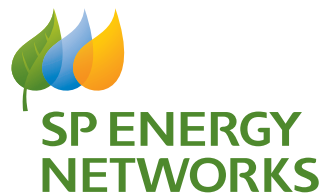


Making Connections Our Major Connections Engagement Strategy, Workplan and Performance Outputs



Incentive on Connections Engagement (ICE)
Ofgem Update
October 2020



Contents

CEO Foreword	03
Our Connections Engagement During 2020	04
Action Progress	06
1. Policy Guidance	06
2. Communication	07
3. Customer Contact	07
4. ICP/DNO Interface	07
5. Design Support	09
6. Land Rights	10
7. Project Management	10
8. Partnerships	11
9. Flexible Tenders	11
10. DG Heat Maps	12
11. Project Charge	13
SP Distribution Licence Area	
Areas of Responsibility & Key Contacts	14
SP Manweb Licence Area	
Areas of Responsibility & Key Contacts	15

Introduction from our CEO, Frank Mitchell

Welcome to SP Energy Networks' 2020/21 ICE October Update. I'm proud of the continued engagement we have with our customers and stakeholders across the connections marketplace during this time of uncertainty and disruption.

Stakeholder engagement is a vital component of our business, helping us to make informed decisions and better understand what our connections customers and stakeholders require from us. We are delighted to report that we have honoured all of our existing engagement commitments to our customers and stakeholders during the COVID-19 pandemic using virtual methods of communication.

Major changes were put in place at the beginning of the COVID-19 pandemic, such as rapid installation of new connections to support the containment of COVID-19. These included connections for hospitals, nursing homes, water treatment and food supply chain businesses.

We are committed to working constructively with our connections customers and stakeholders to help facilitate economic growth and stimulate the investment needed to deliver a better future, quicker, and even more so now than before as the UK transitions out of the COVID-19 pandemic with a focus on green recovery.

In May 2020 we published our Distribution Future Energy Scenarios, DFES, forecasts. These include 4 scenarios which reflect differing levels of consumer ambition, government/policy support, economic growth and technology development that may be encountered as we move towards Net Zero.

Though the UK Government set 2050 as its target for Net Zero, the local and national governments across our two licence areas have gone a step further by announcing their own targets - Scotland has a 2045 target, Liverpool City Region Combined Authority and Cheshire & Warrington LEP have announced 2040, and the 3 largest cities in our 2 licence areas Glasgow, Edinburgh and Liverpool have all targeted 2030.

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

Our 2020/21 ICE Plan portrays real, tangible actions that cover a range of topics that matter most to our customers and I am proud to publish this update of our progress to date as we help facilitate a green recovery for our customers and stakeholders.

Frank Mitchell
CEO of SP Energy Networks




Our Connections Engagement During 2020

Stakeholders welcomed our approach, format and range of topics engaged upon during 2019/20 and we are committed to building on this positive feedback throughout 2020 despite the ongoing COVID pandemic.

We recognise that the current restrictions and social distancing requirements necessary in response to the ongoing COVID-19 pandemic require us to alter how we continue to engage successfully with our stakeholders. We have already hosted our Q1 and Q2 engagements virtually this year, and we will continue our important engagement activities in this format for the foreseeable future.

Our stakeholders have provided positive feedback on the extent and range of our engagements during this period, and we are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders until the end of the COVID pandemic.

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”

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.

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
- Wed 10th June 2020
HV Self Connect Webinar
- Tue 30th June 2020
Low Carbon Connections Conference
- Wed 23rd Sep 2020
Flexibility Tenders Webinar
- Wed 30th Sep 2020
Low Carbon Connections Conference
- TBC Nov 2020
Interactivity Process Webinar
- 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

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

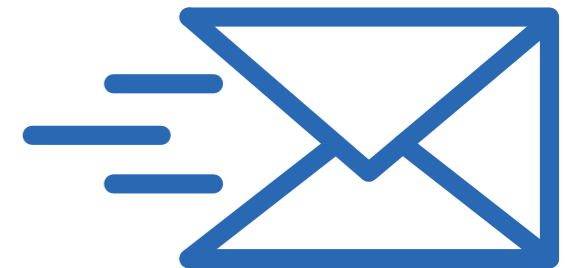
We continue to look for new ways to communicate with our stakeholders, and we have increased our email communications to our registered stakeholders during the ongoing COVID-19 pandemic.

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

Action Progress	Detail	Measures	Specific Action Point	Action Progress				
Action 1.1 - To be completed by end of Quarter 4 - March 2021								
On Track	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.	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.	Milestones	Document Progress	Published on SPEN website	Emailed to Registered Stakeholders	Training Documentation Required	Training Documentation Published
			ESDD-01-005 Distributed Generation Connection Requirements	Planned December 2020	Q4	Q4	Q4	Q4
			SUB-01-018 Substation Flood Resilience Policy	✓	✓	✓	Not requested to date	Not required to date
			ESDD-01-008 Technical requirements for Export Limiting Schemes	Planned December 2020	Q4	Q4	Q4	Q4
			EPS-04-002 Policy for Disconnection and Removal of Company Equipment	Planned December 2020	Q4	Q4	Q4	Q4
Action 1.2 - To be completed by end of Quarter 4 - March 2021								
On Track	We will provide internal training on new documentation to all connections customer-facing staff to enable them to discuss with customers.	Number of connections customer-facing staff trained on policy documentation updates.	Milestones	SPD Staff Training Complete	SPM Staff Training Complete	Document Internal Training Completed		
			ESDD-01-005 Distributed Generation Connection Requirements	Q4	Q4	Q4		
			SUB-01-018 Substation Flood Resilience Policy	✓	✓	✓		
			ESDD-01-008 Technical requirements for Export Limiting Schemes	Q4	Q4	Q4		
			EPS-04-002 Policy for Disconnection and Removal of Company Equipment	Q4	Q4	Q4		
Action 1.3 - To be completed by end of Quarter 4 - March 2021								
On Track	We will continue to offer on-going communication and support to ensure our connections customers fully understand any policy changes and will clarify and feedback to customers as required.	Design Engineer support available throughout 2020/21 via telephone, email and in person at all ICE engagement events.	Milestones	SPD Evidence	SPM Evidence	Q2 ICE Event Evidence	Q3 ICE Event Evidence	Q4 ICE Event Evidence
				No Support Requested to date	No Support Requested to date	No Support Requested	Q3	Q4

Key

Complete

Due in Q3/Q4

Action Progress	Detail	Measures	Specific Action Point	Action Progress					
Action 2.1 - To be completed by end of Quarter 2 - September 2020									
Complete	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 external customers, installers, trade associations and car sales garages.	LCT Customer Journey published on SPEN website. LCT Customer Journey emailed to registered stakeholders and discussed at Q2, Q3 and Q4 ICE engagement events.	Milestones	LCT Customer Journey published on SPEN Website	LCT Customer Journey emailed to Registered Stakeholders	Discussed at Q2 ICE Event	Discussed at Q3 ICE Event	Discussed at Q4 ICE Event	
				✓	✓	✓	Q3	Q4	
Action 2.2 - To be completed by end of Quarter 3 - December 2020									
On Track	We will continue to introduce new forms of online presence and social media to increase our engagement with customers. We will continue to arrange online sessions with dates and joining instructions posted on our website.	2 new forms of social media platform introduced. 4 new online sessions completed.	Milestones	ICE Events advertised on SPEN Linked In Page					Podcasts Invite Issued
			2 new forms of SM Platform	Q1 ICE Event	Q2 ICE Event	HV Self Connect Webinar	Flexibility Services Webinar	Q3 Q4	
			Milestones	Q1 Session Advertised	Q1 Session Completed	Q2 Session Advertised	Q2 Session Completed	Q3 Session Advertised	
			4 new online sessions completed	HV Self Connect Webinar	10/06/2020	Flexibility Services Webinar	23/09/2020	Interactivity Webinar	
Action 2.3 - To be completed by end of Quarter 4 - March 2021									
On Track	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.	12 Monthly Newsletters published on SPEN website.	Milestones	Q1 Newsletters published	Q1 Newsletters Emailed to Registered Stakeholders	Q2 Newsletters published	Q2 Newsletters emailed to Registered Stakeholders	Q3 Newsletters published on website and emailed to Registered Stakeholders	
				✓	✓	✓	✓	Q3	
Action 3.1 - To be completed by end of Quarter 3 - December 2020									
On Track	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.	Customer Information Database live on SPEN website. All registered stakeholders notified via email that Customer Information Database is available.	Milestones	Pilot discussed at ICE Stakeholder Panel	Pilot discussed at Q1 ICE Event	CID Promoted at Q2 ICE Event	CID Published on SPEN Website	Publication of CID emailed to Registered Stakeholders	
				✓	✓	✓	✓	Q3	
Action 3.2 - To be completed by end of Quarter 3 - December 2020									
On Track	We will develop a Training Pack to help customers understand how to use the new facility and publish this on our website. We will issue the Training Pack to all registered stakeholders and communicate at our Q3 and Q4 ICE engagements events.	Training Pack published on SPEN website. Training Pack emailed to all registered stakeholders. Training Pack issued at Q3 and Q4 ICE engagement events.	Milestones	Training Pack published on SPEN Website	Training Pack emailed to Registered Stakeholders	Training Pack discussed at Q2 ICE Event	Training Pack discussed at Q3 ICE Event	Training Pack discussed at Q4 ICE Event	
				Q3	Q3	✓	Q3	Q4	

2. COMMUNICATION

3. CUSTOMER CONTACT

Action Progress	Detail	Measures	Specific Action Point	Action Progress				
Action 3.3 - To be completed by end of Quarter 3 - December 2020								
3. CUSTOMER CONTACT	<p>On Track</p> <p>We will deliver training sessions on how to use the new Customer Information Database at our Q3 and Q4 ICE engagement events.</p> <p>We will provide ongoing customer support post implementation of the new Customer Information Database.</p>	<p>4 Training Sessions delivered.</p> <p>Ongoing customer support provided.</p>	Milestones	Training Requested from SPD Customers	Training Requested from SPM Customers	Training Completed at Q2 ICE Event	Training Completed at Q3 ICE Event	Training Completed at Q4 ICE Event
				Not requested to date	Not requested to date	✓	Q3	Q4
Action 4.1 - To be completed by end of Quarter 2 - September 2020								
Complete	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.	Independent Review Completed.	Milestones	Independent Review Completed				
				✓				
Action 4.2 - To be completed by end of Quarter 3 - December 2020								
4. ICP/IDNO INTERFACE	<p>On Track</p> <p>The Review Findings and Next Steps will be issued to all registered stakeholders, published on SPEN website and communicated at Q3 and Q4 ICE engagement events.</p>	<p>Findings and Next Steps published on SPEN website.</p> <p>Findings and Next Steps issued to registered stakeholders and discussed at Q3 and Q4 ICE engagement events.</p>	Milestones	Findings & Next Steps discussed with Connections Stakeholder Panel	Findings & Next Steps published on SPEN Website	Findings & Next Steps Emailed to Registered Stakeholders	Presented at Q3 ICE Event	Presented at Q4 ICE Event
				Q3	Q3	Q3	Q3	Q4
Action 4.3 - To be completed by end of Quarter 3 - December 2020								
4. ICP/IDNO INTERFACE	<p>On Track</p> <p>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.</p> <p>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.</p>	<p>New Search Function added to SPEN website.</p> <p>Notification of New Search Function emailed to all registered stakeholders.</p> <p>4 Training Sessions delivered.</p>	Milestones	Search Function Added to SPEN Website	Search Function Notification Emailed to all Registered Stakeholders	Training Session Provided at Q3 ICE Event	Training Session Provided at Q4 ICE Event	Ad Hoc Support Provided as Required
				Q3	Q3	Q3	Q4	Q3 Q4

Action Progress	Detail	Measures	Specific Action Point	Action Progress				
Action 4.4 - To be completed by end of Quarter 4 - March 2021								
4. ICP/IDNO INTERFACE	<p>On Track</p> <p>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 customers.</p> <p>The new policy will be issued to all registered ICP's/IDNO's, communicated at all ICE engagements events and published on SPEN website.</p>	<p>Access Levels Reviewed.</p> <p>Findings published on SPEN website.</p> <p>Findings issued to all registered ICP's/IDNO's.</p> <p>Findings discussed at Q4 ICE engagement events.</p>	Milestones	Access Levels Reviewed and published on SPEN Website	Findings emailed to all ICP's/IDNO's	Findings discussed at Q4 ICE Event		
				Q4	Q4	Q4		
Action 4.5 - To be completed by end of Quarter 4 - March 2021								
4. ICP/IDNO INTERFACE	<p>On Track</p> <p>We will host a Safety Seminar in each licence area for all ICP's/IDNO's to discuss SPEN Safety procedures and policies.</p> <p>All registered ICP's/IDNO's will be invited to the events and the dates will also be published on our website.</p>	<p>2 ICP Safety Seminars completed.</p> <p>Invites issued to all registered ICP's/IDNO's.</p> <p>Dates of events published on SPEN website.</p>	Milestones	SPD & SPM ICP Safety Seminar Invites Issued	SPD & SPM ICP Safety Seminar Date published on SPEN Website	SPD & SPM ICP Safety Seminar Completed		
				Q4	Q4	Q4		
Action 5.1 - To be completed by end of Quarter 2 - September 2020								
5. DESIGN SUPPORT	<p>Complete</p> <p>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.</p> <p>The 'Initial Contact Information Pack' will be communicated at all ICE engagements events and published on SPEN website.</p>	<p>Initial Contact Information Pack published on SPEN website.</p> <p>Initial Contact Information Pack discussed at Q2, Q3 and Q4 ICE engagement events.</p> <p>Initial Contact Information Pack issued to all new customers from Q3 onwards.</p>	Milestones	Initial Contact Pack published on SPEN Website	Initial Contact Pack emailed to Registered Stakeholders	Initial Contact Pack discussed at Q2 ICE Event	Initial Contact Pack discussed at Q3 ICE Event	Initial Contact Pack discussed at Q4 ICE Event
				✓	✓	✓	Q3	Q4
Action 5.2 - To be completed by end of Quarter 4 - March 2021								
5. DESIGN SUPPORT	<p>On Track</p> <p>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.</p> <p>We will discuss these examples at our Q3 and Q4 ICE engagement events and publish the examples on the SPEN website.</p>	<p>LCT Examples Information Pack published on website.</p> <p>LCT Examples Information Pack discussed at Q3 and Q4 ICE engagement events.</p>	Milestones	Typical Examples published on SPEN Website	Typical Examples emailed to Registered Stakeholders	Typical Examples discussed at Q3 ICE Event	Typical Examples discussed at Q4 ICE Event	
				Q4	Q4	Q3	Q4	

Action Progress	Detail	Measures	Specific Action Point	Action Progress			
Action 6.1 - To be completed by end of Quarter 3 - December 2020							
On Track	<p>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.</p> <p>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.</p>	<p>Land rights lead times and milestones published in land rights documentation on SPEN website.</p> <p>Quarterly reporting and publication of our performance against milestones.</p>	Milestones	Information published on SPEN website	Information Emailed to Registered Stakeholders	Q3 Reporting published	Q4 Reporting published
				Q3	Q3	Q3	Q4
Action 6.2 - To be completed by end of Quarter 4 - March 2021							
On Track	<p>We will review and develop material for customers to understand the costs associated with obtaining land rights.</p> <p>We will review this material with our stakeholders at our Q4 Land Rights Stakeholder Panel. We will also publish this material within our land rights documentation currently published on our website.</p>	<p>Publish Information Packs for customers regarding costs associated with rights on SPEN website.</p>	Milestones	Information Pack published on SPEN website	Information Pack emailed to all relevant Registered Stakeholders		
				Q4	Q4		
Action 7.1 - To be completed by end of Quarter 3 - December 2020							
On Track	<p>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.</p> <p>The Guidance Packs will be issued to all customers with accepted projects, communicated at all ICE engagements events and published on SPEN website.</p>	<p>Guidance packs published on SPEN website.</p> <p>Guidance packs available at Q3 and Q4 ICE engagement events.</p> <p>Number of Guidance Packs issued to customers.</p>	Milestones	EHV Guidance Packs published on SPEN website	EHV Guidance Packs emailed to all Registered Stakeholders	EHV Guidance Packs discussed at Q3 ICE Event	EHV Guidance Packs discussed at Q4 ICE Event
				Q3	Q3	Q3	Q4

Action Progress	Detail	Measures	Specific Action Point	Action Progress				
Action 7.2 - To be completed by end of Quarter 3 - December 2020								
On Track	<p>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.</p> <p>The Guidance Packs will be issued to all customers with accepted projects, communicated at all ICE engagements events and published on SPEN website.</p>	<p>Guidance packs published on SPEN website.</p> <p>Guidance packs available at Q3 and Q4 ICE engagement events.</p> <p>Number of Guidance Packs issued to customers.</p>	Milestones	HV Guidance Packs published on SPEN website	HV Guidance Packs emailed to all Registered Stakeholders	HV Guidance Packs discussed at Q3 ICE Event	HV Guidance Packs discussed at Q4 ICE Event	
				Q3	Q3	Q3	Q4	
Action 7.3 - To be completed by end of Quarter 3 - December 2020								
On Track	<p>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.</p> <p>Delivery Engineer available for customer support at Q3 and Q4 ICE engagement events.</p>	<p>Training sessions delivered at Q3 and Q4 ICE engagement events.</p> <p>Delivery Engineer available for customer support at Q3 and Q4 ICE engagement events.</p>	Milestones	Training Session Provided for Guidance Packs	Guidance Packs Training Provided at Q3 ICE Event	Guidance Packs Training Provided at Q4 ICE Event		
				Q3	Q3	Q4		
Action 8.1 - To be completed by end of Quarter 4 - March 2021								
On Track	<p>We will continue to develop innovation partnerships to help local communities and associations to benefit from the emerging low carbon technologies.</p>	<p>Innovation partnerships discussed at all ICE engagement events.</p>	Milestones	Partnerships discussed at Q1 ICE Event	Partnerships discussed at Q2 ICE Event	Partnerships discussed at Q3 ICE Event	Partnerships discussed at Q4 ICE Event	
				✓	✓	Q3	Q4	
Action 8.2 - To be completed by end of Quarter 4 - March 2021								
On Track	<p>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.</p> <p>Learnings of each partnership communicated at all ICE engagement events.</p>	<p>Updates on all new partnerships included in the revised format of our Monthly Newsletter.</p>	Milestones	Partnerships communicated in Q1 Newsletters	Partnerships communicated in Q2 Newsletters	Partnerships communicated in Q3 Newsletters	Partnerships communicated in Q4 Newsletters	Newsletters published monthly
				✓	✓	Q3	Q4	6 monthly newsletters published to date
Action 9.1 - To be completed by end of Quarter 3 - December 2020								
Complete	<p>We will provide a Timeline for any planned Flexibility Tender Auction decisions in 2020.</p> <p>We will publish our new Flexibility Tender Auction Timeline on the SPEN website, and we will discuss at our ICE engagement events.</p> <p>We will communicate the new Flexibility Tender Auction Timeline to all registered stakeholders and also publicise in our Monthly Newsletter.</p>	<p>Flexibility Tender Auction Timeline published on SPEN website.</p> <p>Flexibility Tender Auction Timeline communicated in ICE engagement events.</p> <p>Flexibility Tender Auction Timeline communicated in monthly newsletter.</p> <p>Flexibility Tender Auction Timeline emailed to all registered stakeholders.</p>	Milestones	Flexibility Services Tender TimeLine issued on SPEN website	Flexibility Services Tender Published on SPEN website	Flexibility Services Tender emailed to Registered Stakeholders	Flexibility Services Tender communicated via separate Webinar	Flexibility Services Tender communicated in Q2 ICE Event
				✓	✓	✓	✓	✓

Action Progress	Detail	Measures	Specific Action Point	Action Progress					
Action 9.2 - To be completed by end of Quarter 4 - March 2021									
9. FLEXIBLE TENDERS	On Track	We will continue to provide regular updates on our Flexibility Tender Auction to help customers understand the services we require.	Monthly newsletter will include updates on our Flexibility Tender Auctions.	Milestones	Flexibility Services Tender communicated in Q1 Newsletters	Flexibility Services Tender communicated in Q2 Newsletters	Flexibility Services Tenders communicated in Q3 Newsletters	Flexibility Services Tender communicated in Q4 Newsletters	
					✓	✓	Q3	Q4	
Action 9.3 - To be completed by end of Quarter 4 - March 2021									
9. FLEXIBLE TENDERS	On Track	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 on the SPEN website and communicate at all ICE engagement events.	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.	Milestones	Flexibility Services Tender discussed at Q2 ICE Event	Flexibility Services Webinar Hosted	Flexibility Services Webinar Hosted with PICLO	Flexibility Services Tender discussed at Q3 ICE Event	Flexibility Services Tender discussed at Q4 ICE Event
					✓	✓	✓	Q3	Q4
Action 10.1 - To be completed by end of Quarter 4 - March 2021									
10. DG HEAT MAPS	On Track	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.	Monthly maximum / minimum demand profiles for each primary substation added to DG Heat Maps. List view of substations added to DG Heat Map.	Milestones	DG Heat Maps Updated in Q1	DG Heat Maps Updated in Q2	DG Heat Maps Updated in Q3	DG Heat Maps Updated in Q4	List view of substations added to DG Heat Maps
					✓	✓	Q3	Q4	Q4
Action 10.2 - To be completed by end of Quarter 4 - March 2021									
10. DG HEAT MAPS	On Track	We will produce training material on how to interpret the new functionality which will be issued to all registered customers 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.	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.	Milestones	Training Material published on SPEN website	Training Material emailed to all Registered Stakeholders	No. of SPEN Staff Trained on new functionality		
					Q4	Q4	Q4		

Action Progress	Detail	Measures	Specific Action Point	Action Progress					
Action 10.3 - To be completed by end of Quarter 4 - March 2021									
10. DG HEAT MAPS	On Track	We will continue to offer on-going training and support at all ICE engagement events to help our customers use our DG Heat Maps. Design Engineer support available throughout 2020/21 via telephone, email and in person at all ICE engagement events.	Training sessions delivered at all ICE engagement events.	Milestones	Drop in Sessions Offered in Q1	Drop in Sessions Offered in Q2	Drop in Sessions Offered in Q3	Drop in Sessions Offered in Q4	Support offered at ICE Events
					Offered but none requested to date	Offered but none requested to date	Q3	Q4	Offered but not requested to date
Action 11.1 - To be completed by end of Quarter 4 - March 2021									
11. PROJECT CHARGE	On Track	We will host multiple dedicated dissemination events for SPEN Stakeholders across the year, including annual joint dissemination event(s) with the UKPN led Optimise Prime project. We will continue to actively disseminate Charge at suitable external forums/ conferences/ stakeholder events to ensure our Stakeholders are kept abreast of the project.	Number of Charge dissemination events. Number of external forums and conferences Charge is disseminated at.	Milestones	Q1 ICE Event	Project CHARGE Event	Q2 ICE Event	LCV CENEX Joint dissemination event with Optimise Prime	Q3 ICE Event
					✓	✓	✓	Planned for 19/11/20	Planned for 02/12/2020
Action 11.2 - To be completed by end of Quarter 3 - December 2020									
11. PROJECT CHARGE	On Track	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. 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.	Publication of Transport Model findings and subsequent dissemination of findings on SPEN website.	Milestones	Transport Model Findings published on SPEN website	Transport Model Findings issued to all Registered Stakeholders	Transport Model Findings discussed at Q3 ICE Event	Transport Model Findings discussed at Q4 ICE Event	
					Q3	Q3	Q3	Q4	
Action 11.3 - To be completed by end of Quarter 4 - March 2021									
11. PROJECT CHARGE	On Track	We will trial our first ever Smart Charging Solution for the flexible connection of Public EV Charging Infrastructure.	Number of Smart Charging Solution Trials delivered in 2020/21.	Milestones	Ellesmere Port Trial	Warrington Trial	Cheshire Oakes Trial	Ogwen Trial	
					Q4	Q4	Q4	Q4	

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

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.

Edinburgh & Borders

Head of Planning & Design - Gordon Burrows
gordon.burrows@spenergynetworks.co.uk | 0141 614 1784

Head of Delivery - Mark Everett
mark.everett@spenergynetworks.co.uk | 0141 614 1239

Head of Delivery - Sean Gavaghan
sean.gavaghan@spenergynetworks.co.uk | 0141 614 4313

District General Manager - Ian Johnston
ian.johnston@spenergynetworks.co.uk | 0141 614 1290

Central & Fife

Head of Planning and Design - Craig Graham
craig.graham@spenergynetworks.co.uk | 0141 614 1238

Head of Delivery - Daniel Barlow
daniel.barlow@spenergynetworks.co.uk | 0141 614 0291

Head of Delivery - Neil McDonald
neil.mcdonald@spenergynetworks.co.uk | 0141 614 1423

District General Manager - Ross Galbraith
ross.galbraith@spenergynetworks.co.uk | 0141 614 9118

Glasgow & Clyde North

Head of Planning & Design - Rachel Pitt
rpitt@spenergynetworks.co.uk | 07922 580788

Head of Delivery - Ricky Knight
ricky.knight@spenergynetworks.co.uk | 07753 622670

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

District General Manager - Alistair Menzies
alistair.menzies@spenergynetworks.co.uk | 07753 624146

Ayrshire & Clyde South

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

Head of Delivery - Jack Evans
jaevans@spenergynetworks.co.uk | 07702 663981

Head of Delivery - Martin Maxwell
martin.maxwell@spenergynetworks.co.uk | 07894 604977

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

Dumfries & Galloway

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

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

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

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



Lanarkshire

Head of Planning & Design - Derek Jessamine
derek.jessamine@spenergynetworks.co.uk | 07918 661496

Head of Delivery - Derek Drummond
derek.drummond@spenergynetworks.co.uk | 07753 623790

Head of Delivery - Stephen Sichi
stephen.sichi@spenergynetworks.co.uk | 07841 522106

District General Manager - Iain Steele
iain.steele@spenergynetworks.co.uk | 07753 624154

Other Contacts

Land & Planning

Head of Land & Planning - Ross Baxter
ross.baxter@spenergynetworks.co.uk | 0141 614 1977

Distribution Land Manager - Suzy Killin
skillin@spenergynetworks.co.uk | 0141 614 4356

Distribution Land Team Leader - Kevin Anderson
k.anderson@spenergynetworks.co.uk | 07860 816474

Stakeholder Engagement Team

Stakeholder & Community Engagement Manager - Euan Norris
euan.norris@spenergynetworks.co.uk | 07753 623933

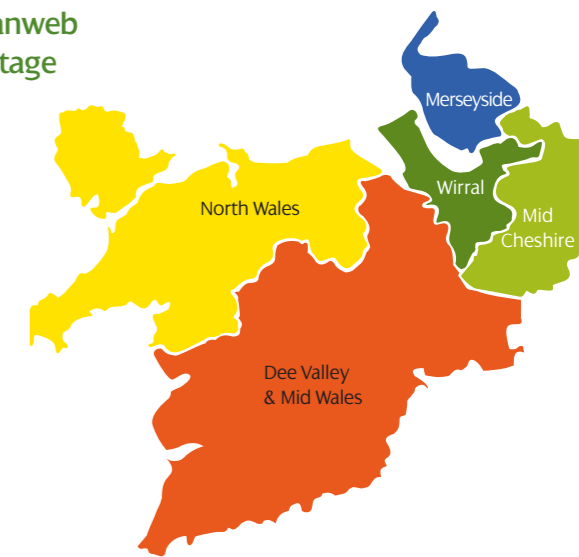
Stakeholder Engagement Manager (Ayrshire & Clyde South and Central & Fife) - Stuart Walker
stuart.walker@spenergynetworks.co.uk | 07800 953141

Customer Engagement Manager (Glasgow and Edinburgh) - Georgene Hunter-Wilson
georgene.hunter-wilson@spenergynetworks.com | 07725 410187

Customer Engagement Manager (Dumfries & Galloway and Lanarkshire) - Holly Goodwin
hgoodwin@spenergynetworks.co.uk | 0141 614 0152

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
jonathan.hughes@spenergynetworks.co.uk
07753 624452

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

Head of Delivery Wales - Sean Kennedy
skennedy@spenergynetworks.co.uk
07753 624400

Wirral

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

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

Head of Delivery - John McWilliams
john.mcwilliams@spenergynetworks.co.uk
07753 624329

Dee Valley/ Mid Wales

District Manager - Sean Griffiths
sgriffiths@spenergynetworks.co.uk
07592 774769

Head of Planning & Design - Gary Barnes
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07753 624393

Head of Delivery Wales - Sean Kennedy
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07753 624400

Merseyside

District Manager - Andy Churchman
andy.churchman@spenergynetworks.co.uk
07841 865085

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

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

Mid Cheshire

District Manager - Jane Wilkie
jane.wilkie@spenergynetworks.co.uk
07702 152846

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

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

Other Engagement Contacts 132kV System Design SP Manweb

Distribution Network Manager (SPM) – Steve Withell
steve.withell@spenergynetworks.co.uk | 07736088774

North Wales / Dee Valley and Mid Wales
Lead Engineer - Andy Beddoes
Andy.Beddoes@spenergynetworks.co.uk | 0753623822

Senior Engineer - Jon Mitchell
Jonathan.Mitchell@spenergynetworks.co.uk | 07753624101

Cheshire/Mersey / Wirral
Lead Engineer - Mark Lyon
Mark.Lyon@spenergynetworks.co.uk | 07753624789

Senior Engineer - Miles Buckley
Miles.Buckley@spenergynetworks.co.uk | 07753624271

132kV Business SP Manweb

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

132kV Programme Head of Delivery - Mark Sobczak
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Land & Planning

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

Distribution Land Manager - Suzy Killin
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Distribution Land Team Leader - Jo Stiles
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Stakeholder Engagement Team

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

Customer Engagement Manager - Louise Taylor
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Customer Engagement Manager - Fay Morris
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