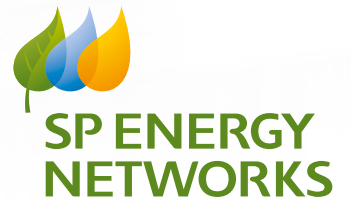


# Making Connections Our Major Connections Engagement Strategy, Workplan and Performance Outputs



Incentive on Connections Engagement  
ICE Plan 2022 – 2023  
Looking Back Report May 2023





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# Introduction from our CEO, Vicky Kelsall

## Welcome to the SP Energy Networks 2022/23 ICE Plan Looking Back Report.

I'm pleased to publish our 2022/23 ICE Plan Looking Back Report, which again showcases the breadth and depth of ongoing engagement activity we have with our customers and stakeholders across the connections marketplace.

I am committed to ensuring this dedication to our connections customers and stakeholders continues as we move into the RIIO-ED2 period, providing further guidance and support for our customers and stakeholders as we jointly prepare for a decarbonised future.

A safe, secure and reliable electricity network is at the heart of a cleaner and greener future for us all, and we are acutely aware of the challenges and opportunities this electrified future will bring for our customers and stakeholders across both our licence areas, SP Distribution and SP Manweb.

We are constantly working to facilitate quicker, more efficient connections for our diverse customer base, and we are dedicated to continuing our engagement with customers and stakeholders to ensure we provide the high level of service they have previously experienced from SP Energy Networks.

Innovation continues to be at the heart of what we do, with a number of new projects driving efficiency and better service for our connections customers and stakeholders.

Our Ofgem-funded initiative Project CHARGE delivered innovative ways to accelerate the roll-out of public EV charging infrastructure, and our ConnectMore tool can quickly identify the best places to install public chargepoints for electric vehicles. The project also investigated how increased charging demand can be effectively accommodated by our electricity network, and we are in the final stages of extending this exciting opportunity for a wider customer base following the success of the innovation project in our SP Manweb licence area.

Following extensive engagement with our customers and stakeholders over the last 12 months, I am also proud to report we are delivering a refresh of our customer connections portal with a whole new look and feel across all connection journeys, and for some connection types this will include the introduction of the ability for customers to self-serve online.

We will continue to develop similar improvements to our connections journey as we regularly gather feedback and evidence from our customers and stakeholders on their connection application needs moving forward.

I would also highlight the launch of our spring Flexibility Tender, where we are looking for providers to supply flexibility services across 571 locations identified across our SP Distribution and SP Manweb licence areas.

Flexibility is essential to help meet the ever-evolving needs of our customers and deliver a low carbon future for everyone. This new tender will allow for additional flexibility across areas where it has been identified that demand for electricity will increase as a result of the adoption of low carbon technologies including electric vehicles and heat pumps, which can often lead to network constraints during busy periods. The introduction of more flexibility services will help support the increased uptake of this technology and allow for better network management.

Using flexibility services will also defer the need for traditional network reinforcement, which helps lower the cost for customers, who will benefit from a more reliable network and opportunities created by a smarter grid.

SP Energy Networks is continuing to lead the way towards a more flexible network and has already accepted bids for more than 600MW to help meet its RIIO-ED2 flexibility requirements. The introduction of this latest tender will target new locations and play a crucial role in supporting the UK to meet its net zero emissions target by facilitating the introduction of greener energy solutions.

Finally, I would like to reiterate how proud I am that our business is at the forefront of innovative technologies and new processes to help our connections customers have quicker, more efficient access to our electricity network, and I look forward to a SP Energy Networks playing a significant facilitation role in the transition to Net Zero.

*Vicky Kelsall*

Vicky Kelsall  
CEO of SP Energy Networks





# Our Stakeholder Engagement Strategy

We have a mature and proven strategy for effective stakeholder engagement. Now in its tenth year, this is updated annually to continuously improve our approach. It sets out how we engage, with a simple nine-step process, supported by a range of innovative tools to deliver effective engagement. Our strategy is

driven by our CEO and Executive Team, supported by the central Stakeholder Engagement Team and embedded across our entire organisation, regardless of the engagement topic. It shows our commitment to the AccountAbility AA1000 principles for stakeholder engagement and is composed of four key parts.



## 1. Our Mission Statement

*"Our engagement places our stakeholders and customers at the centre of what we do. With a tailored and locally focused approach, we will prioritise their needs and preferences in a consistent manner across our business. We will deliver safe, reliable services, sustainable value, and a better future, quicker."*

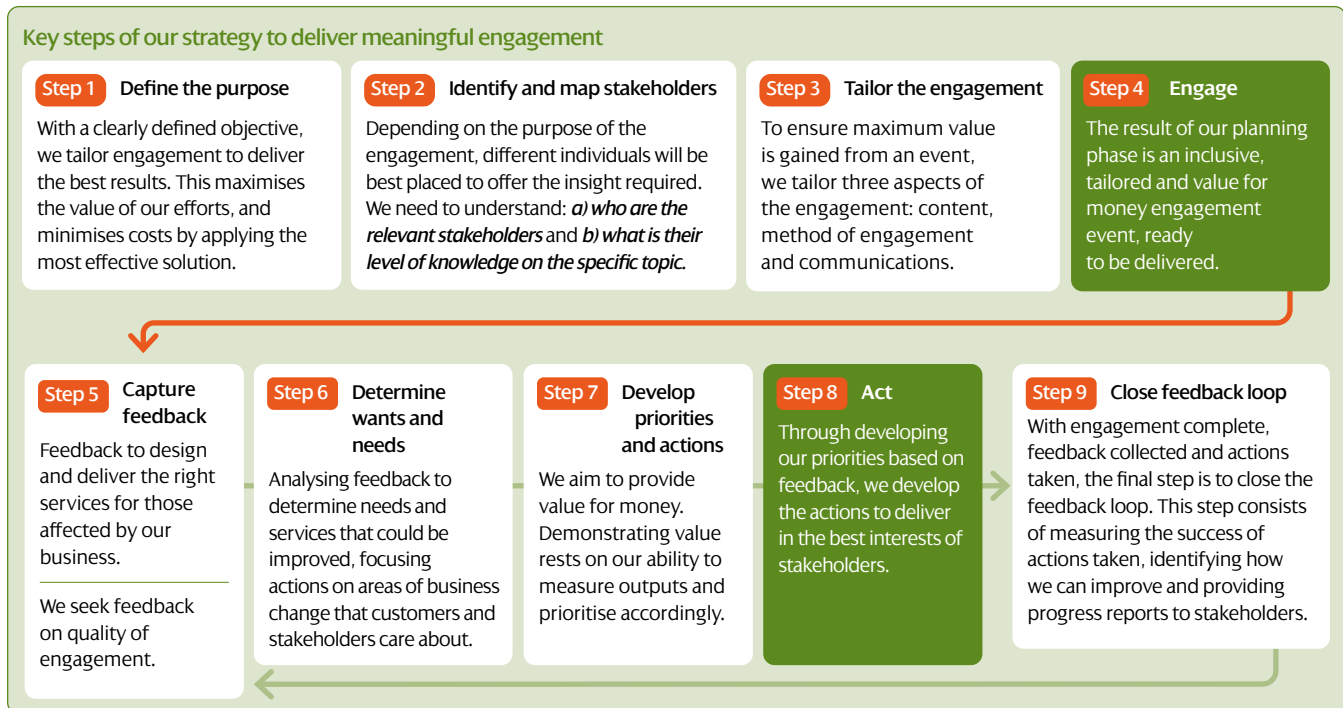
## 2. Our Principles of engagement

Engagement principle	
Inclusive	We engage all customers and stakeholders impacted through our work, with a specific focus to ensure those who may be hard to reach are given a voice.
Authentic	Our engagement works to understand the significant issues affecting our customers and stakeholders, before acting on them in a meaningful way.
Tailored	Our approach is designed to make sure each initiative is planned and delivered in the most appropriate way for the specific purpose and stakeholders in question.
Innovative	We aim to better our approach each year, continually looking for new methods to improve how we engage with our customers and stakeholders to best deliver against their needs.
Value for money	An inherent focus to prioritise high value/low cost activities, aiming to maximise the overall customer benefit.

## 3. Our approach to engagement

Our nine step approach to engagement provides our teams with a roadmap to follow when carrying out all phases of engagement to ensure a consistent approach across our organisation.

This drives consistency and helps us understand the needs and preferences of our customers and stakeholders before acting on them in a meaningful way.



## 4. Supporting Tools and Processes

To support efficient delivery of our stakeholder engagement strategy, we use multiple tools and processes to support our teams with every aspect of engagement activities. These include:

- Tractivity stakeholder database, event planner and survey tool
- Mapolitical mapping tool
- Stakeholder Online Community engagement platform
- Stakeholder engagement toolkit
- Strategic topic engagement plans
- Social return on investment (SROI) measurement tool
- Interactive engagement systems, MS Teams, Zoom, Slido, Mentimeter

These tools provide consistency of approach and ensure our strategy is embedded across the business.

## External accreditation on our stakeholder engagement strategy

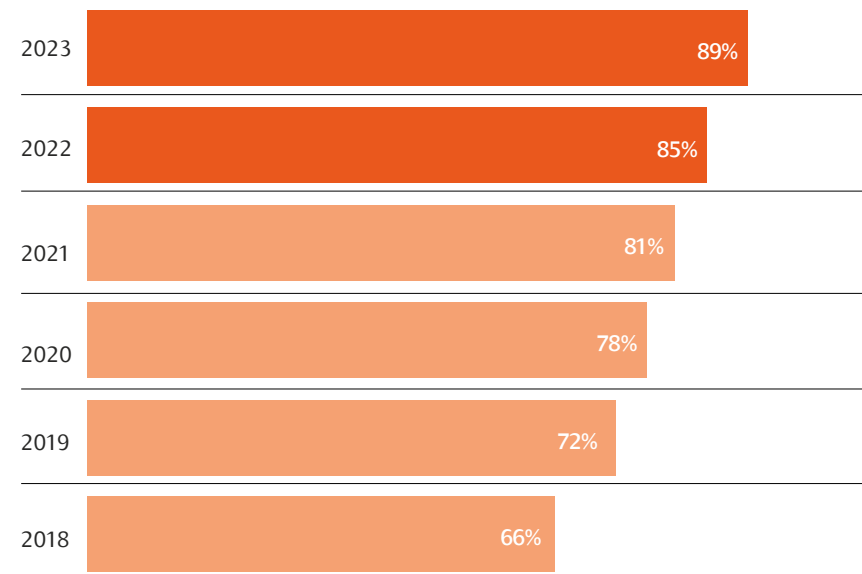
To ensure our strategy continues to be fit for purpose, we enlist AccountAbility, who own the global standard for stakeholder engagement, to conduct a full health check audit of our engagement strategy and processes. We do this to support our programme of continuous improvement and the development of high quality stakeholder engagement practices.

This robust and comprehensive stakeholder engagement assurance and accreditation programme is directly aligned to the principles of inclusivity, materiality, responsiveness and impact against the AA1000SES global standard for stakeholder engagement.

We are delighted to have **once again improved our AccountAbility Healthcheck score in 2023, achieving an 89% rating, one of the highest scores ever achieved globally.**

Looking ahead, we remain fully committed to our work with AccountAbility, and have embedded this commitment within our future business plans to ensure we continue to learn from best practice, and develop industry-leading engagement with our customers and stakeholders.

## AccountAbility Healthcheck Progress



# Tailored Connections Engagement Planning

Staying true to our Core Stakeholder Engagement Strategy, we listen to what our customers and stakeholders are telling us and develop actions with measures in areas that matter to them most.

We extend an open door policy, regularly meeting with customers and stakeholders to assist with individual projects, on an as and when required basis. In addition to this, we host a wide range of engagement events which are published on our website and issue invitations to all relevant stakeholders. At SP Energy Networks we value the feedback we receive on how we can further improve our service.

Those interested in providing their views can register as a stakeholder using the link below.

Register as a stakeholder: [spenergynetworks.co.uk/register](https://spenergynetworks.co.uk/register)

Based on what you tell us you are interested in when you register as a stakeholder - we will invite you to a range of engagement opportunities such as workshops, conferences, meetings and consultations.

We will continue to shape our engagement to our stakeholder requirements and we would like to encourage all stakeholders to provide updates on the engagement we provide to ensure we fully provide any improvements necessary



# Looking Back at our Connections Engagement in 2022/23

We increased our engagement activity in 2022/23, and we will continue to provide further levels of support for our customers as connections activity rises during the transition to net zero.



# 2022 – 2023 Looking Back Report





Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
1 Policy Guidance	We continue to receive positive feedback about the information provided through our policies and standards, which enables our customers to better understand the technical requirements for connecting their projects to our network. We remain committed to facilitating this deeper understanding of our policies and procedures to enable quicker, more efficient connections, so we have continued our Policy Guidance Action into 2022/23 and will be providing further support and policy guidance for our customers.	1.1	We will update policy documentation for any relevant industry changes and revise SP Energy Networks' specifications as required to ensure these remain up to date.  We will produce supporting information and training material where required. This will be issued to all registered stakeholders and published on our website.	4 updated policy documents published on SPEN website.  4 website publication details emailed to registered stakeholders.  4 policy updates discussed at 4 Preparing for Net Zero Conferences.  Training documentation, where applicable, published on SPEN website.  Training documentation, where applicable, emailed to SPEN registered stakeholders.	13 policy documents updated and published on SPEN website at: www.spenergynetworks.co.uk/documentation  13 policy documents emailed to over 1,800 registered stakeholders  Training offered at 4 Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 & 08/03/23.  No further training requested to date.	Q1 Q2 Q3 Q4	"We have found over the recent years that SP Energy publishes their technical documents on the SP Energy Networks website and has a program of updating them on a regular basis.  One of the documents is particularly relevant to our development and this is Sub 03-025 -General Specification for the Specification for Civil and Building Design for 33kV Substations. We plan to construct private customer substations and use these specifications as a reference.  These policy documents allow us to keep abreast of the technical changes in the world of high voltage systems and we refer to them often." <b>Malcolm Evans, Thistle Power Solutions Ltd</b>
		1.2	We will provide internal training on new documentation to ALL connections customer-facing staff to enable them to discuss with customers.	Number of connections customer-facing staff trained on policy documentation updates.	Training completed on a monthly basis following publication of new policy documents.	Q4	"Having access to the policies and procedures online is helping us get a high-level initial idea of what is required to enable our developments, particularly interesting re the substations and triggers for substation development." <b>Gary Heaney, Robertson Living</b>
		1.3	We will continue to offer on-going communication and support to ensure our connections customers fully understand any policy changes and will clarify and feedback to customers as required.	Engineer support available via telephone, email and virtually throughout 2022/23.	18 support meetings/calls provided.  Over 30 supporting emails provided.	Q1 Q2 Q3 Q4	
2 Communication	Our Stakeholders have welcomed our approach to virtual engagements since the beginning of the COVID-19 pandemic, and have appreciated the breadth and depth of engagements we have managed to complete during this period. We will continue our important large scale engagement activities in this format for the foreseeable future. We recently trialled a hybrid version of face-to-face engagement with virtual option if required, and this was well received by stakeholders so we will look to host further small engagements in this format moving forward. We are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders as the drive to Net Zero continues to increase the reliance on efficient, effective connections to our network, and plans for our new Dedicated Customer Relationship Managers have been well received by our customers.	2.1	We will continue to host our quarterly SPEN Preparing for Net Zero Conferences to help our customers understand how to make connections to our network and detail the improvements we are making as we prepare for the mass uptake of Low Carbon Technology (LCT) and facilitate Net Zero.	4 Preparing for Net Zero Conferences hosted.  4 invites issued to all registered stakeholders.  4 invites published on SPEN website.  4 invites published on SPEN social media.	4 Preparing for Net Zero Conferences hosted on 15/06/22; 26/10/22; 07/12/22 & 08/03/23.  Invite for 15/06/22 conference issued to over 1,500 customers and registered stakeholders.  Invite for 26/10/22 conference issued to over 9,400 customers and registered stakeholders.  Invite for 07/12/22 conference issued to over 5,800 customers and registered stakeholders.  Invite for 08/03/23 conference issued to over 7,900 customers and registered stakeholders.  Invites for all Preparing for Net Zero Conferences published on SPEN website at: www.spenergynetworks.co.uk/stakeholder_events  Invites for all Preparing for Net Zero Conferences published on SPEN LinkedIn page.	Q1 Q2 Q3 Q4	"We would like to highlight the critical importance of the Customer Engagement Manager's role in supporting the electricity grid planning work in Fife. Having a single place to ask questions has allowed us to bring together multiple work areas such as heat decarbonisation, transport, new generation. It has allowed us to link to SPEN needs on managing the network now, and to help link future plans and optimisation. Quite simply this is what a DNO / Council collaboration should look like. We look forward to continuing to work closely to best support the energy transition." <b>Hugh Muschamp, Fife Council</b>  "Once again I feel SPEN have excelled in providing regular communications, updates and always being a focal point from a customer contact point of view. Having the regular interaction and continually being kept up to date with changes / processes is having a real positive impact on our business as we progress into the wider future of the industry." <b>Gary Heaney, Robertson Living</b>  "Over the past few years and especially in the last year the communication has been invaluable to FES, having a direct contact with the key district design and delivery engineers and managers to provided updates on live projects and having the single point of contact with the engagement team for any escalations and or more unusual or innovative discussions." <b>Charles W Easton, FES Support Services Limited</b>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
		2.2	We will continue to produce a monthly newsletter to give a regular update on the work we are doing to facilitate Net Zero and to help customers understand the improvements we are implementing to make connections simpler and more efficient.	<p>12 Monthly Newsletters published on SPEN website.</p> <p>12 Monthly Newsletters published on SPEN social media.</p> <p>12 Monthly Newsletters emailed to registered stakeholders.</p>	<p>12 Monthly Newsletters published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/newsletters">www.spenergynetworks.co.uk/newsletters</a></p> <p>12 Monthly Newsletters published on SPEN LinkedIn page.</p> <p>12 Monthly Newsletters emailed to over 1,800 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"Our communication with SP Energy Networks regarding our solar park applications on Anglesey has been very good. We needed to share a connection with another company and SPEN gave us good advice on the procedure to follow.</p> <p>The solar park needed a loop in loop out connection and SPEN were very helpful to our ICP, who were not fully conversant with the rules." <b>Malcolm Evans, Evans Energy</b></p>
		2.3	We will publish our SPEN Customer Surgery opportunities at our quarterly Preparing for Net Zero Conferences, on our website and social media to promote the services we provide to support our customers whilst making an application to our network.	<p>Customer Surgeries promoted at 4 Preparing for Net Zero Conferences.</p> <p>12 Customer Surgery opportunities published on SPEN website.</p> <p>12 Customer Surgery opportunities published on SPEN social media.</p> <p>12 Customer Surgery opportunities emailed to registered stakeholders.</p>	<p>Customer Surgeries promoted at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>12 Customer Surgery opportunities published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/newsletters">www.spenergynetworks.co.uk/newsletters</a></p> <p>12 Customer Surgery opportunities published on SPEN LinkedIn Page.</p> <p>12 Customer Surgery opportunities emailed to over 1,900 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"The communications have been a key part of the success of this project with monthly meetings, direct phone calls and ad hoc meetings of various kinds to escalate challenges and or provide additional information. This will be particularly important going forward over the next year as the project enters it delivery phase.</p> <p>The personal account management has been a key area of success and has allowed us to explore addition ideas, escalated challenges and generally feel much more secure in our working relationship with SPEN." <b>Gerry Woods, Bandedeath Holdings Ltd</b></p>





Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
		2.4	We will appoint Dedicated Customer Relationship Managers to support customers throughout the connections process. We will publish the contact details for these Dedicated Customer Relationship Managers at our quarterly Preparing for Net Zero Conferences, on our website and social media to promote the services we provide to support our customers whilst making an application to our network.	<p>2 Dedicated Customer Relationship Managers appointed.</p> <p>Dedicated Customer Relationship Managers contact details promoted at 4 Preparing for Net Zero Conferences.</p> <p>Dedicated Customer Relationship Managers contact details published on SPEN website.</p> <p>Dedicated Customer Relationship Managers contact details published on SPEN social media.</p> <p>Dedicated Customer Relationship Managers contact details emailed to registered stakeholders.</p>	<p>Dedicated Customer Relationship Managers for SP Distribution and SP Manweb appointed.</p> <p>SP Distribution dedicated Customer Relationship Manager contact details promoted at 4 Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>SP Manweb dedicated Customer Relationship Manager contact details promoted at Preparing for Net Zero Conference on 08/03/23.</p> <p>Dedicated Customer Relationship Managers contact details published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/contactconnections">www.spenergynetworks.co.uk/contactconnections</a></p> <p>Dedicated Customer Relationship Managers contact details published on SPEN social media.</p> <p>Dedicated SPEN Customer Relationship Managers contact details emailed to over 2,100 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"I believe the role of Customer Relationship Manager has strengthened the relationship with Network Rail which is great as this has facilitated conversations during the early development stages. I found that as jobs move in to delivery there was less involvement from the CRM as we tied in with the delivery teams. I don't foresee an issue with this as at the delivery stage it was necessary to speak to the team direct for updates. As always, there is still room for improvement, for example getting the delivery team involved earlier to influence design, but we are working together to try and improve this which is great."</p> <p><b>Brian Mallon, Network Rail</b></p> <p>"We have had regular contact with SPEN's new Customer Relationship Manager since their appointment and have seen the benefit of this in good communication and updates on specific projects as well as an increased awareness in general of the workings of SP Energy Networks.</p> <p>The Customer Relationship Manager has provided assistance on individual projects and helped to resolve issues as they arise.</p> <p>The Customer Relationship Manager has also assisted with technical queries by directing the enquiry to the most appropriate person within SPEN to help obtain the necessary information."</p> <p><b>Stephen Tougher, South Lanarkshire Council</b></p>
3 Customer Contact	Our newly formed 'Customer Engagement Focus Group' we developed to better understand our customer's thoughts on our connections application systems and processes. This group has been instrumental in helping us to fully understand our stakeholder needs, and we plan to continue this engagement into 2022/23 as we make further improvements to our website to prepare for the expected increase in connection applications during the transition to Net Zero. The iIdentify app has received excellent feedback from our customers and the wider industry, and we are proud to be publishing this simpler format of application for our customers.	3.1	<p>We will continue to investigate any further improvements required to the SPEN website to make connection applications simpler and more interactive for our customers.</p> <p>We will continue to host our 'Customer Engagement Focus Group' to discuss and review any ongoing proposed website modifications prior to publication.</p>	<p>2 Customer Engagement Focus Group sessions completed.</p> <p>2 invites issued to all registered stakeholders.</p> <p>2 invites published on SPEN website.</p> <p>2 invites published on SPEN social media.</p>	<p>Customer Engagement Focus Group sessions completed on 03/08/22 &amp; 08/02/23.</p> <p>Invite for 03/08/22 issued to over 1,900 registered stakeholders.</p> <p>Invite for 08/03/23 issued to over 6,300 customers and registered stakeholders.</p> <p>Both invites published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/stakeholder_events">www.spenergynetworks.co.uk/stakeholder_events</a></p> <p>Both invites published on SPEN LinkedIn page.</p>	<p>Q2 Q4</p>	<p>"The information that the cost estimator tool provided was useful, especially when conducting analysis to find the most suitable locations for new EV charging points. The tool made the process for gathering information more efficient and provided us with a valuable insight into the costs of connecting to the network."</p> <p><b>Ben Adey-Johnson, ARUP</b></p> <p>"We have a busy and demanding Capital Programme that relies on crucial support from our utility providers. Our working relationship with SPEN is greatly enhanced with the introduction of their Customer Relationship Manager. We now have a dedicated resource available to help us navigate and co-ordinate the challenging connections work that we regularly commission from them. Our regular meetings chaired by our CRM help review our workload to identify risks and help deal with issues and avoid blockers."</p> <p><b>Alistair Davidson, Scottish Water</b></p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
		3.2	We will deliver quarterly updates on progress of any new website modifications at our quarterly SPEN Preparing for Net Zero Conferences.	4 progress updates completed.	Progress updates completed at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 & 08/03/23.	Q1 Q2 Q3 Q4	"The new website improvements look like a huge step forward, and the flow, format and simple, easy to understand instructions show the important content in a user friendly, easy to use manner." <b>Kerry Hall, Cheshire East Council</b>
		3.3	We will introduce our Identify App to provide a simpler format for EV Suppliers and customers looking to connect EV Charging Points (EVCP) to our network.	Identify App published on SPEN website.  Identify App published on SPEN Social Media.  Publication of Identify App emailed to all registered stakeholders.  Identify App promoted at all 4 Preparing for Net Zero Conferences.	Identify App promoted at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 & 08/03/23.  Identify App being incorporated into wider SPEN website updates for connections activity to align all new connection activity.  <b>Final upgrade expected end of 2023.</b>  Publication of website upgrade to be published on SPEN social media and emailed to all registered stakeholders.	Q2	"We have a hot line to the engagement team when we need any customer contact or communication, and we are invited to all key meetings and have been involved in various other all-party meetings when the need arises.  We prefer the flexible approach we have with SPEN, sometimes not engaging for a couple of months, and at other times needing support on three different projects on the same week, which is ideal for FES." <b>Charles W Easton, FES Support Services Limited</b>
4  ICP / IDNO Interface	ICPs and IDNOs have told us that our RADAR Working Group is a useful method of highlighting and developing the required improvements to our RADAR application and design system, so we will be continuing to implement this engagement in 2022/23 as we further develop our application system and processes for our ICPs and IDNOs. We will use this Working Group to review all improvements we make to the application process and design / delivery workflow for our customers, as this group has shown positive feedback to other aspects of the connection interface such as the Self Service process, which is another area our ICPs and IDNOs are keen to investigate next steps and enhancements. Our annual ICP/IDNO Safety Seminar continues to be one of the best attended events we host for our customers, so we will be continuing this engagement and providing ICPs and IDNOs the opportunity to collaborate on the future topics for discussion. We greatly appreciate GTC taking the time to co-host this session with SPEN, we welcome their continued involvement and would like to encourage other ICPs and IDNOs to take the opportunity to contribute moving forward if this is of interest to any other parties.	4.1	Following the feedback from our RADAR Working Group sessions during 2021/22, we will implement the suggested improvements to our RADAR application system for ICP's and IDNO's.  We will continue to develop the RADAR improvements with our RADAR Working Group to ensure our RADAR users are included in the development, testing and publication of the RADAR upgrade and any associated training material.	Deliver 2 RADAR Improvements. RADAR Training Pack developed and disseminated at 4 RADAR Working Group sessions.  Upgraded version of RADAR published to all registered ICP's and IDNO's.  RADAR Training Pack published to all registered ICP's and IDNO's.	6 RADAR Improvements agreed with RADAR Working Group. IT development completed and published to over 700 registered ICP's on 02/12/22.  Progress demonstrated, testing completed and feedback included at RADAR Working Groups on 17/08/22; 13/10/22; 11/01/23 & 29/03/23.  Upgraded version of RADAR and Training Pack emailed to over 700 RADAR users on 02/12/22.  RADAR Improvement Training Pack published on SPEN website at: www.spenergynetworks.co.uk/stakeholder_events	Q4	"The early engagement sessions held for the RADAR upgrades were very useful, especially with it being a core part of our ICP business. It was great to have the improvements implemented on a test site and be able to use prior to going live. Practical feedback was given and then implemented onto RADAR which can now be seen on the site today. The addition of the Land Rights tab has been extremely helpful thus far, particularly as it remains open for editing after submission. The upgraded SPEN Contacts section has been helpful when we need to contact the SPEN Engineer or PDM. These are only a few of the improvements made, overall the site has become much more user-friendly and responsive to the needs of our use as an ICP." <b>Hayley Stamper, FES Support Services Limited</b>
		4.2	We will publish a Design Template for ICP's and IDNO's to understand the Design Requirements when making an application to connect to our network.  We will provide an update at our quarterly SPEN RADAR Working Groups and email to all registered ICP's and IDNO's.	ICP / IDNO Design Template published on SPEN website.  ICP / IDNO Design Template published on SPEN social media.  ICP / IDNO Design Template issued to all registered stakeholders.	ICP / IDNO Design Template published on SPEN website at: www.spenergynetworks.co.uk/contact_cic  ICP / IDNO Design Template published on SPEN LinkedIn page.  ICP / IDNO Design Template issued to over 700 registered ICP's.	Q1 Q2 Q3 Q4	"Just a quick email to mention how useful the design submission template has been, namely the guidance documents on the secondary substation earthing studies. From an ICP designer point of view it has helped us save a bunch of time and be more efficient." <b>Jonathan Gilbert, Fulcrum</b>



Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
		4.3	We will continue our key account management service to all interested ICP's and IDNO's.	<p>Account Management Opportunities published on SPEN website and SPEN social media.</p> <p>Account Management Opportunities issued to all registered ICPs/IDNOs.</p> <p>Account Management Opportunities discussed at 4 RAdAR Working Groups.</p>	<p>Account Management Opportunities posted on SPEN website at: <a href="http://www.spenergynetworks.co.uk/contact_cic">www.spenergynetworks.co.uk/contact_cic</a></p> <p>Account Management Opportunities published in SPEN LinkedIn page.</p> <p>Account Management Opportunities issued to over 700 registered ICPs/IDNOs.</p> <p>Account Management Opportunities discussed at RAdAR Working Groups on 17/08/22; 13/10/22; 11/01/23 &amp; 29/03/23.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"Being involved with the testing and being given the opportunity to attend the regular update meetings were excellent and gave us the opportunity to have an input into the functionality of the new amendments.</p> <p>The latest changes made to RAdAR has enhanced the user experience by making it more user friendly when uploading documentation, which is welcome.</p> <p>With the willingness of the SPEN team to engage with its main stakeholders, hopefully we can continue to see further enhancements to the system and processes which will benefit all users."</p> <p><b>Michael Stewart, GTC</b></p> <p>"The ICP seminar was very insightful. It gave a great HSE overview within the energy industry and beyond. It was also good to hear about other initiatives being carried out within SP Energy networks (e.g. the 5th edition of the Safety Rules) and by others in the energy networks space. SPEN gave plenty of time for the audience to ask questions which resulted in a range of different perspectives on the subjects being discussed in the seminar. Overall, the seminar was very well organised and was very interesting. I will definitely want to attend any future seminars SPEN look to host/present."</p> <p><b>Zachary Gaiqui, EON</b></p> <p>"With respect to ICE Action 4.2, I find the Design Approval Template useful and quite handy and have recently used it for a new scheme with SPEN as well as applied it to another scheme 33kV with another DNO/IDNO. The table summary for each category makes it easy for a designer to tick the required boxes on his/her check list for any design being undertaken for submission."</p> <p><b>Stephen Alabi, Smart Optimised Clean Tech</b></p>
		4.4	<p>We will host a SPEN Safety Seminar for all ICP's/IDNO's to discuss SPEN Safety procedures and policies.</p> <p>All registered ICP's/IDNO's will be invited to the events and the dates will also be published on the SPEN website and SPEN social media.</p>	<p>SPEN ICP Safety Seminar completed.</p> <p>Invite issued to all registered ICPs/IDNOs.</p> <p>Invite published on SPEN website.</p> <p>Invite published on SPEN social media.</p>	<p>SPEN ICP Safety Seminar completed on 16/02/23.</p> <p>Invite published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/stakeholder_events">www.spenergynetworks.co.uk/stakeholder_events</a></p> <p>Invite issued to over 700 registered ICPs/IDNOs.</p> <p>Safety Seminar date of 16/02/23 published on SPEN LinkedIn page.</p>	<p>Q4</p>	
5 Design Support	<p>With the continued increase of connection applications to our network, we are being encouraged by customers to provide as much information as possible prior to formal application stage. We have been told that this helps our customers fully understand the cost and timescale implications of a connection, particularly as our customer base is broadening due to the increase of LCT (low carbon technology) connections. We continually receive feedback that our customers would like as much information as possible at the initial stages of their project, so we are dedicated to developing and improving the information we provide for our customers at the application and design stages of their project. The proposed Tactical Training Programme for our Design Teams will help us to communicate information to our customers in the format, detail and timescale they would like to experience, therefore improving the service we provide for our customers</p>	5.1	<p>We will develop a Tactical Training Programme to equip our Design Teams with new and enhanced knowledge of technical network design and commercial considerations for differing types of new connections.</p> <p>This is in preparation for a predicted increase in volume and complexity of connection requests, to deliver both the Net Zero agenda and redevelopment within our Licence Areas.</p> <p>We will complete a trial of the technical training elements by the end of Q2. Following this trial we will then agree and publish a Timeline for rollout of the Tactical Training Programme across all Connections Design staff as part of our ongoing readiness activities for Net Zero delivery.</p>	<p>Tactical Training Programme developed and discussed at all 4 SPEN Preparing for Net Zero Conferences, including feedback on the trial. Publication of Timeline for the rollout of the Tactical Training Programme to all other Connections Design staff on SPEN website.</p>	<p>Tactical Training Programme promoted at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Outputs of Tactical Training Programme and Design Contact Details published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/contactconnections">www.spenergynetworks.co.uk/contactconnections</a></p>	<p>Q1 Q2 Q3 Q4</p>	<p>"We would like to highlight the critical importance of your role in supporting the electricity grid planning work in Fife. Having a single place to ask questions has allowed us to bring together multiple work areas such as heat decarbonisation, transport, new generation. It has allowed us to link to SPEN needs on managing the network now, and to help link future plans and optimisation.</p> <p>Quite simply this is what a DNO Council collaboration should look like. We look forward to continuing to work closely to best support the energy transition."</p> <p><b>Hugh Muschamp, Fife Council</b></p>



Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
		5.2	<p>We will develop a Demand Self Service Design Tool to provide budget estimates and optioneering facilities for all HV and LV customers interested in connecting to our network.</p> <p>We will discuss and review the design and development of this Design Tool in our Customer Engagement Focus Group to continually engage with the end users of the tool.</p> <p>We will promote the Design Tool at all our quarterly Preparing for Net Zero Conferences and we will publish the tool and training packages on our website and social media.</p>	<p>Demand Self Service Design Tool discussed at SPEN Customer Engagement Focus Group Workshops.</p> <p>Demand Self Service Design Tool published on SPEN website.</p> <p>Demand Self Service Design Tool discussed at 4 Preparing for Net Zero Conferences.</p> <p>Demand Self Service Design Tool published on SPEN social media.</p> <p>Demand Self Service Design Tool emailed to all registered stakeholders.</p>	<p>Demand Self Service Design Tool discussed at Customer Engagement Focus Group Workshops on 03/08/22 &amp; 08/02/23.</p> <p>Demand Self Service Design Tool discussed at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Demand Self Service Tool available for internal staff May 2023.</p> <p>Demand Self Service Design Tool being incorporated into wider SPEN website updates for connections activity to align all new connection activity in a one stop shop application.</p> <p><b>Final upgrade expected end of 2023.</b></p> <p>Publication of website upgrade to be published on SPEN social media and emailed to all registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"With respect to SPEN's ICE Plan submission to Ofgem for 2022/23, we write to confirm that over the past year, we have been given access to data and contacts that have enabled us to better understand the magnitude of energy issues, locally, regionally and nationally. This has enabled us to put our novel work on development of the SustainaVerse™, as a multi-faceted, virtual space into which data from the physical world can be imported; mathematical models brought to life; and, systems thinking and prototyping undertaken, in order to rapidly implement innovation and change in balance with Nature.</p> <p>As part of a phased programme, we have developed 3D models and data flow that align with National Grid ESO's Energy Network Innovation Strategy (published March 2022), and ENA's Whole System Electricity Planning. Our work also fully aligns with National Grid ESO's Second Edition (September 2022) of 'Bridging the Gap to net zero - A Day in the Life of 2035'</p> <p>We see scheduled power cuts in this coming winter as a highly likely scenario and will continue to work with SPEN with respect to outreach and creating better understanding in the local and regional community, with respect to understanding the underpinning cause(s) and how to cope with this; alongside developing a drag and drop system that can be accessed from desktops, laptops and tablets with respect to investigating available connection capacity for both electricity consumption and generation.</p> <p>We confirm that SPEN has been proactive and enabling across its area of Scotland and commend it in its range of activity and interaction, fully endorsing its approach."</p> <p><b>Moya Crawford, D'Arcy Thomas &amp; University of St Andrews</b></p>
		5.3	<p>We will continue to promote our newly published Network Development Plan (NDP) at all our quarterly Preparing for Net Zero Conferences.</p> <p>We will also develop a geographical layout version of the information within the NDP to show the available capacity information in an easy to understand and accessible format for our customers.</p> <p>We will promote this information at all our quarterly Preparing for Net Zero Conferences and on our website and social media platforms.</p>	<p>Network Development Plan discussed at 4 Preparing for Net Zero Conferences.</p> <p>Geographical format of the NDP published on SPEN website.</p> <p>Geographical format of the NDP published on SPEN social media.</p> <p>Geographical format of the NDP emailed to all registered stakeholders.</p>	<p>Network Development Plan discussed at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Geographical format of the NDP published on SPEN website at: <a href="http://www.spenergynetworks/pages/network_development_plan">www.spenergynetworks/pages/network_development_plan</a></p> <p>Geographical format of the NDP published on SPEN social media.</p> <p>Geographical format of the NDP emailed to over 2,100 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	



Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
		5.4	<p>We will continue to provide access to our UMV Shape Files to help our customers view our network information using their own Geographical Information Systems.</p> <p>We will also create a formal application and registration process for our customers to access our SPEN Geographical Information System.</p> <p>Free access to our Utility Map Viewer system is available to companies registered as ICP or IDNO, and contractors who are engaged in a process framework with SP Energy Networks. Access is provided through a web portal on an as-requested basis by e-mailing: UMVAdmin@spenergynetworks.co.uk</p> <p>Our GIS Shapefiles are now held on our Open Data Portal, to be shared with our Customers and Stakeholders under a "shared" data sharing classification, and will be updated on a quarterly basis. To access these shapefiles, Users are requested to "sign-up" to our Open Data Portal at <a href="https://spenergynetworks.opendatasoft.com/pages/home/">spenergynetworks.opendatasoft.com/pages/home/</a></p> <p>Note, for anyone carrying out any work on or around our network we promote the use of Linesearch for access to up-to-date utility map information. This is accessible via <a href="https://www.lsbud.co.uk">www.lsbud.co.uk</a></p>	<p>Availability of UMV Shape Files promoted at 4 Preparing for Net Zero Conferences.</p> <p>Availability of UMV Shape Files published on SPEN website.</p> <p>Availability of UMV Shape Files published on SPEN social media.</p> <p>Availability of UMV Shape Files emailed to all registered stakeholders.</p> <p>Registration Process for SPEN Geographical Information System promoted at 4 Preparing for Net Zero Conferences.</p> <p>Registration Process for SPEN Geographical Information System published on SPEN website.</p> <p>Registration Process for SPEN Geographical Information System published on SPEN social media.</p> <p>Registration Process for SPEN Geographical Information System emailed to all registered stakeholders.</p>	<p>GIS Shape Files promoted at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Soft launch of Open Data Portal published on SPEN website with Full Launch expected later in 2023.</p> <p>Full launch of Open Data Portal will be published on SPEN LinkedIn page and emailed to all registered stakeholders.</p> <p>Open Data Portal and Registration Process for SPEN Geographical Information System promoted at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Our GIS Shapefiles are now held on our Open Data Portal, to be shared with our Customers and Stakeholders under a "shared" data sharing classification, and will be updated on a quarterly basis. To access these shapefiles, Users are requested to "sign-up" to our Open Data Portal at <a href="https://spenergynetworks.opendatasoft.com/pages/home/">spenergynetworks.opendatasoft.com/pages/home</a></p> <p>Soft launch of Open Data Portal published on SPEN website with Full Launch expected later in 2023.</p> <p><b>Full launch of Open Data Portal will be published on SPEN LinkedIn page and emailed to all registered stakeholders.</b></p>	<p>Q1 Q2 Q3 Q4</p>	<p>"I really do think over the coming years this is going to be the most important time for SPEN and developers to partner up and become one with aligned views given we are all striving towards net zero. There will need to be a particular focus on all strategic sites with SPEN now so we ensure the key considerations, solutions and strategy are being implemented to ensure the projects are getting the best solutions now, so there is a streamlined process moving forward." <b>Gary Heaney, Robertson Living</b></p> <p>"Access to SPEN's GIS system has been a game changer for the way we plan our project delivery. The ability to overlay SPEN's network diagram onto our system has helped enormously to determine the priority of our EV Charging Point programme for Wales.</p> <p>Our relationship with SPEN goes from strength to strength, and they have pro-actively supported our EV CP plans for strategic EV charging across North &amp; Mid Wales.</p> <p>We look forward to continuing our excellent relationship as we move to decarbonise HGV traffic and our public sector fleet vehicles." <b>David Fisher, Welsh Government</b></p>



Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
6 Land Rights	Our Land Rights Stakeholder Panels, alongside our wider one to one stakeholder engagement with our connections customers, continue to be a useful model to discuss any Land Rights updates and improvements, and we value both forms of communication to ensure we fully understand the needs of our connections customers. With this in mind, we are committed to continuing both our Land Rights Stakeholder Panels and our regular individual stakeholder engagement, and are keen to support our connections customers in whichever format suits each individual customer. Following excellent feedback from our newly published guidance for connecting EV for industrial and commercial customers, we will develop further information on the Land Rights process for any customers looking to connect large scale EV Charging, to help customers understand the overall delivery timescales for any projects that require large scale infrastructure.	6.1	We will continue to host bi-annual Land Rights Stakeholder Panels across our two licence areas – SPD and SPM	2 invites issued to all registered stakeholders. 2 invites published on SPEN website. 2 invites published on SPEN social media.	Invite for Land Rights Stakeholder Panel on 05/10/22 & 24/03/23 issued to 78 registered stakeholders.  Invite for Land Rights Stakeholder Panel on 05/10/22 & 24/03/23 published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/stakeholder_events">www.spenergynetworks.co.uk/stakeholder_events</a>  Invitations for Land Rights Stakeholder Panel published on SPEN LinkedIn page.	Q2 Q4	<p>"We have a busy and demanding Capital Programme that relies on crucial support from our utility providers. The open door policy that the connections business within SP Energy Networks adopt make them very easy to do business with.</p> <p>Their range of services are clear and supported by the variety of on line portals and other contact routes.</p> <p>Their business is ably supported by available, cable and knowledgeable staff who demonstrate a genuine care for customer service.</p> <p>Where we have met particular challenges in the past we have also found them to be responsive and agile to our needs"</p> <p>Alistair Davidson, Scottish Water Specialist Services</p>





Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement			
		6.2	We will continue to review performance against our Land Rights milestones at our Land Rights Stakeholder Panels, taking the opportunity to learn from feedback and identify opportunities and initiatives for improvement.	<p>Performance measures reviewed at 4 Land Rights Stakeholder Panels.</p> <p>Improvement opportunities agreed with our Land Rights Stakeholder Panel Members.</p>	<p>Performance measures reviewed at both SPD and SPM Land Rights Stakeholder Panels on 05/10/22 &amp; 24/03/23.</p> <p>The 4 panels were held over two days with the SPD and SPM panels being held together to share experience across the north and south.</p>	Q2 Q4	<p>"SPEN have provided excellent support to help us fully understand the cost, timescale and land rights issues for our EV Charging Rollout Programme on Ynys Mon.</p> <p>Understanding the implications of the various timescales associated with the development of new substations to accommodate our EV Charging requirements has been an integral part of the project, and the guidance and assistance provided by SPEN has been extremely useful."</p> <p><b>Dylan Llewellyn, Isle of Anglesey County Council</b></p>			
		6.3	We will publish a Land Rights Information Pack for EV Installers to help them understand the delivery timescales for large scale EV projects.	<p>Land Rights Information Pack for EV Installers discussed at all 4 SPEN Preparing for Net Zero Conferences.</p> <p>Land Rights Information Pack for EV Installers published on SPEN website.</p> <p>Land Rights Information Pack for EV Installers published on SPEN social media.</p> <p>Land Rights Information Pack for EV Installers shared in 12 monthly newsletters.</p>	<p>Land Rights Information Pack for EV Installers discussed at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Land Rights Information Pack for EV Installers published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/newsletters">www.spenergynetworks.co.uk/newsletters</a></p> <p>Land Rights Information Pack for EV Installers published on SPEN LinkedIn page.</p> <p>Land Rights Information Pack for EV Installers shared in 12 monthly newsletters.</p> <p>Land Rights Information Pack for EV Installers issued to over 2,100 registered stakeholders.</p>	Q1 Q2 Q3 Q4	<p>"I really do think over the coming years this is going to be the most important time for SPEN and developers to partner up and become one with aligned views given we are all striving towards net zero. There will need to be a particular focus on all strategic sites with SPEN now so we ensure the key considerations, solutions and strategy are being implemented to ensure the projects are getting the best solutions now, so there is a streamlined process moving forward."</p> <p><b>Gary Heaney, Robertson Living</b></p>			
7	Project Management		We received excellent feedback on the Project Management templates we recently updated on our website as part of our 2021/22 action. We will continue to work with our Project Delivery staff to ensure the most appropriate, up to date information on each project is shared with our customers for their individual projects.	7.1	We will continue our 'in-house' training for all connections project managers and delivery staff to integrate the learnings from our APM approved project management apprenticeship scheme and align with SPEN connections processes. We will share our learnings and improvements at our quarterly Preparing for Net Zero Conferences and ICP/IDNO Safety Seminar.		<p>40 SPEN staff completed internal training workshops.</p> <p>Learnings and improved processes discussed at 4 Preparing for Net Zero Conferences.</p> <p>Learnings shared at ICP/IDNO Safety Seminar.</p> <p>Learnings and improved processes emailed to registered stakeholder</p>	<p>Over 50 SPEN connections staff and over 30 new Project Management Apprenticeship trainees completed internal training workshops.</p> <p>Learnings and improved processes discussed at Preparing for Net Zero Conference on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Learnings shared at ICP/IDNO Safety Seminar On 16/02/23.</p> <p>Learnings and improved processes emailed to over 1,900 registered stakeholders.</p>	Q1 Q2 Q3 Q4	<p>"The Project Management templates, guidance information and support from SPEN has been improving year on year and is much more integrated and open showing improvements year on year."</p> <p><b>Charles W Easton, FES Support Services Limited</b></p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
8 Partnerships	We continue to receive positive feedback about the updates we provide at our SPEN Preparing for Net Zero conferences and in our monthly newsletters regarding the learnings we share from our various partnerships and innovation projects. Our stakeholders have shown interest in receiving further updates on the progress we make and we will therefore continue to share the best practices with our wider stakeholder base at every opportunity.	8.1	<p>We will continue to share the learnings and best practice from our Net Zero Knowledge Forum with our wider base of community partners, academic institutions and local government bodies.</p> <p>We will disseminate all learnings at our quarterly Preparing for Net Zero Conferences, on our website and social media, and through our monthly newsletters.</p>	<p>Net Zero Knowledge Forum discussed at all 4 SPEN Preparing for Net Zero Conferences.</p> <p>Net Zero Knowledge Forum learnings published on SPEN website.</p> <p>Net Zero Knowledge Forum learnings published on SPEN social media.</p> <p>Net Zero Knowledge Forum learnings shared in 12 monthly newsletters.</p>	<p>Net Zero Knowledge Forum discussed at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Net Zero Knowledge Forum learnings published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/stakeholder_events">www.spenergynetworks.co.uk/stakeholder_events</a></p> <p>Net Zero Knowledge Forum learnings published on SPEN LinkedIn page.</p> <p>Net Zero Knowledge Forum learnings shared in 12 monthly newsletters and emailed to over 1,900 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"The partnership working this year has been a key part of our SPEN / FES relationship for innovation solutions, business opportunities and to progress complex or challenging projects with several key players involved.</p> <p>During these partnership meetings we have been given access not just to the district personnel but to all the key players within SPEN's internal engineering and regulations divisions." <b>Charles W Easton, FES Support Services Limited</b></p>
9 Preparing for DSO	Following the publication of our SPEN DSO Vision and Strategy in the summer of 2020, customers have informed us of their continued need to be kept informed and fully aware of the emerging opportunities that DSO will bring, including the provision of flexibility services. Recognising that our responsibilities as a DSO will extend far beyond the traditional role of a Distribution Network Operator (DNO), we are committed to continuing the engagement of our recently published SPEN DSO Strategy, and we will continue this engagement at our quarterly Preparing for Net Zero Conferences throughout 2021/22.	9.1	We will promote the Active Network Management opportunities available to our customers at our quarterly Preparing for Net Zero Conferences, in our monthly newsletters, on our website and social media. We will identify the regions of our licence areas that have ANM opportunities on our SPEN Distributed Generation Heat Maps and publish our ANM opportunities on our SPEN website and social media.	<p>ANM Zones and opportunities identified and promoted at 4 Preparing for Net Zero Conferences.</p> <p>ANM Zones and opportunities published on SPEN website.</p> <p>ANM Zones and opportunities published on SPEN social media.</p> <p>ANM Zones and opportunities emailed to all registered stakeholders.</p>	<p>ANM Zones and opportunities identified and promoted at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>ANM Zones and opportunities published on SPEN website at: <a href="http://www.spenergynetworks.opendatasoft.com/pages/home/">www.spenergynetworks.opendatasoft.com/pages/home/</a></p> <p>ANM Zones and opportunities published on SPEN social media.</p> <p>ANM Zones and opportunities emailed to over 2,100 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"The University's utilities and renewable energy master planning has benefitted greatly in recent years from the support offered by the engagement and connections teams at SPEN. Support in this area is critical as we move to detailed planning and implementation around the net zero transition, and we look forward to continuing to work closely with the teams as we investigate opportunities for further innovation, resilience and sustainability." <b>Chris Larkins, Herriot-Watt University</b></p> <p>"SPEN in general &amp; your Customer Engagement Manager, in particular, over the past 5 years has been extremely helpful in assisting us develop our extensive site, from concept through to connection with energisation planned for 2023, this will enable 26MW of renewable energy to flow onto the grid and support the wider Bandeath area for Stirling. During this time we have had expertise advice and support from the District and Stakeholder teams and have had access to their wider net zero community, in the shape of the Stakeholder Engagement Consortium, which has been very welcome.</p> <p>Design support has been and continues to be an essential component of our engagement process. This development is extremely complex and has many technical aspects to it. The design support from SPEN and providing easy access to guidance documents has become a critical essential tool in our forward Design &amp; Progress Planning." <b>Gerry Woods, Bandeath Holdings Ltd</b></p>



Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Action Completed	Timescale	Endorsement
		9.2	We will conduct a review of our recent Flexibility Services tenders and publish any findings and proposals for a longer term strategy at our Q4 Preparing for Net Zero Conference. We will continue to engage with our stakeholders to determine the level of interest in any future opportunities for flexibility services as we move into ED2.	<p>Flexibility Services Review completed.</p> <p>Flexibility Services Review &amp; Findings disseminated at Q4 Preparing for Net Zero Conference.</p> <p>Flexibility Services Review &amp; Findings published on SPEN website.</p> <p>Flexibility Services Review &amp; Findings published on SPEN social media.</p> <p>Flexibility Services Review &amp; Findings emailed to all registered stakeholders.</p>	<p>Flexibility Services Review ongoing. Outputs and learnings to date discussed at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p> <p>Flexibility Services Review &amp; Findings disseminated at Q4 Preparing for Net Zero Conference.</p> <p>Flexibility Services Review &amp; Findings published on SPEN website at: <a href="http://www.spenergynetworks.co.uk/flexibility">www.spenergynetworks.co.uk/flexibility</a></p> <p>Flexibility Services Review &amp; Findings published on SPEN social media.</p> <p>Flexibility Services Review &amp; Findings emailed to over 2,100 registered stakeholders.</p>	Q4	<p>"Energy Local continues to work closely with SPEN on the Bethesda Home Hub project to understand how we can use local balance via a local energy market model to manage constraints. Working in partnership with SPEN we help 'energy events' to discuss use of power and then demonstrated how groups of local households can work together to reduce their load to manage local constraints. Via modelling we demonstrated how controlling new loads such as heat pumps and EV chargers can help manage the network and reduce local constraints.</p> <p>Whilst continuing work in Bethesda we are now taking our learning and extending the project to Tanygrisiau to develop a community heat network and plan to use local hydro and batteries to provide low cost, low carbon heat and manage constraints on the network. This will also incorporate local businesses and managing their new low carbon power needs thus supporting the local economy further. This work will also involve community engagement to help them participate but also understand their electricity load now and in the future."</p> <p><b>Dr Mary Gillie, Energy Local</b></p>
		9.3	We will publish the results of our Spring and Autumn tenders on the SPEN & Flexible Power websites to include the total capacity awarded at each location.	We will publish the results of our Spring and Autumn tenders on the SPEN & Flexible Power websites to include the total capacity awarded at each location.	2021 Tender Results published on SPEN & Flexible Power websites at: <a href="http://www.spenergynetworks.co.uk/flexibility">www.spenergynetworks.co.uk/flexibility</a> and <a href="http://www.spenergynetworks.co.uk/flexiblepower">flexiblepower.co.uk</a> and promoted at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 & 08/03/23.	Q2 Q4	
10 Project CHARGE	Our CHARGE project continues to gain excellent endorsement and has received positive comments from all our dissemination events. Customers have found the Transport Model and the Interactive Maps extremely useful, and the scenario planning information has helped local authorities and other large customers understand the timescales and cost of their specific EV installation projects. We look forward to continuing our work with the EV industry as we develop the cost estimator tool to provide further information to help our customers understand the scale of their project prior to making a formal connection application.	10.1	<p>We will develop and publish the HV Interactive Maps as part of our ConnectMore Tool, and will promote at all our quarterly Preparing for Net Zero Conferences.</p> <p>We will also continue to promote our ConnectMore tool and EV Optioneering facilities on our SPEN website and social media.</p>	<p>ConnectMore Tool promoted at 4 Preparing for Net Zero Conferences.</p> <p>Cost Estimation facility included in the ConnectMore Tool published on SPEN website.</p> <p>Cost Estimation facility included in the ConnectMore Tool published on SPEN social media.</p> <p>Cost Estimation facility included in the ConnectMore Tool emailed to all registered stakeholders.</p>	<p>ConnectMore Tool promoted at Preparing for Net Zero Conferences on 15/06/22; 26/10/22; 07/12/22 &amp; 08/03/23.</p>	Q1 Q2 Q3 Q4	<p>"We welcome the engagement we have had with SPEN in terms of their support with Shropshire Council Climate Task Force and our plans for driving economic growth across Shropshire, Herefordshire, Telford and Wrekin.</p> <p>The technical knowledge and network information that SPEN has provided to us has been particularly useful and informative, specifically the Connectmore Demo which highlighted clear opportunities for working together in the future by identifying new connection opportunities for expansion of electric vehicle (EV) charging network and renewable energy generating technology and storage. Along with the estimated total costs of progressing these schemes, benefitting both local authorities and SPEN customers alike. We continue to look forward to developing our relationship with SPEN over the coming years to help progress our plans for net zero across north Shropshire and Marches LEP".</p> <p><b>Simon Stallard, Shropshire Council</b></p>

# Helping our Customers Prepare for Net Zero

We are committed to sharing data with our Customers and Stakeholders on a presumed open basis. We recognise that access to data, and information, will be a key enabler in our ability to achieve net zero, and that we have an important role in facilitating efficient whole system planning and operation, and supporting the development of new markets and opportunities.

Through our ongoing stakeholder engagement, we are aware that stakeholders such as local authorities, academics, housing developers, and researchers require access to data and information about our network in order to develop accurate plans, enhance project proposals, and to understand their impact. However, without appropriate tools and processes, providing the necessary data can be a timely and labour-intensive task both for our stakeholders and our colleagues.

Our newly created Open Data Team, and our recently launched Open Data Portal, will aim to streamline the process to share data openly with our stakeholders.

Our Open Data Portal can be freely accessed by all Customers and Stakeholders from our [website](#) and is our centralised repository for data that we will be sharing openly, allowing users to easily search our open data catalogue, along with providing detailed metadata and the ability to consume our data via an API.

## Facilitating Low Carbon Technology onto our Network

### ADMD (After Diversity Maximum Demand) Calculator

This calculator has been designed to help our customers better estimate the required loads from housing developments, both new and existing, in terms of After Diversity Maximum Demand (ADMD). One of the key benefits of the tool is allowing customers to incorporate the effects of major LCTs from the "home of the future". These being Electric Vehicle (EV) chargers and low carbon forms of heating.

This ADMD figure drives the amount of capacity required and should make the quotation process for required works easier and more accurate.

Our ADMD Calculator can be found at: [spenergynetworks.co.uk/admdcalculator](https://spenergynetworks.co.uk/admdcalculator)

### ConnectMore Interactive Map

The ConnectMore Interactive Map relates to the electrical network within the SP Manweb plc licence area (Merseyside, Cheshire, North Shropshire and North & Mid Wales).

The ConnectMore Interactive Map application will provide an indication of the potential Electric Vehicle (EV) charging demand (EV Charging Demand) and high voltage (HV) and low voltage (LV) network capacity (Electricity Network Capacity).

Our ConnectMore Interactive Map can be found at: [spenergynetworks.co.uk/connectmore](https://spenergynetworks.co.uk/connectmore)

## Mapping Data

Access to our Distributed Generation Heat Maps, Utility Map Viewer, and Flexibility Requirements can be found at: [spenergynetworks.co.uk/mapping\\_data](https://spenergynetworks.co.uk/mapping_data)

**SPEN Distributed Generation (DG) Heatmaps** If you are thinking about installing a new generator to export electricity onto the SPEN distribution network, it will need to be connected to our network either through your existing supply or through a new electricity connection.

We have a series of heatmaps available on our website that will give you an indication of the network's capability and a better understanding of potential opportunities to connect your generator to the electricity network.

Our SPEN DG Heat Maps can be found at: [spenergynetworks.co.uk/heatmaps](https://spenergynetworks.co.uk/heatmaps)

### Linesearch

For anyone carrying out any work on or around our network we promote the use of Linesearch for access to up-to-date utility map information. This is accessible via [www.lsbud.co.uk](http://www.lsbud.co.uk)

### SPEN Utility Map Viewer

Free access to our Utility Map Viewer system is available to companies registered as ICP or IDNO, and contractors who are engaged in a process framework with SP Energy Networks. Access is provided through a web portal on an as-requested basis by e-mailing: [UMVAdmin@spenergynetworks.co.uk](mailto:UMVAdmin@spenergynetworks.co.uk)

### Open Data Portal

Our GIS Shapefiles are now held on our Open Data Portal, to be shared with our Customers and Stakeholders under a "shared" data sharing classification, and will be updated on a quarterly basis. To access these shapefiles, Users are requested to "sign-up" to our Open Data Portal at [spenergynetworks.opendatasoft.com/pages/home/](https://spenergynetworks.opendatasoft.com/pages/home/)

### SPEN Flexibility Requirements

To meet our evolving customer needs, we are developing smarter, more flexible network solutions to help mitigate the need for traditional reinforcement and reduce costs for our customers.

We recognise that resources connected to our networks could provide services to assist in key areas that have specific challenges during periods of network constraint.

So, we are exploring markets for flexibility with new and existing customers who are able and willing to control how much they generate or who can control their demand.

Customers can find more information relating to the procurement of Flexibility Services, including our tenders, our current methodologies to select locations and how we value them, plus our contractual documentation on the following link: [spenergynetworks.co.uk/flexibility](https://spenergynetworks.co.uk/flexibility)

## Strategic Documentation

Access to our Long Term Development Statement and Distribution Future Energy Scenarios can be found at: [spenergynetworks.co.uk/strategic\\_documentation](https://spenergynetworks.co.uk/strategic_documentation)

### SPEN Long Term Development Statement

This helps existing and future users of our network identify and assess opportunities for making new or additional use of our distribution systems.

We have provided an overview of the design and operation of the network for both of our licence areas, SP Distribution and SP Manweb.

For access to the SPEN Long Term Development Statements requires customers to register for the information in order to ensure our customers are viewing the most up to date version of the statements.

We have also provided summary statements for both our licence areas.

Access to the full registration form and/or to download the summary statements, please use the following link on the SPEN website: [spenergynetworks.co.uk/LTDS](https://spenergynetworks.co.uk/LTDS)

### SPEN Distribution Future Energy Scenarios

The energy landscape is changing fast as the way our customers and communities generate, consume, and interact with energy evolves. Our role is to plan our distribution networks to facilitate their decarbonisation objectives and choices, and to enable their journey to Net Zero.

To achieve this, we need to forecast and understand our customers' changing electricity requirements – this is the purpose of our Distribution Future Energy Scenarios (DFES) forecasts.

Given the uncertainty and ever-changing policy landscape in which we operate, we have created forecasts for four scenarios, which reflect differing levels of consumer ambition, government/policy support, economic growth and technology development.

Our DFES documents below describe how electricity generation and demand may evolve in our SP Distribution and SP Manweb regions over the next 30 years.

We also publish map views for both SP Distribution and SP Manweb which show our forecasts for customer demand and generation (peak demand, electric vehicles, heat pumps, generation capacity, etc.) for the selected combination of DFES scenario and year.

The SPEN Distribution Future Energy Scenarios for both our SP Distribution and SP Manweb licence areas can be found at: [spenergynetworks.co.uk/dfes](https://spenergynetworks.co.uk/dfes)

## SPEN Network Development Plan

The LTDS and DFES provide information and forecasts of our existing network and the availability of capacity in the short and long term respectively.

The aim of the Network Development Plan (NDP) is to bridge this gap providing a medium term outlook to our stakeholders. It provides details on available network capacity to accommodate future demand and generation growth, as well as our planned interventions which increase network capacity.

Our Network Development Plan is structured as summarised below and aims to provide stakeholders with transparency on our planned network developments and the resulting forecast network capacity headroom.

- Executive Summary:
- Network Development Report – this provides detailed information on our intervention plan
- Network Capacity Headroom Report – demand and generation headroom at each substation to 2050 with planned interventions
- Methodology Statement

The SPEN Network Development Plan for both our SP Distribution and SP Manweb licence areas can be found at: [Network Development Plan - SP Energy Networks](https://spenergynetworks.co.uk/network_development_plan)

## Asset Data

### SPEN Embedded Capacity Register

The SPEN Embedded Capacity Register (formerly the System Wide Resource Register) has been developed to provide better information to electricity network stakeholders on connected resources and network services.

The register implements an industry agreed format which has been developed through the Energy Networks Association Open Networks project and has been adopted by all Distribution Network Operators (DNOs). It provides information on generation and storage resources ( $\geq 1\text{MW}$ ) that are connected, or accepted to connect, to SP Energy Network's distribution network and is updated on the 10th working day of each month.

SPEN Embedded Capacity Register can be downloaded from our Open Data Portal: [Embedded Capacity Register — SPENOpenDataPortal \(opendatasoft.com\)](https://spenergynetworks.co.uk/embedded_capacity_register)

### SPEN Transformer Loadings Register

To facilitate the self-determination of POCs or for customers to simply complete their own optioneering analysis prior to formal application, SP Energy Networks has made the information on transformer loading available for our customers and stakeholders.

The transformer loadings for both our SPD and SPM licence areas can be found at: [spenergynetworks.co.uk/transformer\\_loadings](https://spenergynetworks.co.uk/transformer_loadings)



# Our Connections Engagement planned for RIIO-ED2

As the pace of change continues to rise in the connections arena due to the increased number of low carbon technology enquiries and applications to connect to our network, we are continually looking for new innovative solutions to support our customers through their connections journey.

We recently trialled a hybrid model of engagement for our smaller, more localised events, with both virtual and face-to-face engagement options, which was extremely well received by our customers and stakeholders.

In addition to the small, localised events, we have received increasing feedback that our customers and stakeholders are keen to meet face to face for the larger conferences similar to the events we hosted prior to the Covid-19 pandemic.

With this in mind, we plan to host an annual SPEN Connections Conference to support our customers and stakeholders who wish to attend these larger types of events, and we will also host smaller virtual engagements as and when the need arises for any immediate communications requirements that may arise.

We will continue with our SPEN Connections Stakeholder Panel to discuss and determine next steps for our connections engagement with our regular, repeat customers who have been instrumental in providing the necessary feedback to assist our improvements for our customers and stakeholders. We would like to thank all our existing Panel Members for their time and commitment during RIIO-ED1, and we are delighted for this review and feedback mechanism to continue into RIIO-ED2.

Our newly appointed Customer Relationship Managers are available to support throughout the connections journey, and are available for bilateral meetings and account management as and when our connections customers require any assistance.

We are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders, and we continue to receive excellent feedback on the events we host for our connections customers and stakeholders.

We are proud of the range and depth of engagement we provide, and we are always keen to hear our stakeholders views on how we can improve the engagement we offer.

Please contact us at: [gettingconnectedupdate@spenergynetworks.co.uk](mailto:gettingconnectedupdate@spenergynetworks.co.uk) if you have any suggestions on how we can improve the engagement we provide.

### SPEN Customer Relationship Managers

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## Would you like to have your say?

Please help us to engage with you – Register as a Stakeholder and get involved!

In response to positive feedback from customers and stakeholders, we continue to deliver a wide range of activities and engagements to help them liaise with us using their preferred communication channel.

This has led to an increasing provision of information published on our website and at our engagement events, to help our customers and stakeholders interact with us in the most effective and efficient manner for their own individual needs.

We have also increased the amount of information we provide for our registered stakeholders via email communication as many of them find this an efficient way for us to keep them informed.

We value the feedback we receive on how we can further improve our service and those interested in providing their views can register as a stakeholder using the link below.

Register as a stakeholder:  
[spenergynetworks.co.uk/register](https://spenergynetworks.co.uk/register)

Based on what you tell us you are interested in when you register as a stakeholder – we will invite you to a range of engagement opportunities such as workshops, conferences, meetings and consultations.

We will continue to shape our engagement to our stakeholder requirements and we would like to encourage all stakeholders to provide updates on the engagement we provide to ensure we fully provide any improvements necessary.

### Monthly Newsletters

Following feedback from stakeholders we have decided to provide regular updates on the key topics that are important to our stakeholders.

We have revised the format of our monthly newsletter, which now gives a regular update on the SP Energy Networks Drive to Decarbonisation, providing a monthly update on the work we are doing on the following topics:

**EV, Heat, DSO/Flexibility, Innovation Projects, Policy Updates, Community Partnerships**

Please let us know if you would like a monthly update on any other topics. Please contact us on: [gettingconnectedupdate@spenergynetworks.co.uk](mailto:gettingconnectedupdate@spenergynetworks.co.uk)

### Email Communications

We continue to look for new ways to communicate with our stakeholders, and we have increased our email communications and virtual webinars to our registered stakeholders.

Stakeholders have told us that this increased communication has been appreciated, and we plan to deliver further communications in this manner.

Please register as a stakeholder with us if you would like to receive ongoing communications and updates in this format.

Register as a stakeholder:  
[spenergynetworks.co.uk/register](https://spenergynetworks.co.uk/register)

*Please register as a stakeholder with SP Energy Networks so that we can keep you informed on all the improvements we are making.*

### Website

We have recently updated our SP Energy Networks website to bring the work we do for our major connection customers into a more prominent position on the Getting Connected part of our website.

We plan to make further enhancements to our website over the next 6 months and would welcome feedback to help us shape a platform that is beneficial to all customers and stakeholders.

If you would like to make suggestions for any further improvements you feel would prove beneficial.

Please contact us on [gettingconnectedupdate@spenergynetworks.co.uk](mailto:gettingconnectedupdate@spenergynetworks.co.uk)





## SP Distribution Licence Area Areas of Responsibility & Key Contacts

If you are a domestic customer looking to connect an EV Charger or Heat Pump to your home please direct your query to the LCT Team.

Our new Design and Development Team will co-ordinate all new connections design and quote activity including design of any associated network reinforcement requirements.

Our local District Delivery Teams will continue to deliver the projects, thus ensuring on site works can be planned and constructed utilising local relationships on site.

Each of our six geographical districts across the SP Distribution licence area will continue to deliver all connection projects at 33kV voltage level and below.



### SP Distribution Design & Development Team

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### Edinburgh & Borders

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### Ayrshire & Clyde South

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### Other Contacts

#### New Connections

For all new Connections please contact:  
gettingconnected@scottishpower.com or call 0845 270 0783

#### Unmetered Supplies

**Project Support Team Leader – Alison Mourning**  
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#### Desk Top Quote Team

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#### Land & Planning

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#### Low Carbon Technology Team

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#### Net Zero Engagement

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## SP Manweb Licence Area Areas of Responsibility & Key Contacts

**If you are a domestic customer looking to connect an EV Charger or Heat Pump to your home please direct your query to the LCT Team.**

Our new Design and Development Team will co-ordinate all new connections design and quote activity including design of any associated network reinforcement requirements. Our 132kV System Design Team will continue to provide quotations to connect onto the 132kV network. Our local District Delivery Teams will continue to deliver the projects, thus ensuring on site works can be planned and constructed utilising local relationships on site. Each of our five geographical districts across the SP Manweb licence area will continue to deliver all connection projects at 33kV voltage level and below. Our 132kV Business will deliver all connections projects at our 132kV voltage level.



### SP Manweb Design & Development Team

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### 132kV Project Delivery SP Manweb

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### Other Engagement Contacts

#### New Connections

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