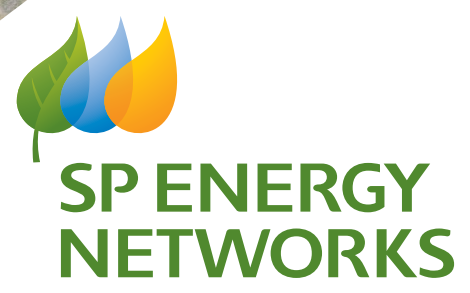


Making Connections

Our major connections engagement strategy, workplan and performance outputs

Incentive on Connections Engagement (ICE)
Ofgem Submission, October Update
October 2019



Contents

CEO Foreword	03
SP Energy Networks Connections Engagement Strategy	04
Our Connections Engagement Events 2019/2020	06
Action Progress Updates	07
SPD Areas of Responsibility	20
SPM Areas of Responsibility	21

Introduction: CEO Foreword

Welcome to SP Energy Networks' 2019/20 ICE October Update. I'm proud of the continued engagement we have with our customers and stakeholders across the connections marketplace. I am also very pleased to see this reflected in the ICE feedback published from Ofgem which highlighted the level of engagement with customers and improvements in performance in relation to connections activity.

Through our 'Year of Innovation' in 2019 we are leading the way in developing the network of the future. In addition to promoting our flagship projects such as FUSION, FITNESS and CHARGE, I'm also proud to be at the forefront of the numerous partnerships detailed in this 2019/20 ICE Plan update. I truly believe that working in partnership with local government, community groups, customers and stakeholders is the only way to deliver the network of the future.

In May 2019, the Committee on Climate Change stated that electricity demand could more than double as we move away from fossil fuels to drive our cars and heat our homes. We have already seen the move away from a reliance on fossil fuels for power generation; and now embark on the journey towards electrification of heat and transport networks.

In June 2019, the UK Government set 2050 as its target for Net Zero carbon emissions. Local governments and national governments across our two licence areas have gone a step further by announcing targets locally – Scotland has a 2045 target, Liverpool City Region Combined Authority and Cheshire & Warrington LEP 2040, and the 3 largest cities in our 2 licence areas Glasgow, Edinburgh and Liverpool have all targeted 2030.

This presents a fantastic opportunity for ourselves; and our customers and stakeholders. We see a huge role for SP Energy Networks in helping deliver these Net Zero goals; and we are fully committed to working with all our customers and stakeholders to achieve these aspirations.

Our 2019/20 ICE Plan portrays real, tangible actions that cover a range of topics that matter most to our customers and I am proud to publish this update of our progress to date in 2019.

Frank Mitchell
CEO of SP Energy Networks




SP Energy Networks Connections Engagement for 2019/20

Our Connections Engagement for 2019/20

We continue to receive excellent feedback on content, level of engagement and type of events we host for our connections stakeholders.

Our customers have provided positive feedback on the new format of events we introduced for 2019/20, with the quarterly engagement events receiving a significant increase in attendees across both our SPD and SPM licences, and our Monthly Newsletters also welcomed by our increased stakeholder base.

We feel our SP Energy Networks engagement portfolio detailed below provides the optimal level of access to our staff for customers who prefer face to face communication, whilst also providing a more efficient service for other customers.

With this in mind we plan to continue our 2019/20 Connections Engagement Strategy and are committed to delivering the type of engagement our stakeholders appreciate.

Open Door Policy

SP Energy Networks offer an open door policy, where any customer or stakeholder can make direct contact with our Stakeholder or District teams to discuss any specific requirements.

Details on how to contact our teams across both our SPD and SPM licence areas can be found in the SPD and SPM Areas of Responsibility pages at the end of this document.

We encourage all customers and stakeholders to contact us at their convenience to discuss any queries that may arise.

Monthly Newsletters throughout 2019/20

Our Monthly Newsletters have been well received since their introduction, with copies being distributed at all of our SP Energy Networks engagement events as well as published on our website. We would like to encourage all customers and stakeholders to 'Register as a Stakeholder' using the details below to receive email notification of these Monthly Newsletters. We would like to encourage all customers and stakeholders to 'Register as a Stakeholder' on our website at www.spenergynetworks.co.uk/register to receive email notification of these Monthly Newsletters.

SP Energy Networks are committed to providing up to date information for all customers and stakeholders on key, relevant topics. We would like to encourage all customers and stakeholders to request further topics to be included in our Monthly Newsletter publications. To date we have received requests for further information on our partnerships and community projects, and the work we are doing to prepare for Electric Vehicles and other low carbon technologies. We have therefore introduced these topics for our Monthly Newsletters for early 2020.

We appreciate feedback from our customers and stakeholders and would like to encourage further requests for topics as we continue to prepare for our engagement throughout 2020.

Monthly Newsletters throughout 2019/20

Please view the published newsletters on our website at: www.spenergynetworks.co.uk/stakeholder_info

April 2019	Flexible Tenders	Published
May 2019	Heat Map improvements	Published
June 2019	Preparing for the Electrification of Heat	Published
July 2019	G98/G99 Process	Published
August 2019	DER from Blackstart	Published
September 2019	RAdAR Improvements	Published
October 2019	Queue Management Progress	Published
November 2019	Project CHARGE	
December 2019	Heat Map Improvements	
January 2020	Partnerships and Community Projects	
February 2020	Update on SP Energy Networks Preparation for Electric Vehicles	
March 2020	Zero Carbon Communities	

The programme for 2020 will be agreed with customers and stakeholders throughout 2019.

SP Energy Networks Connections Engagement for 2019/20

Quarterly Online Sessions

SP Energy Networks appreciate the time commitment required for our customers and stakeholders to attend our engagement events, so we are committed to improving the online interaction we offer.

We have recorded our engagement events to date and our customers and stakeholders can view the subjects discussed on our website.

We are also committed to introducing interactive online sessions for our quarterly engagement events moving into 2020 and we look forward to providing further information on how to join our interactive sessions as they develop.

Would you like to have your say? Register as a stakeholder and get involved!

At SP Energy Networks we are continually improving the information we provide for our customers and stakeholders, and we are committed to providing regular updates on the improvements we have made.

We value the feedback we receive on how we can further improve our service for our customers so please register using the link below.

Register as a stakeholder:
www.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.

Quarterly Online Sessions throughout 2019/20

Please view the upcoming sessions on the events section of our website at: www.spenergynetworks.co.uk/stakeholder_events

June 2019	G98/G99 Process	Published
September 2019	Preparing for EV	Published
December 2019	RAdAR IT System enhancements	Register above
March 2020	DER from Blackstart	Register above

Following customer feedback; we have developed a timetable of online sessions to provide further information to customers and providing a Q&A session for customers who would like to discuss each topic in greater detail.



Our Connections Engagement Events 2019/2020

Our quarterly connections events for 2019/20 are focussing on the steps we are taking to enable the transition to low carbon technologies and the flexibility of our network as we move towards a DSO.

We have hosted 6 events to date across our SPD and SPM licence areas, with positive feedback and increased engagement at all of these events.

New stakeholders taking the time to attend our events demonstrates to us that we are providing a service our stakeholders appreciate, and we will therefore continue to engage in this manner throughout 2019/20.

Our Events

We are committed to communicating the information we share at our events for stakeholders who cannot attend in person.

Please use the following link to find details of the presentations completed at each event:
www.spenergynetworks.co.uk/stakeholder_info

Please contact gettingconnectedupdates@spenergynetworks.co.uk if you would like further information or clarification post event.

SPD

9 May 2019	Future Homes Conference	Inchyra Hotel, Grangemouth	Completed
1 July 2019	ICE Stakeholder Event	ScottishPower HQ, Glasgow	Completed
19 September 2019	Preparing for EV's on our Network	ScottishPower HQ, Glasgow	Completed
19 December 2019	ICE Stakeholder Event	ScottishPower HQ, Glasgow	
19 March 2020	ICE Stakeholder Event	ScottishPower HQ, Glasgow	

SPM

8 May 2019	Demand Workshop	Doubletree, Chester	Completed
25 June 2019	Preparing for EV's on our Network	Doubletree, Chester	Completed
18 September 2019	Low Carbon Futures Conference	Abbotswell, Chester	Completed
5 December 2019	ICE Low Carbon Stakeholder Workshop	Park Royal, Stretton	
11 March 2020	ICE Stakeholder Event	Chester	

Policy Guidance Action 1

Our action

We will update policy documentation for relevant industry changes and revise SP Energy Networks' specifications as required to ensure these remain up to date. We will produce supporting information and training material where required. This will be issued to customers and published on our website.

Proposed documents to be updated include: policies related to the Design and Planning of LV housing sites and associated HV/LV substations; specification for the interface with Independent Distribution Network Operators Installations; Guidance for Self Determination of Point of Connection and Self Design Approval for Independent Connection Providers; and frameworks for Industrial and Commercial Underground Connected Loads.

We will provide internal training on new documentation to all Connections customer-facing staff to enable them to discuss with customers.

We will continue to offer on-going communication and support to ensure our connections customers fully understand any policy changes.

Measuring our success

Publication of at least 6 document updates, with any additional updates subsequently added to this measure.

All connections customer facing staff will be trained on any new policy documentation updates.

All policy changes communicated at engagement events and feedback sought for further clarifications required from customers.

Our progress to date

Over the last few months we have reviewed our policies and customer facing materials and have issued updated versions of two network design policies. These updates provide simplified and up-to-date guidance for customers and stakeholders, addressing frequent questions on the SPM X-Type network and introduce ADMD values for the addition of electric vehicle charging equipment at new build properties.

We have also released a new connections guidance document detailing the end-to-end 132kV contestable connections process including registration of connection enquiries. The increased transparency of this process benefits customers and internal designers alike.

Moving forward, we have plans to release at least a further three network policy documents before the end of 2019; these include updated frameworks for Industrial and Commercial Underground Connected Loads. We are also undertaking a detailed technical review of a range of distributed generation policies to reflect the replacement of the ENA EREC G83 and G59 documentation with G98 and G99 equivalents.

We recognise the importance of ensuring our people are equipped with the skills and knowledge they need. We have completed internal training sessions for all connections customer facing staff to help improve communication of our design material to our customers and stakeholders.

Our next internal training seminar is scheduled for October 2019 and is focussed on the challenges of the electrification of transport. We are also planning our first System Design Summit, which is a forum for our engineering design teams to learn, develop and share best practice in recognition of the growing volume, complexity and innovation required to handle electrification of heat and transport and the provision of flexible, non-build solutions.

This internal training programme is critical to improving the service we provide for our customers and stakeholders and we are committed to continuing to increase the knowledge of our connections customer facing staff as we move to a further decarbonised future.

We also continue to provide customer support on an ad-hoc and as-requested basis, we are frequently contacted by customers with specific queries via our online contact forms and welcome continued contact of this kind. We are responding to recent customer feedback to our ESDD-02-012 policy document by developing further revisions to provide additional guidance for the electrification of transport.

Q3 Quarter 3 deliverable
Oct - Dec 2019

Time strategy area

DG, Unmetered, Metered



Communication Action 2

Our action

We will continue to publish updates via our website, facilitate quarterly online interactive sessions to deliver key messages and issue monthly newsletters to our stakeholders.

Our progress to date

We set up a timetable for publication of our Monthly Newsletters and have published 7 Monthly Newsletters to date.

The Monthly Newsletters have been well received, with printed copies of the newsletters being distributed at all SPEN engagement events, and suggestions for further topics requested.

We believe this method of communicating key topics for our customers and stakeholders is useful and have now published further topics to be covered for the remainder of the ICE Plan 2019/20.

Measuring our success

Monthly newsletter published on website.

Quarterly online session dates and joining instructions posted on website.

-  Quarter 4 deliverable Jan - Mar 2020 (impact monitoring)
-  Satisfaction
-  DG, Unmetered, Metered

ICP/IDNO Interface Action 3

Our action

We will build on our existing ICP / IDNO partnerships to deliver a streamlined and efficient process for this type of connections activity and will create and publish an updated ICP / IDNO customer journey with key milestones highlighted.

We will establish a partnership with an IDNO to pilot a project, publishing an information pack showing the suite of options available for self-connection. The output from this activity will be communicated via email, newsletter, website and at engagement events.

We will share learnings from the on-going HV self-connect trials and publish interactive user-guide to support existing process documentation.

We will publish recommendations for LV network design associated with new housing developments (shared learnings from Future Homes project).

Having already delivered the short term RAdAR system upgrades as part of our 2018/19 ICE plan, we will now deliver the medium / long term system upgrades as part of our 2019/20 plan.

We will produce a training pack to show the RAdAR improvements and will publish to all registered customers.

Our progress to date

The 12 RAdAR Improvements have been approved both internally and externally via our SP Energy Networks RAdAR Working Group. IT solutions are now being designed for these 12 improvements and are scheduled for completion and implementation by the end of March 2020.

A full training plan and documentation is being developed to help both our external and internal users of RAdAR understand the enhancements that will be made.

Measuring our success

Updated ICP/IDNO Customer Journey issued to all registered customers, communicated at all relevant engagement events and published on website.

Information Pack issued to all registered customers, communicated at all relevant engagement events and published on website.

Learnings of the HV Self Connect trial communicated to all registered customers, communicated at all relevant engagement events and published on website.

Recommendations for LV network design communicated to all registered customers, communicated at all relevant engagement events and published on website.

Training Pack for RAdAR upgrades issued to all registered customers, communicated at all relevant engagement events and published on website.

-  Quarter 4 deliverable Jan - Mar 2020 (impact monitoring)
-  Satisfaction
-  Time
-  Cost
-  DG, Unmetered, Metered

Communication - Local Authority Engagement Action 4

Our action

SPEN will establish a formal interface with each local authority within our two licence areas, building on the success of our existing relationships, in particular to help facilitate the introduction of low carbon technologies and the decarbonisation of the transport and heat networks.

We will establish a lead contact within each local authority for a low carbon energy transition.

We will provide local authorities with education and support regarding SPEN connections processes to facilitate low carbon technologies, providing them with the tools and information required to ensure low carbon projects are delivered effectively and efficiently.

Our progress to date

In SPD our district management teams have extended our existing relationships with our local authorities by holding investment strategy meetings. This has resulted in re-energised engagement and partnership with our local authorities and we are now working much more closely with at least 10 authorities with the expectations of engaging meaningfully with all our local authorities by the end of March 2020.

Our relationship of joint working with SSEN also helps to ensure we share best practice for all local authorities across Scotland.

In SPM we have developed a method of communicating with the local authorities together via joint workshops to provide an overall update per area of our licence. This gives the local authorities chance to meet with us on a regular basis but also their neighbouring local authorities, which they find very useful as all local authorities are being encouraged to share resources and workplans more regularly.

We have hosted local authority workshops for the 6 local authorities in North Wales, the 6 local authorities in Liverpool City Region and the 3 local authorities in the Cheshire & Warrington area. All have been positively received and we will continue discussions with each group on a regular basis. We are planning a workshop with our 2 Mid Wales local authorities in December 2019.

Measuring our success

Contact established with all Local Authorities in SPD and SPM.

Monthly updates issued to all Local Authorities.

Local Authority contacts invited to all relevant engagement events and all contacts registered in our Stakeholder Management System (Tractivity).

-  Quarter 4 deliverable Jan - Mar 2020 (impact monitoring)
-  Satisfaction
-  Time
-  Cost
-  DG, Unmetered, Metered



Pre-Quotation Customer Support Action 5

Our action

We will extend our Quote+ process and make available to metered demand customers to allow all metered customers to benefit from this pre quotation facility. We will publish a revised Quote+ process and communicate to all metered demand customers.

We will promote the various types of pre-quotation support available to customers to assist their decision making throughout the pre quotation phase of an application.

We will publish an information pack detailing the communication options available for our customers throughout the pre-quotation process and will provide internal training for all connections customer facing staff to ensure they can support and guide customers through the Quote+ process.

We will provide customers with guidance and support on our full range of services to ensure customers receive required design solutions as quickly as possible.

Our progress to date

We have developed and published a Quote + process for customers interested in connecting Electric Vehicles. This new process has been discussed at our relevant engagement events to date and will be a topic at our next Quarterly Engagement Events in December 2019 for both SPD and SPM licence area. We will include a breakout session with Design Engineers to help our customers understand the principles of the new process.

We will continue to monitor the uptake of the new Quote+ for Electric Vehicles process and will include interactivity rules as the expected increase of EV Charging Point applications arises.

Measuring our success

Revised Quote + process issued to all registered customers, communicated at 100% of all relevant engagement events and published on website.

Information Pack issued to all registered customers, communicated at all relevant engagement events and published on website.

All Design staff trained on the requirements for pre-quotation support.

-  Quarter 2 deliverable July - Sept 2019
-  Satisfaction
-  Time
-  Cost
-  DG, Unmetered, Metered



Land Rights Action 6

Our action

Based on the success of the Land & Planning Stakeholder Panels in 2018, we will host two panels per licence area in 2019 whilst delivering the following key initiatives throughout the year.

We will embed Land Rights milestones within the Connections process, improving understanding and communication of these and we will improve SPENs approach to Appropriate Land Rights using case study examples.

We will develop and publish a Land & Planning guidance document for Customers and we will continue to work collaboratively with customers and their lawyers so they have a clear understanding of the actions and timescale to conclude each transaction at the outset of the process.

We will continue to host regular Land & Planning Stakeholder Panels and individual customer meetings as required by our customers.

We will deliver customer awareness sessions for the Land & Planning team.

Our progress to date

The Land & Planning Stakeholder Panels continue to be well received with particular value coming from more bespoke customer sessions and portfolio meetings that the Land & Planning team have established.

The Land & Planning teams have invited some key stakeholders to their team briefs which has provided beneficial insight to customer challenges as well as an opportunity to share lessons learned.

A new 'Land Rights for Connections Customers' guidance document was created and made live on our website. This document was developed with input from customers to provide helpful information on process, requirements and timescales.

Measuring our success

4 Land & Planning Stakeholder Panels completed.

Land & Planning Guidance document including guidelines on actions and timescales published on website, communicated to all registered customers and discussed at all engagement events.

Customer Awareness Sessions completed by all Land & Planning staff.

-  Quarter 3 deliverable Oct - Dec 2019
-  Satisfaction
-  DG, Unmetered, Metered



Project Management Action 7

Our action

We will roll out project management training to all customer-facing staff completing connections activities across SPD and SPM licences.

We will confirm at the beginning of each project how regularly the customer would like to receive a project update and complete accordingly.

We will create a project management communication timeline for each customer and record satisfaction from the customer at closure of the project.

We will explore system improvements to facilitate automatic prompts at each stage of the project for both staff and customers.

Our progress to date

We have initiated our SP Energy Networks Project Management Training Programme for all customer facing connections staff. All staff will undergo training modules on project management techniques to ensure projects are delivered to customers' expectations with a focus on excellence in customer service through the project lifecycle.

We have also commenced a Project Management Apprenticeship scheme. This new programme saw 11 Project Management Apprentices join our business in September 2019.

They will undertake a 3 year training programme combining classroom and on the job learning with the specific objective of developing the expert project managers of the future. This programme complements our existing apprenticeship and graduate schemes which have traditionally focused on engineering and technical training.

Measuring our success

All customer facing connections staff to complete project management training.

Customer Satisfaction Survey target of 8/10.

Q3 Quarter 3 deliverable
Oct - Dec 2019

Satisfaction

Time

Cost

DG, Unmetered, Metered



Partnerships – Innovating the Future Action 8

Our action

We will continue to develop strong pragmatic partnerships to create tangible innovative solutions for current and future network challenges, linking real customer challenges with SPEN innovation projects.

We will develop at least 3 innovation partnerships to help local communities and associations to benefit from the emerging low carbon technologies.

We will provide regular updates on the learnings from these partnerships via our Monthly Newsletters to help guide other interested parties to benefit from any innovation projects.

Our progress to date

SP Energy Networks is supporting all 3 of our largest cities, Glasgow, Edinburgh and Liverpool, as they move towards a net zero future, along with local and UK government bodies across both licence areas. Many of our existing partnerships include low carbon or zero carbon aspirations and we are dedicated to continuing to facilitate this goal for the communities we serve.

We have disseminated information on our existing partnerships at all our engagement events to date this year and our ICE Engagement Events in December 2019 will have breakout opportunities for customers to learn more about our existing partnerships and discuss opportunities for developing further methods of working together as we prepare for our low carbon future.

In SPD we have expanded our established partnership working with the addition of several new partnerships that are in the early phases of scoping out the benefits, including Edinburgh University Super computer Carbon Reduction project; GTC Operational Development Drive; Dumfries, Galloway and Borders Council EV and Carbon Zero Support; The Cycle village consortium, with Glasgow city council, Scottish Transport and Local Charities; Glasgow Caledonian DSO project and Renfrewshire Council EV roll out.

In SPM we have continued two of our long-standing partnerships by successfully creating NIA projects to deliver the next stage of these partnerships for Energy Local Bethesda and E-Port Energy. We have discussed both these partnerships at length during various engagement events this year and we look forward to sharing further information on both projects as we move into the delivery phase of the projects in January 2020.

We have created a new partnership with Ynni Llyn to help prepare the Llyn Peninsula in North West Wales for decarbonised transport and heat by implementing flexible solutions on our journey to becoming a DSO. We have also submitted funding bids for two exciting new projects via the Detailed designs of smart, local energy systems funding competition to help understand the new commercial and flexible solutions on our network, Liverpool Multi-vector Energy Exchange and RE-WIRE with Warrington Borough Council.

We will also provide a detailed update on all our partnerships in our January 2020 newsletter.

Measuring our success

Record the number of new partnerships created.

Updates on all new partnerships (number as above) included in the new Monthly Newsletter.

Learnings of each partnership communicated at all relevant engagement events.

Q3 Quarter 3 deliverable
Oct - Dec 2019

Satisfaction

DG, Unmetered, Metered



Flexible Tenders Action 9

Our action

We will continue to promote the availability of flexible tenders and encourage uptake of this product to help facilitate the flexible networks required to aid the transition to a DSO.

We will promote the benefits of the flexibility tenders at our engagement events and encourage uptake from customers.

Our progress to date

We published our Monthly Newsletter on Flexible Tenders in April 2019 and distributed this to all registered stakeholders. In addition we have discussed Flexible Tenders at all our relevant engagement events to help our customers understand the services we are offering.

We recently published phase 2 of our Flexible Tender portfolio and are looking to procure up to 95MW of flexibility services to assist particular areas within both SPD and SPM during times of constraint.

The pre-qualification period will be open from 4th October 2019 to 6th December 2019. Competition will open on the 11th December 2019 and close on the 15th January 2020.

Measuring our success

Flexible Tenders information communicated via our Monthly Newsletter.

Flexible Tenders Information Pack issued to all registered customers, communicated at all relevant engagement events and published on website.

Track and record the amount of MW managed flexibly for our customers and communicate this success via the above.



Quarter 2 deliverable
July - Sept 2019



Satisfaction



Time



Cost



DG, Metered



Project CHARGE Action 10

Our action

We will establish a high level transport and electrical network map for the SPM and SPD licence areas, highlighting suggested areas where there is available capacity for commercial EV Charging Point locations.

We will continue to develop EV partnerships across both licence areas to assist rural communities in particular to transition to a low carbon future.

We will continue to disseminate information to our customers on how to connect EV charging points with particular emphasis on community groups who may be first time customers and therefore less knowledgeable about our connection processes.

We will update our Connecting Electric Vehicles booklet and include information regarding connecting EV Charging Points at our various stakeholder engagement events and wider communication channels.

Our progress to date

We are well on the way to building the full transport model for our SPM licence area, and we will be in a position shortly to publish the Transport Capacity Map for SPM. This will include EV uptake scenarios that are currently being finalised with input from our local authorities and wider stakeholders.

We have completed an initial report on smart charging vs conventional connections with our project partner SGS. This has highlighted a strong business case for smart solutions. We will be providing an update on this in our revised Connecting EV leaflet that will be published by December 2019.

We are hosting a ConnectMore tool stakeholder workshop with EA Technology on Wednesday 12th December in Chester for our customers and stakeholders to see the draft plans for the tool and provide their feedback. Further information on how to register for this event can be found on Page 6 of this report in Our Connections Engagement Events 2019/20.

Finally we have been working with customers and stakeholders across SPM and we have compiled a list of over 50 potential trial sites. Over the coming months we will be continuing to work with our stakeholders and charge point operators to identify the most suitable for smart charging solution trials in 2020.

Measuring our success

Transport Capacity Map for each licence issued to all registered customers, communicated at all relevant engagement events and published on website.

Developed at least one more EV Partnerships per licence area (2 in total) specifically targeting rural communities to benefit from the transition to electric vehicles.

Revised Connecting EV Leaflet issued to all registered customers, communicated at all relevant engagement events and published on website.



Quarter 3 deliverable
Oct - Dec 2019



Satisfaction



Time



Cost



DG, Metered



Critical Unmetered Infrastructure Information

Action 11

Our action

We will identify critical unmetered infrastructure (primarily broadband network hubs) and map on to our Geographical Information System (GIS).

We will seek to develop a technical solution to provide asset owners with notification of planned & unplanned network interruptions to unmetered supply points.

We will produce an information pack to promote this additional facility on our GIS and communicate to our customers.

Measuring our success

ESRI system updated to contain unmetered infrastructure information with customer access.

Inclusion of unmetered infrastructure in the notification of planned & unplanned network interruptions.

Information Pack on the new ESRI amendments issued to all registered customers, communicated at all relevant engagement events and published on website.

Our progress to date

We have identified 2,300 UMS connections which supply broadband hubs across our licence areas. We are in the process of mapping these to our GIS system – approximately 50% have been mapped to date and we are actively working with the asset owner to understand if and how we should map the remainder.

By carrying out this exercise we can provide information to our project managers ahead of outages that will impact broadband hubs; as well as provide better information to the asset owner during both planned and unplanned interruptions.

Our interactive fault map has also been developed which enables customers to search our network for live faults and planned interruptions. This supplements our existing postcode lookup tool.

The new solution is updated with live information from our PowerOn system. It allows UMS customers to identify up-stream interruptions which may be impacting their equipment without the need to raise a new call.

We are producing a full information pack on the ESRI amendments and will be communicating this to customers at our engagement events in December and will publish to all registered customers and stakeholders by the end of December 2019.

Q3 Quarter 3 deliverable
Oct - Dec 2019

Satisfaction

Time

Cost

Unmetered



Low Carbon Futures Conference

Action 12

Our action

We will promote collaboration within our stakeholder groups by facilitating a Low Carbon Futures Conference per licence area to promote the implementation of low carbon technologies and help our customers to understand the impacts of decarbonisation to our heat and transport system.

Key focus will be around bringing together local authorities, SPEN and industry partners to showcase project opportunities and initiatives that have the potential for wider adoption in delivering our low carbon future goals.

SPD - Thursday 9th May 2019

- What the Future Homes looks like
- Decarbonisation of Transport- challenges and potential solutions
- Delivering a low carbon community

SPM - Wednesday 18th September 2019

- Update on learnings from Project CHARGE
- Developing Future Homes with decarbonising heating
- Guidance for local communities to benefit from low carbon transport and heating

Both events will be recorded and an overview video of each event will be published for customers who are unable to attend.

Measuring our success

2 Low Carbon Future Conferences completed, with all registered customers invited and events details publicised on website.

Videos of each event published on website and communicated to all registered customers.

Q2 Quarter 2 deliverable
July - Sept 2019

Q3 Quarter 3 deliverable
Oct - Dec 2019

Satisfaction

Time

Cost

DG, Unmetered, Metered

Our progress to date

We have successfully launched our Low Carbon Futures Conferences in both our SPD and SPM licence areas.

Both conferences were extremely well received, with significantly increased attendees compared to other events hosted. This in itself portrays an interest in the route to decarbonisation and the importance of working closely with our customers and stakeholders to ensure a smooth transition to a low carbon future.

Particularly pleasing was feedback on the sessions where we invited local government and other external stakeholders to be involved in the sessions and provide their view on the challenges we all face. We will continue to arrange similar sessions moving forward as ensure we are a proactive part of the journey to low carbon and eventually net zero.

We look forward to hosting many more sessions of this nature over the coming years to help our customers and stakeholders fully understand the challenges we will all face.



DG Heat Map Enhancements Action 13

Our action

Having already delivered the short term DG Heat Map system upgrades as part of our 2018/19 ICE plan, we will now deliver the medium / long term system upgrades as part of our 2019/20 plan. These updates will include:

Consortium Information; Monthly Updates; Flexible Tender Information.

We will publish a Training Guide to show the improvements implemented and how to operate the revised DG Heat Maps.

We will provide internal training for all connections customer facing staff to ensure they can explain and guide customers through the heat map improvements.

Measuring our success

DG Heat Maps Training Guide issued to all registered DG customers, communicated at all relevant engagement events and published on website.

Customer Satisfaction of the improved DG Heat Maps measured via the monthly and annual customer surveys.

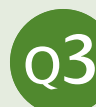
Our progress to date

We implemented our DG Heat Map Improvements in April/May 2019 and gave demonstrations of the improvements at all relevant engagement events throughout the summer of 2019.

Our Monthly Newsletter in May 2019 detailed the improvements made and we have also published a DG Heat Maps Training Guide on our website to help customers understand and utilise the improvements.

Our heat maps now include information on our recent flexibility tenders and will be updated again for the next planned round of tenders.

We continue to discuss our DG Heat Maps at all our engagement events and are continually looking to find new methods to portray information as we move into a more flexible network of the future.



Quarter 3 deliverable
Oct - Dec 2019



Satisfaction



DG

Electronic Signature Process Action 14

Our action

Following the successful pilot of the DocuSign Electronic Signature Trial for smaller connections projects, we have decided to extend the use of electronic signatures into our major connections projects.

We will publish an Information Pack on our website to show to operate the DocuSign System and will communicate to all registered customers and will discuss at all of our upcoming engagement events.

We will provide internal training on DocuSign to all customer-facing staff to enable them to help customers use the new system.

Measuring our success

Published an Information Pack on how to use DocuSign.

All connections customer facing staff trained on DocuSign.

Communicate the new process on our website and at engagement events.

Our progress to date

All connections customer facing staff have completed training on the new DocuSign process, which has been extended for use with our major connections customers.

The Customer Information Pack is currently being finalised and will be discussed in further detail at our SPD and SPM ICE Stakeholder Workshops in December 2019.

Any customers interested in using the new DocuSign process can request further detail from their SP Energy Networks design engineer during the quotation stage of their project.



Quarter 3 deliverable
Oct - Dec 2019



Satisfaction



DG, Metered



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

Edinburgh & Borders

District General Manager - Ian Johnston
Ian.Johnston@spenergynetworks.co.uk | 07753 624803

Head of Planning & Design - Gordon Burrows
Gordon.Burrows@spenergynetworks.co.uk | 07725 410347

Head of Delivery - Mark Everett
Mark.Everett@spenergynetworks.co.uk | 07753 624104

Head of Delivery - Sean Gavaghan
Sean.Gavaghan@spenergynetworks.co.uk | 07789 925327

Central & Fife

District General Manager - Ross Galbraith
Ross.Galbraith@spenergynetworks.co.uk | 07753 622658

Head of Planning & Design - Craig Graham
Craig.Graham@spenergynetworks.co.uk | 07753 623669

Head of Delivery - Peter Joyce
Peter.Joyce@spenergynetworks.co.uk | 07753 623966

Head of Delivery - Danny Barlow
daniel.barlow@spenergynetworks.co.uk | 07725440291

Glasgow & Clyde North

District General Manager - Alistair Menzies
Alistair.Menzies@spenergynetworks.co.uk | 07753 623670

Head of Planning & Design - Rachel Pitt
Rpitt@spenergynetworks.co.uk | 0141 614 3916 | 07922 580788

Head of Delivery - Aileen Rourke
Aileen.Rourke@spenergynetworks.co.uk | 07918 197415

Head of Delivery - Tom Melrose
Tom.Melrose@spenergynetworks.co.uk | 07753 624699

Ayrshire & Clyde South

District General Manager - Angus Campbell
Angus.Campbell@spenergynetworks.co.uk | 07753 623778

Head of Design & Planning - Karl Watson
Karl.Watson@spenergynetworks.co.uk | 07540 316029

Head of Delivery - Jonathan Giff
Jonathan.Giff@spenergynetworks.co.uk | 07725 410356

Head of Delivery - Albert Santandreu
ASantandreu@spenergynetworks.co.uk | 07702 511613

Dumfries & Galloway

District General Manager - Iain Steele
Iain.Steele@spenergynetworks.co.uk | 077536 24154

Head of Planning & Design - Kenny Bowie
Kenny.Bowie@spenergynetworks.co.uk | 07753 624570

Head of Delivery - Neil Carruthers
Neil.Carruthers@spenergynetworks.co.uk | 07753 624579

Head of Delivery - Craig Cottrill
Craig.Cottrill@spenergynetworks.co.uk | 07921 113104



Lanarkshire

District General Manager - Eddie Mulholland
Edward.Mulholland@spenergynetworks.co.uk | 0141 614 4707

Design & Planning Manager - Alastair Graham
Alastair.graham@spenergynetworks.co.uk | 07753 624888

Delivery Manager - Derek Drummond
Derek.Drummond@spenergynetworks.co.uk | 07753 623790

Delivery Manager - Jack Evans
07702 663981

Other Contacts

Land & Planning

Head of Land & Planning - Ross Baxter
Ross.Baxter@spenergynetworks.co.uk | 07753 623724

Distribution Land Manager - Rachel Pitt
Rpitt@spenergynetworks.co.uk | 0141 614 3916 | 07922 580788

Distribution Land Team Leader - Kevin Anderson
k.anderson@spenergynetworks.co.uk

Stakeholder Engagement Team

Stakeholder & Community Engagement Manager - Euan Norris
Euan.norris@spenergynetworks.co.uk | 07753 623 933

Stakeholder Engagement Manager - Stuart Walker
Stuart.Walker@spenergynetworks.co.uk | 07800 953 141

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.

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

North Wales

District Manager - Andrew Churchman
Andy.Churchman@spenergynetworks.co.uk
07753 624757

Head of Planning & Design - Terry Jones
Terry.Jones@spenergynetworks.co.uk
07753 624359

Head of Delivery Wales - John Heathman
John.Heathman@spenergynetworks.co.uk
07753 623886

Wirral

District Manager - Tom Walsh
twalsh@spenergynetworks.co.uk
07753 624439

Head of Planning & Design - Ken Brassington
Ken.Brassington@spenergynetworks.co.uk
07753 624053

Head of Delivery - Steve Matthias
Steven.Matthias@spenergynetworks.co.uk
07725 410097

Dee Valley/ Mid Wales

District Manager - Liam O'Sullivan
Liam.O'Sullivan@spenergynetworks.co.uk
07917 085526

Head of Planning & Design - Gary Barnes
Gary.Barnes@spenergynetworks.co.uk
07753 624393

Head of Delivery Wales - John Heathman
John.Heathman@spenergynetworks.co.uk
07753 623886

Merseyside

District Manager - Andrew Lloyd
Andrew.Lloyd@spenergynetworks.co.uk
07753 623728

Head of Planning & Design - Neil Woodcock
Neil.Woodcock@spenergynetworks.co.uk
07753 624072

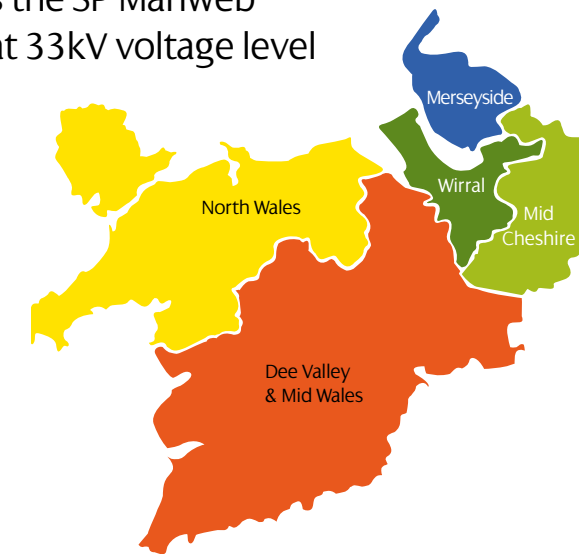
Head of Delivery - Paul Thomas
Paul.Thomas@spenergynetworks.co.uk
07501 223071

Mid Cheshire

District Manager - Tom Walsh
twalsh@spenergynetworks.co.uk
07753 624439

Head of Planning & Design - Ken Brassington
Ken.Brassington@spenergynetworks.co.uk
07753 624053

Head of Delivery - Steve Matthias
Steven.Matthias@spenergynetworks.co.uk
07725 410097



Other Engagement Contacts

132kV System Design SP Manweb

Distribution Network Manager (SPM) - Malcolm Bebbington
malcolm.bebbington2@spenergynetworks.co.uk - 0141 614 5838

Lead Engineers - Merseyside - Sue Pilcher
Sue.Pilcher@spenergynetworks.co.uk | 0141 614 5692

Lead Engineers - North Wales - Andy Beddoes & Jon Mitchell
Andy.Beddoes@spenergynetworks.co.uk | 0141 614 5689
Jonathan.Mitchell@spenergynetworks.co.uk | 0141 614 5686

Lead Engineers - Cheshire - Mark Lyon & Miles Buckley
Mark.Lyon@spenergynetworks.co.uk | 0141 614 5690
Miles.Buckley@spenergynetworks.co.uk | 0141 614 5691

132kV Business SP Manweb

Business General Manager - Alyn Jones
alyn.jones@spenergynetworks.co.uk | 07753 624268

132kV Programme Head of Delivery - Mark Sobczak
Mark.Sobczak@spenergynetworks.co.uk | 07753 623735

Land & Planning

Head of Land & Planning - Ross Baxter
Ross.Baxter@spenergynetworks.co.uk | 07753 623724

Distribution Land Manager - Rachel Pitt
Rpitt@spenergynetworks.co.uk | 07922 580788

Distribution Land Team Leader - Jo Baugh
Jo.Baugh@spenergynetworks.co.uk | 0141 614 5835 | 07753 461241

Stakeholder Engagement Team

Stakeholder & Community Engagement Manager - Rachel Shorney
Rachel.Shorney@spenergynetworks.co.uk | 07753 623898

Customer Engagement Manager - Louise Taylor
Louise.Taylor@spenergynetworks.co.uk | 07753 624442

Customer Engagement Manager - Fay Morris
Fay.morris@spenergynetworks.co.uk | 07753 624921



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