

HALF YEAR UPDATE OCTOBER 2022

SEPD/SHEPD Plans and Commitments for Connections Customers



Incentive on Connections Engagement



Scottish & Southern
Electricity Networks

Powering our
community



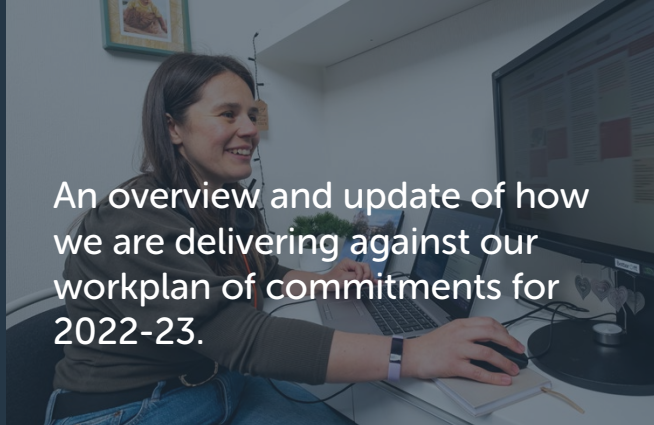
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ABOUT THIS DOCUMENT

This is Scottish and Southern Electricity Networks' (SSEN's) annual October Half Year Update for 2022. It covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas. This document is designed to be read in conjunction with our 2022-23 Looking Back, Looking Forward report, published in May 2022.

Ofgem's Incentive on Connections Engagement (ICE) encourages Distribution Network Operators (DNOs) to engage proactively with large connections stakeholders to improve their customer service and connections experience.





FOREWORD



The annual Half Year Update provides a welcome opportunity to reflect on the positive progress we have made throughout the year, and on what is lying ahead as we journey into the last months of preparation for RIIO-ED2.

The past year has been increasingly busy and marked by significant change. There is much to be positive about, such as the ever-closer prospect of the next price control period commencing in April 2023, Ofgem's Significant Code Review, and the end of COVID-19 restrictions.

Now, more than ever, it is important for us all to come together, communicate and work towards a united goal. As a DNO, we work hard to deliver our core purpose; to power communities to thrive today and create a net zero tomorrow.

The upcoming price control transition combined with an extremely buoyant industry sector has brought about significant workload increase and business change, including processes, roles and responsibilities. We have been and are continuing to recruit a highly skilled and sustainable workforce, as well as work on our processes and systems to enable automation wherever possible.

A topic that continues to be on everyone's minds is Ofgem's Significant Code Review. At time of writing, we are still awaiting a definite outcome on DCUSA change proposals which are expected to be known in late 2022. We have committed to update our customers and stakeholders when this happens, so if you are interested, I urge you to get in touch with our Connections Engagement team.

For the first time in two years, we hosted some of our Connections Customer Steering Panels in person in Dundee and Portsmouth, as well as hosting an online session led by myself. I am pleased that you enjoyed and found the sessions as useful as you did. I have reviewed all the feedback produced and heard first-hand what our customers want us to be focusing on, which is in line with our ED2 business plan. It is great to see the continued appetite for engagement across the industry and we are hoping this continues into our upcoming new price-control period of 2023-2028.

Following the positive outcome of Ofgem's 2021-22 Incentive on Connections Engagement assessment, we are pleased to publish an update on our completed commitments so far in 2022-23.

I would like to extend my personal thanks to our customers and stakeholders for continuing to engage with us and providing us with the steer to evolve our Connections business.

Andrew Scott
Director of Customer Service

2022-23 OUR WORKPLAN

Q1: Apr-Jun Q2: Jul-Sept
Q3: Oct-Dec Q4: Jan-Mar

Strategic Pillar	Theme	Commitment number	Our commitment	Measure	Distributed Generation	Local Authorities & Community Energy Groups	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO	Status
CUSTOMER SERVICE & COMMUNICATION	Communicating with Customers	21.01*	We will co-create standard communication email templates with stakeholders	Templates launched for all Connection job types	◆	◆	◆	◆	◆	In progress On track
		21.02*	We will work with Plain English on how to further make our quotation letters clearer to customers of all knowledge levels	Quotation letter proposals created and discussed with stakeholders for Demand, Unmetered, Generation and Competition in Connections	◆	◆	◆	◆	◆	In progress On track
		22.01	We will host a webinar on Ofgem's Significant Code Review (SCR) following the issue of their final decision anticipated for April 2022. The webinar aims to inform stakeholders of the changes and their likely impact	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Complete Webinar hosted in June 2022. Recording available on YouTube . Follow-up webinar to be held in late 2022.
	Customer-first Culture	22.02	Our connections business will complete the remaining modules of phase one of our customer service programme, Empowered to Care, with the aim to improve our connections customers' experience	Six modules of phase one completed	◆	◆	◆	◆	◆	In progress On track
		22.03	We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Large Connections with the view to creating a mobilisation plan for implementation of changes	Partnership created Mapping completed	◆	◆	◆	◆	◆	In progress On track
		22.04	We will partner with Experience Lab to conduct an end-to-end customer journey mapping exercise for Major Connections with the view to creating a mobilisation plan for implementation of changes	Partnership created Mapping completed	◆	◆	◆	◆	◆	In progress On track
	Digital Journey	21.08*	We will launch our new Connections website to create a further enhanced online experience in collaboration with our customers and stakeholders. This will include improved search functionality, customer journey mapping and will enable future capabilities on emerging technologies	New website launched Feedback gathered	◆	◆	◆	◆	◆	Complete Complete website launched in June 2022.

* Long-term commitments

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CUSTOMER SERVICE & COMMUNICATION	Digital Journey	21.09*	We will create connection journey videos to help customers understand their connections journey	Eight videos created: Quotation types & COE EVs & Heat Pumps Competition in Connections Flexible Connections G99 Project Progression Pinch Points for Flexible Connections DNO & TO crossover	◆	◆	◆	◆	◆	In progress On track
		21.25*	We will redevelop our heat maps to make them easier to use and navigate for all stakeholders	New heat maps launched Feedback gathered	◆	◆	◆	◆	◆	Complete Redeveloped heat maps launched in March 2022. Work ongoing with Ofgem's LTDS Working Group to standardise data and information on all DNOs heat maps.
		22.05	We will create a tutorial on how to use the online EV and Heat Pump application portal to show cusomters how to use it, raise awareness of this facility and highlight its benefits	1 tutorial created Tutorial published on YouTube		◆	◆	◆	◆	In progress On track
		22.06	We will provide a demonstration on recent updates to our Geographical Information System: Electric Office (GIS EO) and an overview of further improvements in the pipeline to highlight new features and capabilities	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆	◆	◆	◆	◆	Complete Webinar hosted in Septemeber 2022. <u>Recording available on YouTube.</u>
ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	22.07	We will open up LVDG & HVDG self-approval of Contestable designs (for G98 generation only) to competition and update the self-approval guidance note to reflect this change	Self-approval opened up to ICPs/ IDNOs POC Self Identification and Self Design Approval Guidance Note revised Stakeholders notified					◆	Complete Self-approval of LVDG & HVDG contestable designs for G98 generation applications available since September 2022. <u>Updated guidance note available on our website</u>
		22.08	We will publish a register for earthing data to give stakeholders visibility to allow them to make informed decisions about their connection designs	Register for earthing data published on G81 library Feedback gathered	◆	◆	◆	◆	◆	In progress On track

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ENHANCING THE CONNECTIONS JOURNEY	Streamlining Connections Processes	22.09	We will produce an improved design approval checklist for the use of ICP/IDNOs and SSEN Designers to improve consistency of the design approval process	Design approval checklist published on G81 library Feedback gathered					◆	In progress On track
		22.10	We will review and improve our process on Letter of Authority (LOA) and provide template and guidance for customers to improve clarity around this process	Review completed Improvements implemented Templates and guidance published on website	◆	◆	◆	◆	◆	Complete Letter of Authority process reviewed and updated in September 2022 and guidance material and template <u>available on our website</u>
		22.11	We will host a webinar on SSEN's Design Deviation process to clarify this to stakeholders	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered					◆	Complete Webinar hosted in Septemeber 2022. <u>Recording available on YouTube.</u>
		22.12	We will proactively enquire whether Housing Developers require Unmetered supplies when submitting a Demand application	Application forms amended Internal systems improved Feedback gathered			◆			Complete <u>Application forms and systems updated</u> in September 2022 to ensure all housing developers are asked about Unmetered requirements upon application

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NET ZERO	Connecting New Technologies	21.18*	We will create an online calculator for EV and Heat Pump diversity factors	Digital calculator created		◆	◆	◆	◆	Complete <u>Demand load calculator updated</u> to include EV and Heat Pump diversity factors in May 2022.
		22.13	We will host quarterly sessions to facilitate engagement for stakeholders on innovative design and technical policy communications	4 sessions hosted Feedback gathered	◆	◆	◆	◆	◆	In progress On track
	Changing Energy World	22.14	We will develop a technical policy for IDNO and third party joint user boards for 11kV & 33kV switchboards for consultation on our G81 library	Joint user boards policy published on G81 library					◆	In progress On track
		22.15	We will host a webinar to seek feedback on possible developments to improve our Active Network Management (ANM) systems	1 webinar hosted Webinar recorded & published on YouTube Feedback gathered	◆					

OUR WORKPLAN





GETTING IN TOUCH

Thank you for reading our report. If you would like to provide feedback on the contents, please contact us. Your views will make a real difference to our connections business now and in the future.

To register and receive regular updates on our business performance and opportunities for future engagement, please follow [this link to sign up](#).

Engage with us online



Stakeholder Engagement Portal:
ssen.engage-360.co.uk



LinkedIn:
Search 'SSEN Connections Engagement'



Twitter:
twitter.com/ssencommunity



Facebook:
facebook.com/ssencommunity



Instagram:
instagram.com/ssencommunity



Our website:
www.ssen.co.uk



YouTube:
[SSEN YouTube Channel](#)

Email us



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