

SP Energy Networks DG Work Programme

RenewableUK Issues	RenewableUK Suggestions	Proposed Approach - Collaborative or DNO Specific?	SP Energy Networks High Level Plan	Progress to Date	Q1 2013	Q2 2013	Q3 2013	Q4 2013	
1.0 Customer Service	1.1 Monitor Customer Satisfaction	Collaborative with other DNO's	1.1.1 Engage with other DNO's to agree a common approach to survey and monitor Customer Satisfaction	Agreed with ENW	Complete				
		Collaborative with other DNO's	1.1.2 Establish contents of survey and agree format and timescales with other DNO's	Planned	Complete				
		Collaborative with other DNO's	1.1.3 Conduct surveys, review results and formulate an action plan to implement any findings	Planned		Complete			
		DNO Specific	1.1.4 Communicate the results and implementation plan with Customers and Stakeholders	Planned			Complete		
		DNO Specific	1.1.5 Periodically refresh the survey if and when deemed appropriate	Planned				Review	
	1.2 Checklist of What Customers can Expect	DNO Specific	1.2.1 Publish the Guidance Leaflet - Our Connections Process Explained - onto SPEN website and issue at Customer Surgeries and Forums	Completed					
		DNO Specific	1.2.2 Develop a Guidance Leaflet explaining Our Enquiry Application Detail Requirements and publish on SPEN website and issue at any future Customer Surgeries / Forums	Planned	Complete				
		Collaborative with other DNO's	1.2.3 Engage with other DNO's to establish a common approach for all Customer Enquiries	Proposed	Engage				
		DNO Specific	1.2.4 Refresh and update our information for Customers as and when required from the results of any Customer Feedback from 1.1.3 above	Proposed			Action		
	1.3 Account Managers	DNO Specific	1.3.1 Appoint Account Managers to establish contact with the Customer upon receipt of a new enquiry and discuss the actual requirements and timescales for each enquiry.	Planned	Complete				
	1.4 Recruitment of Non-Technical Support	DNO Specific	1.4.1 Conduct workload review to ensure adequate resource levels for all aspects of the quotation process	Completed					
		DNO Specific	1.4.2 Develop additional support functions that can be utilised as required, e.g. ad hoc wayleave and civil resource support to peak lop workload during busy periods.	Planned		Complete			
	2.0 Application Process	2.1 Iterative Process	DNO Specific	2.1.1 Review SPEN's existing Feasibility Study product and consider how it might be enhanced to better meet customer requirements. Consult with Customers and Stakeholders.	Planned	Draft	Complete		
			DNO Specific	2.1.2 Communicate to all Customers and Stakeholders revisions to SPEN's Feasibility Study product and associated processes.	Planned			Complete	
Collaborative with other DNO's			2.1.3 Continue to progress our engagement with other DNOs to progress the business case for approval of assessment and design fees.	In Progress	Engage				
2.2 Database of Turbine Specifications		Collaborative with other DNO's	2.2.1 Develop a national database of all turbine specifications for all Customers within UK	Proposed			Complete		
2.3 Options for Extension of validity		Collaborative with other DNO's	2.3.1 Continue engagement with other DNOs and progress changes to the Connection Charging Methodology Statement to take account of impact of interactivity.	Proposed		Engage		Complete	
		DNO Specific	2.3.2 Develop clearer guidance on SPEN Policy on Extensions to Validity and communicate to Customers and Stakeholders	Proposed	Complete				
2.4 Contestable Works part of Same Application		Collaborative with other DNO's	2.4.1 Engage with other DNOs to consider revisions to ENA common application for connection to enable dual application requests	Planned	Engage				
		DNO Specific	2.4.2 Give consideration as to what additional information could be provided within licensed quotation letters to provide greater clarity of contestable activities	Planned	Draft	Complete			
3.0 Information Provision	3.1 Information on HV Network, Voltage Issues and Plans	DNO Specific	3.1.1 Introduction of detailed heat maps onto SPEN website	Planned			Complete		
		DNO Specific	3.1.2 Development of 11kV GIS plans to show all load and generation related issues per circuit	Planned				Complete	
		DNO Specific	3.1.3 Development of a database to monitor and review all generation enquiries and connections	Planned			Complete		
		DNO Specific	3.1.4 Ongoing communication with Local Authorities regarding load and generation capacity availability	Ongoing					

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4.0 Technical	4.1 Innovation Collation and Rollout	Collaborative with other DNO's	4.1.1 Development of Power Networks Demonstration Centre (PNDC) with partners University of Strathclyde, SSE and Scottish Enterprise)	In Progress		Complete		
		DNO Specific	4.1.2 Continuation of the existing Dynamic Thermal Rating (DTR) trial on 132kV network in North Wales	In Progress	→			
		DNO Specific	4.1.3 Development of Flexible Networks Project to provide 20% increase in network capacity via flexible network control and dynamic rating of network plant and equipment	In Progress	→			
		DNO Specific	4.1.4 Continuation of ARC Project to trial a new connections process in East Lothian and the Borders of Scotland	In Progress	→			
		Collaborative with other DNO's	4.1.5 Continue to work with other DNO's to consider other suitable projects under IFI and LCNF criteria	Planned	Engage	→		
4.0 Technical	4.2 Safeguard against Unnecessary Works	Collaborative with other DNO's	4.2.1 Continue the relationship with generator and renewable developers to improve new product availability	In Progress	→			
		Collaborative with other DNO's	4.2.2 Continue the significant stakeholder engagement to ensure all parties are working towards increased capacity	In Progress	→			
		DNO Specific	4.2.3 Development of non-firm connections to enable less costly connections	Planned				
	4.3 Consistency in Standards interpretation	Collaborative with other DNO's	4.3.1 Continue to trial and develop the use of AVR's to enable further network capacity, and review the findings with other DNO's to share learning points of AVR technology	In Progress		Engage	→	
		Collaborative with other DNO's	4.3.2 Actively participate in any new opportunities or trials to improve technology within the LCNF arena and develop further links with other DNO's and stakeholders	Planned	Engage	→		
	4.4 Use of Legacy Projects and Strategic Developments	DNO Specific	4.4.1 Publish details on significant projects and innovative ideas on SPEN website	Ongoing	→			
		DNO Specific	4.4.2 Present at the Annual ENA LCNF conference	Ongoing	→			
		Collaborative with other DNO's	4.4.3 Actively engage with other DNO's and Stakeholders to ensure any developments and benefit is experienced at a national level	Proposed	Engage	→		
	5.0 Charging	5.1 Fair Deposit	DNO Specific	5.1.1 Continue review of payment terms upon acceptance	In Progress	Complete		
DNO Specific			5.2.1 Continue efforts to provide optimum breakdown of charges within quotations enabling customers to better understand make-up of connection charge.	Ongoing	→			
5.2 Itemised Breakdown of Costs, including Contestable Charges		DNO Specific	5.2.2 Continue efforts to provide optimum clarity and detail of cost apportionment (where applicable) and associated works, proactively including notification of information requirements under Electricity (Connection Charges) Regulations.	Ongoing	→			
	6.0 Choice	6.1 Address Barriers to Competition	DNO Specific	6.1.1 Continue engagement with customers and stakeholders to understand better perceived barriers and to improve understanding more generally of SPEN processes and options available to customers wishing to pursue/consider their competitive connection options.	Ongoing	→		
6.1.2 Review design approval requirements for generation enquiries.			Planned		Complete			
6.1.3 Work collaboratively with other DNO's to ensure fair competition for DG Customers			Planned	Engage	→			
7.0 Feedback	7.1 Risk-free Appeals Process	DNO Specific	7.1.1 Document SPEN Appeals Process and review with Customers and Stakeholders	Planned		Complete		
		Collaborative with other DNO's	7.1.2 Engage with other DNO's to discuss a common approach at national level	Proposed		Engage	→	
		DNO Specific	7.1.3 Formally communicate to all Customers and Stakeholders the SPEN Appeals Process	Planned			Complete	
	7.2 Customer Feedback Seminars	DNO Specific	7.2.1 Continue with SPEN Customer Surgeries and DG Forums	Ongoing	→			
		DNO Specific	7.2.2 Produce a detailed Communication Plan per Customer Group	Planned		Complete		
		Collaborative with other DNO's	7.2.3 Hold National and Regional sessions with other DNO's	Proposed				Complete
		DNO Specific	7.2.4 Develop an Application Tracking System to improve updates on each project	In Progress			Complete	
		DNO Specific	7.2.5 Continue with Local Authority interaction to review ongoing capacity issues	Ongoing	→			
		Collaborative with other DNO's	7.2.5 Develop any appropriate initiatives or innovation suggestions from Customers	Proposed	Engage	→		
	7.3 Issues Log - also to capture new issues	Collaborative with other DNO's	7.3.1 Document Regional and National Issues	Proposed		Complete		
		Collaborative with other DNO's	7.3.2 DNO workplan to rationalise issues	Proposed			Complete	
Collaborative with other DNO's		7.3.3 Review and resolve issues jointly as a DNO Group	Proposed				Complete	
Collaborative with other DNO's		7.3.5 Communicate Implementation Plan and Results to Customers	Proposed				Complete	