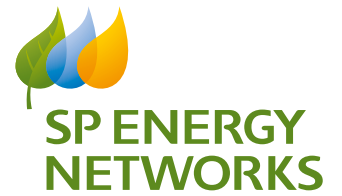


Making Connections Our Major Connections Engagement Strategy, Workplan and Performance Outputs



Incentive on Connections Engagement (ICE)
Ofgem Submission
May 2020



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Introduction from our CEO, Frank Mitchell

Welcome to the SP Energy Networks 2020/21 ICE Report. I continue to take pride in our ongoing engagement with stakeholders across the connections marketplace. Engaging with stakeholders is a focus at every level of our business – and we place the utmost emphasis on growing relationships that help us shape our plans and deliver the best possible outcomes for customers, stakeholders, and wider society.

The energy landscape is changing fast with the electricity sector undergoing rapid transformation to meet ambitious targets set by governments. Network companies must act fast to support this transition and we recognise the important role we play in this process. I am confident that through our continual cycle of stakeholder engagement and our flexible approach in how we respond to feedback, we have developed a connections work plan that is making a difference to our customers and stakeholders as we collectively work towards the common goal of preparing for a zero-carbon future.

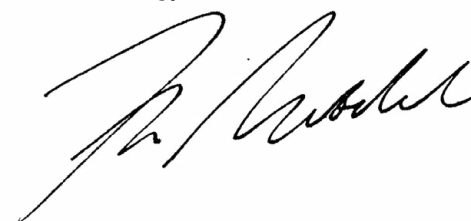
As the only UK Distribution Network Operator (DNO) to operate across Scotland, England and Wales, SP Energy Networks are uniquely placed to support both national and local government authorities achieve their ambitions in delivering a low carbon economy. Such a major transformation can only be achieved through collaboration with all interested parties and I am extremely proud to report that we have developed several significant strategic partnerships across each of our licence areas, SP Distribution and SP Manweb. These partnerships will continue to facilitate and accelerate the integration of new low carbon technologies being adopted by an increasing number of our connection customers.

With the UK currently going through a significant period of lockdown in response to the COVID-19 pandemic, we recognise the drive to a green economy presents the opportunity to make faster, more resilient progress on decarbonisation, supporting all our connection customers whether making small single connections or developing large multiple projects. This will support jobs and drive wider economic recovery and we are prepared for the critical role that we will play in this process in support of our customers and stakeholders.

With the increasing uptake of Low Carbon Technologies, we are seeing an increasing number of new smaller customers emerging, out-with our traditional connection customer base, who we would typically engage with on a less frequent basis. To address this, we are developing new planning and communication methods of engagement to ensure we extend our reach to this hard-to-reach group of stakeholders.

Whilst unprecedented, these are also exciting times for the energy industry and like everything we do, our work plans will continue to be shaped by talking to our customers and stakeholders, and adjusting to meet their needs as we strive to deliver a greener future together. I am dedicated to ensuring SP Energy Networks serves our customers and stakeholders in an effective and efficient manner and they continue to have a voice and say in the future of their network.

Frank Mitchell
CEO of SP Energy Networks




Changing Energy Landscape

The energy landscape is changing fast. The electricity sector is undergoing rapid transformation to meet ambitious carbon reduction targets set by governments. Network companies are at the heart of this transition and it's important, now more than ever, for all stakeholders to continue to shape the future of their energy network.

We recognise the critical role our stakeholders play in delivering the transformation that lies ahead. To meet these evolving challenges, we are implementing alternative ways to manage and make available existing network capacity to accelerate the uptake and adoption of low carbon technologies.

Stakeholders are increasingly interested in understanding what opportunities will exist through the decarbonisation of our networks. To provide greater insight to customer behaviour, we have initiated extensive research to understand how our customers will respond to the changing energy needs, evaluating those emerging behaviours and the resultant impact that this will have on our future energy network.

Delivering DSO

SP Energy Networks is transitioning to a Distribution System Operator (DSO) model with a whole system approach that delivers the most cost-effective solution for customers.

We were the first DNO to publish our DSO vision which was developed in consultation with a broad range of stakeholders, connection customers, flexibility providers and the Electricity System Operator (ESO), who we continue to work with on a regular basis to develop our transition further.

We are continually engaging with our stakeholders on our evolving DSO strategy to ensure that it remains valid and meets their future needs. Over the course of this year we have carried out several engagements, seminars and blogs on our approach and activities. This has led to identification of our stakeholders' priorities and how we can continue to reach an increasing number of interest groups to both procure flexibility services, encourage changes in behaviour and promote opportunities and benefits for stakeholders in the provision of future flexibility services.

We were the first DNO to send site-specific pricing signals to flexibility providers; the only DNO, to date, to tender for reactive power flexibility; 81MW of flexibility services awarded, saving on traditional reinforcement costs and are in the process of delivering the most ambitious Active Network Management scheme in the UK.

We will be publishing our new DSO Strategy in June 2020 and will engage with stakeholders widely to seek their views on it.

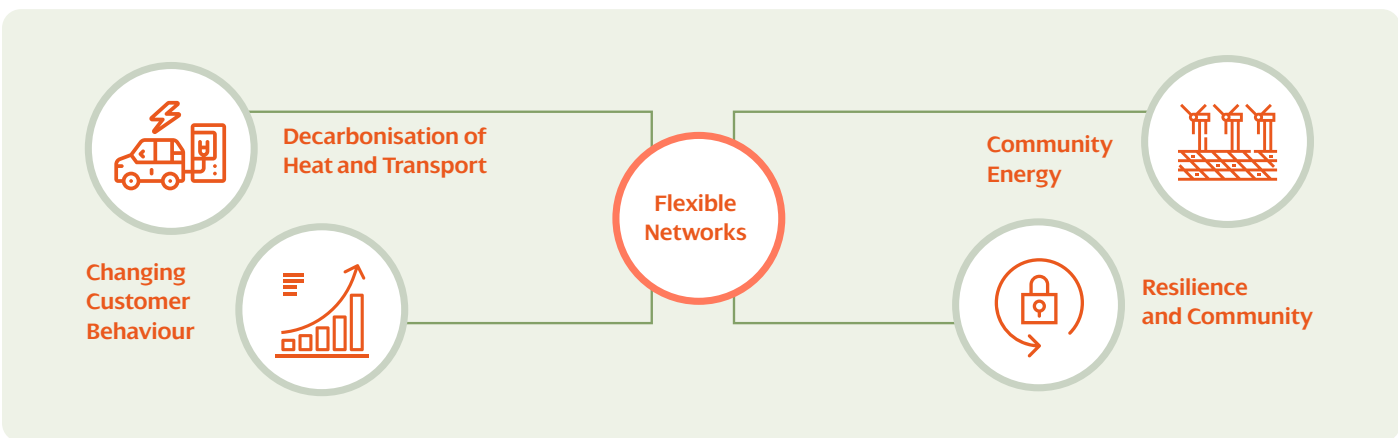
Please contact gettingconnectedupdates@spenergynetworks.co.uk for further information.

Continuing our DSO journey in 2020...

Following ongoing stakeholder feedback, we will continue to provide regular updates on our journey to DSO. Key activities that will be delivered during the coming year to further develop our DSO transition include:

- ✔ **Simplifying how we connect new technology**
 We will simplify how we connect technology like EVs and heat pumps. Working with our design staff to look at how we plan and develop the network. For example, we will increase our understanding of where the local 'hotspots' are for clusters of connection activities. We will work on new solutions to challenging issues for EVs and heat pumps to enable customer connections.
- ✔ **Technology, systems and communications are key**
 Key to our approach is the technology, systems and communications that enable our DSO to be realised. This year we are working to determine what the 'brain' behind DSO will look like, in terms of the required telecoms solutions and autonomous user interfaces with our existing network management systems. We are also exploring the uses of artificial intelligence to make decisions for our automated network.
- ✔ **Active Network Management System**
 Across South West Scotland, we are delivering the UK's largest Active Network Management (ANM) system that will initially focus on Dumfries & Galloway but enable ANM deployment and availability across our SP Distribution network. 2020 will see the control system implemented and commissioned, releasing additional network capacity to accommodate more than 500MW of renewable generation. As well as our SP Distribution ANM system, we have also taken forward our SP Manweb ANM solution that initially will be deployed across North Wales. However, again this system will support the adoption of flexible connection solutions across our SP Manweb distribution network with contracts for the supply and installation for both networks having now been agreed during the current regulatory year.
- ✔ **Securing greater network flexibility**
 Building upon our work to secure greater network flexibility, network services will continue to be sought across both our north and south distribution network areas. Increasing the use of flexibility services will be driven by our commitment to exploring alternatives to traditional systems design and delivery in respect of all significant network reinforcement and investment.
- ✔ **Data is fundamental to our strategy**
 'Big Data' is fundamental to our future business, not just for us, but for our customers and stakeholders too. Last year we launched our Digitalisation Strategy looking at the practical ways we can harness the power of data to transform our future network operations, for example by moving some of our processes and network management to a more digital approach.

"We will simplify how we connect technology like electric vehicles and heat pumps, working with our design staff to look at how we plan and develop the network"



Engaging with Hard-to-Reach Stakeholders

With an emerging group of new connection stakeholders who only connect to our network infrequently across a lower volume of projects as they seek to realise the benefits of delivering low carbon technologies, building upon our inclusive approach to engagement, identifying and prioritising a broad and inclusive range of stakeholders is very important to us.

We are continually building on our inclusive approach to engagement, identifying and prioritising a broad and inclusive range of stakeholders as part of our engagement planning process.

As part of our connections engagement plan, we have identified an emerging group of new stakeholders. This group will likely connect to our network less frequently across a lower volume of projects, as they seek to realise the benefits of delivering low carbon technologies, and may not be aware of the full range of support, engagement opportunities, help and advice available across our business.

We are tailoring our engagement channels to ensure we extend our reach to this group of hard-to-reach group of stakeholders, ensuring we meet their specific needs and deliver tangible benefits, engagement and positive outcomes through their connection journey.



“Electrification of heat and transport will become an important foundation of the low carbon transition and SP Energy Networks is supporting several energy sources from district heating schemes to community energy renewable projects.”

Zero Carbon Communities

2019 saw us take the lead amongst UK DNO's in setting out a detailed roadmap in each of the regions that we operate to show local communities how they can get involved and play their part in transitioning to a low carbon economy. This initiative aims to aid and guide communities through their journey towards Net Zero. We recognise the key role that we play in ensuring that no communities are disadvantaged in the energy decentralisation transition.

Recognising the key role that strategic partnerships play in supporting this initiative we have worked with organisations who have vast experience in delivering community energy schemes, deployment of innovative energy solutions as well as working closely with our local and devolved governments across the UK.

- ✔ Recruited a dedicated design engineering resource who is fully embedded into our key local government stakeholders, to investigate local government strategies for achieving Net Zero and who is tasked to working with them determine how this will impact the electricity distribution network.
- ✔ We are producing detailed plans to determine how these low carbon technologies can be better managed to have less impact on our network. This will also support future new generation and connection developers and provide information for our customers and stakeholders that is more reflective of our individual local government aspirations.
- ✔ Delivered detailed analysis to Liverpool City Region Combined Authority that provides greater understanding of the impact of proposed Zero Carbon Refuelling Stations across Liverpool City Region on the electricity distribution network.
- ✔ We are producing similar information for Glasgow, Edinburgh, Dumfries & Galloway, Cheshire, Anglesey, and Mid Wales throughout 2020/21. This analysis will help facilitate local government understanding of how their plans to achieve zero carbon could be delivered.
- ✔ Supporting several multi vector energy projects, such as district heating schemes, community energy renewable projects and flexible solutions for local balancing.
- ✔ We are already experiencing an increase in connection applications For hydrogen production and storage, and we currently have over 70MW of hydrogen connection projects in the pipeline.
- ✔ Our strategic partnerships, innovation projects and zero carbon communities initiative will help us provide a wealth of knowledge and understanding for our customers and stakeholders as we move together towards our network of the future.

The Key Findings from Zero Carbon Communities

A key element in delivering the UK's Net Zero ambitions will be obtaining a range of new data sources, which will inform on the existing characteristics of the network, providing information to aid future control of low carbon technologies connecting to the network, harnessing the availability of local energy from intermittent and clean sources. To support our development in this area, Capital Economics were commissioned to provide us with analysis, which will be essential to meet the rapid pace of decarbonisation and uptake of low carbon technologies, including EV chargers, heat pumps and additional forms of home and business energy generation.

Key UK Targets for the Path to Net Zero by 2050

Number of electric vehicle charging points needed by 2050:

25,29,9147



Number of these installed in non-residential areas:

2,627,280

Estimated cost to install chargers across the UK:

£48.5 billion

Number of homes that will install heat pumps by 2050:

22,808,780



Estimated cost of installing these heat pumps:

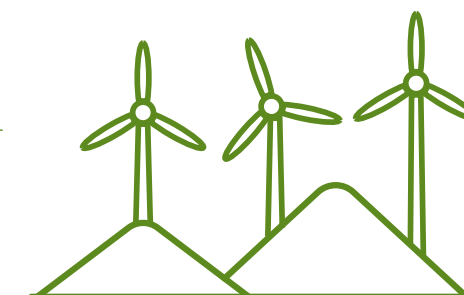
£192.2 billion

Estimated network investment required by 2050:

£48.5 billion*

Estimated skilled jobs supported by decarbonisation investment:

115,780



* Based on SPEN analysis, the co-ordinated and strategic use of SMART planning and management techniques has the potential to reduce overall network reinforcement costs by 30-40%

“Responding to climate change is not simply a moral obligation, it is also an economic and social opportunity. It provides us with an incentive to make our air cleaner, our lifestyles healthier, and our cities and landscapes even more beautiful. We will act to ensure that Scotland benefits economically from being one of the first countries in the world to ensure a Net Zero future.”

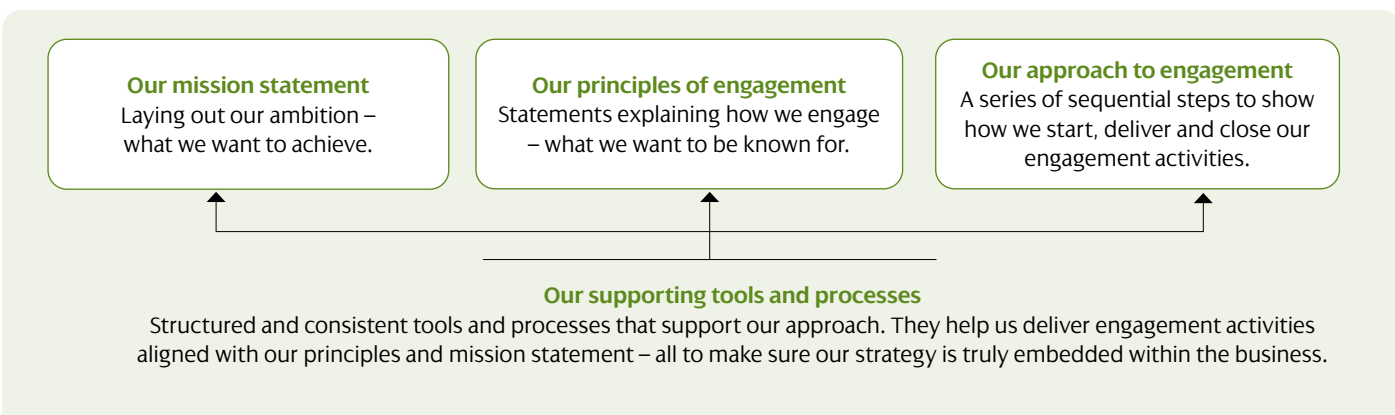
Rt Hon Nicola Sturgeon MSP, First Minister of Scotland
Scottish Parliament, 3rd September 2019

“As a city region we are already making huge progress in this area. We were the first in the country to adopt a Zero Carbon target of 2040 - ten years earlier than the national target - we have launched a £10m Green Investment Fund, we have the first fleet of 25 zero emission hydrogen buses coming to the city region next year, we have the Mersey Tidal Commission and we already have one of the biggest wind farms in Europe in Liverpool Bay.

But I think we are all aware that we can always look to do more, so we will declare a climate emergency in the Liverpool City Region.”

Steve Rotherham, Metro Mayor of the Liverpool City Region
Annual Meeting of the Liverpool City Region Combined Authority, 28th May 2019

Our Core Stakeholder Engagement Strategy



Our mission statement 'Our engagement places our stakeholders and customers at the centre of what we do. With a tailored and locally focused approach, we will prioritise their wants and needs in a consistent manner across our business. We will deliver safe, reliable services, sustainable value, and a better future, quicker.'

Our Principles of Engagement

Engagement principle

- Inclusive** We engage all customers and stakeholders impacted through our work, with a specific focus to ensure those who may be hard-to-reach are given a voice.
- Authentic** Our engagement works to understand the significant issues affecting our customers and stakeholders, before acting on them in a meaningful way.
- Tailored** Our approach is designed to make sure each initiative is planned and delivered in the most appropriate way.
- Innovative** We aim to better our approach each year, continually looking for new methods to improve how we engage and deliver against wants and needs.
- Value for money** We keep engagement activity spending as efficient as possible, resulting in greater customer benefits.

External Accreditation on our Stakeholder Engagement Strategy



We continue to align our strategy and approach with the Stakeholder Engagement Standard AA1000, set by the global consultancy firm, AccountAbility. We work within the principles of inclusivity, materiality, responsiveness and impact.

This year we are proud to report a Healthcheck score of **78%**, taking us into the 'Mature' stage. This is a massive achievement and has placed us within the **top 10% of all companies assessed globally.**

AccountAbility Healthcheck Progress



We invited AccountAbility to carry out a full audit of our strategy and internal processes, governance of our strategy, engagement activities, and all of our stakeholder communications.

As part of the audit, AccountAbility held detailed interviews with employees across 10 areas of our business, speaking at various levels, from Directors to customer-facing staff members. We provided evidence that our approach is effectively embedded across every area of our business and demonstrated that all of our engagement activities put the best interests of our stakeholders first.

We place great value on the experience, guidance and advice we receive throughout this process. The improvements we've made to our processes have helped us achieve a more consistent and robust approach across the whole organisation. As it becomes more engrained in our business, it's delivering real results and positive outcomes for customers and stakeholders alike.

Our Approach to Engagement

With our mission statement setting out our ambition and principles defining the characteristics of our strategy, we have a standard nine-step plan in place which provides our teams with a roadmap to follow when planning any engagement activities.

All teams across the business follow the same key steps when planning, reviewing and closing their engagements.

This plan drives consistency, and helps us understand the needs and wants of our stakeholders and customers. As a result, the business decisions we make on the back of their feedback adds real value, both socially and financially.



Key steps of our strategy to deliver

- Step 1 Define the purpose**
With a clearly defined objective, we can tailor our engagement to deliver the best results. This maximises the value of our efforts, and minimises costs by applying the most effective solution – focusing on value for money.
- Step 2 Identify and map stakeholders**
Depending on the purpose of the engagement, different individuals will be best placed to offer the insight required. We need to understand: *a) who are the relevant stakeholders* and *b) what is their level of knowledge on the specific topic.*
- Step 3 Tailor the engagement**
To ensure the maximum value is gained from the event, we tailor three distinct aspects of the engagement: content, method of engagement and communications.
- Step 4 Engage**
The result of our planning phase is an inclusive, tailored and value for money engagement event, ready to be delivered.

Step 5 Capture feedback
Feedback remains crucial in designing and delivering services that are right for those affected by any area of our business. This year, we have built on the foundation of our approach to data and the suggested content of feedback to collect, and the means with which our users can record it.

Step 6 Determine wants and needs
Analysing feedback to determine needs and services that could be improved, or potential for improving resources, focusing the actions on areas of business change that customers and stakeholders care most about, demonstrating authentic engagement.

Step 7 Develop priorities and actions
We aim to provide value for money – a principle that lies at the heart of everything the business delivers. Demonstrating value rests on our ability to measure potential outputs and prioritise accordingly.

Step 8 Act
Each step, from capturing feedback, determining wants and needs, and developing actions that will make the services we offer better.

Step 9 Close feedback loop
With our engagement complete, our feedback collected and our actions taken, the final step of approach is to close the feedback loop. This step consists of measuring the success of actions taken, identifying how we can improve our engagement approach and providing progress reports to our stakeholders.

Tailored Connections Engagement Planning

Staying true to our Core Stakeholder Engagement Strategy, we listen to what our customers and stakeholders are telling us and develop actions with measures in areas that matter to them most.

We extend an open door policy, regularly meeting with customers and stakeholders to assist with individual projects, on an as and when required basis.

In addition to this, we host a wide range of engagement events which are published on our website and issue invitations to all relevant stakeholders.

At SP Energy Networks we value the feedback we receive on how we can further improve our service.

Those interested in providing their views can register as a stakeholder 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.

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.

Our Connections Engagement in 2019/20

Over
4,000
Customers given the opportunity to engage

Over
210
Organisations given the opportunity to engage

9
Conferences delivered in 2019/20

Over
180
Partnership Meetings held

3,000
Direct Correspondence on specific actions delivered

460,000
Engagement Reach across 13 Agricultural Shows

Members of
11 Local Government Strategic Boards

8.3/10
Monthly Customer Satisfaction Score as at March 2020

14 Workshops and Panels delivered in 2019/20

Year-on-year Comparisons

SP Energy Networks conduct an Annual Customer Satisfaction Survey for all major connections customers.

The results and improvements seen over the last 3 year period can be seen below:

Design

Question	Overall 2017-18	Overall 2018-19	Overall 2019-20	Change	Change %
Ease of contact	8.2	8.1	8.5	↑0.3	4%
Time taken to receive quotation	7.6	7.4	8.0	↑0.4	5%
Understanding of requirements	8.2	8.1	8.4	↑0.2	2%
Clearly the connections process was explained	7.9	8.0	8.3	↑0.4	5%
Clarity of likely cost of the project	8.0	8.1	8.5	↑0.5	6%
Communication and information	7.9	7.9	8.3	↑0.4	5%
Overall satisfaction	7.9	7.8	8.2	↑0.3	4%

Delivery

Question	Overall 2017-18	Overall 2018-19	Overall 2019-20	Change	Change %
Communication throughout delivery	7.7	8.1	8.5	↑0.8	10%
Timescales for delivery	7.0	7.4	7.9	↑0.9	13%
Overall satisfaction with project management	7.4	8.1	8.4	↑1.0	14%
Overall satisfaction	7.5	8.1	8.3	↑0.8	11%

Flexible Connection Solutions

Question	Overall 2017-18	Overall 2018-19	Overall 2019-20	Change	Change %
Satisfaction with alternative connection solution	6.9	7.7	7.8	↑0.9	13%

Land Rights

Question	Overall 2017-18	Overall 2018-19	Overall 2019-20	Change	Change %
Information provided on land rights process	6.9	7.1	7.7	↑0.8	12%
Communication throughout process	6.7	7.2	7.1	↑0.4	6%
Overall satisfaction with Land Rights	7.0	7.3	7.8	↑0.8	11%

Website

Question	Overall 2017-18	Overall 2018-19	Overall 2019-20	Change	Change %
Satisfaction with how easy the website was to use	7.6	7.7	7.9	↑0.3	4%
Information on the connections process on website	7.7	7.9	8.2	↑0.5	6%

Heat Maps

Question	Overall 2017-18	Overall 2018-19	Overall 2019-20	Change	Change %
Satisfaction with how easy the website was to use	-	8.1	8.7	↑0.6	7%

Our Connections Engagement Across 2019/20

Stakeholders welcomed our approach, format and range of topics engaged upon during 2019/20 and we will build upon this positive feedback and continue with similar focus throughout 2020/21.

We recognise that the current restrictions and social distancing requirements necessary in response to the ongoing COVID-19 pandemic require us to review how we continue to engage successfully with our stakeholders. This has already commenced and during 2020/21 we have planned to make greater use of online technologies and deliver focused engagement across our connections stakeholder groups, reflecting our wider engagement strategy and how we tailor our approach to the benefit of our connection customers.

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.

“We are committed to ensuring our stakeholders continue to have access to us through various communication channels and engagement opportunities”

Dates for the diary in 2020/21

ICE Engagement Events – digitally at present

- Wed 13th May 2020
ESRI Training
- Tue 19th May 2020
RAdAR Training
- Wed 20th May 2020
Transport Capacity Maps Training
- Tue 30th June 2020
Low Carbon Connections Conference
- Wed 30th Sep 2020
Low Carbon Connections Conference
- Wed 2nd Dec 2020
Low Carbon Connections Conference
- Wed 10th March 2021
Low Carbon Connections Conference

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:
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.

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 this document, or the Contact Us page of our website, which can be found at:

www.spenergynetworks.co.uk/pages/connections_contact_us.aspx

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:
www.spenergynetworks.co.uk/pages/register_as_a_stakeholder.aspx

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

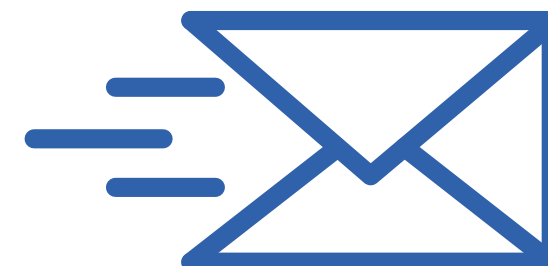
Website

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





Introduction

Looking Forward Report

Our 2020/21 work plan contains 11 strategic improvement actions.

Across 2019/20 we have delivered several improvement actions reflecting stakeholder feedback and priorities, and our 2020/21 work plan reinforces our commitment to focus on the things that really matter to them. Our 2020/21 work plan contains 11 improvement actions that have been developed through continual feedback from stakeholders and focus upon the identified themes of **Communication, Partnerships, Policy Guidance, Project Management, Land Rights and Flexible Connection solutions.**

Our inclusive approach to stakeholder engagement has led to a diverse range of contributions captured through various communication channels.

Our extensive engagement in key areas as we transition to a low carbon economy, has allowed us to engage with an increasing number and variety of stakeholders seeking connection to our network.

This has significantly grown from previous years and has ensured that our connections work plan is based upon their active involvement on what matters most to them.

Engaging with our stakeholders early to support delivery of their connection projects is a focus at every level of our business. Our passion for speaking directly to stakeholders is embedded across all our teams. Building upon our communicated engagement strategy, our internal processes provide the flexibility to respond directly to feedback and our 2020/21 work plan reflects this approach.

As the energy sector is undergoing rapid transformation to meet ambitious carbon reduction targets set by governments, we recognise the need

to act fast. Our 2020/21 work plan reflects our flexible approach needed to meet the increasing number of enquiries being received to integrate and connect low carbon technologies across our network, supporting the private and public sector, as well as one-off connections taken forward by individuals.

A collaborative approach plays a vital role in establishing, developing and delivering our connection work plan and this year we will further enhance our strategic partnerships. We are engaging with connecting parties across several strategic sectors including, local and national government, national infrastructure providers, rural communities and both independent and national house builders, operating across our electricity distribution licence area.

As referenced in our stakeholder strategy, continual feedback is a critical part of our overall engagement process. To ensure our 2020/21 work plan reflects and meets the needs of our stakeholders, we have sought and received their endorsement which is reflected in the information detailed as part of this Looking Forward Report.

“A collaborative approach plays a vital role in establishing, developing and delivering our connection work plan and this year we will further enhance our strategic partnerships.”

11

Strategic Improvement Actions were included in our 2020/21 work plan

Action 1 Policy Guidance

Q4 DG, Unmetered and Metered

Our stakeholders told us...

We have a key enabling role in facilitating the ambition and drive towards a low carbon economy.

As part of our 2019/20 connections work plan we received positive and constructive feedback on the work we completed to date in informing stakeholders on several changes to our key policies and processes.

Development of innovative ways of operating and facilitating connections to the network play a vital role in the overall connection process. In line with stakeholder feedback, we have agreed to an extension of our 2019/20 action to ensure that when policy changes are developed our internal staff will be trained to support the wider engagement and information exchange with our connection stakeholders. Regular publication of updates will be via our newsletters and our website, and where applicable, we will deliver targeted workshops to ensure our connection customers have available to them the most up to date policy and technical information.

Following stakeholder feedback we will introduce an additional step in our process to gain comment and feedback from customers prior to publication of new policy updates.

Our action

- 1 We will update policy documentation for any 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.
- 2 We will provide internal training on new documentation to all connections customer-facing staff to enable them to discuss with customers and stakeholders.
- 3 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 and stakeholders as required.

How we will measure our success

- 1 **4 updated policy documents** published on SPEN website.
Training documentation, where applicable, published on SPEN website.
Training documentation, where applicable, emailed to SPEN registered stakeholders.
- 2 Number of connections customer-facing staff trained on policy documentation updates.
- 3 Design Engineer support available throughout 2020/21 via telephone, email and in person at all ICE engagement events.

Endorsement

"Please ensure your policy team gives consideration to releasing relevant policies to customers (ICP/IDNO) for comment before publishing."
Simon Dawson, GTC

"Regarding the future it's good to see there are plans to be able to meet/speak to engineers to allow us to become better acquainted with the proposed policy changes."
Pat Coyle, Energetics



4

updated Policy Documents published on SP Energy Networks website

Action 2 Communication

Q2 Q3 Q4 DG, Unmetered and Metered

Our stakeholders told us...

As the rapid transformation of our network continues delivering a low carbon future, the adoption and integration of new low carbon technology is increasing significantly.

We have witnessed a shift in the way stakeholders wish to engage with us year on year and they have told us that in addition to our traditional forms of engagement delivered through conferences, panels, workshops and connection surgeries. These are particularly valued by those seeking one-off connections and community energy schemes.

For regular users of our network however, a more tailored engagement approach has been requested with more focussed and targeted communication, taking place on a less frequent basis and delivered via a range of digital platforms.

Our action

- 1 With the increase of Low Carbon Technology (LCT) connections to our network (Domestic EV, PV, Heat Pumps and Energy Storage), we will create a LCT customer journey and communicate to our connection customers, installers, trade associations and car sales garages.
- 2 We will continue to introduce new forms of online presence and social media to increase our engagement with connection customers.
We will continue to arrange online sessions with dates and joining instructions posted on our website.
- 3 We will continue to produce a monthly newsletter to give a regular update on our 'Drive to Decarbonisation' including sections on EV, Heat, DSO/Flexibility, Innovation Projects, Policy Updates and Community Partnerships.

2

new forms of Social Media Platform introduced

4

new Online sessions completed

12

Monthly Newsletters published on SP Energy Networks website

How we will measure our success

- 1 LCT Customer Journey published on SPEN website.
LCT Customer Journey emailed to registered stakeholders and discussed at Q2, Q3 and Q4 ICE engagement events.
- 2 **2 new forms** of social media platform introduced.
4 new online sessions completed.
- 3 **12 monthly newsletters** published on SPEN website.

Endorsement

"I am particularly interested in this Action 2 Communications (regarding EV, PV and heat pumps). As discussed this is becoming requested more and more through various councils at planning stage so please keep us included in any communications regarding this, or if we can assist in trialling a development I am sure we would be happy to help to get ahead and up to speed on these innovations."
Gary Heaney, Persimmon Homes

"Communication is key and this is something SPEN is good at. I have already seen some communication on social media, and on line presentations etc. are also very effective."
Stephen Kelso, Cala

"Communication and contact is always appreciated and will be even more important as we progress and face the challenges posed by new technologies. Being able to meet directly with engineers and customers to discuss projects particularly where they propose to install EVCPs' ASHPs etc. as we often find they don't always take on board the information we provide them."
Pat Coyle, Energetics - ICP



Action 3 Customer Contact

Q3 DG, Unmetered and Metered

Our stakeholders told us...

Regular engagement with connection customers to provide updates on the progress of their connection application is important to them. Whilst having regular contact with the Design team leading the connection application already exists, many customers and stakeholders have expressed the need for the development of a Connection Application Customer Interface Database. Following registration, connection customers will be able to access a web-based platform to track the progress of their connection application and exchange/receive any information required that is relevant to the development of their connection design and offer.

Our action

- We will introduce a Customer Information Database for customers to be able to log in and track progress of their application through to acceptance stage of each project.
We will notify all registered stakeholders by email when the Customer Information Database is available.
- We will develop a Training Pack to help customers understand how to use the new facility and publish on our website.
We will issue the Training Pack to all registered stakeholders and communicate at our Q3 and Q4 ICE engagements events.
- We will deliver training sessions on how to use the new Customer Information Database at our Q3 and Q4 ICE engagement events.
We will provide ongoing customer support post implementation of the new Customer Information Database.

How we will measure our success

- Customer Information Database live on SPEN website.
All registered stakeholders notified via email that Customer Information Database is available.
- Training Pack published on SPEN website.
Training Pack emailed to all registered stakeholders.
Training Pack issued at Q3 and Q4 ICE engagement events.
- 4 Training Sessions delivered.
Ongoing customer support provided.

Endorsement

"The introduction of a Customer Information Database will be a very useful tool and this will prevent sometimes numerous phone calls."
Stephen Kelso, Cala

"This sounds like a good initiative. We (I'm sure others will be too) are happy to be involved in any training or development of this tool with you so you deliver something that the customer wants rather than what SPEN think the customer wants."
Simon Dawson, GTC



4

Training Sessions delivered

Action 4 ICP/IDNO Interface

Q3 Q4 DG and Metered

Our stakeholders told us...

Our Independent Connection Providers (ICP's) have told us that technical specifications documentation and policies, made available through our SP Energy Networks website, are critical to their operations and informs the design and delivery of the connections they progress. This is particularly important in respect to integration across our network of EHV generation and demand connections.

Recognising the importance of this critical resource, we have agreed to undertake a review of our existing web platform for disseminating this information, that will be delivered by an independent third party, to ensure that they continue to access critical and up to date information in the most efficient manner that they consider relevant when taking forward a generation or demand connection.

Our action

- We will undertake a thorough independent review on what specifications and documents are currently available on our website to identify any missing requirements for ICP's/IDNO's and compare best practice with other DNO's.
- The Review Findings and Next Steps will be to be issued to all registered stakeholders, published on SPEN website and communicated at Q3 and Q4 ICE engagements events.
- We will implement improvements to the search functionality of our website to help ICP's/IDNO's fully understand the information we make available on our website.
We will provide training and support for the new search facility at our Q3 and Q4 ICE engagement events, publish on SPEN website and email to all registered stakeholders.
- We will review the access levels for our ICP's/IDNO's to facilitate enhanced visibility of Distribution Network Assets and will communicate any changes to policy to them.
The new policy will be issued to all registered ICP's/IDNO's, communicated at all ICE engagements events and published on SPEN website.
- We will host a Safety Seminar in each licence area for all ICP's/IDNO's to discuss SPEN Safety procedures and policies.
All registered ICP's/IDNO's will be invited to the events and the dates will also be published on our website.

"We will host a Safety Seminar in each licence area for all ICP's/IDNO's to discuss SPEN Safety procedures and policies"

How we will measure our success

- Independent Review Completed.
- Findings and Next Steps published on SPEN website.
Findings and Next Steps issued to registered stakeholders and discussed at Q3 and Q4 ICE engagement events.
- New Search Function added to SPEN website.
Notification of New Search Function emailed to all registered stakeholders.
- Access Levels Reviewed.
Findings published on SPEN website.
Findings issued to all registered ICP's/IDNO's.
Findings discussed at all Q4 ICE engagement events.
- 2 ICP Safety Seminars completed.
Invites issued to all registered ICP's/IDNO's.
Dates of events published on SPEN website.

Endorsement

"This is a good action as there is always frustration through delivery when SPEN engineers come to site with more details on a drawing than is available to customers."
Simon Dawson, GTC

"I look forward to the provision of greater access to information relating to existing assets, additional training on the use of LCT, heat maps etc. and seeing the results of the trials being carried out for the smart charging solution."
Pat Coyle, Energetics – ICP



Action 5 Design Support

Q2 Q4 DG, Unmetered and Metered

Our stakeholders told us...



The increasing uptake of Low Carbon Technologies means that increasingly connection customers who have never had experience of making a connection application are approaching us for the very first time. Our stakeholders have asked us to continue our pro-active communications to help them understand any industry changes.

Building upon the improvements that we have made in previous years around the provision of information and support to those customers connecting to our network, we will further enhance our support mechanisms this year by delivering a new Contact & Customer Information Pack. This will be targeted at key market segments and technologies as well as enhance the service provision in response to both local and individual customers' requirements. Information will include, overview of the connection process, key information necessary to progress an application and enable a better understanding of final fully engineered connection application quote as well as corresponding delivery timescales.

Our action



1 With the increase of Low Carbon Technology (LCT) connections to our network (Domestic EV, PV, Heat Pumps and Energy Storage), we will introduce an 'Initial Contact Information Pack' for all customers who make an application to help them understand the requirements for each market segment as they proceed through the application stage.

The 'Initial Contact Information Pack' will be communicated at all ICE engagements events and published on SPEN website.

2 We will publish examples of typical types of Low Carbon Technology (LCT) connections to our network to help our customers understand how to connect these new technologies.

We will discuss these examples at our Q3 and Q4 ICE engagement events and publish the examples on the SPEN website.

"We will publish examples of typical types of Low Carbon Technology (LCT) connections to our network to help our customers understand how to connect these new technologies"

How we will measure our success



1 Initial Contact Information Pack published on SPEN website.
Initial Contact Information Pack discussed at Q2, Q3 and Q4 ICE engagement events.

Initial Contact Information Pack issued to all new customers from Q3 onwards.

2 LCT Examples Information Pack published on website.
LCT Examples Information Pack discussed at Q3 and Q4 ICE engagement events.

Endorsement



"We are now actively engaged in the immediate forward Design Support side with our Project Architects engaging directly with SPEN. This is a Critical Path element of both our Grid Connection and Detailed Planning Programmes."
Gerry Wood, Bandedeath Holdings

"There is no doubt the low carbon technology is upon us and the current trend is for the removal of fossil fuels e.g. gas, in new building design. This clearly impacts the electrical network as more building become all-electric, and is an area to be developed."
Stephen Phimister, TUV-SUD



Action 6 Land Rights

Q3 Q4 DG, Unmetered and Metered

Our stakeholders told us...



Our customers and stakeholders have told us that they are pleased with the progress we are making on land and planning matters and recognise the continued improvements being discussed at the Land and Planning Stakeholders Panels.

Through working with the Panel, we recognise that we need to go further and provide an even more transparent and interactive service to our customers. We acknowledge greater automation in our processes is required to allow the effective and efficient communication around the delivery of land and planning milestones. We also recognise that the transparency around the cost of land rights is an area for improvement.

The requirement to build the necessary IT required for automation of the milestones processes and the subsequent relationships with our external service partners will take a considerable amount of time to develop, however we are already working on how this can be achieved.

Whilst we are some way off from implementing automation of our milestone process we continue to work towards this by ensuring we have the correct manual processes and data collection which will enable an IT solution to be developed.

Our action



1 In preparation for a future fully automated land rights milestones tracker, we will review and publish our land rights lead times and related milestones within our land rights documentation currently published on our website.

We will monitor our performance against these milestones and report this performance on a quarterly basis.

We will present and discuss this performance at our Land Rights Stakeholder Panels. These published milestones and our performance against them are the key to us developing a future automated land rights milestone tracker.

2 We will review and develop material for customers to understand the costs associated with obtaining Land Rights.

We will review this material at our Q4 Land Rights Stakeholder Panel. We will also publish this material within our land rights documentation currently published on our website.

How we will measure our success



1 Land rights lead times and milestones published in land rights documentation on SPEN website.
Quarterly reporting and publication of our performance against milestones.

2 Publish Information Packs for customers regarding costs associated with obtaining land rights on SPEN website.

Endorsement



"Glad to see that this is now being seen as an issue to all stakeholders and that there is a serious effort to put together a formal process to help with the governance of land rights."
George Dow, Mactaggert and Mickel

"The Land Rights Tracker is a great idea and should make the process more efficient for both parties"
Steve Ruggi, GridCodePower Ltd

"The Land Rights Tracker is very important to see where any bottleneck is as often what is said is not a true reflection of the current position."
Stephen Kelso, Cala

"I would be keen to trial a project with the new Land Rights timescales. As you will appreciate the legal side of diversions, substations and alike can take some time to conclude so focusing on certain timescales and refining the process would be extremely beneficial to our business to allow us to build in time to our projects and get more confidence of legal completions and installation dates and I would be really happy to get involved in this."
Gary Heaney, Persimmon Homes



Action 7 Project Management

Q3 DG, Unmetered and Metered

Our stakeholders told us...

Our customers have recognised the improvements we have already made to our project delivery, and they fully support our next steps.

Building upon our Project Management training delivered across our 2019/20 work plan, we will produce Project Management guidance packs for new and existing customers to support the delivery of a connection project upon acceptance of a connection offer.

This will ensure step by step guidance is available to all connecting parties across all market segments and voltage levels, in respect of the type of connections that we undertake, further enhancing the service offering afforded to our customers and stakeholders.

Our action

- 1 We will develop a 'Post Acceptance Delivery Guidance Pack' for all EHV projects. This will detail the SPEN commitments for the delivery of each project and assist the customer in understanding their requirements for the successful delivery of the project. The pack will include how-to guides, roles and responsibilities and relevant specification / policy documents.
The Guidance Packs will be issued to all customers with accepted projects, communicated at all ICE engagements events and published on SPEN website.
- 2 We will agree with our regular stakeholders a list of key HV projects that will have a 'Post Acceptance Delivery Guidance Pack' created. We will develop a pack for these specific HV projects.
The Guidance Packs will be issued to all customers with accepted projects, communicated at all ICE engagements events and published on SPEN website.
- 3 We will provide training sessions on the 'Post Acceptance Delivery Guidance' pack for both EHV and HV projects and will also provide customer support at all our engagement events.

How we will measure our success

- 1 Guidance packs published on SPEN website.
Guidance packs available at Q3 and Q4 ICE engagement events.
Number of Guidance Packs issued to customers.
- 2 Guidance packs published on SPEN website.
Guidance packs available at Q3 and Q4 ICE engagement events.
Number of Guidance Packs issued to customers.
- 3 Training sessions delivered at Q3 and Q4 ICE engagement events.
Delivery Engineer available for customer support at Q3 and Q4 ICE engagement events.

Endorsement

"A post -acceptance Delivery Guidance Pack with the contents listed should be a helpful reference point to facilitate timely discussions and delivery of items as a connection progresses, I look forward to seeing one."
Steve Ruggi, GridCodePower Ltd

"Joint meetings with SPEN delivery engineers, us and our clients are definitely the way forward."
Stephen Kelso, Cala

"On the delivery side I've no doubt the project managers will gratefully accept any support/guidance provided. The introduction of guidance packs post acceptance I'm sure will be well received."
Pat Coyle, Energetics - ICP



"We will provide training sessions on the 'Post Acceptance Delivery Guidance' pack for both EHV and HV projects and will also provide customer support at all our engagement events"

Action 8 Partnerships

Q4 DG, Unmetered and Metered

Our stakeholders told us...

With the acceleration of an increasing number of connection customers seeking to connect new forms of low carbon technology onto the energy network, we recognise that we cannot stand still and must develop new innovative ways of supporting this rapid energy transition. A key element of achieving this success will be the development of strategic partnerships from across industry, academia and energy network operators. Whilst we have made significant progress in this area throughout our business, customers and stakeholders have informed us that this is an important enabler in delivering innovative solutions that can be delivered directly to customers.

It is recognised that these partnerships will not only accelerate the transition to a low carbon economy but equally support them in gaining a more informed understanding of the industry changes, market opportunities and most efficient methods of integrating new low carbon technologies onto the network and future commercial opportunities.

We are actively working to develop additional partnerships to help us move to a more flexible network of the future that will accommodate learnings for all industry participants and strategic partners as we move towards a low carbon future.

Our action

- 1 We will continue to develop innovation partnerships to help local communities and associations to benefit from the emerging low carbon technologies.
- 2 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

"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"

How we will measure our success

- 1 Innovation partnerships discussed at all ICE engagement events.
- 2 Updates on all new partnerships included in the revised format of our Monthly Newsletter.
Learnings of each partnership communicated at all ICE engagement events.

Endorsement

"SP Energy Networks have always been pro-active in building long term relationships with Local Authorities and Community Energy Groups and it is good to see this continue as we move towards a decarbonised future. Their help and support is appreciated, especially when working with smaller community groups who need some handholding."
Rhys Horan, Local Energy Service

"We are always keen to participate in any engagement events. Ongoing interface is really important to us and we are keen to be involved in any SPEN initiatives."
Stephen Kelso, Cala

"As a small rural community at the tip of the Llyn peninsula in North West Wales, we know we will have a greater reliance on the local electricity network as we move towards electric vehicles and new forms of heating for our homes. We are extremely grateful for the support we continue to receive from SP Energy Networks, who are using a flexible approach to help us accommodate EV charging points and other new technologies to boost tourism and help provide economic growth in a rural area where it is desperately required."
Wil Parry, Ynni Llyn



Action 9 Flexible Tenders

Q3 Q4 DG and Metered

Our stakeholders told us...

Throughout 2019/20 we have established several dedicated stakeholder engagement panels focussed on our transition to a Distribution System Operator (DSO) and the opportunities that will be realised by customers and stakeholders during this evolution.

Recognising that our responsibilities as a DSO will extend far beyond the traditional role of a Distribution Network Operator (DNO), customers and stakeholders 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.

Our action

- We will provide a Timeline for any planned Flexibility Tender Auction decisions in 2020.
We will publish our new Flexibility Tender Auction Timeline on the SPEN website, and we will discuss at our ICE engagement events.
We will communicate the new Flexibility Tender Auction Timeline to all registered stakeholders and also publicise in our Monthly Newsletter.
- We will continue to provide regular updates on our Flexibility Tender Auction to help potential flexibility providers understand the services we require.
- We will promote the benefits of our Flexibility Tenders at our ICE engagement events and encourage uptake to help facilitate the flexible networks required to aid the transition to a DSO.
We will publish the amount of capacity in MW that we manage flexibly for our customers and stakeholders on the SPEN website and communicate at all ICE engagement events.

“We will publish the amount of capacity in MW that we manage flexibly for our customers on the SPEN website and communicate at all ICE engagement events”

How we will measure our success

- Flexibility Tender Auction Timeline published on SPEN website.
Flexibility Tender Auction Timeline communicated in ICE engagement events.
Flexibility Tender Auction Timeline communicated in monthly newsletter.
Flexibility Tender Auction Timeline emailed to all registered stakeholders.
- Monthly newsletter will include updates on our Flexibility Tender Auctions.
- Learnings of each Flexible Tender communicated at all relevant engagement events.
Amount of capacity in Megawatt (MW) managed flexibly for our customers published on SPEN website.
Amount of capacity in MW managed flexibly for our customers communicated at all ICE engagement events.

Endorsement

“As Project Manager for the EPort Net Zero Blueprint Project I find the information on Flexible Tenders from SPEN extremely useful and I am keen to continue involvement with SPEN to investigate opportunities for further flexible connections in the Ellesmere Port Industrial area.”
Greg Dujon, EA Technology

“SPEN have provided support and guidance to help facilitate Morlais Energy’s tidal generation plans on Anglesey and we are very interested in any future flexible tender opportunities on Anglesey that we could align with our project.”
Andy Bilcliff, Morlais Energy

Action 10 DG Heat Maps

Q4 DG

Our stakeholders told us...

The provision of Distributed Generation Heat Maps has been a valued resource for those considering connecting to our network for many years. We continue to be committed to delivering an improved service offering to reflect the changing energy landscape that will make the provision of this information as interactive as possible.

As greater network information becomes available through enhanced network monitoring, understanding the operating characteristics of new forms of generation and demand technologies will become evident. This will greatly enhance the overall information that can be presented to customers and stakeholders, when considering where to connect onto our network.

Customers and stakeholders have informed us that they value the continuation of enhanced information provision detailing not only the availability of network capacity but more importantly as we transition to a DSO operating model, the operating characteristics to understand where opportunities may exist for the provision of flexibility services.

All our ICE engagement events in 2019 included breakout sessions for attendees to discuss specific project details and/or options for various capacities available in a wider area with our design engineers. These sessions have also been instrumental in helping connection customers understand the amount of information that is available to them in our DG Heat Maps.

These sessions have been extremely favourably received, and we are committed to continuing to communicate the important messages regarding generation connections to our network and the type of connections possible per area to help our stakeholders in their own business critical decision making.

Following further customer suggestions we will now provide more information of overall network loading on our DG Heat Maps to support demand profiles for each primary substation in geographical layout.

Our action

- We will update our DG Heat Maps functionality to include the maximum / minimum demand profiles by month for each primary substation to align with other industry standard Heat Maps.
We will also produce a list view of the substations in addition to the current map view.
- We will produce training material on how to interpret the new functionality which will be issued to all registered stakeholders and published on our website.
We will provide internal training on the updates to all connections customer-facing staff to enable them to discuss with customers and stakeholders.
- We will continue to offer on-going training and support at all ICE engagement events to help our customers and stakeholders use our DG Heat Maps.

How we will measure our success

- Monthly maximum / minimum demand profiles for each primary substation added to DG Heat Maps.
List view of substations added to DG Heat Map.
- Training material for new functionality published on SPEN website.
Training material for new functionality issued to all registered stakeholders.
Number of connections customer-facing staff trained on new functionality.
- Training sessions delivered at all ICE engagement events. Design Engineer support available throughout 2020/21 via telephone, email and in person at all ICE engagement events.

Endorsement

“There is no safer way to communicate the network existence than having access to the updated heat maps and allowing this should improve the quality of applications being made for POC’s.”
George Dow, Mactaggert and Mickel

“I found the discussions on available generation capacity for North West Wales both informative and helpful at the Low Carbon Connections Conference in Chester. I find these sessions very useful to keep up to date with the latest position in our continually and rapidly changing industry. The future is going to be dramatically different to the past. SPEN are working well to keep us stakeholders informed, they are being creative in the way they think and are very helpful.”
Ian Cook, ICCL



Action 11 Project Charge

Q3 Q4 DG, Unmetered and Metered

Our stakeholders told us...



Our industry leading EV project CHARGE continues to gain excellent endorsement and positive comments from our customers and stakeholders when we disseminate our progress at our ICE engagement events.

Many of our connections customers are keen to see the Transport Model available as soon as possible, and our local government stakeholders feel the smart charging trials will provide guidance and necessary end user feedback on the accepted level of smart charging that our wider customer base will accept as we move to the mass electrification of the transport network.

We are committed to supporting how our customers and stakeholders 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 and stakeholders across our distribution network.

How we will measure our success



- 1 Number of Charge dissemination events.
Number of external forums and conferences Charge is disseminated at.
- 2 Publication of Transport Model findings and subsequent dissemination of findings on SPEN website.
Transport Model findings and subsequent dissemination of findings emailed to all registered stakeholders.
Transport Model findings and subsequent dissemination of findings discussed at all Q3 and Q4 ICE engagement events.
- 3 Number of Smart Charging Solution Trials delivered in 2020/21 events.

Our action



- 1 We will host multiple dedicated dissemination events for customers and stakeholders across the year, including annual joint dissemination event(s) with the UKPN led Optimise Prime project.
We will continue to actively disseminate Charge at suitable external forums / conferences / stakeholder events to ensure our customers and stakeholders are kept abreast of the project
- 2 We will actively share the findings from our Transport Model to raise awareness of the perceived growth in demand for public charging infrastructure in our SPM licence area 2020-2050.
- 3 We will trial our first ever Smart Charging Solution for the flexible connection of Public EV Charging Infrastructure

Endorsement



"It's the way forward EV will be a big factor in the future for any new build projects."
George Dow, Mactaggert and Mickel

"As a company expanding into the provision of public charge points, I am enthused by the work being undertaken by the Charge Project. If successfully delivered these tools will greatly enhance our ability to locate and design the optimum connections for public chargers. The Charge Project has huge potential to provide support to parties such as ourselves, who are looking to invest and deploy public charging infrastructure where it is most needed and most cost efficient to do so.

We look forward to the opportunity to be involved and learn from the development and deployment of Smart Charging Connections under the Charge Project."
John-Paul Ross, Energy Innovation Solutions

"The Charge Project has huge potential to provide support for electric charging point operators such as ourselves, who are looking to invest and deploy public charging infrastructure where it is most needed and most cost efficient to do so. Having visibility on available grid capacity is a crucial component in determining optimum locations to build out EV charging hubs and this data is essential for us to successfully scale up our public LiFe charging network across Liverpool City Region. We look forward to the opportunity to be involved and learn from the development and deployment of Smart Charging Connections under the Charge Project over the next 12 months."
Robert Byrne, Franklin Energy



"We will trial our first ever Smart Charging Solution for the flexible connection of Public EV Charging Infrastructure"





Introduction

Looking Back Report

Our 2019/20 work plan contained 14 strategic improvement actions. We have continued our robust and regular engagement programme to support the needs, aims and aspirations of our customers and stakeholders. We are delighted to confirm we have delivered all of our commitments in our 2019/20 work plan and these have been well received by our customers and stakeholders.

12 months ago our customers and stakeholders agreed our key focus areas were communication, engagement with Independent Connections Providers (ICP's)/ Independent Distribution Network Operators (IDNO's), Project Management and Land & Planning, so our 2019/20 priorities followed these recommendations.

We also recognised the growing demand for information on the introduction of low carbon technologies and a thirst for information about our innovation projects, so we have successfully continued our drive to develop further strategic partnerships and innovation projects to help our customers and stakeholders understand industry developments and new technologies that are becoming more commonplace within the connections arena.

We are delighted that our Land and Planning Stakeholder Panels have become embedded into business as usual and our customers and stakeholders continue to engage directly with our Land and Planning and Legal team to propose ongoing improvements and suggestions, which again has developed a strong Land Rights action for our 2020/21 plan.

We are also extremely proud of the improvements we have made to our RAdAR system following feedback from our RAdAR Working Group. The RAdAR Improvements Training Webinar was oversubscribed and we will continue to communicate these changes throughout 2020/21.

An area of continuous improvement is our approach to project management. Our three year project management development program to up-skill our project managers is well under way and already delivering a consistent approach across all geographic areas in SP Energy Networks. Our delivery of portfolio meetings, which allow multi-project stakeholders to have a single combined meeting for all their projects have been very successful, and we are now working closely with key project management customers, stakeholders and ICP's/IDNO's to develop further information packs for our larger, more technical projects.

We are delighted with the successful delivery of our 2019/20 work plan and we are dedicated to continuing to work closely with our customers and stakeholders to provide further improvements for both our regular customers and also new connections customers in this rapidly changing industry.

“We are delighted with the successful delivery of our 2019/20 work plan and we are dedicated to continuing to work closely with our customers and stakeholders to provide further improvements for both our regular customers and also new connections customers in this rapidly changing industry.”

14

Strategic Improvement Actions were included in our 2019/20 work plan

Action 1 Policy Guidance

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

- 1 Publication of at least **6 document updates**, with any additional updates subsequently added to this measure.
- 2 All connections customer facing staff will be trained on any new policy documentation updates.
- 3 All policy changes communicated at engagement events and feedback sought for further clarifications required from customers.

6

Document Updates published

140

connections customer facing staff trained on the new policy documentation across SP Energy Networks

Outputs

- 1 **6 new policy documents** published in 2019/20. These documents have been issued to customers and stakeholders and discussed at all our relevant engagement events. The 6 updated policy documents are:

PSUB-02-013 policy and Specification for the interface with Independent Distribution Network Operators Installations

ESDD-02-012 Framework for Design & Planning of LV housing developments, including u/g networks and associated HV/LV substations

EPS-02-005 Installation and Record framework for low voltage housing developments, underground network and associated new HV/LV distribution substations

EPS-02-006 Installation and Record Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV

EPS-03-031 Materials Specification Framework for Industrial and Commercial Underground Connected Loads Up To and Including 11kV

EART-03-003 Technical specification for earthing and bonding at secondary substations

These documents can be found on our website at: www.spenergynetworks.co.uk/documentation

- 2 **140 connections customer facing staff** trained on the new policy documentation across SP Energy Networks.
- 3 **6 new documents** communicated at our ICE engagement events in 2019/20.

We also held breakout sessions during each of these ICE engagement events which gave customers and stakeholders the opportunity to discuss any queries with Design Engineers if required.

In addition to this we operate an 'open door policy' which enables customers to make contact and receive 1-2-1 support from our Design Engineers as and when required.

Endorsement

"Good to see that this will be widely available to all. This should easily explain procedures and should not be exclusively only the 6 updated documents published to date."
George Dow, Mactaggert and Mickel

"Feedback on policy updates could be considered slightly differently going forward. Other DNO's policy teams haven't historically considered the effect of policy change on their customer base. SPEN appear to have done this with the roll out of your Earthing policy in 2019/20. I think it would be better to consider comment / feedback from customers prior to the updates being released. Consider issuing draft to customers for comment to get our engagement to the changes prior to releasing the document."
Simon Dawson GTC

Action 2 Communication

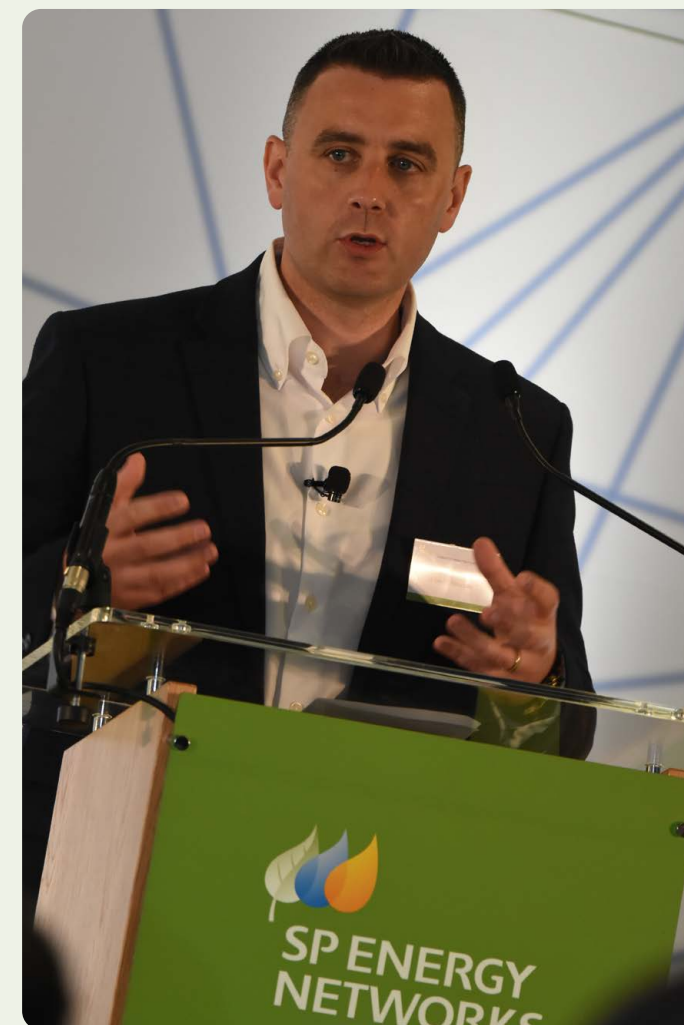
We will continue to publish updates via our website, facilitate quarterly online interactive sessions to deliver key messages and issue monthly newsletters to our stakeholders.

Measuring our success

- 1 **Monthly newsletter** published on website.
- 2 **Quarterly online session** dates and joining instructions posted on website.

12

Monthly Newsletters published



Outputs

- 1 **12 newsletters published** on our website at www.spenergynetworks.co.uk/newsletter. Newsletters emailed to over 1,200 registered stakeholders and published at our ICE Engagement Events throughout 2019/20.
- 2 **4 quarterly online sessions** published on our website at www.spenergynetworks.co.uk/pastevents. Joining instructions for these webinars were included into the engagement calendar on our website.

Endorsement

"Generally, in my experience I think SPEN perform better than most other electrical DNO's or others across the utility sector. I have been on the Stakeholder Group for a few years now and the output from any discussions always seems to be taken seriously."
Stephen Phimister, TUV-SUD

"I have seen a massive change in the information and updates that is now being made available to stakeholders over the last year."
George Dow, Mactaggert and Mickel

"Brilliant communication. Always provided with updates. Good office communication, always answer phone calls and respond to e-mails."
Catherine Senior, Power Solutions Connections Ltd

"We've always had a very positive relationship with SP Energy Networks and we feel we deal with some of the most conscientious staff ranging from the Admin Staff, Design Engineers, Projects Coordinators and Design & Delivery Managers amongst the DNO's, who have always been willing to collaborate, listen and are equally committed in delivering the schemes for our clients."
Alvin Carabeo, ES Ltd

Action 3 ICP/IDNO Interface

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, on our 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.

Measuring our success



- 1 Updated ICP/IDNO Customer Journey issued to all registered customers, communicated at all relevant engagement events and published on website.
- 2 Information Pack issued to all registered customers, communicated at all relevant engagement events and published on website.
- 3 Learnings of the HV Self Connect trial communicated to all registered customers, communicated at all relevant engagement events and published on website.
- 4 Recommendations for LV network design communicated to all registered customers, communicated at all relevant engagement events and published on website.
- 5 Training Pack for RAdAR upgrades issued to all registered customers, communicated at all relevant engagement events and published on website.

720

Registered Stakeholders had revised SP Energy Networks ICP/IDNO Customer Journey emailed to them

Outputs



- 1 Revised SPEN ICP/IDNO Customer Journey published on our website at: www.spenergynetworks.co.uk/newsletter
Revised SP Energy Networks ICP/IDNO Customer Journey emailed to 720 registered stakeholders.
Revised SPEN ICP/IDNO Customer Journey discussed at ICE engagement events.
- 2 Information Pack published on the our website at: www.spenergynetworks.co.uk/newsletter
Information Pack emailed to 720 registered stakeholders.
Information Pack discussed at ICE engagement events.
- 3 Learnings of the HV Self Connect trial communicated at our ICP Workshops. We have a webinar on this topic planned for June 2020.
- 4 Recommendations for LV network design communicated at our ICP Workshops. We have a webinar on this topic planned for June 2020.
- 5 RAdAR Improvements Training Pack published on the our website at: www.spenergynetworks.co.uk/newsletter
RAdAR Improvements Training Pack emailed to over 1,000 of our registered users of the RAdAR system.
RAdAR Improvements have been discussed at all ICE Engagement Events in 2019/20.

Endorsement



"Regular contact is a must for us. There was a lot of work done here regarding Radar and the self-connect trials. SPEN listened to our concerns regarding RAdAR and actioned much needed changes from our point of view.

We embarked on both HV and LV self-connect trials with SPEN. The HV self-connect needed a big input from SPEN, we jointly set up a trial in Lanarkshire and after the trial it was rolled out to the rest of the regions."

George Richardson, GTC

"Being an ICP (Matrix Networks) and having an internal IDNO (UK Power Distribution -UKPD), the interface is always been very smooth and clear with SPEN in terms of what is required by both parties in terms of adoption etc., liaising with the SPEN designers and coordinators is very easy and all are very approachable to both calls and emails."

James Hitchmough, Matrix

Action 4 Local Authority Engagement

We 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.

Measuring our success



- 1 Contact established with all Local Authorities in SP Energy Networks.
- 2 Monthly updates issued to all Local Authorities.
- 3 Local Authority contacts invited to all relevant engagement events and all contacts registered in our Stakeholder Management System (Tractivity).

41

Local Authorities across SP Energy Networks have been registered in our stakeholder management system (Tractivity) and invited to our ICE engagement events



Outputs



- 1 Lead Contact established with 41 Local Authorities across SP Energy Networks.
Regular engagement meetings also set up with the 5 National and Local Government Bodies covering Scotland, England and Wales, namely: Scottish Government, Welsh Government, Liverpool City Region Combined Authority, Cheshire & Warrington Local Enterprise Partnership and Marches Local Enterprise Partnership.
- 2 Monthly updates provided for all 41 Local Authorities across SP Energy Networks.
- 3 41 Local Authorities registered in our Stakeholder Management System(Tractivity) and invited to our engagement events.

Endorsement



"I have to say that over the last 18 months working on Liverpool City Centre Connectivity Project – Phase 1, I've dealt with every utility service provider you can think off and in comparison, your professionalism and level of customer service has been exceptional. You have been responsive, approachable and always made the time to assist with all our technical queries via all methods of communication and engagement in site visits. Finally, I would say that you have worked well with us in cutting down costs and programme through value engineering discussions and by applying a logical approach to problem solving."
Ibrahim Ashaikh, Amey Consulting

"The communication between the SPEN representatives has been very good on the Omega Phase 3B scheme. We've had site meetings when required and the diversions and new service has been completed with no difficulties. From initial communication and then the site aspect it has been very straight forward."
Mike Wheldon, Warrington Borough Council

"I found the SP Energy Networks Low Carbon Futures conference very interesting and for me personally it was an excellent way for me to showcase the work Energy Savings Trust are doing to help our customers prepare for EV. The full workshop session I ran helped to provide guidance and offered support for Local Authorities to deliver future goals. I found the day interactive and a great opportunity to network with others, and I look forward to being involved in other events with SPEN moving forward."
Fiona Appleton, Energy Savings Trust

Action 5 Pre Quotation Customer Support

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.

Measuring our success

- 1 Revised Quote + process issued to all registered customers, communicated at 100% of all relevant engagement events and published on website.
- 2 Information Pack issued to all registered customers, communicated at all relevant engagement events and published on website.
- 3 All Design staff trained on the requirements for pre quotation support.

140

staff trained on the Revised Quote+ Process

Outputs

- 1 Revised Quote + Process was published in October 2019 and can be found on our website at: www.spenergynetworks.co.uk/quoteplus
New process communicated at our ICE engagement events in Q2 and Q3 2019.
Breakout sessions held at our ICE engagement events for customers to discuss any specific queries regarding Quote Plus with our Design Engineers.
- 2 Quote + Information Pack communicated at all ICE engagement events in Q2 and Q3 2019.
- 3 140 Design Staff trained on the revised Quote + Process to help our staff explain the new process to our customers as and when required.

Endorsement

"I am a big fan of the Quote+ process and I like how SPEN are being pro-active about telling customers the option of the Quote+. Rolling it out to other business areas e.g. Demand can only be a good thing."
Steve Ruggi, GridCodePower Ltd

"We pride ourselves on delivering a cost effective and tailored solution for our clients and always find the SPEN team accessible, accommodating and willing to work with us to achieve our objectives – even if that involves a non-standard or bespoke approach to overcome a problem. We regularly engage SPEN early on during the planning stages of a new project, to ensure that we understand each other's specific requirements and then work together to design out any potential problems and provide a solution that our clients can rely on."
Annamarie Maffitt, Matrix

"In regard to working with SPEN, I would comment that their communication skills are exemplary and we set up a matrix of work which is overview on a monthly basis. This provides for great communication between utility and client avoiding any misunderstanding and managing expectations. Meetings are managed with flexibility of either being at the client base of utility headquarters."
Joseph Morris, CoGen

Action 6 Land Rights

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 our 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.

Measuring our success

- 1 Land Rights Stakeholder Panels completed.
- 2 Land & Planning Guidance document including guidelines on actions and timescales published on website, communicated to all registered customers and discussed at all engagement events
- 3 Customer Awareness Sessions completed by all Land & Planning staff.



25

Land & Planning staff attended Customer Awareness Sessions

Outputs

- 1 Our proposed 2019/20 action in respect of Stakeholder Panels was drawn up in consultation with the attendees at our pilot Land and Planning Stakeholder Panels which took place in September 2018.
Our 2019/20 action was to host four panel events during 2019. Whilst a 2019/20 action, it was considered appropriate that in order to build on the success of the 2018 pilot and to continue the positive momentum in this area, that we start early by holding the first two panels in March 2019 (prior to the start of the 19/20 regulatory year) – which is why the March 2019 Panels also received a mention in our 18/19 "look back".

Four Land and Planning Stakeholder Panels were completed in calendar year 2019 on the following dates:

- Friday 1st March 2019 in Glasgow
- Friday 25th October 2019 in Glasgow
- Thursday 7th March 2019 in Chester
- Thursday 3rd October 2019 in Chester

- 2 Land Rights Guide for Connections Customers document published on SPEN website on the following link: www.spenergynetworks.co.uk/landrights

This explains all aspects of the process and provides a list of key pre-application requirements.

- 3 Customer Awareness Sessions completed by 25 land & planning staff.

Some key stakeholders attended these Customer Awareness Sessions to give specific insight into their business and the pressures faced. Our Land Officers learned a lot from the opportunity to share experiences and are using the feedback from these sessions to implement key improvement initiatives within the land and planning team.

Endorsement

"Continual improvements have been made within this area."
George Richardson, GTC

Action 7 Project Management

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.

Measuring our success



- 1 All customer-facing connections staff to complete project management training.
- 2 Customer Satisfaction Survey target of 8/10.

8.4/10

is the Monthly Customer Satisfaction Survey for Project Management tracking

80

staff across our SP Energy Networks licence areas were trained in project management internally

Outputs



- 1 Project Management Internal Training completed by **80 staff** with extremely positive feedback.
400 people training days completed for project management throughout SP Energy Networks.
- 2 Monthly Customer Satisfaction Survey for Project Management is tracking at **8.4/10**.
Monthly Customer Satisfaction Survey for Project Management Year on Year **increase of 14%** since 2017/18.

Endorsement



"I've had two quotations (Dudlow Lane and Lodes Pond) being processed through the SPEN process. At each stage I have been kept informed from the planning engineer who designed it, to work planning assistance to the site liaison manager. I haven't had to call once to follow up the process which is really refreshing and an example of exemplary service, in fact I was actually coached through the process at each stage of the application process. This ensured that we both understood who was doing what in relation to the activity, what payment terms, by when and the construction plan for each site."
Steve Slavin, United Utilities

"I am hoping that having one dedicated project manager who shares with us a project tracker and we can all review and expect progress according to the tracker will make things clearer and smoother."
Steve Ruggi, GridCodePower Ltd

"When we are assigned a scheme and a SPEN PM, we very rarely have any issues, again very approachable and knowledgeable about their individual roles and are happy to help and assist when needed and also give guidance on schemes that sometimes they may not be party to, this really is a bonus for us as an ICP having that assistance when needed."
James Hitchmough, Matrix

"SPEN project managers operate with efficiency and flexibility. The project manager interfaces with the clients Project Manager on a regular basis with and update on progress of the works in hand. Flexibility is a strength to aid the completion of projects with time frame constraints."
Joseph Morris, CoGen

Action 8 Partnerships Working – Innovating the future

We will continue to develop strong pragmatic partnerships to create tangible innovative solutions for current and future network challenges, linking real customer challenges with SP Energy Network's 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.

Measuring our success



- 1 Record the number of new partnerships created.
- 2 Updates on all new partnerships (number as above) included in the new Monthly Newsletter.
- 3 Learnings of each partnership communicated at all relevant engagement events.



6

new Partnerships developed across SP Energy Networks in 2019/20

Outputs



- 1 **6 new partnerships** created across our SP Energy Networks in 2019/20.
In total we now have 18 strategic partnerships and examples of collaborative working across SP Energy Networks.
- 2 January 2020 Monthly Newsletter provided a detailed explanation of all new, existing and strategic partnerships we are currently working on, with the aim to explain the type of partnerships that our stakeholders find useful and hopefully encourage other partners to come forward and work with SP Energy Networks.
- 3 Joint learnings from each of our partnerships presented at our ICE engagement events, with positive feedback from stakeholders.
A number of our external partners (Scottish Government, CALA Homes, E-Port Energy and Ynni Lllyn) have also taken the opportunity to present at our ICE engagement events, which helps show the benefits of our partnerships from the customer perspective for our wider ICE stakeholders.

Endorsement



"We are really looking forward to developing our Partnership Working going forward. Particularly given the genuinely warm relationship we feel now exists between us.
In terms of Future Innovation, this combination of our Joint Relationship on this Banded Project with such an excitingly Strategic Locus & novel design mix of potential outcomes & its ability to meet so many targets like Climate Change Bill/ Eradication of Fuel Poverty via Low Carbon District Heating Network with Stirling Council Partner Engagement etc. will take some beating !!"
Gerry Wood, Banded Holdings

"Through continued collaboration with SP Energy Networks, the next phase of the work Energy Local are conducting in Bethesda was successfully awarded Network Innovation Allowance funding in 2019. This NIA funded project will allow a consortium of partners across community energy, academia, energy supply and communications to help households to use a domestic home hub to schedule appliances to run at the optimum times. It will also demonstrate low cost radio communications. This will help gather data on network usage and demand side management to design and manage the network more efficiently now and in the future and to connect more renewables, electric heating and EV charging. The project also has mutual benefits as the technologies we are utilising as part of this project may have wider reaching benefits for the future of SP Energy Networks planning and faults management. It is really great to work with SPEN to find new ways to manage the network more efficiently but also benefit the community more widely."
Mary Gillie, Energy Local Bethesda

Action 9 Flexible Tenders

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 and stakeholders.

Measuring our success



- 1 Flexible Tenders information communicated via our Monthly Newsletter.
- 2 Flexible Tenders Information Pack issued to all registered customers, communicated at all relevant engagement events and published on website.
- 3 Track and record the amount of MW managed flexibly for our customers and communicate this success via the above.

81 MW

of flexibility contracts placed in 2020



Outputs



- 1 Published April 2019 Monthly Newsletter which included details of our Flexibility Tender Auction and how customers could get involved in the process.
This can be found on our website at: www.spenergynetworks.co.uk/flexibility
- 2 Flexibility Tenders Information Pack and ITT published on our website at:
www.spenergynetworks.co.uk/pages/flexibility.aspx
Flexibility Tenders Information Pack was also presented at all ICE engagement events throughout 2019/20 in an attempt to encourage uptake of the Flexibility Tender Auction. A number of our stakeholders attending these events showed interest in the services, with some registering for the Auction Process.
Valuing Flexibility Services document published on our website in January 2020. This can be found at: www.spenergynetworks.co.uk/flexibility
- 3 **81 MW** of flexibility contracts placed in 2020.

Endorsement



"I would like to highlight the assistance and thought processes that SPEN provided us with regard to our Fazakerly connection. The site is moderately complex in that it has two solar arrays and one wind turbine. Export was capped at 2 MW, and we made an assumption that effectively breached this cap. Rather than be quite prescribed, and put the onerous on us as a client to resolve the issue, SPEN assisted us by pointing out that we could have a form of flexible- dynamic connection.

A series of meetings were held and the inherent discussions lead us to develop a 3g enabled export limitation device, which was quite unique as normally these are sought to hard wired by DNO's. The collaborative approach adopted by SPEN effectively allowed this project to continue without the need for further costly reinforcement and subsequent project delays.

Our energy consumption is one of our most controllable costs, project successes of this nature allow us to predict our costs to serve which in turn stabilises customer bills, which aligns to our requirements with OFWAT"
Steve Slavin United Utilities

"Exploring private options along with potential sleeving options for efficiency on transmission."
Joseph Morris, CoGen

Action 10 Project Charge

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 and stakeholders 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.

Measuring our success



- 1 Transport Capacity Map for each licence issued to all registered customers, communicated at all relevant engagement events and published on website.
- 2 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.
- 3 Revised Connecting EV Leaflet issued to all registered customers, communicated at all relevant engagement events and published on website.



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

Outputs



- 1 Transport Capacity Maps published on our website at: www.spenergynetworks.co.uk/electricvehicles
Transport Capacity Maps were discussed at all ICE engagement events throughout 2019/20.
Transport Capacity Maps emailed to **over 600** stakeholders with an explanation of how to use the maps.
Transport Capacity Map Training Webinar completed on Wednesday 20th May 2020.
- 2 **3 specific EV partnerships** developed and **4 strategic partnerships** incorporating learnings for both the electrification of transport and heat developed.
- 3 EV Leaflet published on our website at: www.spenergynetworks.co.uk/electricvehicles
EV Leaflet emailed to **1200 registered stakeholders** and published at all ICE Engagement Events.

Endorsement



"I first heard of the project at the workshop in Deganwy last year. In terms of our ongoing work to identify multiple rapid charge points I have found the team very responsive and happy to advise on all aspects of grid infrastructure, at a level suitable for me as a transport planner rather than an energy specialist.

I think the project has ambitions that would be very helpful for authorities who are trying to take a strategic approach to siting charge points. I look forward to seeing the project develop and would be happy to continue to assist in this however I can."

Steve Ward, Transport for Wales

"Entrust is very keen to take part in the project. We found the recent Webinar very useful, particularly the discussion around Charge and flexible connections, the discussion was very focused on managing existing constrained services, particularly around future additional loading from EVC, using potentially 'time and capacity' based flexible connections.

We've found the SPEN engagement very easy and everyone we've spoken with at SPEN has been very helpful, supportive and professional, especially given the current demands placed on us by the Virus situation."

David Schiele, enTrust microgrid

Action 11 Critical Unmetered Infrastructure Information

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 and stakeholders.



Measuring our success

- 1 ESRI system updated to contain unmetered infrastructure information with customer access.
- 2 Inclusion of unmetered infrastructure in the notification of planned & unplanned network interruptions.
- 3 Information Pack on the new ESRI amendments issued to all registered customers, communicated at all relevant engagement events and published on website.

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



Outputs

- 1 GIS system updated to include **2,257 unmetered** infrastructure locations with customer access.
- 2 All unmetered infrastructure locations included in the notification of planned & unplanned network interruptions.
- 3 GIS Amendments Information Pack published on our website on the link below:

GIS Amendments discussed at all relevant ICE engagement events in 2019/20.

GIS Amendments Information Pack emailed to over 1200 registered stakeholders with an explanation of how to use the maps.

GIS Amendments Training Webinar held on Wednesday 13th May 2020.

115 registered stakeholders invited, and **14 registered**.



Endorsement

“Thanks so much for arranging the initial show and tell training session for our Openreach NGA Operations team and myself. It was a really useful session taking us through the work that has been going on to help powered street furniture owners (incl. UMS) within the telecommunications industry to accurately identify communications equipment affected by power outages.

The most useful element of the work your team have done is having the ability to use our unique DSLAM references to self-serve and pin point if they are affected, thus enabling our operational teams to make more informed decisions. The willingness for SPEN to work with us and be able to map NGA DSLAMS into their ESRI (Geo Mapping system) has been fantastic. NGA Operations are now keen to start using the tool and have feedback that they would like to see other DNO's take this same approach and get accurate coverage for the whole of the UK.”

Tim Pearce, Openreach

“SPEN recently hosted an ESRI Improvements Training Webinar with great success. 16 registered attendees all gave positive feedback at the end of the session.”

Action 12 Low Carbon Futures Conference 2019

We will promote collaboration within our customer and 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.

Outputs

- 1 SPD Homes of the Future Conference held on Thursday 9th May 2019.

SPM Low Carbon Futures Conference held on Wednesday 18th September 2019.

1260 registered stakeholders invited and the events were also publicised on our website at: www.spenergynetworks.co.uk/pastevents
- 2 Videos from both events have been published on our website at: in addition to the event being publicised on our website at: www.spenergynetworks.co.uk/pastevents

This allows stakeholders who were unable to attend the event in person to view the material published at their leisure.

Endorsement

“A year ago, Homes for Scotland was invited to provide a housing developer perspective at SP Energy Network’s Homes of the Future Conference. At that time, our members were frustrated with what they felt was a lack of meaningful engagement with the development community and a lack of understanding of the role DNO’s play in supporting the delivery of new homes in Scotland. Underpinning this frustration was a belief that DNO’s could do more to remove unnecessary barriers to housing delivery, particularly regarding use of low and zero carbon energy generating technologies (LZCEGT) such as photovoltaic panels and air source heat pumps in light of evolving national policy and standards.

One year later, SP Energy Networks (SPEN) are playing an integral role in key Homes for Scotland workstreams. We are pleased to have SPEN actively engage in our work exploring the barriers and solutions to the delivery of network infrastructure on new housing sites, in support of helping facilitate growth of new housing delivery and overcoming the challenges in addressing the climate emergency in Scotland. We also welcome the work SPEN has undertaken directly with our members in improving communications as well as reviewing policies and practices around use of LZCEGT.

With COVID-19 presenting significant challenges and uncertainty in the months and years ahead, we are keen to continue building upon this foundation to help support the industry and its wider utility stakeholders as we transition through the next period of recovery.”

Michael Barton-Maynard, Homes for Scotland

Measuring our success

- 1 **2 Low Carbon Future Conferences** completed, with all registered customers invited and events details publicised on website.
- 2 Videos of each event published on website and communicated to all registered customers.



1260

registered stakeholders invited to these conferences.

Action 13 DG Heat Map Enhancements

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



- 1 DG Heat Maps Training Guide issued to all registered DG customers, communicated at all relevant engagement events and published on website.
- 2 Customer Satisfaction of the improved DG Heat Maps measured via the monthly and annual customer surveys.

Outputs



- 1 DG Heat Maps Improvements demonstrated at our ICE engagement events in April and May 2019
 Overview of the DG Heat Maps facility included as breakout sessions with Design Engineers at all ICE engagement events throughout 2019/20.
 DG Heat Maps Training Guide published on our website at: www.spenergynetworks.co.uk/heatmaps
 DG Heat Maps Training Guide emailed to all registered stakeholders.
 May 2019 Monthly Newsletter detailed the DG Heat Maps Improvements implemented, which was published on our website at: www.spenergynetworks.co.uk/newsletter
 December 2019 Monthly Newsletter provided a review of the DG Heat Maps functionality and User Guide, which has been published on our website at: www.spenergynetworks.co.uk/newsletter
- 2 Annual Customer Satisfaction Scores for DG Heat improved from 7.5/10 in December 2018 to 8.2/10 in December 2019

Endorsement



"The addition of Forthcoming Investment to the heatmap is definitely a helpful update and timely updates of the data shown is beneficial as well."
 Steve Ruggi, GridCodePower Ltd



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

Action 14 Electronic Signature Process

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



- 1 Published an Information Pack on how to use Docusign.
- 2 All connections customer facing staff trained on Docusign.
- 3 Communicate the new process on our website and at engagement events.

Outputs



- 1 Docusign Electronic Acceptance Process was extended and offered to our major connections customers in September 2019.
 Docusign Information Pack is published on our website at: www.spenergynetworks.co.uk/newsletter
 Docusign Training Manual can be found at: <https://dsu.docebosaa.com/customers/learn>
- 2 140 connections customer facing staff trained on Docusign to enable them to explain the product to our customers and help them understand the new opportunity available to them.
- 3 Docusign as an alternative option for our customers to accept projects was detailed at our ICE engagement events in December 2019.
 Docusign as an alternative option for customers was emailed to 5,200 of our registered stakeholders.
 Over 11,200 connection offers were issued via Docusign in 2019/20.

Endorsement



"In this day and age this is now standard practice with most organisations of SPEN size. Anything that will help to reduce timescales in Land & Planning is definitely a good thing in my book."
 George Dow, Mactaggert and Mickel

"Electronic signatures are definitely helpful as scanning docs after signature should probably go the way of the fax machine soon."
 Steve Ruggi, GridCodePower Ltd

"I noticed SPEN have moved to Electronic Signatures, this is really beneficial as it allowed me to respond in a much shorter time period than relying on post, which invariably speeds up my requests for services. I think this is a great addition from SPEN, a simple but effective positive change for the customer."
 Steve Slavin United Utilities

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connections customer facing staff trained on Docusign to enable them to explain the product to our customers and help them understand the new opportunity available to them



SP Energy Networks Appendix

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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

Head of Planning & Design - Gordon Burrows
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Head of Delivery - Sean Gavaghan
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District General Manager - Ian Johnston
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Central & Fife

Head of Planning and Design - Craig Graham
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Head of Delivery - Daniel Barlow
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Head of Delivery - Neil McDonald
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District General Manager - Ross Galbraith
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Glasgow & Clyde North

Head of Planning & Design - Rachel Pitt
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Head of Delivery - Aileen Rourke
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Head of Delivery - Albert Santandreu
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District General Manager - Alistair Menzies
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Ayrshire & Clyde South

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Head of Delivery - Jack Evans
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Head of Delivery - Martin Maxwell
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District General Manager - Angus Campbell
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Dumfries & Galloway

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Head of Delivery - Craig Cottrill
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District General Manager - Iain Steele
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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.



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Head of Delivery - Stephen Sichi
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District General Manager - Iain Steele
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Other Contacts

Land & Planning

Head of Land & Planning - Ross Baxter
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Distribution Land Manager - Suzy Killin
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Distribution Land Team Leader - Kevin Anderson
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Stakeholder Engagement Team

Stakeholder & Community Engagement Manager - Euan Norris
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Customer Engagement Manager (Dumfries & Galloway and Lanarkshire) - Holly Goodwin
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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 - Jonathan Hughes
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07753 624452

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Head of Delivery Wales - Sean Kennedy
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07753 624400

Wirral

District Manager - Tom Walsh
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07753 624439

Head of Planning & Design - Ken Brassington
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07753 624053

Head of Delivery - John McWilliams
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Dee Valley/ Mid Wales

District Manager - Sean Griffiths
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Head of Planning & Design - Gary Barnes
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Head of Delivery Wales - Sean Kennedy
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Merseyside

District Manager - Andy Churchman
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Head of Planning & Design - Neil Woodcock
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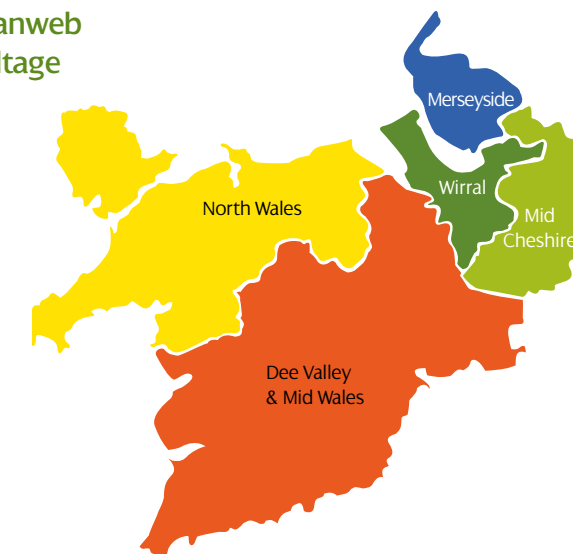
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Mid Cheshire

District Manager - Jane Wilkie
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Head of Planning & Design - Ken Brassington
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Other Engagement Contacts

132kV System Design SP Manweb

Distribution Network Manager (SPM) - Malcolm Bebbington
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132kV Business SP Manweb

Business General Manager - Alyn Jones
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Land & Planning

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Stakeholder Engagement Team

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Customer Engagement Manager - Fay Morris
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Glossary

Term	Definition
Accreditation	The appropriate qualifications to allow alternative connection providers to operate on our electrical network.
Alternative Provider Register	Scottish and Southern Electricity Networks & Northern Power Grid list of alternative providers that are active in our license areas for new connections work.
ANM	Active Network Management; using technology to enable generators to connect in constrained areas on a commercially non-firm basis.
ARC Accelerating Renewables Connections;	SPEN 'Low Carbon Networks' funded project to consider innovative methods for connecting DG quicker and cheaper.
AVR	Automatic Voltage Regulator; this is a device which can be deployed on our overhead line network and controls the voltage to ensure the network remains within statutory limits.
Baringa Report	Baringa Partners, an independent consultancy, was employed via a competitive tender to produce the ENA Future Worlds impact assessment and this consultation seeks stakeholder views on that work.
BEIS	Department of Business, Energy and Industry Strategy - The Government department brings together responsibilities for business, industrial strategy, science, innovation, energy, and climate change.
Budget Quote	A budget quote is provided to aid customers with up front planning of projects and is a simple review of the network within the vicinity of the proposed development and does not include detailed modelling of the system. A budget quote cannot be contracted.
BMCS	Broader Measures of Customer Service.
CCCM	Common Connection Charging Methodology.
CARES	Community and Renewable Energy Scheme.
CIC	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice.
CIC Code of Practice (CoP)	This is a proposed industry standard which is being developed jointly by DNOs and OFGEM. The code is aimed at making it easier for alternative connection providers to get their customers connected and better inform customer of their choices.
Collaborative Connections	These are connections where multiple customers are brought together to benefit from shared connection costs and shared assets to maximise the amount of generation connected in any part of our network.
Connections Customer Steering Panel(CCSP)	A dedicated forum to give stakeholders more influence over our connection service.
Constraint Managed Zones (CMZ)	Effectively manage peaks in demand or distributed generation without needing to reinforce the network.
Contestable	When we talk about contestable work, these are the 'off the system' works, which can be completed by either ourselves or a Lloyds accredited ICP of a customer's choice.
Contracted Capacity Register	This lists generators that are contracted but not physically connected to our network.
CRAM	Connection Registration and Management. This was a legacy IT system utilised to manage CIC enquiries where a Lloyds accredited ICP was being employed to complete the contestable works.
CRM	Under the SP brand name of Athos, CRM is SP Energy Networks Customer Relationship Management system which will help us better serve our customers.
Customer	A customer is defined as someone who is or has applied for a connection to our network.
Customer Surgeries	These are held monthly for any customers who wish to discuss a project with us at any time in the process.
DER	Distributed Energy Resources which include all distributed generation, storage, demand side response and micro grids.
DG	Distributed Generation; this is the connection of generation to any point of the distribution system, from 230V up to 33,000V in Scotland or 132,000V in England and Wales.
DNO	Distribution Network Operators, responsible for owning, operating and maintaining the electrical network in their licensed geographical area.
DSO	Distributed Systems Operator responsible for facilitating effective and well-functioning distribution markets, which give options to customers to choose the best connection provider and allow connection providers to offer options and services best tailored to connection customer needs.

Dual Offers	These are formal offers which facilitate the acceptance of either the full works or just the non-contestable works, with the contestable works completed by a Lloyds accredited ICP of a customer's choice.
ENA	Energy Networks Association is the voice of the networks, representing the 'wires and pipes' transmission and distribution network operators for gas and electricity in the UK and Ireland.
Export Management/ Limited Device	These are devices which seek to manage the local demand alongside any generator, essentially restricting export to our network.
Feasibility Study	A feasibility study is a chargeable service to run a number of network models and advise what capacity is available and where on parts of our network. This does not facilitate a connection offer, and does not carry any contractual link to a formal connection offer.
Flexible connection	A transitional solution may be available for a connection. We will engage with you to discuss flexible contractual terms, which depending on the circumstance, may allow connection ahead of the required reinforcement works.
Formal Connection Offer	A Formal Connection offer facilitates a contract between us and the applicant to accept our offer and progress the construction works with the connection.
Full Metering Settlement Option	Enables clients to share a point of connection without a boundary meter. The point of supply is separated on the customer side of the connection providing two or more customer meters with full settlement (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets).
GIS	Geographical Information System
G59	G59 is the industry standard for generators greater than 16 amp per phase.
G83	G83 is the industry standard for small scale embedded generators for connections up to 16 amp per phase, 3.68kw single phase connection or when multiple generators are to be connected.
GRP Enclosures	'Glass Reinforced Plastic' enclosures. Our traditional solution for a substation which requires a battery set is a brick building, GRP solutions utilise glass reinforced plastic technologies (GRP) to provide substation enclosures that can provide similar environments to brick-built substations.
GSPs	A Grid Supply Point is the point at which electricity enters the distribution network, leaving the transmission network.
Heat-maps	These are maps of our High Voltage network, colour coded based on the available capacity on any given circuit.
ICP	Independent Connection provider.
IDNO	Independent Distribution Network Operators develop, own, operate and maintain local electricity distribution networks.
Intertrip	An intertrip will automatically disconnect a generator or demand from the network when a specific event occurs.
JOA/SRS	Joint Operational Agreement/ Site Responsibility Schedule these are required for users connected at High Voltage / Extra High Voltage.
Jointing	Jointing is a method of connecting two sections of cable together.
KPI	Key Performance Indicator.
LCNF	Low Carbon Networks (LCN) Fund was established by OFGEM as part of the electricity distribution price control. The fund offers capital to support projects sponsored by the Distribution Network Operators (DNOs) to try out new technology, operating and commercial arrangements.
LiDAR	Light Detection And Ranging, a surveying technology that measures distance by illuminating a target with a laser light
Link boxes	A link box provides a point of isolation at the interface of an IDNO (Independent Network Operators) and DNO network
Meter Point Administration Number (MPAN)	A 21-digit reference used in Great Britain to uniquely identify electricity supply points.
Market Segment	This is the regulatory terminology which defines Distributed Generation (DG), Demand and Unmetered Supplies (UMS).
Metering	This is the mechanism for settlement to ensure your generation receives the correct rates for your tariff and is a key part of the balancing and settling arrangements, which are laid down in the Balancing and Settlement Code (BSC).
NERS	National Electricity Registration Scheme, performs technical assessment of the service providers who elect to be assessed for accreditation for contestable works associated with the installation of electrical connections.
NGET	National Grid Electric Transmission - Deals with all aspects of the contracts for the connection to and use of the electricity transmission system throughout the UK.

Non-Contestable	Where we talk about on-site works, these are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates.
On-Site	On-site works are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates
PPA	Power purchase agreement, is a contract between two parties, one which generates electricity (the seller) and one which is looking to purchase electricity (the buyer).
Pseudo MPANs	enables clients to sub-meter behind a single point of supply making individual bills available (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets). This option requires a common meter operator and a boundary meter.
POCs	Point of Connection for the electrical network.
Quote+	Quote+ provides options for our customers quickly whilst maintaining queue position.
RADAR	Register of Adopted Asset Requests; this is our current IT system utilised to manage CIC enquiries where a Lloyds accredited ICP is being employed to complete the contestable works.
RIIO ED1	(Revenue = Incentives + Innovation + Outputs) price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023.
SoW	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a DNO's network may have an impact on the transmission network
Substation	A part of our network where DG is connected and we transfer power across boundaries, either by voltage level or a customer's point of common coupling
Tractivity	SPEN Stakeholder Management System that records all registered stakeholders
TSO	Transmission Systems Operator – responsible for facilitating effective and well-functioning transmission markets, which give options to customers to choose the best connection provider and allow connection providers to offer options and services best tailored to connection customer needs.
Land Rights	SPEN seek to obtain land rights for all of its operational assets which are situated on private land. Those rights can take the form of wayleaves, easements and servitudes, leases and outright ownership.
Webinar	Web conferencing.
Witness test	'Witness testing' is where we, the distribution network operator, attend the site of a generator to witness your commissioning engineer test the protection systems associated with your generator and ensure they operate correctly.



Summary of Relevant Market Segments

Term	Definition
Metered Demand Connections	Low Voltage (LV) work: LV connection activities involving only LV work, other than in respect of the Excluded Market Segment. High Voltage (HV) work: LV or HV connection activities involving HV work (including where that work is required in respect of connection activities within an Excluded Market Segment). HV and Extra High Voltage (EHV) work: LV or HV connection activities involving EHV work. EHV work and above: extra high voltage and 132kV connection activities.
Metered Distributed Generation (DG)	LV work: low voltage connection activities involving only low voltage work. HV and EHV work: any connection activities involving work at HV or above.
Unmetered Connections	Local Authority (LA) work: new connection activities in respect of LA premises. Private finance initiatives (PFI) work: new connection activities under PFIs. Other work: all other non-LA and non-PFI unmetered connections work.





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