



2020

Incentive on Connections Engagement

Looking Back Report 2019-20
Looking Forward Report 2020-21



Scottish & Southern
Electricity Networks

1

Introduction

Our strategy, approach and governance for how we engage with you, our connections stakeholders.

2

Looking Back

A report of our engagement in 2019-20, and our workplan and performance against the commitments we set out last year.

About this document

This is Scottish and Southern Electricity Networks' (SSEN's) annual Incentive on Connections Engagement (ICE) Looking Back, Looking Forward Report for 2020. It covers our Scottish Hydro Electric Power Distribution (SHEPD) and Southern Electric Power Distribution (SEPD) licence areas.

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

3

Looking Forward

How we plan to engage with our connections stakeholders in the year ahead, how we developed our 2020-21 workplan and what targets and commitments we aim to deliver.

4

Over to you

How to contact us, engage with us and how to get involved.



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Managing Director's Message

As the chair of our Connections Customer Steering Panel (CCSP) over the last five years, I have witnessed first-hand the tremendous value of stakeholder feedback when it comes to how our business operates and performs. Following the positive outcome of Ofgem's 2018-19 Incentive on Connections Engagement assessment, we are pleased to report on further improvements we have made to our connections business throughout 2019-20.

In 2019-20 we have taken a "you said, we did" approach to stakeholder engagement. This has instilled a systematic and disciplined approach to ensure all stakeholder feedback is reviewed and responded to, whether taken forward for implementation or not. It has also led to significant business as usual improvements, in addition to our commitments set out in our 2019-20 workplan. Some examples of business as usual improvements include wider business updates as well as an overview of connections performance. These are now standard agenda items at all connections events and webinars, they are also included in relevant reports.

The UK and Scottish Government's decision to adopt net zero carbon emissions targets for 2050 and 2045 respectively, has made this a seismic year for energy. Connections stakeholders have told us they want to be informed and engaged on our journey to decarbonisation, with key focus points being electric vehicles (EVs) and flexible connections. We recognise connections stakeholders will have a critical role on this journey, connecting the low carbon technologies that can enable net zero. It is imperative that the UK journey to net zero is taken with, and shaped by, the energy industry's stakeholders. I am pleased with the way DNOs have responded to the challenge of transitioning to a low carbon economy so far, and this must continue with stakeholders being at the heart of decisions we make as we move forward.

As we look forward to 2020-21, there are a number of ongoing challenges. The COVID-19 pandemic will continue to have an impact on all aspects of life for many more months.

We know you and your communities are relying on us, now more than ever, to keep the power flowing to your homes and businesses and to ensure we provide critical connections in a timely way, while following all government guidelines. At SSEN we're fully committed to playing our part in society's response to the crisis. We have been working closely with Ofgem, BEIS, Trade Unions, our stakeholders and communities to ensure that, first and foremost, all high priority works and services are carried out, whilst the safety of the public, our customers and our staff is maintained

We know that in some cases this has resulted in lower priority works and services having to be postponed or taking longer to complete. I'd like to thank all of our customers and stakeholders for their patience and support and also express my gratitude to our frontline teams for their commitment and exceptional efforts in minimising disruption for our customers. We know however, there will be more to do and we continue to work closely with Government, Ofgem, and our other partners to adapt to circumstances as they change and guidance is updated.

Given the challenges we face in 2020-21, we will be building on experiences with our digital engagement and seeking to continually maintain our stakeholder service. I am excited about the ambition of the 2020-21 workplan in delivering real impact for our connections stakeholders, under even more challenging social and economic circumstances.

Colin Nicol
Managing Director Networks



Who We Are and What We Do

A leading role in a leading group

SSEN is part of Scottish and Southern Energy plc (SSE), as shown in figure 1, a UK-listed company that operates across the energy sector and whose activities and investments contribute around £9bn to the UK economy every year.

We are Fair Tax Mark and Living Wage accredited, showing our commitment to pay the right level of tax at the right time and to ensure fair pay through our supply chain.

SSE has set out four Sustainability Goals to achieve by 2030, which SSEN will play a significant part in delivering.

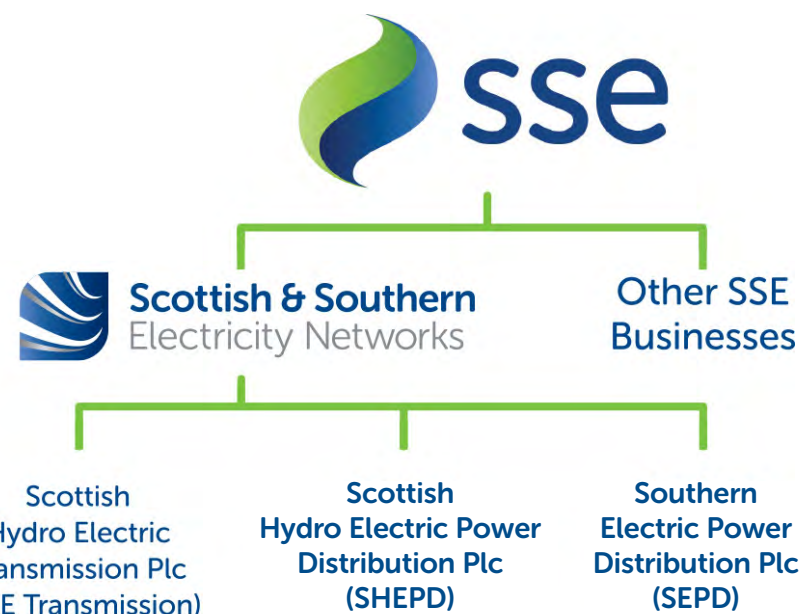
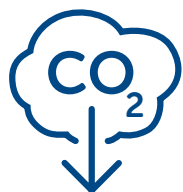


Figure 1: SSE Group Plc



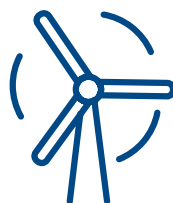
Cut our carbon intensity by 50%

Reduce carbon intensity of electricity generated by 50% by 2030, compared to 2018 levels, to around 150gCO₂/kWh



Help accommodate 10m electric vehicles

Build electricity network flexibility and infrastructure that helps accommodate 10m electric vehicles in GB by 2030.



Treble renewable energy output

Develop and build by 2030 more renewable energy to contribute renewable output of 30TWh a year



Champion Fair Tax and a real wage

Be the leading company in the UK and Ireland championing Fair Tax and a real Living Wage

- Our **core purpose** is to deliver electricity that **powers communities in a safe and reliable way**. This is achieved through responsible stewardship of our networks, helping to keep the lights on and investing efficiently in new and existing network infrastructure for the benefit of our customers.
- Our **vision** is to **play a leading role in enabling the transition to a low carbon world that delivers for all customers**. Our foundation as a progressive, innovative and customer-focused organisation will help us be at the forefront of this transition, helping to support delivery of the UK's net zero emission targets.

Who We Are and What We Do

As a DNO, we are responsible for developing, operating and maintaining the electricity distribution network in two licence areas.

These areas are in the north of Scotland and central southern England. Our electricity distribution networks are the systems of overhead lines and underground and subsea cables that deliver electricity to your homes and businesses. We are also responsible for providing essential associated services including connections.

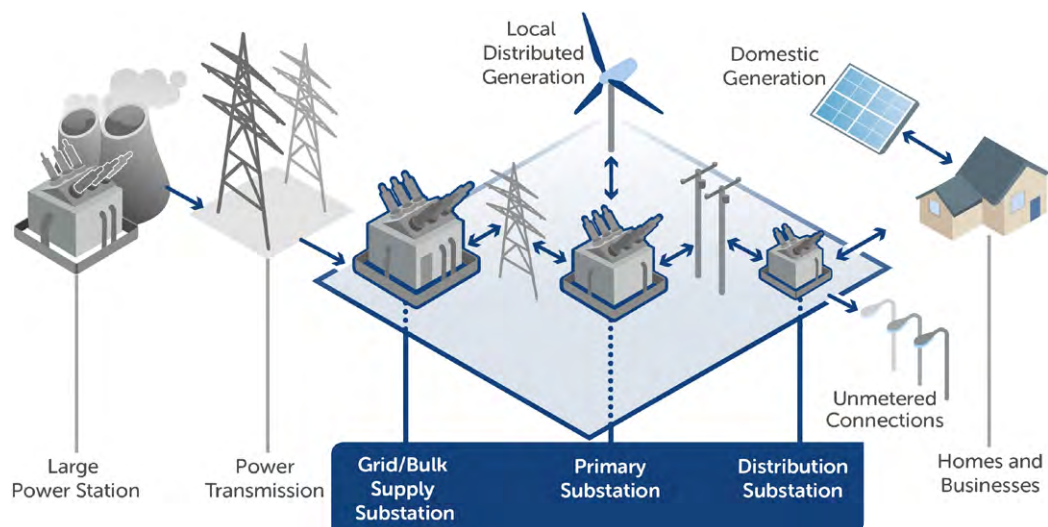


Figure 2: SHEPD and SEPD units that are fed off our overhead lines and underground and subsea cables

SHEPD

780,000 customers'
homes and businesses served

50,000 km
of overhead lines and
underground/subsea cables

SEPD

3,100,000 customers'
homes and businesses served

78,000 km
of overhead lines and
underground/subsea cables



SSEN's Stakeholder Engagement Strategy

Our stakeholder engagement strategy is a core part of our business process and occurs at a strategic, organisational and operational tier.

The engagement at each level of our business, as depicted in Figure 3, reflects the expertise and interests of our stakeholders, the results of which are shared across our business to enable us to scope, refine and develop our priorities.

Our stakeholder engagement strategy has a holistic approach and is embedded into all areas of the business, of which connections is one part, as shown in Figure 4. To ensure a consistent approach across all business areas, our stakeholder representatives work together to integrate activities and share best practice.



Figure 3: Three tiers of engagement

Stakeholder Advisory Panels

Innovation

Consumer Vulnerability

Reliability

Customer Service

Sustainability

Connections

Safety

Figure 4: SSEN's seven strategic areas

Director of Connections' Message

Drafting this year's ICE report has provided a welcome opportunity to reflect on the significant progress we have made in 2019-20. For instance:

- Internally we have made key structural changes to improve the customer experience. We have aligned the application, design, delivery and engagement processes for connections all under a single business area. For customers and stakeholders this means a single point of engagement and allows us to act in a more efficient manner, and with a clear escalation process, all within one directorate.
- Our stakeholders told us that they wanted a more tailored experience in their engagement with us. This year we therefore sought feedback on a new engagement model, whilst tailoring the format of our events to facilitate discussion relating to common interests amongst like-minded stakeholders.

We have continued to maintain focus on delivery against commitments with strong management involvement. Overall, this has helped ensure delivery against all 26 commitments set out in our 2019-20 workplan, and through embedding these into our business as usual processes we will continue to improve the support we provide to our connections stakeholders.

Towards the end of the year, the COVID-19 crisis has had a profound impact on the communities we serve and the way we plan and deliver our work. This has brought into focus the importance of our digital presence in engaging with our customers and stakeholders, which has helped ensure we are able to broaden our engagement and reach out to those who may otherwise find it more difficult to take part. Throughout 2019-20 we have more than doubled attendance at our webinars compared to events. As a strong supporter of net zero, webinars provide further benefit of a low carbon option for stakeholder engagement.

We are working to Government guidance, and prioritising activities that are related to the protection of critical infrastructure or ensure the safety of customers and colleagues. In light of this, and wider logistical challenges, we have taken the decision not to set any commitments in our 2020-21 workplan in quarter one, between April and June. Nevertheless, our commitments for the year are ambitious, and we will continue to keep our stakeholders regularly informed of our workplan progress and intend to provide an update in our October Half Year report if any changes to the workplan are required.

At this time of reflection, I want to thank everyone who has given their views to myself and our connections team. I would also like to thank stakeholders for their patience as we navigate through the COVID-19 crisis and form contingency plans for coming out of lockdown. The feedback we received from our CCSPs was very positive overall and has helped us to develop new commitments for this year, as well as long-term business objectives for the future. I am confident that our 2020-21 workplan reflects the feedback from our stakeholders and will deliver a positive impact. This conversation is invaluable to us here at SSEN, and I look forward to ongoing dialogue as we work in collaboration with the stakeholders we serve to support their connection ambitions in 2020-21.

Andy Huthwaite
Director of Connections



Connections Engagement and Governance

Our stakeholder engagement strategy is developed through meaningful engagement which leads to actions and improvements for our connections stakeholders.

Throughout various means of engagement, we seek our stakeholders' views on our connections process. From external engagement shown in figure 5, ideas for improvement are passed through the feedback loop shown in figure 6. This forms the basis of our workplan and business as usual improvements each year.

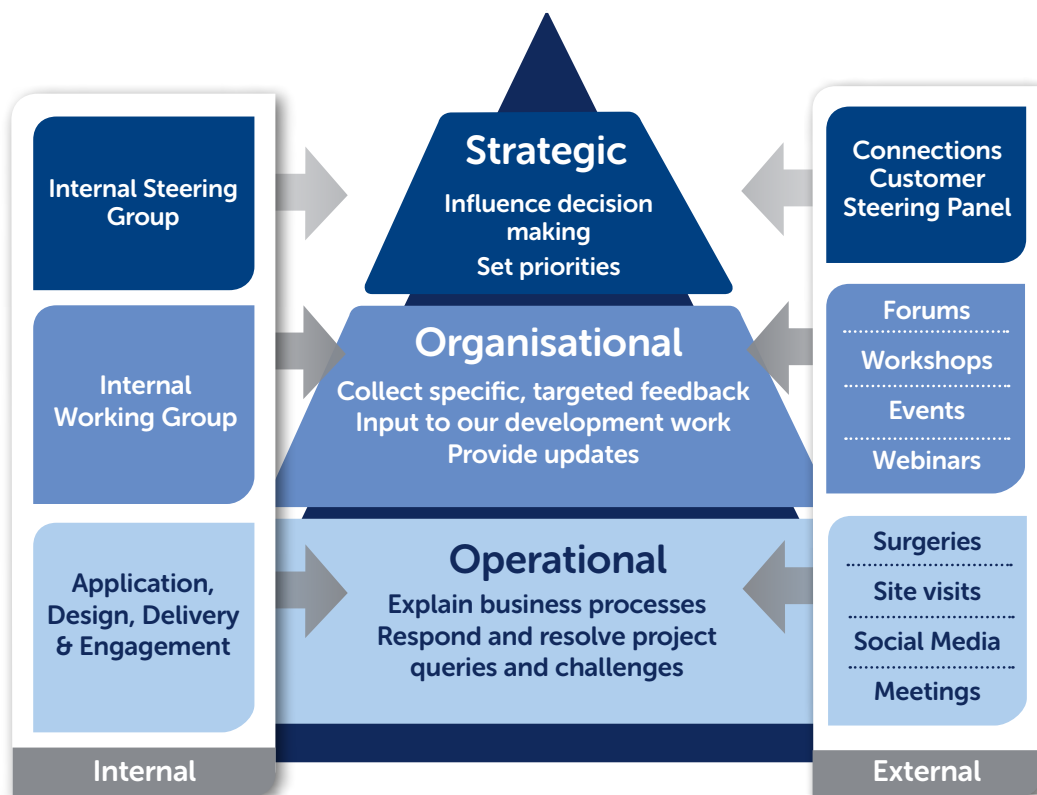


Figure 5: three tiers of engagement

Feedback is logged from all three tiers shown in figure 5, and is communicated to the connections business at operational, organisational and strategic tiers. This includes all customer facing teams and senior managers who regularly meet as part of the Internal Working Group (IWG), and the connections leadership team, who meet as part of the Internal Steering Group (ISG), which Andy Huthwaite, Director of connections, attends. This ensures that all connections teams are informed of feedback and involved with decision-making at all tiers.

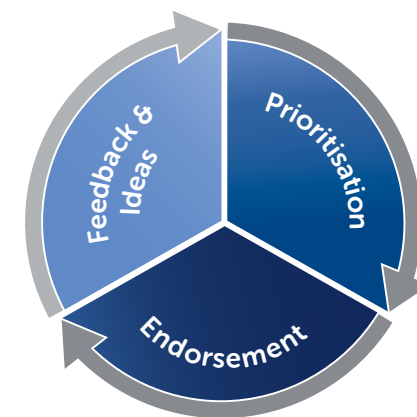


Figure 6: Feedback loop

"It is important that our stakeholders' voices are heard, and that their feedback is being taken on board by SSEN as a whole. Additionally, all feedback received is communicated to all senior managers via the Internal Steering Group (ISG). This ensures that our stakeholders' feedback flows into the wider business."

Lisa Doogan
Head of Customer Service
and Stakeholder Strategy



To ensure our approach to stakeholder engagement adheres to best practice, we continue to benchmark ourselves against AccountAbility's AA1000 AccountAbility Principles (AA1000AP, 2008) and the AccountAbility Stakeholder Engagement Standards (2015).

This has led to the continued endorsement and adoption of a six-point engagement loop as shown in figure 7, ensuring consistency, service and equality.



AccountAbility is a leading global organisation providing innovative solutions to the most critical challenges in corporate responsibility and sustainable development. One of their areas of focus is to enable open, fair and effective approaches to stakeholder engagement and at the core of their work is the AA1000.

We have again enlisted the support of AccountAbility to review our processes and procedures and provide us with feedback to ensure we are incorporating the latest best practice.

The audit was completed in March 2020 and included interviews with internal and external stakeholders, as well as an audit of our stakeholder plans, tools and processes. The audit concluded that SSEN Connections Engagement has performed stakeholder engagement activities that adhere to AA1000 Stakeholder Engagement Standards. Our continued accreditation against this standard demonstrates our commitment to the design, implementation and communication of quality stakeholder engagement.



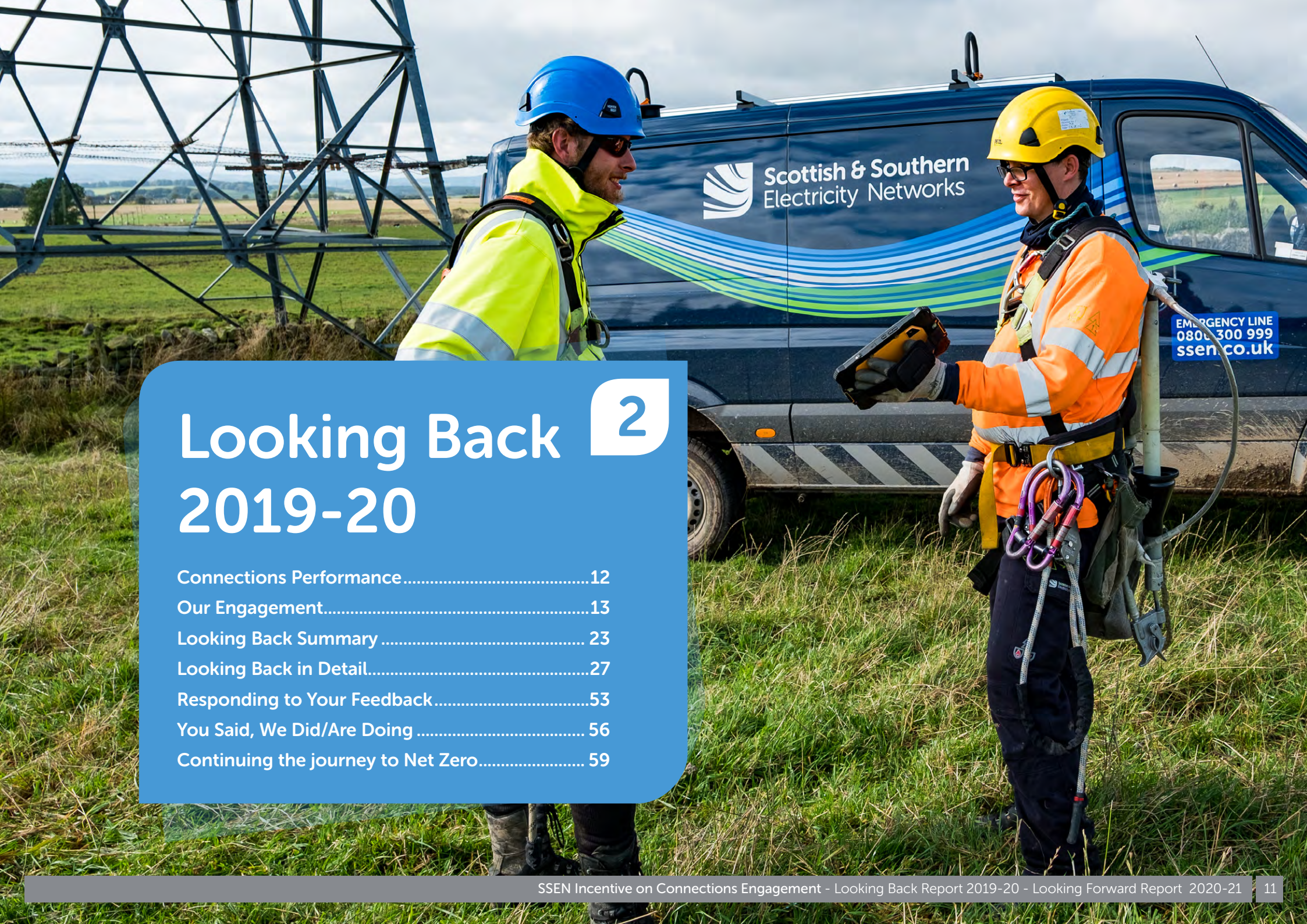
Figure 7: Six-point engagement loop



"As Scottish and Southern Electricity Networks (SSEN) continue to boost their Incentive on Connections Engagement (ICE) workplan and strategy, their stakeholder engagement approach and framework stay rooted to the AccountAbility's AA1000 Stakeholder Engagement Standards ensuring them another critical avenue to meet their organisational goals and business needs"

AccountAbility (Audit, 2020)





Looking Back 2019-20

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Connections Performance

Looking Back

26 

completed commitments on target


226 engagement sessions hosted 

17 webinars hosted

12 events

44 surgeries held

153 meetings (pre-application, portfolio, and project meetings)

Customer visits on SSEN webpages 



Year	Visits
2018	88,337
2019	181,417

8.7/10 

average satisfaction score across all events and webinars

1,953 stakeholders engaged with through our own engagement 

721 via webinars


308 via events

153 via bilateral meetings

727 people engaged with through online interaction tool and surveys

44 via surgeries

12,025 stakeholders engaged with through external events and webinars 

655 

new consented connections stakeholders added to the database in 2019-20

SSEN has **38,043** Social media followers 


5,270 SSEN Community LinkedIn

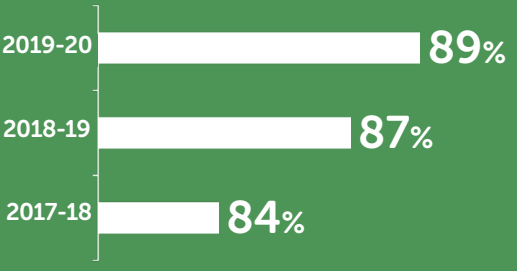
519 Connections Engagement LinkedIn

15,412 Twitter

16,842 Facebook

100% agreement from all stakeholders from CCSPs on our engagement strategy being comprehensive and robust 

Increased minor connections satisfaction 



Year	Satisfaction
2017-18	84%
2018-19	87%
2019-20	89%

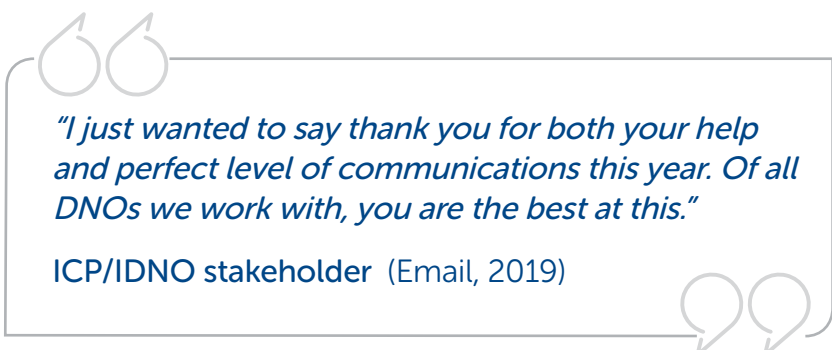
Reduced connections complaints 



Year	Complaints
2017-18	1574
2018-19	1124
2019-20	817

Our Engagement

The Incentive on Connections Engagement is now in its fifth year and is an incentive created by Ofgem in order to drive DNOs to improve customer service to larger connections customers by replicating the effects of competition. This drives licensees to understand and meet the needs of larger connections customers. Each year, the Connections Engagement team at SSEN facilitates a variety of engagement opportunities in order to capture large connections stakeholders' feedback.



"I just wanted to say thank you for both your help and perfect level of communications this year. Of all DNOs we work with, you are the best at this."

ICP/IDNO stakeholder (Email, 2019)

Minimum Criteria for the Incentive on Connections Engagement (ICE)

Ofgem Minimum Criteria	Summary of SSEN activities to meet criteria
DNOs must demonstrate that they have implemented a robust and comprehensive strategy for engaging with stakeholders	<ul style="list-style-type: none"> • Robust strategy outlined on page 7 of this document • List of events and market segments catered for on pages 16 and 21 of this document demonstrate engagement has been broad and inclusive • SSEN's Connections Engagement approach is audited and approved by AccountAbility (AA1000 Stakeholder Engagement Standard) as shown on page 10
DNOs must demonstrate that they have delivered their relevant outputs	<ul style="list-style-type: none"> • Details of outputs and outcomes can be reviewed on pages 27-52 • Stakeholders are regularly updated on improvements at all events, webinars, social media and via newsletters
DNOs must demonstrate that they have taken into account ongoing feedback from a broad and inclusive range of connection stakeholders in developing their strategy, activities and outputs	<ul style="list-style-type: none"> • As a result of feedback received, three commitments were created and two commitments were updated in the 2019-20 Half Year Update • Engaged with all market segments and relative stakeholder groups throughout 2019-20. Our new engagement model was unanimously voted for by stakeholders as shown on pages 21 and 63
DNOs must demonstrate that they have undertaken their workplan of activities to meet the requirements of their connection stakeholders	<ul style="list-style-type: none"> • We ask what stakeholders require throughout the year, which forms the basis of our commitments • Proposed commitments are prioritised and endorsed at our CCSPs in March, which is explained on pages 63 and 64

Engagement Activities

In 2019-20 we have continued working to build our network of contacts to ensure we maintain the delivery of a broad and inclusive stakeholder engagement programme.

In order to progress building our database we have followed our three-tiered route of engagement shown in figure 3, which utilises a variety of engagement activities across our entire connections business.

Our means of engagement consist of:

- Meetings and Surgeries
- Events
- Digital
- External
- Connections Customer Steering Panels



Figure 3: Three tiers of engagement

"The ICP forum is really useful and very pleasing that we have such great commitment from SSEN to undertake this."

The last few meetings has seen an increase in attendance which suggests that people are getting real benefit from the engagement."

ICP/IDNO stakeholder (Email, 2020)



From 226 engagement opportunities we have hosted we have engaged directly with

1,953
stakeholders



From external engagement opportunities we have reached

12,025
stakeholders



655

new consented
connections
stakeholders



Meetings and Surgeries

We offer bilateral meetings and connection surgeries as a result of feedback, where our stakeholders wanted an 'open door' policy to engage with us on their projects.

This level feeds into our operational tier of engagement, which sees all connections staff engage with customers and stakeholders.

The 2019 Ofgem consultation feedback suggested stakeholders found bilateral meetings particularly useful, and that "Perhaps offering to meet at their [the stakeholder's] premises rather than asking for customers to come to them [the DNO] would encourage this." In our 2019-20 Half Year Update issued in October 2019, we advised that we are always willing to travel to stakeholder offices, however we would review how we advertise and offer meetings to ensure this was clear. Since receiving this feedback, at every event and webinar we hosted, we made sure this option was clearly offered to stakeholders, whether in person or via a digital platform, and advised how to request a meeting.

Between our connections engagement and account management teams we have hosted 153 bilateral meetings throughout 2019-20. These meetings are an opportunity for discussion between stakeholders and SSEN. Typical meetings include pre-application, portfolio and project meetings regarding specific aspects of a connections project.

In addition to these bilateral meetings, we also hosted surgeries where stakeholders could meet with us to discuss anything regarding the connections process. Following positive feedback from 2018-19 we continued to offer online connection surgeries to our stakeholders. 2019-20 saw the completion of 44 surgery appointments either face to face or online.

153
bilateral
meetings
hosted

44
connection
surgeries
hosted



Figure 3: Three tiers of engagement



"We have found the connection surgeries to be very helpful. Due to the nature of our business we investigate a significant amount of sites for development. The surgeries help us to rule out some sites that the network planners can quickly confirm would be unlikely to result in a viable connection offer, saving everyone time and money. Having 11kV and 33kV planners on the calls has helped to identify where an 11kV connection might be a better option than the 33kV connections that we are more used to."

DG stakeholder (Email, 2020)



Events

Face to face interaction is an important part of our engagement strategy which allows key relationships to be built, and our stakeholders have historically favoured this platform of engagement.



Figure 3: Three tiers of engagement

This level of engagement feeds into our organisational tier, which sees senior managers and the connections engagement team engage with our stakeholders.

At our events, we gather vital stakeholder feedback that informs the way we run our business. Since 2017-18, stakeholders have told us they want more 'how to' workshops and a more joined up approach from DNOs. As a result we hosted 10 events reaching 265 stakeholders designed to educate and inform on different topics such as how to use our heat maps and new GIS, whilst also giving them the opportunity to feedback on improvements and ideas.

Following positive stakeholder feedback received in previous years, 2019-20 has again seen us successfully collaborate with other industry representatives. This includes our neighbouring DNOs Scottish Power Energy Networks (SPEN) and UK Power Networks (UKPN), as well as the Energy Networks Association (ENA), Everoze, Oxford City Council and Oxfordshire County Council and Energy Hubs. This collaborative approach has improved engagement for our stakeholders by allowing them to simultaneously engage with multiple organisations which enhances discussion on areas that affect our stakeholders whilst reducing travel needs.

Events hosted in 2019-20

SEPD	
4th June 2019	Unmetered forum
5th July 2019	Electric Vehicle (EV) event with UKPN and ENA
10th Sep 2019	ICP/IDNO event & Competition in Connections forum
3rd Oct 2019	EV & Flexible Connections workshop
22nd Oct 2019	Connections Customer Steering Panel (CCSP)
14th Nov 2019	Local Authority EV event with Oxford City Council and Oxfordshire County Council
6th Feb 2020	ICP/IDNO event & Competition in Connections forum

SHEPD	
28th May 2019	Wayleave workshop
21st August 2019	G99 & Accelerated Loss of Mains Change Programme (ALoMCP) workshop
9th October 2019	EV & Flexible Connections event with SPEN
9th October 2019	ICP/IDNO event with SPEN
3rd December 2019	Connections Customer Steering Panel



"We welcome the use of joint workshops with neighbouring DNOs. This format works well and is efficient use of time for stakeholders."

Commercial/Industrial stakeholder
(Ofgem Consultation, 2019)

Digital Engagement

Digital engagement feeds into both our operational and organisational tiers of engagement, which sees all connections staff, senior managers and the connections engagement team interact with customers and stakeholders on a variety of topics.



Figure 3: Three tiers of engagement

Stakeholders told us they would like to see us make better use of digital engagement to reduce the need to travel, and so we continued to host online webinars, use online interaction tools and engage via social media.

Our webinars continued to be well attended reaching 721 delegates, with 94.4% of stakeholders considering webinars to be a useful and efficient use of their time. Throughout the COVID-19 pandemic, digital solutions have proven to be a key method of engagement in lieu of face to face events. We decided to rearrange our CCSP events in March 2020 and instead host six webinars to ensure the continuing safety and wellbeing of our customers, stakeholders and colleagues. This decision was supported by our stakeholders and saw us engage with 103 delegates.

Following feedback from stakeholders wanting more 'how to' workshops, in addition to face to face examples, we also hosted 11 topic specific webinars, reaching 618 stakeholders, including how to use our generation availability heat maps, and GIS. Some were also complimented with useful guides, such as the how-to guide for the new GIS.

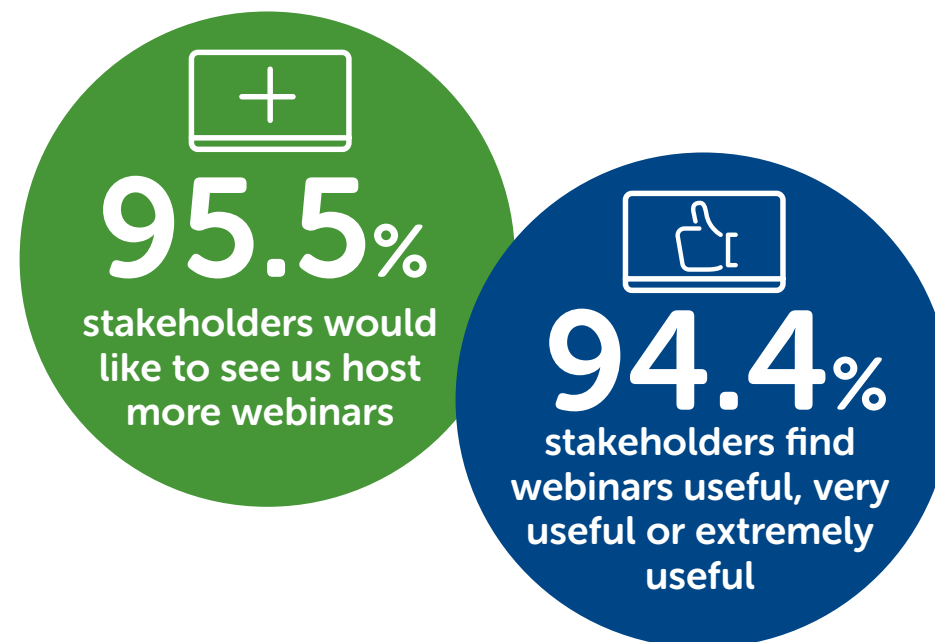
"I think it is great you have hosted these as webinars to protect staff and customers"

Anonymous (CCSP webinar for Local Authorities and Community Energy Groups, 2020)

"It's a common theme that always arises but anything you can do to make the connections process easier (and cheaper) would be welcomed. Online tutorials and / or 'how to' guides have been suggested in the past as a supplement to your connections forums."

Anonymous (Stakeholder Engagement workshops, 2019)

2019-20 has also seen us make use of an online interaction tool as a means of gathering feedback, which was well received by stakeholders. It has been found particularly useful at webinars as it allows attendees to ask questions during the presentation and the presenter to answer them at the end, without any disturbance to the flow of the webinar. At face to face events, it allows stakeholders to instantly review feedback from the broad and inclusive range of stakeholders we engage with. We have also more recently used the same online interaction tool to send out surveys to our stakeholders for anonymous feedback.



The connections engagement team regularly use both email and social media platforms to engage with stakeholders. The team primarily use the dedicated Connections Engagement LinkedIn group, to communicate on various topics including upcoming events, updates to commitments, feedback received and notification of our workplans. Stakeholders also use these platforms to talk to us on any topics or queries they may have.

At our CCSPs in 2019 we asked which social media and online platforms stakeholders want us to use. As shown in figure 8 the results were in favour of email and LinkedIn, however other social media platforms were also highlighted. We are therefore investigating new digital contact tools, such as WhatsApp and Messenger webchat, as the adoption of these platforms could prove to be an easy way for stakeholders to track their connection applications.

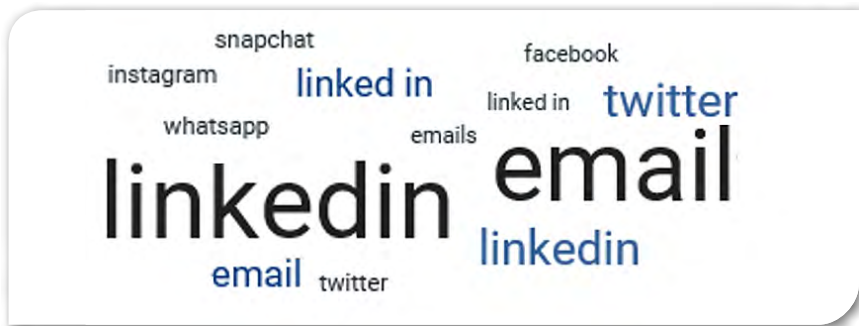


Figure 8: online interaction tool, word cloud poll

38,043

followers across all Social Media channels



Webinars hosted in 2019-20

SEPD & SHEPD

29th August 2019	Project Tracking x 2
5th September 2019	Interactivity
26th September 2019	Heat maps
15th October 2019	GIS Electric Office
17th October 2019	GIS Electric Office
27th November 2019	G99 and Accelerated Loss of Mains Change Programme (ALoMCP)
15th January 2020	Wayleaves and Land Rights (SHEPD)
21st January 2020	Wayleaves and Land Rights (SEPD)
13th February 2020	Local Authorities and Electric Vehicles (SHEPD)
06th March 2020	Introduction to Flexibility for Investors with Everoze
17th, 18th & 19th March 2019	Connections Customer Steering Panel webinars x 6

"Webinars make it easier for busy people and those based less centrally to be involved and [...] we use a low carbon way of meeting."

Anonymous (Webinar Experience survey, 2019)



External Engagement

External events and webinars feed into our organisational tier of engagement, which sees a variety of networks and connections staff engage with connections customers and stakeholders.

Each year, we attend a number of events and webinars hosted by other industry bodies. These provide us with an opportunity to raise awareness of matters affecting our stakeholders and allow us to stay informed of proceedings in the wider industry. It is also a way for us to build relationships, network with new connections stakeholders and build our stakeholders' knowledge around connections activities and commitments.

Conversations started at community-focused events such as the CARES Conference and Smart Island Live have provided us with feedback which has resulted in the creation of commitments for 2020-21 surrounding decarbonisation. Similarly, feedback gathered at EV-related events such as the Oxford EV Summit and the Scottish Transport Show provided support for our EV-related commitments.

In 2019-20 we attended and sponsored a variety of external events and webinars, ranging from large industry events to smaller, more community-focused events, centered around specific industry topics.

"Over the last 5 years we have worked with SSEN across a wide range of projects, from in-depth advisory work to explore SSEN's network at a granular level, to partnering with SSEN on events on a variety of platforms. These events range from engaging with communities about the future of their local network, to gaining insight on the net zero transition for the whole industry at our annual conference, which SSEN have sponsored for the last six years. This work provides SSEN and Regen with valuable insight and allows us to understand progress and projections across the UK as a whole, helping us to achieve the wider goal of decarbonising the energy system. We have developed close and rewarding relationships with SSEN colleagues."

Events Manager, Regen (Email, 2020)



Figure 3: Three tiers of engagement



Sample of 2019-20 external events we participated in

All Energy

The UK's leading renewable power innovation event, showcasing the latest technologies and services



Smart Island Live

This event's aim is to enable businesses to reduce their overheads and grow in a smart and sustainable way



Oxford EV Summit

Summit which brought together key players and business leaders involved with EVs from a variety of industries



British Hydropower Association (BHA) Conference

This conference highlighted the importance of harnessing the power of hydropower as this continues to be one of the most sustainable energy generation technologies



Scottish Transport Show

The show brought together all parts of the Scottish transport industry and supply chain and hosted masterclasses as well as a knowledge hub



Annual Solar Trade Association (STA) Scotland Conference

This conference brought together various industry bodies to focus on decarbonisation with particular emphasis on solar technology



Scottish Renewables Hydro Conference & Exhibition

This event brought together political influencers and industry leaders and considered how to secure the future of hydropower in Scotland



Regen Renewable Futures and Green Energy Awards 2019

The annual Renewable Futures and Green Energy Awards featured the latest innovation and business models from opinion-formers and industry leaders.



Community and Renewable Energy Scheme (CARES) Conference

This conference focused on inspiring sustainability within community and local energy projects



Low Carbon Networks & Innovation Conference 2019

This is the go-to conference for network innovation, which in 2019 focused on empowering new energy innovations in electricity



Connections Customer Steering Panels (CCSPs)

This level of engagement feeds into our strategic tier, which sees our connections leadership team including our Director of Connections, Andy Huthwaite and Managing Director of Networks, Colin Nicol interact with our connections stakeholders in order to mould and influence our connections workplan.



Figure 3: Three tiers of engagement

Panel members are drawn from across all connection stakeholder groups ensuring a broad representation, with all members having an equal voice regardless of their size.

CCSP Objectives:

- ✓ Engage with a broad and inclusive range of stakeholders
- ✓ Act as a sounding board for feedback received at operational and organisational tiers and source of new ideas
- ✓ Prioritise feedback
- ✓ Influence development and decision making of our strategic commitments

Following feedback, it became clear to us that we could improve our CCSPs by combining stakeholders who are affected by similar matters within the connections journey. As a result we altered our approach from engaging with stakeholders according to market segments, and trialled a more structured approach with seating our delegates into their respective stakeholder groups. Our five stakeholder groups are shown in figure 9. This new structure was well received by stakeholders who had enriched discussions and this provided us with more detailed feedback as a result.

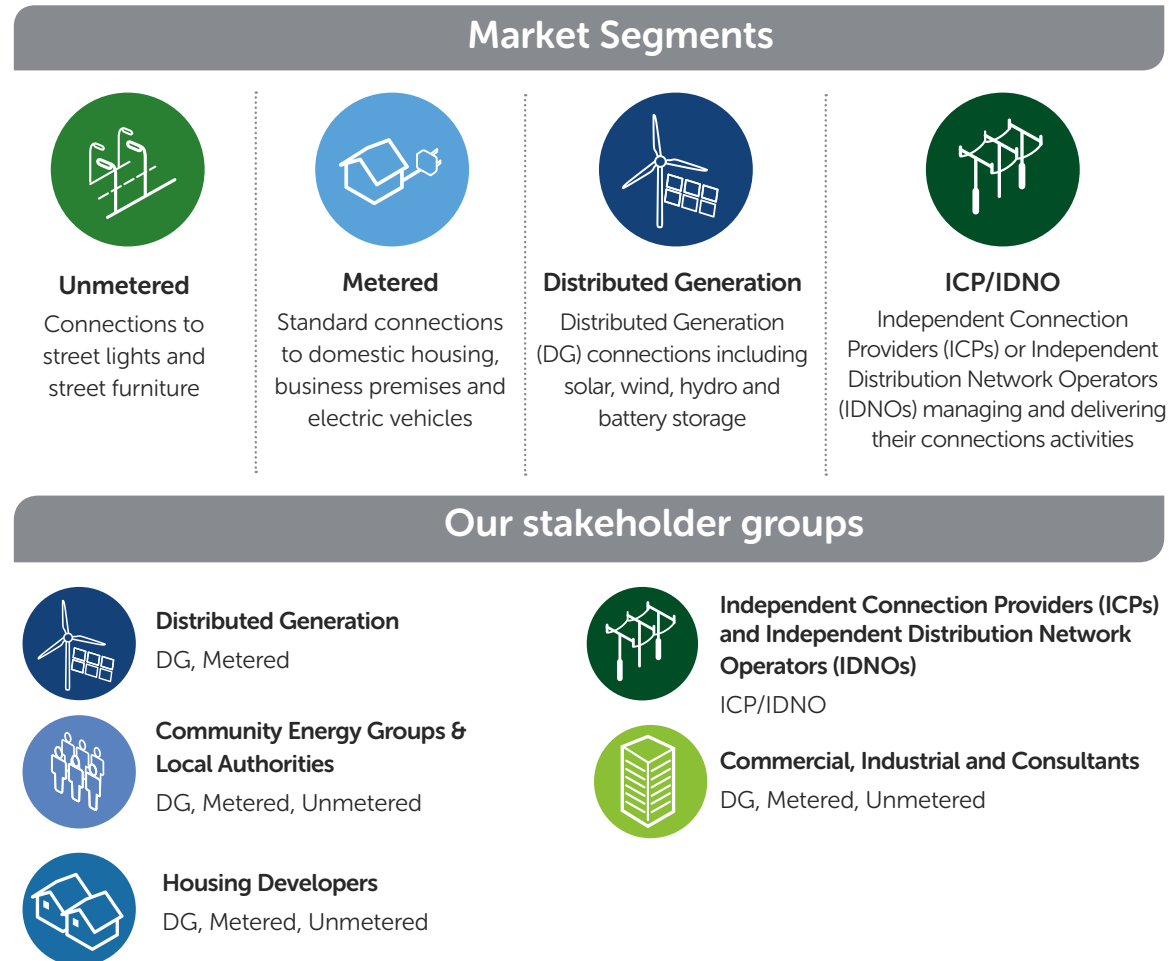


Figure 9: Stakeholder groups

Engaging via these stakeholder groups has allowed us to monitor attendees to ensure we are engaging with a broad and inclusive range of stakeholders as shown in figure 10. It also enabled us to target specific stakeholder groups we needed to improve our communications with. An example of this is Local Authorities and Community Energy Groups, who are key stakeholders, well positioned to provide feedback on our journey to decarbonisation. Throughout 2019-20 our connections engagement team have increased their reach to consented stakeholders within this group by 80.

CCSP member profile for events and webinars for 2019-20

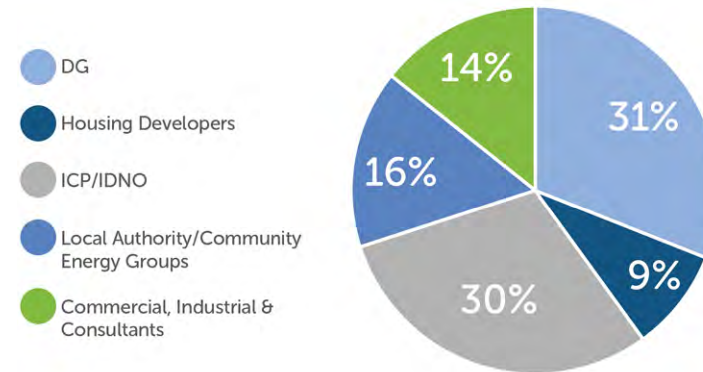


Figure 10: CCSP member profile

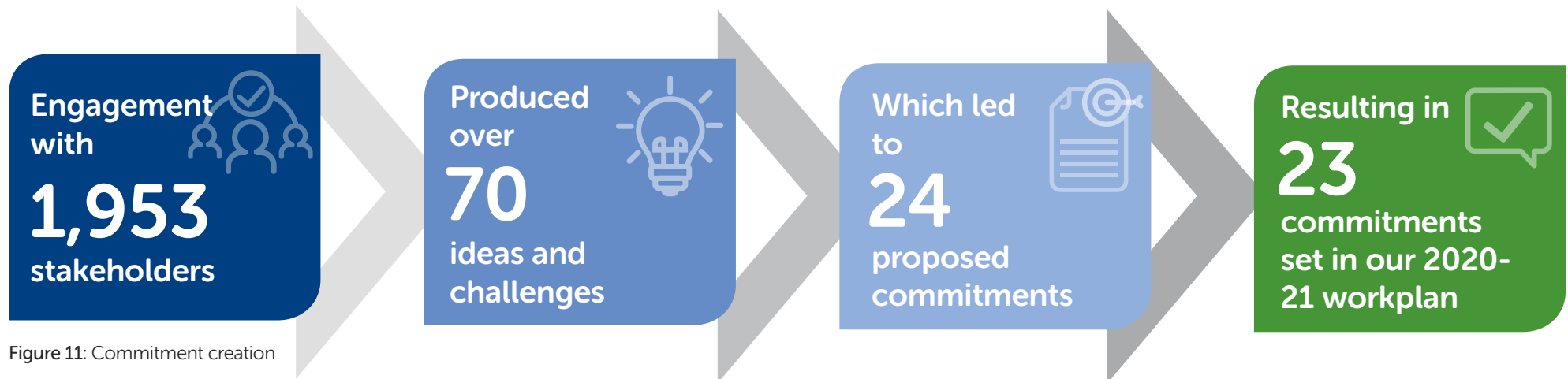


Figure 11: Commitment creation

Our commitments are created from stakeholder feedback as shown in figure 11. All ideas and improvements received in 2019-20 were reviewed and analysed by our connections leadership team who deemed around half to be actionable under business as usual improvements. The remaining suggestions were reviewed as potential commitments for our 2020-21 ICE workplan. Details of our business as usual improvements can be found on page 56.

At our 2020 CCSP webinars we proposed 24 commitments where stakeholders provided feedback, prioritisation and endorsement via online interaction polls, Q&A and live discussion. The webinars were then followed up by a survey where stakeholders prioritised each commitment according to importance. Once this feedback was reviewed it resulted in the creation of our 2020-21 workplan, details of which can be found on page 65.

Looking Back Summary

This is a summary of our workplan of commitments, detailing the commitment, KPI and status of the commitments we completed in 2019-20.

Looking Back

Category	Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO*	Unmetered	Target	Status
Constraint Management	19.01	We will develop a suite of flexibility services with pricing options We will develop a suite of Constraint Managed Zone services, based on network requirements and associated pricing options for qualifying DER* to register for	Flexibility services and pricing options established and communicated to interested stakeholders We will target 20MW of contracted DER services		◆			Q4	✓
	19.02	We will notify stakeholders of possible flexibility opportunities We will contact stakeholders who have registered interest in qualifying areas and open a flexibility services tender	Publish report on how many stakeholders invited to tender		◆			Q4	✓
	19.03	We will develop a 'Social' Constraint Managed Zone to enable more stakeholders to participate in flexibility services We will work with National Energy Action and BEIS* to develop our Social Constraint Managed Zones. As part of this we will aim to develop easier routes for communities and smaller organisations to participate in our constraint managed zones	Social Constraint Managed Zone established. Report provided on level of interest shown		◆			Q4	✓
	19.04	We will disseminate learnings from our Social Constraint Managed Zones to support uptake of flexibility services We will work with National Energy Action to develop learning to help communities understand how to work with DNOs, how DNOs can engage successfully with local communities, with a view to translating energy efficiency into distribution system benefit	Document Index, handbook and information sources for communities		◆			Q4	✓
	19.05	We will introduce a more granular level detail of constraint on our heat maps We will develop a traffic light system with associated detail to provide a more granular level of information on the source of constraint at Grid Supply Point (GSP) level	Heat maps updated Stakeholder feedback recorded		◆			Q2	✓
	19.06	We will work with the industry to support the phased implementation of a System Wide Resource Register We will work with other DNOs, National Grid and the ENA* to implement the first phase of an industry 'System wide resource register' and seek feedback from stakeholders on further developments	Single online resource developed with links to DNO sources		◆			Q1	✓

*ICP/IDNO - Independent Connections Provider/Independent Distribution Network Operator

*DER - Distributed Energy Resources

Q1: Apr-Jun

Q3: Oct-Dec

*BEIS - Department for Business, Energy and Industrial Strategy

*ENA - Energy Networks Association

Q2 Jul-Sept

Q4: Jan-Mar

Category	Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
Information Provision	19.07	We will introduce (Appendix G) information for relevant Grid Supply Points (GSP) on our website for our SEPD area We will publish an up to date Appendix G summary on our website including all GSPs subject to the Appendix G process in our SEPD area	New content provided for SEPD area on website. Number of 'hits' for this webpage monitored		◆			Q1	✓
	19.08	We will introduce our new Geographical Information System (GIS) Following User Acceptance testing, we will implement our new GIS system for external users	GIS system implemented and access via SSEN website completed	◆	◆	◆	◆	Q3	✓
	19.09	We will host training workshops for stakeholders on our new GIS system We will host training sessions for stakeholders on how to use our new GIS system	Minimum of four training sessions offered either Face to Face or via webinar			◆		Q4	✓
	19.10	We will deliver our new stakeholder approved connections website navigation Building on stakeholder feedback last year we will deliver the website navigation for the connections area of our website, which was developed and approved by stakeholders in 2018-19	New website navigation for connections launched	◆	◆	◆	◆	Q4	✓
Competition in Connections	19.11	We will review our G81 online library to identify improvements We will undertake a technical review of our G81 library, and identify where content can be added to or improved	Gap analysis completed with defined priority list			◆		Q3	✓
	19.12	We will review opportunities to make more connection activities contestable We will review our existing connection activities to identify if we can extend contestability further (i.e. standalone diversions or disconnections)	Review completed and disseminated			◆		Q4	✓
Delivery	19.13	We will implement a new operational structure for our connection department We will implement a new operational structure for connection customers designed to improve customer experience, in a phased approach, beginning with a review to identify priority areas for implementation	We will identify priority areas and key focus points	◆	◆	◆	◆	Q1	✓
	19.14	Provide project tracking workshops for customers We will hold training workshops with customers to help them track their projects online	We will offer a minimum of two sessions either face to face or via webinar	◆	◆	◆	◆	Q4	✓

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

Category	Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
Application & Design	19.15	We will review our interactivity and queue management practices in line with the industry 'good practice' We will review our interactivity and queue management processes in line with published 'good practice' established by the Open Networks project and update where necessary	Attend Open Networks review meetings, host a webinar to educate customers on the interactivity and queue management consultation options, and develop an implementation plan for new process to be adopted, with the Open Networks product group.	◆	◆	◆		Q3	✓
	19.16	We will make it easier for stakeholders to locate the recommended ADMD on our website We will make our After Diversity Maximum Demand (ADMD) figures more visible to stakeholders looking to introduce EV charging to domestic developments	Engage with stakeholders on preferred approach and implement.	◆		◆		Q3	✓
	19.17	We will introduce 'tipping point' information with Connection Offers Where applications are affected by reinforcement, we will provide the point at which reinforcement is triggered. This will enable customers to re-apply for a reduced capacity, avoiding reinforcement if they wish to	Introduce 'trigger point' information as business as usual for Connection Offers made for DG HV and EHV market segments		◆			Q3	✓
	19.18	We will give customers the option to cancel their application up to day 25 without incurring a full Connection Offer Expense We will give customers a longer time to cancel their application before they will be required to pay the full Connection Offer Expense. This will reduce the Connection Offer Expense that customers pay, for selected market segments, if they cancel up to 25 working days after they have submitted their application	Implement 50% staged COE payment for selected market segments (subject to terms and conditions)		◆			Q2	✓
	19.25	We will create a video to outline the Unmetered connections journey We will create an Unmetered animation video to help customers understand their connections journey	Unmetered Animation video created and published on our website to help explain connections journey.				◆	Q4	✓
	19.26	We will develop new email templates to define the 'next steps' in our Unmetered customers connections journey We will develop new email templates used by our Application Team to help Unmetered customers understand their 'next steps' within their connections journey	Application team email templates amended to show Unmetered customers their 'next steps' in their connections journey				◆	Q4	✓

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

Category	Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
Collaboration & Engagement	19.19	We will work with peers and other industries to encourage faster Electric Vehicle (EV) uptake We will engage with other DNOs and other industries to facilitate cross-industry solutions and greater take up of EVs	Engage in planned national events twice a year	◆	◆	◆	◆	Q4	✓
	19.20	We will engage with Original Equipment Manufacturers (OEMs) and representatives with a view to identifying initiatives to support the uptake of EVs We will meet with OEMs to generate ideas and discuss options for early identification of prospective EV owners/drivers to enable greater uptake of EVs whilst safeguarding the network for all users	Stakeholders updated on what we discussed	◆	◆	◆	◆	Q4	✓
	19.21	We will develop, share and update our Electric Vehicle (EV) strategy with stakeholders We will share and develop our strategy with stakeholders	Strategy published and shared with stakeholders	◆	◆	◆	◆	Q4	✓
	19.22	We will hold a webinar on flexible connections specifically for generation investors. The webinar will outline the possible opportunities and risks, addressing any incorrect assumptions associated with flexible connections	Provide webinars and an investor support pack	◆	◆	◆	◆	Q4	✓
	19.23	We will continue to help customers understand the new requirements for generators to comply with engineering recommendation G98/G99* We will provide new information on our website, create Frequently Asked Questions and a dedicated email address for customer queries relating to G98/G99	Webpage and FAQ documents published, email address established and shared with customers		◆			Q1	✓
	19.24	We will work with Government, Local Authorities and related partnerships to help the transition to EV We will engage with the LEPs, Local Authorities and Regional Transport partnerships in our network area to support the uptake of EV	Host an EV event in SEPD and a webinar in SHEPD aimed to engage specifically with Local Authorities and related partnerships	◆			◆	Q4	✓

*G98/G99 refers to the new EU Engineering Recommendations which has replace the former recommendations G83 and G59.

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

Looking Back in Detail

Constraint Management

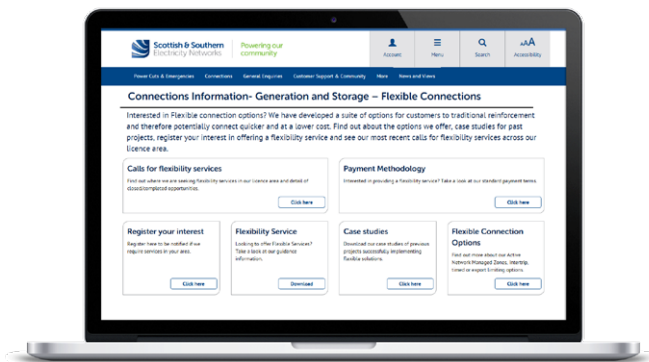
Looking Back

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.01	We will develop a suite of flexibility services with pricing options We will develop a suite of Constraint Managed Zone services, based on network requirements and associated pricing options for qualifying DER to register for	Flexibility services and pricing options established and communicated to interested stakeholders We will target 20MW of contracted DER services		◆			Q4	✓

Driver

Feedback collected as part of Project SAVE as well as at industry forums and our CCSPs told us that there was an appetite for flexibility services.

 [Flexible Connections webpage](#)



Output & Outcome

Based on network requirements and pricing options, a suite of Constraint Management Zones services was established in October and communicated to interested stakeholders. We have met the obligation of targeting 20MW's of CMZ services, with 6MW fully contracted, 18MW's in final contracting stages and a further 106MW's in procurement. Details of these and all upcoming zones were published on our website. This enabled interested customers to partake in flexibility services.

 [Project SAVE webpage](#)

Project SAVE was completed in June 2019 and its purpose was to confirm to which extent energy efficiency measures can be considered a cost effective, predictable and sustainable tool for managing peak demand as an alternative to network reinforcement. The learnings of SAVE's work in Solent informed the development of SSEN's Social Constraint Managed Zones (SCMZ).

+ Added Extra
Sample contracts, pricing information and supporting details on website

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.02	We will notify stakeholders of possible flexibility opportunities We will contact stakeholders who have registered interest in qualifying areas and open a flexibility services tender	Publish report on how many stakeholders invited to tender		◆			Q4	✓

Driver

Feedback received at our CCSPs in 2018-19 stated that our stakeholders would like to be notified of flexibility opportunities.

 [Flexible Connections webpage](#)

 [CMZ tender report](#)

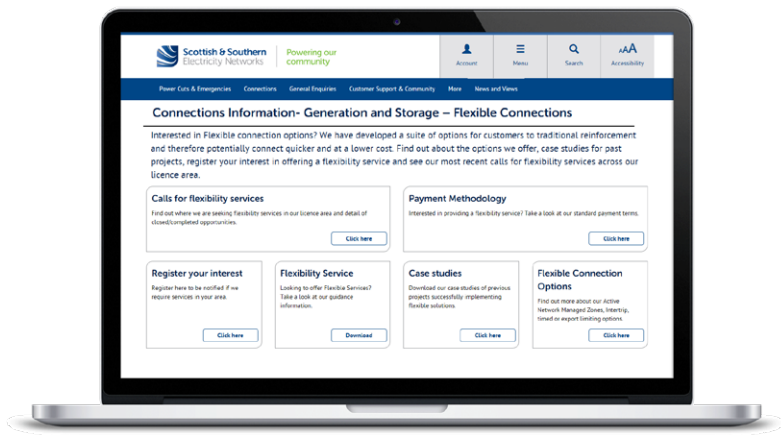
Output & Outcome

Stakeholders who had registered their interest in qualifying areas for Constraint Management Zones through our webpage were contacted and notified of flexibility opportunities, and a report on the number of customers invited to tender was also published. This allowed customers to have knowledge of all possible flexible options applicable to them.

+

Added Extra

Hosted dedicated EV and Flexible Connections workshops



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.03	<p>We will develop a 'Social' Constraint Managed Zone to enable more stakeholders to participate in flexibility services</p> <p>We will work with National Energy Action and BEIS* to develop our Social Constraint Managed Zones. As part of this we will aim to develop easier routes for communities and smaller organisations to participate in our constraint managed zones</p>	Social Constraint Managed Zone established. Report provided on level of interest shown		◆			Q4	✓

Driver

Feedback collected as part of Project SAVE as well as at industry forums we attended told us that there was an appetite for us to encourage and enable communities to get involved in flexibility.

-  [Community webpage](#)
-  [SCMZ Process report](#)
-  [Project SAVE webpage](#)

Output & Outcome

We have established 'Social' Constraint Managed Zones (SCMZ) in the Coxmoor Wood and Drayton areas. We have published a process report which details the level of interest shown, as well as the processes and learnings from the project. This resulted in developing easier routes for communities and smaller organisations to participate in our constraint managed zones.

Project SAVE was completed in June 2019 and its purpose was to confirm to which extent energy efficiency measures can be considered a cost effective, predictable and sustainable tool for managing peak demand as an alternative to network reinforcement. The learnings of SAVE's work in Solent informed the development of SSEN's Social Constraint Managed Zones (SCMZ).

"NEA actively supports projects where the funding for network balancing may be channelled into community projects for the benefit of households – ultimately allowing for better energy management and lower bills. This was one of the first projects of its kind, which we hope will eventually lead to simplified application processes and make these revenues available to community organisations. The brochure developed through the project makes a complex technical subject more understandable to potential community groups considering such projects, and the brochure should "evolve" as the landscape changes, and so provide a long term legacy"

Technical Development Manager, NEA
(Email, 2020)

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.04	<p>We will disseminate learnings from our Social Constraint Managed Zones to support uptake of flexibility services</p> <p>We will work with National Energy Action to develop learning to help communities understand how to work with DNOs, how DNOs can engage successfully with local communities, with a view to translating energy efficiency into distribution system benefit</p>	Document Index, handbook and information sources for communities		◆			Q4	✓

Driver

Feedback collected as part of Project SAVE as well as at industry forums we attended told us that there was an appetite for us to encourage and enable communities to get involved in flexibility.

 [Community webpage](#)

 [SCMZ Community Flex Brochure](#)



Action for Warm Homes

Output & Outcome

Following the foundation of the 'Social' Constraint Managed Zones (SCMZ) in the Coxmoor Wood and Drayton areas, in collaboration with Navigant and National Energy Action (NEA), we have created a Community Flex brochure, containing information sources for communities wishing to partake in flexibility services. This helped local communities to understand how to work with DNOs to enable energy efficiency.



“NEA is pleased that the findings of the project were made available to the wider community, informing communities of the current position with regard to flexibility services as well as advising community organisations of the pitfalls and best practices experienced through the project. We are optimistic that the regulatory mechanisms can adapt to the needs of community actors to allow the benefits of demand side response to be realised by local communities”

Technical Development Manager, NEA (Email, 2020)

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.05	We will introduce a more granular level detail of constraint on our heat maps We will develop a traffic light system with associated detail to provide a more granular level of information on the source of constraint at Grid Supply Point (GSP) level	Heat maps updated Stakeholder feedback recorded		◆			Q2	✓

Driver

This commitment was a result of feedback from our DG stakeholders at a number of events, stating that they would like more information within our heat maps.

 [Heat maps user guide](#)

 [Heat maps](#)

Output & Outcome

We implemented a more detailed traffic light system on our Generation heat maps, adding amber to the red and green flags. Red denotes hard constraints due to planned Transmission works, amber denotes interim constraints due to planned Transmission works and green means that there are no known upstream and downstream constraints. Feedback was sought and recorded at a dedicated webinar.

These changes help stakeholders gain the information they require on available capacity on our network before submitting an application.

+

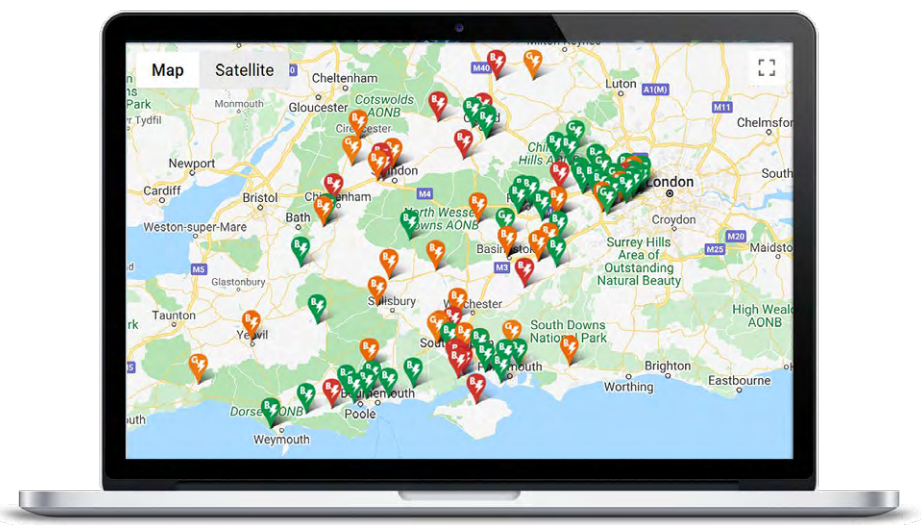
Added Extra

Stakeholders asked for a tutorial. We hosted a webinar in September 2019 with 56 attendees

Guide published with FAQ examples and user key


"The part where we were walked through examples of how to analyse the different pieces of information together was very useful. I also wanted to thank [the team] for the work they do on the heatmaps - they are an incredibly useful tool!"

Anonymous (Heat map webinar, 2019)



7,763

hits on Generation Availability heat maps in 2019-20



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.06	<p>We will work with the industry to support the phased implementation of a System Wide Resource Register</p> <p>We will work with other DNOs, National Grid and the ENA to implement the first phase of an industry 'System wide resource register' and seek feedback from stakeholders on further development</p>	Single online resource developed with links to DNO sources		◆			Q1	✓

Driver

This commitment was driven by Energy Networks Association (ENA) Open Networks initiative for digitalisation of industry data, transforming the operation of energy networks and delivering a smart grid.

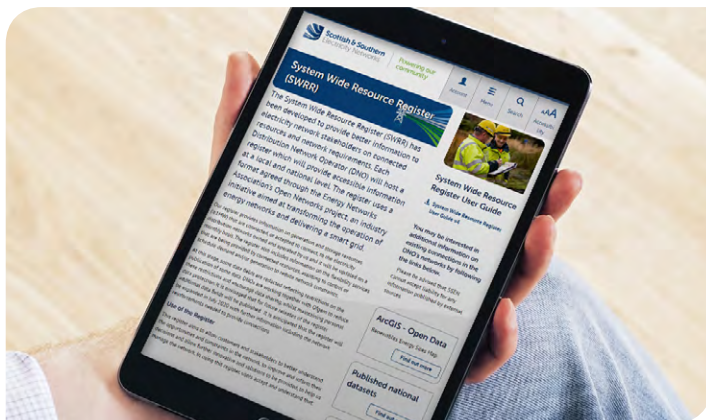
Output & Outcome

In conjunction with DNOs, National Grid and ENA, we have developed a System Wide Resource Register. This provides customers one source of information on connected resources and network requirements. The register can be found on our website. We are still collecting feedback on the progress so far which will be taken into consideration in future developments.

+
Added Extra
User guide for the register on our website

 [System Wide Resource Register webpage](#)

 [ENA's DER information webpage](#)



Information Provision

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.07	We will introduce (Appendix G) information for relevant Grid Supply Points (GSP) on our website for our SEPD area We will publish an up to date Appendix G summary on our website including all GSPs subject to the Appendix G process in our SEPD area	New content provided for SEPD area on website. Number of 'hits' for this webpage monitored		◆			Q1	✓

Driver

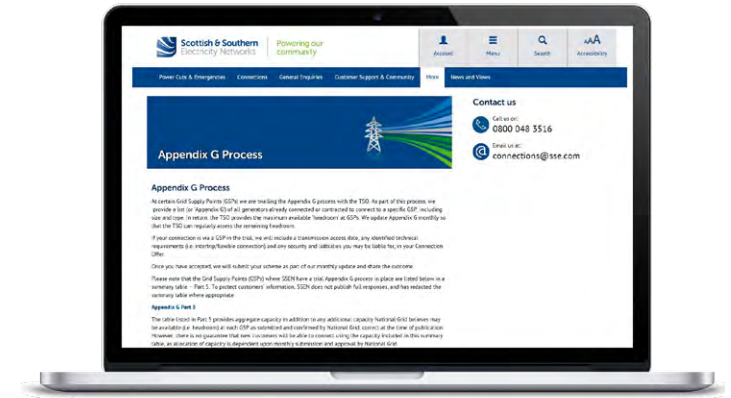
We received feedback at our South CCSP in March 2019 that stakeholders would like to see Appendix G information on our webpage

 [Appendix G webpage](#)

242
webpage
hits on
Appendix G

Output & Outcome

We have updated our website on Appendix G, detailing the GSPs where SSEN have a trial Appendix G process in place. This process enables National Grid: Electricity System Operator (NGESO) to provide the maximum available 'headroom' at GSPs, which is updated regularly to remain accurate. Details of any identified technical requirements, transmission access dates and notification of any securities and liabilities will be detailed in the Connection Offer for customers connected via a GSP participating in the trial. This information helps our customers manage their application which may be affected.



Appendix G is a document held between NGESO and SSEN which comprises a list of generators already connected or contracted to connect to a specific GSP. The list is separated into distinct parts to reflect the different connection requirements that connected generators must comply with. Appendix G is only applicable for 12 of the GSPs in our SEPD licence area.

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.08	<p>We will introduce our new Geographical Information System (GIS) Following User Acceptance testing, we will implement our new GIS system for external users</p>	GIS system implemented and access via SSEN website completed	◆	◆	◆	◆	Q3	✓

Driver

We committed to improving our GIS as a result of feedback received from our stakeholders. This commitment was originally scheduled for completion in 2018-19 but due to unforeseen technical complications, it was brought forward into our 2019-20 workplan.

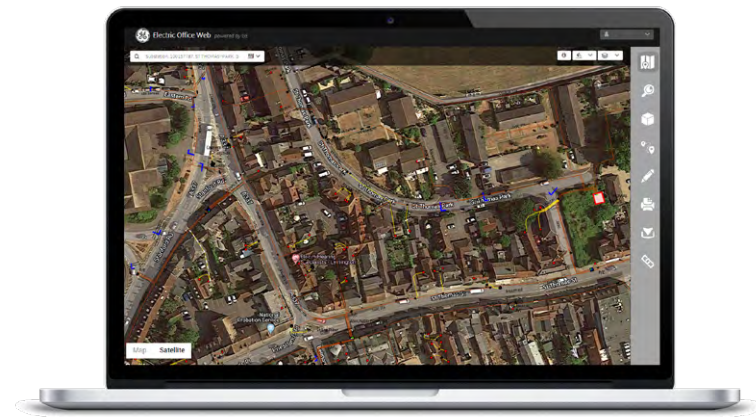
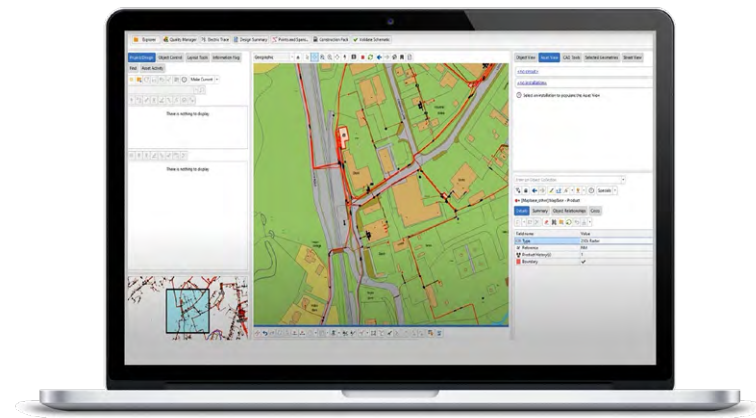
 [GIS Electric Office webpage](#)

100%
satisfaction score
from stakeholders
surveyed

Output & Outcome

In October 2019 we launched our new GIS: GIS Electric Office. It has been well received with 100% of stakeholders surveyed stating they are satisfied with the new system. The consensus is that it is a significant improvement to our previous system in terms of convenience and practicality. The system now includes updated navigation tools, street view and built-in Google Maps, making it user friendly allowing our customers to easily view our cable records. This can be accessed through our webpage using the link provided.

“New GIS maps are fantastic. Helps us a lot in looking at network and understanding what is in the ground”
ICP/IDNO stakeholder (CCSP North, 2019)



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.09	<p>We will host training workshops for stakeholders on our new GIS system We will host training sessions for stakeholders on how to use our new GIS system</p>	Minimum of four training sessions offered either Face to Face or via webinar			◆		Q4	✓

Driver

As the new system is significantly different to the old one in terms of use and navigation, we held digital training sessions for our stakeholders on how to use it.

 [GIS Electric Office webpage](#)

Output & Outcome

Prior to its release in October, we hosted two breakout tables at our ICP/IDNO events, both North and South, dedicated to GIS Electric Office. At both events, it was a popular table and the launch was highly anticipated. We also hosted two dedicated online events after the launch of the new system. 58 stakeholders attended the webinars and 100% of those who responded to the survey said it was very useful. These sessions allowed customers and stakeholders to ask questions and trial the new system to ensure they knew how to use the system to its maximum capabilities.

+ Added Extra
 User guide and how-to video published



86%
 of stakeholders stated they were happy with the amount of training and communications received

"Webinars have been well delivered"
 ICP/IDNO stakeholder (CCSP South, 2019)

"Very positive training sessions have been recently run"
 ICP/IDNO stakeholder (CCSP South, 2019)

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.10	We will deliver our new stakeholder approved connections website navigation Building on stakeholder feedback last year we will deliver the website navigation for the connections area of our website, which was developed and approved by stakeholders in 2018-19	New website navigation for connections launched	◆	◆	◆	◆	Q4	✓

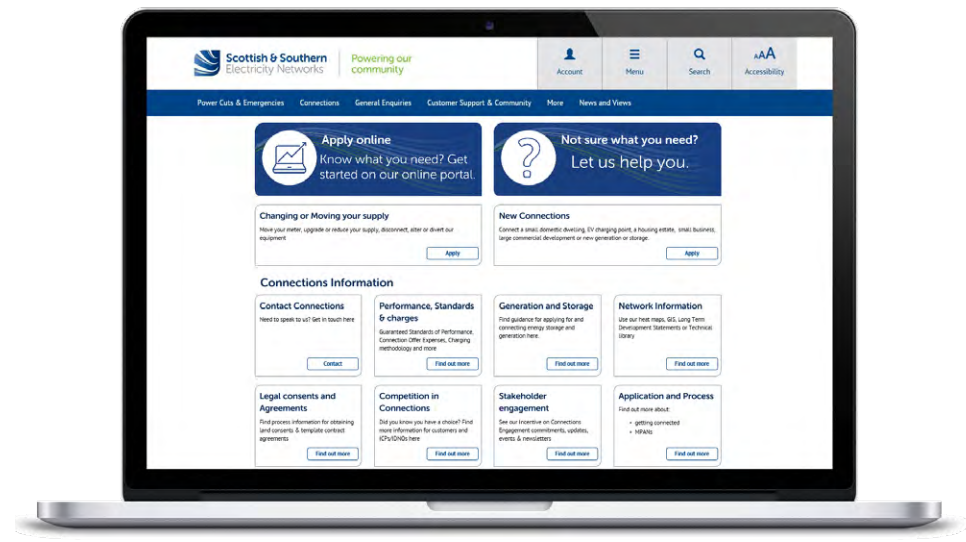
Driver

This commitment was set as a result of customer feedback collected in 2018-19 stating our website could be improved in terms of navigation. A proposed navigation was presented at our CCSPs in March 2019 and was endorsed by our stakeholders.



Output & Outcome

Our new website navigation was launched in March 2020. This makes it easier for stakeholders to locate the information they need and find the right application they're looking for, as well as highlighting top news stories relevant to our connections stakeholders.



Competition in connections

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.11	We will review our G81 online library to identify improvements We will undertake a technical review of our G81 library, and identify where content can be added to or improved	Gap analysis completed with defined priority list			◆		Q3	✓

Driver

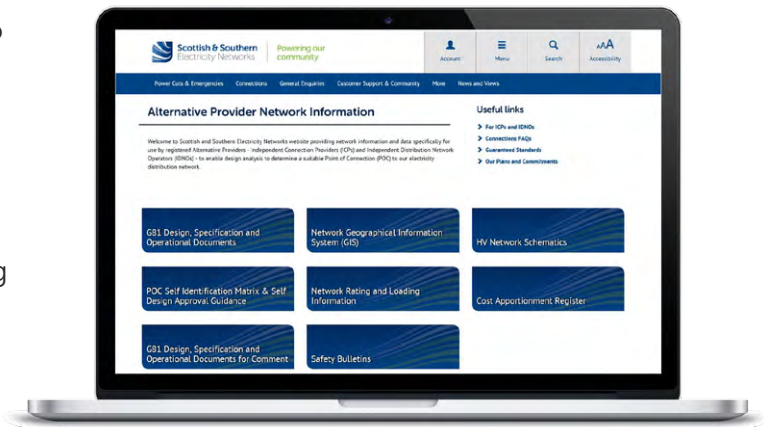
Our stakeholders told us at our CCSPs in March 2019 that they would like us to improve the level of information in our G81 library.

 [G81 library webpage](#)

+
Added Extra
Standardisation of
substation design
policy documents
updated

Output & Outcome

A gap analysis was undertaken, and a survey was sent out to stakeholders asking for feedback for improvements of the current documents. This was also sought at our dedicated ICP/IDNO forums in 2019. This allowed customers and stakeholders to directly influence which documents in the G81 library were improved or created. A defined priority list was collated from this and as a result, 11kV and 33kV jointing instruction and EV charging policies were identified as areas requiring improvements and are currently being reviewed. Standardisation of substation design policies were also identified and have subsequently been updated.



"G81 Library and full access to the DNO's standards has been important for us as we build out network to be adopted by the DNO. In the past this work was limited but now we are getting involved in far more complex projects and these require further information on the DNO's standards and specifications. A lot of DNOs have increased the scope of their libraries and we are pleased to see that SSEN are working on this at the present time."

ICP/IDNO stakeholder (CCSP North, 2019)

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.12	<p>We will review opportunities to make more connection activities contestable We will review our existing connection activities to identify if we can extend contestability further (i.e. standalone diversions or disconnections)</p>	Review completed and disseminated			◆		Q4	✓

Driver

At our CCSPs in October 2018 we received feedback from our ICP stakeholders telling us that they would like us to extend our contestable connections activities.

[Contestable activities webpage](#)

Output & Outcome

We undertook an internal review of our connections activities to examine the number that are classified as contestable. The review highlighted a number of areas requiring further consideration, details of this were published on our website and disseminated at our forums and on social media. Our connections leadership team aim to further discuss the outcome of this review at our upcoming forums which are taking place in the summer, allowing customers and stakeholders to have a direct impact on future plans.

“As an ICP we encourage the opening up of non-contestable activities. We have recently taken part in a PFR Trial which (once paid) we are confident will have been a worthwhile exercise. We hope that the success of this trial will help support it as a permanent contestable activity”

ICP stakeholder (Email, 2020)



Delivery

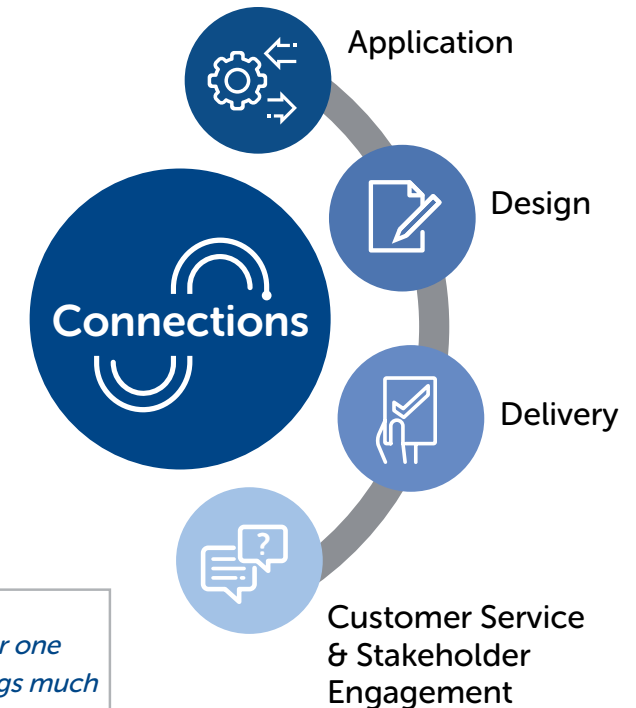
Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.13	We will implement a new operational structure for our connection department We will implement a new operational structure for connection customers designed to improve customer experience, in a phased approach, beginning with a review to identify priority areas for implementation	We will identify priority areas and key focus points	◆	◆	◆	◆	Q1	✓

Driver

This commitment was set as a response to customer feedback at our March 2019 CCSPs regarding the clarity and timescales of communication, both internally and externally, and points of contact.

Output & Outcome

We reorganised our connections structure to ensure that the end-to-end connections customer journey is the sole responsibility of the Connections Directorate, with the aim to improve customer experience. This change provides our customers and stakeholders visibility of staff responsibility and accountability throughout the journey, from application to delivery.



"It's good to see the new model bringing new approaches and methods to engaging with solution providers like us, especially when we have creative new schemes. Being able to engage earlier in the process, brings real benefit in establishing the viability of projects before getting into the detail with the client."

DG stakeholder (Email, 2020)

"SSEN's new structure will give more accountability and allow us to direct any issues to the key personnel that can influence changes to the organisation and individuals. We are pleased to see this step being taken and will continue to work with SSEN to ensure that they are delivering great customer service for us and for all customers that require new connections to the electricity infrastructure."

ICP/IDNO stakeholder (Email, 2020)

"Major projects falling under one big umbrella has made things much better from a connections point of view"

ICP/IDNO stakeholder (CCSP South, 2019)

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.14	Provide project tracking workshops for customers We will hold training workshops with customers to help them track their projects online	We will offer a minimum of two sessions either face to face or via webinar	◆	◆	◆	◆	Q4	✓

Driver


Following the improvements made to our online application process, stakeholders wanted webinars to demonstrate the process step by step, and to clarify how to complete our online application and online project tracking.

Output & Outcome

In August 2019, we hosted two tutorial webinars led by one of our application team managers. We presented a live example of raising an online application, explaining how to fill out each section. Once the application was raised, we showed stakeholders how to track their applications online. This included demonstrating where stakeholders could locate key information including contact details for SSEN staff members who were assigned to their application. A question and answer session was held at the end of both webinars where stakeholders could ask questions around the process. These webinars helped our customers and stakeholders to understand how to raise an application online and also how to track their project.



2 webinars
56 attendees

 **Apply and Track your Project Online guide**



Application & Design

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.15	<p>We will review our interactivity and queue management practices in line with the industry 'good practice'</p> <p>We will review our interactivity and queue management processes in line with published 'good practice' established by the Open Networks project and update where necessary</p>	Attend Open Networks review meetings, host a webinar to educate customers on the interactivity and queue management consultation options, and develop an implementation plan for new process to be adopted, with the Open Networks product group	◆	◆	◆		Q3	✓

Looking Back

Driver

Our customers told us at our CCSPs in October 2018 that they would like to see us explore the options for process improvements regarding interactivity and queue management.

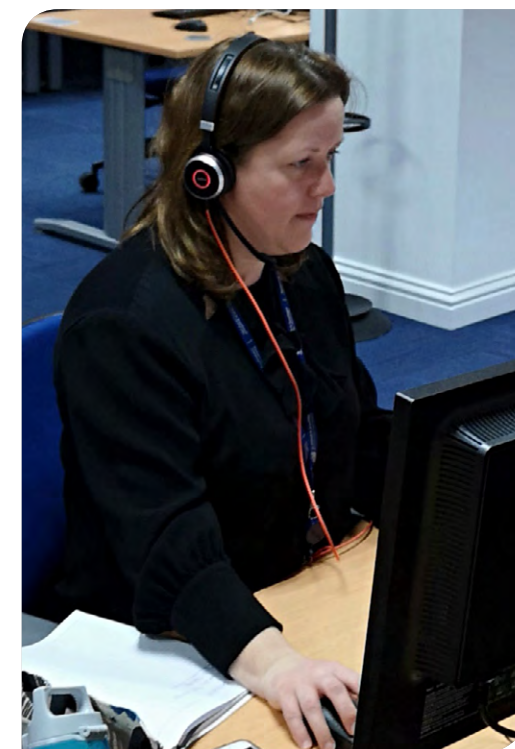
28
webinar attendees

Output & Outcome

Throughout 2019, we attended several review meetings with the Open Networks product group for queue management and interactivity. Good progress has been made in both groups. An interactivity consultation was issued, and we hosted a webinar in September 2019 on the different consultation options, asking attendees to give their feedback. Following this feedback, an implementation plan was created and was approved by ENA in December 2019. The ENA also hosted a webinar on this in February 2020. We have committed to implementing the new interactivity process by the end of December 2020 in line with industry timescales by making it a 2020-21 commitment under 20.12, see page 66.

For queue management, the product group has developed a draft user guide which was issued for consultation in April 2020. Customer responses have been reviewed and we are continuing to work to develop this guide further within the product group to address issues that have been raised. The plan is for the user guide to be finalised by October 2020.

Reviewing these processes has provided our customers and stakeholders with the ability to influence the decisions made around 'best practice'. It also aligns DNOs in these fields providing more consistency and clarity to those affected.



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.16	<p>We will make it easier for stakeholders to locate the recommended ADMD on our website</p> <p>We will make our After Diversity Maximum Demand (ADMD) figures more visible to stakeholders looking to introduce EV charging to domestic developments</p>	Engage with stakeholders on preferred approach and implement.	◆		◆		Q3	✓

Driver

Our customers told us at several events that they wanted us to publish our electric After Diversity Maximum Demand (ADMD) information on our website, to make it easier when applying for EV connections.

 [EV Connections webpage](#)

Output & Outcome

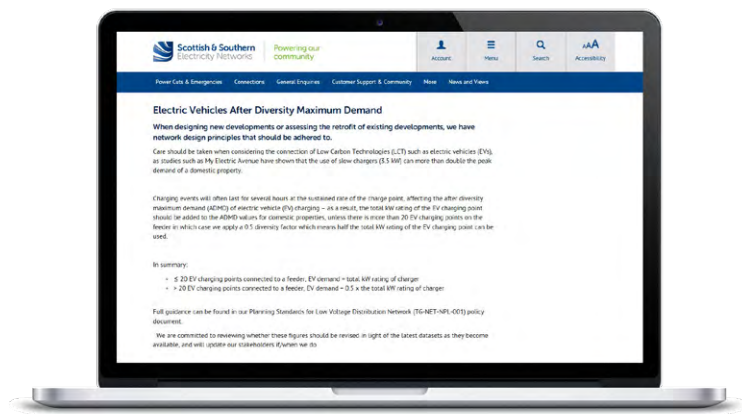
At our Electric Vehicle & Flexible Connections events North and South in October 2019, we asked our stakeholders where they would like the ADMD information to be located on our website. Although the majority voted for it to be located on the EV webpage, there was clear desire for the information to also be available at multiple locations including the ICP/IDNO page and the Application for a new development page. Consequently, we published the information on all three pages. This information helps our connections customers and stakeholders plan the capacity of their developments.

Within a household there are various electrical demands. If all items were on at once the total demand of electricity is called the Maximum Demand (MD). As we do not use all electrical items at the same time there is less demand being used. This pattern is predictable and by using an averaging factor based on predicted load at times of day we can more accurately understand what is happening on our network. This averaging factor is called the After Diversity Maximum Demand (ADMD).

+
Added Extra
Updated EV diversity figures
EV charging point demand calculator published on website

53.3%
of votes in favour of EV webpage

38.2%
of votes in favour of multiple webpages



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.17	<p>We will introduce 'tipping point' information with Connection Offers</p> <p>Where applications are affected by reinforcement, we will provide the point at which reinforcement is triggered. This will enable customers to re-apply for a reduced capacity, avoiding reinforcement if they wish to</p>	Introduce 'trigger point' information as business as usual for Connection Offers made for DG HV and EHV market segments		◆			Q3	✓

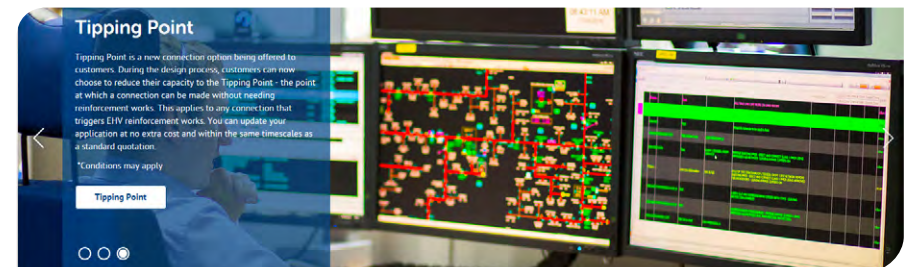
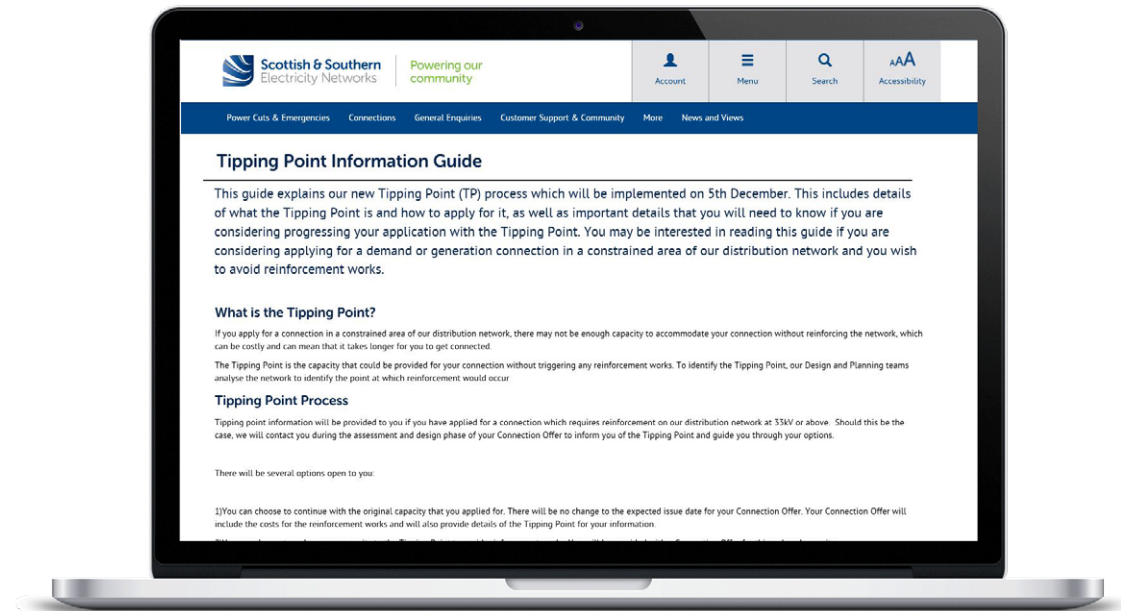
Driver

We asked our customers if they would prefer tipping points or optioneering as part of the connection application and 67% of attendees at our CCSPs in March 2019 voted for tipping points.

Output & Outcome

We updated our process to include tipping point information when a new connection offer is made. As of 5th December 2019, any applications that have been affected by EHV or 132kV reinforcement have been notified of the point at which significant reinforcement has been triggered, enabling the customer to opt for a reduced capacity if there are no changes to the point of connection (POC) should they wish to avoid reinforcement costs.

 [Tipping Point webpage](#)



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.18	<p>We will give customers the option to cancel their application up to day 25 without incurring a full Connection Offer Expense</p> <p>We will give customers a longer time to cancel their application before they will be required to pay the full Connection Offer Expense. This will reduce the Connection Offer Expense that customers pay, for selected market segments, if they cancel up to 25 working days after they have submitted their application</p>	Implement 50% staged COE payment for selected market segments (subject to terms and conditions)		◆			Q2	✓

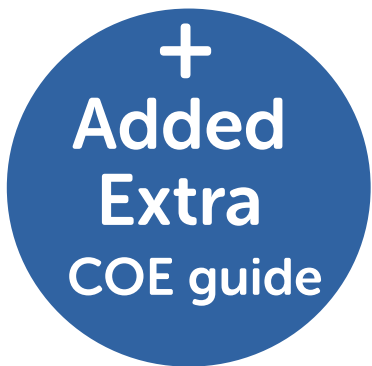
Driver

This commitment was set in response to feedback received at a number of events regarding the requirement to pay a full Connection Offer Expense (COE) charge if a connection application was cancelled after the two-week cooling off period.

Output & Outcome

On the 18th September 2019 we implemented a change to our COE process. For certain market segments, customers who cancel their application after the two-week cooling off period but before day 25 will only be required to pay 50% of the applicable COE charge. This is more cost effective for our customers and stakeholders, should they no longer require their quotation.

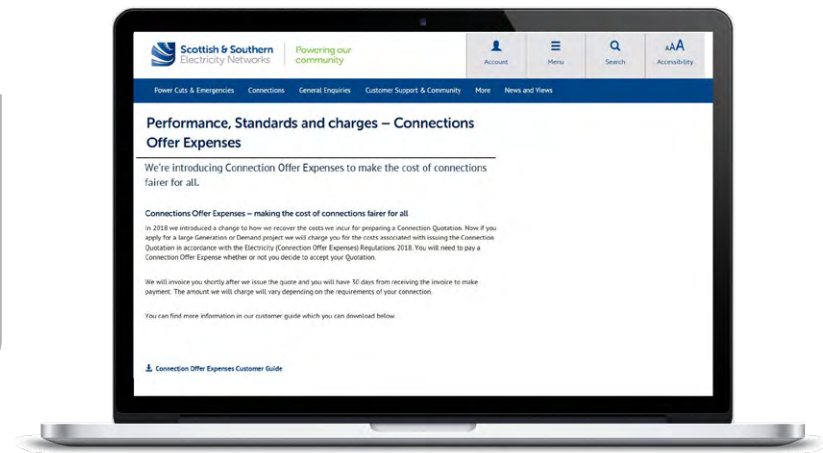
Connection Offer Expenses are the costs that we incur in producing a Connection Offer, such as processing the application, assessing the impact of the connection on the Distribution system, designing and costing the connection and preparing the Connection Offer.



[Connection Offer Expenses webpage](#)

"I think the current initiative is a good one and will help to address many of the earlier issues raised by developers in relation to CoE"

DG stakeholder (Email, 2020)



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.25	<p>We will create a video to outline the Unmetered connections journey</p> <p>We will create an Unmetered animation video to help customers understand their connections journey</p>	<p>We will create a video to outline the Unmetered connections journey. We will create an Unmetered animation video to help customers understand their connections journey.</p>				◆	Q4	✓

Driver

Feedback collected at our Unmetered forum in June 2019 indicated that stakeholders were unclear on a variety of steps in the Unmetered connections process.

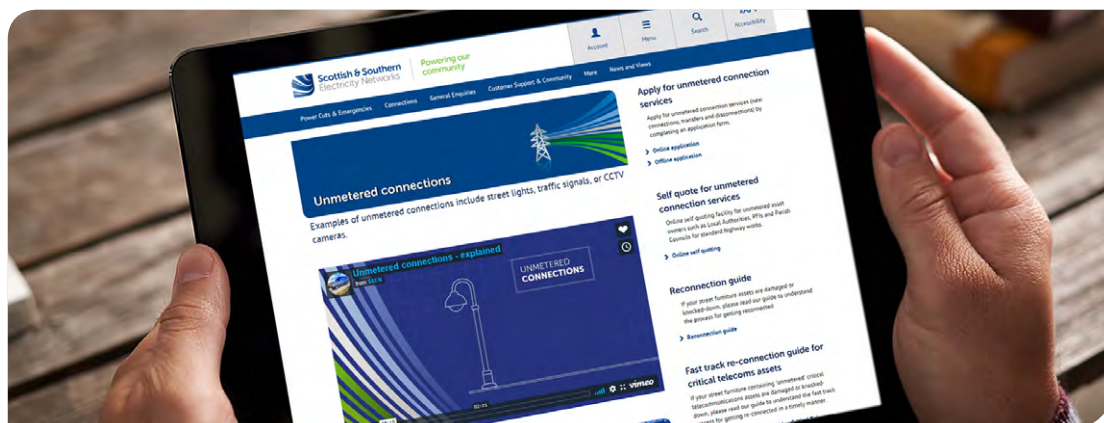
 [Unmetered webpage](#)

Output & Outcome

We created an animation video defining each step in the journey for the unmetered process, from application through delivery. This provides clarity on the process to our customers and stakeholders involved in this connections journey. In March 2020 we published it on our website, and it is now a readily available source of information for anyone making an Unmetered application.

"This video is a great help, especially for say Parish councils who may want their own assets within our county and may not have understood the full process. It's also a great tool we can use as a local authority to demonstrate the process for new projects within OCC to teams here that may not understand the full process, to developers who may not know the MPAN situation and new starters getting to grips with how this process works for their personal development. I can also use it as a tool to refresh my memory."

Local Authority stakeholder (Email, 2020)



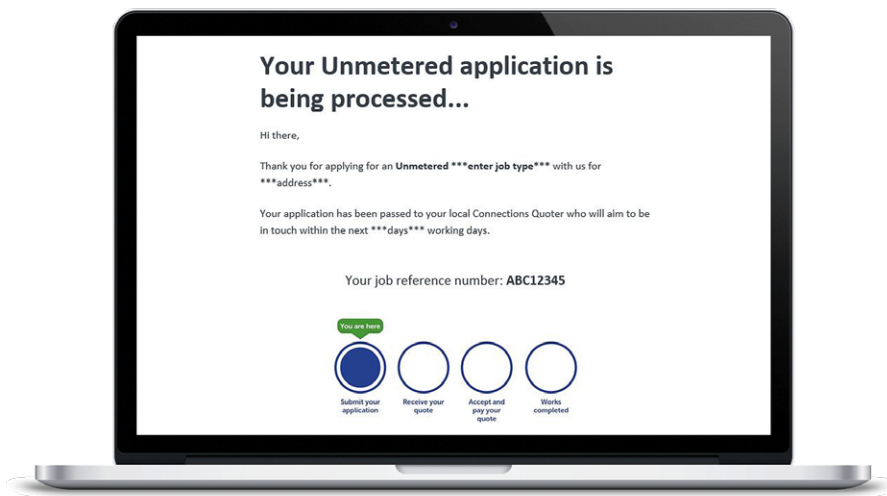
Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.26	<p>We will develop new email templates to define the 'next steps' in our Unmetered customers connections journey</p> <p>We will develop new email templates used by our Application Team to help Unmetered customers understand their 'next steps' within their connections journey</p>	Application team email templates amended to show Unmetered customers their 'next steps' in their connections journey				◆	Q4	✓

Driver

This commitment was set in response to feedback on our Unmetered connections process as stakeholders at our Unmetered forum in June 2019 wanted to be kept abreast of the next steps in the journey.

Output & Outcome

We have created new email templates which are now sent out when an unmetered application is made. Notifications are also sent out as the application progresses through the stages of the connections process. This improvement helps our customers and stakeholders understand where their project is in the connections journey and what the next steps are. These templates have been in use since March 2020.



“The introduction of the email template for tracking the progress of unmetered connections work, is both functional and efficacious. I would suggest it is irrefutable that this has met the objective of the commitment and customers such as ourselves, shall be only delighted to receive this type of clear and concise information describing the stage of their connection journey.”

Commercial, Industrial and Consultant stakeholder
(Email, 2020)

Collaboration & Engagement

Looking Back

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.19	<p>We will work with peers and other industries to encourage faster Electric Vehicle (EV) uptake</p> <p>We will engage with other DNOs and other industries to facilitate cross-industry solutions and greater take up of EVs</p>	Engage in planned national events twice a year	◆	◆	◆	◆	Q4	✓

Driver

Feedback gathered at our CCSPs in March 2019 indicated that our stakeholders would like us to work in conjunction with our peers for EV related events.

 [EV Connections webpage](#)

+

Added Extra

- 1 EV event hosted with UKPN
- 1 EV event hosted with SPEN
- 2 ENA/Ofgem EV forums and 1 webinar supported with SSEN panellists

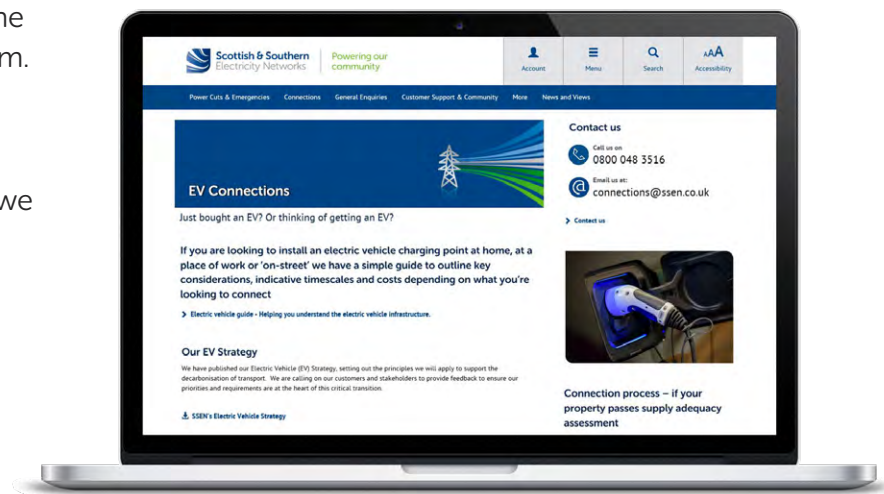
Output & Outcome

We attended the Oxford EV Summit in June 2019, making new contacts in the industry and engaging with other DNOs and industry bodies. We also attended the Scottish Transport Show in September 2019, which hosted a variety of speaker sessions and workshops from a wide range of businesses in the transport industry. In addition to attending these we also supported EV related events with neighbouring DNOs, the Energy Networks Association (ENA) and Ofgem.

Supporting external events by discussing matters such as EV helps customers, stakeholders and industry overcome hurdles we all need to overcome in the goal of net zero.

"Many thanks for organising the call today, we found it very helpful and will continue progressing with the ENA and other DNOs"

Commercial, Industrial and Consultant stakeholder (Email, 2020)



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.20	<p>We will engage with Original Equipment Manufacturers (OEMs) and representatives with a view to identifying initiatives to support the uptake of EVs</p> <p>We will meet with OEMs to generate ideas and discuss options for early identification of prospective EV owners/drivers to enable greater uptake of EVs whilst safeguarding the network for all users</p>	Stakeholders updated on what we discussed	◆	◆	◆	◆	Q4	✓

Driver

Feedback received at our CCSPs in March 2019 indicated that we could do more to encourage the uptake of EVs.



Output & Outcome

We contacted several OEMs, including Tesla, Jaguar Land Rover and PSA Group, along with the Society of Motor Manufacturers and Traders (SMMT), however despite initial support from some, we were unable to secure any progress with our proposals. We are now in discussions with another DNO and two organisations with the combined aim to deliver a project which will use those organisations' expertise and existing links with the automotive industry to establish the system to allow early visibility of EVs connecting to our networks. We regularly updated our stakeholders on the progress of this commitment at all relevant EV events, webinars and newsletters. We will continue to keep our stakeholders updated with our progress on this as the situation evolves.



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.21	<p>We will develop, share and update our Electric Vehicle (EV) strategy with stakeholders</p> <p>We will share and develop our strategy with stakeholders</p>	Strategy published and shared with stakeholders	◆	◆	◆	◆	Q4	✔

Driver

As the appetite for electric vehicles and charging points continues to change and grow, our stakeholders have asked for updated information on our EV strategy.

[Electric vehicle strategy](#)

Output & Outcome

We published and shared our EV strategy in March 2020 and notified stakeholders via social media and a newsletter. The strategy sets out the principles that will guide our journey towards the decarbonisation of transport and meeting the UK and Scottish Governments' net zero goals. This strategy sets out the roadmap that will help us identify how to provide a reliable supply of electricity to our 3.8m customers, to ensure vulnerable groups are not left behind, to support Government net zero targets and to be prepared to meet even the fastest level of uptake. Our strategy will be regularly updated as we continue to engage with stakeholders to inform our progress and take on board their next priorities.



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.22	We will hold a webinar on flexible connections specifically for generation investors. The webinar will outline the possible opportunities and risks, addressing any incorrect assumptions associated with flexible connections	Provide webinars and an investor support pack	◆	◆	◆		Q4	✓

Driver

It was highlighted at our CCSPs in March 2019 that stakeholders would like us to provide more transparency and clarity around engagement activities for generation investors interested in flexible solutions.

 [Investor support pack](#)

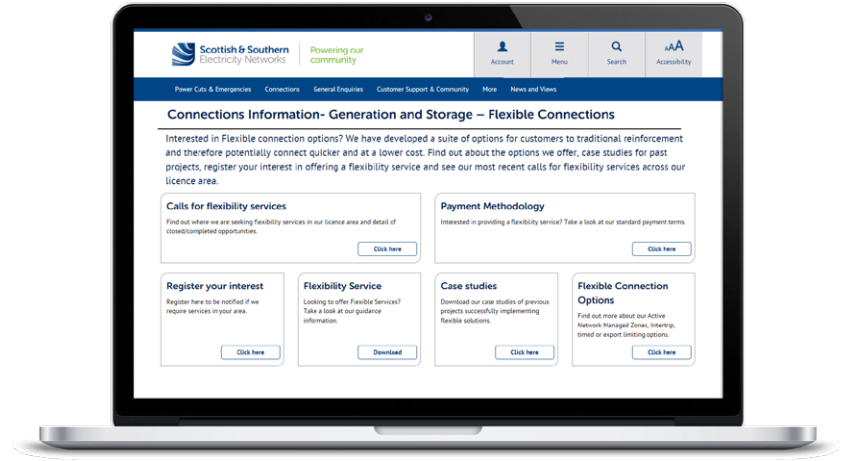
 [Flexible Connections webpage](#)

Output & Outcome

We hosted a webinar in March 2020 in collaboration with Everoze, an expert consultancy firm specialising in energy flexibility. The webinar focused on flexibility for generation investors and outlined the possible opportunities and risks involved, and addressed assumptions linked with flexible connections. We also developed an investor support pack in collaboration with Everoze, which was created to help generation investors looking to progress with flexible solutions. This was disseminated to attendees at the webinar and has been published on our website.

"It's been great to work with SSEN on communicating flexible connections to investors – we enjoyed the team's positive and solutions-focused approach"
 Partner (Everoze Partners Ltd, 2020)

"That was a very useful webinar"
 Commercial, Industrial and Consultant stakeholder (Email, 2020)



Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.23	<p>We will continue to help customers understand the new requirements for generators to comply with engineering recommendation G98/G99</p> <p>We will provide new information on our website, create Frequently Asked Questions and a dedicated email address for customer queries relating to G98/G99</p>	Webpage and FAQ documents published, email address established and shared with customers		◆			Q1	✓

Driver

G98 and G99 refers to the new EU Engineering Recommendations (EREC) which has replaced the former recommendations G83 and G59. Our stakeholders wanted to be kept abreast of the updated information and requirements to the respective application processes.

 [G98 application webpage](#)

 [G99 application webpage](#)

 [Loss of Mains webpage](#)

Output & Outcome

In order to help customers and stakeholders understand the new generator requirements we have provided updated information on G98 and G99 on our webpage including an FAQ document and dedicated email address, G98G99@asse.com.


We attended a seminar with the British Hydropower Association (BHA) in May 2019, held a dedicated G99 and ALoMCP workshop in our SHEPD region in August 2019 and a webinar for both SHEPD and SEPD regions in November 2019. We also included short pieces on G98/99 in newsletters and at various other engagement events, national fora and conferences.



"I certainly gained a lot from the session and got the clarifications I wanted so very worthwhile"
 DG stakeholder (Email, 2019)

+
Added Extra
 Annotated G98 and G99 application forms published

131 stakeholders engaged
85% found webinar useful
80% felt their understanding improved following webinar/workshop

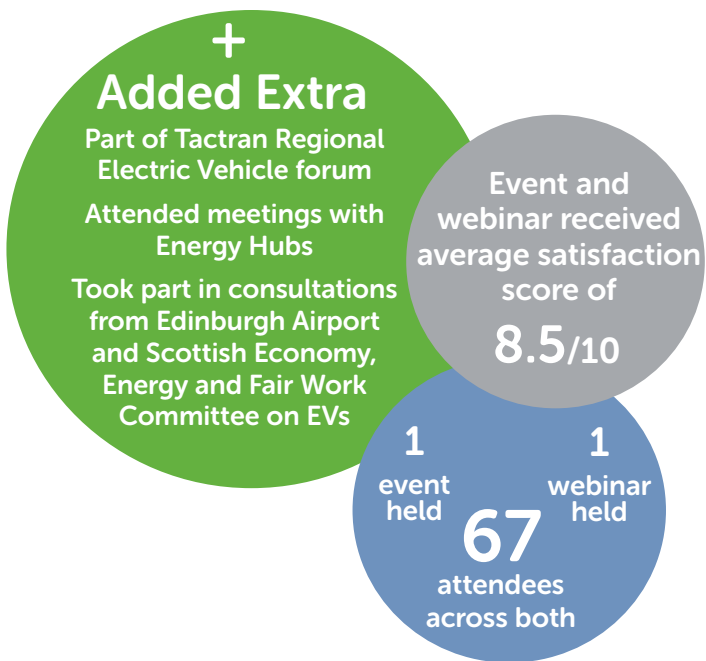


The ALoMCP's aim is to help generators understand the changes they must make to their equipment, to ensure safe balancing of the grid and security of supplies. This will contribute to making this country's secure, reliable power supply even more resilient.

Commitment number	Our commitment	Key Performance Indicator	Demand	Distributed Generation	ICP/IDNO	Unmetered	Target	Status
19.24	<p>We will work with Government, Local Authorities and related partnerships to help the transition to EV</p> <p>We will engage with the LEPs, Local Authorities and Regional Transport partnerships in our network area to support the uptake of EV</p>	Host an EV event in SEPD and a webinar in SHEPD aimed to engage specifically with Local Authorities and related partnerships	◆			◆	Q4	✓

Driver

Clear feedback was given by stakeholders who attended our dedicated EV events in 2019, that as a DNO, we should engage on multiple levels to ensure we provide the best services and solutions to our stakeholders throughout the transition to EVs.



Output & Outcome

We hosted events and webinars to engage with our customers and stakeholders to discuss the transition to EV. Our EV projects and strategy were outlined, and we explained how we could help with pre-application information including accessing network information. We also clarified the application, quotation and delivery process of installing EVs, and discussed with stakeholders what more could be done to help them with this transition.

In SEPD we held a dedicated EV event for Local Authorities with guest presenters from Oxfordshire County Council and Oxford City Council.

In SHEPD we held a dedicated EV webinar for Local Authorities, drawn from local councils and wider governing bodies.

"It was a constructive forum allowing all parties to share experiences, thoughts and ideas to maximise the impacts of the changes many are looking to put in place in this rapidly changing environment."

Local Authority stakeholder (Email, 2020)



"Thanks for a great event, and for giving us a forum allowing us to share our EV learnings as a Go Ultra Low City alongside our innovation partner Oxfordshire County council. The format worked well for us, striking a good balance of knowledge exchange with SSEN as well as between local authorities and relevant partners in the energy network. We had very lively and informative group discussions at our table."

Local Authority stakeholder (Email, 2020)

Responding to Your Feedback

Feedback via Ofgem 2019 ICE Consultation

In October 2019, Ofgem published their minded to position regarding the outcome of their assessment under the 2018-19 Incentive on Connections Engagement. They concluded that SSEN “met the assessment criteria in the market segments in which they could face penalties”. Whilst SSEN met the required criteria under this incentive, Ofgem raised five points for all DNOs to consider, based on the feedback they received from stakeholders. Our response to each is set out below:

1. **Additional engagement methods**
2. **Notification of ICE plans**
3. **Signing up for communication**
4. **Quantitative outputs**
5. **Connections Process**



1 Additional engagement methods

During Ofgem’s 2019 consultation our stakeholders called for us to change our engagement by reducing the number of events we host and instead focus on digital engagement and more frequent collaboration with other DNOs.

We have since conducted an engagement review, where we sought feedback from stakeholders on how they wanted to be engaged with and created a new engagement model which we will reform in 2020-21 under commitment 20.18 (as shown on page 67). Details of our new engagement model are explained on pages 68-70 in the Looking Forward section.

Our new engagement model has been vetted by stakeholders. We initiated our review by consulting with other DNOs as well as stakeholders we have developed previous ICE workplans with. From this feedback we drew up a new engagement plan which we discussed with stakeholders at our CCSPs in October and December 2019. Following input from these sessions, our proposal was revised accordingly. The final proposal was put to stakeholders at our March 2020 CCSP webinars and subsequent survey. Our engagement efforts were thoroughly rewarded by a 100% agreement score from stakeholders deeming our proposed new engagement model to be comprehensive and robust.

1.1 Collaboration

2019-20 has seen us successfully collaborate on joint events with several industry organisations, details can be found on page 16. We understand the importance of collaborating with other DNOs as well as other industry bodies and we will look to continue the positive cooperative work in events and webinars we host in 2020-21.

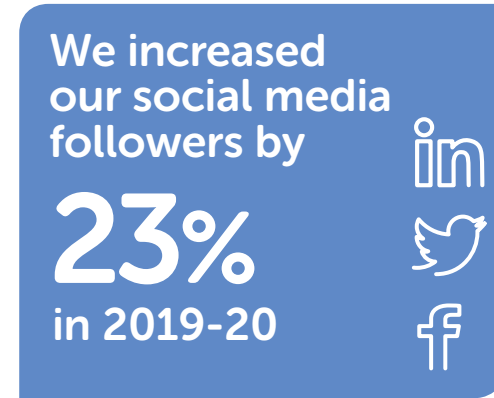
1.2 Digital

Digital engagement has been another key focus for us throughout 2019-20. We have hosted 17 connections webinars, utilised an online interaction tool at all events and webinars, and we have increased our followers on social media by 23%.

Throughout 2020-21 we aim to continue engaging with our stakeholders on digital platforms, as well as refining all information available to stakeholders online. Feedback received from stakeholders has directly resulted in many of the 2020-21 commitments being created which all involve a digital element, whether it is improving engagement or information online. Details of our digital engagement can be found on page 17.

"We have seen a real step change in engagement with SSEN [...] we have seen changes in attitude and policies which has helped us deliver projects for our customers. Please keep up this good work."

ICP stakeholder (Ofgem Consultation, 2019)



1.3 Connection Surgeries and Meetings

The 2019 Ofgem consultation feedback suggested stakeholders found bilateral meetings particularly useful, and that they wanted to encourage DNOs to offer meetings at stakeholders' premises. We have since amended our advertisement of meetings available, details of which can be found on page 15.

Feedback gathered from our connection surgeries and other meetings also suggests that it is not clear to stakeholders which meetings best suit their needs. This feedback will be actioned under commitment 20.04 which is detailed on page 65, where we will create a leaflet on what to expect from our pre-application meetings and connections surgeries. We are looking to provide our stakeholders with clear guidelines on the classification of available events and meetings and a description of subjects covered. This will allow stakeholders to attend appropriate events and meetings in order to discuss desired topics. This commitment was ranked as high priority and was identified as one of the top three commitments to be delivered in 2020-21 by our stakeholders from the CCSP survey in March 2020 which can be seen on page 64.

2 Notification of ICE plans

In our 2019-20 Half Year Update we advised our stakeholders that we would continue to notify them during our events, through newsletters, social media, email and our website when we publish our ICE workplans.

During our October and December CCSPs we asked our stakeholders how they wanted to be notified of our workplans. Results indicated there have been no changes to how our stakeholders want to be notified of our ICE workplans, and so we will continue to use the same platforms for this.

3 Signing up for communication

In our 2019-20 Half Year Update we advised our stakeholders that we will continue to advertise our events on a dedicated area of our website where customers can also register for our mailing list. We are now also disseminating e-flyers ahead of each event or webinar we host. These are also posted on our social media to make it easier for customers and stakeholders to sign up to webinars and events.



Our Connections Engagement Team has added



655 newly consented stakeholders to our database throughout 2019-20

4 Quantitative outputs

In 2018-19 we introduced the use of KPI measurements in our ICE workplan. We have continued to include, where appropriate, quantitative measurement methods in our 2020-21 workplan.

5 Connections Process

In our 2019-20 Half Year Update published in October 2019, we advised our stakeholders that we would engage with them to gain specific feedback on the end-to-end connections process including connection applications and variation requests.

As promised, we introduced a new structure at our CCSPs to run through all stages of the connections process covering pre-application, application, design, delivery, any other business and overall strategy. Feedback received from these stakeholder groups highlighted specific areas of interest and ways we can improve. It also led to several commitments being created in our 2020-21 workplan.

You Said, We Did/Are Doing

Some suggestions that were not taken forward as commitments for our 2020-21 workplan were identified by our connections leadership team as business as usual improvements.

Suggestions included regularly providing a “you said, we did” update as well as an overview of Connections and Networks. As a result of this, at our CCSP webinars in March 2020, we promised our stakeholders that we will now include these topics as standard agenda items at every event, webinar and relevant reports moving forward. Details of our Networks overview can be found on page 5 and an overall Connections update can be located on page 12.

We are progressing a number of ideas as part of this feedback under business as usual improvements, which we look to progress and action outside of our workplan of commitments throughout 2020-21. We have included a sample of our business as usual improvements in this section.

Application & Design

EV Heat Map

We received feedback at our EV-related events that our stakeholders wanted us to create an EV heat map. We are embarking on a significant project to build a complete connectivity model which will allow customers to view network data with confidence all the way down to local low voltage networks. We will keep our stakeholders updated on progress of this project throughout 2020-21.

BNO process

At our October and December CCSPs in 2019, our stakeholders told us that our current Building Network Operator (BNO) process was not clear and needed to be revised. As a result, the connections leadership team are reviewing key elements of the process. Once this is finalised, we will notify stakeholders and update information available on our website accordingly.

A BNO is the organisation that owns or operates the electricity distribution network within a multiple occupancy building, between the intake position and customer’s installations. The BNO may be the DNO, another licenced distributor or a third party exempt from an electricity distribution licence (e.g. a facilities management company). Therefore, a BNO may be a building owner, landlord, developer or similar function in control of a building infrastructure at that given moment. A BNO may appoint a third party to act as the network operator on their behalf.

Competition in Connections (CiC)

Internal Sessions

Stakeholders raised concerns around staff retaining knowledge of current processes within the CiC process. We therefore hosted internal refocus sessions with our staff involved in the connections journey. The aim of these sessions was to put ourselves in our customers' shoes and travel through the end-to-end connections process, highlighting areas of improvement. Findings from these meetings were presented to ICP/IDNO stakeholders at events and we assured stakeholders we would continue to host these sessions to review our internal processes moving forward and provide stakeholders with relevant updates on progress.

G81 Library

With new data available, we added new loading profiles for heat pumps and EVs to our design tool, making improvements to the way that we study LV networks. We also addressed the need to amend this tool to allow generation and demand to be taken into account on the network. Several design documents have been updated as a result of these changes to reflect the improved way of studying the LV network, such as the standardisation of substation design policies.

 [G81 library webpage](#)

Delivery

Legal Processes

The legal process has been highlighted by our stakeholders at our CCSPs in 2019 as a key area of improvement. Throughout 2019-20 we have made significant improvements to help our customers and stakeholders affected by this process, including:

- Further alignment of our new connections structure to include wayleave teams
- Successful roll out of the electronic signature platform DocuSign across our wayleave teams to help reduce time and improve sustainability throughout the process

- New internal training is being developed for wayleave staff
- A stakeholder contacted a member of the connections engagement team to suggest we use a standard terms letter for wayleaves and easements. This was communicated to our wayleave staff, who promptly were able to implement this into their BAU process. This is now live on the land rights documents page on our website.

 [Land rights documents webpage](#)

Electronic Signatures

Stakeholders at our events in 2020 highlighted electronic signatures as a key improvement they would like to see in 2020-21. Following the successful implementation of electronic signatures within our wayleave teams, we are now looking at the possibility of implementing electronic signatures across other areas within the connections business in 2020-21. We will keep our stakeholders updated on progress of this.



Delivery of Connections

Feedback received on numerous occasions highlighted that in our SEPD licence area, improvements to the delivery of connections, particularly communication and timelines of projects, would be welcomed by our stakeholders. As a result, the connections leadership team have taken the decision to implement an improvement plan throughout 2020-21 and are committed to driving this forward. We plan to keep our stakeholders updated on progress throughout the year.



In Summary

It is important that we continue to listen, assess and address your feedback. In some cases, this means that we have to refine or revise our commitments or add new initiatives to our business as usual efforts to improve services. However, we need to make sure that what we deliver is feasible, efficient and adds value. Equally, due to the wide range of feedback we receive, we often need to prioritise activities. By involving our stakeholders every step of the way, we will continue to ensure that our engagement is meaningful and effective and that our approach to engagement is accessible and relevant, providing a range of feedback channels for us to capture and respond to your feedback.

Continuing the Journey to Net Zero

Connections stakeholders have told us they want to be informed of progress on our journey to net zero.

The two key areas they want to be kept informed of are electric vehicles and flexible connections. We update our stakeholders on these matters by hosting specific topical events, webinars, social media updates including newsletters but also through our reports.

In 2019 the SSE plc Board aligned the business' objectives with the UN Sustainable Development Goals.



Customers are at the centre of our journey to net zero, which creates new opportunities for dialogue and engagement. As drivers switch to electric vehicles (EVs) and households adopt low carbon technologies, we must influence new markets and behaviour patterns. Charging an EV with a 7kW charge point can double the peak energy use of a home and we need to ensure the system can cope. We are running multiple DSO innovation projects and we are inviting customer input in flexibility markets to help balance the system and keep energy bills to a minimum.



Andrew Roper

Director of DSO and ED2



Our business activities support sustainability and the achievement of the UK and Scottish Governments' net zero commitments and our goal is to invest in the network infrastructure and flexibility to support 10 million EVs on Great Britain's roads by 2030.

As our network transforms to accommodate an increase in energy storage, low carbon distributed generation, electric vehicles and demand side response, we also need to develop and adapt our processes and solutions. Flexible connections provide a real alternative to traditional reinforcement, enabling cost-effective options for customers while allowing Networks better use of the infrastructure in place.

What is a DSO?

A DSO has a role to monitor, control and actively manage the power flows on the distribution system to maintain safe, secure and reliable electricity supply.

As a natural facilitator of an open and accessible market for network services, a DSO will enable competitive access to markets and the optimal use of DER on distribution networks to deliver security, sustainability and affordability in the support of the whole system optimisation.

A DSO enables customers to be producers, consumers and storers of energy, enabling customer access to networks and markets, choice and greater customer service.

In line with this, we are undertaking some research in order to better understand what a future scenario will look like. We are running key projects, including Project TRANSITION and Project Local Energy Oxfordshire (LEO).

- **Project TRANSITION** is the project that will design, develop, demonstrate and assess the common tools, data and system architecture required to implement Project LEO. By developing a “proof of concept” Neutral Market Facilitation Platform, TRANSITION will inform the design requirements for said platform. It will also develop the roles and responsibilities within the marketplace, develop the market rules required for the trials, and implement and test the concept of the platform.

 [Project TRANSITION webpage](#)



- **Project LEO** is one of the most wide-ranging, holistic and innovative smart grid trials conducted in the UK to date and brings together academic, industry and local experience. Based in Oxfordshire, LEO explores how the growth in demand on our network can be supported by a local, flexible and responsive electricity grid. This will not only ensure value for consumers but will also provide opportunities for communities to get involved, as well as market providers. Its findings will be shared industry-wide with policy-makers, academia and regulators and will ultimately help to plot the route to an energy system that upholds the UK’s net zero ambitions.

 [Project LEO webpage](#)



In 2019, we were proud to have partnered with the Scottish Government’s strategic EV Partnership, alongside Transport Scotland and Scottish Power Energy Networks (SPEN), to support the decarbonisation of all forms of transport in Scotland. We are running multiple projects within this partnership, testing the impact of seasonal movements of people such as during the tourist season. Learnings from these projects will have a significant impact on SHEPD and SEPD customers as the findings have the potential to be rolled out to other parts of the UK. To keep up to date with our EV transition, visit our EV webpage.

 [EV Connections webpage](#)

“Decarbonising transport is the new front line in the battle to tackle climate change and reduce our emissions to net zero. SSEN has a fundamental role in supporting clean transport by ensuring the network capacity is available so that drivers can charge when, where, and as quickly as they wish. We must work fast. The Scottish Government is phasing out petrol and diesel cars from 2032, and the UK Government from 2035. For many motorists, that is just one or two car purchases away. We are working to give our customers the confidence to make the switch and are investing in our infrastructure to get EVs onto Great Britain’s roads.”



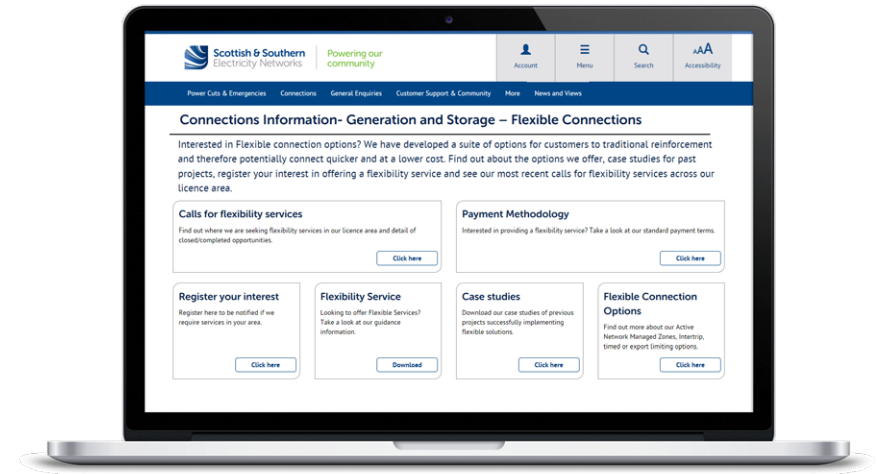
Richard Hartshorn
EV Readiness Manager

Our strategic focus for flexible connections includes:

- increasing the visibility of available options as well as our capacity to deliver
- investing in technology that will ultimately reduce the cost for our stakeholders
- continuing to develop new products that will enhance further development and implementation.

As of 2019, we offer flexible connections as a business as usual action, this is to ensure that DSO presents no barriers and that it is fair and equal for everyone. To keep up to date with our flexible connections progress visit our flexible connections webpage.

 [Flexible Connections webpage](#)



"Flexible Solutions have really evolved over the last few years, with costs dropping significantly, enabling more customers to take advantage of these options while the technology has improved, providing more options and better functionality for the transition to a low carbon economy.

Over the next few years I am confident we'll see many more flexible connections to our networks as more Distributed Energy Resources such as generators and storage devices connect to our networks, especially as those networks become more constrained. SSEN will continue to lead the market on developing and implementing these solutions ahead of need, to ensure our networks continue to meet the evolving needs of our customers."



Alex Howison

Flexible Solutions Manager



3

Looking Forward 2020-21

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How We Developed Our Workplan

In this section we set out our workplan and engagement that we aim to deliver in 2020-21.

We developed our 2020-21 workplan of commitments by gathering feedback at all three tiers of engagement as shown in figure 3.

Figure 12 demonstrates where each commitment in our workplan originated.

All feedback and new ideas gathered were discussed at our CCSPs in October and December 2019, where stakeholders provided us with insight into the improvements that were most important to them. The connections leadership team reviewed this feedback and proposed 24 potential commitments at our March 2020 CCSP webinars, before setting the 23 commitments in our 2020-21 workplan. This timeline is demonstrated in figure 13 below.



Figure 3: Three tiers of engagement



Figure 12: Strategic, organisational or operational origin of commitment



Looking Forward



“Really meaningful commitments, you have listened to the feedback of your stakeholders and great improvements under the ‘BAU’ actions”

Anonymous feedback from CCSP survey

Figure 13: Commitment timeline

We asked stakeholders at our CCSP webinars whether they agreed with the proposed commitments. Results were:

20 commitments received 80% or higher score of agree

3 commitments received between 74-80% score of agree

1 commitment received 66% score of agree

Following the March 2020 CCSP webinars we sent out a survey for stakeholders to give feedback and prioritise our proposed commitments. The survey results show that the top three commitments in terms of priority were:

20.03 Improve connections contact and escalation guide

20.04 Provide leaflet on what to expect from our pre-application meetings and connections surgeries

20.10 Provide more clarity on COE fees in our quote letter

Optioneering

At our March 2020 CCSP webinars, optioneering was proposed as a potential commitment to be delivered in 2020-21.

The proposed commitment stated that we would provide an option to secure up to three capacity options to be studied when submitting a new connection application. This will be applicable to customers who require works to be completed at high voltage (HV, EHV or 132kV). It was well received, with 90% of stakeholders agreeing with the delivery of this commitment.

Due to the evolving situation with COVID-19, the connections leadership team made the decision to withhold this commitment from our 2020-21 workplan, as the potential implications on our workforce in delivering this commitment remained unclear. However, if by October 2020, the connections leadership team think we can deliver this commitment later in the year it will be included in our updated workplan for 2020-21.



"Vast array of improvements to help all customer types"

Anonymous (CCSP survey, 2020)



"You have clearly listened to your stakeholders and taken into consideration our needs"

Anonymous (CCSP webinar for Housing Developers, 2020)



Looking Forward Workplan

Looking Forward

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter
Information Provision	20.01	Electricity supplier identification We will create a self-serve facility on our website which will allow our customers to find out who their supplier is	Self-serve facility created Webpage hits tracked	✓	✓	✓	✓	✓	Q2
	20.02	Educate and inform Local Authorities and Community Energy Groups on the connections process and transition to Distribution System Operations (DSO) We will review and enhance information available on our website to Local Authorities and Community Energy Groups to help educate and inform them on the connections process and transition to DSO*	Community webpage and connections guide updated Webpage hits tracked		✓				Q4
	20.03	Improve connections contact and escalation guide We will improve our existing connections contact and escalation guide to show a clearer reporting structure, this will also include our complaints and compliments process	Stakeholder input on proposed changes Improvements made Stakeholder feedback on improvements recorded	✓	✓	✓	✓		Q2
	20.04	Provide leaflet on what to expect from our pre-application meetings and connections surgeries We will provide information to our stakeholders to let them know what to expect and what information we require for a pre-application meeting and connections surgery	Leaflets for stakeholders created Stakeholder feedback recorded	✓	✓	✓	✓	✓	Q3
	20.05	Redesign our Unmetered webpage We will redesign and update our Unmetered webpage including information on unmetered MPANs* and connecting onto an existing asset	New webpage design launched		✓	✓	✓	✓	Q3
	20.06	Create an Unmetered Frequently Asked Questions (FAQ) document We will create a Frequently Asked Questions (FAQ) document to provide clarity and guidance on the steps throughout the unmetered connections journey	Unmetered FAQ document published on our website Stakeholder feedback recorded		✓	✓	✓	✓	Q3
	20.07	Create a Service Alteration guide We will create a guide to explain the Service Alteration process, to help improve understanding of stages involved	Service Alteration guide published on our website Webpage hits tracked Stakeholder feedback recorded		✓	✓	✓	✓	Q2
	20.08	Create videos to explain Generation customer connections journey We will produce a video for each of our licence areas (SHEPD & SEPD) to explain the generation connections journey. Taking into consideration Statement of Works, Appendix G (where applicable) and Securities and Liabilities	Videos published on our website Stakeholders notified via newsletter	✓	✓				Q4

*
 DSO Distribution System Operations MPAN Metering Point Administration Number FAQ Frequently Asked Questions
 ICP Independent Connection Provider IDNO Independent Distribution System Operator

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

Looking Forward Workplan

Looking Forward

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter
Application & Quotation	20.09	Improve online experience for connections stakeholders We will gather feedback from stakeholders on how to further improve their online experience, including the application process	1 session per stakeholder group forum in 2020-21	✓	✓	✓	✓	✓	Q2
	20.10	Provide more clarity on Connection Offer Expense (COE*) fees in our quote letter We will make Connection Offer Expense fees clearer in our quote letter	Quote letter changes implemented Stakeholders notified via newsletter	✓	✓	✓	✓	✓	Q3
	20.11	Improve cover letter for Distributed Generation quotes We will improve the cover letter for Distributed Generation quotes by including a description of the works required and link to information explaining Statement of Works process	Cover letter updated Stakeholders notified via newsletter	✓	✓				Q2
	20.12	Implement new interactivity process We will continue to work with the ENA* to revise the interactivity process ensuring we meet the timescales established by the central project	New interactivity process implemented	✓	✓	✓	✓	✓	Q3
Delivery	20.13	Review the process for the reconciliation of costs on connections projects We will carry out an internal review to find out how we can improve our current process for reconciliation of costs on connections projects and update stakeholders on our findings	Internal review completed and improvements identified Stakeholders notified via newsletter	✓	✓	✓	✓	✓	Q4
	20.14	Provide more clarity on processes which can affect quotations We will provide better information on our variation and requote process, including major and minor changes	Guidance published on our website Webpage hits tracked	✓	✓	✓	✓	✓	Q2
Competition in connections	20.15	Provide more clarity on Bilateral Connection Agreement (BCA) process We will create a flowchart to clearly outline our process for BCAs*	Flowchart published on our website Stakeholders notified via newsletter					✓	Q3
	20.16	Create ICP/IDNO contact and escalation guide We will create a dedicated ICP/IDNO contact and escalation guide	Guide published on our website Stakeholders notified via newsletter					✓	Q2
	20.17	Create a calculator on our website on earth potential rise calculations at secondary substation sites We will create and publish a calculator on our website to assist earth potential rise calculations at secondary substation sites to help our Competition in Connections stakeholders	Calculator published on our website					✓	Q4

*
COE Connection Offer Expense ENA Energy Networks Association
BCA Bilateral Connection Agreement

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

Looking Forward Workplan

Category	Commitment number	Our commitment	Key Performance Indicator	Distributed Generation	Local Authorities & Community	Housing Developers	Commercial/Industrial/Consultants	ICP/IDNO*	Quarter
Collaboration & Engagement	20.18	Reform current engagement model We will implement the reviewed and improved engagement model endorsed by our stakeholders	New engagement model implemented Stakeholder feedback on new model recorded	✓	✓	✓	✓	✓	Q4
	20.19	Recording information-based connections engagement webinars We will record every connections engagement webinar we host and post these on our website as a resource for our stakeholders	Connections engagement webinars recorded and published on our website	✓	✓	✓	✓	✓	Q4
	20.20	Updating connections stakeholders on our Electric Vehicle (EV*) transition We will host a webinar to update our connections stakeholders on our EV strategy and updated EV connections technical policy	1 webinar hosted	✓	✓	✓	✓	✓	Q2
	20.21	Digital and social media campaign to inform stakeholders of connections-related materials available to them We will undertake a 12 month digital and social media campaign to increase awareness of the connections-related materials already available to all stakeholder groups	Campaign completed	✓	✓	✓	✓	✓	Q4
Constraint Management	20.22	Increase regularity of demand and generation heat map updates We will update our demand and generation heat maps monthly	Heat maps updated monthly	✓	✓	✓	✓	✓	Q4
	20.23	Improve information available to Distributed Energy Resource (DER) stakeholders in relation to DSO* transition We will review and enhance information available on our website to our Distributed Energy Resource connections customers to help educate and inform them on our transition to DSO*	Stakeholder satisfaction recorded and measured	✓	✓				Q4

*
EV Electric Vehicle
DER Distributed Energy Resource

Q1: Apr-Jun Q3: Oct-Dec

Q2 Jul-Sept Q4: Jan-Mar

Our Planned Engagement

Looking forward, we intend to continue following our established stakeholder engagement strategy and governance processes.

As it has done over the course of 2019-20, our strategy will continue to help us plan and deliver a comprehensive engagement programme in the year ahead. We will continue to ensure stakeholders have multiple opportunities to engage with us throughout the year and that we continue to capture and act on their feedback through our continuous improvement cycle, set in motion by our annual plans and underpinned by our long-term strategy.

Our New Engagement Model

Last year, stakeholders told us that they were happy with our engagement but “would prefer less events through the year... for fewer but more significant updates”. As this message was consistent across our stakeholders, we created a new engagement model for 2020-21, which aims to improve the quality and reduce the quantity of the engagement we have with our stakeholders. At our Connections Customer Steering Panels (CCSPs) in March 2020 we asked our stakeholders if our new proposed engagement model was comprehensive and robust and received a 100% agreement score. Because of this great feedback, we have included the implementation of the new engagement model as a commitment for 2020-21.

Our engagement model as shown in figure 14 has three tiers to show the development of commitments and improvements which are created from feedback we receive from stakeholders across the entire business, not just from engagement events.

The wheel shown in figure 6 demonstrates the continuous feedback loop our engagement follows and how commitments are created. These are detailed in each tier explanation on the next pages.

- **Tier 1 - Operational** > Feedback and ideas
- **Tier 2 - Organisational** > Feedback discussed from first tier and new ideas
- **Tier 3 - Strategic** > Prioritisation of feedback gathered from second tier, and endorsement of proposed commitments

Our new engagement model received **100%** agreement from stakeholders

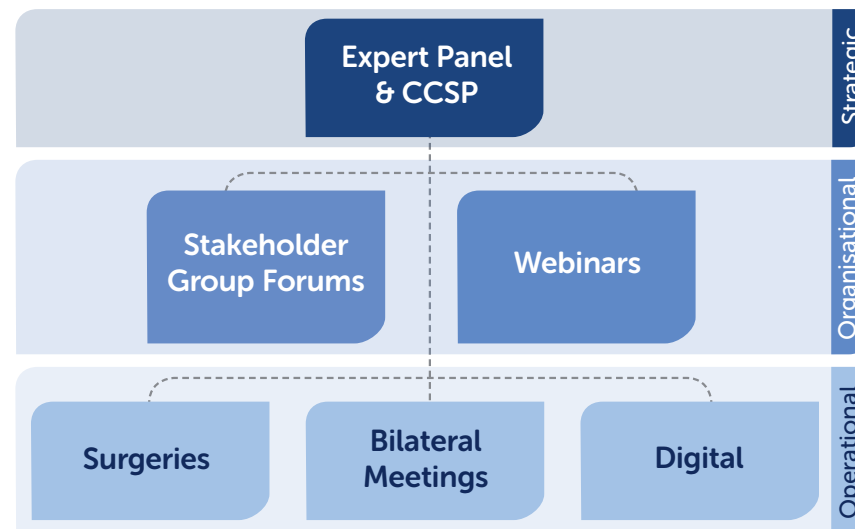
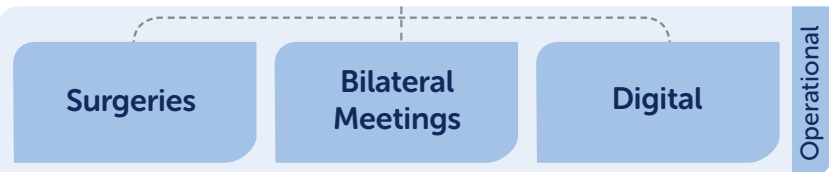


Figure 14: New three-tiered engagement plan

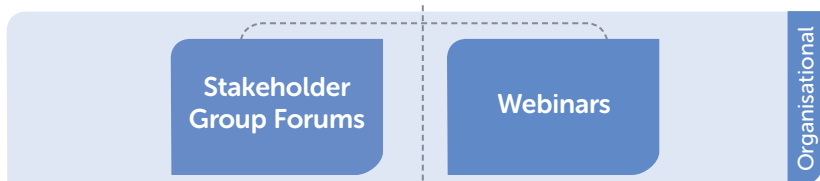


Figure 6: Feedback loop



Tier 1 - Operational

The first tier of engagement will take place across the entire connections business, throughout the entire year by hosting meetings and surgeries at customers and stakeholders' request. Digital engagement through social media, surveys, our website and digital newsletters also fall under the operational tier. At this tier, stakeholders will have the opportunity to engage with a broad range of SSEN staff. This is where we will gather feedback to include as discussion points for the second tier.



5 SHEPD Forums

5 SEPD Forums



If unable to host forums in person our contingency is to host five stakeholder group webinars for SHEPD and SEPD stakeholders

Tier 2 - Organisational

The second tier of engagement allows stakeholders the opportunity to engage with senior managers and subject matter experts from across the connections business.

- Stakeholder group forums will take place in the summer of 2020 by having separate forums for each stakeholder group. At these forums we will ask stakeholders to put themselves forward to represent their respective stakeholder group as an Expert Panel member. Voting will take place anonymously using an online interaction tool following the forum, where two representatives from each stakeholder group will be chosen, one from each licence area.

Our stakeholder groups



Distributed Generation
DG, Metered



Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs)
ICP/IDNO



Community Energy Groups & Local Authorities
DG, Metered, Unmetered



Commercial, Industrial and Consultants
DG, Metered, Unmetered



Housing Developers
DG, Metered, Unmetered



Tier 3 - Strategic

The third tier of engagement will take place by hosting CCSPs and a Connections Expert Panel. At these events, stakeholders will be able to engage directly with the connections leadership team including our Director of Connections and Managing Director of Networks.

- CCSPs are planned to take place in autumn 2020, seating attendees according to stakeholder groups. The main aim of these will be to prioritise feedback gathered from the operational and organisational tiers whilst also being a source of new ideas.

1 SHEPD CCSP
1 SEPD CCSP

➤ If unable to host CCSPs in person our contingency is to host these online

- The Expert Panel is planned to take place in winter 2020-21. It will have two representatives from each stakeholder group on behalf of SHEPD and SEPD. The goal of the panel is to obtain endorsement of our proposed commitments to ensure we are listening and making improvements to suit our stakeholders' needs.

5 representatives at SHEPD Expert Panel
5 representatives at SEPD Expert Panel

➤ Our aim will be to host one session with a live conference facility between our SHEPD and SEPD licence areas so all Expert Panel members can discuss commitments in one meeting with each other

Once delivered, we will continue to review this new engagement model with our stakeholders to ensure it meets their needs and allows rich discussion for implementing improvements within the connections process.



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Over to you

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Thank you for reading our report, please remember keeping in contact and engaging with us has never been easier and your views will make a real difference to our connections business 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

-  Search 'SSEN Connections Engagement'
-  twitter.com/ssencommunity
-  facebook.com/ssencommunity
-  instagram.com/ssencommunity/
-  www.ssen.co.uk/Connections/

Email us

-  **Andy Huthwaite** – Director of Connections
andy.huthwaite@sse.com
-  **Lisa Doogan** – Head of Customer Service & Stakeholder Strategy
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-  **Siân Hughes** – Lead Connections Engagement Manager
sian.hughes2@sse.com
-  **Connections Engagement Team**
connectionsfeedback@sse.com



Over to you

Glossary

Term	Definition
ADMD	After Diversity Maximum Demand
ALoMCP	Accelerated Loss of Mains Change Programme
Appendix G	The appendix in the Connection and Use of System Code (CUSC) offer that summarises the contracted generation connected to a GSP. This information forms the basis of the new SoW process whereby DNOs can work within materiality limits set by National Grid reducing the timescale for a decision on transmission impacts for DG offers
BHA	British Hydropower Association
BNO	Building Network Operator
CARES	Community and Renewable Energy Scheme
CiC	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice
CMZ	Constraint Managed Zone
COE	Connection Offer Expenses
Connection Customers Steering Panel (CCSP)	A dedicated forum to give you more influence over our connection service.
Constraint Managed Zones (CMZ)	Effectively manage peaks in demand or distributed generation without needing to reinforce the network
Contestable	Refers to type of work that can be completed by either a Distribution Network Operator or a Lloyds accredited Independent Connection Provider of your choice
Customer	A customer is defined as someone who is interested in or has applied for a connection to our network
Connections Surgeries	These are held monthly for any customers who wish to discuss a project with us at any time in the process

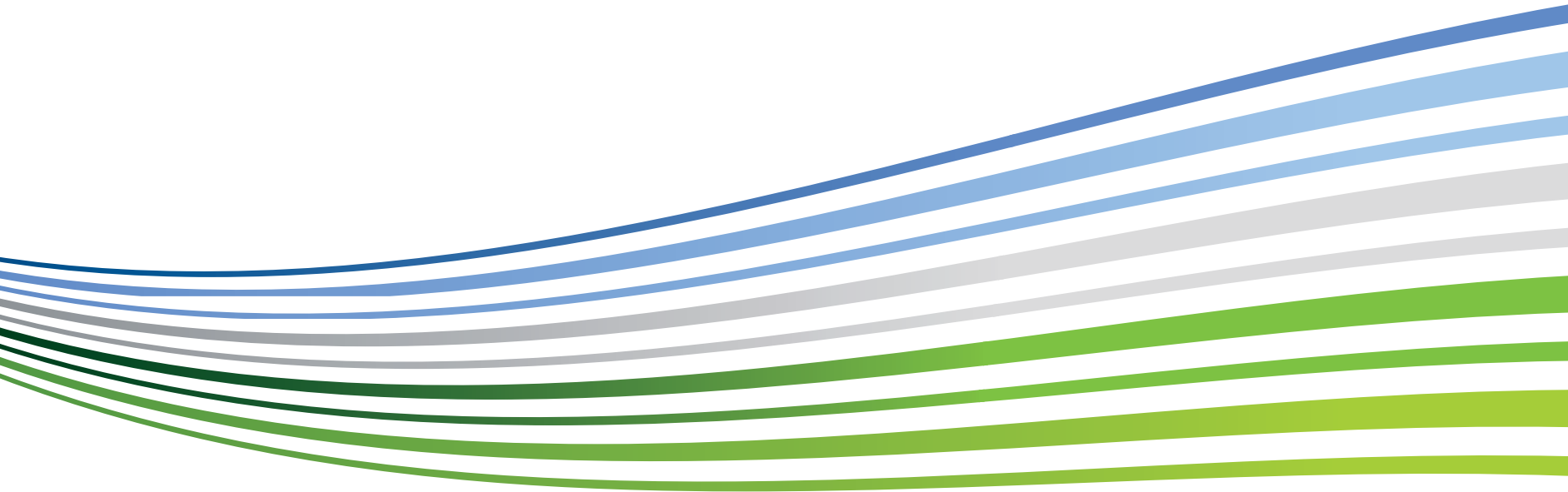
Term	Definition
DG	Distributed Generation; this is the connection of generation to any point of the distribution system, from 230V up to 33,000V in Scotland or 132,000V in England & Wales
DNO	Distribution Network Operators, responsible for owning operating, and maintaining the electrical network in their licenced geographical area
DSO	Distribution System Operator
ENA	Energy Networks Association is the voice of the networks, representing the 'wires and pipes' transmission and distribution network operators for gas and electricity in the UK and Ireland
ESG	Executive Steering Group
EREC	Engineering Recommendation
EV	Electric vehicle
FAQ	Frequently asked questions
Flexible connection or constrained connection	This is typically a transitional solution which may be available for your connection and could be used in certain conditions to avoid the need for network reinforcement. There will be conditions which relate to times when your ability to export is limited, but we will engage with you to discuss any flexible options which are available
G98/ERG98	Engineering recommendation code, previously known as G83. An application form used within Generation for connections less than 3.68kW
G99/ERG99	Engineering recommendation code, previously known as G59. An application form used within Generation for connections greater than 3.68kW
GDPR	General Data Protection Regulation
GIS	Geographic Information System that spatially maps our electricity distribution network assets
GSP	A Grid Supply Point is the point at which electricity enters the distribution network, leaving the transmission network
Heat maps	These are maps of our HV network, colour coded based on the available capacity on any given circuit

Term	Definition
ICE	Incentive on Connections Engagement (ICE) is a regulatory incentive for all Distribution Network Operators to engage with connections' stakeholders
ICP	Independent Connection Provider is a third party that is accredited to carry out specific works associated with the installation of electrical connections
IDNO	Independent Distribution Network Operators develop, own, operate and maintain local electricity distribution networks
IoW	Isle of Wight
ISG	Internal Steering Group
IWG	Internal Working Group
KPI	Key Performance Indicator
LCNI	Low Carbon Networks and Innovation
LEO	Local Energy Oxfordshire
LoA	Letter of Authority
Market Segment	This is the regulatory terminology which defines the connections market
MPAN	Meter Point Administration Number
NEA	National Energy Action
NGESO	National Grid Electricity System Operator
ON	Where we talk about on-site works, these are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates
OEM	Original Equipment Manufacturer
PFR	Part-funded reinforcement trial

Term	Definition
POC	Point Of Connection
SAP	Stakeholder Advisory Panel
SAVE	Solent Achieving Value from Efficiency
SCMZ	Social Constraint Managed Zone
SEPD	Southern Electric Power Distribution. A distribution area for the south central part of England that is part of Scottish & Southern Electricity Networks
SHEPD	Scottish Hydro Electric Power Distribution. A distribution area for northern part of Scotland this is part of Scottish & Southern Electricity Networks
SMMT	Society of Motor Manufacturers & Traders
SoW	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a DNOs network may have an impact on the transmission network
SPEN	Scottish Power Energy Networks
SSEN	Scottish & Southern Electricity Networks
STA	Solar Trade Association
Substation	A part of our network where DG is connected and we transfer power across boundaries, either by voltage level or a customer's point of common coupling
UKPN	UK Power Networks
Wayleaves	This is the process which secures the legal right for apparatus to be installed on any given location and secures the connection to your site for a defined period of times
Webinar	Web conferencing
WPD	Western Power Distribution



Scottish & Southern
Electricity Networks



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