ensure fair competition for DG Customers	Green	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	Green		Target			On track
		Collaborative with other DNO's	7.1.2	Engage with other DNO's to discuss a common approach at national level	Green		Engage			On track
		DNO Specific	7.1.3	Formally communicate to all Customers and Stakeholders the SPEN Appeals Process	Green			Complete		
	7.2 Customer Feedback Seminars	DNO Specific	7.2.1	Continue with SPEN Customer Surgeries and DG Forums	Green					A significant number of surgeries already completed; extremely positive feedback from Customers to date; monthly surgeries will continue
		DNO Specific	7.2.2	Produce a detailed Communication Plan per Customer Group	Green		Target			Good progress made to date; keyaccounts established with engagement plan complete
		Collaborative with other DNO's	7.2.3	Hold National and Regional sessions with other DNO's	Green				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	Green			Target		Proposals being considered
		DNO Specific	7.2.5	Continue with Local Authority interaction to review ongoing capacity issues	Green	Ongoing				Regular meetings with Local Authorities in Wales and WAG, plans to improve links in Scotland and England
		Collaborative with other DNO's	7.2.5	Develop any appropriate initiatives or innovation suggestions from Customers	Green	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	Green		Target			This will be considered at the second DG Work Plan meeting with stakeholders on 1st May
		Collaborative with other DNO's	7.3.2	DNO workplan to rationalise issues	Green			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	Green				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	Communicate Implementation Plan and Results to Customers	Green				Target	This will be considered at the second DG Work Plan meeting with stakeholders on 1st May