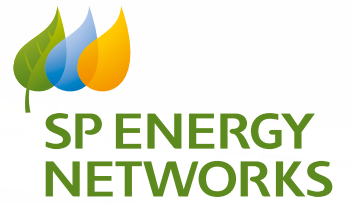


# Making Connections Our Major Connections Engagement Strategy, Workplan and Performance Outputs



Incentive on Connections Engagement (ICE)  
Ofgem Submission  
October Update 2022, V2



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## Introduction from our CEO, Vicky Kelsall

### Welcome to the SP Energy Networks 2022/23 ICE October Update.

It is a privilege for me to take over as CEO of SP Energy Networks at this crucial time for our industry. The scale and pace of action required to decarbonise our energy system as part of our Net Zero journey is significant, and also presents a fantastic opportunity to unlock cleaner, greener and cheaper energy for our connections customers and stakeholders.

I am proud of the continued engagement activity we have with our customers and stakeholders across the connections marketplace. I would like to thank all those who have taken the time to engage with us throughout the year, your feedback is greatly appreciated and supports our drive to deliver quicker, more efficient connections on our network.

We are dedicated to supporting our connections customers to facilitate delivery of their projects and we're continuously innovating to provide our customers with the best service possible while leading the way towards a greener, electric future.

There is no doubt that the move to Net Zero is intensifying and we expect the volume of connection applications to continue to rise as we move into the RIIO-ED2 period.

At SP Energy Networks we are introducing a new Design and Development team for each of our licence areas, SP Distribution and SP Manweb. These new teams will co-ordinate all new connections design and quote activity including design of any associated network reinforcement requirements.

Introducing this organisational model this will help to scale up design operations as required, given expected increasing volume in coming years. We are also actively recruiting in the external market and upskilling our internal staff to increase the number of design resources we have available for connections activities as we manage the expected increase in applications. Re-alignment of our existing and new resources to monitor and oversee workload requirements for all connections design demonstrates the importance and value SPEN place on this increasing workload and demonstrates our ability to adapt and prepare for any future requirements. The new team for both SP Distribution and SP Manweb will be complimented by our local delivery teams, so on site works can be planned and constructed utilising local relationships on site.

SPEN are also developing an open data platform solution which is expected to be available for our customers to use on our website by December 2022. Our future delivery strategy is that the solution will allow connections customers to view and corroborate all their data requirement needs in a one stop shop, therefore providing improved pre-application information provision and better customer service for all connections customers.

We continue to improve the pre-application information we provide for our connections customers and have recently launched our EV Connections Cost Estimator tool for our SP Manweb licence area as part of our CHARGE innovation project. Stakeholders – such as local authorities, site owners, property developers, or chargepoint operators – can now use our ConnectMore tool to both identify the optimal location for chargepoints and get an instant quote for how much it will cost to connect them to the low voltage electricity network. The next phase of this exciting project will see the development of the tool for our SP Distribution licence area, therefore providing all low voltage customers with the ability to identify the most cost-effective chargepoint connection for their project.

We regularly receive positive feedback regarding our quarterly Preparing for Net Zero Conferences which disseminate the progress and learnings from all our innovation projects to help our connections customers understand the opportunities that are becoming available within our industry.

Our connections customers are actively engaged with our Re-Heat and Heat Balance projects, and we will continue to provide regular updates on progress of both these important projects through our conferences, webinars and monthly newsletters.

As discussed earlier, I am extremely proud to see our business at the forefront of new technology to help our connections customers make quicker, more efficient connections to our electricity network, and I look forward to working closely with our connections customers and stakeholders as we continue preparing for our decarbonised future.

**Vicky Kelsall**  
CEO of SP Energy Networks



# Distribution Future Energy Scenarios (DFES)

We have recently updated our Distribution Future Energy Scenarios (DFES)

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. We develop Distribution Future Energy Scenarios (DFES) to do this, which are forecasts for a range of customer demand and generation metrics up until 2050.

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

We have engaged with a wide range of our stakeholders. We're grateful for the feedback received and look forward to continuing to engage with you and hear your insights for our update next year. This feedback is vital to making sure that our forecasts reflect the plans and ambitions of the local communities we serve.

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

You can find more information in our DFES publications:

- [SP Distribution Future Energy Scenarios](#)
- [SP Distribution Future Energy Scenarios Key Findings](#)
- [SP Manweb Future Energy Scenarios](#)
- [SP Manweb Future Energy Scenarios Key Findings](#)

Our interactive maps below show our forecasts for customer demand and generation (peak demand, electric vehicles, heat pumps, generation capacity, etc.) for the selected combination of DFES scenario and year.

The tabs categorise the metrics by type (demand or generation) and by area (primary substation supplied area or local authority area). The legend can be displayed from the drop-down menu on the top right corner.

The SP Distribution view can be found at: [SP Distribution](#)

The SP Manweb view can be found at: [SP Manweb](#)

If you have any questions about the content of the maps you can get in contact with us at [RIIO\\_ED2@spenergynetworks.co.uk](mailto:RIIO_ED2@spenergynetworks.co.uk) and we will be happy to answer your queries.

We also host Customer Connections Surgeries where we will be able to provide guidance and assistance on the information in our DFES maps.

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) if you would like to book a Customer Connections Surgery.



# Network Development Plan (NDP)

Sharing data is key to the efficiency of the energy system as we decarbonise to Net Zero.

The primary objective of our NDP is to provide information on available network capacity to accommodate demand and generation growth, and identify interventions we plan to make which will increase network capacity (such as flexibility use and reinforcement).

We already publish our network planning and development documents included in the Energy Data Hub shown overleaf.

In particular, the Long Term Development Statement (LTDS) and our Distribution Future Energy Scenarios (DFES) provide information and forecasts of our existing network and the availability of capacity in the short and long term respectively.

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

Publishing our NDP is just one measure we're taking to increase the transparency of how we plan and operate our distribution network, and is aligned with our approach of sharing an increasing range of network data with stakeholders.

We work closely with all Local Government bodies and Local Authorities in both our licence areas to support development of their Local Area Energy Plans, improving understanding of existing network capacity and supporting alignment of development plans.

The information included in our NDP will further this understanding of network capacity and facilitate future planning for all our customers.

Our Network Development Plan (NDP) can be found at: [spenergynetworks.co.uk/NDP](https://spenergynetworks.co.uk/NDP)

Other ongoing data provision includes: **Distribution Future Energy Scenario Forecasts** – these are forecasts for key customer demand and generation metrics up until 2050. We develop these considering a range of sources, including UK and devolved government targets and other industry forecasts. Given the uncertainties out to 2050, we create forecasts for multiple energy scenarios. These scenarios represent differing levels of customer ambition, government and policy support, economic growth, and technology development. Our stakeholders review our forecasts and we make changes based on their well-justified feedback. We will update our DFES annually.

**Long Term Development Statement** – these statements contain a range of information on our 132kV, 33kV, and 11kV network. This includes network asset technical data, network configuration, geographic plans, fault level information, demand and generation levels, and planned works. This information helps customers identify opportunities and carry out high level assessments of the capability of the network to accommodate new demand and generation. A main update is published every November with a minor update every May.

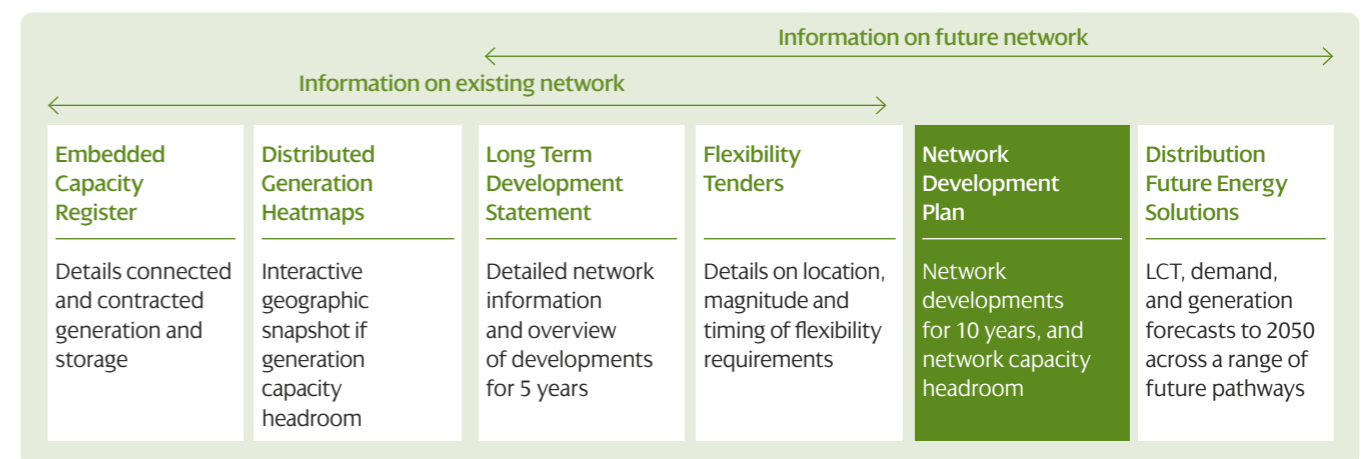
**Embedded Capacity Register** – previously known as the System Wide Resource Register, this provides information on generation and storage resources (≥1MW) that are connected, or accepted to connect, to our distribution network. It is updated on the 10th working day of each month.

**Distributed Generation Heatmaps** – these provide a geographic view of where there is available network capacity to accommodate new generation.

**Tenders** – we tender for flexibility for all viable network constraints. When we run tenders we publish information on the location, magnitude, and duration of the constraint. In some cases we will also send ceiling price information.

Further detail on all of the information available for our connections customers can be found overleaf.

## How our NDP fits in with other data provision



# Helping our Customers Prepare for Net Zero

Our Energy Data Hub has been created to house all data that SP Energy Networks currently shares openly in the public domain.

The purpose of having an open data platform is to share data to open up opportunities for future development including 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.

Our Energy Data Hub can be found at: [spenergynetworks.co.uk/energy\\_data\\_hub](https://spenergynetworks.co.uk/energy_data_hub)

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.

## Facilitating Low Carbon Technology onto our Network

### ADMD (After Diversity Maximum Demand) Calculator

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

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

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

### ConnectMore Interactive Map

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

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

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

## Mapping Data

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

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

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

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

### 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.

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

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

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

### SPEN Distribution Future Energy Scenarios

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

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

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

Following the publication of our initial 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 November 2021 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 (≥1MW) 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)



# Our Connections Engagement planned in 2022/23

Having successfully hosted our events virtually throughout the COVID-19 pandemic, we have received positive feedback on the benefits of flexibility and efficiency for our customers, which has resulted in an increased attendance at our engagement events. With this in mind, we will continue our important engagement activities in this format for the foreseeable future.

We recently trialled a hybrid model of engagement for our smaller, more localised events, with both virtual and face-to-face engagement options, which again was well received by our stakeholders. We will work to provide a hybrid model of engagement for future events as and when appropriate.

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 we 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.

## Dates for the diary in 2022/23:

15/06/22  
Preparing for Net Zero Conference

29/06/22  
Connections Stakeholder Panel

03/08/22  
Customer Contact Focus Group

17/08/22  
RAAdAR Working Group

21/09/22  
Connections Stakeholder Panel

13/10/22  
RAAdAR Working Group

26/10/22  
Preparing for Net Zero Conference

07/12/22  
Preparing for Net Zero Conference

14/12/22  
Connections Stakeholder Panel

11/01/22  
RAAdAR Working Group

23/02/23  
ICP Safety Seminar

08/02/23  
Customer Contact Focus Group

08/03/23  
Preparing for Net Zero Conference

15/03/23  
Connections Stakeholder Panel

29/03/23  
RAAdAR Working Group

## Online Customer Surgeries

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

We will continue to offer online 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)



# October 2022 Action Table Update

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2022 Progress	Timescale	Endorsement
1 Policy Guidance	<p>We continue to receive positive feedback about the information provided through our policies and standards, which enables our customers to better understand the technical requirements for connecting their projects to our network. We remain committed to facilitating this deeper understanding of our policies and procedures to enable quicker, more efficient connections, so we have continued our Policy Guidance Action into 2022/23 and will be providing further support and policy guidance for our customers.</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 all registered stakeholders 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>11 policy documents updated and published on SPEN website.</p> <p>Training offered at 2 Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p> <p>No further training requested to date.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"We are aware of the web policy document page and have been pointed to this when we required specific technical or policy information and we will continue to use this excellent service in the next critical phase of our project." <b>Malcolm Evans &amp; Gerry Woods, Directors, Bandeath Holdings Limited</b></p> <p>"The SPEN policy guidance is easily accessible to locate, the websites are user friendly to navigate through and the guidance documentation is regularly updated, with more efficient policies clearly coming in to play, making the end customer journey easier and more efficient." <b>Gary Heaney, Technical Director Designate, Robertson Living</b></p> <p>"The Policies and Standards partnerships area is developing so that there is a greater understanding about why we do things in a certain way. This is helping with safety as well as operational and design procedures and is ensuring that the industry is working together." <b>David Overman, Electricity Networks Director, GTC</b></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>Training completed on a monthly basis following publication of new policy documents.</p>	<p>Q4</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 via telephone, email and virtually throughout 2022/23.</p>	<p>2 support meetings/calls provided.</p> <p>4 supporting emails provided.</p>	<p>Q1 Q2 Q3 Q4</p>	
2 Communication	<p>Our Stakeholders have welcomed our approach to virtual engagements since the beginning of the COVID-19 pandemic, and have appreciated the breadth and depth of engagements we have managed to complete during this period. We will continue our important large scale engagement activities in this format for the foreseeable future.</p> <p>We recently trialled a hybrid version of face-to-face engagement with virtual option if required, and this was well received by stakeholders so we will look to host further small engagements in this format moving forward.</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, and plans for our new Dedicated Customer Relationship Managers have been well received by our customers.</p>	2.1	<p>We will continue to host our quarterly SPEN Preparing for Net Zero Conferences to help our customers understand how to make connections to our network and detail the improvements we are making as we prepare for the mass uptake of Low Carbon Technology (LCT) and facilitate Net Zero.</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>4 invites published on SPEN social media.</p>	<p>2 Preparing for Net Zero Conferences hosted on 15/06/22 and 26/10/22.</p> <p>Invite for 15/06/22 conference issued to over 1,500 registered stakeholders.</p> <p>Invite for 26/10/22 conference issued to over 9,400 customers and registered stakeholders.</p> <p>Invites for both Preparing for Net Zero Conferences published on SPEN website and social media</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"The Council has benefited from the design support for the Fife i3 Investment Programme sites. This is a 10 year programme of new services sites and accommodation for businesses. I would recommend the opportunity to work with SPEN specialists continues." Morag Millar, Sustainable Growth &amp; City Deals Programme Manager, Fife Council "A simple conversation can quite often save a lot of misunderstanding further down the line and I appreciate that SPEN have an open door policy to help their customers through the connection process." <b>Jody Bullock, Deployment Delivery Manager, BT</b></p> <p>"We support this method and associated measures as we have found that communication (with the appropriate person) can be difficult to pin point. This is often time consuming for ourselves and the DNO. With a dedicated customer relationship manager we can quickly be pointed in the correct direction so that the enquiry can be resolved asap." <b>Jonathan Field, Managing Director, Thermaco Energy Limited</b></p>
		2.2	<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 to help customers understand the improvements we are implementing to make connections simpler and more efficient.</p>	<p>12 Monthly Newsletters published on SPEN website.</p> <p>12 Monthly Newsletters published on SPEN social media.</p> <p>12 Monthly Newsletters emailed to registered stakeholders.</p>	<p>6 Monthly Newsletters published on SPEN website.</p> <p>6 Monthly Newsletters published on SPEN social media.</p> <p>6 Monthly Newsletters emailed to over 1,900 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	

Action Number	Our Stakeholders have told us	Action Number	Action Detail	Measures	October 2022 Progress	Timescale	Endorsement
		2.3	We will publish our SPEN Customer Surgery opportunities at our quarterly Preparing for Net Zero Conferences, on our website and social media to promote the services we provide to support our customers whilst making an application to our network.	<p>Customer Surgeries promoted at 4 Preparing for Net Zero Conferences.</p> <p>12 Customer Surgery opportunities published on SPEN website.</p> <p>12 Customer Surgery opportunities published on SPEN social media.</p> <p>12 Customer Surgery opportunities emailed to registered stakeholders.</p>	<p>Customer Surgeries promoted at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p> <p>6 Customer Surgery opportunities published on SPEN website.</p> <p>6 Customer Surgery opportunities published on SPEN social media.</p> <p>6 Customer Surgery opportunities emailed to over 1,900 registered stakeholders.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"We have been working very much at the practical end of finding sustainable, responsible and affordable energy options for communities in Fife, Ayrshire and the Lothians, in particular, and would like to emphasise that SPEN is putting in considerable time and effort at many levels to: improve access to energy data, including data about its infrastructure; collaborate across communities, in order to, both, quantify need and find reliable, low CO<sub>2</sub> solutions; work with competing/complementary sources of energy provision, taking a thoughtful and holistic approach; introduce customers and stakeholder to each other, in order to avoid duplication and speed progress, especially with regard to demonstrator projects and getting the required data on which policy and personal and corporate investment decisions can be made."</p>
		2.4	<p>We will appoint Dedicated Customer Relationship Managers to support customers throughout the connections process.</p> <p>We will publish the contact details for these Dedicated Customer Relationship Managers at our quarterly Preparing for Net Zero Conferences, on our website and social media to promote the services we provide to support our customers whilst making an application to our network.</p>	<p>2 Dedicated Customer Relationship Managers appointed.</p> <p>Dedicated Customer Relationship Managers contact details promoted at 4 Preparing for Net Zero Conferences.</p> <p>Dedicated Customer Relationship Managers contact details published on SPEN website.</p> <p>Dedicated Customer Relationship Managers contact details published on SPEN social media.</p> <p>Dedicated Customer Relationship Managers contact details emailed to registered stakeholders.</p>	<p>Dedicated Customer Relationship Manager for SP Distribution appointed, and recruitment for SP Manweb licence area ongoing.</p> <p>Dedicated Customer Relationship Manager contact details promoted at 2 Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p>	<p>Q1 Q2 Q3 Q4</p>	<p><b>Moya Crawford, Managing Director, D'Arcy Thompson Simulator Centre Ltd, University of St Andrews</b></p> <p>"We support this method and associated measures as we have found that communication (with the appropriate person) can be difficult to pin point. This is often time consuming for ourselves and the DNO. With a dedicated customer relationship manager we can quickly be pointed in the correct direction so that the enquiry can be resolved asap." Jonathan Field, Managing Director, Thermaco Energy Limited "I have had reoccurring meetings with SPEN over the design template, where designers have gone through the document. I find this format and organisation very useful and I think it will help ICPs across the board to become more efficient with their design submissions. Along with the document, SPEN designers took the time to train and upskill my team and I on certain aspects of their submissions, namely their earthing policies. This was very helpful in aiding us to produce safe and compliant designs efficiently."</p> <p><b>Jonathan Gilbert, Electrical Design Engineer, National Energy Direct</b></p>

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3 Customer Contact	<p>Our newly formed 'Customer Engagement Focus Group' we developed to better understand our customer's thoughts on our connections application systems and processes. This group has been instrumental in helping us to fully understand our stakeholder needs, and we plan to continue this engagement into 2022/23 as we make further improvements to our website to prepare for the expected increase in connection applications during the transition to Net Zero.</p> <p>The iIdentify app has received excellent feedback from our customers and the wider industry, and we are proud to be publishing this simpler format of application for our customers.</p>	3.1	<p>We will continue to investigate any further improvements required to the SPEN website to make connection applications simpler and more interactive for our customers.</p> <p>We will continue to host our 'Customer Engagement Focus Group' to discuss and review any ongoing proposed website modifications prior to publication.</p>	<p>2 Customer Engagement Focus Group sessions completed.</p> <p>2 invites issued to all registered stakeholders.</p> <p>2 invites published on SPEN website.</p> <p>2 invites published on SPEN social media.</p>	<p>Customer Engagement Focus Group sessions completed on 03/08/22.</p> <p>Invite issued to over 1,900 registered stakeholders.</p> <p>Invite for 03/08/22 published on SPEN website.</p> <p>Invite for 03/08/22 published on SPEN social media.</p>	Q2 Q4	<p>"We support this Identify app method as appraisals on connections of this type should be quick and so this should allow decisions to be made for multiple connections at different locations easier." <b>Jonathan Field, Managing Director, Thermaco Energy Limited</b></p> <p>"The initiative shown with these proposed ICE incentives for 2022/23 are encouraging and shows a greater level of understanding of the wider industry perspective as we head towards the next change in legislation and reducing our overall carbon impact." <b>Stephen Kelso, Group Product Design Manager, Cala Group</b></p>
		3.2	We will deliver quarterly updates on progress of any new website modifications at our quarterly SPEN Preparing for Net Zero Conferences.	4 progress updates completed.	Progress updates completed at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.	Q1 Q2 Q3 Q4	"As always, SPEN exceed in this area through regular check ins via phone or email, to ensure us as the customer is receiving the best possible service and expectations are being met. There are regular customer focus groups held frequently with a wide variety of key personal from different industries, these forums are critical to benefit everyone involved for moving forward and sharing best practices. SPEN are always at the forefront of the customer and from a personal perspective it is excellent to see." <b>Gary Heaney, Technical Director Designate, Robertson Living</b>
		3.3	We will introduce our Identify App to provide a simpler format for EV Suppliers and customers looking to connect EV Charging Points (EVCP) to our network.	<p>Identify App published on SPEN website.</p> <p>Identify App published on SPEN Social Media.</p> <p>Publication of Identify App emailed to all registered stakeholders.</p> <p>Identify App promoted at all 4 Preparing for Net Zero Conferences.</p>	<p>Identify App promoted at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p>	Q2	
4 ICP / IDNO Interface	<p>ICPs and IDNOs have told us that our RADAR Working Group is a useful method of highlighting and developing the required improvements to our RADAR application and design system, so we will be continuing to implement this engagement in 2022/23 as we further develop our application system and processes for our ICPs and IDNOs.</p> <p>We will use this Working Group to review all improvements we make to the application process and design / delivery workflow for our customers, as this group has shown positive feedback to other aspects of the connection interface such as the Self Service process, which is another area our ICPs and IDNOs are keen to investigate next steps and enhancements.</p> <p>Our annual ICP/IDNO Safety Seminar continues to be one of the best attended events we host for our customers, so we will be continuing this engagement and providing ICPs and IDNOs the opportunity to collaborate on the future topics for discussion. We greatly appreciate GTC taking the time to co-host this session with SPEN, we welcome their continued involvement and would like to encourage other ICPs and IDNOs to take the opportunity to contribute moving forward if this is of interest to any other parties.</p>	4.1	Following the feedback from our RADAR Working Group sessions during 2021/22, we will implement the suggested improvements to our RADAR application system for ICP's and IDNO's. We will continue to develop the RADAR improvements with our RADAR Working Group to ensure our RADAR users are included in the development, testing and publication of the RADAR upgrade and any associated training material.	<p>Deliver 2 RADAR Improvements.</p> <p>RADAR Training Pack developed and disseminated at 4 RADAR Working Group sessions.</p> <p>Upgraded version of RADAR published to all registered ICP's and IDNO's.</p> <p>RADAR Training Pack published to all registered ICP's and IDNO's.</p>	<p>6 RADAR Improvements agreed with RADAR Working Group, IT development ongoing and undergoing User Acceptance Testing with ICP's at present.</p> <p>Expected completion and publication of 6 RADAR improvements by December 2022.</p> <p>Progress demonstrated at RADAR Working Group on 13/10/22.</p>	Q4	<p>"Aptus Utilities welcome and support the initiative to provide a design template for the submission of designs for approval giving the design requirements for the submission pack – we would seek to be involved in any trials to confirm the template covers all aspects required." <b>Brian Cutler, Electrical Design Engineer, Aptus Utilities</b></p> <p>"I have had reoccurring meetings with SPEN over the design template, where designers have gone through the document. I find this format and organisation very useful and I think it will help ICPs across the board to become more efficient with their design submissions. Along with the document, SPEN designers took the time to train and upskill my team and I on certain aspects of their submissions, namely their earthing policies. This was very helpful in aiding us to produce safe and compliant designs efficiently." <b>Jonathan Gilbert, Electrical Design Engineer, National Energy Direct</b></p>
		4.2	<p>We will publish a Design Template for ICP's and IDNO's to understand the Design Requirements when making an application to connect to our network.</p> <p>We will provide an update at our quarterly SPEN RADAR Working Groups and email to all registered ICP's and IDNO's.</p>	<p>ICP / IDNO Design Template published on SPEN website.</p> <p>ICP / IDNO Design Template published on SPEN social media.</p> <p>ICP / IDNO Design Template issued to all registered stakeholders.</p>	<p>ICP / IDNO Design Template published on SPEN website.</p> <p>ICP / IDNO Design Template published on SPEN social media.</p> <p>ICP / IDNO Design Template issued to over 2,400 registered stakeholders.</p>	Q1 Q2 Q3 Q4	



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		4.3	We will continue our key account management service to all interested ICP's and IDNO's.	Account Management Opportunities published on SPEN website and SPEN social media. Account Management Opportunities issued to all registered ICPs/IDNOs. Account Management Opportunities discussed at 4 RADAR Working Groups.	Account Management Opportunities posted on SPEN website and SPEN Social Media. Account Management Opportunities issued to over 700 registered ICPs/IDNOs. Account Management Opportunities discussed at RADAR Working Groups on 17/08/22 and 13/10/22.	Q1 Q2 Q3 Q4	"The SPEN ICP / IDNO Safety Seminar has proven to be an excellent forum for sharing best practice and helping develop understanding across the industry. A great innovative partnership sponsored by SP Energy Networks across both of its areas." <b>David Overman, Electricity Networks Director, GTC</b>
		4.4	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 the SPEN website and SPEN social media.	SPEN ICP Safety Seminar completed. Invite issued to all registered ICPs/IDNOs. Invite published on SPEN website. Invite published on SPEN social media.	SPEN ICP Safety Seminar programmed for 16/02/23. Invite published on SPEN website at: www.spenergynetworks.co.uk/stakeholder_events Invite issued to over 700 registered ICPs/IDNOs. Safety Seminar date published on SPEN social media.	Q4	
5	Design Support	5.1	We will develop a Tactical Training Programme to equip our Design Teams with new and enhanced knowledge of technical network design and commercial considerations for differing types of new connections. This is in preparation for a predicted increase in volume and complexity of connection requests, to deliver both the Net Zero agenda and redevelopment within our Licence Areas. We will complete a trial of the technical training elements by the end of Q2. Following this trial we will then agree and publish a Timeline for rollout of the Tactical Training Programme across all Connections Design staff as part of our ongoing readiness activities for Net Zero delivery.	Tactical Training Programme developed and discussed at all 4 SPEN Preparing for Net Zero Conferences, including feedback on the trial. Publication of Timeline for the rollout of the Tactical Training Programme to all other Connections Design staff on SPEN website.	Tactical Training Programme promoted at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.	Q1 Q2 Q3 Q4	"Providing an Interactive Online Cost Estimation facility for New Connections would be a very useful tool to have available to us." <b>Terry Fildes, Senior Electrical Design Engineer, Hannan Associates: MEP Design</b>
		5.2	We will develop a Demand Self Service Design Tool to provide budget estimates and optioneering facilities for all HV and LV customers interested in connecting to our network.  We will discuss and review the design and development of this Design Tool in our Customer Engagement Focus Group to continually engage with the end users of the tool.  We will promote the Design Tool at all our quarterly Preparing for Net Zero Conferences and we will publish the tool and training packages on our website and social media.	Demand Self Service Design Tool discussed at 4 SPEN Customer Engagement Focus Group Workshops. Demand Self Service Design Tool published on SPEN website. Demand Self Service Design Tool discussed at 4 Preparing for Net Zero Conferences. Demand Self Service Design Tool published on SPEN social media. Demand Self Service Design Tool emailed to all registered stakeholders.	Demand Self Service Design Tool discussed at Customer Engagement Focus Group Workshops on 03/08/22. Demand Self Service Design Tool discussed at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.	Q1 Q2 Q3 Q4	"SPEN continue to be a responsive organisation and have strong stakeholder management engagement and communication approaches as well as connections into a wider network of relevant contacts. Some project specifics within the City of Edinburgh Council are still being progressed but our contact points continue to press these for us. Strategic support is being provided around the wider heat and energy agenda supporting the Council's Net Zero ambition which is warmly welcomed." <b>David Cooper, Head of Development and Regeneration, City of Edinburgh Council</b>  "More online tools have now been made readily available which helps support the design. The design process seems to now be more efficient with more certainty on timescales for receiving designs and quotations, giving confidence to the end user. Regular Net Zero conferences have been held to keep externals up to date with ongoing changes and engage for feedback on same." <b>Gary Heaney, Technical Director Designate, Robertson Living</b>

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		5.3	<p>We will continue to promote our newly published Network Development Plan (NDP) at all our quarterly Preparing for Net Zero Conferences.</p> <p>We will also develop a geographical layout version of the information within the NDP to show the available capacity information in an easy to understand and accessible format for our customers. We will promote this information at all our quarterly Preparing for Net Zero Conferences and on our website and social media platforms.</p>	<p>Network Development Plan discussed at 4 Preparing for Net Zero Conferences.</p> <p>Geographical format of the NDP published on SPEN website.</p> <p>Geographical format of the NDP published on SPEN social media.</p> <p>Geographical format of the NDP emailed to all registered stakeholders.</p>	<p>Network Development Plan discussed at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p> <p>Geographical format of the NDP in development.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"SMG are delighted to be collaborating with SPEN, on the development of future OFGEM SIF funded innovation project, working in partnership with energy providers, DNOs and other housebuilders, to develop scalable community smart grid systems, as we transition towards all electric, Net Zero carbon homes and communities, with integrated EV charging"</p> <p><b>Stewart Dalgarno, Director of Innovation &amp; Sustainability, Stewart Milne Group</b></p> <p>"We value our relationship with SPEN, who have pro-actively supported our EV Charging Point rollout plans for the North and Mid Wales area, and we look forward to continuing his relationship in the next few years. SPEN have completed EV optioneering and analysis for over 540 locations in North and Mid Wales to help us determine the cost and timescale for our EV Charging Point plans, which in turn has helped us determine the best projects to prioritise and progress to the delivery stage. We have also had excellent support from SPEN's Green Recovery Projects, and we look forward to similar programmes of work in the future."</p> <p><b>David Fisher, Welsh Government.</b></p> <p>"I can see the tangible benefits of implementing the DSSDT as it will support not only the development of future masterplans and regeneration projects but it will also highlight constraints to any future LCT connections."</p> <p><b>Renia Kotynia, Energy Specialist, Cheshire East Council</b></p> <p>"We are forward looking in particular to using the design guidance packs that have and are being developed by SPEN."</p> <p><b>Malcolm Evans &amp; Gerry Woods, Directors, Banded Holdings Limited</b></p> <p>"In the past year we have further developed our collaborative relationship with SP Energy Networks mainly through our main point of contact, who from my perspective plays a critical role in stakeholder management both internally and externally for your organisation making the key connections to allow projects and work packages to progress to the satisfaction of the many. With 'can do' approach and willingness to engage a positive light has been shone on your networks attitude to acting as an enabler offering 'design support' and working in 'partnership' with ourselves."</p> <p><b>Denver Rumney, EON European Group Innovation Lead, UK</b></p>
		5.4	<p>We will continue to provide access to our UMV Shape Files to help our customers view our network information using their own Geographical Information Systems. We will also create a formal application and registration process for our customers to access our SPEN Geographical Information System.</p>	<p>Availability of UMV Shape Files promoted at 4 Preparing for Net Zero Conferences.</p> <p>Availability of UMV Shape Files published on SPEN website.</p> <p>Availability of UMV Shape Files published on SPEN social media.</p> <p>Availability of UMV Shape Files emailed to all registered stakeholders.</p> <p>Registration Process for SPEN Geographical Information System promoted at 4 Preparing for Net Zero Conferences.</p> <p>Registration Process for SPEN Geographical Information System published on SPEN website.</p> <p>Registration Process for SPEN Geographical Information System published on SPEN social media. Registration Process for SPEN Geographical Information System emailed to all registered stakeholders.</p>	<p>Availability of UMV Shape Files promoted at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p> <p>Availability of UMV Shape Files published on SPEN website.</p> <p>Availability of UMV Shape Files published on SPEN social media.</p> <p>Availability of UMV Shape Files emailed to over 1,900 registered stakeholders.</p> <p>Registration Process for SPEN Geographical Information System promoted at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p> <p>Registration Process for SPEN Geographical Information System being developed as part of the new Open Data Platform.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>"We are forward looking in particular to using the design guidance packs that have and are being developed by SPEN."</p> <p><b>Malcolm Evans &amp; Gerry Woods, Directors, Banded Holdings Limited</b></p> <p>"In the past year we have further developed our collaborative relationship with SP Energy Networks mainly through our main point of contact, who from my perspective plays a critical role in stakeholder management both internally and externally for your organisation making the key connections to allow projects and work packages to progress to the satisfaction of the many. With 'can do' approach and willingness to engage a positive light has been shone on your networks attitude to acting as an enabler offering 'design support' and working in 'partnership' with ourselves."</p> <p><b>Denver Rumney, EON European Group Innovation Lead, UK</b></p>

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6 Land Rights	<p>Our Land Rights Stakeholder Panels, alongside our wider one to one stakeholder engagement with our connections customers, continue to be a useful model to discuss any Land Rights updates and improvements, and we value both forms of communication to ensure we fully understand the needs of our connections customers.</p> <p>With this in mind, we are committed to continuing both our Land Rights Stakeholder Panels and our regular individual stakeholder engagement, and are keen to support our connections customers in whichever format suits each individual customer.</p> <p>Following excellent feedback from our newly published guidance for connecting EV for industrial and commercial customers, we will develop further information on the Land Rights process for any customers looking to connect large scale EV Charging, to help customers understand the overall delivery timescales for any projects that require large scale infrastructure.</p>	6.1	We will continue to host bi-annual Land Rights Stakeholder Panels across our two licence areas – SPD and SPM	<p>2 invites issued to all registered stakeholders.</p> <p>2 invites published on SPEN website.</p> <p>2 invites published on SPEN social media.</p>	<p>Invite for Land Rights Stakeholder Panel on 05/10/22 issued to 78 registered stakeholders.</p> <p>Invite for Land Rights Stakeholder Panel on 05/10/22 published on SPEN website.</p> <p>Invitations for Land Rights Stakeholder Panel published on SPEN social media.</p>	Q2 Q4	<p>"SPEN's recently published guidance documentation for connecting Electric Vehicles is essential reading for any customer interested in making the transition to decarbonised transport. I fully support the action to develop further guidance specifically to support customers through the Land Rights process, as this can be one of the critical pathways for any development, so improving understanding for this important part of the connection process is an excellent action."</p> <p><b>David Fisher, Welsh Government</b></p>
		6.2	We will continue to review performance against our Land Rights milestones at our Land Rights Stakeholder Panels, taking the opportunity to learn from feedback and identify opportunities and initiatives for improvement.	<p>Performance measures reviewed at 4 Land Rights Stakeholder Panels.</p> <p>Improvement opportunities agreed with our Land Rights Stakeholder Panel Members.</p>	<p>Performance measures reviewed at both SPD and SPM Land Rights Stakeholder Panels on 05/10/22.</p>	Q2 Q4	
		6.3	We will publish a Land Rights Information Pack for EV Installers to help them understand the delivery timescales for large scale EV projects.	<p>Land Rights Information Pack for EV Installers discussed at all 4 SPEN Preparing for Net Zero Conferences.</p> <p>Land Rights Information Pack for EV Installers published on SPEN website.</p> <p>Land Rights Information Pack for EV Installers published on SPEN social media.</p> <p>Land Rights Information Pack for EV Installers shared in 12 monthly newsletters.</p>	<p>Land Rights Information Pack for EV Installers discussed at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p>	Q1 Q2 Q3 Q4	
7 Project Management	<p>We received excellent feedback on the Project Management templates we recently updated on our website as part of our 2021/22 action.</p> <p>We will continue to work with our Project Delivery staff to ensure the most appropriate, up to date information on each project is shared with our customers for their individual projects.</p>	7.1	<p>We will continue our 'in-house' training for all connections project managers and delivery staff to integrate the learnings from our APM approved project management apprenticeship scheme and align with SPEN connections processes.</p> <p>We will share our learnings and improvements at our quarterly Preparing for Net Zero Conferences and ICP/IDNO Safety Seminar.</p>	<p>40 SPEN staff completed internal training workshops.</p> <p>Learnings and improved processes discussed at 4 Preparing for Net Zero Conferences.</p> <p>Learnings shared at ICP/IDNO Safety Seminar.</p> <p>Learnings and improved processes emailed to registered stakeholders.</p>	<p>Over 50 SPEN staff undergoing internal training workshops.</p> <p>Learnings and improved processes discussed at Preparing for Net Zero Conference on 15/06/22 and 26/10/22.</p> <p>Learnings and improved processes emailed to over 1,900 registered stakeholders.</p>	Q1 Q2 Q3 Q4	<p>"We welcome the engagement we have with SPEN and look forward to working with them in the future. We have seen many improvements with the introduction of the project management templates over the last few years and we look forward to seeing the benefit of the training programme for their staff. Communication is key to the successful delivery of the project and we welcome the further support being provided to SPEN's project managers to help them work more closely with us to deliver our projects."</p> <p><b>Patrick Daly, P N Daly Ltd.</b></p>

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8 Partnerships	<p>We continue to receive positive feedback about the updates we provide at our SPEN Preparing for Net Zero conferences and in our monthly newsletters regarding the learnings we share from our various partnerships and innovation projects.</p> <p>Our stakeholders have shown interest in receiving further updates on the progress we make and we will therefore continue to share the best practices with our wider stakeholder base at every opportunity</p>	8.1	<p>We will continue to share the learnings and best practice from our Net Zero Knowledge Forum with our wider base of community partners, academic institutions and local government bodies.</p> <p>We will disseminate all learnings at our quarterly Preparing for Net Zero Conferences, on our website and social media, and through our monthly newsletters.</p>	Net Zero Knowledge Forum discussed at all 4 SPEN Preparing for Net Zero Conferences.	Net Zero Knowledge Forum discussed at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.	Q1 Q2 Q3 Q4	<p>"The approach of the team at SPEN towards partnership working and engagement has added considerable value to our renewable energy and broader utilities strategic planning activity in recent years. We look forward to continuing this relationship and continuing to enjoy the benefits of working closely with SPEN across innovation, effective planning and support for the Net Zero transition."</p> <p><b>Chris Larkins, Operations Manager (Energy, Environment &amp; Sustainability), Heriot-Watt University</b></p>
				Net Zero Knowledge Forum learnings published on SPEN website.	Net Zero Knowledge Forum learnings published on SPEN website.		
9 Preparing for DSO	<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 promote the Active Network Management opportunities available to our customers at our quarterly Preparing for Net Zero Conferences, in our monthly newsletters, on our website and social media. We will identify the regions of our licence areas that have ANM opportunities on our SPEN Distributed Generation Heat Maps and publish our ANM opportunities on our SPEN website and social media.</p>	ANM Zones and opportunities identified and promoted at 4 Preparing for Net Zero Conferences.	ANM Zones and opportunities identified and promoted at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.	Q1 Q2 Q3 Q4	<p>"I welcome the proposal from SPEN to actively engage with us as a stakeholder to support our Carbon Neutral targets by identifying improvements being made to the grid, in readiness for the Low Carbon Technology uptake. The prepared by SPEN ANM opportunities and Heat Maps will be a very viable tool for us, in terms of planning new generation schemes."</p> <p><b>Renia Kotynia, Energy Specialist, Cheshire East Council</b></p>
				ANM Zones and opportunities published on SPEN website.	ANM Zones and opportunities published on SPEN website.		
		9.2	<p>We will conduct a review of our recent Flexibility Services tenders and publish any findings and proposals for a longer term strategy at our Q4 Preparing for Net Zero Conference. We will continue to engage with our stakeholders to determine the level of interest in any future opportunities for flexibility services as we move into ED2</p>	Flexibility Services Review completed.	Flexibility Services Review ongoing.	Q4	<p>"Energy Local continues to work closely with SPEN on the Bethesda Home Hub project to understand how we can use local balance via a local energy market model to manage constraints. We are looking forward to investigating flexibility options for a group of household MPANs using the loads present in homes. We are looking to create solutions for the low voltage network to develop demand side management for a rural community such as Bethesda. We have also modelled the overall impact of EV charging and heat pumps at different penetrations and how demand side management can mitigate this. We have also demonstrated low cost the LoRAWAN communication system. Our Home Hub project has provided a great insight into the interest and commitment from domestic customers to use energy differently and more flexibly and I am looking forward to developing an overall solution from our project."</p> <p><b>Dr Mary Gillie, Energy Local</b></p>
				Flexibility Services Review & Findings disseminated at Q4 Preparing for Net Zero Conference.	Outputs and learnings to date discussed at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.		
				Flexibility Services Review & Findings published on SPEN website.			
				Flexibility Services Review & Findings published on SPEN social media.			
				Flexibility Services Review & Findings emailed to all registered stakeholders.			

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		9.3	We will publish the results of our Spring and Autumn tenders on the SPEN & Flexible Power websites to include the total capacity awarded at each location.	We will publish the results of our Spring and Autumn tenders on the SPEN & Flexible Power websites to include the total capacity awarded at each location.	2021 Tender Results published on SPEN & Flexible Power websites and promoted at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.	Q2 Q4	
10	<p>Our CHARGE project continues to gain excellent endorsement and has received positive comments from all our dissemination events. Customers have found the Transport Model and the Interactive Maps extremely useful, and the scenario planning information has helped local authorities and other large customers understand the timescales and cost of their specific EV installation projects.</p> <p>We look forward to continuing our work with the EV industry as we develop the cost estimator tool to provide further information to help our customers understand the scale of their project prior to making a formal connection application.</p>	10.1	<p>We will develop and publish the HV Interactive Maps as part of our ConnectMore Tool, and will promote at all our quarterly Preparing for Net Zero Conferences.</p> <p>We will also continue to promote our ConnectMore tool and EV Optioneering facilities on our SPEN website and social media.</p>	<p>ConnectMore Tool promoted at 4 Preparing for Net Zero Conferences.</p> <p>Cost Estimation facility included in the ConnectMore Tool published on SPEN website.</p> <p>Cost Estimation facility included in the ConnectMore Tool published on SPEN social media.</p> <p>Cost Estimation facility included in the ConnectMore Tool emailed to all registered stakeholders.</p>	<p>ConnectMore Tool promoted at Preparing for Net Zero Conferences on 15/06/22 and 26/10/22.</p>	Q1 Q2 Q3 Q4	<p>"We welcome the engagement we have had with SPEN in terms of the development and implementation of the Marches LEP Energy Strategy and our plans for driving economic growth across Shropshire, Herefordshire, Telford and Wrekin. The technical knowledge and network information that SPEN has provided to the Marches Energy Strategy Steering Group has been particularly useful and informative. We continue to look forward to developing our relationship with SPEN over the coming of years to help progress our plans for Net Zero across North Shropshire and Marches LEP. Of particular interest has been the knowledge sharing from elsewhere on the SPEN network, including the Maidenhill project. We look forward to working on other similar initiatives with SPEN in Shropshire."</p> <p><b>Tim Yair, Marches Region Senior Energy Projects Officer, Midlands Net Zero Hub</b></p>



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

At SP Energy Networks we are introducing a new Design and Development team for each of our licence areas.

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

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

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



### SP Distribution Design & Development Team

**Design & Development Manager – Alistair Menzies**  
alistair.menzies@spenergynetworks.co.uk | 07753 624146  
**Head of Customer Design Over 5MW – Karl Watson**  
karl.watson@spenergynetworks.co.uk | 07540 316029  
**Head of Customer Design West – Derek Jessamine**  
derek.jessamine@spenergynetworks.co.uk | 07918 661496  
**Head of Customer Design East – TBC**  
**Customer Relationship Manager – Nicola Maxwell**  
nmaxwell@spenergynetworks.co.uk | 07795 475583

### ● Edinburgh & Borders

**District General Manager – David Climie**  
david.climie@spenergynetworks.co.uk | 07753 623951  
**Head of Delivery – Gerard McKeown**  
gmckeown@spenergynetworks.co.uk | 07753 624383  
**Head of Delivery – Trevor Weddell**  
trevor.weddell@spenergynetworks.co.uk | 07753625031

### ● Central & Fife

**District General Manager – Ross Galbraith**  
ross.galbraith@spenergynetworks.co.uk | 07753 622658  
**Head of Delivery – Danny Barlow**  
daniel.barlow@spenergynetworks.co.uk | 07753 624163  
**Head of Delivery – Neil McDonald**  
neil.mcdonald@spenergynetworks.co.uk | 07736 555453

### ● Glasgow & Clyde North

**District General Manager – David Neilson**  
david.neilson@spenergynetworks.co.uk | 07753 623943  
**Head of Delivery – Albert Santandreu**  
asantandreu@spenergynetworks.co.uk | 07702 511613  
**Head of Delivery – Ricky Knight**  
ricky.knight@spenergynetworks.co.uk | 07753 62267

### ● Ayrshire & Clyde South

**District General Manager – Aileen Rourke**  
aileen.rourke@spenergynetworks.co.uk | 07918 197415  
**Head of Delivery – Jack Evans**  
jaevans@spenergynetworks.co.uk | 07702 663981  
**Head of Delivery – Martin Maxwell**  
martin.maxwell@spenergynetworks.co.uk | 07894 604977

### ● Dumfries & Galloway

**District General Manager – Kenny Bowie**  
kenny.bowie@spenergynetworks.co.uk | 07753 624570  
**Head of Delivery – Kenny McKinstry**  
Kenny.McKinstry@spenergynetworks.co.uk | 07753 625068  
**Head of Delivery – Craig Cottrill**  
craig.cottrill@spenergynetworks.co.uk | 07921 113104

### ● Lanarkshire

**District General Manager – Alistair Graham**  
alistair.graham@spenergynetworks.co.uk | 07753 624888  
**Head of Delivery – Derek Drummond**  
derek.drummond@spenergynetworks.co.uk | 07753 623790  
**Head of Delivery – Stephen Sichi**  
stephen.sichi@spenergynetworks.co.uk | 07834 575776



### Other Contacts

#### Stakeholder Engagement Team

**Stakeholder & Community Engagement Manager – Rachel Shorney**  
rachel.shorney@spenergynetworks.co.uk | 07753 623898  
**Customer Engagement Manager – Stuart Walker**  
stuart.walker@spenergynetworks.co.uk | 07800 953141  
**Customer Engagement Manager – Louise Taylor**  
louise.taylor@spenergynetworks.co.uk | 07753 624442  
**Customer Engagement Manager – Mari Tunby**  
mtunby@spenergynetworks.co.uk  
**Customer Engagement Manager – Jill Scott**  
jjscott@spenergynetworks.co.uk | 07885 258157

#### Land & Planning

**Head of Land & Planning – Ross Baxter**  
ross.baxter@spenergynetworks.co.uk | 07753 623724  
**Distribution Land Manager – Suzy Killin**  
skillin@spenergynetworks.co.uk | 07548 707640

#### Low Carbon Technology Team

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

#### Desk Top Quote Team

**Service Improvement Manager – Julie Carlton**  
julieps.carlton@spenergynetworks.co.uk | 07834 575777  
**Connections Services Manager – Steven Dunsmore**  
steven.dunsmore@spenergynetworks.co.uk | 07753 624226

#### New Connections

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

#### Unmetered Supplies

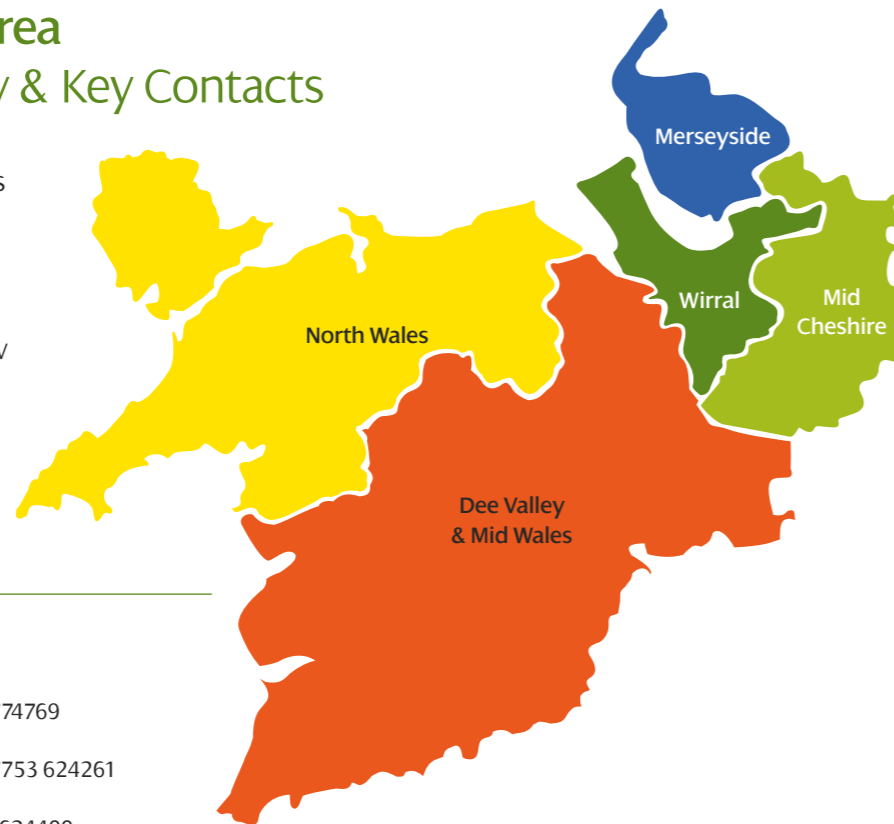
**Project Support Team Leader – Alison Mourning**  
amourning@spenergynetworks.co.uk | 07834 326786  
**For any Street Lighting queries please contact:**  
slnorth@scottishpower.com

## SP Manweb Licence Area

### Areas of Responsibility & Key Contacts

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

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



#### Dee Valley & Mid Wales

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

#### Merseyside

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

#### Mid Cheshire

**District Manager – Steve Matthias**  
 steven.matthias@spenergynetworks.co.uk | 07725 410097  
**Head of Customer Design – Ken Brassington**  
 ken.brassington@spenergynetworks.co.uk | 07753 624053  
**Head of Delivery – Matthew Mason**  
 matthew.mason@spenergynetworks.co.uk | 07753 623559  
**For any Mid Cheshire District queries please contact:**  
 wirralconnections@spenergynetworks.co.uk

#### North Wales

**District Manager – Andy Churchman**  
 andy.churchman@spenergynetworks.co.uk | 07841 865085  
**Head of Customer Design – Eugene Kenny**  
 eugene.kenny@spenergynetworks.co.uk | 07753 624261  
**Head of Delivery Wales – Sean Kennedy**  
 skennedy@spenergynetworks.co.uk | 07753 624400  
**For any North Wales District queries please contact:**  
 DesignNorthWales@spenergynetworks.co.uk

#### Wirral

**District Manager – Jonathan Hughes**  
 jonathan.hughes@spenergynetworks.co.uk | 07753 624452  
**Head of Customer Design – Ken Brassington**  
 ken.brassington@spenergynetworks.co.uk | 07753 624053  
**Head of Delivery – John McWilliams**  
 john.mcwilliams@spenergynetworks.co.uk | 07753 624329  
**For any Wirral District queries please contact:**  
 wirralconnections@spenergynetworks.co.uk

#### 132kV System Design SP Manweb

**Customer Network Manager – Kailash Singh**  
 ksingh@spenergynetworks.co.uk | 07786 978276  
**Distribution Network Manager (SPM) – Steve Withell**  
 steve.withell@spenergynetworks.co.uk | 07736 088774  
**North Wales / Dee Valley and Mid Wales**  
**Lead Engineer – Andy Beddoes**  
 andy.beddoes@spenergynetworks.co.uk | 07536 23822  
**Mersey Lead Engineer – Jon Mitchell**  
 jonathan.mitchell@spenergynetworks.co.uk | 07753 624101  
**Cheshire/Mersey / Wirral Cheshire/Wirral**  
**Lead Engineer – Miles Buckley**  
 miles.buckley@spenergynetworks.co.uk | 07753 624271  
**For any 132kV System Design queries please contact:**  
 SystemDesignConnectionsSouth@spenergynetworks.co.uk

#### 132kV Business Delivery SP Manweb

**Business General Manager – Mark Sobczak**  
 mark.sobczak@spenergynetworks.co.uk | 07753 623735  
**132kV Programme Head of Delivery – Damian Cartwright**  
 damian.cartwright@spenergynetworks.co.uk |  
 07753 622577



#### Other Engagement Contacts

##### Stakeholder Engagement Team

**Stakeholder & Community Engagement Manager – Rachel Shorney**  
 rachel.shorney@spenergynetworks.co.uk | 07753 623898  
**Customer Engagement Manager – Stuart Walker**  
 stuart.walker@spenergynetworks.co.uk | 07800 953141  
**Customer Engagement Manager – Louise Taylor**  
 louise.taylor@spenergynetworks.co.uk | 07753 624442  
**Customer Engagement Manager – Fay Morris**  
 fay.morris@spenergynetworks.co.uk | 07753 624921  
**For any stakeholder engagement queries please contact:**  
 gettingconnectedupdates@spenergynetworks.co.uk

##### Land & Planning

**Head of Land & Planning – Ross Baxter**  
 ross.baxter@spenergynetworks.co.uk | 07753 623724  
**Distribution Land Manager – Suzy Killin**  
 skillin@spenergynetworks.co.uk | 07548 707640  
**Distribution Land Team Leader – Jo Stiles**  
 jo.stiles@spenergynetworks.co.uk | 0141 614 5835 | 07753 461241

##### SPM Design & Development Team

**SPM Design & Development Team Manager – Sophie Sudworth**  
 s.sudworth@spenergynetworks.co.uk | 07702 138909  
**Targeting further Design & Development Team staff to be in place by December 2022.**

##### Low Carbon Technology Team

**Low Carbon Technology Applications – Stacey Rodgers**  
 srodgers@spenergynetworks.co.uk | 07702 664640  
**For any Low Carbon Technology queries please contact:**  
 lctapplicationsouth@spenergynetworks.co.uk

##### Desk Top Quote Team

**Service Improvement Manager – Julie Carlton**  
 julieps.carlton@spenergynetworks.co.uk | 07834 575777  
**Connections Services Manager – Greg Atkinson**  
 gatkinson@spenergynetworks.co.uk | 07753 623724

##### New Connections

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

##### Unmetered Supplies

**Street lighting enquiries:**  
 street.lighting@spenergynetworks.co.uk  
**UMS Project Leader – Neil Flanagan**  
 neil.flanagan@spenergynetworks.co.uk | 07702 663933  
**Project Support Team Leader – Gill Steel**  
 gill.steel@spenergynetworks.co.uk | 07834 962403



# SP ENERGY NETWORKS

SP Energy Networks  
320 St Vincent Street  
Glasgow, G2 5AD

## Contact us

 [facebook.com/SPEnergyNetworks](https://facebook.com/SPEnergyNetworks)

 [twitter.com/SPEnergyNetwork](https://twitter.com/SPEnergyNetwork)

[RIIO\\_ED2@spenergynetworks.co.uk](mailto:RIIO_ED2@spenergynetworks.co.uk)

[spenergynetworks.co.uk](https://spenergynetworks.co.uk)