



Wednesday 3rd August 2022

SP Energy Networks Customer Contact Focus Group

Thank you for joining - this session will start at 10:00.

Develop a network
that is ready
for Net Zero

Be a trusted partner for
customers, communities
and stakeholders

Ready our business
for a digital and
sustainable future

AGENDA – Customer Contact Focus Group

10:00 – Welcome, Housekeeping & Safety Contact

10:10 – iIdentify App

10:30 – Design Self Service Tool

11:00 – ICE

11:30 - Close

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Housekeeping

Thank you for taking the time to attend today.

- *This session is being recorded.*
 - *please let Louise know if you are not comfortable with this and we will take your comments in the Chat section*
- *Please try and keep background noise to a minimum by using the mute button when you are not speaking.*
- *We are keen for this to be an interactive session as your feedback is important.*
 - *please raise your hand electronically or use the chat function if you would like to ask questions to the speakers*

We value your opinions, and we are keen to generate an open session with opportunities to hear your feedback.

BBC NEWS

Home UK World Business Politics Tech Science Health Family & Education Entertainment

How easy is it to drive across Wales in an electric car?

By Tomos Morgan
Wales correspondent

20 May 2022



It's less than eight years before the sale of new petrol and diesel cars is banned in the UK - and sales of electric vehicles have been rising steeply.

Yet surveys suggest that concern over the state of the UK's charging infrastructure is now the number one reason stopping newer buyers from taking the plunge.

To see if those fears were justified, I attempted to drive up and down Wales in a standard electric car to see how easy it would be.

www.bbc.co.uk/news/uk-61505025.amp



**Michael Alexander,
SPEN Business Change Project Manager**

iDentify App

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Agenda

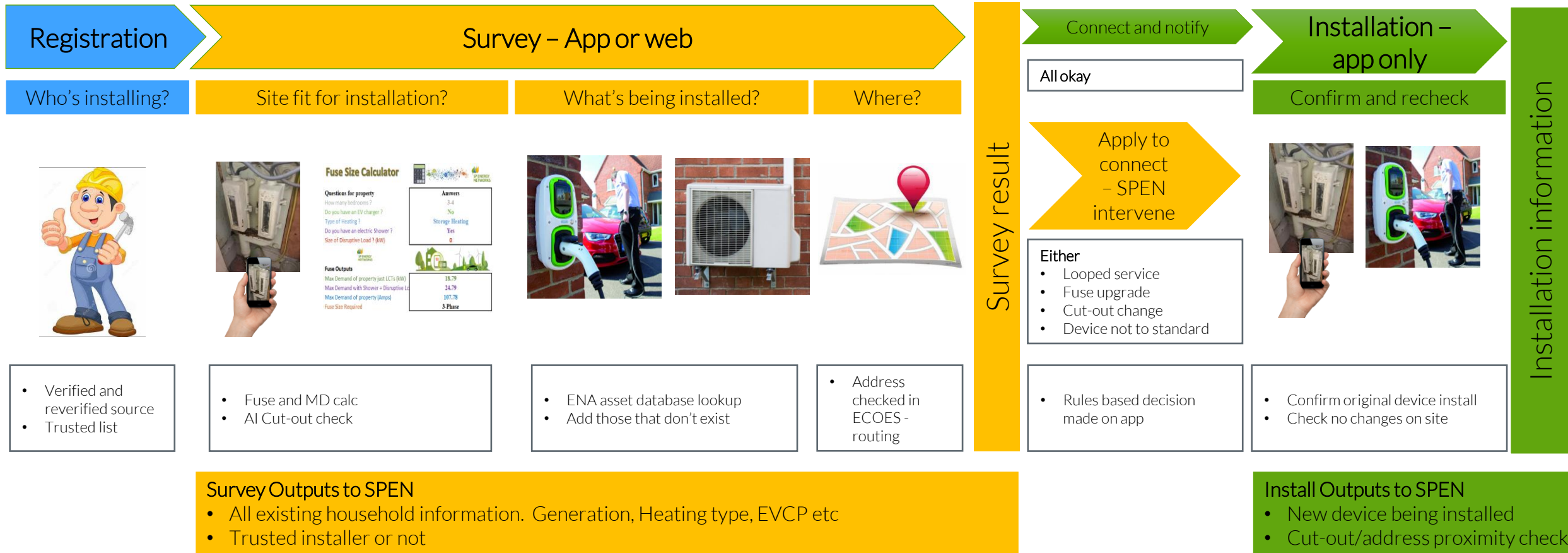
01 Project recap

02 Benefits and possible future enhancements

03 Demo

Project Recap

EVCP, HP and G98 Information



With EVCP grants expired, and installation notifications in decline, this free to use app has installer requested functionality built in incentivising them to adopt.

iDentify reasoning

Benefits - and foundation for future

Benefits

- Replace the paper forms. All info returned digitally and mistake proofed
- Reduced CCT creation, manual data transfer to systems, manual check of forms, some decision making etc
- Crowdsourcing of existing LCT household information
- Ensures information routed to correct DNO/IDNO
- Removes the abuse of the multiple application spreadsheet
- Provides information near real time.
- Create the ability to automate grants and tariff changes.

Future

- Expand so Local authorities and councils can survey properties returning existing LCT device and DNO service equipment information
- Web page link to householder (or surveyor separate to the installer) for them to complete their own surveys (installer would send link to customer asking them to complete inc. upload photo of cut-out)
- 2 way comms - "apply to connect" DNO job tracking
- Looped service advice to installers at survey – database lookup
- "G99 Fastrack" and G100.
- Faulty equipment to be recognised by AI R

ENA decision - will not roll out a data collection app - alternate solution

Demo



**Alan Morgan,
SPEN Solutions Manager**

Design Self Service Tool

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Connections Solution Overview



Reduce speculation & waste



Optimise process



Improve performance



New Ways of Working

1. Connection Offer Expenses

8 month delivery

Reduce speculative applications
Focus on customers

P

2. Self Service (connectmore tool)

10 month phased delivery

Investment in online solution to determine capacity available and an itemised budget estimate for all LV/HV works

S

3. Connections SAP Upgrades

9 month phased delivery

Consolidating PM / PPM upgrades into one program of work for time and cost effective system use for project delivery

S

4. Technical approval review

4 month delivery

Ensuring technical and financial governance allows a timely service as per ED2 commitment

P

5. Graphical Design Tool

10 month delivery (1st release)

For formal quotations, an end to end design package for more accurate CU driven construction designs and plans

S

6. Operational Reporting

3 month delivery for prototype

Consolidating individual and team related data (circa 6 sources) into a single dashboard of performance

P

7. Tactical training programme

6 month delivery

A formalised training and onboarding scheme for design & delivery

O

8. Standardise Contacts

8 month delivery

Standardising our customer journey throughout our customer facing teams

O

Key  Process  System  Organisation

ConnectMore Demo



Reduce speculation & waste



Optimise process



Improve performance



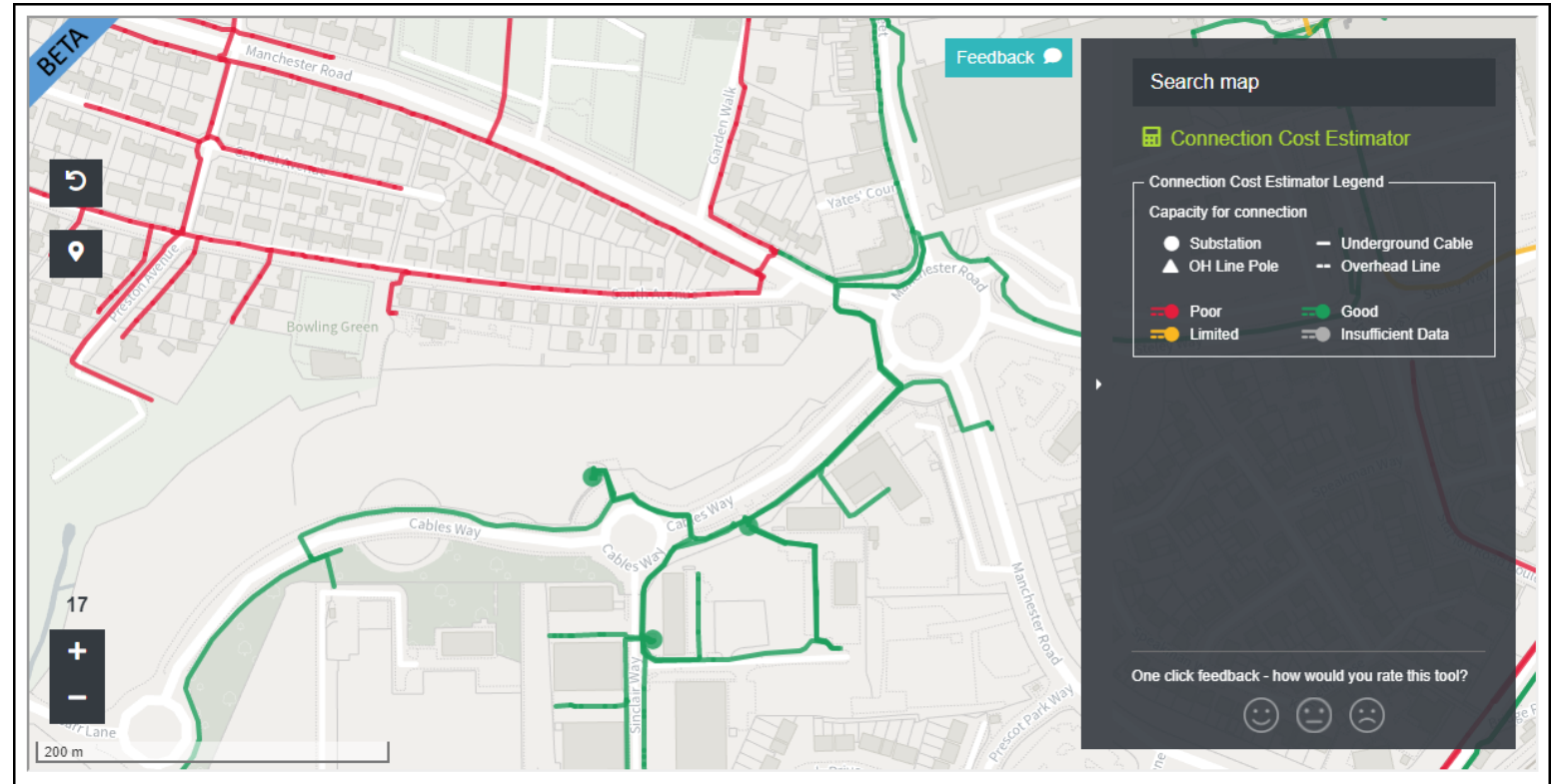
New Ways of Working

2. Self Service

(connectmore tool)

10 month phased delivery

Investment in online solution to determine capacity available and an itemised budget estimate for all LV/HV works





**Stuart Walker,
Customer Engagement Manager**

Incentive for Connections Engagement Action Plan Overview

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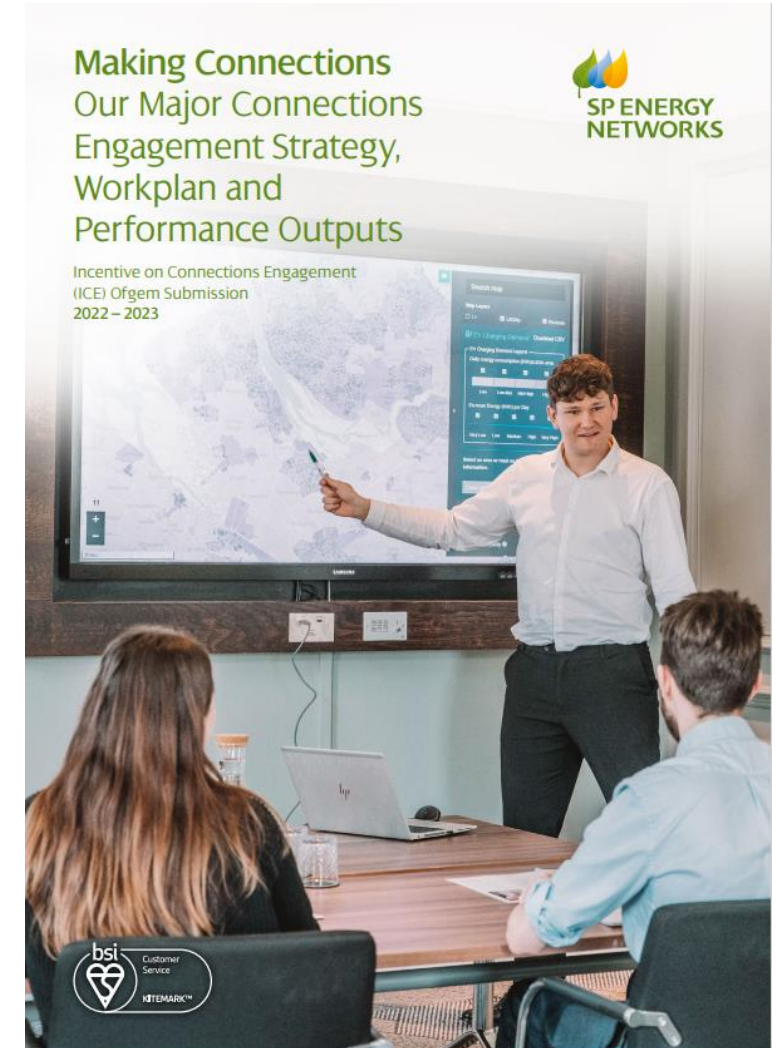
Ready our business
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ICE

We are proud to publish our 2022/2023 ICE Plan to highlight the work we will be completing over the next 12 months:
www.spenergynetworks.co.uk/pages/incentive_on_connections_engagement_ice_submission.aspx

Key topic areas include:

1. Policy Guidance
2. Communication
3. Customer Contact
4. ICP/IDNO Interface
5. Design Support
6. Land Rights
7. Project Management
8. Partnerships
9. Preparing for DSO
10. Project CHARGE



ICE - Policy Guidance

Policy Documents to be update in 2022/23 are:

- -ESDD-01-006: Standard LV Connection Arrangements
- -ESDD-02-003: LV connection arrangements in residential developments
- -ESDD-02-012: Framework for design & planning of LV housing developments
- -ESDD-02-007: Equipment ratings
- -ESDD-04-003: Service design for connection of residential properties

| | kW Output |
|------------------------------------|------------------|
| Average HH ADMD Standard | 1.80 |
| Total Feeder ADMD Standard | 180.00 |
| Average HH ADMD Cold Load | 1.80 |
| Total Feeder ADMD Cold Load | 180.00 |

ADMD Calculator for 20+ Properties

| Variables | Options / Ranges | User Input |
|--|--------------------------|-------------------|
| Number of Customers on Feeder ? | 20 to 100 | 100 |
| How many have EV Chargers ? | 0 to Number of Customers | 0 |
| How many have EV Chargers AND Heat Pumps ? | 0 to Number of Customers | 0 |
| How many have Air Source Heat Pumps ? | 0 to Number of Customers | 0 |
| Average size of ASHP? (kW Heat) | 0, 5, 8 or 16 | 8 |
| How many have Ground Source Heat Pumps ? | 0 to Number of Customers | 0 |
| Average size of GSHP? (kW Heat) | 0, 5, 8 or 16 | 16 |
| How many have Hybrid Heat Pumps ? | 0 to Number of Customers | 0 |
| Average size of HyHP? (kW Heat) | 0, 5, 8 or 16 | 5 |

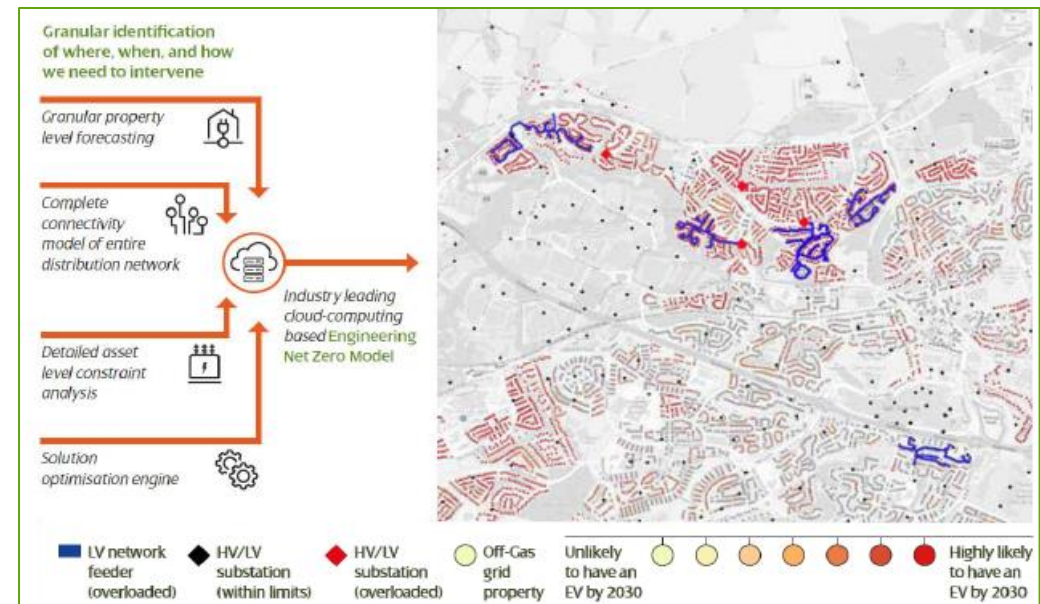
ICE - Customer Contact

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.

Our 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.

The dates for the Customer Focus Group are:

- Wednesday 3rd August 2022
- Wednesday 8th February 2023

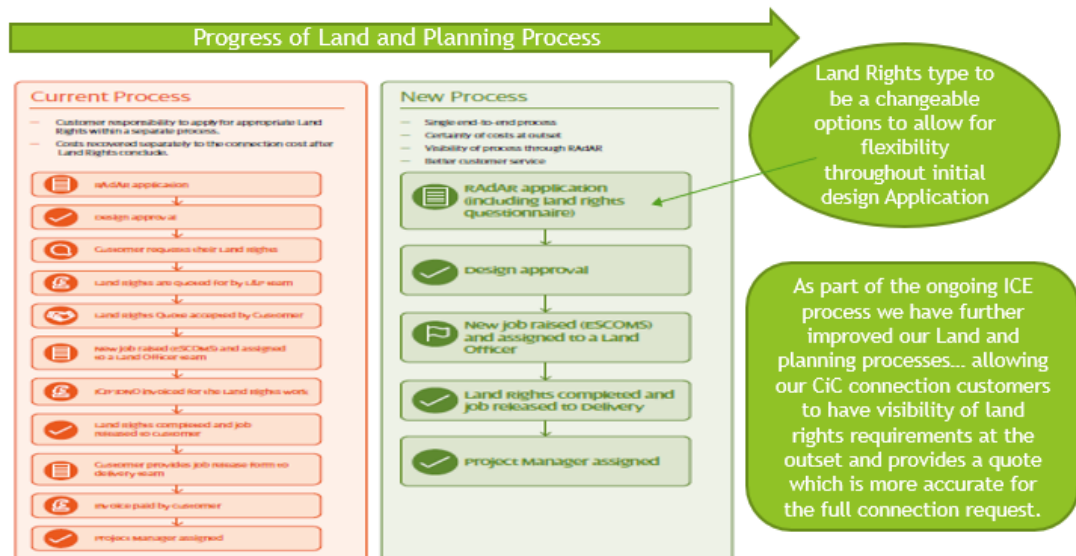


ICE - ICP/IDNO Interface

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.

The dates for our RAdAR Working Groups are:

- Wednesday 17th August 2022
- Thursday 13th October 2022
- Wednesday 11th January 2023
- Wednesday 29th March 2023



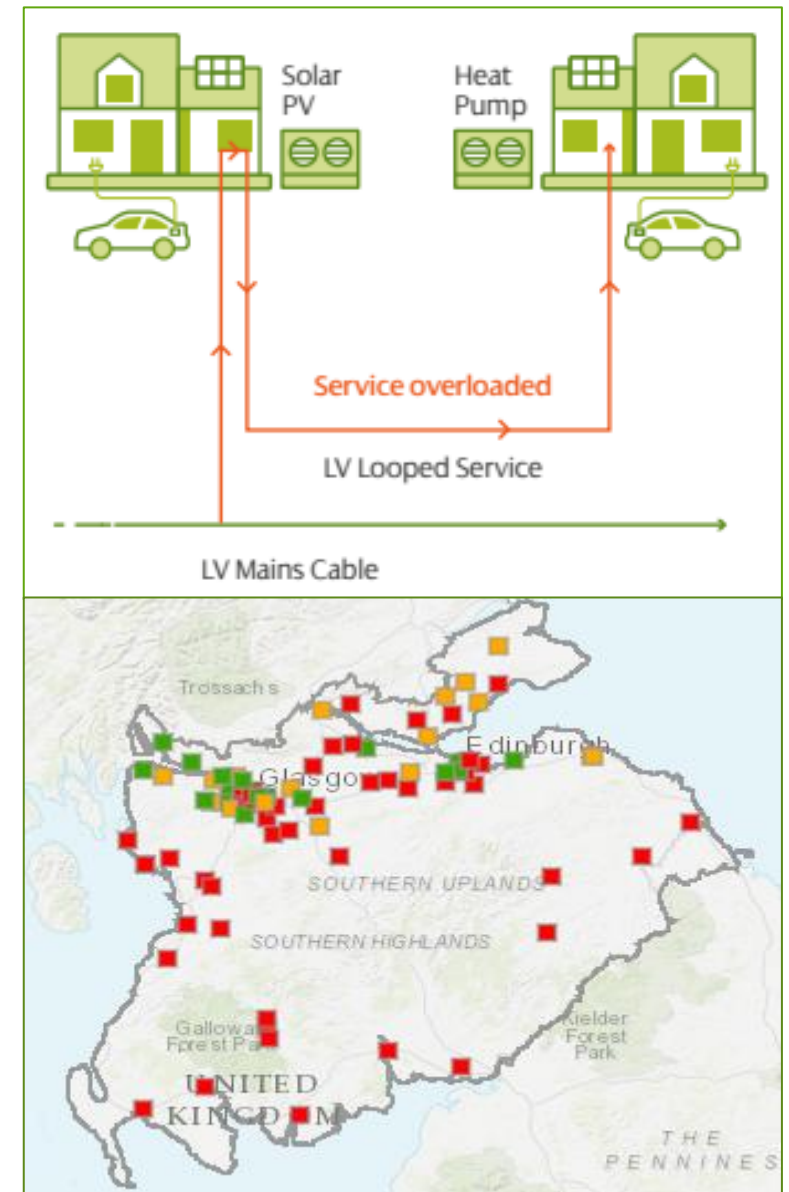
ICE – Design Support

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.

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.

We will 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.

We will continue to provide access to our UTM Shape Files to help our customers view our network information using their own Geographical Information Systems. We will also create a formal application and registration process for our customers to access our SPEN Geographical Information System.



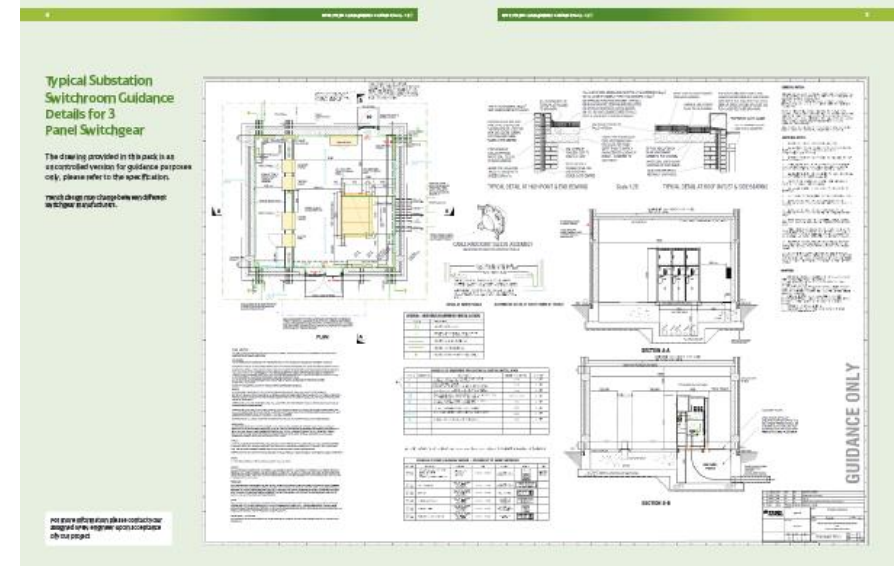
ICE – Project Management

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 are also developing a Project Management Guidance Pack that will be published externally for customer use.

This Guidance Pack will include:

- General
- Civil
- Electrical
- Iberdrola documents



Door Details

The following information is provided from Annex E of the NS 10-40-11 publication enclosed for distribution substation documents.

| REF | DESCRIPTION | AND | THE COMPANIES REQUIREMENTS |
|--------|------------------------------------|-----|---------------------------------------|
| A.10.1 | door type or fire rating - details | and | to be approved by the project manager |
| A.10.2 | door type | and | to be approved by the project manager |
| A.10.3 | door type | and | to be approved by the project manager |
| A.10.4 | door type | and | to be approved by the project manager |
| A.10.5 | door type | and | to be approved by the project manager |
| A.10.6 | door type | and | to be approved by the project manager |

For more information please contact our designated engineering support representative on this project.

Duct Sealing

The below is an example of an approved supply list as part of the tender process. There are many other suppliers available as part of your normal tendering process.

This is an example of a suitable material for the ductwork sealing process.

Keep your equipment dry

Product features:

- Easy to install even in cramped conditions
- Manufactured by Fluorocarbon to create an airtight seal
- Available in a range of sizes to suit different ductwork
- Available in a range of colors to match your equipment

Product capabilities:

- Available in a range of sizes to suit different ductwork
- Available in a range of colors to match your equipment

Product benefits:

- Prevents moisture ingress
- Prevents dust ingress
- Prevents air ingress
- Prevents noise ingress

For more information please contact our designated engineering support representative on this project.

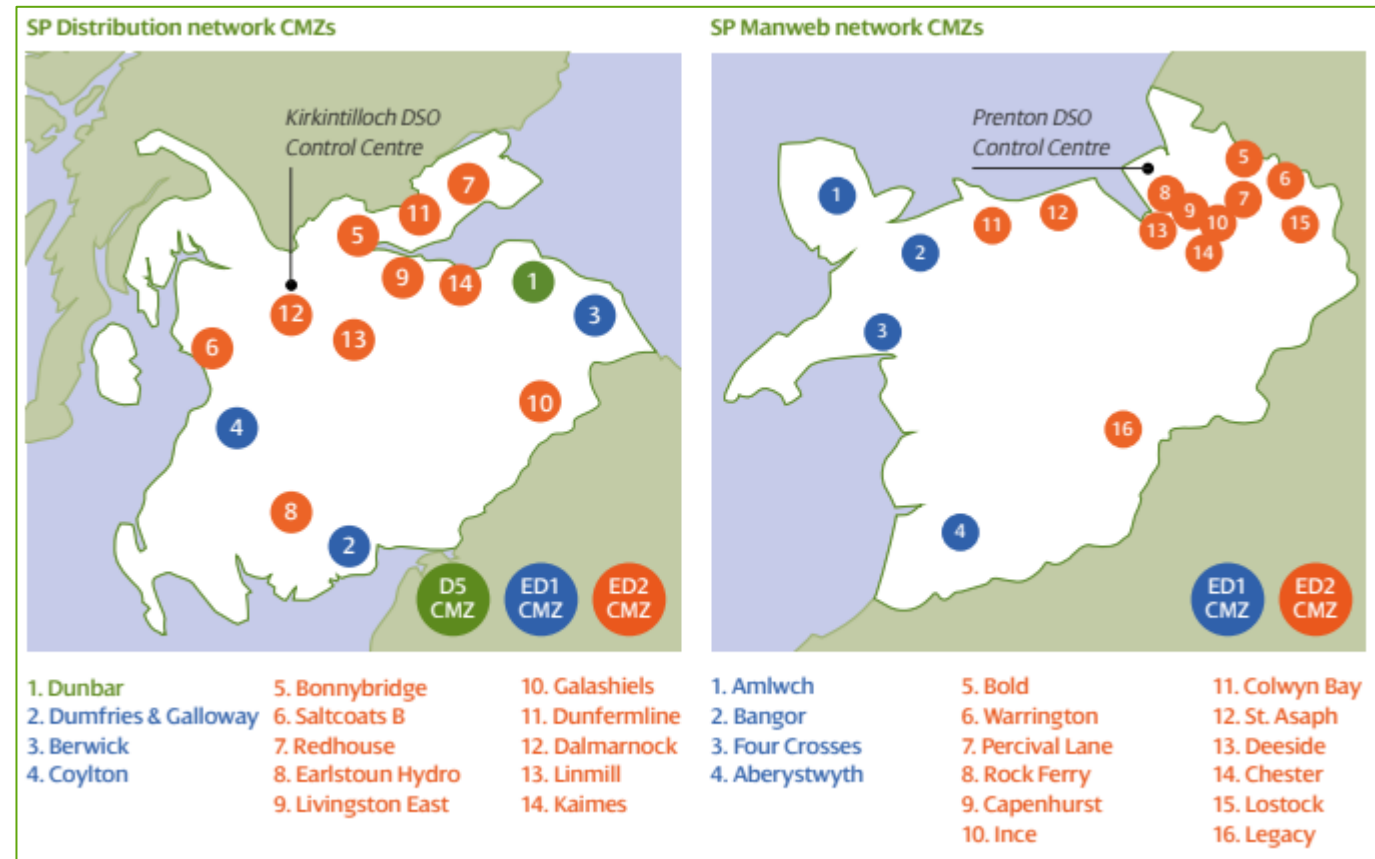
ICE – Preparing for DSO

We will promote the Active Network Management opportunities available to our customers.

We will identify the regions of our licence areas that have ANM opportunities on our SPEN Distributed Generation Heat Maps.

We will conduct a review of our recent Flexibility Services tenders and publish any findings and proposals for a longer term strategy.

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.



SPEN Contact Details SPD Pages 40- 41

SP Distribution Licence Area Areas of Responsibility & Key Contacts

Each of our six geographical districts across the SP Distribution licence area cover all connections activities at 33kV voltage level and below.

This Area of Responsibility List was created as a direct result of our stakeholders requesting information and access to our key contacts in our Districts and has been warmly welcomed.



● Edinburgh & Borders

District General Manager – David Clime
david.clime@spenergynetworks.co.uk | 07753 623951
Head of Planning & Design – Sean Gavaghan
sean.gavaghan@spenergynetworks.co.uk | 07789 925327
Head of Delivery – Gerard McKeeown
gmckeeown@spenergynetworks.co.uk | 07753 624183
Head of Delivery – Trevor Weddell
trevor.weddell@spenergynetworks.co.uk | 07753625031

● Central & Fife

District General Manager – Ross Galbraith
ross.galbraith@spenergynetworks.co.uk | 07753 622658
Head of Planning & Design – Craig Graham
craig.graham@spenergynetworks.co.uk | 07753 623669
Head of Delivery – Danny Barlow
daniel.barlow@spenergynetworks.co.uk | 07753 624163
Head of Delivery – Neil McDonald
neil.mcdonald@spenergynetworks.co.uk | 07736 555453

● Glasgow & Clyde North

District General Manager – Alistair Menzies
alistair.menzies@spenergynetworks.co.uk | 07753 624146
Head of Planning & Design – Rachel Donoghue
rdonoghue@spenergynetworks.co.uk | 07922 580788
Head of Delivery – Albert Santandreu
asantandreu@spenergynetworks.co.uk | 07702511613
Head of Delivery – Ricky Knight
ricky.knight@spenergynetworks.co.uk | 07753 622670

● Ayrshire & Clyde South

District General Manager – Aileen Rourke
aileen.rourke@spenergynetworks.co.uk | 07918 197415
Head of Planning & Design – Karl Watson
karl.watson@spenergynetworks.co.uk | 07540 336029
Head of Delivery – Jack Evans
j.evans@spenergynetworks.co.uk | 07702 663983
Head of Delivery – Martin Maxwell
martin.maxwell@spenergynetworks.co.uk | 07894 604977

● Dumfries & Galloway

District General Manager – Aileen Rourke
aileen.rourke@spenergynetworks.co.uk | 07918 197415
Head of Planning & Design – Kerry Bowie
kerry.bowie@spenergynetworks.co.uk | 07753 624570
Head of Delivery – Neil Carruthers
neil.carruthers@spenergynetworks.co.uk | 07753 624579
Head of Delivery – Craig Cottrill
craig.cottrill@spenergynetworks.co.uk | 07920 113104

● Lanarkshire

District General Manager – Alistair Graham
alistair.graham@spenergynetworks.co.uk | 07753 624888
Head of Planning & Design – Derek Jussamine
derek.jussamine@spenergynetworks.co.uk | 07918 661496
Head of Delivery – Derek Drummond
derek.drummond@spenergynetworks.co.uk | 07753 625790
Head of Delivery – Stephen Sichi
stephen.sichi@spenergynetworks.co.uk | 07834 575776



Other Contacts

Stakeholder Engagement Team

Stakeholder & Community Engagement Manager – Rachel Shanley
rachel.shanley@spenergynetworks.co.uk | 07753 623898
Customer Engagement Manager – Stuart Walker
stuart.walker@spenergynetworks.co.uk | 07800 953141
Customer Engagement Manager – Louise Taylor
louise.taylor@spenergynetworks.co.uk | 07753 624442
Customer Engagement Manager – Fay Morris
fay.morris@spenergynetworks.co.uk | 07753 624921

Land & Planning

Head of Land & Planning – Ross Baxter
ross.baxter@spenergynetworks.co.uk | 07753 625724
Distribution Land Manager – Suzy Kilbin
skilbin@spenergynetworks.co.uk | 07548 707640
ICE & Net Zero Engagement Manager – Stuart Walker
stuart.walker@spenergynetworks.co.uk | 07800 953141

Low Carbon Technology Team

Low Carbon Technology Operations Senior Engineer – Ross Tierney
rtierney@spenergynetworks.co.uk | 07710 917989
For any Low Carbon Technology queries please contact:
lcapplications@spenergynetworks.co.uk

Desk Top Quote Team

Service Improvement Manager – Julie Carbon
julie.carbon@spenergynetworks.co.uk | 07834 575777
Connections Services Manager – Steven Dunsmore
steven.dunsmore@spenergynetworks.co.uk | 07753 624226

New Connections

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

Unmetered Supplies

Project Support Team leader – Alison Mounring
amounring@spenergynetworks.co.uk | 07834 526786
For any Street Lighting queries please contact:
slnorth@scottishpower.com

SPEN Contact Details SPM Pages 42 to 43

SP Manweb Licence Area Areas of Responsibility & Key Contacts

Each of our five geographical districts across the SP Manweb licence area cover all connections activities at 33kV voltage level and below.

Our 132kV System Design team cover all 132kV connections queries for the whole of the SP Manweb licence area.



Dee Valley/ Mid Wales

District Manager – Sean Griffiths
sgriffth@spenergynetworks.co.uk | 07592 774769
Head of Planning & Design – Eugene Kenny
eugene.kenny@spenergynetworks.co.uk | 07753 624261
Head of Delivery Wales – Sean Kennedy
skennedy@spenergynetworks.co.uk | 07753 624400
For any Dee Valley / Mid Wales District queries please contact:
DesignNorthWales@spenergynetworks.co.uk

Merseyside

District Manager – Tom Walsh
twalsh@spenergynetworks.co.uk | 07753 624439
Head of Planning & Design – Neil Woodcock
neil.woodcock@spenergynetworks.co.uk | 07753 624072
Head of Delivery – Paul Thomas
paul.thomas@spenergynetworks.co.uk | 07501 223071
For any Merseyside District queries please contact:
DesignMersey@spenergynetworks.co.uk

Mid Cheshire

District Manager – Jane Wilkie
jane.wilkie@spenergynetworks.co.uk | 07702 152846
Head of Planning & Design – Ken Braxington
ken.braxington@spenergynetworks.co.uk | 07753 624053
Head of Delivery – Steve Matthias
steven.matthias@spenergynetworks.co.uk | 07725 410097
For any Mid Cheshire District queries please contact:
wimalconnections@spenergynetworks.co.uk

North Wales

District Manager – Andy Churchman
andychurchman@spenergynetworks.co.uk | 07941 865085
Head of Planning & Design – Eugene Kenny
eugene.kenny@spenergynetworks.co.uk | 07753 624261
Head of Delivery Wales – Sean Kennedy
skennedy@spenergynetworks.co.uk | 07753 624400
For any North Wales District queries please contact:
DesignNorthWales@spenergynetworks.co.uk

Wirral

District Manager – Jonathan Hughes
jonathan.hughes@spenergynetworks.co.uk | 07753 624452
Head of Planning & Design – Ken Braxington
ken.braxington@spenergynetworks.co.uk | 07753 624053
Head of Delivery – John McWilliams
john.mcwilliams@spenergynetworks.co.uk | 07753 624329
For any Wirral District queries please contact:
wimalconnections@spenergynetworks.co.uk

132kV System Design SP Manweb

Distribution Network Manager (SPM) – Steve Withell
steve.withell@spenergynetworks.co.uk | 07736 008779
North Wales / Dee Valley and Mid Wales
Lead Engineer – Andy Beddoes
andy.beddoes@spenergynetworks.co.uk | 0753623822
Mersey Lead Engineer – Jon Mitchell
jonathan.mitchell@spenergynetworks.co.uk | 0775362400
Cheshire/Mersey / Wirral Cheshire/Wirral
Lead Engineer – Miles Buckley
miles.buckley@spenergynetworks.co.uk | 07753624271
For any 132kV System Design queries please contact:
SystemDesignConnectionsSouth@spenergynetworks.co.uk

132kV Business Delivery SP Manweb

Business General Manager – Mark Sobczak
mark.sobczak@spenergynetworks.co.uk | 07753 623715
132kV Programme Head of Delivery – Damian Carwright
damian.carwright@spenergynetworks.co.uk | 07753 622577



Other Engagement Contacts

Stakeholder Engagement Team

Stakeholder & Community Engagement Manager – Rachel Shorney
rachel.shorney@spenergynetworks.co.uk | 07753 623898
Customer Engagement Manager – Stuart Walker
stuart.walker@spenergynetworks.co.uk | 07800 953148
Customer Engagement Manager – Louise Taylor
louise.taylor@spenergynetworks.co.uk | 07753 624442
Customer Engagement Manager – Fay Morris
fay.morris@spenergynetworks.co.uk | 07753 624921
For any stakeholder engagement queries please contact:
gettingconnected@spenergynetworks.co.uk

Desk Top Quote Team

Service Improvement Manager – Julie Carlton
julieps.carlton@spenergynetworks.co.uk | 07634575777
Connections Services Manager – Greg Adkinson
gatlison@spenergynetworks.co.uk | 07753 623724

New Connections

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

Land & Planning

Head of Land & Planning – Ross Baxter
ross.baxter@spenergynetworks.co.uk | 07753 623724
Distribution Land Manager – Suzy Killin
skillin@spenergynetworks.co.uk | 07548707640
Distribution Land Team Leader – Jo Stiles
jo.stiles@spenergynetworks.co.uk | 0141 634 5815 | 07753 483240

Unmetered Supplies

Street lighting enquiries:
streetlighting@spenergynetworks.co.uk
UMS Project Leader – Neil Flanagan
neil.flanagan@spenergynetworks.co.uk | 07702663833
Project Support Team Leader – Gill Steel
gill.steel@spenergynetworks.co.uk | 07844962403

Low Carbon Technology Team

Low Carbon Technology Applications – Stacey Rodgers
srodgers@spenergynetworks.co.uk | 07702664640
For any Low Carbon Technology queries please contact:
lctapplicationsouth@spenergynetworks.co.uk

Our Connections Engagement Planned in 2022/23

Dates for the diary in 2022/23:

- 17/08/22 - RAdAR Working Group
- 14/09/22 - Preparing for Net Zero Conference
- 13/10/22 - RAdAR Working Group
- 07/12/22 - Preparing for Net Zero Conference
- 11/01/22 - RAdAR Working Group
- 23/02/23 - ICP Safety Seminar
- 08/02/23 - Customer Contact Focus Group
- 08/03/23 - Preparing for Net Zero Conference
- 29/03/23 - RAdAR Working Group

Please help us to engage with you.

Register as a stakeholder:

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

ICE – Questions and Feedback

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 gettingconnectedupdates@spenergynetworks.co.uk

Open Door Policy

Due to the ongoing COVID-19 pandemic, we will be continuing our Open Door Policy via telephone or using MS Teams or Zoom.

We are keen to engage with any stakeholder and customer in any way they choose despite the lack of face to face meetings at present.

Please continue to contact our teams in both licence areas using the Areas of Responsibility information at the back of his document, or the Contact Us page of our website, which can be found at:

spenergynetworks.co.uk/contactconnections

Email Communications

We continue to look for new ways to communicate with our stakeholders, and we have increased our email communications to our registered stakeholders during the ongoing COVID-19 pandemic.

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

Dates for the diary

Upcoming events:

- 17/08/22 - RAdAR Working Group
- 14/09/22 - Preparing for Net Zero Conference

Please register for our next events at:
spenergynetworks.co.uk/stakeholderevents

Thank you for your time today.

Your feedback has been useful and we will incorporate your comments when planning our next engagements.

Please register as a stakeholder if you would like to receive further updates from us:

spenergynetworks.co.uk/register