

Our 2019/20 work plan contains 14 strategic improvement actions.

Through regular engagement and interactions with our connections customers and stakeholders, we believe our 2019/20 plan delivers real, tangible benefits in the areas that matter most to them.

We are committed to ensuring our stakeholders remain engaged and informed in key strategic areas, including ICP/IDNO Interfaces.

Our work plan introduces some new improvements we will be making to our RAdAR system.



Our stakeholders told us...

Several of our Independent Connections Providers (ICPs) and Independent Network Distribution Operators (IDNOs) have told us it's good to have regular contact with our District staff to discuss project specific challenges.

ICPs and IDNOs are keen to work in partnership with SPEN to develop their self-connect capabilities and develop processes which further streamline design and deliver activity. Key areas include HV self-connect and LV design requirements for the connection of low carbon technologies.

Finally, we have received positive feedback about our RAdAR Working Group, with ICPs and IDNOs wholeheartedly supporting the proposed improvements to RAdAR that have been suggested and agreed as part of this group.

Our action

We will build on our existing ICP / IDNO partnerships to deliver a streamlined and efficient process for this type of connections activity and will create and publish an updated ICP / IDNO customer journey with key milestones highlighted.

We will establish a partnership with an IDNO to pilot a project, publishing an information pack showing the suite of options available for self-connection. The output from this activity will be communicated via email, newsletter, website and at engagement events.

We will share learnings from the on-going HV self-connect trials and publish interactive user-guide to support existing process documentation.

We will publish recommendations for LV network design associated with new housing developments (shared learnings from Future Homes project).

Having already delivered the short term RAdAR system upgrades as part of our 2018/19 ICE plan, we will now deliver the medium / long term system upgrades as part of our 2019/20 plan.

We will produce a training pack to show the RAdAR improvements and will publish to all registered customers.

RAdAR Improvements to be completed by the end of March 2020:

1. Make Contact details Hyperlinks to on-page Pop-Up Contact Data (Name, Job Title, Telephone, e-mail) on all the pages (POC, Design, Construction and Connection) where SPEN Staff are referenced in active fields. Leave SPEN Contact page as is.
2. Create application copy function for 6 POCs, 4 Designs and 3 Connections (13 in all) - append each copy Enquiry Number (or Project Number) with C1, C2 etc. Copy function will recognise each application type and populate the appropriate editable form for submission.
3. Self-approved design should allow the ICP to complete construction/connection prior to the design being acknowledged.
4. A Land Rights process (section on application form) is required to indicate the proposal at POC Submission to progress Legal rights under Incorporated Land Rights and ability to Confirm this by the ICP with their design submission for both Self and None Design options. (Further details are within the attachment in section 1.5).
5. Functionality will be added to the Request to Connect form to allow Jointer's details to be uploaded. This is only required where ICP is doing the Connection - this section is to be separate and editable with an audit trail register. A pop-up reminder will be used if the applicant does not include any Jointers.
6. Radio Buttons (and corresponding DB field) for CT/VT Ratio Documents will be added to the PreConditions section of the Conditions Precedent page. The options will be Complete and N/A. This will be for all projects.
7. SLC15 1f (Other Connections) and SLC12 timescales to be set as 65 days.
8. Self Determined requires PDM. POP-UP required when Designer issues DA to remind that PDM requires assigning.
9. In the Connection Request Type section, change Third Party Connection Request to Request SPEN to Connect and change Request To Connect SPEN (metered) to Request for ICP to Connect. Change headers on application forms. Create and run script on all systems to replace historical Request Types.
10. Revise the POC and Design Approval application forms within RAdAR. This will involve the removal and addition of requested information (full scope TBC). POC changes set. Design Approval may require estimating.
11. New Application Type - Single Site UMS - must follow metered process exactly.
12. Ability to add new versions of documents to existing Design Approval submission.
Retaining original submission and time stamping new version.
(Enables ICP to revise design after discussion with SPEN rather than us rejecting their application and asking them to submit a new one).
Amendments to Design Documents only.
No clock resetting.
SPEN to have open/close reset function where ICP can resubmit Design Docs.
Each resubmit is to be separated as a different submission, with 'Rejected'/'Accepted' functionality.

SP Energy Networks will be explaining further detail on the 12 improvements at our next RAdAR Working Groups in October 2019.

We will continue to work with our customers and stakeholders throughout the IT implementation period and will provide regular updates on progress.