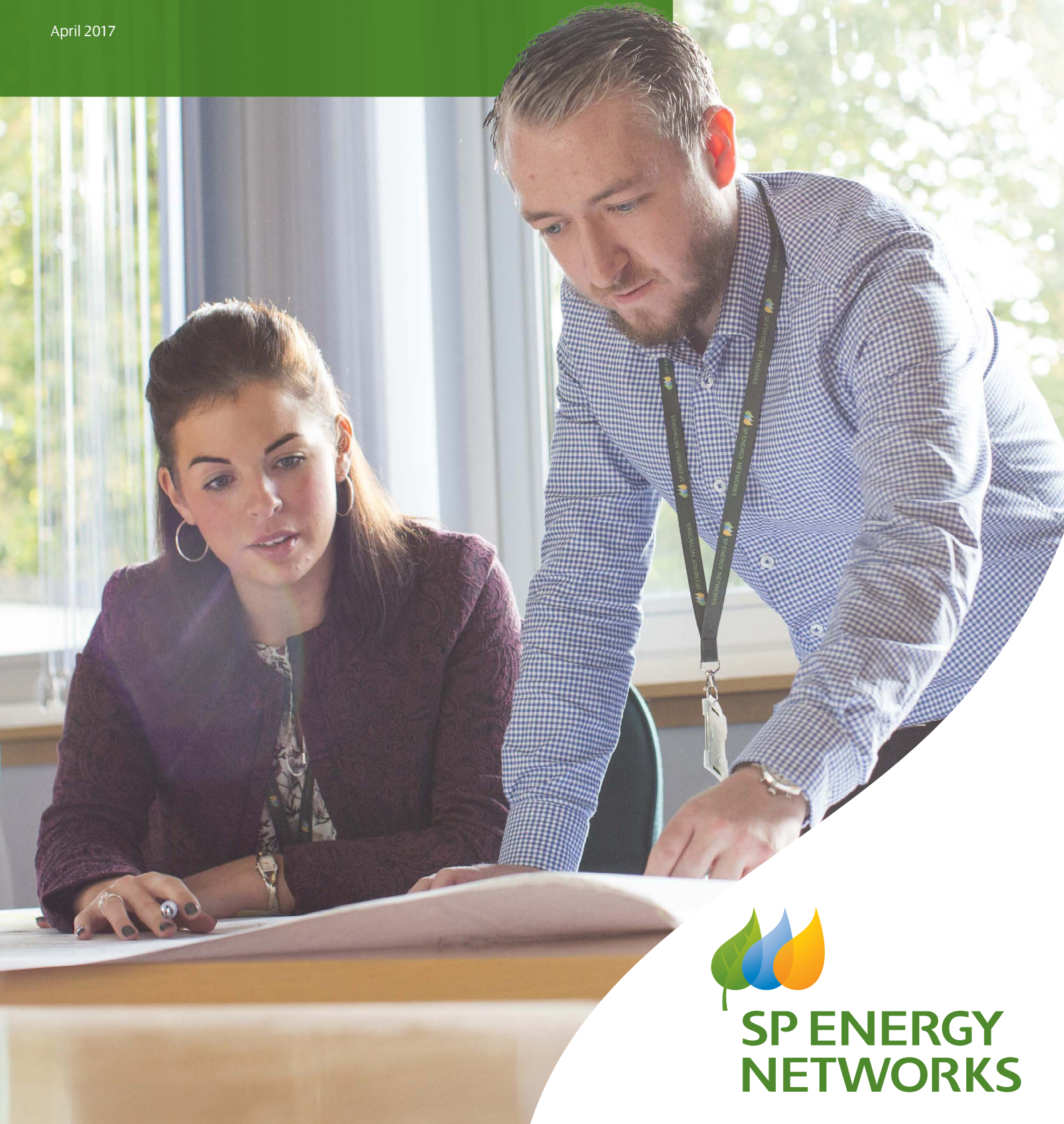


Incentive on Connections Engagement (ICE)

SP Energy Networks 2017/18 Looking Forward Work Plan

April 2017



**SP ENERGY
NETWORKS**

This is the first draft of our Looking Forward Work Plan.

In here you'll find details of our plans and key areas of focus for the year ahead.

We welcomed OFGEM's qualitative assessment document when it was published in October. It provided clarity on the requirements for our ICE submissions; it gave us further guidance and highlighted best practice.

Our full ICE report is due to be published at the end of May. In it will be details of the work we are doing in key areas such as the Statement of Works Process and Queue Management. We are extremely proud of our industry leading work in these areas, they will still remain a focus for us, however, this year, might not result in a direct action in our Looking Forward Work Plan.



Our Connections Strategy

Our customers are the reason we're here. So we are always looking at ways to improve our service and we've been leading the way on some of the key issues that matter most to them.

Stakeholder Engagement

Stakeholder engagement is firmly embedded within our business. From top to bottom, at every level, engaging with our stakeholders has become part of our DNA.

We know the importance and benefits of ensuring our activities match stakeholder feedback. We ensure that stakeholder opinions are reflected in our continual strive for improvement.

We're uniquely placed – being the only operator with networks in Scotland, England and Wales, three distinct governments to engage with, 48 separate local authorities and customers spread across difficult rural landscapes and three major cities.

Despite the challenges, our District business model has allowed us to get closer to our customers and stakeholders more than ever before. Over 40 senior managers across our two licence areas are actively involved in stakeholder planning and activities. Every single person in our business has a responsibility for stakeholder engagement.

As well as this local approach, our strong Connections engagement programme includes workshops and Stakeholder panels. This means stakeholders can engage with us at a strategic level or within the specific areas that are most important to them.

We give regular support and guidance for our Connections Customers while at the same time seeking innovative solutions to ensure their needs are met. Already experienced in working alongside renewable energy providers, we're now leading the way on the journey to becoming a Distribution System Operator (DSO).

We're confident that our Connections Stakeholder Strategy is working.

We're uniquely placed – we're the only operator with networks in Scotland, England and Wales,



Our Connections strategy aims are clear:

To help create a competitive market, provide quicker and cheaper connections, and to improve our communication and flexibility. By engaging with our stakeholders we can be sure our strategy remains relevant and appropriate.

We created an ambitious plan for 2016/17, which included over 50 commitments.

At the same time we worked hard to understand what our stakeholders want us to do next. Our 2017/18 work plan takes account of their current needs.

As a direct result of stakeholder feedback and OFGEM's qualitative assessment document, we've simplified our work plans while at the same time ensured we still meet stakeholder's needs.

The result is a more focussed work plan with fewer actions but with much clearer and measurable targets.



Our 2017/18 work plan will address the following key areas:

Enhancing Our Communications

From website to email, text and verbally, there are various ways that customers receive information. We are constantly striving to improve how we communicate with customers and to ensure the information we provide is timely and proactive. Making ourselves heard and understood, and providing customers with regular, local information in a manner that works for them is a key focus.

Providing Relevant Information

Too much information can be overwhelming. Too little won't get the message over. We've had very positive feedback that the information we provide is useful for our customers. Much of it is on our website. So we aim to provide customers other options, so they can source information that really meets their needs.

We have already overhauled our website to make it easier to use. But we think we could make the content and navigation even better by creating a new interactive tool to help customers on their journey. We're working closely with our stakeholders to see how we can develop this.

Keeping Our Stakeholders Informed

We continue to lead the way in a number of areas including, Queue Management, Statement of Works and DSO. But these terms can often be relatively new to our stakeholders. We want to help them understand what they mean and their impact. We have set out our DSO vision, however we recognise the need to bring our stakeholders on the journey with us as the market develops and new technologies emerge.

We're looking at new ways of communicating and informing our customers, so they can choose the manner in which they receive information from us. Our new communication methods will build on our well established and successful stakeholder workshops.

Working In Partnership

Our industry and the technology surrounding us are changing fast. We're committed to continuing our work with our numerous partners and local communities. Our aim is to ensure we're continuing to lead the way with the quality of information and support we provide to help our Connections Customers and Stakeholders.

Project Management

We will strengthen our project management capability by ensuring at the outset of a project, key milestones and a delivery programme are agreed with our customers, reflecting both the customer's and our project commitments.

Lands Rights

Land Rights processes can be tricky for customers. Our Connections Customers tell us they have seen improvements in our Land Rights processes, but they want more information, guidance and assistance. We agree, and are committed to improving this in the next twelve months.

Flexible Connections

We published our policy as part of our 2016/17 work plan. We'll keep stakeholders informed and provide more clarity. We'll publish the location of our Active Network Management (ANM) zones, together with a forward looking plan for future enabled zones.

Telecommunications Solutions

We recognise the need to provide timely, cost and programme information for our customers who require a telecommunications solutions as part of their project. We will work with our stakeholders to ensure we provide the right information and that we meet their needs.



We created an ambitious plan for 2016/17, which included over 50 commitments.

	Subject	Action	Key Strategic Objective	Key Performance Indicator/Output	Timeframe	Relevant Market Segment
1	Communication Customer Journey	We will develop an interactive tool on our website that will provide clear guidance on our customer connections processes. This will include information on Application, Design, Acceptance, Land Rights, Delivery and Metering. We will also develop a separate tool for our Alternative Connections Providers (ICPs/IDNOS)	Satisfaction	We will seek endorsement from our key stakeholders prior to implementation. We will make an interactive tool available on our website. We will review its effectiveness by monitoring our web traffic 3 months after implementation, seek stakeholder feedback from users and consider future enhancements.	Quarter 3	Distributed Generation, Unmetered, Metered
2	Communication External	We will improve the consistency and application of every aspect of the process across our Districts in the way we communicate throughout the lifecycle of a project. This will clearly define the method of contact, who is responsible for each stage of the project, the appropriate timescales and effectiveness of the communication. We will focus on our communication at Design, Delivery and our Land Rights project stages, as these are identified as our stakeholders' priorities. For Lands Rights, we will also commit to providing regular updates on the progression as agreed with the customer but no less than once a month.	Satisfaction	We will survey our customers specifically on our Design, Delivery and Land Rights communications, establish a benchmark, agree this with our stakeholders, set and publish an improvement target.	Quarter 2	Distributed Generation, Unmetered, Metered
3	Communication Website	Building on the success from last year's web improvements, we will further improve the online experience by simplifying navigation of our connections area of the website and rationalising content based on stakeholder feedback.	Satisfaction	We will seek endorsement from our key stakeholders prior to implementation. We will survey our customers, establish a benchmark, agree this with our stakeholders, set and publish an improvement target. We will review the effectiveness of our improvements by monitoring our web traffic 3 months after implementation, seek stakeholder feedback from users and use this to consider future enhancements.	Quarter 3	Distributed Generation, Unmetered, Metered
4	Communication Channels	Building on our well established stakeholder workshops, we will use alternative communication channels to deliver key messages and updates. This will include channels such as online tutorials and SPEN hosted webinars.	Satisfaction	We will test each alternative communication channel to measure success and determine its effectiveness as follows: <ul style="list-style-type: none"> • RADAR webinar • Flexible Connections, online tutorial • DSO, webinar • Land Rights online tutorial • Electric / Battery storage webinar We will hold these session every two months, prioritised by stakeholder feedback. We will seek feedback from attendees and use this to consider future enhancement.	Quarter 2	Distributed Generation, Unmetered, Metered
5	Partnerships Working	We will continue to work in partnership with new and existing groups of stakeholders to inform our strategy and policy going forward. We will actively investigate any new opportunities from customers/ community groups/stakeholders to develop further partnerships to help prove any new processes and methodology are effective.	Satisfaction	We will publish a quarterly progress update to our wider stakeholder group to ensure the learning is cascaded. We will seek endorsement from our key stakeholders following the first quarterly progress update to ensure continued success.	Quarter 3	Distributed Generation, Unmetered, Metered
6	Project Management	We will agree at the outset of each project, key milestones and a delivery programme which reflects both the customer's and SPEN's project commitments.	Time	We will survey our customers, establish a benchmark, agree this with our stakeholders, set and publish an improvement target. We will publish a template on our website, for typical projects, reflecting indicative timescales for each milestone. At the close out of a project we will review the effectiveness of our improvements by seeking feedback from users and use this to consider future enhancements.	Quarter 3	Distributed Generation, Unmetered, Metered
7	Land Rights Communication	We will improve the information within our connection offer letter to explain the process for securing Land Rights and provide indicative timescales based on the project type.	Time	Highlight potential timescales and cost in our connection offers. We will seek endorsement from our key stakeholders prior to implementation. We will survey our customers monthly to determine the effectiveness of our improvements, after implementation and use stakeholder feedback to consider future enhancements.	Quarter 3	Distributed Generation, Unmetered, Metered
8	Flexible Connections	We will publish the location of our Active Network Management (ANM) zones, together with a forward looking plan for future enabled zones.	Cost	We will publish the SPD and SPM ANM zones currently available by quarter 2. We will publish future locations for SPD and SPM ANM zones on our website by end of quarter 3. We will survey our customers to determine the effectiveness of this improvement, after implementation, seek stakeholder feedback from customers and use this to consider future enhancements.	Quarter 3	Distributed Generation,
9	Telecommunications Solutions - Design	At the design stage of a project, we will ensure our customers receive an approximate estimate of costs for the required telecommunications solution. Upon project acceptance, we will provide earlier visibility of the actual telecommunication costs.	Cost	We will develop an improvement plan which meets our stakeholder's requirements at design and upon project acceptance. We will review our current performance in terms of cost and timescales, establish a benchmark, agree this with our stakeholders', set and publish an improvement target. We will review the effectiveness of our improvements by reviewing this with our customers 3 months after implementation, seek stakeholder feedback and use this to consider future enhancements.	Quarter 3	Distributed Generation, Metered
10	Telecommunications Solutions - Delivery	At the delivery stage of a project, we will improve the visibility of progress of the telecommunications installation for our customers, providing a monthly report, including programme critical dates and programme status.	Time	We will provide an individual project programme to our customers. We will review the effectiveness of our improvements by reviewing this with our customers, 3 months after implementation, seek stakeholder feedback from users and use this to consider future enhancements.	Quarter 3	Distributed Generation, Metered



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