SP ENERGY NETWORKS

SP Energy Networks
RAdAR Working 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 – RAdAR Working Group

10:00 – Welcome, Housekeeping & Safety Contact

10.10 – Overview of RAdAR Improvements

10.40 – Demonstration and progress to date

11.10 – Feedback from ICPs

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.

Gul-e Project

- Approx. 6.6M households do not have access to off-street parking and cannot charge their EVs at home
- Household EV charging options are currently limited
- The traditional options, like trailing charger cables across the pavement, can generate trip hazards and diminish mobility, or relying upon public charging provisions which can be expensive

Gul-e is an innovative EV charging solution created by ODS, Oxford City Council's local authority trading company.

- Secure & seamless cable gully recessed in the footway
- Encourages overnight charging, reducing network grid pressures
- Removes trip hazards by keeping the cable out of the way for pedestrians
- Unobtrusive design that minimises street clutter
- ODS is now taking expressions of interest from local councils across the UK, residents, fleet operators, and private businesses

Learn more at **Gul-e Website**

Stuart Walker
SPEN ICE Engagement Manager

RAdAR Improvements

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Background – Project Statement

- RAdAR (Register of Adopted Asset Requests) IT platform is the means by which the ICP and IDNO stakeholders apply for connections to SPEN in SPD and SPM

- RAdAR is an 'end of life' platform identified for upgrade or replacement moving forwards into ED2 with strategy with plans for future solution being driven by the wider strategic roadmaps for Connections, 'Relationship Management' and the ongoing evolution of SPEN's CRM solution

- Due to the age of RAdAR version, basic common features, expected as standard within modern customer facing application platforms, are not available and user experience is poor with limited upload capability, time outs, laborious search process all causing unacceptable process delays and blockers for ICP's & IDNOs and resulting in poor feedback being received within ICE survey results

- In 2021 a RAdAR Working Group was mobilised to work closely with internal and external users to understand key pain points and identify where small changes/minor improvement opportunities lie that, where implemented, provide significant usability improvements and processing time reductions, whilst awaiting delivery of long term, strategic solution.

- 5 areas of improvement were identified as key by nominated stakeholders during three RAdAR working groups in 2021 / 22 resulting in an ICE action for delivery of the improvements as follows:

  - Upload enhancements – speed, file size and multiple drop
  - POC Register Improvement - SLC15 Expiry Dates visibility
  - Search functionality improvements
  - Land rights flexibility added
  - Timeout increase duration
  - Minimum Information requirement request
  - Acceptance/ rejection button

Business Benefit

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Stakeholders RAdAR Improvements:

- Recommended file size to be uploaded – proposed increase to 100MB.

- POC Expected Offer Date to be shown on the POC Registration page.

- Design Approval date shown against the list of live applications on the Design Approval page.

- Improved Search Function for SPEN Staff Contact Details.

- RAdAR time out to be increased from the existing 5 minutes to 45 minutes.

Benefits:

- Quicker time to make application due to ease of use improvements

- Quicker to assess applications due to more complete / higher level of detail application

- Less needless cancelation and reapplication due to small insignificant changes

- Greater satisfaction with longer up load time, increased speed and multiple file upload

- Land right area flexibility speed process of applications and improves the accuracy of applications

Update on Progress

- TDA review and authorization of the proposal competed on 24th August

- Formal mobilization of delivery Project in collaboration with SPEN CoE & IT initiated w/c 29th August

- Vendor Development & Build commence started 5th September

- Engage small group of nominated internal & external Stakeholders to support User Acceptance Testing activities

  - Internal:

    - Ann Gwyn, Peter Mullen, Heads of Design

  - External :

    - **GTC:** Michael Stewart, Peter Craighead

    - **FES**: Hayley Stamper, Tracey Warnock

    - **Wallace Whittle:** Stephen Phimister, Stuart Andrews

The Next Steps

User Acceptance Testing

6 external and 6 internal confirmed as shown on previous slide.

Space for an additional 4 externals. Please let us know if you wish to be apart of it.

Please let Louise and Stuart know after the event with name and email address of the RAdAR user you wish to include

Friday 21st October – Friday 28th October

- Phase 1 testing commences 21st. Propose 1 hour a day commitment
- Session on the 28th to review
- Phase 2 testing will commence early-mid November (Land & Planning and Search function)

Endorsement of Process

Please let us know your views now all later if you are happy with the process of user testing

Timeline

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Project	2022																												
SPEN Business Opex 2022:	June				July				August				September				October				November				December			
RAdAR ICE Enhancements	6	13	20	27	4	11	18	25	1	8	15	22	29	5	12	19	26	3	10	17	24	31	7	14	21	28	5	12	19	26
Approvals																														
Solutions Architecture Group Approval	★																													
Business Opex Approved						▩																								
Stategic Connections Workstream Approval											▩																			
Technical Design Authority (TDA) Paper to Note												★																		
Project Kick Off																														
Project Kick Off & Governance tracking commenced													▮																	
PO raised against vendor framework												▮	▮																	
Finalise delivery plan with vendor & SPEN IT									▮	▮	▮	▮	▮																	
Engage & secure UAT Test resource within WG stakeholders														▮	▮	▮	▮													
Development & Testing																														
Development & Build														▮	▮	▮	▮	▮	★											
Factory Acceptance Testing (FAT)																				★										
User Acceptance Testing (UAT)																					▮	▮								
Testing Mop-Up & Re-tests (If required)																						▮	▮	★						
Testing Complete																							▮							
Delivery																														
RAdAR ICE Enhancements 'Go Live'																							★							
Post Implementation Warranty/Support																									▮	★				
Stakeholder Engagement																														
RAdAR Working Groups												▮							▮											
Closedown																														
Project Closedown																										▮	▮	★		

*IT Delivery timeline & plan to be finalised with SPEN IT & vendor by 02nd September

Demonstration

Stuart Hanlon to provide demonstration on progress to date on (phase 1):

1. File size increase individual file 100M and folder 200M
2. Multiple file Drag and Drop
3. Speed of upload increased
4. Screen lock improved to 45 min

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Stuart Walker
SPEN Customer Engagement Manager

Feedback from ICPs

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Our Connections Engagement Planned in 2022/23

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Dates for the diary in 2022/23:

- 26/10/22 - Preparing for Net Zero Conference
- 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

Dates for the diary

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Upcoming event:

- 26/10/22 - 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 your would like to receive further updates from us:

spenergynetworks.co.uk/register