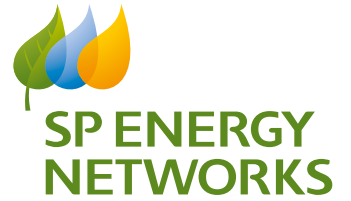


# Making Connections Our Major Connections Engagement Strategy, Workplan and Performance Outputs



Incentive on Connections Engagement (ICE)  
Ofgem Submission  
May 2021



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# Introduction from our CEO, Frank Mitchell

## Welcome to the SP Energy Networks 2021/22 ICE Report.

I'm proud of the continued engagement activity we have with our customers and stakeholders across the connections marketplace during this time of profound change.

The scale of the change required to deliver an energy network that can ultimately unlock Net Zero for the UK cannot be underestimated. As national, devolved and local Governments drive towards Net Zero carbon emissions, society will need an electricity network that is ready and able to make this a reality.

We are committed to helping our customers and stakeholders understand the ever changing new technologies available and helping to facilitate quicker, more efficient connections for our diverse customer base.

SP Energy Networks, as the only DNO that manages licence areas in Scotland, England and Wales, is an integral element of the UK's Net Zero transition.

We place the utmost emphasis on growing relationships that help us shape our plans to prepare for Net Zero and deliver the best possible outcomes for customers, stakeholders, and wider society.

Engaging with stakeholders is at the forefront of everything we do as a business, I truly believe we have the needs of our connections customers embedded into every decision we make as a business.

I am particularly proud of the success we have achieved in securing 193MW of flexibility services for our flex tenders in 2019/20, and I am delighted to report that we have already launched our 2021 Spring Flexibility Tender seeking a further 1.4GW across our SP Distribution and SP Manweb licence areas.

Ofgem, our regulator, see flexibility as the primary means for addressing constraints on the electricity network moving forward, and we know it's a critical part of our network of the future, and is already a key area in our preparation for our transition to the role of Distribution System Operator (DSO).

As we shift our focus to the green economic recovery and our continued efforts to help the UK, Scottish, Welsh and regional administrations achieve those ambitious net zero targets, finding smarter ways to manage our network is ever more critical.

Our 2021/22 ICE Plan also includes exciting new technology improvements. In addition to our innovative EV project CHARGE, we are also working with project partners to develop new artificial intelligence technology to enable us to effectively and efficiently gather data asset information. This will allow further visibility for third parties, such as those installing low carbon technologies like electric vehicles charging points and heat pumps.

As mentioned previously, I am extremely proud that our business is at the forefront of new technology to help our connections customers have quicker, more efficient access to our electricity network, and I look forward to sharing more details of these improvements throughout the year.

Frank Mitchell, CEO of SP Energy Networks




# Our Stakeholder Engagement Strategy

We first implemented a dedicated stakeholder engagement strategy in 2013 and since then have made significant changes, through improvements and a desire to continuously evolve. 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.

This year, we have conducted extensive engagement on our strategy through a series of bilateral engagements with industry peers, our Strategic Stakeholder Panels and our wider stakeholder community to leverage key areas of best practice in stakeholder engagement and to ensure our strategy is still fit for purpose and agile enough to deal with any new challenges.

- 1. Mission Statement
- 2. Principles
- 3. Approach
- 4. Supporting tools and processes

## 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

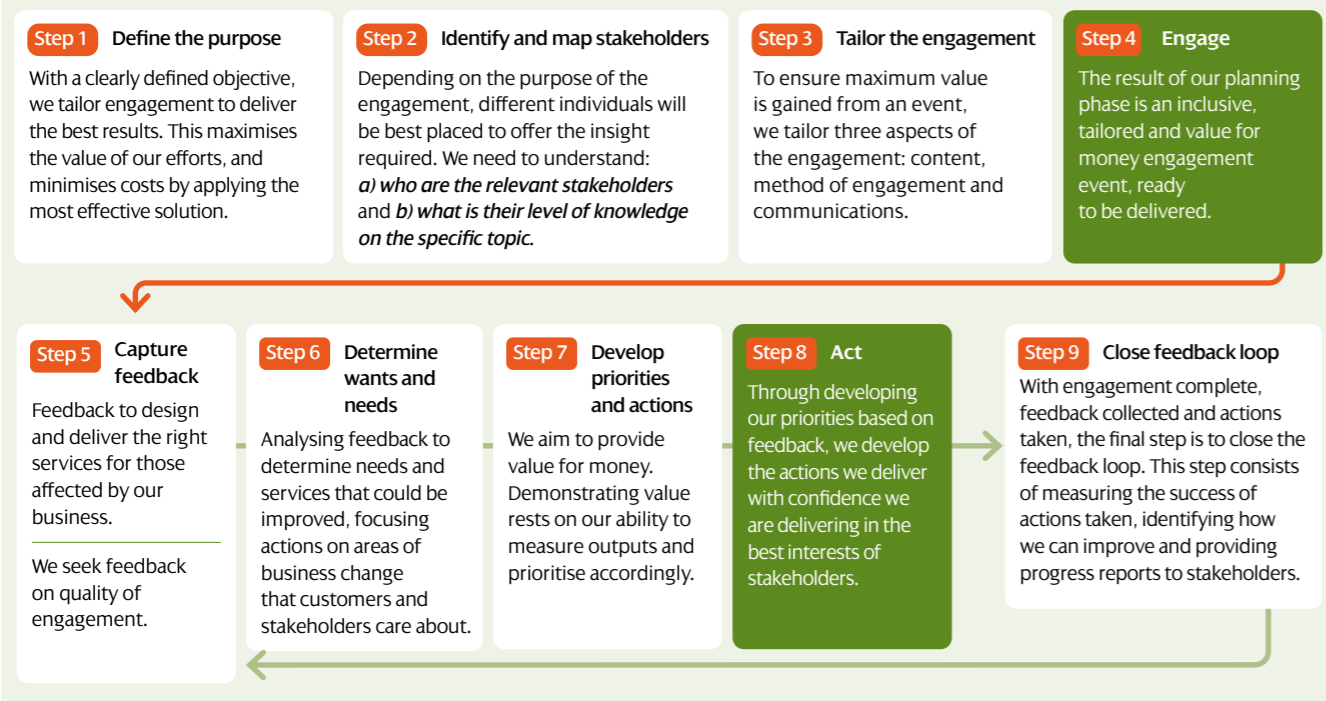
### Engagement principle

<b>Inclusive</b>	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.
<b>Authentic</b>	Our engagement works to understand the significant issues affecting our customers and stakeholders, before acting on them in a meaningful way.
<b>Tailored</b>	Our approach is designed to make sure each initiative is planned and delivered in the most appropriate way.
<b>Innovative</b>	We aim to better our approach each year, continually looking for new methods to improve how we engage and deliver against needs and preferences.
<b>Value for money</b>	An inherent focus on prioritising 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 whole organisation, helping us understand the needs and preferences of our stakeholders, take appropriate action and deliver positive outcomes.

### Key steps of our strategy to deliver meaningful engagement



## 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
- 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

We continue to align our stakeholder engagement strategy with the Stakeholder Engagement Standard AA1000 set by AccountAbility, the owners of the global standard. Every year, we are audited against this standard supporting our efforts to assess, design and implement our integrated approach to stakeholder engagement. We place great value in the AccountAbility audit and this year, created a comprehensive set of over 50 actions on the back of every recommendation to deliver continuous improvement across our entire organisation. This year we scored **81%**, moving us up the maturity ladder to 'Advanced', the highest categorisation phase possible. This was a massive achievement, demonstrating our strong commitment to stakeholder engagement and our efforts to embed engagement into our organisational strategy, governance and operations.

# 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.

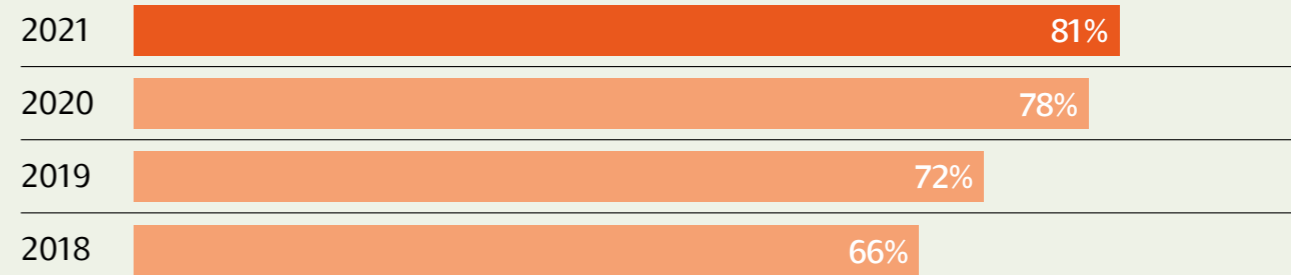
Those interested in providing their views can register as a stakeholder using the link below.

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

### AccountAbility Healthcheck Progress



# SP Energy Networks Distribution System Operator Strategy

Our changing energy systems will result in a more complex, dynamic, and interactive energy system. However, these changes also require new tools to share information, the enablement of new providers and markets, the ability to make better and coordinated intervention decisions, and the requirement to increase transparency.

We plan to deliver DSO infrastructure that will enable SPEN to more actively manage its systems and deliver new & enhanced projects and services to our customers in RIIO-ED2. This infrastructure is required to support the functions within our [DSO Strategy](#) (Published in June 2020 and tested with our stakeholders) and the baseline expectations as defined by Ofgem within the Sector Specific Methodology Determination (SSMD) and the Business Plan Guidance for RIIO-ED2.

We've already started delivering DSO infrastructure and activities in RIIO-ED1 and we are proud to lead the industry through our flexibility tenders, investigations into secondary trading, our deployment of Active Network Management (ANM) through our flagship Dumfries & Galloway project and the trial of Active Fault Level Management (AFLM). We believe that our proposals build on this experience and position us to deliver at scale in RIIO-ED2.

We believe that our DSO activities in RIIO-ED2 will deliver five main customer outputs:

**1. Cost efficiency** – delivering DSO activities and enablers means getting the best out of existing capacity and deferring the need for new capacity. These help minimise impact on customer bills.

**2. Reliability** – increased network monitoring means faults can be quickly identified. Increased automation means the network can automatically reconfigure itself to minimise the number of customers impacted by a fault.

**3. Freedom to consume** – DSO interventions unlock existing network capacity which helps accommodate our customers' electric vehicles (EVs) and heat pumps.

**4. Enabling Net Zero** – the Net Zero transition depends on our customers switching to electric transport and heating, and new renewable generation developments to power these. DSO helps accommodate these while keeping the system safe, reliable, and efficient.

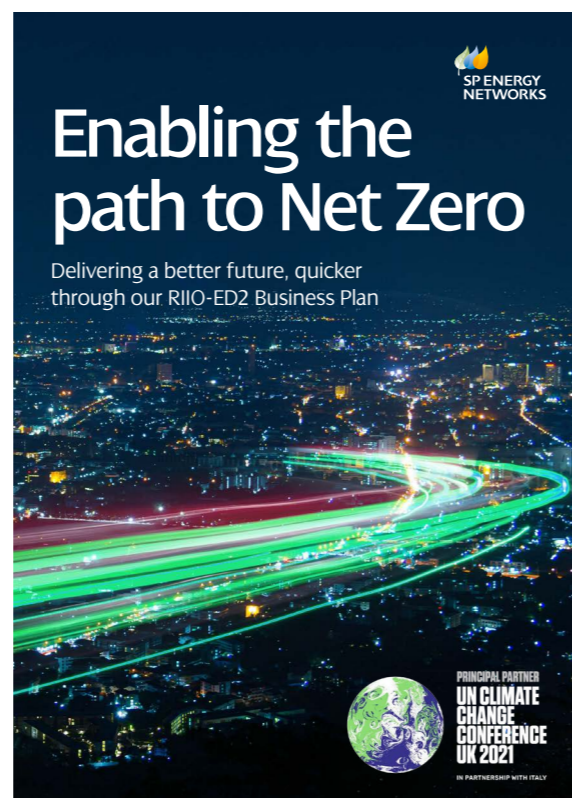
**5. Enabling democratisation** – DSO enables new markets and customer participation in the energy system, through increased data provision and neutral market facilitation.

## We welcome feedback on our RIIO-ED2 Plans

As part of our RIIO-2 planning process we've created the #ChallengeOurPlan campaign to bring together all of the aspects of our planning and engagement where we're looking for your input

We've published our '[Enabling the path to Net Zero](#)' document that sets out our ambitions for the RIIO-ED2 period. This publication follows our extensive engagement programme – where we've already engaged with over 14,000 customers and stakeholders to inform and develop our thinking. More than at any time in our history!

For more information and to provide feedback, please visit: [spenergynetworks.co.uk/challengeourplan](https://spenergynetworks.co.uk/challengeourplan)



## SP Energy Networks Flexibility Services Engagement

Extensive stakeholder engagement takes place during our Flexibility tenders.

The table below shows the extent of engagement through our recent Winter 2020 tender.

Piclo	2 x Webinars held	Webinar 1:73 registrations and 47 attendees
		Webinar 2:36 registrations and 21 attendees
	Direct contact	Piclo engaged direct with Flex providers to provide support DPS and asset upload
		Regular update calls with SPEN

SPEN	2 x Webinars held	Webinar 1:25 registrations and 20 attendees
		Webinar 2:39 registrations and 42 attendees
	Linkedin & Twitter posts	LinkedIn: 1 post promoting tender, 119 likes. 3 posts promoting webinars, 59 likes combined Twitter: 4 posts in total, no likes
	Flex tender web page	Dedicated SPEN internet page for Flexibility Tender, 1803 hits Interactive heats maps, requirements and ITT docs
	Stakeholder email	Email to stakeholders via Tractivity to advise Flex DPS is open Email to stakeholders via Tractivity to promote tender
	Press release via Stripe	Launch of flex tender covered in 6 trade newspapers Modern Power Systems, Smart Energy International, The Energyst, Energy Live News, Renewables Now and the Open Networks Projects Newsletter

## Proposals for our SP Energy Networks Spring Flexibility Tender

We are using the same approach detailed above for our Spring tender with the addition of engaging direct with suppliers who took part in our 2020 tender.

We are also looking to organise 1 to 1 surgeries with suppliers to

1. develop a working relationship
2. discuss our requirements in detail
3. understand our providers capabilities and future plans on their assets

We will also host 2 Flexibility Services Forums a year to tie in with our Spring and Autumn tender.

These Fora will be used to gain feedback from providers on our tender process and to understand providers capabilities post contract award. The feedback from providers will help us shape our processes to ensure they are value add.



# Helping our Customers prepare for Net Zero

SP Energy Networks are proud to launch the Energy Data Hub, which has been created to house all the data that we currently share to help our customers understand more detail about how our network operates.

This can be found on our website at: [spenergynetworks.co.uk/energy\\_data\\_hub](https://spenergynetworks.co.uk/energy_data_hub)

The purpose of having an open data platform is to share data to open up opportunities for future development including new connections to our network, innovation, optimisation and decarbonisation.

This may be of interest to a number of parties: customers who may want to locate EV charging points, flexibility providers who may be interested in local capacity and potential for development, and anyone interested in SP Energy Networks' long-term development statement and data-oriented strategies.



## Mapping Data

Access to our SPEN DG 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 Heat Maps

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)

### SPEN Utility Map Viewer

We provide free online access to our network records information on our Geographical Information System (GIS), through our Utility Map Viewer (UMV) system.

This access is available to companies, local authorities, councils and similar organisations through a web portal on an as-requested basis and can be found at: [spenergynetworks.co.uk/utility\\_map\\_viewer](https://spenergynetworks.co.uk/utility_map_viewer)

We can also provide 'kmz' files of our network records information that customers can load onto their own Geographical Information System.

Please email: [gettingconnectedupdates@spenergynetworks.co.uk](mailto:gettingconnectedupdates@spenergynetworks.co.uk) if you would like access to these 'kmz' files.

### 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.

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)

### 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.

Following the publication of our DFES forecasts in June 2020, we engaged with a wide range of our stakeholders. We are grateful for the feedback received and look forward to continuing to engage with you and hear your insights. Such feedback is vital to ensuring that our forecasts reflect the plans and ambitions of the local communities we serve.

**Our December 2020 updates describe how electricity generation and demand may evolve in our SP Distribution and SP Manweb regions over the next 30 years.**

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

## Asset Data

Access to our Embedded Capacity Register and Transformer Loadings Register can be found at: [spenergynetworks.co.uk/asset\\_data](https://spenergynetworks.co.uk/asset_data)

### SPEN Embedded Capacity Register

SPEN Embedded Capacity Register (formerly the System Wide Resource Register). This 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 found on the SPEN website using the following link: [spenergynetworks.co.uk/capacity\\_register](https://spenergynetworks.co.uk/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)



# Queue Management Policy

Building upon our own Queue Management Policy, which we implemented back in 2017, and our knowledge and experience across the Transmission and Distribution interface, we have been a leading participant within the ENA Open Networks Queue Management Working Group to influence and shape a GB Queue Management policy which we believe will deliver the greatest improvements and benefits for our stakeholders and customers.

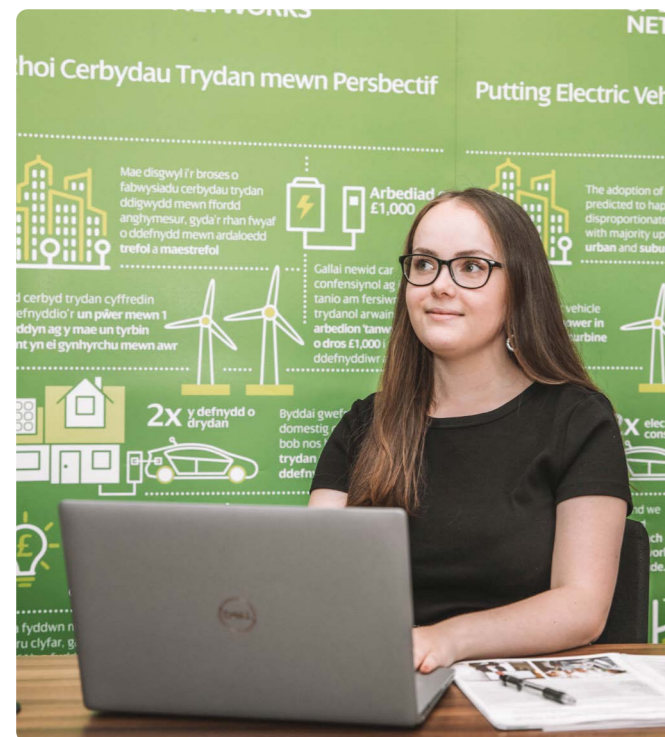
The new policy, which comes into effect from 1st July 2021, will be initially targeted at all new or modified HV and EHV, DER and demand connection applications. The policy will also apply to any new or modified application which is assessed as having an impact on the transmission system.

The Open Networks Queue Management User Guide can be found at:

[energynetworks.org/industry-hub/resource-library/open-networks-2020-ws2-p2-queue-management-user-guide.pdf](http://energynetworks.org/industry-hub/resource-library/open-networks-2020-ws2-p2-queue-management-user-guide.pdf)

The User Guide sets out the key principles of the policy and details the processes to be followed, including interactions with projects that are contracted to connect to the distribution and transmission networks and the relevant network company.

We will continue to communicate any changes for our customers prior to implementation of the policy along with any further developments or improvements which we develop with other DNO's.



# Connection Offer Expenses

SP Energy Networks are committed to continually listening to our stakeholders, adapting our processes and improving our service to our customers.

Following an industry wide consultation, SP Energy Networks, along with all other DNO's introduced Connection Offer Expenses in 2018, which changed the way DNO's charge for the costs associated with preparing a Connection Offer.

Connection Offer Expenses came into effect for all new and modified applications from 3rd September 2018.

Prior to 6th April 2018, and irrespective of the complexity or number of applications made, the costs associated with the production of connection offers were not charged directly to the applicant. These costs were recovered from those customers who accepted a connection offer. This approach led to increasing volumes of speculative applications, resulting in DNOs incurring costs and spending significant periods of time preparing offers which did not proceed.

Since April 2018, if a customer requests a connection offer from SP Energy Networks, the customer will be required to pay for the cost associated with its production.

This cost associated with providing a connection offer will be known as Connection Offer Expenses (previously described as Assessment and Design Fees).

Details of the cost and format of the SPEN Connection Offer Expense can be found at:

[spenergynetworks.co.uk/connections\\_expenses\\_leaflet](http://spenergynetworks.co.uk/connections_expenses_leaflet)

This leaflet explains SP Energy Networks process in relation to Connection Offer Expenses and provides guidance on the type of connection applications that the charges are applicable to.

SP Energy Networks continue to work with Energy Networks Association (ENA) and all other DNO's to develop a more consistent approach for Connection Offer Expenses across the UK.

We will continue to communicate any changes for our customers prior to implementation of any changes as we work to align our Connections Offer Expenses with other DNO's.

# Our Virtual Engagements through 2020/21

We are proud of our continued engagement through these difficult times, and our customers and stakeholders have appreciated our focus on business as usual engagement during the COVID-19 pandemic.



# Our Connections Engagement During 2021/22

We recognise that the current restrictions and social distancing requirements necessary in response to the ongoing COVID-19 pandemic require us to alter how we continue to engage successfully with our stakeholders.

We have already hosted our 2020/21 engagements virtually, and we will continue our important engagement activities in this format for the foreseeable future. Our stakeholders continue to provide positive feedback on the extent and range of our engagements, and we are dedicated to delivering effective, worthwhile engagement for the benefit of our stakeholders.

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

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

**“As the UK transitions to a post COVID new way of working, we will adapt our engagement accordingly, and reintroduce face to face meetings and conferences as and when the government guidelines allow”**

## Dates for the diary in 2021/22:

### ICE Engagement Events – digitally at present

- 25/05/2021  
SP Energy Networks Flexibility Forum
- 09/06/2021  
SPEN Preparing for Net Zero Conference
- 16/06/2021  
SPEN Connections Stakeholder Panel
- 08/09/2021  
SPEN Preparing for Net Zero Conference
- 15/09/2021  
SPEN Connections Stakeholder Panel
- 01/12/2021  
SPEN Preparing for Net Zero Conference
- 08/12/2021  
SPEN Connections Stakeholder Panel
- 09/03/2022  
SPEN Preparing for Net Zero Conference
- TBC  
SPEN Connections Stakeholder Panel



## Online Sessions

We are committed to helping our stakeholders and customers understand new policies and procedures as they arise.

We will continue to offer on line sessions to engage with stakeholders and provide updates on specific projects when appropriate.

Please contact us and suggest topics you would like to understand more about if you feel there are further subjects you would like us to cover in our online sessions.

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



## 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 [gettingconnectedupdates@spenergynetworks.co.uk](mailto:gettingconnectedupdates@spenergynetworks.co.uk)

## 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.

## 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](https://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](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.

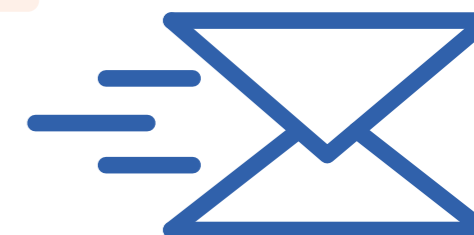
## Website

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 [gettingconnectedupdates@spenergynetworks.co.uk](mailto:gettingconnectedupdates@spenergynetworks.co.uk)



# Looking Forward Report - the actions we will be completing in 2021/22

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
1 Policy Guidance	<p>We have received positive feedback about the detail and amount of information we provide through our policies and standards, which enables our customers to better understand the technical requirements for connecting their projects to our network.</p> <p>We remain committed to facilitating this deeper understanding of our policies and procedures to enable quicker, more efficient connections, so we have extended our Policy Guidance Action into 2021/22 and will be providing further support and policy guidance for our customers.</p>	1.1	<p>We will continue to update our policy documentation as required to ensure these remain up to date with any relevant industry changes.</p> <p>We will produce supporting information and training material where required. This will be issued to customers and published on our website.</p>	<p>4 updated policy documents published on SPEN website.</p> <p>4 website publication details emailed to registered stakeholders.</p> <p>4 policy updates discussed at 4 Preparing for Net Zero Conferences.</p> <p>Training documentation, where applicable, published on SPEN website.</p> <p>Training documentation, where applicable, emailed to SPEN registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>“We welcome this as best practice in delivering a transparent process - the more you explain and share your processes, and the reasoning behind them, the more we will be able to efficiently work with you. This is particularly important in project costing, and this sharing of information will help us to business plan more accurately. It is also good practice to keep us well informed about your products and services - should anything change which is likely to benefit or affect us.”</p> <p>Dan Griffiths, Cheshire East Council</p> <p>“Very happy to endorse, on-going communication is vital.”</p> <p>Henry Brooks, TEM Group Ltd</p>
		1.2	<p>We will provide internal training on new documentation to ALL connections customer-facing staff to enable them to discuss with customers.</p>	<p>Number of connections customer-facing staff trained on policy documentation updates.</p>	<p>Q4</p>	<p>“Going forward it would be worth considering a circulation to ICP/IDNO’s when policy changes are in draft to get feedback from this group as the ‘customer’ before any changes are finalised and made live. This is something other DNO’s do which we find very helpful, as it gives us the opportunity to see changes coming and to also have the engagement with the policy team.”</p>
		1.3	<p>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.</p>	<p>Engineer support available throughout 2021/22 via telephone, email and virtual at all 4 Preparing for Net Zero Conferences.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>Simon Dawson, GTC</p>
2 Communication	<p>Customers welcomed our approach to continuing our engagements virtually during the ongoing 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 engagement activities in this format for the foreseeable future.</p> <p>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.</p>	2.1	<p>Following the success of our SPEN Low Carbon Connections Conferences in 2020/21, we will continue to host quarterly engagement events to help our customers understand how to connect to our network and detail the improvements we are making as we transition to DSO in our work to prepare for net zero. Proposed topics will include - Homes of the Future, Solar Industry Challenges, Preparing for EV and Heat, Flexibility/DSO/Whole System Approach.</p> <p>The newly named ‘SPEN Preparing for Net Zero Conferences’ will be held virtually during the ongoing COVID-19 pandemic.</p>	<p>4 Preparing for Net Zero Conferences hosted.</p> <p>4 invites issued to all registered stakeholders.</p> <p>4 invites published on SPEN website.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>“SPEN were particularly proactive in facilitating a session at Wales Climate Week in November 2021 and we appreciate the opportunity to engage jointly with a wide audience to discuss the important messages and requirements for facilitating net zero.”</p> <p>Guto Owen, Ynni Glan &amp; HyCymru Coordinator</p> <p>“ICE and Green Recovery incentives were notified too on a timely manner, upon request for further dialogue, SPEN as always organised a stakeholder meeting with the respective people which provided a clear understanding of what the Green Recovery Fund is.”</p> <p>William Milligan, FES Support Services Limited</p>
		2.2	<p>We will continue to communicate our ICE engagements and action delivery milestones on SPEN social media i.e. Facebook, Twitter and LinkedIn.</p>	<p>4 Preparing for Net Zero Conferences posted.</p> <p>10 Action deliverables posted.</p> <p>12 Customer Surgery/Open Door Opportunities posted.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>“Communication is a must for any project to be deliverable. Having the appropriate information will allow CEOs and Directors to make measured decisions. SPEN have always had an input in our projects and have previously given us the tools with which our senior managers can make balanced decisions. Over the last 12 months methods of communicating on-line has become the new norm. This will undoubtedly carry on to some extent in the future as presenters can reach out to larger audiences but there still needs to be a place for face to face communication. Decarbonising the grid and the drive to net zero will be a great effort for both DNOs and their customers. I believe that SPEN have given themselves a great starting point in our changing world.”</p> <p>Mark McGiveron, Warrington Borough Council</p>



Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
		2.3	We will continue to produce a monthly newsletter to give a regular update on the work we are doing to facilitate net zero and help customers understand the improvements we are making as we transition to DSO. The newsletter will include sections on EV, Heat, DSO/Flexibility, Policy Updates and Innovation Projects/Community Partnerships.	12 Monthly Newsletters published on SPEN website.	Q1 Q2 Q3 Q4	"Understanding Customers needs has always been one of SPEN's core values and I look forward to working closely with the team as we head towards a Net Zero future."  Jody Bullock, SMS
3 Customer Contact	During last year's ICE consultation, Ofgem stated they 'would like to see DNOs engage with stakeholders on their connections application systems and processes, in order to understand stakeholder needs and to communicate challenges where they exist to increasing mutual understanding'.  With this in mind, we have decided to create a 'Customer Engagement Focus Group' to better understand our customer's needs and jointly agree the technology improvements we are making to our website, to ensure our customers fully understand and agree with the improvements we plan to make.	3.1	We are planning further improvements to the SPEN website to make connection applications easier and simpler for our customers.  We will create a 'Customer Engagement Focus Group' to discuss and review the proposed website modifications prior to publication.	Invite to join 'Customer Engagement Focus Group' issued to all registered stakeholders.	Q1	"The pandemic has had a significant impact on the home building sector over the last 12 months. Throughout this period SPEN has been a collaborative partner during construction restrictions between April and June 2020 and supportive of recovery efforts, particularly for the circa 6000 families and individuals whose plans to move home during this period were disrupted due to COVID-19. Looking forward we see SPEN and the work they are doing as vital in supporting the industry's transition toward net-zero carbon heating and we welcome the engagement SPEN has both with HFS as well as our members in supporting Scotland's housing ambitions."
		3.2	We will introduce improvements to the SPEN website to provide a simpler format for customers looking to connect Low Carbon Technology (LCT) to our network	SPEN website modifications completed.	Q4	Michael Barton-Maynard, Homes for Scotland
		3.3	We will deliver quarterly updates on progress of the website modifications at all 4 of the 'SPEN Preparing for Net Zero Conferences'.	4 progress updates completed.  4 invites issued to all registered stakeholders.  4 invites published on SPEN website.	Q1 Q2 Q3 Q4	
4 ICP/IDNO Interface	ICPs and IDNOs have told us that our RADAR Working Group was a useful tool to discuss and jointly develop improvements to the overall application process, so we will be continuing this format into 2021/22.  We will use this Working Group to also review 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.  Finally, due to the resounding success of the SPEN Safety Seminar co-hosted with GTC, we will continue to engage via this medium in 2021/22.	4.1	We will re-invigorate the RADAR Working Group and host quarterly sessions to review required improvements to the RADAR process and measure progress on emerging actions.	Invite to revised RADAR Working Group issued to all registered ICPs/IDNOs.  4 RADAR Working Group meetings hosted.  Actions and progress reported to all ICPs/IDNO's following all 4 RADAR Working Group meetings.	Q1 Q2 Q3 Q4	"Happy to be involved in RADAR working groups and all aspects of the DNO / ICP Interface ongoing actions – particularly safety."  Brian Cutler, Aptus Utilities  "We are delighted to confirm a representative onto the new RADAR Working Group."  Hannah O'Shea, Scottish Water
		4.2	Due to the increased number of IDNO networks within our 2 licence areas, we will expand our key account management to all interested ICP's and IDNO's.	Account Management Opportunities published on SPEN website.  Account Management Opportunities issued to all registered ICPs/IDNOs.  Account Management Opportunities discussed at 4 RADAR Working Groups.	Q1 Q2 Q3 Q4	"As an ICP, getting the right information at the start of any project and having a comprehensive understanding of the host/adopting DNO's policy and guidance on design, construction and commission could summarise everything we would expect to have from the host DNO. The actions set by SPEN for ICE 2021/2022 will go a very long way to help us as an ICP in any dealings with SPEN. Areas of particular interests are Action Numbers 4, 5,6 and 7."
		4.3	We will host a SPEN Safety Seminar for all ICP's/IDNO's to discuss SPEN Safety procedures and policies.  All registered ICP's/IDNO's will be invited to the events and the dates will also be published on our website.	SPEN ICP Safety Seminar completed.  Invites issued to all registered ICPs/IDNOs.  Date of event published on SPEN website.	Q4	Stephen Alabi, Smart Optimised Clean Tech  "We certainly found the Safety Workshop valuable in March 2021, and were happy to be asked to contribute. We would also be happy to work with you going forward where we can share our experiences around the UK."  Simon Dawson, GTC

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
5 Design Support	<p>As the rapid transformation of our network continues delivering a low carbon future, the adoption and integration of new low carbon technology (LCT) is increasing significantly.</p> <p>With the continued increase of LCT connections to our network (Domestic EV, PV, Heat Pumps and Energy Storage), 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, effectively enabling our regular customers to complete their own optioneering for each project as part of their own decision making process on when to turn an enquiry into a formal application.</p> <p>Following this feedback we are committed to providing further information to help our customers understand the various information sources that are already available to use on our website, and also the new technology that we are introducing to assist them in completing the optioneering assessments they are finding increasingly useful.</p>	5.1	<p>We will introduce a portfolio of 'Design Information Guidance' for all customers who would like to make best of use of the optioneering information we provide on the SPEN website.</p> <p>This will include further information on how to extrapolate detail from our existing DG Heat Maps.</p> <p>The Design Information Guidance will be published on SPEN website, issued to all registered stakeholder sects, and communicated at all Preparing for Net Zero Conferences.</p>	<p>Design Information Guidance Pack published on SPEN website.</p> <p>Design Information Guidance Pack emailed to all registered stakeholders.</p> <p>Design Information Guidance Pack discussed at 4 Preparing for Net Zero Conferences.</p>	Q1 Q2 Q3 Q4	<p>"It is certainly helpful to have one strategic contact point within SPEN and I look forward to building on that relationship."</p> <p>Tricia Hill, The City of Edinburgh Council</p> <p>"An extremely helpful and welcome initiative.</p> <p>Would be interesting to know whether there is any value in segmenting by customer type also, e.g. Local authorities may require slightly different approaches to developers.</p> <p>It would also be good to ensure that signposting needed to local authority resources or plans is included."</p> <p>Dan Griffiths, Cheshire East Council</p>
		5.2	<p>Following successful completion of the After Diversity Maximum Demand (ADMD) Calculator Trial with SSEN, we will publish the ADMD Calculator on the SPEN website.</p> <p>We will discuss the ADMD Calculator at our Preparing for Net Zero Conferences and we will communicate the publication to all registered stakeholders.</p> <p>We will also provide training sessions for internal staff and customers on how to use the ADMD Calculator.</p>	<p>ADMD Calculator published on SPEN website.</p> <p>ADMD Calculator emailed to all registered stakeholders.</p> <p>ADMD Calculator discussed at 4 Preparing for Net Zero Conferences.</p> <p>ADMD Calculator training offered to all registered stakeholders.</p>	Q1 Q2 Q3 Q4	<p>"Our members highlight the ADMD Calculator as being an essential piece of work in supporting the industry transition towards zero and net-zero carbon heating."</p> <p>Michael Barton-Maynard, Homes for Scotland</p> <p>"Design support from your DNO is a crucial element of any large project, particularly when this involves the installation of renewable technology. We have worked with SPEN on a number of projects over the years and without their support we would have not been able to get these projects moving forward. I fully endorse the measures which SPEN are proposing."</p> <p>Mark McGiveron, Warrington Borough Council</p>
		5.3	<p>We will publish a Customer Journey to help facilitate the new SPEN Earthing Policy.</p> <p>We will discuss this Customer Journey at our Preparing for Net Zero Conferences and publish on the SPEN website.</p>	<p>Customer Journey for SPEN Earthing Policy published on SPEN website.</p> <p>Customer Journey for SPEN Earthing Policy emailed to all registered customers.</p> <p>Customer Journey for SPEN Earthing Policy discussed at 4 Preparing for Net Zero Conferences.</p>	Q1 Q2 Q3 Q4	<p>"Early communication with developers is really important and I have found SPEN to be pro-active with projects making sure the developer is well informed. I would like to see a developers pack issued with every project at the initial consultation/site visit stage to enable the customer to have contact numbers and information on process as most developers do not have the time to go online. Any additional information with regards to LCT could be included in the developers pack."</p>
		5.4	<p>Following the success of the Low Carbon Technology (LCT) Typical Examples published in our 2020/21 ICE Plan, we will publish further examples of typical types of LCT connections, including estimated cost and delivery timescales.</p> <p>We will discuss these examples at our Preparing for Net Zero Conferences and publish the examples on the SPEN website.</p>	<p>LCT Examples Information Pack updated and published on SPEN website.</p> <p>LCT Examples Information Pack discussed at 4 Preparing for Net Zero Conferences.</p>	Q1 Q2 Q3 Q4	<p>Jackie Warner, POWER SOLUTIONS CONNECTIONS LTD</p>

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6 Land Rights	<p>Our Land Rights Stakeholder Panels continue to provide an ideal opportunity to fully understand our stakeholder views, and they prove an effective method of determining and agreeing continued improvements with our stakeholders.</p> <p>This action has been developed with direct engagement and feedback from our wider 121 stakeholder engagements as well as our successful panels throughout 2020/21.</p> <p>As discussed at our Land Rights Stakeholder Panels, we continue to work towards our long term plan for a fully automated land rights milestones tracker.</p>	6.1	<p>We will undertake a review of the Land &amp; Planning material currently available on the website, to identify opportunities to improve and increase the content to assist our connections stakeholders.</p> <p>We will share the learnings of this review at our Land Rights Stakeholder Panels.</p>	<p>Full review completed.</p> <p>All learnings shared and discussed at Q2 Land Rights Stakeholder Panels.</p> <p>Next steps discussed at Q4 Land Rights Stakeholder Panels.</p>	Q2 Q4	<p>“We have no real issue with your current guidance documentation. We will support any review of these and improvements to come.”</p> <p>Alistair Davidson, Scottish Water</p>
		6.2	<p>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>	<p>Performance measures reviewed at 4 Land Rights Stakeholder Panels.</p> <p>Improvement opportunities agreed with our Land Rights Stakeholder Panel Members.</p>	Q2 Q4	
7 Project Management	<p>We have received excellent feedback on the improvements we have made in 2020/21 with the recent publication of our Project Management templates on our website.</p> <p>These templates have been designed with feedback from our regular customers, to provide the necessary information for our customers to effectively deliver their projects. Whilst this information was previously available to our customers, our new Project Management templates provide this information in an easy to use and understand format for the benefit of all customers. We will continue to develop these Project Management Templates for the whole lifecycle of the project in order to continue providing this guidance for our customers in their preferred layout and format.</p> <p>We are proud of our collaboration with SSEN to develop a joint Witness Testing process to help facilitate large scale solar connections onto the Transmission Network in Scotland. This process will enable further understanding of how to make connections with upstream reinforcement onto the transmission network, and we aim to provide further insight to help our connections customers benefit from the improved level of detail we will be able to make available through this collaboration.</p>	7.1	<p>We will continue to develop the 'Post Acceptance Delivery Guidance Pack' for all Extra High Voltage (EHV) projects, which will detail the SPEN commitments for the DESIGN, COMMERCIAL, LAND &amp; PLANNING and DELIVERY of each project to assist the customer in understanding their requirements for the successful delivery of their project. The pack will include how-to guides, roles and responsibilities and will link to the relevant specification / policy documents.</p> <p>The Guidance Packs will be issued to all customers with accepted projects, published on SPEN website and communicated at all Preparing for Net Zero Conferences.</p>	<p>4 Guidance Packs published on SPEN website.</p> <p>4 Guidance Pack publication notifications emailed to all registered stakeholders.</p> <p>Development of the Guidance Packs included in 4 Preparing for Net Zero Conferences.</p>	Q1 Q2 Q3 Q4	<p>“I think overall the team and I feel that you have been both responsive and open to developing a strategic working relationship with the council and one that will yield significant benefits in terms of our work programme over the coming years.”</p> <p>Duncan Smith, Renfrewshire Council</p> <p>“It is very helpful having a direct access to your account management team and project managers for all our non-standard queries / requests, and on the delivery side this has been particularly helpful and generally go above and beyond to meet Scottish Water’s needs.”</p> <p>Hannah O’Shea, Scottish Water</p>
		7.2	<p>We will develop an 'End to End Project Delivery Timescales Overview' to assist the customer in understanding the timescales for the successful delivery of their project. The overview will include expected required timescales for typical projects, including roles and responsibilities for SPEN and the customer.</p> <p>The End to End Project Delivery Timescales Overview will be published on SPEN website, issued to all registered stakeholders, and communicated at all Preparing for Net Zero Conferences.</p>	<p>End to End Project Delivery Timescales Overview published on SPEN website.</p> <p>End to End Project Delivery Timescales Overview publication notifications emailed to all registered stakeholders.</p> <p>Development of the End to End Project Delivery Timescales Overview included in 4 Preparing for Net Zero Conferences.</p>	Q1 Q2 Q3 Q4	<p>“The works undertaken by P N Daly Ltd. under CIC which fall under the scope of SP range from LV to EHV. The project management guidance pack proposals made by SP are symptomatic of the highly developed and consistent approach applied by SP to technical and design requirements which have allowed Competition in Connections to flourish in the SP area, as the open availability of consistently applied standards and criteria reduce the risks to all parties associated with undertaking projects under CIC.”</p> <p>Patrick Daly, P N Daly Ltd.</p>
		7.3	<p>We will set up and publish the findings from a joint SSEN / SPEN G98/G99 Witness Testing collaboration with the aim to facilitate large scale solar connections onto the Transmission Network in Scotland.</p>	<p>Joint SSEN / SPEN Witness Testing Process developed and published on SPEN website.</p> <p>Joint SSEN / SPEN Witness Testing Process discussed at 4 Preparing for Net Zero Conferences.</p> <p>Joint SSEN / SPEN Witness Testing Process updates included in 12 Monthly Newsletters.</p>	Q1 Q2 Q3 Q4	

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8 Partnerships	<p>We are part of many successful partnerships and collaborations across both our licence areas, and it has been suggested by a number of our stakeholders that we play a critical role in the move to net zero. Whilst we have a deep understanding of the requirements to connect to our network, we are continually seeing new technologies and decarbonisation ideas being progressed, and we are keen to develop a network of understanding that will cover the wider aspects of decarbonisation in addition to our well understood methods of connecting to our network.</p> <p>New and existing stakeholders have shown interest in a 'Net Zero Knowledge Forum' and we look forward to being a part of this exciting new project as we all continue along the net zero journey.</p>	8.1	We will develop a 'Net Zero Knowledge Forum' to continue our engagement with various community partnerships, local and national government, academic institutions, manufacturers, supplier and developers of LCT's to accelerate the drive to net zero by sharing best practices.	<p>Net Zero Knowledge Forum invites issued to registered stakeholder.</p> <p>2 Net Zero Knowledge Forum meetings hosted and minutes/findings published on SPEN website.</p>	Q2 Q4	<p>"We look forward to continuing to work with SPEN over the years ahead, and to jointly pursuing the energy transition."</p> <p>Hugo Chandler, New Resource Partners</p> <p>"Net Zero Forum with stakeholders is a great idea. FES look forward to attending and working with SPEN."</p> <p>William Milligan, FES Support Services Limited</p>
		8.2	We will disseminate all learnings from this Net Zero Knowledge Forum via SPEN events, social media and newsletters	<p>4 Preparing for Net Zero Conferences invites posted on social media.</p> <p>4 social media quarterly updates.</p> <p>Updates in 12 Monthly newsletters.</p>	Q1 Q2 Q3 Q4	<p>"The increased collaboration we have had with SPEN over the last 12 months has been supportive, informative and positive. It has begun to yield practical benefits to the Council and the city in terms of strategic planning and investment decisions but has also laid a foundation for stronger strategic and operational partnership on net zero transition in respect of heat and matching current and future energy needs with energy infrastructure investment and development.</p> <p>There is much to collectively gain from deepening our partnership and aligning our business planning both as a council and across the city and we have welcomes the approach and efforts by SPEN to begin that process with us."</p> <p>Paula McLeay, The City of Edinburgh Council</p>
9 Flexible Tenders	<p>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.</p> <p>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.</p>	9.1	<p>We will publish 2 rounds of Flexibility Services Tenders - in April / May 2021 and October /November 2021.</p> <p>We will publish both the Launch and Tender notification on the SPEN &amp; Flexible Power websites (www.flexiblepower.co.uk).</p> <p>We will issue a publication notification to all registered stakeholders.</p> <p>We will provide an update on our Flexibility Services Tenders at all 4 of our Preparing for Net Zero Conferences.</p> <p>We will be facilitating 2 Flexibility Services forums a year in line with the launch of our Spring and Autumn tenders.</p>	<p>2 Flexibility Services Tenders published on SPEN &amp; Flexible Power websites.</p> <p>2 Flexibility Services Launch and Tenders publication notifications emailed to all registered stakeholders.</p> <p>Flexibility Services Tenders included in 4 Preparing for Net Zero Conferences.</p>	Q1 Q2 Q3 Q4	<p>"We welcome the engagement we have with SPEN and look forward to working with them in the future as we all work together to achieve the important task of facilitating net zero, introducing more flexibility into the electricity infrastructure to help accommodate further renewable generation and important hydrogen production and storage facilities to help long distance heavy goods transport.</p> <p>The information and support provided by SPEN is extremely useful to help our partners fully understand the implications of introducing new technologies and how to connect to the electricity network."</p> <p>Guto Owen, Ynni Glan &amp; HyCymru Coordinator</p> <p>"SPEN's move to the Distributed Service Operator model will create further opportunities for Balance Power and we welcome the transparency and ability to openly discuss this further with SPEN moving forward, building on our relationships and understanding. We are incredibly interested in hearing more about the Flexible Services Tenders when they are published as this is an area of the industry that is rapidly and constantly evolving. We are keen to learn more about the impact this will have on our business."</p> <p>Ruaridh Mitchell, Balance Power Projects Limited</p>
		9.2	We will continue to provide regular updates on our Flexibility Services Tenders to help customers understand the services we require.	<p>Monthly newsletter will include updates on our Flexibility Services Tenders.</p> <p>2 updates on SPEN &amp; Flexible Power websites.</p> <p>4 updates on social media.</p>	Q1 Q2 Q3 Q4	
		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.	2 updates showing the total capacity awarded at each location on SPEN & Flexible Power websites.	Q2 Q4	

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10 Project Charge	<p>Project CHARGE continues to gain excellent endorsement and positive comments from our customers when we disseminate our progress at our various ICE engagement and industry wide events.</p> <p>Our customers are keen to see the Transport Model available later this summer, and our local government stakeholders have found the scenario planning development has provided excellent guidance and necessary end user feedback on the accepted level of smart charging that our wider customer base will require as we move to the mass electrification of the transport network.</p> <p>We are committed to supporting how our customers understand the new technologies that will come with this move to electrified transport and we are determined to showcase the benefits of CHARGE for customers across our distribution network.</p>	10.1	We will launch our ConnectMore Interactive Maps which will provide investors / stakeholders with greater insight on the optimum locations for public EV charging infrastructure. The insight will be provided on the expected demand for EV charging infrastructure informed by a comprehensive transport model for the SPM Licence Area. Also the provision of high granularity capacity maps for our corresponding LV and HV network.	<p>Publication / launch of the ConnectMore Interactive Maps on SPEN website.</p> <p>Dissemination to all registered stakeholders and selected national stakeholders.</p> <p>Stakeholder engagement to facilitate utilisation and to generate feedback to improve their performance and track the benefits delivered.</p>	Q3	<p>"I'm starting to understand the technical and regulatory complexity around electricity infrastructure – working in collaboration with SPEN continues to help me understand the process of connecting low carbon technology to the electricity network.</p> <p>Ynni Llyn and canolfan fenter CONGL MEINCLAU have worked with SPEN during 2020/21 to produce an EV survey for over 5,000 residents in the very rural area at the tip of the Lleyn peninsula, and the information obtained from this survey will help us jointly develop the network required for a low carbon future, with flexibility services and enough capacity for further renewable generation, EV charging and heat pumps to be connected."</p>
		10.2	<p>We will undertake a range of trials and assessments of Smart Charging Connections. These are flexible connections designed specifically for public chargepoints that can release additional network capacity.</p> <p>We will continue to actively disseminate Charge at suitable external forums / conferences / stakeholder events to ensure our Stakeholders are kept abreast of the project.</p>	<p>2 Smart Charging Connection trials and assessments delivered in 2021/22.</p> <p>Dissemination of preliminary findings to all registered stakeholders.</p>	Q4	<p>Wil Parry, Ynni Llyn</p> <p>"SP Energy Network staff have been innovative and enthusiastic in their approach for the potential of Low Carbon Technology in relation to the new infrastructure in and around the new Levenmouth Rail Project. They've engaged with elected representatives and officers through visits, detailed analysis of sites and creative solutions to challenges with terrain and current infrastructure. Their enthusiasm and creative vision for the Levenmouth Valley area brought into focus potential usage linked to LCT that had not been previously considered and will help shape the ongoing future development of the Levenmouth Rail and River Leven Projects"</p>
		10.3	We will host multiple dedicated dissemination events for SPEN Stakeholders across the year, including annual joint dissemination event(s) with the UKPN led Optimise Prime project.	<p>2 Charge dissemination events.</p> <p>2 external forums and conferences Charge is disseminated at.</p>	Q4	<p>The staff of SP Energy Network set out from the start to encourage elected members to understand and adopt the Net Zero agenda from the outset as something that was achievable in relation to the challenges we faced with current energy supplies in the Levenmouth Area. SP staff took time through visits and imparting knowledge the potential for the Leven Valley to be a platform for net zero emissions. Their willingness to take time to visit, explain and create a vision for the area in a manner elected members with little or no background in engineering has inspired the local politicians to set the agenda that'll see the Leven Valley and the industrial production facilities, several with large complexes that consume large amounts of energy it hosts, to gain Net Zero through best practice well before government targets become a reality."</p> <p>Cllr Colin Davidson, Vice Convenor Levenmouth Area Committee and Chair of Rail and Freight at SEStran</p>

# Looking Back Report - the actions we completed in 2020/21

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement
1 Policy Guidance	<p>We have a key enabling role in facilitating the ambition and drive towards a low carbon economy. As part of our 2019/20 connections work plan we received positive and constructive feedback on the work we completed to date in informing stakeholders on several changes to our key policies and processes.</p> <p>Development of innovative ways of operating and facilitating connections to the network play a vital role in the overall connection process. In line with stakeholder feedback, we have agreed to an extension of our 2019/20 action to ensure that when policy changes are developed our internal staff will be trained to support the wider engagement and information exchange with our connection stakeholders. Regular publication of updates will be via our newsletters and our website, and where applicable, we will deliver targeted workshops to ensure our connection customers have available to them the most up to date policy and technical information.</p> <p>Following stakeholder feedback we will introduce an additional step in our process to gain comment and feedback from customers prior to publication of new policy updates.</p>	1.1	<p>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.</p> <p>We will produce supporting information and training material where required. This will be issued to customers and published on our website.</p>	<p>4 updated policy documents published on SPEN website.</p> <p>Training documentation, where applicable, published on SPEN website.</p> <p>Training documentation, where applicable, emailed to SPEN registered stakeholders.</p>	<p>4 SPEN policy documents published at: <a href="https://spenergynetworks.co.uk/documentation">spenergynetworks.co.uk/documentation</a></p> <p>Training offered at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>No further training documentation requested.</p>	<p>q4</p> <p>"Over the last 12 months I have been actively engaged with SPEN in discussions regarding the new earthing policy. Also with progressing disconnections and street lighting applications and various other design issues. I have found SPEN to be supportive and responsive in my queries and these discussions have led to resolution of the points made. New index for easy access to policy and standards documentation."</p> <p>Brian Cutler, Aptus Utilities</p>
		1.2	<p>We will provide internal training on new documentation to all connections customer-facing staff to enable them to discuss with customers.</p>	<p>Number of connections customer-facing staff trained on policy documentation updates.</p>	<p>Over 120 connections customer-facing staff trained on new policy documentation</p>	<p>q4</p> <p>"Earthing was a significant piece of work that was relevant to all involved. We suggested a workshop / presentation would be worthwhile, which was pushed through with the policy team. The presentation about the changes was excellent and well received. We would encourage this approach on any other significant areas going forward as it is a great opportunity to get immediate feedback from customers."</p> <p>Simon Dawson, GTC</p>
		1.3	<p>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.</p>	<p>Design Engineer support available throughout 2020/21 via telephone, email and in person at all ICE engagement events.</p>	<p>Over 10 support meetings/calls provided</p> <p>Over 20 supporting emails provided</p>	<p>q4</p>
2 Communication	<p>As the rapid transformation of our network continues delivering a low carbon future, the adoption and integration of new low carbon technology is increasing significantly.</p> <p>We have witnessed a shift in the way stakeholders wish to engage with us year on year and they have told us that in addition to our traditional forms of engagement delivered through conferences, panels, workshops and connection surgeries. These are particularly valued by those seeking one-off connections and community energy schemes.</p> <p>For regular users of our network however, a more tailored engagement approach has been requested with more focussed and targeted communication, taking place on a less frequent basis and delivered via a range of digital platforms.</p>	2.1	<p>With the increase of Low Carbon Technology (LCT) connections to our network (Domestic EV, PV, Heat Pumps and Energy Storage), we will create a LCT customer journey and communicate to our external customers, installers, trade associations and car sales garages.</p>	<p>LCT Customer Journey published on SPEN website.</p> <p>LCT Customer Journey emailed to registered stakeholders and discussed at Q2, Q3 and Q4 ICE engagement events.</p>	<p>LCT Customer Journey published at: <a href="https://spenergynetworks.co.uk/new_connection_process">spenergynetworks.co.uk/new_connection_process</a></p> <p>LCT Customer Journey emailed to 1200 registered stakeholders</p> <p>LCT Customer Journey discussed at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p>	<p>q2</p> <p>"SP Energy Networks were helpful and forthcoming in respect of the study we recently undertook on behalf of the Scottish Government considering electricity network constraints for heat electrification. They put us in contact with a range of stakeholders that allowed us to build a picture of industry efforts to solve the problem and gave us access to the learnings from an internal project which provided valuable input to our project. This open collaboration with SP Energy has helped further national efforts in the Scottish energy transition."</p> <p>Alec Davies, Energy Practice</p>

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		2.2	<p>We will continue to introduce new forms of online presence and social media to increase our engagement with customers.</p> <p>We will continue to arrange online sessions with dates and joining instructions posted on our website.</p>	<p>2 new forms of social media platform introduced.</p> <p>4 new online sessions completed.</p>	<p>4 SPEN Low Carbon Connections Conferences invites published on LinkedIn - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>4 SPEN Low Carbon Connections Conferences invites published on external project partner social media - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>SPEN Innovation Projects discussed on 4 Externally Published Events - Wales Climate Week; Net Zero NW Launch; Invest Net Zero Cheshire; CENEX</p> <p>4 SPEN Online Sessions hosted - Interactivity Webinar 20/07/20; Flexibility webinar 23/09/20; Community Energy 03/11/20; Interactivity 25/11/20</p>	<p>Q4</p>	<p>"Working through a single point of contact in Stakeholder Engagement Manager Stuart Walker, myself along with the other project partners, could not have been better accommodated. The professional and flexible manner in which he has approached the collaboration has been a key driver and enabler in taking our project forward, to the ultimate betterment of energy consumers who will be served by this lighthouse project and beyond. The spirit in which this cooperation has been handled on behalf of SPEN in my opinion is in the true spirit of Ofgem's ICE mechanism."</p> <p>Denver Rumney, EON Energy</p>
		2.3	<p>We will continue to produce a monthly newsletter to give a regular update on the work we are doing to facilitate net zero and help customers understand the improvements we are making as we transition to DSO. The newsletter will include sections on EV, Heat, DSO/Flexibility, Policy Updates and Innovation Projects/Community Partnerships.</p>	<p>12 Monthly Newsletters published on SPEN website.</p>	<p>12 Monthly Newsletters published at: <a href="https://spenergynetworks.co.uk/newsletters">spenergynetworks.co.uk/newsletters</a></p>	<p>Q4</p>	<p>"Early communication with developers is really important and I have found SPEN to be pro-active with projects making sure the developer is well informed. I would like to see a developers pack issued with every project at the initial consultation/site visit stage to enable the customer to have contact numbers and information on process as most developers do not have the time to go online. Any additional information with regards to LCT could be included in the developers pack."</p> <p>Jackie Warner, POWER SOLUTIONS CONNECTIONS LTD</p>
3 Customer Contact	<p>Regular engagement with connection customers to provide updates on the progress of their connection application is important to them. Whilst having regular contact with the Design team leading the connection application already exists, many customers and stakeholders have expressed the need for the development of a Connection Application Customer Interface Database. Following registration, connection customers will be able to access a web-based platform to track the progress of their connection application and exchange/receive any information required that is relevant to the development of their connection design and offer.</p>	3.1	<p>We will introduce a Customer Information Database for customers to be able to log in and track progress of their application through to acceptance stage of each project.</p> <p>We will notify all registered stakeholders by email when the Customer Information Database is available.</p>	<p>Customer Information Database live on SPEN website.</p> <p>All registered stakeholders notified via email that Customer Information Database is available.</p>	<p>Customer Contact Portal published on SPEN website:</p> <p><a href="https://spenergynetworks.co.uk/connections_portal">spenergynetworks.co.uk/connections_portal</a></p> <p>1200 Registered Stakeholders notified about the newly published Customer Contact Portal via email</p>	<p>Q3</p>	<p>"SPEN have excelled and continue to excel in communication with the customer.</p> <p>The pro-active response SPEN have to network enquiries is great.</p> <p>Stakeholder / connection engagement meeting is offered many times."</p>
		3.2	<p>We will develop a Training Pack to help customers understand how to use the new facility and publish this on our website.</p> <p>We will issue the Training Pack to all registered stakeholders and communicate at our Q3 and Q4 ICE engagements events.</p>	<p>Training Pack published on SPEN website.</p> <p>Training Pack emailed to all registered stakeholders.</p> <p>Training Pack issued at Q3 and Q4 ICE engagement events.</p>	<p>Training Pack published on SPEN website:</p> <p><a href="https://spenergynetworks.co.uk/newsletters">spenergynetworks.co.uk/newsletters</a></p> <p>Training Pack presented at 3 SPEN Low Carbon Connections Conferences - 30/09/20; 02/12/20; 10/03/21</p> <p>Training Pack emailed to 1200 Registered Stakeholders</p>	<p>Q4</p>	<p>"I have found our engagement sessions very helpful - both in terms of resolving immediate site and project needs and planning the 'strategic look forward' for connection risks and opportunities. I look forward to continued regular engagement on regional infrastructure development with yourselves and local authority partners as we develop our energy master planning to 2040 and beyond."</p>
		3.3	<p>We will deliver training sessions on how to use the new Customer Information Database at our Q3 and Q4 ICE engagement events.</p> <p>We will provide ongoing customer support post implementation of the new Customer Information Database.</p>	<p>4 Training Sessions delivered.</p> <p>Ongoing customer support provided.</p>	<p>4 Training Sessions Completed</p> <p>Support provided for over 20 customer queries</p>	<p>Q3</p>	<p>Dean Drobot, The University of Edinburgh</p>

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4 ICP/IDNO Interface	<p>Our Independent Connection Providers (ICP's) have told us that technical specifications documentation and policies, made available through our SP Energy Networks website, are critical to their operations and informs the design and delivery of the connections they progress. This is particularly important in respect to integration across our network of EHV generation and demand connections.</p> <p>Recognising the importance of this critical resource, we have agreed to undertake a review of our existing web platform for disseminating this information, that will be delivered by an independent third party, to ensure that they continue to access critical and up to date information in the most efficient manner that they consider relevant when taking forward a generation or demand connection.</p>	4.1	We will undertake a thorough independent review on what specifications and documents are currently available on our website to identify any missing requirements for ICP's/IDNO's and compare best practice with other DNO's.	Independent Review Completed.	Review Completed and findings published as per Action 4.2	Q2 "Having one strategic point of contact within SPEN has allowed both parties to have a more pro-active and forward thinking view. Recent meetings on our regeneration plans in Granton have been very useful and have allowed both sides to understand the future milestones we need to achieve and consider at a high level, how we might get there. This type of pro-active discussion is pivotal in ensuring we don't meet any hurdles later and our relationship with you has been the catalyst for this."  Sat Patel, The City of Edinburgh Council	
		4.2	The Review Findings and Next Steps will be to be issued to all registered stakeholders, published on SPEN website and communicated at Q3 and Q4 ICE engagements events.	Findings and Next Steps published on SPEN website.  Findings and Next Steps issued to registered stakeholders and discussed at Q3 and Q4 ICE engagement events.	Findings published on SPEN website: <a href="https://spenergynetworks.co.uk/newsletters">spenergynetworks.co.uk/newsletters</a>  Findings presented at 3 SPEN Low Carbon Connections Conferences - 30/09/20; 02/12/20; 10/03/21  Findings emailed to 1200 registered stakeholders	Q4	
		4.3	We will implement improvements to the search functionality of our website to help ICP's /IDNO's fully understand the information we make available on our website.  We will provide training and support for the new search facility at our Q3 and Q4 ICE engagement events, publish on SPEN website and email to all registered stakeholders.	New Search Function added to SPEN website.  Notification of New Search Function emailed to all registered stakeholders.  4 Training Sessions delivered.	Document Search Function added to SPEN website: <a href="https://spenergynetworks.co.uk/documentation">spenergynetworks.co.uk/documentation</a>  Document Search Function presented at 3 SPEN Low Carbon Connections Conferences - 30/09/20; 02/12/20; 10/03/21  Document Search Functionality emailed to 1200 registered stakeholders	Q3	"SPEN have delivered with the design support and went beyond last years objectives, i.e. with the introduction of the new earthing policy - SPEN held a meeting with all stakeholders to go over the new policy in details.  Furthermore with bespoke projects, SPEN have attended design meetings with the client and the ICP to go over in details and provided assistance and solutions to design issues."
		4.4	We will review the access levels for our ICP's/IDNO's to facilitate enhanced visibility of Distribution Network Assets and will communicate any changes to policy to customers.  The new policy will be issued to all registered ICP's/IDNO's, communicated at all ICE engagements events and published on SPEN website.	Access Levels Reviewed.  Findings published on SPEN website.  Findings issued to all registered ICP's / IDNO's.  Findings discussed at Q4 ICE engagement events.	Access Levels reviewed, updated and published in the Energy Data Hub on SPEN website: <a href="https://spenergynetworks.co.uk/utility_map_viewer">spenergynetworks.co.uk/utility_map_viewer</a>  Findings and access emailed to over 700 registered ICP's / IDNO's  Findings discussed at 3 SPEN Low Carbon Connections Conferences - 30/09/20; 02/12/20; 10/03/21	Q4	William Milligan, FES Support Services Limited  "As a new ICP, I found the information on SPEN website useful for our first 33kV primary project with SPEN. The phased design approach in RADAR is particularly helpful, which helps to breakdown the design complexity associated with a primary substation work. While the website did not contain all the design polices and guidance needed for the 33kV scheme we are undertaken with SPEN, their design team have been supportive in providing any additional documents as were required, to include holding key design meetings with SPEN design team and obtaining helpful and positive feedback from the team. SPEN's design team have facilitated meetings with their delivery team prior to us submitting our design, to enable us understand their construction/delivery process, which in turn helped us at the design stage, to ensure our designs were in accordance with their policies, ENA and other applicable network standards."
		4.5	We will host a Safety Seminar in each licence area for all ICP's/IDNO's to discuss SPEN Safety procedures and policies.  All registered ICP's/IDNO's will be invited to the events and the dates will also be published on our website.	2 ICP Safety Seminars completed.  Invites issued to all registered ICPs/IDNOs.  Dates of events published on SPEN website.	Joint SPEN/GTC ICP Safety Seminar completed virtually for both SPD and SPM Licence areas on 24/03/21  Invite to Joint SPEN/GTC ICP Safety Seminar issued to over 700 registered ICP's / IDNO's  Date and Full invite published on SPEN website at: <a href="https://spenergynetworks.co.uk/pastevents">spenergynetworks.co.uk/pastevents</a>	Q4	Stephen Alabi, Smart Optimised Clean Tech



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5 Design Support	<p>The increasing uptake of Low Carbon Technologies means that increasingly connection customers who have never had experience of making a connection application are approaching us for the very first time. Our stakeholders have asked us to continue our pro-active communications to help them understand any industry changes.</p> <p>Building upon the improvements that we have made in previous years around the provision of information and support to those customers connecting to our network, we will further enhance our support mechanisms this year by delivering a new Contact &amp; Customer Information Pack. This will be targeted at key market segments and technologies as well as enhance the service provision in response to both local and individual customers' requirements. Information will include, overview of the connection process, key information necessary to progress an application and enable a better understanding of final fully engineered connection application quote as well as corresponding delivery timescales.</p>	5.1	<p>With the increase of Low Carbon Technology (LCT) connections to our network (Domestic EV, PV, Heat Pumps and Energy Storage), we will introduce an 'Initial Contact Information Pack' for all customers who make an application to help them understand the requirements for each market segment as they proceed through the application stage.</p> <p>The 'Initial Contact Information Pack' will be communicated at all ICE engagements events and published on SPEN website.</p>	<p>Initial Contact Information Pack published on SPEN website.</p> <p>Initial Contact Information Pack discussed at Q2, Q3 and Q4 ICE engagement events.</p> <p>Initial Contact Information Pack issued to all new customers from Q3 onwards.</p>	<p>Guidance to Help Customers Understand How to Connect to our Network published on SPEN website:</p> <p><a href="https://spenergynetworks.co.uk/newsletters">spenergynetworks.co.uk/newsletters</a></p> <p>Pack presented at 3 SPEN Low Carbon Connections Conferences - 30/09/20; 02/12/20; 10/03/21</p> <p>Pack available for all new customers at enquiry stage of application</p>	Q2 "SP Energy Networks have been instrumental in our gaining a deeper understanding of low voltage grid network management in Liverpool. From the outset of our Liverpool Multi-vector Energy Exchange Project, their team has provided technical and market expertise to the great benefit of the project."  Hugo Chandler, New Resource Partners
		5.2	<p>We will publish examples of typical types of Low Carbon Technology (LCT) connections to our network to help our customers understand how to connect these new technologies.</p> <p>We will discuss these examples at our Q3 and Q4 ICE engagement events and publish the examples on the SPEN website.</p>	<p>LCT Examples Information Pack published on website.</p> <p>LCT Examples Information Pack discussed at Q3 and Q4 ICE engagement events.</p>	<p>LCT Examples Pack published on SPEN website:</p> <p><a href="https://spenergynetworks.co.uk/newsletters">spenergynetworks.co.uk/newsletters</a></p> <p>Pack presented at 3 SPEN Low Carbon Connections Conferences - 30/09/20; 02/12/20; 10/03/21</p>	Q4 "We commend the support from SP Energy Networks on the Maidenhill project - the easy thing for SP Energy Networks to do would have been to instruct the house builders to pay for a disproportionate upgrade, resulting in the houses not being built, or being sold at a higher premium, and network innovation would have moved no further forward; instead we have a result where any future network upgrades will be democratised and a solution will have been demonstrated which can significantly reduce the future cost of upgrades across distribution networks in the UK and across Europe. In facilitating this project throughout the last 12 months SPEN have served the interests of energy consumers, house builders, IDNO's, DNO's, Ofgem, and UK tax payers admirably."  Denver Rumney, EON Energy
6 Land Rights	<p>Our customers and stakeholders have told us that they are pleased with the progress we are making on Land &amp; Planning matters and recognise the continued improvements being discussed at the Land and Planning Stakeholders Panels. Through working with the Panel, we recognise that we need to go further and provide an even more transparent and interactive service to our customers. We acknowledge greater automation in our processes is required to allow the effective and efficient communication around the delivery of Land &amp; Planning milestones. We also recognise that the transparency around the cost of Land Rights is an area for improvement.</p> <p>The requirement to build the necessary IT required for automation of the milestones processes and the subsequent relationships with our external service partners will take a considerable amount of time to develop, however we are already working on how this can be achieved.</p> <p>Whilst we are some way off from implementing automation of our milestone process we continue to work towards this by ensuring we have the correct manual processes and data collection which will enable an IT solution to be developed.</p>	6.1	<p>In preparation for a future fully automated land rights milestones tracker, we will review and publish our Land Rights lead times and related milestones within our Land Rights documentation currently published on our website.</p> <p>We will monitor our performance against these milestones and report this performance on a quarterly basis.</p> <p>We will present and discuss this performance at our Land Rights Stakeholder Panels. These published milestones and our performance against them are the key to us developing a future automated land rights milestone tracker.</p>	<p>Land Rights lead times and milestones published in land rights documentation on SPEN website.</p> <p>Quarterly reporting and publication of our performance against milestones.</p>	<p>Land Rights lead times and milestones published on SPEN website at:</p> <p><a href="https://www.spenergynetworks.co.uk/landrights">www.spenergynetworks.co.uk/landrights</a></p> <p>Quarterly reporting and performance presented at SPEN Land Rights Stakeholder Panels.</p>	Q3 "We receive excellent support from your wayleaves staff. We particularly appreciate the introduction of a monthly meeting with a wayleaves manager to review our workload and highlight and focus attention on challenging projects."  Alistair Davidson, Scottish Water
		6.2	<p>We will review and develop material for customers to understand the costs associated with obtaining land rights.</p> <p>We will review this material with our stakeholders at our Q4 Land Rights Stakeholder Panel. We will also publish this material within our land rights documentation currently published on our website.</p>	<p>Publish Information Packs for customers regarding costs associated with obtaining Land Rights on SPEN website.</p>	<p>Information Packs published on SPEN website:</p> <p><a href="https://www.spenergynetworks.co.uk/icp_idno">www.spenergynetworks.co.uk/icp_idno</a></p> <p>Further information on cost available on SPEN website:</p> <p><a href="https://www.spenergynetworks.co.uk/system_metering_services">www.spenergynetworks.co.uk/system_metering_services</a></p>	Q4

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7 Project Management	<p>Our customers have recognised the improvements we have already made to our project delivery, and they fully support our next steps.</p> <p>Building upon our Project Management training delivered across our 2019/20 work plan, we will produce Project Management guidance packs for new and existing customers to support the delivery of a connection project upon acceptance of a connection offer.</p> <p>This will ensure step by step guidance is available to all connecting parties across all market segments and voltage levels, in respect of the type of connections that we undertake, further enhancing the service offering afforded to our customers and stakeholders.</p>	7.1	<p>We will develop a 'Post Acceptance Delivery Guidance Pack' for all EHV projects. This will detail the SPEN commitments for the delivery of each project and assist the customer in understanding their requirements for the successful delivery of the project. The pack will include how-to guides, roles and responsibilities and relevant specification / policy documents.</p> <p>The Guidance Packs will be issued to all customers with accepted projects, communicated at all ICE engagements events and published on SPEN website.</p>	<p>Guidance packs published on SPEN website.</p> <p>Guidance packs available at Q3 and Q4 ICE engagement events.</p> <p>Number of Guidance Packs issued to customers.</p>	<p>Project Management Guidance Pack published on SPEN website at: <a href="https://spenergynetworks.co.uk/newsletters">spenergynetworks.co.uk/newsletters</a></p> <p>Project Management Guidance Pack discussed at 4 Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>Project Management Guidance Pack emailed to over 200 customers with existing projects</p>	<p>“SPEN is highly commended for it’s policy of direct communication of engineers with the applicant. This greatly improves the connection application experience.</p> <p>In addition the technical skills from SP are very high, and their knowledge is key to a smooth process. In a perfect world, other DNOs would emulate SP, rather than use non technical “customer facing account managers” who obstruct the detailed engineering conversations that complex connections require.”</p> <p>Malcolm Evans, Evans Energy Ltd</p> <p>“SPEN’s move to the Distributed Service Operator model will create further opportunities for Balance Power and we welcome the transparency and ability to openly discuss this further with SPEN moving forward, building on our relationships and understanding. We are incredibly interested in hearing more about the Flexible Services Tenders when they are published as this is an area of the industry that is rapidly and constantly evolving. We are keen to learn more about the impact this will have on our business.”</p> <p>Ruaridh Mitchell, Balance Power Projects Limited</p>
		7.2	<p>We will agree with our regular stakeholders a list of key HV projects that will have a 'Post Acceptance Delivery Guidance Pack' created. We will develop a pack for these specific HV projects.</p> <p>The Guidance Packs will be issued to all customers with accepted projects, communicated at all ICE engagements events and published on SPEN website.</p>	<p>Guidance packs published on SPEN website.</p> <p>Guidance packs available at Q3 and Q4 ICE engagement events.</p> <p>Number of Guidance Packs issued to customers.</p>	<p>Project Management Guidance Pack published on SPEN website at: <a href="https://spenergynetworks.co.uk/newsletters">spenergynetworks.co.uk/newsletters</a></p> <p>Project Management Guidance Pack discussed at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>Project Management Guidance Pack emailed over 200 customers with existing projects</p>	
		7.3	<p>We will provide training sessions on the 'Post Acceptance Delivery Guidance' pack for both EHV and HV projects and will also provide customer support at all our engagement events.</p>	<p>Training sessions delivered at Q3 and Q4 ICE engagement events.</p> <p>Delivery Engineer available for customer support at Q3 and Q4 ICE engagement events.</p>	<p>Training for Project Management Guidance Pack provided at Q3 &amp; Q4 SPEN Low Carbon Connections Conferences - 02/12/20; 10/03/21</p> <p>Design &amp; Delivery Engineer support provided at 2 Low Carbon Connections Conferences - 02/12/20; 10/03/21</p>	
8 Partnerships	<p>With the acceleration of an increasing number of connection customers seeking to connect new forms of low carbon technology onto the energy network, we recognise that we cannot stand still and must develop new innovative ways of supporting this rapid energy transition. A key element of achieving this success will be the development of strategic partnerships from across industry, academia and energy network operators. Whilst we have made significant progress in this area throughout our business, customers and stakeholders have informed us that this is an important enabler in delivering innovative solutions that can be delivered directly to customers.</p> <p>It is recognised that these partnerships will not only accelerate the transition to a low carbon economy but equally support them in gaining a more informed understanding of the industry changes, market opportunities and most efficient methods of integrating new low carbon technologies onto the network and future commercial opportunities.</p> <p>We are actively working to develop additional partnerships to help us move to a more flexible network of the future that will accommodate learnings for all industry participants and strategic partners as we move towards a low carbon future.</p>	8.1	<p>We will continue to develop innovation partnerships to help local communities and associations to benefit from the emerging low carbon technologies.</p>	<p>Innovation partnerships discussed at all ICE engagement events.</p>	<p>Innovation Projects Webinar hosted as part of 4 Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>Learnings from all Innovation Projects, Partnerships &amp; Consortiums shared at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>4 External Presentations from Liverpool Energy Exchange, Maidenhill Microgrid Project, Charge and ConnectMore at SPEN Low Carbon Connections Conferences.</p>	<p>“SP Energy Networks has worked openly with us throughout our collaboration, helping us to understand the challenges facing DNOs in a time of accelerating deployment of local energy capacity.”</p> <p>Hugo Chandler, New Resource Partners</p> <p>“Despite a difficult year for all, SP Energy Networks have engaged with us virtually to meet on a regular basis to discuss the needs of our members and where we can work together to get key messages out to the farming community, especially in relation to operational safety, whilst also helping to resolve or progress issues for individual members.”</p> <p>Christine Cuthbertson, NFU Scotland</p>
		8.2	<p>We will provide regular updates on the learnings from these partnerships via our Monthly Newsletters to help guide other interested parties to benefit from any innovation projects</p>	<p>Updates on all new partnerships included in the revised format of our Monthly Newsletter.</p> <p>Learnings of each partnership communicated at all ICE engagement events.</p>	<p>Learnings from all Innovation Projects, Partnerships &amp; Consortiums included in 12 SPEN Monthly Newsletters.</p> <p>Learnings from all Innovation Projects, Partnerships &amp; Consortiums shared at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p>	

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9 Flexible Tenders	<p>Throughout 2019/20 we have established several dedicated stakeholder engagement panels focussed on our transition to a Distribution System Operator (DSO) and the opportunities that will be realised by customers and stakeholders during this evolution.</p> <p>Recognising that our responsibilities as a DSO will extend far beyond the traditional role of a Distribution Network Operator (DNO), customers and stakeholders 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.</p>	9.1	<p>We will provide a Timeline for any planned Flexibility Tender Auction decisions in 2020.</p> <p>We will publish our new Flexibility Tender Auction Timeline on the SPEN website, and we will discuss at our ICE engagement events.</p> <p>We will communicate the new Flexibility Tender Auction Timeline to all registered stakeholders and also publicise in our Monthly Newsletter.</p>	<p>Flexibility Tender Auction Timeline published on SPEN website.</p> <p>Flexibility Tender Auction Timeline communicated in ICE engagement events.</p> <p>Flexibility Tender Auction Timeline communicated in monthly newsletter.</p> <p>Flexibility Tender Auction Timeline emailed to all registered stakeholders.</p>	<p>Flexibility Services Tender Auction Timeline published on SPEN website at: <a href="https://spenergynetworks.co.uk/flexibility">spenergynetworks.co.uk/flexibility</a></p> <p>Flexibility Services Tender Auction Timeline discussed at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>Flexibility Services Auction Timeline published in 12 SPEN Monthly Newsletters.</p> <p>Flexibility Services Tender Auction Timeline emailed to 1200 registered stakeholders.</p>	Q3	<p>"The engagement from SPEN has been really proactive. Communications around proactively engaging on future network resilience has been very positively received by Stirling Council. Having a direct and committed contact has been really beneficial and the ability to resolve issues and jointly work towards solution is greatly appreciated. We look forward to the continued engagement and developing a programme of jointly delivered low-carbon energy projects into the future, very much respecting the climate emergency."</p> <p>David Hopper, Stirling Council</p> <p>"SP Energy Networks have helped us to identify new locations for innovative local energy and flexibility projects."</p> <p>Hugo Chandler, New Resource Partners</p>
		9.2	<p>We will continue to provide regular updates on our Flexibility Tender Auction to help customers understand the services we require.</p>	<p>Monthly newsletter will include updates on our Flexibility Tender Auctions.</p>	<p>Flexibility Services Update section included in all 12 SPEN Monthly Newsletters.</p>	Q4	<p>"Throughout the last 12 months SP Energy Networks have played a vital role in facilitating our lighthouse project at Maidenhill, Glasgow. This new build development presented an opportunity for SP Energy Networks and E.ON Group Innovation to collaborate, enabling a solution that mitigates the disproportionate cost for property developers to pay for an upgrade where the new homes they are building cannot be accommodated on a constrained area of the distribution network. Importantly, this innovation also paves the way for DSO type projects today, in advance of ED2."</p> <p>Denver Rumney, EON Energy</p>
		9.3	<p>We will promote the benefits of our Flexibility Tenders at our ICE engagement events and encourage uptake to help facilitate the flexible networks required to aid the transition to a DSO.</p> <p>We will publish the amount of capacity in MW that we manage flexibly for our customers on the SPEN website and communicate at all ICE engagement events.</p>	<p>Learnings of each Flexible Tender communicated at all relevant engagement events.</p> <p>Amount of capacity in Megawatt (MW) managed flexibly for our customers published on SPEN website.</p> <p>Amount of capacity in MW managed flexibly for our customers communicated at all ICE engagement events.</p>	<p>Flexibility Services Update and Learnings shared at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>Separate Flexibility Services Webinar hosted on 23/09/20 to communicate to all interested parties.</p> <p>Results of Flexibility Services Tender published on SPEN website at: <a href="https://spenergynetworks.co.uk/flexibility">spenergynetworks.co.uk/flexibility</a></p> <p>Results of Flexibility Services Tender discussed at Q3 &amp; Q4 SPEN Low Carbon Connections Conferences - 02/12/20 and 10/03/21</p>	Q4	<p>"Working with SPEN has helped us to understand where flexibility will be most valuable, which helps us develop our business plan accordingly. The ability to grow our customer base and plan for future opportunities in further tender options has been an invaluable experience, and we look forward to working with SPEN to develop our flexibility service offerings further."</p> <p>Arun Anand, Electric Miles</p>

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement	
10 DG Heat Maps	<p>The provision of Distributed Generation Heat Maps has been a valued resource for those considering connecting to our network for many years. We continue to be committed to delivering an improved service offering to reflect the changing energy landscape that will make the provision of this information as interactive as possible.</p> <p>As greater network information becomes available through enhanced network monitoring, understanding the operating characteristics of new forms of generation and demand technologies will become evident. This will greatly enhance the overall information that can be presented to customers and stakeholders, when considering where to connect onto our network. Customers and stakeholders have informed us that they value the continuation of enhanced information provision detailing not only the availability of network capacity but more importantly as we transition to a DSO operating model, the operating characteristics to understand where opportunities may exist for the provision of flexibility services.</p> <p>All our ICE engagement events in 2019 included breakout sessions for attendees to discuss specific project details and/or options for various capacities available in a wider area with our design engineers. These sessions have also been instrumental in helping connection customers understand the amount of information that is available to them in our DG Heat Maps.</p> <p>These sessions have been extremely favourably received, and we are committed to continuing to communicate the important messages regarding generation connections to our network and the type of connections possible per area to help our stakeholders in their own business critical decision making.</p> <p>Following further customer suggestions we will now provide more information of overall network loading on our DG Heat Maps to support demand profiles for each primary substation in geographical layout.</p>	10.1	<p>We will update our DG Heat Maps functionality to include the maximum / minimum demand profiles by month for each primary substation to align with other industry standard Heat Maps.</p> <p>We will also produce a list view of the substations in addition to the current map view.</p>	<p>Monthly maximum / minimum demand profiles for each primary substation added to DG Heat Maps.</p> <p>List view of substations added to DG Heat Map.</p>	<p>Transformer Loadings Information &amp; DG Heat Map Background Data Spreadsheets added as another tab to the DG Heat Maps published on SPEN website:</p> <p><a href="https://spenergynetworks.co.uk/heatmaps">spenergynetworks.co.uk/heatmaps</a></p> <p>List view of substations published on the above link.</p>	Q4	<p>“The stakeholder engagement team at SPEN has worked closely with Heriot-Watt University in 2021 as we investigate opportunities to implement further renewable generation at our Edinburgh Campus. The assistance of the stakeholder engagement team in bringing together key contacts within SPEN and the University, coupled with a customer and solution focussed approach, has been invaluable and the support has been greatly appreciated by the University’s Estates team.”</p> <p>Christopher Larkins, Heriot-Watt University, Edinburgh Campus</p> <p>“The Distributed Generation Heat Maps are a good source of information to determine the viability of a project before deciding whether to make an application, and the additional capacity information now included will be useful for any future design work I undertake. Going forward we suggest the focus should be on regularly updating heat map data (ideally quarterly as a minimum) to ensure it accurately reflects the status of the network and the existing constraints, also keeping SPEN contact details against substations up to date. It is unclear how the list view of substations can be viewed so we look forward to further development and training material in respect of this.”</p> <p>Mark Lawrence, Conrad Energy</p>
		10.2	<p>We will produce training material on how to interpret the new functionality which will be issued to all registered customers and published on our website.</p> <p>We will provide internal training on the updates to all connections customer-facing staff to enable them to discuss with customers.</p>	<p>Training material for new functionality published on SPEN website.</p> <p>Training material for new functionality issued to all registered stakeholders.</p> <p>Number of connections customer-facing staff trained on new functionality.</p>	<p>Training Pack for additional DG Heat Map data published on SPEN website:</p> <p><a href="https://spenergynetworks.co.uk/newsletters">spenergynetworks.co.uk/newsletters</a></p> <p>Over 120 connections customer-facing staff trained on new functionality</p> <p>Training Pack issued to 1200 registered stakeholders</p>	Q4	
		10.3	<p>We will continue to offer on-going training and support at all ICE engagement events to help our customers use our DG Heat Maps.</p>	<p>Training sessions delivered at all ICE engagement events.</p> <p>Design Engineer support available throughout 2020/21 via telephone, email and in person at all ICE engagement events.</p>	<p>Training for additional functionality provided at Q3 &amp; Q4 SPEN Low Carbon Connections Conferences - 02/12/20; 10/03/21</p> <p>Design &amp; Delivery Engineer support provided at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p>	Q4	

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	Timescale	Endorsement	
11 Project CHARGE	<p>Our industry leading EV project CHARGE continues to gain excellent endorsement and positive comments from our customers and stakeholders when we disseminate our progress at our ICE engagement events.</p> <p>Many of our connections customers are keen to see the Transport Model available as soon as possible, and our local government stakeholders feel the smart charging trials will provide guidance and necessary end user feedback on the accepted level of smart charging that our wider customer base will accept as we move to the mass electrification of the transport network. We are committed to supporting how our customers and stakeholders understand the new technologies that will come</p> <p>with this move to electrified transport and we are determined to showcase the benefits of CHARGE for customers and stakeholders across our distribution network.</p>	11.1	We will actively share the findings from our Transport Model to raise awareness of the perceived growth in demand for public charging infrastructure in our SPM licence area 2020-2050.	<p>Publication of Transport Model findings and subsequent dissemination of findings on SPEN website.</p> <p>Transport Model findings and subsequent dissemination of findings emailed to all registered stakeholders.</p> <p>Transport Model findings and subsequent dissemination of findings discussed at all Q3 and Q4 ICE engagement events.</p>	<p>Transport Model findings and dissemination published on SPEN website</p> <p>Transport Model findings and dissemination emailed to 1200 registered stakeholders</p> <p>Transport Model findings and dissemination of findings discussed at Q3 &amp; Q4 SPEN Low Carbon Connections Conferences - 02/12/20; 10/03/21</p>	Q3	<p>"The ConnectMore Interactive Maps delivered through Charge have greatly assisted in developing Cheshire East's EV Strategy, helping us to identify potential sites based on likely demand and available capacity. We look forward to the full launch of the maps this year and continuing to work collaboratively with SPEN."</p> <p>John Davies, Cheshire East Council</p>
		11.2	We will trial our first ever Smart Charging Solution for the flexible connection of Public EV Charging Infrastructure	Number of Smart Charging Solution Trials delivered in 2020/21.	3 Smart Charging Design Solution Trials delivered in 2020/21 for EV Charging sites in Runcorn, Ellesmere Port and Birkenhead	Q4	<p>"I have been working with SPEN for a number of years and find the engagement I have with them extremely useful, particularly their collaborative approach. SPEN were very proactive from the outset of the transition to electrified transport, and have continued to provide informative and easy to understand guidance and advice for customers wishing to connect EV Charging Points. Their EV Project CHARGE will be an invaluable tool for Chargepoint operators and suppliers who are interested in connecting to the electricity network, and I look forward to using the tool regularly when it is published later this summer."</p>
		11.3	<p>We will host multiple dedicated dissemination events for SPEN Stakeholders across the year, including annual joint dissemination event(s) with the UKPN led Optimise Prime project.</p> <p>We will continue to actively disseminate Charge at suitable external forums / conferences / stakeholder events to ensure our Stakeholders are kept abreast of the project</p>	<p>Number of Charge dissemination events.</p> <p>Number of external forums and conferences Charge is disseminated at.</p>	<p>Charge disseminated on a 121 basis with over 10 Local Authorities and EV Charge Point Operators</p> <p>Charge disseminated at 4 SPEN Low Carbon Connections Conferences - 30/06/20; 30/09/20; 02/12/20; 10/03/21</p> <p>Charge disseminated at 2 external conferences - CENEX, 19/11/20 and Energy Network Innovation Conference, 08/12/20</p>	Q4	<p>Jody Bullock, SMS</p> <p>"SPEN have been at the forefront of planning to cope with the increase of EV charging points onto their network from the outset, and their ConnectMore tool sounds like an interesting addition that will help customers determine the cost and timescale for future EV charging connections, so I look forward to it's publication later this summer."</p> <p>Mark Lawrence, Conrad Energy</p>

# SP Energy Networks Appendix

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## 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

### ● Edinburgh & Borders

**District General Manager – David Climie**  
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**Head of Delivery – Colin MacKay**  
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### ● Central & Fife

**District General Manager – Ross Galbraith**  
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**Head of Planning & Design – Craig Graham**  
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**Head of Delivery – Neil McDonald**  
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### ● Glasgow & Clyde North

**District General Manager – Alistair Menzies**  
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### ● Ayrshire & Clyde South

**District General Manager – Angus Campbell**  
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**Head of Planning & Design – Karl Watson**  
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**Head of Delivery – Martin Maxwell**  
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### ● Dumfries & Galloway

**District General Manager – Aileen Rourke**  
Aileen.rourke@spenergynetworks.co.uk | 07918 197415  
**Head of Planning & Design – Kenny Bowie**  
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**Head of Delivery – Craig Cottrill**  
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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.



### ● Lanarkshire

**District General Manager – Alistair Graham**  
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**Head of Planning & Design – Derek Jessamine**  
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**Head of Delivery – Stephen Sichi**  
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#### Other Contacts

#### EV Charging Team

**Electric Vehicle Operations Senior Engineer – Ross Tierney**  
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#### Land & Planning

**Head of Land & Planning – Ross Baxter**  
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#### Stakeholder Engagement Team

**Stakeholder & Community Engagement Manager – Rachel Shorney**  
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**Stakeholder Engagement Manager – Stuart Walker**  
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**Customer Engagement Manager – Louise Taylor**  
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**Customer Engagement Manager – Fay Morris**  
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## 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

### ● North Wales

**District Manager - Andy Churchman**  
andy.churchman@spenergynetworks.co.uk | 07841 865085  
**Head of Planning & Design – Gary Barnes**  
gary.barnes@spenergynetworks.co.uk | 07753 624393  
**Head of Delivery Wales – Sean Kennedy**  
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### ● Wirral

**District Manager – Jonathan Hughes**  
jonathan.hughes@spenergynetworks.co.uk | 07753 624452  
**Head of Planning & Design – Ken Brassington**  
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**Head of Delivery – John McWilliams**  
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### ● Dee Valley/ Mid Wales

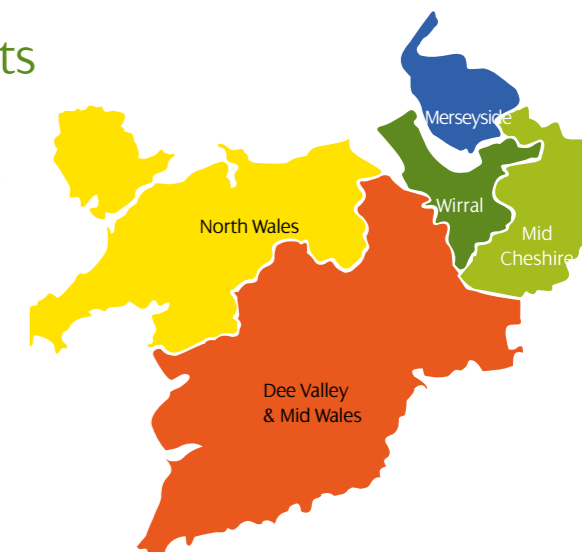
**District Manager – Sean Griffiths**  
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**Head of Planning & Design – Gary Barnes**  
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**Head of Delivery Wales – Sean Kennedy**  
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### ● Merseyside

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**Head of Delivery – Paul Thomas**  
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### ● Mid Cheshire

**District Manager - Jane Wilkie**  
jane.wilkie@spenergynetworks.co.uk | 07702 152846  
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#### Other Engagement Contacts

#### 132kV System Design SP Manweb

**Distribution Network Manager (SPM) – Steve Withell**  
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**North Wales / Dee Valley and Mid Wales**  
**Lead Engineer – Andy Beddoes**  
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**Mersey Lead Engineer – Jon Mitchell**  
Jonathan.Mitchell@spenergynetworks.co.uk | 07753624101  
**Cheshire/Mersey / Wirral**  
**Cheshire/Wirral Lead Engineer – Miles Buckley**  
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#### 132kV Business Design SP Manweb

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#### Land & Planning

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#### Stakeholder Engagement Team

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**Customer Engagement Manager – Louise Taylor**  
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**Customer Engagement Manager – Fay Morris**  
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## Glossary of Terms

Term	Definition
Accreditation	The appropriate qualifications to allow alternative connection providers to operate on our electrical network.
AI	Artificial Intelligence
Alternative Provider Register	Scottish and Southern Electricity Networks & Northern Power Grid list of alternative providers that are active in our license areas for new connections work.
ANM	Active Network Management; using technology to enable generators to connect in constrained areas on a commercially non-firm basis.
ARC Accelerating Renewables Connections;	SPEN 'Low Carbon Networks' funded project to consider innovative methods for connecting DG quicker and cheaper.
AVR	Automatic Voltage Regulator; this is a device which can be deployed on our overhead line network and controls the voltage to ensure the network remains within statutory limits.
Baringa Report	Baringa Partners, an independent consultancy, was employed via a competitive tender to produce the ENA Future Worlds impact assessment and this consultation seeks stakeholder views on that work.
BEIS	Department of Business, Energy and Industry Strategy - The Government department brings together responsibilities for business, industrial strategy, science, innovation, energy, and climate change.
Budget Quote	A budget quote is provided to aid customers with up front planning of projects and is a simple review of the network within the vicinity of the proposed development and does not include detailed modelling of the system. A budget quote cannot be contracted.
BMCS	Broader Measures of Customer Service.
CCCM	Common Connection Charging Methodology.
CARES	Community and Renewable Energy Scheme.
CIC	Competition in Connection; ability for a customer to seek connection to the network using a Lloyds accredited ICP of your choice.
CIC Code of Practice (CoP)	This is a proposed industry standard which is being developed jointly by DNOs and OFGEM. The code is aimed at making it easier for alternative connection providers to get their customers connected and better inform customer of their choices.
Collaborative Connections	These are connections where multiple customers are brought together to benefit from shared connection costs and shared assets to maximise the amount of generation connected in any part of our network.
Connections Customer Steering Panel(CCSP)	A dedicated forum to give stakeholders more influence over our connection service.

Constraint Managed Zones (CMZ)	Effectively manage peaks in demand or distributed generation without needing to reinforce the network.
Contestable	When we talk about contestable work, these are the 'off the system' works, which can be completed by either ourselves or a Lloyds accredited ICP of a customer's choice.
Contracted Capacity Register	This lists generators that are contracted but not physically connected to our network.
CRAM	Connection Registration and Management. This was a legacy IT system utilised to manage CIC enquiries where a Lloyds accredited ICP was being employed to complete the contestable works.
CRM	Under the SP brand name of Athos, CRM is SP Energy Networks Customer Relationship Management system which will help us better serve our customers.
Customer	A customer is defined as someone who is or has applied for a connection to our network.
Customer Surgeries	These are held monthly for any customers who wish to discuss a project with us at any time in the process.
DER	Distributed Energy Resources which include all distributed generation, storage, demand side response and micro grids.
DG	Distributed Generation; this is the connection of generation to any point of the distribution system, from 230V up to 33,000V in Scotland or 132,000V in England and Wales.
DNO	Distribution Network Operators, responsible for owning, operating and maintaining the electrical network in their licensed geographical area.
DSO	Distributed Systems Operator responsible for facilitating effective and well-functioning distribution markets, which give options to customers to choose the best connection provider and allow connection providers to offer options and services best tailored to connection customer needs.
Dual Offers	These are formal offers which facilitate the acceptance of either the full works or just the non-contestable works, with the contestable works completed by a Lloyds accredited ICP of a customer's choice.
ENA	Energy Networks Association is the voice of the networks, representing the 'wires and pipes' transmission and distribution network operators for gas and electricity in the UK and Ireland.
Export Management/ Limited Device	These are devices which seek to manage the local demand alongside any generator, essentially restricting export to our network.
Feasibility Study	A feasibility study is a chargeable service to run a number of network models and advise what capacity is available and where on parts of our network. This does not facilitate a connection offer, and does not carry any contractual link to a formal connection offer.



Flexible connection	A transitional solution may be available for a connection. We will engage with you to discuss flexible contractual terms, which depending on the circumstance, may allow connection ahead of the required reinforcement works.
Formal Connection Offer	A Formal Connection offer facilitates a contract between us and the applicant to accept our offer and progress the construction works with the connection.
Full Metering Settlement Option	Enables clients to share a point of connection without a boundary meter. The point of supply is separated on the customer side of the connection providing two or more customer meters with full settlement (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets).
GIS	Geographical Information System
G59	G59 is the industry standard for generators greater than 16 amp per phase.
G83	G83 is the industry standard for small scale embedded generators for connections up to 16 amp per phase, 3.68kw single phase connection or when multiple generators are to be connected.
GRP Enclosures	'Glass Reinforced Plastic' enclosures. Our traditional solution for a substation which requires a battery set is a brick building, GRP solutions utilise glass reinforced plastic technologies (GRP) to provide substation enclosures that can provide similar environments to brick-built substations.
GSPs	A Grid Supply Point is the point at which electricity enters the distribution network, leaving the transmission network.
Heat-maps	These are maps of our High Voltage network, colour coded based on the available capacity on any given circuit.
ICP	Independent Connection provider.
IDNO	Independent Distribution Network Operators develop, own, operate and maintain local electricity distribution networks.
Intertrip	An intertrip will automatically disconnect a generator or demand from the network when a specific event occurs.
JOA/SRS	Joint Operational Agreement/ Site Responsibility Schedule these are required for users connected at High Voltage / Extra High Voltage.
Jointing	Jointing is a method of connecting two sections of cable together.
KPI	Key Performance Indicator.
LCNF	Low Carbon Networks (LCN) Fund was established by OFGEM as part of the electricity distribution price control. The fund offers capital to support projects sponsored by the Distribution Network Operators (DNOs) to try out new technology, operating and commercial arrangements.
LiDAR	Light Detection And Ranging, a surveying technology that measures distance by illuminating a target with a laser light
Link boxes	A link box provides a point of isolation at the interface of an IDNO (Independent Network Operators) and DNO network

Meter Point Administration Number (MPAN)	A 21-digit reference used in Great Britain to uniquely identify electricity supply points.
Market Segment	This is the regulatory terminology which defines Distributed Generation (DG), Demand and Unmetered Supplies (UMS).
Metering	This is the mechanism for settlement to ensure your generation receives the correct rates for your tariff and is a key part of the balancing and settling arrangements, which are laid down in the Balancing and Settlement Code (BSC).
NERS	National Electricity Registration Scheme, performs technical assessment of the service providers who elect to be assessed for accreditation for contestable works associated with the installation of electrical connections.
NGET	National Grid Electric Transmission - Deals with all aspects of the contracts for the connection to and use of the electricity transmission system throughout the UK.
Non-Contestable	Where we talk about on-site works, these are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates.
On-Site	On-site works are typically within either the customers land boundaries or the CDM boundary within which a Principle Contractor operates
PPA	Power purchase agreement, is a contract between two parties, one which generates electricity (the seller) and one which is looking to purchase electricity (the buyer).
Pseudo MPANs	enables clients to sub-meter behind a single point of supply making individual bills available (e.g. shared connection for community and commercial pv site / shopping centre with multiple outlets). This option requires a common meter operator and a boundary meter.
POCs	Point of Connection for the electrical network.
Quote+	Quote+ provides options for our customers quickly whilst maintaining queue position.
RAAdAR	Register of Adopted Asset Requests; this is our current IT system utilised to manage CIC enquiries where a Lloyds accredited ICP is being employed to complete the contestable works.
RIIO ED1	(Revenue = Incentives + Innovation + Outputs) price control set the outputs that the 14 electricity Distribution Network Operators (DNOs) need to deliver for their consumers and the associated revenues they are allowed to collect for the eight-year period from 1 April 2015 to 31 March 2023.
SoW	The Statement of Works process should be followed when it is identified that a generator seeking a connection to a DNO's network may have an impact on the transmission network
Substation	A part of our network where DG is connected and we transfer power across boundaries, either by voltage level or a customer's point of common coupling

Tractivity	SPEN Stakeholder Management System that records all registered stakeholders
TSO	Transmission Systems Operator – responsible for facilitating effective and well-functioning transmission markets, which give options to customers to choose the best connection provider and allow connection providers to offer options and services best tailored to connection customer needs.
Land Rights	SPEN seek to obtain appropriate Land Rights for all of its operational assets which are situated on private land. Those Land Rights can take the form of wayleaves, easements and servitudes, leases and outright ownership.
Webinar	Web conferencing.
Witness test	'Witness testing' is where we, the distribution network operator, attend the site of a generator to witness your commissioning engineer test the protection systems associated with your generator and ensure they operate correctly.



## Summary of Relevant Market Segments

Term	Definition
Metered Demand Connections	<p>Low Voltage (LV) work: LV connection activities involving only LV work, other than in respect of the Excluded Market Segment.</p> <p>High Voltage (HV) work: LV or HV connection activities involving HV work (including where that work is required in respect of connection activities within an Excluded Market Segment).</p> <p>HV and Extra High Voltage (EHV) work: LV or HV connection activities involving EHV work.</p> <p>EHV work and above: extra high voltage and 132kV connection activities.</p>
Metered Distributed Generation (DG)	<p>LV work: low voltage connection activities involving only low voltage work.</p> <p>HV and EHV work: any connection activities involving work at HV or above.</p>
Unmetered Connections	<p>Local Authority (LA) work: new connection activities in respect of LA premises.</p> <p>Private finance initiatives (PFI) work: new connection activities under PFIs.</p> <p>Other work: all other non-LA and non-PFI unmetered connections work.</p>





# SP ENERGY NETWORKS

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