

SP Energy Networks
RAdAR Working Group
Wednesday 25th August 2021



Thank you for your time today

SP Energy Networks RAdAR Working Group Wednesday 25th August 2021



Agenda

Thank you for taking the time to attend today.

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

14:00 – Welcome, Housekeeping and Safety Contact

14:05 – Recap of our first meeting

14:30 – Requested Improvements & Proposals

15:00 – Feedback Session for additional requirements

15:30 – Close

This session will be recorded

SPEN attendees today:

- ▶ Derek Jessamine – Head of Planning & Design – Lanarkshire
- ▶ Angela McIntosh – Senior Design Engineer – Central & Fife
- ▶ Lesley Tait – Commercial & Performance Analyst
- ▶ Nigel Evans – Commercial & Performance Engineer
- ▶ Suzy Killin – Land Rights
- ▶ Susanne Burton – Centre of Excellence
- ▶ Louise Taylor – SP Manweb Customer Account Manager
- ▶ Stuart Walker – SP Distribution Customer Account Manager
- ▶ Rachel Shorney – SP Manweb Stakeholder Engagement Manager

Safety Contact

LV interconnection when energising projects.

SPEN staff have suggested an improvement to RAdAR to remind ICP's to consider LV interconnection when operating on the 11kV network.

Proposal:

Looking to include a reminder on the RAdAR application page to highlight this requirement.

Overview of RAdAR Guidance currently available

- ▶ Stuart Walker
- ▶ SP Distribution Customer Engagement Manager

Guidance on how to apply for an ICP connection

www.spenergynetworks.co.uk/userfiles/file/SPEN_Customer_Journey.pdf

Connections ICP Customer Journey

Correct from March 2020

SP ENERGY NETWORKS

1. ICP Enquiry

SP ENERGY NETWORKS

Introduction
1. ICP Enquiry
2. Quotation Request Received
3. Acceptance and Payment
4. Delivery Stage
5. Project Closure

✓ ICP's registered on RADAR ✗ ICP's not registered on RADAR

ICP to use RADAR to submit online POC application.
First time ICP's need to complete RADAR Application form [click here](#), and if any assistance required contact the following email address:
North: [Click here](mailto:ICPADMINORTH@ScottishPower.com)
South: [Click here](mailto:ICPADMINOUTH@ScottishPower.com)

SPO - ICPADMINORTH@ScottishPower.com
SPM - ICPADMINOUTH@ScottishPower.com

2. Quotation Request Received

SP ENERGY NETWORKS

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Stage 1
SP Energy Networks check the enquiry for competency.

Stage 3
POC quote issued. This is valid for 3 calendar months showing the point of connection and all costs.

Stage 2
Designer reviews request and makes contact with ICP if any additional information is required.

Stage 4
We will contact you to discuss your Quote (if necessary), answer any questions you have and explain Acceptance next steps.

3. Acceptance and Payment

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Stage 1
Upload Acceptance and Proof of Payment to RADAR POC Module including nominating ICP to progress with project.

Stage 3
SPEN issue approval confirmation including uploading Adoption Agreement and B1. Lateral Connection Agreement (where applicable) through RADAR.

Customer Action
Customer to nominate an energy supplier and set up a supplier agreement if required.

ICP Action
ICPs are required to arrange a Meter Point Admin Number (MPAN) in order to get a meter fitted.

Stage 2
ICP submits request through RADAR for approval of their design.

Stage 4
If necessary a call is made regarding any alterations to the design required before approval grant.

4. Delivery Stage

SP ENERGY NETWORKS

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Stage 1
ICP to complete any onsite works which are required prior to SPEN involvement.

Stage 5
On receipt of a request SP Energy Networks will complete the following activities within the timescales below (or at a later date if agreed by both parties):
Timescales:
LV Complete Connection within 10 working days.
HV Complete Connection within 20 working days.
EHV Agree proposed dates within 20 working days.

ICP Action
submit whereabouts into RADAR when undertaking any works before connection.

Stage 8
If ICP/ICNO is completing the connection, the ICP to Submit 'As Laid' information through RADAR within 5 working days of completing the connection.

ICP Action
Where applicable post connection the ICP must upload CT tests documentation.

Stage 2
If there are any SP Energy Networks enabling work we will contact you to explain the Delivery Process in detail, including:
- The design of your project
- Land concerns (if applicable)
- Equipment lead times
- Site visit (if required)
- Expected delivery dates.

Stage 6
5 days before agreed delivery connection date, ICP must complete and upload all relevant documents detailed in RADAR.

Stage 4
SPEN produce a 'notification' when the delivery date has been agreed.

Stage 7
ICP or SP Energy Networks to carry out their works required to complete the connection.

5. Project Closure

SP ENERGY NETWORKS

Introduction
1. ICP Enquiry
2. Quotation Request Received
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4. Delivery Stage
5. Project Closure

Stage 1
ICPs upload all the information specified in CON-04-006 Project Completion Process for Contestable Works into the Project Closure section of the RADAR project.
www.spenergynetworks.co.uk/userfiles/file/CON-04-006.pdf

Stage 3
SPEN assesses the information provided by the ICP in the Project Closure Module.
If satisfied the project will be changed from 'Open' to 'Closed'.
If the project and/or closure information does not meet SPEN's requirements the RADAR Project will be left as 'Open' by SPEN and the ICP advised to re-view.

Stage 2
When all of the information has been uploaded by the ICP and submitted via the Conditions Precedent section then the ICP can request closure of the project.

RAdAR Training Materials

www.spenergynetworks.co.uk/pages/radar_training_materials.aspx

Videos available:

1. System Admin
2. Point of Connection Application
3. Design Application
4. Daily Whereabouts

Revised User Guides:

Tracking Your Project – Applicants

- Design
- POC

Tracking Your Project – DNO

- Design
- POC

Original User Guides:

Captivate Video Demonstrations

- DNO1 POC Check Min Admin [↗](#)
- DNO2 Check Min Info Designer [↗](#)
- DNO3 Formal Offer Issue Designer [↗](#)
- DNO4 Acknowledge Offer [↗](#)
- DNO5 Design Min Info Admin [↗](#)
- DNO6 Process Design Application [↗](#)
- DNO7 Assign Inspector Construction [↗](#)
- DNO8 Site Inspection [↗](#)
- DNO9 Conditions Precedent [↗](#)
- DNO10 Connection Min Inf [↗](#)
- DNO11 Project Closure [↗](#)
- ICP1 POC Application [↗](#)
- ICP2 Offer Acceptance [↗](#)
- ICP3 Design Application [↗](#)
- ICP4 Whereabouts [↗](#)
- ICP5 View Inspections [↗](#)
- ICP6 Resolution Whereabouts [↗](#)
- ICP7 Conditions Precedent [↗](#)
- ICP8 Connection Request [↗](#)
- ICP9 Request Closure [↗](#)

Standard Format

- RAdAR Overview [↗](#)
- Connection [↗](#)
- Design [↗](#)
- POC [↗](#)
- Construction [↗](#)
- Connection part 1 [↗](#)
- Connection part 2 [↗](#)
- Design part 1 [↗](#)
- Design part 2 [↗](#)
- POC Request part 1 [↗](#)
- POC Request part 2 [↗](#)
- POC Additional Information [↗](#)
- Construction - Weekly Whereabouts [↗](#)
- System Admin [↗](#)

Review of Requested Improvements and Proposed Solutions

- ▶ Rachel Shorney
- ▶ SP Manweb Stakeholder Engagement Manager

- ▶ Stuart Walker
- ▶ SP Distribution Customer Engagement Manager

Requested Improvements & Proposed Solutions

Number	Improvement	Comment	Is a Change to RAdAR Possible or Required?
1	MPANs	Can the file size and number of simultaneous uploads be increased?	Yes
2	PoC Register	Can we see an Expected Delivery Date of the POC Offer on the POC Register Page	Yes
3	Design Submissions	Can an expected Design Approval Date be shown in the Design Approval Request Page so we know when to expect approval	Yes
4	Adoption Agreements	Customer request for a button or similar to request for extension. Other DNO's have a 'slicker' process.	No - we would prefer this to be a discussion with SPEN staff to agree next steps
5	Design Rejection	After Design Rejection, can the 10 day wait limit be reduced?	No - we would prefer this to be a discussion with SPEN staff to agree next steps
6	Mailbox for RADAR	ICP's can upload larger files through a CIC mailbox - could this be used?	Possible solution above for Action 2
7	Search function for RADAR	Search function requested to find SPEN staff information in RAdAR more easily	Yes

Improvement 1 - MPANs

Request:

Can the file size and number of simultaneous uploads be increased?

Proposal:

Working with IT to determine a solution for increasing the file size.

Looking at a 'Drag and Drop' Facility for this.

This action is linked to the later action about possibly using a separate mailbox - which is not a recommended solution long term due to the Connections Digitalisation Strategy we are planning for ED2.

Improvement 2 - PoC Register

Request:

Can we see an Expected Delivery Date of the POC Offer on the POC Register Page?

General Information (Hide)	
Applicant's Ref :	Enquiry No
Applicant's Name :	Project No
Adoption Type :	SPEN (QAS) Ref
Customer Type :	Application Type
POC Classification :	No Of Connections Requested
Disruptive Load :	Details
Street Lighting :	No of Columns
le closing joint works :	Type
Generation :	Generation Type
Requested Load (kVA) :	Submission Type
Requested/Submitted :	Date Received : 19/05/2021 11:47:00
Site Name :	SLC15 Due Date : 10/06/2021 16:59:00
Site Address :	SLC12 Due Date : 19/08/2021 11:38:00
OS Grid Ref (X,Y) :	SPEN Designer : Paul Ritchie

The SLC15 and SLC12 dates are shown on the Registration Screen.

Where else would you like to see the Expected Delivery Date of the POC Offer?

Improvement 3 – Design Submissions

Request:

Can the expected Design Approval Date be shown in the Design Approval Request Page so we know when to expect approval of our Design Submission?

Design Approval Request For Metered Application

Application Status : New Saved

Application Ref * : (maximum of 15 characters)

Project No * :

QAS Number :

Site Name/Project Title :

Site Post Code :

Design changed since POC acceptance

Documentation Information

Construction and Adoption Agreement Required: Bi-partite Tri-partite

Contract Type * : ICP Only ICP-IDNO

Applicant Information

Developer * :

Developer Address * :

Developer Post Code * :

Developer Company Number * :

Contractor :

Contractor Address :

Contractor Post Code :

Contractor Company Number :

Landowners :

Landowner(s) Solicitors :

Consultant :

Consultant Address :

Consultant Post Code :

The expected Design Approval Date is not shown on this screen at present.

Proposal:

Is this the screen that you would like to see an 'Expected Design Approval Date'?

Improvement 4 - Adoption Agreement Expiry Date

Request:

Can the Adoption Agreement Expiry Date be noted on the Design Approval screen on RAdAR in a similar location on the below Design Status page

Stage	Group	Design Acceptance	Status	Comments
0	Applicant	DA Request	Original	
			Requested By	
			Debbie Deans	
1	Admin	Min Info Checked	Yes	Application Min Info Received. Validated by Audrey Mitchell
2	Designer	Design Check Status	Passed	Design Checked by CALLUM KERR.
		Additional Information	Completed	
2	Designer	Design Approval Status	Approved	Design Approved by CALLUM KERR.
4	Designer	PDM assigned	Yes	William Gallagher

Looking similar to the POC Application Status page shown here.

Is this the required improvement?

Items	Stages	POC Status	Date	Comments
1	Request	Quotation Requested	09/04/2021 14:08:00	ius wish to complete final closing joints for lv only. updated load schedule and site layout issued- request for same poc as previously issued if possible
2	Register	Compliant Request Received	12/04/2021 12:55:00	Yes. Validated by Lesley Hogg
		Registration	12/04/2021 12:56:00	Registered by Lesley Hogg
3	Design	SLC15.5 Min Info Checked	19/04/2021 10:27:00	Design Min Info Checked by Craig Beattie
		Last Additional Info requested		N/A
		Last Additional Info received		N/A
		Last Clock Paused		N/A
		Last Clock Restarted		N/A
		Additional Info Request Completed		No more Additional Info Required
4	Issued	Formal Offer Issued	20/04/2021 15:55:00	Formal Offer Issued by Craig Beattie
5	Accept	Formal Offer Accepted		Pending
		Formal Offer Expires	28/10/2021	Formal Offer will expire in 92 Days.

Design Approval / Adoption Agreement Extension Process

Comment:

When requesting an Design Approval/Adoption Agreement extension different SPEN Designers request ICP Designers use a slightly different process:

1. Cancel the current design and reupload the design again with updated dates
2. Email the changes
3. Process using the amendment option

Which one of these is the correct standard business process?

Proposal:

SPEN will provide further clarification on the process, will align for SPD and SPM, and we will also investigate possible improvements to be made.

Improvement 5 - Design Rejection

Request:

After design rejection, can the 10 day wait limit be reduced?

Each project is different and there will be various reasons for different projects why a design has been rejected.

Proposal:

We would prefer it if the SPEN Design Engineer has a conversation with the ICP designer to explain why the design has been rejected.

- *There can be quick/simple fixes to enable a Design Approval whereas some designs may need a much more detailed discussion on the further requirements.*

Improvement 6 - Mailbox for RAdAR

Request:

If the file size for downloads CANNOT be increased - is it possible to send to a separate CiC mailbox?

Proposal:

Similar to Improvement 2 - we are working with IT to determine a solution for increasing the file size that can be accepted.

- *We are also looking at a longer term digitalisation strategy across our whole Connections Process that may enhance the functionality of our systems in ED2.*

Improvement 7 - Search Function for RAdAR

Request:

Can we have a Search function to enable us to find SPEN staff information in RAdAR more easily?



SPEN RAdAR North™



SysAdmin Project Overview POC Design Construction Connection Project Closure Online Support

Sanjay Chundoo Logout

CIC Admin CIC Designer CIC Manager CIC Acceptance Project Delivery Managers Delivery Support Inspectors Data Management System QS Commerical and Compliance Process and Compliance Wayleaves

Name	Email Address	Job Title	Telephone Number	Mobile Number
Harry McKenna	harry.mckenna@scottishpower.com	Project Co-ordinator	0141 614 0255	
Philip Doherty	philip.doherty@scottishpower.com	Minor Quote West Design	0141 614 4325	
Christopher Egan	christopher.egan@scottishpower.com	Asset Inspector		07734129429
Carol Currie	Carol.Currie@scottishpower.com	CIC Admin Acceptance	0141 614 0281	
Pauline Mcravey	pauline.mcravey@scottishpower.com	CIC		
Ann Gwynn	Ann.Gwynn@spenergynetworks.co.uk	CIC Admin Acceptance	0151 609 2012	
Brian Rennie	brian.rennie@scottishpower.com	CIC Senior Project Engineer	0141 614 0281	
Alan Cochrane	alan.cochrane@scottishpower.com	CIC Senior Project Engineer		

Proposal:

Updating and re-formatting of SPEN Staff Contact Lists

- Would you like this either:
 1. Alphabetical Order
 2. By District and Licence

Open Discussion

Feedback welcomed from other RAdAR users.

Are there any further requirements that you would like to suggest?

Next Steps for RAdAR Working Group

Suggest further Quarterly Sessions:

- Wednesday 17th November 2021
- Wednesday 9th February 2022

We will be analysing the feedback from today's session and will be proposing some solutions at the next session in November.

We will be able to provide further information on our final ED2 Business Plan submission to Ofgem in the November session.

This will detail our proposal for a full digital transformation of our Connections Process if approved.

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Thank you for your time today.

*Your feedback has been
useful and we will follow up
and incorporate your
comments when planning
our next session.*

Upcoming events for the calendar:

- **Preparing for Net Zero Conference**
 - Wednesday 8th September 2021
 - 09:30 to 12:00 – Whole Systems
 - 13:30 to 16:00 – EV and Heat
- **Connections Stakeholder Panel**
 - Wednesday 15th September
 - 10:00 to 12:00