

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	Q1 2014	Q2 2014	Comments - Progress Made to Date (September 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		As above; revised target for Q2 2014	
		DNO Specific	1.1.5 Periodically refresh the survey if and when deemed appropriate					Original Target	Revised Target		As above; revised target for Q2 2014	
	1.2 Checklist of What Customers can Expect	DNO Specific	1.2.1 Publish the Guidance Leaflet - Our Connections Process Explained - onto SPEN website and issue at Customer Surgeries and Forums		Complete							Document published on SPEN website on attached link: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Our%20Connection%20Process%20Explained.pdf">http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Our%20Connection%20Process%20Explained.pdf</a>
		DNO Specific	1.2.2 Develop a Guidance Leaflet explaining Our Enquiry Application Detail Requirements and publish on SPEN website and issue at any future Customer Surgeries / Forums		Complete							Document published on SPEN DG website on attached link: <a href="http://www.sppowersystems.co.uk/dgis/understanding_the_connection_process.asp">http://www.sppowersystems.co.uk/dgis/understanding_the_connection_process.asp</a>
		Collaborative with other DNO's	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: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Our_DG_Connection_Process_Explained.pdf">http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Our_DG_Connection_Process_Explained.pdf</a>
		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				Original Target					Revised Target for Qtr 3 2014 when 1.1.3 above completed.
	1.3 Account Managers	DNO Specific	1.3.1 Appoint Account Managers to establish contact with the Customer upon receipt of a new enquiry and discuss the actual requirements and timescales for each enquiry.		Complete						Account Manager contact details published on SPEN website on attached link: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/dgis_contact.asp?NavID=5&amp;SubNavID=5">http://www.spenergynetworks.co.uk/connecting_to_our_network/dgis_contact.asp?NavID=5&amp;SubNavID=5</a>	
	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		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 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 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	Original Target	Draft Proposal	Comments & Possible Trial	Revised Target		Draft proposal tabled at the DNO DG Stakeholder Events - requested comments from stakeholders and DG community to progress. Proposal live on SPEN website and comments appreciated from DG Community: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/dgis_indicative_costs.asp?NavID=5&amp;SubNavID=3">www.spenergynetworks.co.uk/connecting_to_our_network/dgis_indicative_costs.asp?NavID=5&amp;SubNavID=3</a>
			DNO Specific	2.1.2 Communicate to all Customers and Stakeholders revisions to SPEN's Feasibility Study product and associated processes.				Original Target		Revised Target		As above - comments requested from DG community on SPEN website link: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/dgis_indicative_costs.asp?NavID=5&amp;SubNavID=3">http://www.spenergynetworks.co.uk/connecting_to_our_network/dgis_indicative_costs.asp?NavID=5&amp;SubNavID=3</a>
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.		Engage						On track; Derek Fairbairn (NPG) has submitted a paper to DECC on 1st August 2013 and a follow up meeting with DG key stakeholders is scheduled for mid October 2013.	
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			Draft List	Original 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. Ongoing discussion at the regular DNO / DG Stakeholder events. Final outcome is not yet known.	
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.			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, which is communicated on SPEN website on attached link: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Policy_Communication_Extension_to_Validity_Periods_of_Connection_or_POC_Offers.pdf">http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Policy_Communication_Extension_to_Validity_Periods_of_Connection_or_POC_Offers.pdf</a>		

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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					Internal SPEN Policy and Guidance completed and distributed. External Guidance leaflet issued on SPEN website on the attached link: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Policy_Communication_Extension_to_Validity_Periods_of_Connection_or_POC_Offers.pdf">http://www.spenergynetworks.co.uk/connecting_to_our_network/documents/Policy_Communication_Extension_to_Validity_Periods_of_Connection_or_POC_Offers.pdf</a>		
		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	Original Target	33kV trial	Review & include 11kV Quotations	Rollout				SPEN have developed a new offer template that gives greater detail on the contestable and non contestable activities, which is currently being trialled for 33kV quotations. Following the trial's successful completion, the intention is to roll this new functionality out to the lower voltages.
3.0	Information Provision	3.1 Information on HV Network, Voltage Issues and Plans	DNO Specific	3.1.1	Introduction of detailed heat maps onto SPEN website				SPD Target	SPM Target			First draft of the SPD Generation Heat Maps will be available on the SPEN website by Monday 14th October 2013. See attached link: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/dgis_indicative_costs.asp?NavID=5&amp;SubNavID=3">http://www.spenergynetworks.co.uk/connecting_to_our_network/dgis_indicative_costs.asp?NavID=5&amp;SubNavID=3</a>		
			DNO Specific	3.1.2	Development of 11kV GIS plans to show all load and generation related issues per circuit				Target		Additional Proposal Target			Excellent progress made to date; as above. Further work proposed in 2014 to progress with interactive capacity maps and applications.	
			DNO Specific	3.1.3	Development of a database to monitor and review all generation enquiries and connections				Complete						Active monitoring of all generation enquiries and connections now in place. Further development proposed in 2014 to provide an interactive enquiry screen for customers to review progress of their project.
			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 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		Complete	Original Target					PNDC officially opened in May 2013. Review planned in 2014 to determine any required improvement or development opportunity.		
			DNO Specific	4.1.2	Continuation of the existing Dynamic Thermal Rating (DTR) trial on 132kV network in North Wales			Ongoing						On track; review of initial findings expected in 2014; further development opportunities to be identified by Qtr 3 2014.	
			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; team set up and initial projects identified for progression in 2014.	
			Collaborative with other DNO's	4.1.5	Continue to work with other DNO's to consider other suitable projects under IFI and LCNF criteria		Ongoing							Ongoing communication with other DNO's and DG stakeholders. We continually seek to identify new and innovative solutions.	
		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							As above, ongoing communication to identify new products and alternative solutions. Keen to be actively involved in any new solutions from the DG community.	
			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; work in progress to propose a reasonable solution for the DG community by end of 2013.	
		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	Communicate Findings				Item discussed at the DNO Technical Forum - further communication expected in Qtr 4 2013.	
			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: <a href="http://www.spenergynetworks.co.uk/innovation/">http://www.spenergynetworks.co.uk/innovation/</a>	
			DNO Specific	4.4.2	Present at the Annual ENA LCNF conference				Original Target	Revised Target				Agreed attendance on 13th /14th November in Brighton 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		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.	Green			Original Target		New IT project proposed		On track; full breakdown of costs available upon request; IT project reviewing the viability of automated cost breakdown to be included in quotation for Qtr 4 2014	
		DNO Specific	5.2.2	Continue efforts to provide optimum clarity and detail of cost apportionment (where applicable) and associated works, proactively including notification of information requirements under Electricity	Green			Original Target		New IT project proposed		On track; part of the same IT project as above.	
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; DG Account Manager fully operational in new role.	
		DNO Specific	6.1.2	Review design approval requirements for generation enquiries.	Green		Complete	Inform	Communicate				Internal SPEN Distributed Generation Design Policy Document published; External publication of some aspects agreed and to be available on SPEN website in Qtr 4.
		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	Yellow		Target	Review	Revised Target			Discussed at DNO DG Stakeholder Events; further clarification on issues to be discussed at DG Fora events in October and communicated on SPEN website by end of November 2013.	
		Collaborative with other DNO's	7.1.2	Engage with other DNO's to discuss a common approach at national level	Green		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	Green			Original Target		Revised Target			Revised Target for Qtr 1 2014 when 7.1.1 above completed
	7.2 Customer Feedback Seminars	DNO Specific	7.2.1	Continue with SPEN Customer Surgeries and DG Forums	Green								Extremely positive feedback from Customer Surgeries already completed; Dates of forthcoming Customer Surgeries shown on SPEN website on: <a href="http://www.spenergynetworks.co.uk/connecting_to_our_network/events.asp?NavID=23">http://www.spenergynetworks.co.uk/connecting_to_our_network/events.asp?NavID=23</a>
		DNO Specific	7.2.2	Produce a detailed Communication Plan per Customer Group	Green		On Track						Key accounts established. Additional Account Manager appointed to co-ordinate ongoing communication with this group. Further communication with wider DG community ongoing by new Account Manager.
		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			Original Target		New IT project proposed			Proposals being considered; IT project being proposed for 2014 for interactive application tracking system on SPEN website.
		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. New Account Manager now appointed and has provided a number of capacity reviews for Local Authorities that have requested this information.
		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		Original Target	Complete					Work ongoing as part of the DNO DG Technical Working Group. Any issues not associated with this group to be retabled by DG community.
		Collaborative with other DNO's	7.3.2	DNO workplan to rationalise issues	Green			Complete					As above; any ongoing issues not adopted by DNO DG Technical Working Group to be retabled by DG community.
		Collaborative with other DNO's	7.3.3	Review and resolve issues jointly as a DNO Group	Green				Target				Ongoing as part of the DNO DG Technical Working Group
Collaborative with other DNO's		7.3.4	Communicate Implementation Plan and Results to Customers	Green				Target				This will be considered in the 2014 DG Workplan	
Collaborative with other DNO's		7.3.5	Development of a National DNO Technical Forum	Green		Initial Set Up		Target				SPEN DG Pre Contract Manager, Paul Black, appointed as a member of the DNO DG Technical Working Group. Attended first meeting of the group on 27th August 2013 and will contribute on an ongoing basis.	
Collaborative with other DNO's		7.3.6	Reasonable securities for transmission works under new CMP 192 regime	Green				Target				Discussions ongoing with National Grid regarding the current securities passed through to the Customer.	