

# SP Energy Networks Preparing for Net Zero Conference Wednesday 9<sup>th</sup> June 2021

Preparing for Whole System Approach:  
Flexibility, DSO and  
Innovation Projects



Internal Use

# SPEN Preparing for Net Zero Conference

## Wednesday 9<sup>th</sup> June 2021



### Agenda

Flexibility, DSO and SPEN  
Innovation Projects

*Thank you for taking the time to attend  
today.*

*We value your opinions,  
and we are keen to generate an open  
session with opportunities to hear your  
feedback.*

09:30 – Welcome, Housekeeping and Safety Contact

09:35 – Our DSO Vision and Strategy

09:45 – SPEN Flexibility Services

10:15 – Cheshire Visibility Project

10:45 – SPEN Innovation Projects Overview

11:15 – SPEN ICE Commitments in 2021/2022

11:45 – Feedback and Q&A Session

12:00 – Close

# SPEN Preparing for Net Zero Conference

## Wednesday 9<sup>th</sup> June 2021



### Housekeeping

Flexibility, DSO and SPEN  
Innovation Projects

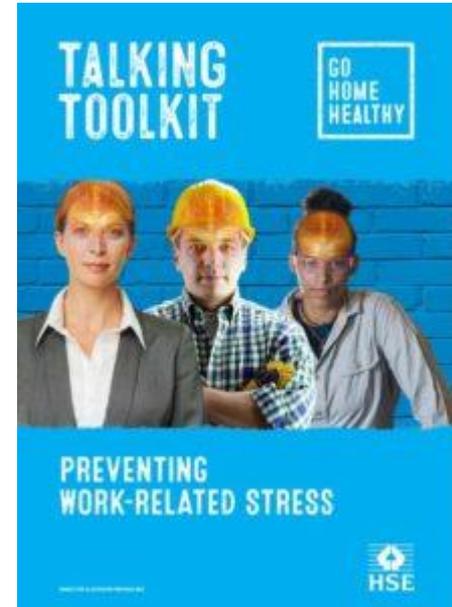
*Thank you for taking the time to attend today.*

*We value your opinions, and we are keen to generate an open session with opportunities to hear your feedback.*

- *This session is being recorded*
  - *please let Louise know if you are not comfortable with this and we will take your comments in the Chat section*
- *Please try and keep background noise to a minimum by using the mute button when you are not speaking*
- *We are keen for this to be an interactive session as your feedback is important*
  - *please raise your hand electronically or use the chat function if you would like to ask questions to the speakers*

# Safety Contact

- According to the HSE, **stress, depression and anxiety are the second biggest cause of work-related ill health in the construction industry.**
- It is highlighted that the **earlier this problem is tackled, the less impact** it will have on workers and business.
- The **HSE have launched a preventing work-related stress in construction toolkit** aimed at small businesses with a regular workforce (employed and contracted) who want to start looking at this issue. It also aims to help site managers wanting to identify project-specific issues.
- This **demonstrates how far the construction industry has come in terms of physical safety protection** but still needs to support mental health.



## SPEN DSO Strategy

- ▶ Rachel Shorney
- ▶ SP Manweb Stakeholder Engagement Manager

# DSO Strategy & Vision

spenergynetworks.co.uk



## Distribution System Operator Strategy

June 2020



## 2. Developing the network of the future

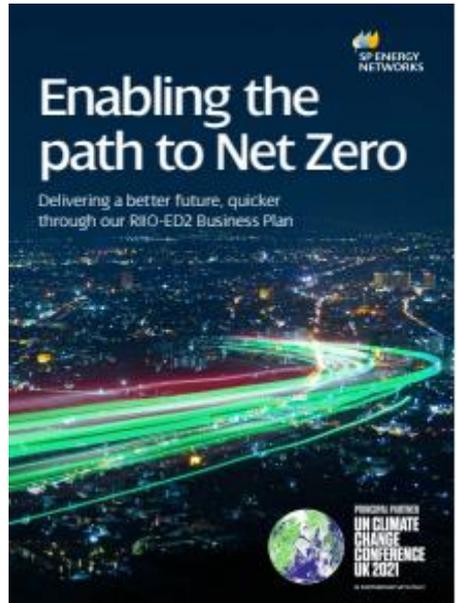


Our proposals in this section cover...

- Readyng the network for Net Zero, by delivering the network capacity and LV network management system needed to accommodate customers' EVs, heat pumps, and generation.
- Delivering DSO activities and enablers, so we can continue to safely, efficiently and reliably plan and operate the network and support the growth in new markets.
- Taking on a greater whole system role, to efficiently manage greater interactivity and coordinate more efficient solutions across multiple vectors.
- Managing network asset risk, to safeguard the reliability, resilience, safety and environmental impact of our network.
- Delivering additional network capacity and a new LV network management system. These will support at least our baseline forecast of over 650,000 electric vehicles, 400,000 heat pumps and 5GW of additional generation in RIIO-ED2.

# 50%

of our substations will have additional monitoring equipment to help us manage the network as new technology, like EVs, connect.



# SPEN Flexibility Services

- ▶ Guy Shapland
- ▶ SPEN Flexibility Services Business Lead



Flexible Power

Flexibility Services

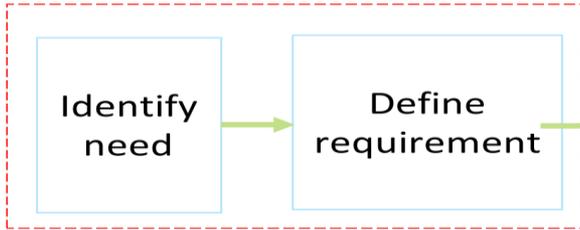


# Flexibility Services – End to End Process



## Network Design / Commercial

Working out what we need

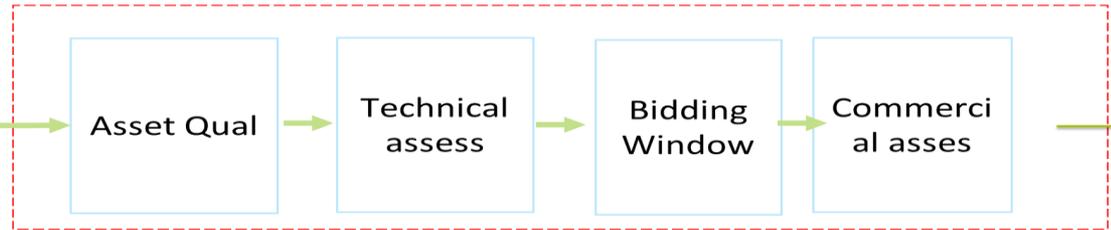


4- 6 weeks



## Commercial / Network Design

Tendering for it



12-16 weeks

## FSPs

## Control Room\*

## FSPs

## Control Room \* / Participant

Performance statements available 15 mins after event

Settlement

Dynamic 15 min dispatch  
Restore 1 min dispatch

Dispatch

Accept declaration Thursday 12pm

Complete declarations a week ahead

Declaration

Account activated in Production

UAT Test

API Set Up

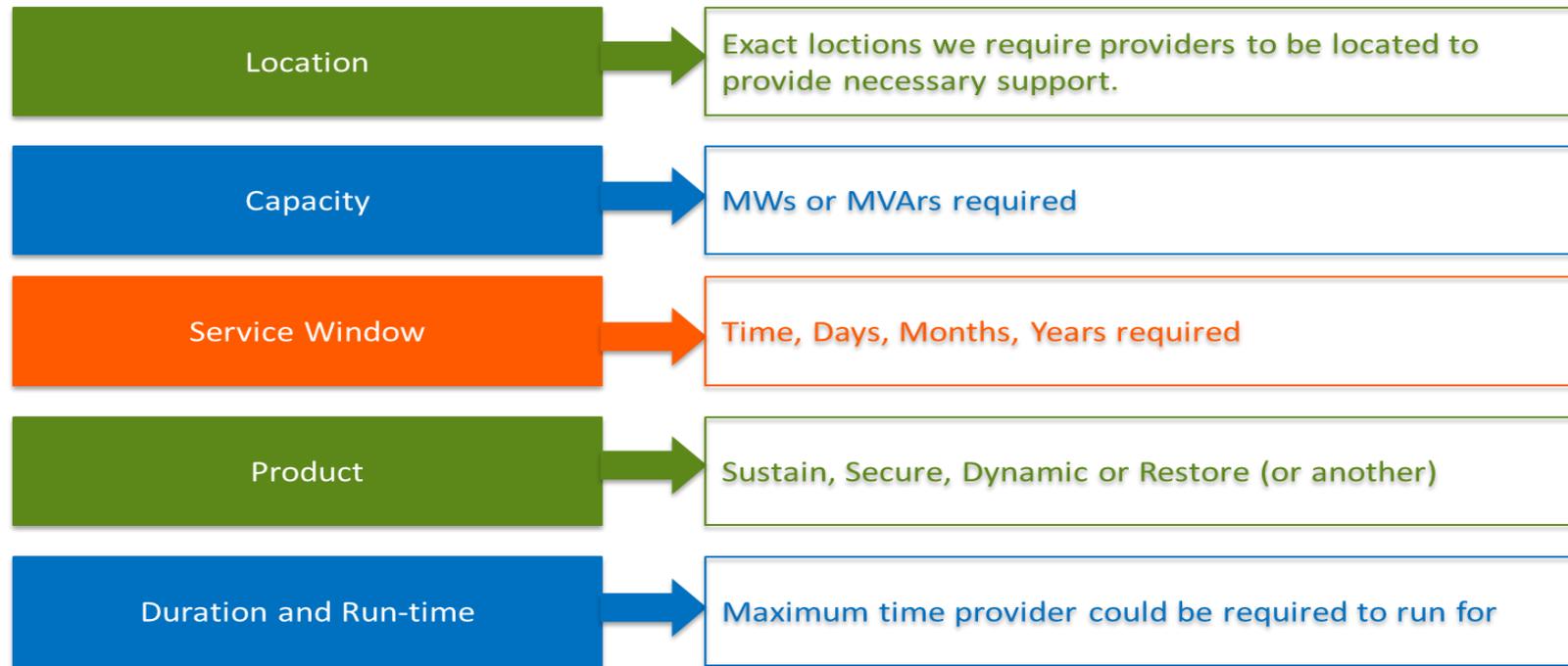
Test and Commission



# Flexibility Services – Identify Requirements



In order to procure flexibility via competitive tenders, we have to identify the service requirements.



# Flexibility Services – Products



Four Products have been established in a standardised and consistent format between DNOs

Service	Description	Dispatch	Payment Structure
Sustain	Scheduled to support security of supply during system intact conditions	<b>Declaration:</b> Scheduled in advance	Utilisation Fee
Secure	Used to manage peak demand loading on the network and pre-emptively reduce network loading	<b>Declaration:</b> Week ahead (Thursday for the following week, commencing Monday)	Arming Fee Utilisation fee
Dynamic	Used to support the network in the event of specific fault conditions	<b>Declaration:</b> Week ahead (Thursday for the following week, commencing Monday) <b>Dispatch Notice:</b> 15 minutes	Availability Fee Utilisation Fee
Restore	Used to help with restoration following rare fault conditions, reducing stress on the network	<b>Declaration:</b> Week ahead (Thursday for the following week, commencing Monday) <b>Dispatch Notice:</b> 3 minutes	Utilisation fee

In addition, we will tender for Reactive Services.

# Flexibility Services – Valuing Flexibility



We need to appropriately value flexibility services in order to determine whether it is indeed **the best value solution** to a particular network issue relative to existing counterfactual solutions (e.g. reinforcement).

## Comparative Approach

For any particular investment scenario, the amount we are willing to spend on flexibility services (i.e. the service “pot” of money) is determined by the cost and value of the counterfactual solution avoided NOT by the required volume of services.

## Calculating the Annual Service Pot

- Converting the regulatory cost of counterfactual into a £/year basis.
- Equates the NPV of the flexibility solution with that of the counterfactual, dependent on the contract length of flexibility services.
- Calculates a range of other value factors (beyond just the cost of the solutions) which will affect the service pot size.

# Flexibility Services – Case Study



## Clonnersfield HV/LV, Sustain Flexibility

### Background

Flexibility will help **Manage the Pace of Net Zero transition** by complementing **conventional investment** to increase capacity.

### Conventional Solution

Purchase land and establish a new 500kVA HV/LV substation to manage forecast loading increase and LCTs.

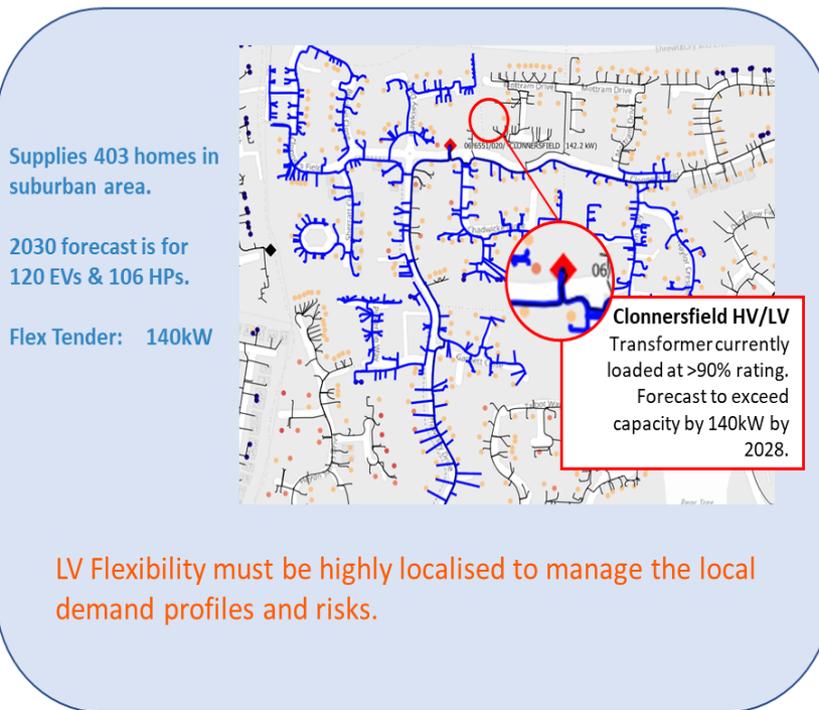
### Challenge

Pace of roll-out and lead times on conventional solution means interim solutions are required.

### Flexibility Solution

Flexibility procured via aggregators in advance using a pre-agreed schedule to reduce risk of overload e.g. off-peak EV charging.

Will defer conventional investment for ca. **2 years**.



# Flexibility Services – Platforms



Currently there are no platforms providing the end-to-end process, from procurement to settlement.

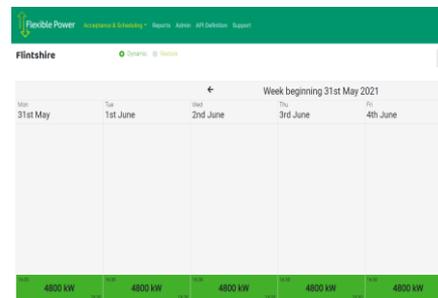
## Tender and Procurement

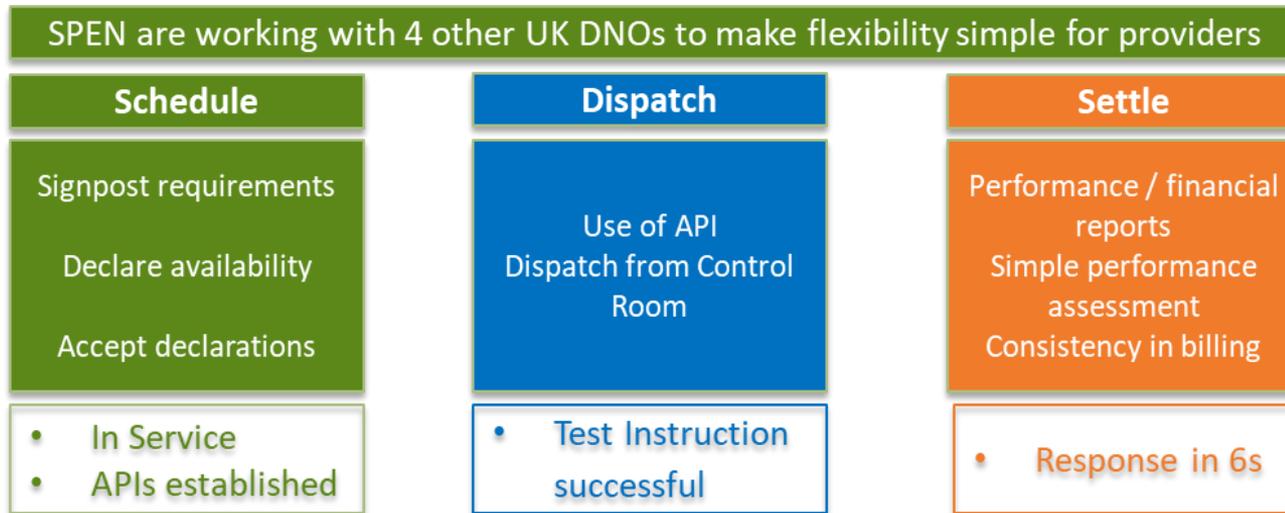
To date we have used Picloflex which provides requirement visibility, pre-qualification and competitive tenders. Bids are accepted via the platform.



## Dispatch and Settlement

We have implemented Flexible Power to facilitate the dispatch and settlement of flexibility services .





- ✓ Collaboration officially launched 6<sup>th</sup> October 2020 (WPD, SPEN, SSEN & NPG)
- ✓ ENW recently joined the collaboration
- ✓ First flexibility service provider fully onboarded
- ✓ Portal went live 2<sup>nd</sup> November 2020 inline with our winter service window

# Flexibility Services – Spring 2021 Tender



On 30<sup>th</sup> April we launched our biggest tender to date:

The infographic is titled "Tender for Flexibility Services" and "SP Energy Networks Spring 2021 tender". It features the SP Energy Networks logo in the top right. The main content is organized into several sections: 1. Active Power: 1.4GW, represented by a plug icon. 2. Reactive Power: 25MVar, represented by a plug icon with a lightning bolt. 3. Locations: 35 locations (33kV & 11kV) for SP Distribution (SPD) in Central and Southern Scotland, and 42 locations (33kV & 11kV) for SP Manweb (SPM) in North Wales, Merseyside, Cheshire, and north Shropshire. 4. Voltage: 1477 Low Voltage locations across SPD and SPM regions. 5. Contract types: Short and long term contracts available for 2023-2028, including Sustain (454MW), Dynamic (13MW), Secure (558MW), and Restore (394MW). 6. Website: www.picoflex.com – Flexiblepower.co.uk – Flexibility@spenergynetworks.co.uk

Platform: Tender issued via the Picoflex tender platform  
Period: Covering ED2 period **2023-2028**  
Products: All Active Power products plus Reactive Power  
Pricing: Site Specific **pricing signals** for all EHV & HV sites, one value for LV

Estimated total value of flexibility services based on pricing signals: c.£30m

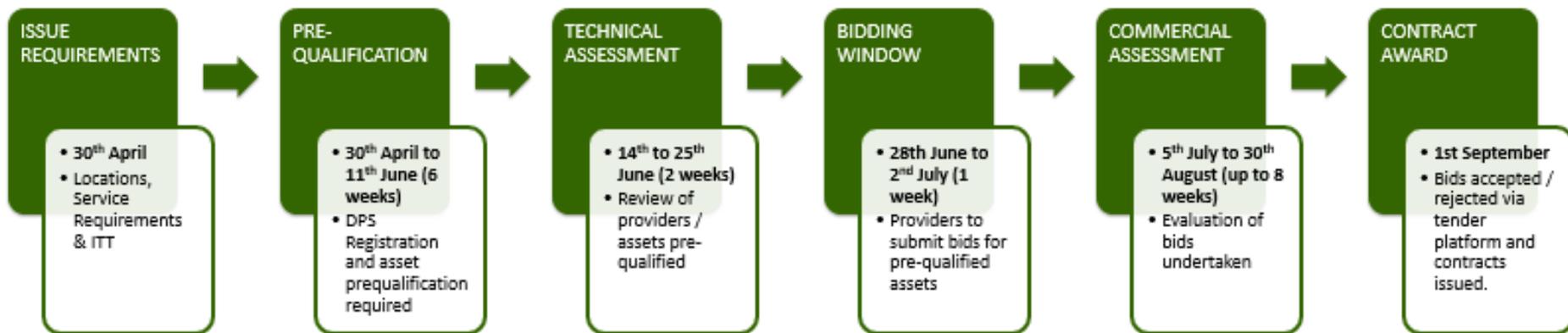
In addition:

- Tender for Reactive Power in 2 SPM locations for a total of **25MVar**s
- Tender for **10MW** of post fault support during **COP26** event in Glasgow in Nov 21

# Flexibility Services – Spring 2021 Timetable



The timetable for our Spring 2021 Tender is:



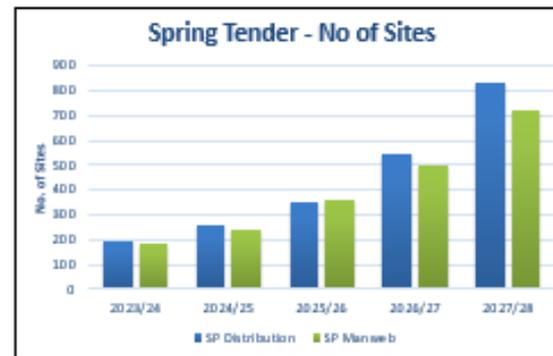
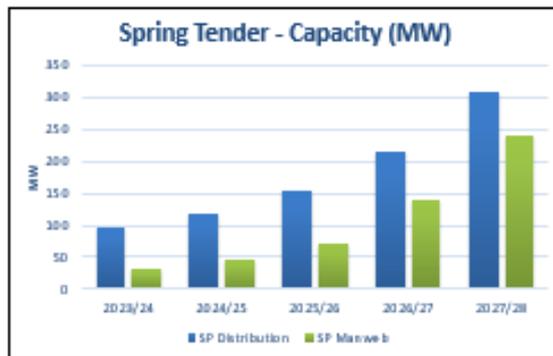
# Flexibility Services – Tenders to Date



There has been a significant increase in the volume of locations and capacity tendered for:

Tenders	Mar 2019	Oct 2019	Oct 2020	Spring 2021
No. of Sites	3	10	1138	1554
MWs tendered	116	250	960	1420
MWs awarded	0	53.3	139.6	TBC

The Spring tender illustrates the substantial year on year growth in Flexibility Services requirements by licence area:



# Flexibility Services – Tender Timeline



## Spring Tender:



## Autumn Tender:





## Contact Us:

[Flexibility@spenergynetworks.co.uk](mailto:Flexibility@spenergynetworks.co.uk)

[www.spenergynetworks.co.uk/flexibility](http://www.spenergynetworks.co.uk/flexibility)

[www.flexiblepower.co.uk](http://www.flexiblepower.co.uk)

[www.picloflex.com](http://www.picloflex.com)

# Cheshire Visibility Project

- ▶ Tim Butler
- ▶ EA Technology

# Other SPEN Innovation Projects Overview

- ▶ Stuart Walker
- ▶ SPD Customer Engagement Manager
  
- ▶ Rachel Shorney
- ▶ SP Manweb Stakeholder Engagement Manager

# Herriot Watt University Innovation

Real time fault monitoring coupled with active network management on the SPEN network, linking with customers internal smart load management and storage systems.

If successful, this project will free up areas of the network where generation is restricted due to the higher fault levels, which could be significant for both this project and further examples in the future.

## Delivery Plan

- Installation of real time fault monitors within the network substation within the next 2 weeks
- Investigate and monitor the fault profile in this area to determine if this project is a viable pilot for allowing Heriot Watt University to export their generation onto our network.

# Liverpool Multi-vector Energy Exchange

A detailed design of a city-wide energy marketplace for the trade of energy services across power, transport and heating/cooling.

**It is based on two technology innovations:**

The first is hardware:

a Smart Network Controller (SNC) with capabilities far beyond the present market, to communicate with, control and optimise in real-time myriad local assets

The second is software-based:

the Flexibility Exchange Platform (FXP), through which prosumers will trade peer-to-peer with full transparency and automatic matching. FXP will be grafted on to the control layer so that all buy and sell energy transactions can be honoured, without stressing the technical limits of the system.

Concept to be validated in a Physical Design Lab, based in the area around the Lewis' building near to Central Station

- Sensors installed in premises of potential end-users, in an area undergoing major redevelopment

*Consortium looking at LV flexibility and pricing market changes in the Old John Lewis Building, Liverpool City Centre next to Central Station*



**We now have a Video Demo of the Flexibility Exchange Platform (FXP) available**

- Prosumers will trade peer-to-peer with full transparency and automatic matching
- download here at :
  - <https://we.tl/t-ZKldlZVjTo>



# SPEN ICE Commitments

- ▶ Rachel Shorney
- ▶ SPM Stakeholder Manager
  
- ▶ Stuart Walker
- ▶ SPD Customer Engagement Manager

# SPEN ICE Plan 2021/2022

We are proud to publish our 2021/2022 ICE Plan to highlight the work we will be completing over the next 12 months:

[www.spenergynetworks.co.uk/pages/incentive\\_on\\_connections\\_engagement\\_ice\\_submission.aspx](http://www.spenergynetworks.co.uk/pages/incentive_on_connections_engagement_ice_submission.aspx)

Key topic areas include:

1. Policy Guidance
2. Communication
3. Customer Contact
4. ICP/IDNO Interface
5. Design Support
6. Land Rights
7. Project Management
8. Partnerships
9. Flexible Tenders
10. Project CHARGE

Also includes areas on:

- SPEN DSO Strategy & Flexibility
- Queue Management
- Connection Offer Expenses
- SPEN Energy Data Hub
- SPEN Connections Engagement
- Areas of Responsibility & Key Contacts

# SPEN Energy Data Hub – pages 8 and 9

## Helping our Customers prepare for Net Zero

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

This can be found on our website at: [spenergynetworks.co.uk/energy\\_data\\_hub](https://spenergynetworks.co.uk/energy_data_hub)

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

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



## Mapping Data

Access to our SPEN DG Heat Maps, Utility Map Viewer, and Flexibility Requirements can be found at: [spenergynetworks.co.uk/mapping\\_data](https://spenergynetworks.co.uk/mapping_data)

### SPEN Distributed Generation Heat Maps

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

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

Our SPEN DG Heat Maps can be found at: [spenergynetworks.co.uk/heatmaps](https://spenergynetworks.co.uk/heatmaps)

### SPEN Utility Map Viewer

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

This access is available to companies, local authorities, councils and similar organisations through a web portal on an as-requested basis and can be found at: [spenergynetworks.co.uk/utility\\_map\\_viewer](https://spenergynetworks.co.uk/utility_map_viewer)

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

Please email: [gettingconnected@spenergynetworks.co.uk](mailto:gettingconnected@spenergynetworks.co.uk) if you would like access to these 'kml' files.

### SPEN Flexibility Requirements

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

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

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

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

## Strategic Documentation

Access to our Long Term Development Statement and Distribution Future Energy Scenarios can be found at: [spenergynetworks.co.uk/strategic\\_documentation](https://spenergynetworks.co.uk/strategic_documentation)

### SPEN Long Term Development Statement

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

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

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

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

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

### Distribution Future Energy Scenarios

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

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

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

Following the publication of our DFES forecasts in June 2020, we engaged with a wide range of our stakeholders. We are grateful for the feedback received and look forward to continuing to engage with you and hear your insights. Such feedback is vital to ensuring that our forecasts reflect the plans and ambitions of the local communities we serve.

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

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

## Asset Data

Access to our Embedded Capacity Register and Transformer Loadings Register can be found at: [spenergynetworks.co.uk/asset\\_data](https://spenergynetworks.co.uk/asset_data)

### SPEN Embedded Capacity Register

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

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

SPEN Embedded Capacity Register can be found on the SPEN website using the following link: [spenergynetworks.co.uk/capacity\\_register](https://spenergynetworks.co.uk/capacity_register)

### SPEN Transformer Loadings Register

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

The transformer loadings for both our SPD and SPM licence areas can be found at: [spenergynetworks.co.uk/transformer\\_loadings](https://spenergynetworks.co.uk/transformer_loadings)



# SPEN Engagement Detail – pages 12 and 13

## Our Connections Engagement During 2021/22

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

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

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

Please contact us at [gettingconnectedupdate@spenergynetworks.co.uk](mailto:gettingconnectedupdate@spenergynetworks.co.uk) if you have any suggestions on how we can improve the engagement we currently provide.

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

### Dates for the diary in 2021/22

#### CE Engagement Events – Update on progress

25/05/2021

#### SP Energy Networks Flexibility Forum

09/06/2021

#### SPEN Preparing for Net Zero Conference

16/06/2021

#### SPEN Connections Stakeholder Panel

08/09/2021

#### SPEN Preparing for Net Zero Conference

15/09/2021

#### SPEN Connections Stakeholder Panel

01/12/2021

#### SPEN Preparing for Net Zero Conference

08/12/2021

#### SPEN Connections Stakeholder Panel

09/03/2022

#### SPEN Preparing for Net Zero Conference

TBC

#### SPEN Connections Stakeholder Panel



### Online Sessions

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

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

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

Please contact us on [gettingconnectedupdate@spenergynetworks.co.uk](mailto:gettingconnectedupdate@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, O&G/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 [gettingconnectedupdate@spenergynetworks.co.uk](mailto:gettingconnectedupdate@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 take with us using their preferred communication channel.

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

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

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

Register as a stakeholder:  
[spenergynetworks.co.uk/register](http://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 Area of Responsibility information at the back of his document, or the Contact Us page of our website, which can be found at:

[www.spenergynetworks.co.uk/contactus](http://www.spenergynetworks.co.uk/contactus)

### 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.

Please register as a stakeholder:  
[spenergynetworks.co.uk/register](http://spenergynetworks.co.uk/register)

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

### Website

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

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

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

Please contact us on [gettingconnectedupdate@spenergynetworks.co.uk](mailto:gettingconnectedupdate@spenergynetworks.co.uk)



# SPEN Contact Details – pages 44 and 45

## 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

**District General Manager – David Christie**  
David.Christie@spenergynetworks.co.uk | 07753 623951  
**Head of Planning & Design – Sean Cavaghan**  
Sean.Cavaghan@spenergynetworks.co.uk | 07780 925327  
**Head of Delivery – Mark Everett**  
Mark.Everett@spenergynetworks.co.uk | 07753 624104  
**Head of Delivery – Colin Mackay**  
Colin.mackay@spenergynetworks.co.uk | 07753 622666

### ● Central & Fife

**District General Manager – Ross Galbraith**  
Ross.Galbraith@spenergynetworks.co.uk | 07753 622658  
**Head of Planning & Design – Craig Graham**  
Craig.Graham@spenergynetworks.co.uk | 07753 623669  
**Head of Delivery – Danny Barlow**  
Daniel.barlow@spenergynetworks.co.uk | 07753 624063  
**Head of Delivery – Neil McDonald**  
Neil.mcdonald@spenergynetworks.co.uk | 07736 555453

### ● Glasgow & Clyde North

**District General Manager – Alistair Menzies**  
Alistair.menzies@spenergynetworks.co.uk | 07753 624146  
**Head of Planning & Design – Rachel Pitt**  
Rpitt@spenergynetworks.co.uk | 07922 580788  
**Head of Delivery – Albert Santandreu**  
Asantandreu@spenergynetworks.co.uk | 07702511613  
**Head of Delivery – Ricky Knight**  
Ricky.knight@spenergynetworks.co.uk | 07753 622670

### ● Ayrshire & Clyde South

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

### ● Dumfries & Galloway

**District General Manager – Aileen Rourke**  
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**Head of Delivery – Craig Cottrill**  
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### ● Lanarkshire

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### Other Contacts

#### EV Charging Team

**Electric Vehicle Operations Senior Engineer – Ross Tierney**  
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#### Land & Planning

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#### Stakeholder Engagement Team

**Stakeholder & Community Engagement Manager – Rachel Shorney**  
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**Stakeholder Engagement Manager – Stuart Walker**  
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**Customer Engagement Manager – Louise Taylor**  
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**Customer Engagement Manager – Fay Morris**  
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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 – Andy Churchman**  
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### ● Wirral

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**Head of Delivery – John McWilliams**  
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### ● Dee Valley / Mid Wales

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### ● Mid Cheshire

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### Other Engagement Contacts

#### 132kV System Design SP Manweb

**Distribution Network Manager (SPM) – Steve Withell**  
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**North Wales / Dee Valley and Mid Wales Lead Engineer – Andy Beddoes**  
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**Mersey Lead Engineer – Jon Mitchell**  
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**Cheshire/Mersey / Wirral Cheshire/Wirral Lead Engineer – Miles Buckley**  
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#### 132kV Business Design SP Manweb

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#### Stakeholder Engagement Team

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

# Customer Contact Focus Group

We are aware that as the whole industry moves to net zero there will be more 'new / first time' customers who will want to make a connection to our network.

We will be initiating a Focus Group to help us fully understand all of our customer needs.

Initial introductory meeting arranged for:

- Wednesday 4<sup>th</sup> August 2021
  - 10:00 to 12:00

We propose the first session can be run as a 'Show and Tell' to give customers an overview of the improvements currently planned and take the opportunity to discuss other suggestions / requests.

Invites to all registered stakeholders and any customer who has applied for a connection in the last 12 months.

# RAdAR Working Group

We will be re-invigorating the previous working group to identify further improvements required to RAdAR.

Suggest Quarterly Sessions:

- Wednesday 30<sup>th</sup> June 2021
- Wednesday 25<sup>th</sup> August 2021
- Wednesday 17<sup>th</sup> November 2021
- Wednesday 9<sup>th</sup> February 2022

We propose the first session can be run as a 'Show and Tell' to give ICP's the opportunity to explain the changes / alterations required.

Invites to all registered ICP's and IDNO's to ensure a full compliment of feedback is achieved.

# Design Information Guidance Pack

- Plan to publish a more detailed pack showing the information available as part of the newly published Energy Data Hub on pages 8 and 9 of 2021/2022 ICE Plan
- Keen to include further information our customers think would be useful if it is possible / deliverable
  - Please suggest additional information required



# LCT Examples Information Pack

- Plan to publish a more detailed pack showing further LCT examples following the information recently published
- Keen to include further information / LCT types and information that our customers need to understand
  - Please suggest additional information required
  - We will also be working alongside the Customer Contact Focus Group



# Customer Journey for SPEN Earthing Policy

We are developing in draft format and will be sharing with stakeholders at this forum in September 2021.

## Project Management Guidance Pack and Timescales

We are developing HV and EHV packs with all relevant standards and policies.

We also plan to publish a User Help Guide providing key tips for each of the policies and standard in 'lay person' terms, including pictorial evidence of do's and don'ts to help our customers understand the information provided.

# Development of End to End Project Delivery Timescales Overview

We plan to use the existing templates for the various connection types. We will review and update the timescales for all key project types.

## Joint SSEN / SPEN Witness Testing Process

SPEN, SSEN, Tesla and the Solar Energy Associations are working together to get a resolution to the current mandated witness / failsafe testing due to Neutral Fault Detection.

There will be a pilot process going live in next three weeks to test a Quality assured process which will significantly reduce the amount of testing.

# Net Zero Forum

The proposed Net Zero Knowledge Community Forum and subsequent Book of Knowledge will commence in June 2021.

This is being developed with a core team of University, Utility, Manufacturers, Suppliers, House Builders and Local Authorities - approx. 20 strong.

Their role will be to create the tone of knowledge, highest impact and highest priority first and agree the best practice approach and share case studies.

The outputs from this core forum will be cascaded at larger forums and events and through monthly newsletters, culminating in a Book of knowledge aimed at plugging the gap to achieve net zero in the wider community.

# Feedback and Q&A Session

- ▶ Rachel Shorney
- ▶ SPM Stakeholder Manager
  
- ▶ Stuart Walker
- ▶ SPD Customer Engagement Manager

# SPEN Preparing for Net Zero Conference

## Wednesday 9<sup>th</sup> June 2021



**Thank you for your time today.**

*Your feedback has been useful and we will follow up and incorporate your comments when planning our next session.*

### **Upcoming events for the calendar:**

- Connections Stakeholder Panel
  - Wednesday 16<sup>th</sup> June – 10:00 to 12:00
- Customer Contact Focus Group
  - Wednesday 4<sup>th</sup> August – 10:00 to 12:00
- iIdentify Webinar
  - Wednesday 11<sup>th</sup> August – 10:00 – 12:00
- Preparing for Net Zero Conference
  - Wednesday 8<sup>th</sup> September 2021