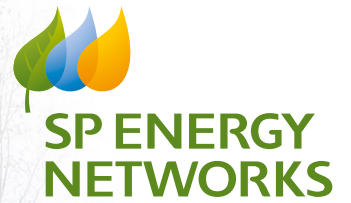


Making Connections Our Major Connections Engagement Strategy, Workplan and Performance Outputs

Incentive on Connections Engagement (ICE)
Ofgem Submission
October update 2021



Contents

Introduction from our CEO, Frank Mitchell	03
Our Stakeholder Engagement Strategy	04
Our Connections Engagement During 2021/22	06
October 2021 Progress Update	08
Areas of Responsibility & Key Contacts	28



Introduction from our CEO, Frank Mitchell

Welcome to the SP Energy Networks 2021/22 ICE October Update.

As mentioned in our 2021/22 ICE Plan publication, I am proud of the continued engagement activity we have with our customers and stakeholders across the connections marketplace during this time of significant change. I would like to thank all those who have taken the time to engage with us throughout the year, your feedback is greatly appreciated and supports our drive to deliver quicker, more efficient connections on our network. It also helps to prepare for the wider transition that we will jointly face as we progress to Net Zero.

In July this year we published our draft RII0-ED2 Business Plan and we will be publishing our final RII0-ED2 Business Plan later this year. In that plan we're forecasting that up to 1.5 million EVs, 0.9 million heat pumps, and a doubling of the amount of distributed generation, will need to be connected to our network across our 2 licence areas, SPD and SPM, by the end of this decade. That requires a combination of significant reinforcement investment and development of a "Smarter" network technologies to keep pace with our customer requirements over those years.

Our 2021/22 ICE Plan details the improvements we are making to ready ourselves for the increased connection activity expected through this transition, and I am very proud that our business is at the forefront of new technology to help our connections customers have quicker, more efficient access to our electricity network.

We have made significant progress with a number of innovations this year including our EV project CHARGE, which is a vital part of SP Energy Networks' commitment to help the UK become carbon Net Zero by 2050. SP Energy Networks and our partners EA Technology, PTV Group and Smarter Grid Solutions are working together to accelerate the roll-out of public EV charging infrastructure across Cheshire, Merseyside, North Shropshire, and North & Mid Wales. Our ConnectMore Interactive Map is now available on our website to help users quickly and easily identify where public EV charging demand is likely to be high, and also where EV charging can be accommodated on our network without the need for upstream reinforcement. We are also now working to provide similar information for our SPD licence area to inform thinking for users such as local authorities, site owners, property developers and chargepoint operators across both of our licence areas.

Our new ADMD Calculator is another significant project that we have developed this year. It was designed in collaboration with SSEN to help our customers better estimate the required loads from housing developments, both new and existing, in terms of After Diversity Maximum Demand (ADMD).

Both of these new applications are available on our website and show the commitment we have to improving the service and information we provide for our customers and stakeholders.

Over the next five years we have the opportunity to re-think our approach to the grid and unlock greater value for our customers, and I look forward to working with our customers to continuing developing our plans for further improvements in the coming years.

Frank Mitchell,
CEO of SP Energy Networks



Helping our Customers Prepare for Net Zero

SP Energy Networks are proud to launch the Energy Data Hub, which has been created to house all the data that we currently share to help our customers understand more detail about how our network operates.

This can be found on our website at: spenergynetworks.co.uk/energy_data_hub

The purpose of having an open data platform is to share data to open up opportunities for future development including new connections to our network, innovation, optimisation and decarbonisation.

This may be of interest to a number of parties: customers who may want to locate EV charging points, flexibility providers who may be interested in local capacity and potential for development, and anyone interested in SP Energy Networks' long-term development statement and data-oriented strategies.

Facilitating Low Carbon Technology onto our Network

ADMD (After Diversity Maximum Demand) Calculator

This calculator has been designed to help our customers better estimate the required loads from housing developments, both new and existing, in terms of After Diversity Maximum Demand (ADMD). One of the key benefits of the tool is allowing customers to incorporate the effects of major LCTs from the "home of the future". These being Electric Vehicle (EV) chargers and low carbon forms of heating.

This ADMD figure drives the amount of capacity required and should make the quotation process for required works easier and more accurate.

Our ADMD Calculator can be found at: spenergynetworks.co.uk/admdcalculator

ConnectMore Interactive Map

The ConnectMore Interactive Map relates to the electrical network within the SP Manweb plc licence area (Merseyside, Cheshire, North Shropshire and North & Mid Wales).

The ConnectMore Interactive Map application will provide an indication of the potential Electric Vehicle (EV) charging demand (EV Charging Demand) and high voltage (HV) and low voltage (LV) network capacity (Electricity Network Capacity).

Our ConnectMore Interactive Map can be found at: spenergynetworks.co.uk/connectmore

Mapping Data

Access to our SPEN DG Heat Maps, Utility Map Viewer, and Flexibility Requirements can be found at: spenergynetworks.co.uk/mapping_data

SPEN Distributed Generation Heat Maps

If you are thinking about installing a new generator to export electricity onto the SPEN distribution network, it will need to be connected to our network either through your existing supply or through a new electricity connection.

We have a series of heatmaps available on our website that will give you an indication of the network's capability and a better understanding of potential opportunities to connect your generator to the electricity network.

Our SPEN DG Heat Maps can be found at: spenergynetworks.co.uk/heatmaps

SPEN Utility Map Viewer

We provide free online access to our network records information on our Geographical Information System (GIS), through our Utility Map Viewer (UMV) system.

This access is available to companies, local authorities, councils and similar organisations through a web portal on an as-requested basis and can be found at: spenergynetworks.co.uk/utility_map_viewer

We can also provide 'kmz' files of our network records information that customers can load onto their own Geographical Information System.

Please email: gettingconnectedupdates@spenergynetworks.co.uk if you would like access to these 'kmz' files.

SPEN Flexibility Requirements

To meet our evolving customer needs, we are developing smarter, more flexible network solutions to help mitigate the need for traditional reinforcement and reduce costs for our customers.

We recognise that resources connected to our networks could provide services to assist in key areas that have specific challenges during periods of network constraint.

So, we are exploring markets for flexibility with new and existing customers who are able and willing to control how much they generate or who can control their demand.

Customers can find more information relating to the procurement of Flexibility Services, including our tenders, our current methodologies to select locations and how we value them, plus our contractual documentation on the following link: spenergynetworks.co.uk/flexibility

Strategic Documentation

Access to our Long Term Development Statement and Distribution Future Energy Scenarios can be found at: spenergynetworks.co.uk/strategic_documentation

SPEN Long Term Development Statement

This helps existing and future users of our network identify and assess opportunities for making new or additional use of our distribution systems.

We have provided an overview of the design and operation of the network for both of our licence areas, SP Distribution and SP Manweb.

Access to the SPEN Long Term Development Statements requires customers to register for the information in order to ensure our customers are viewing the most up to date version of the statements.

We have also provided summary statements for both our licence areas.

Access to the full registration form and/or to download the summary statements, please use the following link on the SPEN website: spenergynetworks.co.uk/LTDS

Distribution Future Energy Scenarios

The energy landscape is changing fast as the way our customers and communities generate, consume, and interact with energy evolves. Our role is to plan our distribution networks to facilitate their decarbonisation objectives and choices, and to enable their journey to Net Zero.

To achieve this, we need to forecast and understand our customers' changing electricity requirements – this is the purpose of our Distribution Future Energy Scenarios (DFES) forecasts.

Given the uncertainty and ever-changing policy landscape in which we operate, we have created forecasts for four scenarios, which reflect differing levels of consumer ambition, government/policy support, economic growth and technology development.

Following the publication of our DFES forecasts in June 2020, we engaged with a wide range of our stakeholders. We are grateful for the feedback received and look forward to continuing to

engage with you and hear your insights. Such feedback is vital to ensuring that our forecasts reflect the plans and ambitions of the local communities we serve.

Our December 2020 updates describe how electricity generation and demand may evolve in our SP Distribution and SP Manweb regions over the next 30 years.

The SPEN Distribution Future Energy Scenarios for both our SPD and SPM licence areas can be found at: spenergynetworks.co.uk/dfes

Asset Data

Access to our Embedded Capacity Register and Transformer Loadings Register can be found at: spenergynetworks.co.uk/asset_data

SPEN Embedded Capacity Register

SPEN Embedded Capacity Register (formerly the System Wide Resource Register). This register has been developed to provide better information to electricity network stakeholders on connected resources and network services.

The register implements an industry agreed format which has been developed through the Energy Networks Association Open Networks project and has been adopted by all Distribution Network Operators (DNOs). It provides information on generation and storage resources (≥1MW) that are connected, or accepted to connect, to SP Energy Network's distribution network and is updated on the 10th working day of each month.

SPEN Embedded Capacity Register can be found on the SPEN website using the following link: spenergynetworks.co.uk/capacity_register

SPEN Transformer Loadings Register

To facilitate the self-determination of POCs or for customers to simply complete their own optioneering analysis prior to formal application, SP Energy Networks has made the information on transformer loading available for our customers and stakeholders.

The transformer loadings for both our SPD and SPM licence areas can be found at: spenergynetworks.co.uk/transformer_loadings



Our Connections Engagement During 2021/22

We recognise that the current restrictions and social distancing requirements necessary in response to the ongoing COVID-19 pandemic require us to alter how we continue to engage successfully with our stakeholders.

We have already hosted our 2020/21 engagements virtually, and we will continue our important engagement activities in this format for the foreseeable future. Our stakeholders continue to provide positive feedback on the extent and range of our engagements, and we are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders.

We are proud of the range and depth of engagement we provide, and are always keen to hear our stakeholders views on how we can improve the engagement we offer.

Please contact us at gettingconnectedupdates@spenergynetworks.co.uk if you have any suggestions on how we can improve the engagement we currently provide.

“As the UK transitions to a post COVID new way of working, we will adapt our engagement accordingly, and reintroduce face to face meetings and conferences as and when the government guidelines allow”

Dates for the diary in 2021/22:

ICE Engagement Events – digitally at present

25/05/2021

SP Energy Networks Flexibility Forum

09/06/2021

SPEN Preparing for Net Zero Conference

16/06/2021

SPEN Connections Stakeholder Panel

08/09/2021

SPEN Preparing for Net Zero Conference

15/09/2021

SPEN Connections Stakeholder Panel

01/12/2021

SPEN Preparing for Net Zero Conference

08/12/2021

SPEN Connections Stakeholder Panel

09/03/2022

SPEN Preparing for Net Zero Conference

TBC

SPEN Connections Stakeholder Panel



Online Sessions

We are committed to helping our stakeholders and customers understand new policies and procedures as they arise.

We will continue to offer on line sessions to engage with stakeholders and provide updates on specific projects when appropriate.

Please contact us and suggest topics you would like to understand more about if you feel there are further subjects you would like us to cover in our online sessions.

Please contact us on gettingconnectedupdates@spenergynetworks.co.uk

Monthly Newsletters

Following feedback from stakeholders we have decided to provide regular updates on the key topics that are important to our stakeholders.

We have revised the format of our monthly newsletter, which now gives a regular update on the SP Energy Networks Drive to Decarbonisation, providing a monthly update on the work we are doing on the following topics:

EV, Heat, DSO/Flexibility, Innovation Projects, Policy Updates, Community Partnerships

Please let us know if you would like a monthly update on any other topics.

Please contact us on gettingconnectedupdates@spenergynetworks.co.uk

Would You Like to Have Your Say?

Please help us to engage with you – Register as a Stakeholder and get involved!

In response to positive feedback from customers and stakeholders, we continue to deliver a wide range of activities and engagements to help them liaise with us using their preferred communication channel.

This has led to an increasing provision of information published on our website and at our engagement events, to help our customers and stakeholders interact with us in the most effective and efficient manner for their own individual needs.

We have also increased the amount of information we provide for our registered stakeholders via email communication as many of them find this an efficient way for us to keep them informed.

We value the feedback we receive on how we can further improve our service and those interested in providing their views can register as a stakeholder using the link below.

Register as a stakeholder: 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.

We will continue to shape our engagement to our stakeholder requirements and we would like to encourage all stakeholders to provide updates on the engagement we provide to ensure we fully provide any improvements necessary.

Open Door Policy

Due to the ongoing COVID-19 pandemic, we will be continuing our Open Door Policy via telephone or using MS Teams or Zoom.

We are keen to engage with any stakeholder and customer in any way they choose despite the lack of face to face meetings at present.

Please continue to contact our teams in both licence areas using the Areas of Responsibility information at the back of his document, or the Contact Us page of our website, which can be found at:

spenergynetworks.co.uk/contactconnections

Email Communications

We continue to look for new ways to communicate with our stakeholders, and we have increased our email communications to our registered stakeholders during the ongoing COVID-19 pandemic.

Stakeholders have told us that this increased communication has been appreciated, and we plan to deliver further communications in this manner.

Please register as a stakeholder with us if you would like to receive ongoing communications and updates in this format.

Register as a stakeholder: spenergynetworks.co.uk/register

Please register as a stakeholder with SP Energy Networks so that we can keep you informed on all the improvements we are making.

Website

We have recently updated our SP Energy Networks website to bring the work we do for our major connection customers into a more prominent position on the Getting Connected part of our website.

We plan to make further enhancements to our website over the next 6 months and would welcome feedback to help us shape a platform that is beneficial to all customers and stakeholders.

If you would like to make suggestions for any further improvements you feel would prove beneficial.

Please contact us on gettingconnectedupdates@spenergynetworks.co.uk



October 2021 Progress Update

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2021 Progress	Timescale	Endorsement
1 Policy Guidance	<p>We have received positive feedback about the detail and amount of information we provide through our policies and standards, which enables our customers to better understand the technical requirements for connecting their projects to our network.</p> <p>We remain committed to facilitating this deeper understanding of our policies and procedures to enable quicker, more efficient connections, so we have extended our Policy Guidance Action into 2021/22 and will be providing further support and policy guidance for our customers.</p>	1.1	<p>We will continue to update our policy documentation as required to ensure these remain up to date with any relevant industry changes.</p> <p>We will produce supporting information and training material where required. This will be issued to customers and published on our website.</p>	<p>4 updated policy documents published on SPEN website.</p> <p>4 website publication details emailed to registered stakeholders.</p> <p>4 policy updates discussed at 4 Preparing for Net Zero Conferences.</p> <p>Training documentation, where applicable, published on SPEN website.</p> <p>Training documentation, where applicable, emailed to SPEN registered stakeholders.</p>	<p>2 updated policy documents published at: spenergynetworks.co.uk/documentation.</p> <p>2 updated policy documents emailed to over 4,700 registered stakeholders and regular customers.</p> <p>Training offered at 2 Preparing for Net Zero Conferences - 09/06/21; 08/09/21.</p> <p>No further training requested to date.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"We welcome this as best practice in delivering a transparent process - the more you explain and share your processes, and the reasoning behind them, the more we will be able to efficiently work with you. This is particularly important in project costing, and this sharing of information will help us to business plan more accurately. It is also good practice to keep us well informed about your products and services - should anything change which is likely to benefit or affect us."</p> <p>Dan Griffiths, Cheshire East Council</p> <p>"Very happy to endorse, on-going communication is vital."</p> <p>Henry Brooks, TEM Group Ltd</p> <p>"Going forward it would be worth considering a circulation to ICP/IDNO's when policy changes are in draft to get feedback from this group as the 'customer' before any changes are finalised and made live. This is something other DNO's do which we find very helpful, as it gives us the opportunity to see changes coming and to also have the engagement with the policy team."</p>
		1.2	<p>We will provide internal training on new documentation to ALL connections customer-facing staff to enable them to discuss with customers.</p>	<p>Number of connections customer-facing staff trained on policy documentation updates.</p>	<p>Training planned for Q3 and Q4 of 2021/22 following publication of additional policy documents.</p>	<p>Q4</p>	<p>Simon Dawson, GTC</p>
		1.3	<p>We will continue to offer on-going communication and support to ensure our connections customers fully understand any policy changes and will clarify and feedback to customers as required.</p>	<p>Engineer support available throughout 2021/22 via telephone, email and virtual at all 4 Preparing for Net Zero Conferences.</p>	<p>4 support meetings/calls provided.</p> <p>Over 10 supporting emails provided.</p>	<p>Q1 Q2 Q3 Q4</p>	
2 Communication	<p>Customers welcomed our approach to continuing our engagements virtually during the ongoing COVID-19 pandemic, and have appreciated the breadth and depth of engagements we have managed to complete during this period. We will continue our important engagement activities in this format for the foreseeable future.</p> <p>We are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders as the drive to net zero continues to increase the reliance on efficient, effective connections to our network.</p>	2.1	<p>Following the success of our SPEN Low Carbon Connections Conferences in 2020/21, we will continue to host quarterly engagement events to help our customers understand how to connect to our network and detail the improvements we are making as we transition to DSO in our work to prepare for net zero. Proposed topics will include - Homes of the Future, Solar Industry Challenges, Preparing for EV and Heat, Flexibility/DSO/Whole System Approach.</p> <p>The newly named 'SPEN Preparing for Net Zero Conferences' will be held virtually during the ongoing COVID-19 pandemic.</p>	<p>4 Preparing for Net Zero Conferences hosted.</p> <p>4 invites issued to all registered stakeholders.</p> <p>4 invites published on SPEN website.</p>	<p>2 Preparing for Net Zero Conferences hosted on 09/06/21 and 08/09/21.</p> <p>Invite for 09/06/21 conference issued to over 800 registered stakeholders.</p> <p>Invite for 08/09/21 conference issued to over 5,300 customers and registered stakeholders.</p> <p>Invites for both Preparing for Net Zero Conferences published on SPEN website.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"SPEN were particularly proactive in facilitating a session at Wales Climate Week in November 2021 and we appreciate the opportunity to engage jointly with a wide audience to discuss the important messages and requirements for facilitating net zero."</p> <p>Guto Owen, Ynni Glan & HyCymru Coordinator</p> <p>"ICE and Green Recovery incentives were notified too on a timely manner, upon request for further dialogue, SPEN as always organised a stakeholder meeting with the respective people which provided a clear understanding of what the Green Recovery Fund is."</p> <p>William Milligan, FES Support Services Limited</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2021 Progress	Timescale	Endorsement
		2.2	We will continue to communicate our ICE engagements and action delivery milestones on SPEN social media i.e. Facebook, Twitter and LinkedIn.	4 Preparing for Net Zero Conferences posted. 10 Action deliverables posted. 12 Customer Surgery/ Open Door Opportunities posted.	2 Preparing for Net Zero Conferences posted. 2 Action deliverables posted on LinkedIn – ADMD Calculator and ConnectMore Tool. 6 Customer Surgery/Open Door Opportunities posted	Q1 Q2 Q3 Q4	“Communication is a must for any project to be deliverable. Having the appropriate information will allow CEOs and Directors to make measured decisions. SPEN have always had an input in our projects and have previously given us the tools with which our senior managers can make balanced decisions. Over the last 12 months methods of communicating on-line has become the new norm. This will undoubtedly carry on to some extent in the future as presenters can reach out to larger audiences but there still needs to be a place for face to face communication. Decarbonising the grid and the drive to net zero will be a great effort for both DNOs and their customers. I believe that SPEN have given themselves a great starting point in our changing world.” Mark McGiveron, Warrington Borough Council “Understanding Customers needs has always been one of SPEN’s core values and I look forward to working closely with the team as we head towards a Net Zero future.” Jody Bullock, SMS
		2.3	We will continue to produce a monthly newsletter to give a regular update on the work we are doing to facilitate net zero and help customers understand the improvements we are making as we transition to DSO. The newsletter will include sections on EV, Heat, DSO/Flexibility, Policy Updates and Innovation Projects/ Community Partnerships.	12 Monthly Newsletters published on SPEN website.	6 Monthly Newsletters published on SPEN website.	Q1 Q2 Q3 Q4	
3 Customer Contact	During last year’s ICE consultation, Ofgem stated they ‘would like to see DNOs engage with stakeholders on their connections application systems and processes, in order to understand stakeholder needs and to communicate challenges where they exist to increasing mutual understanding’. With this in mind, we have decided to create a ‘Customer Engagement Focus Group’ to better understand our customer’s needs and jointly agree the technology improvements we are making to our website, to ensure our customers fully understand and agree with the improvements we plan to make.	3.1	We are planning further improvements to the SPEN website to make connection applications easier and simpler for our customers. We will create a ‘Customer Engagement Focus Group’ to discuss and review the proposed website modifications prior to publication.	Invite to join ‘Customer Engagement Focus Group’ issued to all registered stakeholders.	Invite to join ‘Customer Engagement Focus Group’ issued to 890 registered stakeholders. Inaugural Customer Engagement Focus Group meeting held on 04/08/21.	Q1	“The pandemic has had a significant impact on the home building sector over the last 12 months. Throughout this period SPEN has been a collaborative partner during construction restrictions between April and June 2020 and supportive of recovery efforts, particularly for the circa 6000 families and individuals whose plans to move home during this period were disrupted due to COVID-19. Looking forward we see SPEN and the work they are doing as vital in supporting the industry’s transition toward net-zero carbon heating and we welcome the engagement SPEN has both with HFS as well as our members in supporting Scotland’s housing ambitions.” Michael Barton-Maynard, Homes for Scotland
		3.2	We will introduce improvements to the SPEN website to provide a simpler format for customers looking to connect Low Carbon Technology (LCT) to our network	SPEN website modifications completed.	SPEN website modifications being developed and will be reviewed at Customer Engagement Focus Group meeting on 12/01/22.	Q4	
		3.3	We will deliver quarterly updates on progress of the website modifications at all 4 of the ‘SPEN Preparing for Net Zero Conferences’.	4 progress updates completed. 4 invites issued to all registered stakeholders. 4 invites published on SPEN website.	2 progress updates completed on 09/06/21 and 08/09/21. Invite for 09/06/21 conference issued to over 800 registered stakeholders. Invite for 08/09/21 conference issued to over 5,300 customers and registered stakeholders. Invites for both Preparing for Net Zero Conferences published on SPEN website.	Q1 Q2 Q3 Q4	

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2021 Progress	Timescale	Endorsement
4 ICP/IDNO Interface	<p>ICPs and IDNOs have told us that our RADAR Working Group was a useful tool to discuss and jointly develop improvements to the overall application process, so we will be continuing this format into 2021/22.</p> <p>We will use this Working Group to also review other aspects of the connection interface such as the Self Service process, which is another area our ICPs and IDNOs are keen to investigate next steps and enhancements.</p> <p>Finally, due to the resounding success of the SPEN Safety Seminar co-hosted with GTC, we will continue to engage via this medium in 2021/22.</p>	4.1	We will re-invigorate the RADAR Working Group and host quarterly sessions to review required improvements to the RADAR process and measure progress on emerging actions.	<p>Invite to revised RADAR Working Group issued to all registered ICPs/IDNOs.</p> <p>4 RADAR Working Group meetings hosted.</p> <p>Actions and progress reported to all ICPs/IDNO's following all 4 RADAR Working Group meetings.</p>	<p>Invite to revised RADAR Working Group issued to 767 registered ICPs/IDNOs.</p> <p>2 RADAR Working Group meetings hosted on 30/06/21 and 25/08/21.</p> <p>Actions and progress reported to all ICPs/IDNO's following both RADAR Working Group meetings.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"Happy to be involved in RADAR working groups and all aspects of the DNO / ICP Interface ongoing actions – particularly safety."</p> <p>Brian Cutler, Aptus Utilities</p> <p>"We are delighted to confirm a representative onto the new RADAR Working Group."</p> <p>Hannah O'Shea, Scottish Water</p> <p>"As an ICP, getting the right information at the start of any project and having a comprehensive understanding of the host/adopting DNO's policy and guidance on design, construction and commission could summarise everything we would expect to have from the host DNO. The actions set by SPEN for ICE 2021/2022 will go a very long way to help us as an ICP in any dealings with SPEN. Areas of particular interests are Action Numbers 4, 5,6 and 7."</p>
		4.2	Due to the increased number of IDNO networks within our 2 licence areas, we will expand our key account management to all interested ICP's and IDNO's.	<p>Account Management Opportunities published on SPEN website.</p> <p>Account Management Opportunities issued to all registered ICPs/IDNOs.</p> <p>Account Management Opportunities discussed at 4 RADAR Working Groups.</p>	<p>Account Management Opportunities published on SPEN website.</p> <p>Account Management Opportunities issued to 767 registered ICPs/IDNOs.</p> <p>Account Management Opportunities discussed at 2 RADAR Working Groups - 30/06/21 and 25/08/21.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>Stephen Alabi, Smart Optimised Clean Tech</p> <p>"We certainly found the Safety Workshop valuable in March 2021, and were happy to be asked to contribute. We would also be happy to work with you going forward where we can share our experiences around the UK."</p>
		4.3	<p>We will host a SPEN Safety Seminar for all ICP's/IDNO's to discuss SPEN Safety procedures and policies.</p> <p>All registered ICP's/IDNO's will be invited to the events and the dates will also be published on our website.</p>	<p>SPEN ICP Safety Seminar completed.</p> <p>Invites issued to all registered ICPs/IDNOs.</p> <p>Date of event published on SPEN website.</p>	<p>SPEN ICP Safety Seminar planned for Q4 2021/22.</p>	<p>Q4</p>	<p>Simon Dawson, GTC</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2021 Progress	Timescale	Endorsement
5 Design Support	<p>As the rapid transformation of our network continues delivering a low carbon future, the adoption and integration of new low carbon technology (LCT) is increasing significantly.</p> <p>With the continued increase of LCT connections to our network (Domestic EV, PV, Heat Pumps and Energy Storage), we are being encouraged by customers to provide as much information as possible prior to formal application stage. We have been told that this helps our customers fully understand the cost and timescale implications of a connection, effectively enabling our regular customers to complete their own optioneering for each project as part of their own decision making process on when to turn an enquiry into a formal application.</p> <p>Following this feedback we are committed to providing further information to help our customers understand the various information sources that are already available to use on our website, and also the new technology that we are introducing to assist them in completing the optioneering assessments they are finding increasingly useful.</p>	5.1	<p>We will introduce a portfolio of 'Design Information Guidance' for all customers who would like to make best of use of the optioneering information we provide on the SPEN website.</p> <p>This will include further information on how to extrapolate detail from our existing DG Heat Maps.</p> <p>The Design Information Guidance will be published on SPEN website, issued to all registered stakeholder sects, and communicated at all Preparing for Net Zero Conferences.</p>	<p>Design Information Guidance Pack published on SPEN website.</p> <p>Design Information Guidance Pack emailed to all registered stakeholders.</p> <p>Design Information Guidance Pack discussed at 4 Preparing for Net Zero Conferences.</p>	<p>Design Information Guidance Pack planned for publication in Q3 2021/22.</p> <p>Design Information Guidance Pack discussed at 2 Preparing for Net Zero Conferences – 09/06/21 and 08/09/21.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"It is certainly helpful to have one strategic contact point within SPEN and I look forward to building on that relationship."</p> <p>Tricia Hill, The City of Edinburgh Council</p> <p>"An extremely helpful and welcome initiative.</p> <p>Would be interesting to know whether there is any value in segmenting by customer type also, e.g. Local authorities may require slightly different approaches to developers.</p> <p>It would also be good to ensure that signposting needed to local authority resources or plans is included."</p> <p>Dan Griffiths, Cheshire East Council</p>
		5.2	<p>Following successful completion of the After Diversity Maximum Demand (ADMD) Calculator Trial with SSEN, we will publish the ADMD Calculator on the SPEN website.</p> <p>We will discuss the ADMD Calculator at our Preparing for Net Zero Conferences and we will communicate the publication to all registered stakeholders.</p> <p>We will also provide training sessions for internal staff and customers on how to use the ADMD Calculator.</p>	<p>ADMD Calculator published on SPEN website.</p> <p>ADMD Calculator emailed to all registered stakeholders.</p> <p>ADMD Calculator discussed at 4 Preparing for Net Zero Conferences.</p> <p>ADMD Calculator training offered to all registered stakeholders.</p>	<p>ADMD Calculator published on SPEN website at: www.spenergynetworks.co.uk/admdcalculator</p> <p>ADMD Calculator emailed to 915 registered stakeholders.</p> <p>ADMD Calculator discussed at 2 Preparing for Net Zero Conferences – 09/06/21 and 08/09/21.</p> <p>ADMD Calculator training offered to 915 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"Our members highlight the ADMD Calculator as being an essential piece of work in supporting the industry transition towards zero and net-zero carbon heating."</p> <p>Michael Barton-Maynard, Homes for Scotland</p> <p>"Design support from your DNO is a crucial element of any large project, particularly when this involves the installation of renewable technology. We have worked with SPEN on a number of projects over the years and without their support we would have not been able to get these projects moving forward. I fully endorse the measures which SPEN are proposing."</p> <p>Mark McGiveron, Warrington Borough Council</p>
		5.3	<p>We will publish a Customer Journey to help facilitate the new SPEN Earthing Policy.</p> <p>We will discuss this Customer Journey at our Preparing for Net Zero Conferences and publish on the SPEN website.</p>	<p>Customer Journey for SPEN Earthing Policy published on SPEN website.</p> <p>Customer Journey for SPEN Earthing Policy emailed to all registered customers.</p> <p>Customer Journey for SPEN Earthing Policy discussed at 4 Preparing for Net Zero Conferences.</p>	<p>Customer Journey for SPEN Earthing Policy planned for publication in Q3 2021/22.</p> <p>Customer Journey for SPEN Earthing Policy discussed at 2 Preparing for Net Zero Conferences – 09/06/21 and 08/09/21.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"Early communication with developers is really important and I have found SPEN to be pro-active with projects making sure the developer is well informed. I would like to see a developers pack issued with every project at the initial consultation/site visit stage to enable the customer to have contact numbers and information on process as most developers do not have the time to go online. Any additional information with regards to LCT could be included in the developers pack."</p> <p>Jackie Warner, POWER SOLUTIONS CONNECTIONS LTD</p>
		5.4	<p>Following the success of the Low Carbon Technology (LCT) Typical Examples published in our 2020/21 ICE Plan, we will publish further examples of typical types of LCT connections, including estimated cost and delivery timescales.</p> <p>We will discuss these examples at our Preparing for Net Zero Conferences and publish the examples on the SPEN website.</p>	<p>LCT Examples Information Pack updated and published on SPEN website.</p> <p>LCT Examples Information Pack discussed at 4 Preparing for Net Zero Conferences.</p>	<p>LCT Examples Information Pack updated and planned for publication in Q3 2021/22.</p> <p>LCT Examples Information Pack discussed at 2 Preparing for Net Zero Conferences – 09/06/21 and 08/09/21.</p>	<p>Q1 Q2 Q3 Q4</p>	

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2021 Progress	Timescale	Endorsement
6 Land Rights	<p>Our Land Rights Stakeholder Panels continue to provide an ideal opportunity to fully understand our stakeholder views, and they prove an effective method of determining and agreeing continued improvements with our stakeholders.</p> <p>This action has been developed with direct engagement and feedback from our wider 121 stakeholder engagements as well as our successful panels throughout 2020/21.</p> <p>As discussed at our Land Rights Stakeholder Panels, we continue to work towards our long term plan for a fully automated land rights milestones tracker.</p>	6.1	<p>We will undertake a review of the Land & Planning material currently available on the website, to identify opportunities to improve and increase the content to assist our connections stakeholders.</p> <p>We will share the learnings of this review at our Land Rights Stakeholder Panels.</p>	<p>Full review completed.</p> <p>All learnings shared and discussed at Q2 Land Rights Stakeholder Panels.</p> <p>Next steps discussed at Q4 Land Rights Stakeholder Panels.</p>	<p>Full review completed.</p> <p>All learnings shared and discussed at Q2 Land Rights Stakeholder Panels – 06/10/21 AM and PM.</p>	Q2 Q4	<p>“We have no real issue with your current guidance documentation. We will support any review of these and improvements to come.”</p> <p>Alistair Davidson, Scottish Water</p>
		6.2	<p>We will continue to review performance against our Land Rights milestones at our Land Rights Stakeholder Panels, taking the opportunity to learn from feedback and identify opportunities and initiatives for improvement.</p>	<p>Performance measures reviewed at 4 Land Rights Stakeholder Panels.</p> <p>Improvement opportunities agreed with our Land Rights Stakeholder Panel Members.</p>	<p>Performance measures reviewed at 2 Land Rights Stakeholder Panels – 06/10/21 AM and PM.</p> <p>Improvement opportunities ongoing and will be agreed at Q4 Land Rights Stakeholder Panel.</p>	Q2 Q4	
7 Project Management	<p>We have received excellent feedback on the improvements we have made in 2020/21 with the recent publication of our Project Management templates on our website.</p> <p>These templates have been designed with feedback from our regular customers, to provide the necessary information for our customers to effectively deliver their projects. Whilst this information was previously available to our customers, our new Project Management templates provide this information in an easy to use and understand format for the benefit of all customers. We will continue to develop these Project Management Templates for the whole lifecycle of the project in order to continue providing this guidance for our customers in their preferred layout and format.</p> <p>We are proud of our collaboration with SSEN to develop a joint Witness Testing process to help facilitate large scale solar connections onto the Transmission Network in Scotland. This process will enable further understanding of how to make connections with upstream reinforcement onto the transmission network, and we aim to provide further insight to help our connections customers benefit from the improved level of detail we will be able to make available through this collaboration.</p>	7.1	<p>We will continue to develop the 'Post Acceptance Delivery Guidance Pack' for all Extra High Voltage (EHV) projects, which will detail the SPEN commitments for the DESIGN, COMMERCIAL, LAND & PLANNING and DELIVERY of each project to assist the customer in understanding their requirements for the successful delivery of their project. The pack will include how-to guides, roles and responsibilities and will link to the relevant specification / policy documents.</p> <p>The Guidance Packs will be issued to all customers with accepted projects, published on SPEN website and communicated at all Preparing for Net Zero Conferences.</p>	<p>4 Guidance Packs published on SPEN website.</p> <p>4 Guidance Pack publication notifications emailed to all registered stakeholders.</p> <p>Development of the Guidance Packs included in 4 Preparing for Net Zero Conferences.</p>	<p>Guidance Packs planned for publication in Q4 2021/22.</p> <p>Development of the Guidance Packs included in 2 Preparing for Net Zero Conferences – 09/06/21 and 08/09/21.</p>	Q1 Q2 Q3 Q4	<p>“I think overall the team and I feel that you have been both responsive and open to developing a strategic working relationship with the council and one that will yield significant benefits in terms of our work programme over the coming years.”</p> <p>Duncan Smith, Renfrewshire Council</p> <p>“It is very helpful having a direct access to your account management team and project managers for all our non-standard queries / requests, and on the delivery side this has been particularly helpful and generally go above and beyond to meet Scottish Water’s needs.”</p> <p>Hannah O’Shea, Scottish Water</p> <p>“The works undertaken by P N Daly Ltd. under CIC which fall under the scope of SP range from LV to EHV. The project management guidance pack proposals made by SP are symptomatic of the highly developed and consistent approach applied by SP to technical and design requirements which have allowed Competition in Connections to flourish in the SP area, as the open availability of consistently applied standards and criteria reduce the risks to all parties associated with undertaking projects under CIC.”</p> <p>Patrick Daly, P N Daly Ltd.</p>
		7.2	<p>We will develop an 'End to End Project Delivery Timescales Overview' to assist the customer in understanding the timescales for the successful delivery of their project. The overview will include expected required timescales for typical projects, including roles and responsibilities for SPEN and the customer.</p> <p>The End to End Project Delivery Timescales Overview will be published on SPEN website, issued to all registered stakeholders, and communicated at all Preparing for Net Zero Conferences.</p>	<p>End to End Project Delivery Timescales Overview published on SPEN website.</p> <p>End to End Project Delivery Timescales Overview publication notifications emailed to all registered stakeholders.</p> <p>Development of the End to End Project Delivery Timescales Overview included in 4 Preparing for Net Zero Conferences.</p>	<p>End to End Project Delivery Timescales Overview planned for publication in Q3 2021/22.</p> <p>Development of the End to End Project Delivery Timescales Overview included in 2 Preparing for Net Zero Conferences – 09/06/21 and 08/09/21.</p>	Q1 Q2 Q3 Q4	

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2021 Progress	Timescale	Endorsement
		7.3	We will set up and publish the findings from a joint SSEN / SPEN G98/G99 Witness Testing collaboration with the aim to facilitate large scale solar connections onto the Transmission Network in Scotland.	<p>Joint SSEN / SPEN Witness Testing Process developed and published on SPEN website.</p> <p>Joint SSEN / SPEN Witness Testing Process discussed at 4 Preparing for Net Zero Conferences.</p> <p>Joint SSEN / SPEN Witness Testing Process updates included in 12 Monthly Newsletters.</p>	<p>Joint SSEN / SPEN Witness Testing Process planned for publication in Q4 2021/22.</p> <p>Joint SSEN / SPEN Witness Testing Process discussed at 2 Preparing for Net Zero Conferences – 09/06/21 and 08/09/21.</p> <p>Joint SSEN / SPEN Witness Testing Process update included in 6 Monthly Newsletters.</p>	<p>Q1 Q2 Q3 Q4</p>	
8 Partnerships	<p>We are part of many successful partnerships and collaborations across both our licence areas, and it has been suggested by a number of our stakeholders that we play a critical role in the move to net zero. Whilst we have a deep understanding of the requirements to connect to our network, we are continually seeing new technologies and decarbonisation ideas being progressed, and we are keen to develop a network of understanding that will cover the wider aspects of decarbonisation in addition to our well understood methods of connecting to our network.</p>	8.1	We will develop a 'Net Zero Knowledge Forum' to continue our engagement with various community partnerships, local and national government, academic institutions, manufacturers, supplier and developers of LCT's to accelerate the drive to net zero by sharing best practices.	<p>Net Zero Knowledge Forum invites issued to appropriate stakeholders.</p> <p>2 Net Zero Knowledge Forum meetings hosted and minutes/findings published on SPEN website.</p>	<p>Net Zero Knowledge Forum invite list agreed and invite issued to appropriate stakeholders.</p> <p>Inaugural Net Zero Knowledge Forum scheduled for 09/11/21.</p>	<p>Q2 Q4</p>	<p>"We look forward to continuing to work with SPEN over the years ahead, and to jointly pursuing the energy transition."</p> <p>Hugo Chandler, New Resource Partners</p> <p>"Net Zero Forum with stakeholders is a great idea. FES look forward to attending and working with SPEN."</p> <p>William Milligan, FES Support Services Limited</p>
	<p>New and existing stakeholders have shown interest in a 'Net Zero Knowledge Forum' and we look forward to being a part of this exciting new project as we all continue along the net zero journey.</p>	8.2	We will disseminate all learnings from this Net Zero Knowledge Forum via SPEN events, social media and newsletters	<p>4 Preparing for Net Zero Conferences invites posted on social media.</p> <p>4 social media quarterly updates.</p> <p>Updates in 12 Monthly newsletters.</p>	<p>2 Preparing for Net Zero Conferences invites posted on SPEN LinkedIn.</p> <p>2 social media quarterly updates published.</p> <p>6 Monthly newsletters published.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"The increased collaboration we have had with SPEN over the last 12 months has been supportive, informative and positive. It has begun to yield practical benefits to the Council and the city in terms of strategic planning and investment decisions but has also laid a foundation for stronger strategic and operational partnership on net zero transition in respect of heat and matching current and future energy needs with energy infrastructure investment and development.</p> <p>There is much to collectively gain from deepening our partnership and aligning our business planning both as a council and across the city and we have welcomes the approach and efforts by SPEN to begin that process with us."</p> <p>Paula McLeay, The City of Edinburgh Council</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2021 Progress	Timescale	Endorsement
9 Flexible Tenders	<p>Following the publication of our SPEN DSO Vision and Strategy in the summer of 2020, customers have informed us of their continued need to be kept informed and fully aware of the emerging opportunities that DSO will bring, including the provision of flexibility services.</p> <p>Recognising that our responsibilities as a DSO will extend far beyond the traditional role of a Distribution Network Operator (DNO), we are committed to continuing the engagement of our recently published SPEN DSO Strategy, and we will continue this engagement at our quarterly Preparing for Net Zero Conferences throughout 2021/22.</p>	9.1	<p>We will publish 2 rounds of Flexibility Services Tenders - in April / May 2021 and October /November 2021.</p> <p>We will publish both the Launch and Tender notification on the SPEN & Flexible Power websites (www.flexiblepower.co.uk).</p> <p>We will issue a publication notification to all registered stakeholders.</p> <p>We will provide an update on our Flexibility Services Tenders at all 4 of our Preparing for Net Zero Conferences.</p> <p>We will be facilitating 2 Flexibility Services forums a year in line with the launch of our Spring and Autumn tenders.</p>	<p>2 Flexibility Services Tenders published on SPEN & Flexible Power websites.</p> <p>2 Flexibility Services Launch and Tenders publication notifications emailed to all registered stakeholders.</p> <p>Flexibility Services Tenders included in 4 Preparing for Net Zero Conferences.</p>	<p>April 2021 Flexibility Services Tenders published on SPEN & Flexible Power websites.</p> <p>April 2021 Flexibility Services Launch and Tenders publication notifications emailed to 219 registered stakeholders.</p> <p>Flexibility Services Tenders included in 2 Preparing for Net Zero Conferences - 09/06/21 and 08/09/21.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"We welcome the engagement we have with SPEN and look forward to working with them in the future as we all work together to achieve the important task of facilitating net zero, introducing more flexibility into the electricity infrastructure to help accommodate further renewable generation and important hydrogen production and storage facilities to help long distance heavy goods transport.</p> <p>The information and support provided by SPEN is extremely useful to help our partners fully understand the implications of introducing new technologies and how to connect to the electricity network."</p> <p>Guto Owen, Ynni Glan & HyCymru Coordinator</p> <p>"SPEN's move to the Distributed Service Operator model will create further opportunities for Balance Power and we welcome the transparency and ability to openly discuss this further with SPEN moving forward, building on our relationships and understanding. We are incredibly interested in hearing more about the Flexible Services Tenders when they are published as this is an area of the industry that is rapidly and constantly evolving. We are keen to learn more about the impact this will have on our business."</p> <p>Ruaridh Mitchell, Balance Power Projects Limited</p>
		9.2	<p>We will continue to provide regular updates on our Flexibility Services Tenders to help customers understand the services we require.</p>	<p>Monthly newsletter will include updates on our Flexibility Services Tenders.</p> <p>2 updates on SPEN & Flexible Power websites.</p> <p>4 updates on social media.</p>	<p>6 Monthly newsletters published update on Flexibility Services Tenders.</p> <p>April 2021 update on SPEN & Flexible Power websites.</p> <p>2 updates on SPEN & Flexible Power social media.</p>	<p>Q1 Q2 Q3 Q4</p>	
		9.3	<p>We will publish the results of our Spring and Autumn tenders on the SPEN & Flexible Power websites to include the total capacity awarded at each location.</p>	<p>2 updates showing the total capacity awarded at each location on SPEN & Flexible Power websites.</p>	<p>April 2021 update showing the total capacity awarded at each location published on SPEN & Flexible Power websites.</p>	<p>Q2 Q4</p>	

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2021 Progress	Timescale	Endorsement
10 Project Charge	<p>Project CHARGE continues to gain excellent endorsement and positive comments from our customers when we disseminate our progress at our various ICE engagement and industry wide events.</p> <p>Our customers are keen to see the Transport Model available later this summer, and our local government stakeholders have found the scenario planning development has provided excellent guidance and necessary end user feedback on the accepted level of smart charging that our wider customer base will require as we move to the mass electrification of the transport network.</p> <p>We are committed to supporting how our customers understand the new technologies that will come with this move to electrified transport and we are determined to showcase the benefits of CHARGE for customers across our distribution network.</p>	10.1	We will launch our ConnectMore Interactive Maps which will provide investors / stakeholders with greater insight on the optimum locations for public EV charging infrastructure. The insight will be provided on the expected demand for EV charging infrastructure informed by a comprehensive transport model for the SPM Licence Area. Also the provision of high granularity capacity maps for our corresponding LV and HV network.	<p>Publication / launch of the ConnectMore Interactive Maps on SPEN website.</p> <p>Dissemination to all registered stakeholders and selected national stakeholders.</p> <p>Stakeholder engagement to facilitate utilisation and to generate feedback to improve their performance and track the benefits delivered.</p>	<p>ConnectMore Interactive Maps published on SPEN website at: www.spenergynetworks.co.uk/connectmore</p> <p>Dissemination to over 4,700 registered stakeholders and national stakeholders.</p>	Q3	<p>"I'm starting to understand the technical and regulatory complexity around electricity infrastructure – working in collaboration with SPEN continues to help me understand the process of connecting low carbon technology to the electricity network.</p> <p>Ynni Llyn and canolfan fenter CONGL MEINCIAU have worked with SPEN during 2020/21 to produce an EV survey for over 5,000 residents in the very rural area at the tip of the Lleyn peninsula, and the information obtained from this survey will help us jointly develop the network required for a low carbon future, with flexibility services and enough capacity for further renewable generation, EV charging and heat pumps to be connected."</p> <p>Wil Parry, Ynni Llyn</p>
		10.2	<p>We will undertake a range of trials and assessments of Smart Charging Connections. These are flexible connections designed specifically for public chargepoints that can release additional network capacity.</p> <p>We will continue to actively disseminate Charge at suitable external forums / conferences / stakeholder events to ensure our Stakeholders are kept abreast of the project.</p>	<p>2 Smart Charging Connection trials and assessments delivered in 2021/22.</p> <p>Dissemination of preliminary findings to all registered stakeholders.</p>	<p>2 Smart Charging Connection trials and assessments in progress.</p>	Q4	<p>"SP Energy Network staff have been innovative and enthusiastic in their approach for the potential of Low Carbon Technology in relation to the new infrastructure in and around the new Levenmouth Rail Project. They've engaged with elected representatives and officers through visits, detailed analysis of sites and creative solutions to challenges with terrain and current infrastructure. Their enthusiasm and creative vision for the Levenmouth Valley area brought into focus potential usage linked to LCT that had not been previously considered and will help shape the ongoing future development of the Levenmouth Rail and River Leven Projects"</p>
		10.3	We will host multiple dedicated dissemination events for SPEN Stakeholders across the year, including annual joint dissemination event(s) with the UKPN led Optimise Prime project.	<p>2 Charge dissemination events.</p> <p>2 external forums and conferences Charge is disseminated at.</p>	<p>CHARGE & ConnectMore Maps disseminated at: Optimised Prime & CHARGE Projects event 23/09/21.</p> <p>CHARGE & ConnectMore Maps disseminated at – EnergyEx 21/09/21 and Planning for Infrastructure in Wales 19/10/21.</p>	Q4	<p>The staff of SP Energy Network set out from the start to encourage elected members to understand and adopt the Net Zero agenda from the outset as something that was achievable in relation to the challenges we faced with current energy supplies in the Levenmouth Area. SP staff took time through visits and imparting knowledge the potential for the Leven Valley to be a platform for net zero emissions. Their willingness to take time to visit, explain and create a vision for the area in a manner elected members with little or no background in engineering has inspired the local politicians to set the agenda that'll see the Leven Valley and the industrial production facilities, several with large complexes that consume large amounts of energy it hosts, to gain Net Zero through best practice well before government targets become a reality."</p> <p>Clr Colin Davidson, Vice Convenor Levenmouth Area Committee and Chair of Rail and Freight at SEStran</p>

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 – David Climie
David.climie@spenergynetworks.co.uk | 07753 623951
Head of Planning & Design – Sean Gavaghan
Sean.Gavaghan@spenergynetworks.co.uk | 07789 925327
Head of Delivery – Mark Everett
Mark.Everett@spenergynetworks.co.uk | 07753 624104
Head of Delivery – Colin MacKay
Colin.mackay@spenergynetworks.co.uk | 07753 622668

● 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 – Danny Barlow
Daniel.barlow@spenergynetworks.co.uk | 07753 624163
Head of Delivery – Neil McDonald
Neil.mcdonald@spenergynetworks.co.uk | 07736 555453

● Glasgow & Clyde North

District General Manager – Alistair Menzies
Alistair.menzies@spenergynetworks.co.uk | 07753 624146
Head of Planning & Design – Gerrard McKeown
Gmckeown@spenergynetworks.co.uk | 07753 624383
Head of Delivery – Albert Santandreu
Asantandreu@spenergynetworks.co.uk | 07702511613
Head of Delivery – Ricky Knight
Ricky.Knight@spenergynetworks.co.uk | 07753 622670

● Ayrshire & Clyde South

District General Manager – Angus Campbell
Angus.Campbell@spenergynetworks.co.uk | 07753 623778
Head of Planning & Design – Karl Watson
Karl.watson@spenergynetworks.co.uk | 07540 316029
Head of Delivery – Jack Evans
Jaevans@spenergynetworks.co.uk | 07702 663981
Head of Delivery – Martin Maxwell
Martin.maxwell@spenergynetworks.co.uk | 07894 604977

● Dumfries & Galloway

District General Manager – Aileen Rourke
Aileen.rourke@spenergynetworks.co.uk | 07918 197415
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

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.



● Lanarkshire

District General Manager – Alistair Graham
alistair.graham@spenergynetworks.co.uk | 07753 624888
Head of Planning & Design – Derek Jessamine
Derek.Jessamine@spenergynetworks.co.uk | 07918 661496
Head of Delivery – Derek Drummond
Derek.Drummond@spenergynetworks.co.uk | 07753 623790
Head of Delivery – Stephen Sichi
Stephen.sichi@spenergynetworks.co.uk | 07834 575776

Other Contacts

EV Charging Team

Electric Vehicle Operations Senior Engineer – Ross Tierney
Rtierney@spenergynetworks.co.uk | 07710 917989

Land & Planning

Head of Land & Planning – Ross Baxter
Ross.Baxter@spenergynetworks.co.uk | 07753 623724
Distribution Land & Planning Manager – Suzy Killin
Skillin@spenergynetworks.co.uk | 07548 707640

Stakeholder Engagement Team

Stakeholder & Community Engagement Manager – Rachel Shorney
rachel.shorney@spenergynetworks.co.uk | 07753 623898
Stakeholder Engagement Manager – Stuart Walker
Stuart.Walker@spenergynetworks.co.uk | 07800 953141
Customer Engagement Manager – Louise Taylor
louise.taylor@spenergynetworks.co.uk | 07753 624442
Customer Engagement Manager – Fay Morris
fay.morris@spenergynetworks.co.uk | 07753 624921

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 - Andy Churchman
andy.churchman@spenergynetworks.co.uk | 07841 865085
Head of Planning & Design – Gary Barnes
gary.barnes@spenergynetworks.co.uk | 07753 624393
Head of Delivery Wales – Sean Kennedy
skennedy@spenergynetworks.co.uk | 07753 624400

● Wirral

District Manager – Jonathan Hughes
jonathan.hughes@spenergynetworks.co.uk | 07753 624452
Head of Planning & Design – Ken Brassington
ken.brassington@spenergynetworks.co.uk | 07753 624053
Head of Delivery – John McWilliams
john.mcwilliams@spenergynetworks.co.uk | 07753 624329

● Dee Valley/ Mid Wales

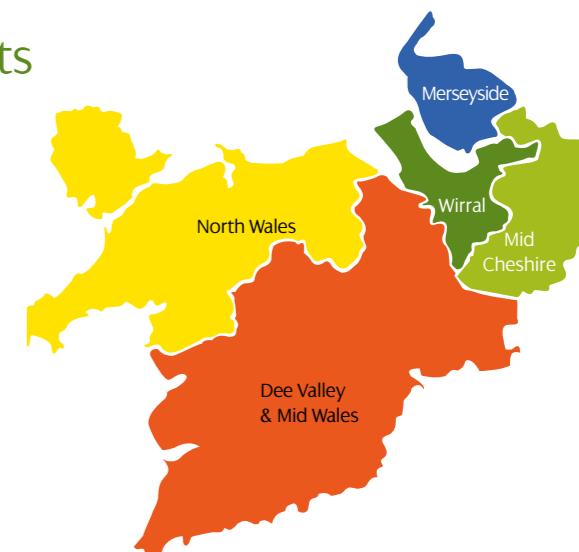
District Manager – Sean Griffiths
sgriffiths@spenergynetworks.co.uk | 07592 774769
Head of Planning & Design – Gary Barnes
gary.barnes@spenergynetworks.co.uk | 07753 624393
Head of Delivery Wales – Sean Kennedy
skennedy@spenergynetworks.co.uk | 07753 624400

● Merseyside

District Manager – Tom Walsh
twalsh@spenergynetworks.co.uk | 07753 624439
Head of Planning & Design - Neil Woodcock
neil.woodcock@spenergynetworks.co.uk | 07753 624072
Head of Delivery - Paul Thomas
paul.thomas@spen | 07501 223071

● Mid Cheshire

District Manager - Jane Wilkie
jane.wilkie@spenergynetworks.co.uk | 07702 152846
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) – Steve Withell
steve.withell@spenergynetworks.co.uk | 07736088774
North Wales / Dee Valley and Mid Wales
Lead Engineer – Andy Beddoes
Andy.Beddoes@spenergynetworks.co.uk | 0753623822
Mersey Lead Engineer – Jon Mitchell
Jonathan.Mitchell@spenergynetworks.co.uk | 07753624101
Cheshire/Mersey / Wirral
Cheshire/Wirral Lead Engineer – Miles Buckley
Miles.Buckley@spenergynetworks.co.uk | 07753624271

132kV Business Design SP Manweb

Business General Manager – Mark Sobczak
mark.sobczak@spenergynetworks.co.uk | 07753 623735
132kV Programme Head of Delivery – Paul Ralph
pralph@spenergynetworks.co.uk

Land & Planning

Head of Land & Planning – Ross Baxter
ross.baxter@spenergynetworks.co.uk | 07753 623724
Distribution Land Manager – Suzy Killin
skillin@spenergynetworks.co.uk | 07548707640
Distribution Land Team Leader – Jo Stiles
jo.stiles@spenergynetworks.co.uk | 0141 614 5835 | 07753 461241

Stakeholder Engagement Team

Stakeholder & Community Engagement Manager – Rachel Shorney
rachel.shorney@spenergynetworks.co.uk | 07753 623898
Stakeholder Engagement Manager – Stuart Walker
Stuart.Walker@spenergynetworks.co.uk | 07800 953141
Customer Engagement Manager – Louise Taylor
louise.taylor@spenergynetworks.co.uk | 07753 624442
Customer Engagement Manager – Fay Morris
fay.morris@spenergynetworks.co.uk | 07753 624921



SP ENERGY NETWORKS

SP Energy Networks
320 St Vincent Street
Glasgow, G2 5AD

Contact us

 facebook.com/SPEnergyNetworks
 twitter.com/SPEnergyNetwork
RIIO_ED2@spenergynetworks.co.uk
spenergynetworks.co.uk