

Response template – Incentive on Connections Engagement

- 1.1 We are seeking views on how well the DNOs have engaged with their large connection customers to ensure they are delivering a service that meets these customers' needs.
- 1.2 The questions we have asked are directly linked to the minimum criteria set out in the ICE guidance document. You can find this on our website [here](#).
- 1.3 We have added an optional section for additional comments and considerations, which is an opportunity for you to provide extra feedback or evidence that you may want to share with us.
- 1.4 If you have any questions on this document, please contact connections@ofgem.gov.uk.
- 1.5 **Responses should be sent by e-mail by 30 July 2021 to the address above.**
- 1.6 Unless marked confidential, all responses will be published by placing them in Ofgem's library and on our website www.ofgem.gov.uk. Respondents may request that their response is kept confidential. Ofgem shall respect this request, subject to any obligations to disclose information, for example, under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.
- 1.7 Respondents who wish to have their responses kept confidential should clearly mark the document/s to that effect and include clear reasons for confidentiality. We ask you to consider this carefully as sharing the comments with the relevant DNO may help improve their performance and ensure a transparent and effective ICE process. Respondents are asked to put any confidential material in the appendices to their responses.
- 1.8 We will consider the responses to this consultation and these will be used alongside other evidence for our assessment of the ICE plans.
- 1.9 Each of the questions asked by this consultation is set out in the template below.

- 1.10 **Please ensure that you indicate the DNO or specific licence area** to which your experiences relate. Please note that Northern Ireland is not subject to this consultation.
- 1.11 When considering your responses to these questions, please consider your experiences, the actions that the DNO has undertaken or committed to undertake, and the actions that you consider it could reasonably undertake.
- 1.12 **Please make sure you highlight which year a specific event happened in. The regulatory year runs from 1 April to 31 March.**

Annex: response template

About you and your work				
What is the name of your company?	FES Support Services Ltd			
Is your response confidential? Please explain which parts and why. For a fair process, we prefer the DNOs to be able to respond to any comments made, particularly if they are negative. Please consider carefully before marking any part of your response confidential.	No, FES Have no Objection sharing any information with respective DNOs			
Which DNO's ICE submission is your response related to? If you wish to provide a response to the ICE submission of more than one DNO group, please use a separate template for each group.	SSEN			
What type of connection do you generally require? For each type of connection, how many applications have you made in the past year, and what is the total MVA (Mega Volt Ampere)?	Type of connection		Total number of connections	Total MVA of connections
	Metered Demand Connections	Low Voltage (LV) Work	30	1MVA
		High Voltage (HV) Work	10	8MVA
		HV and Extra High Voltage (EHV) Work	1	12MVA
		EHV work and above		
	Metered Distributed Generation (DG)	LV work	10	1MVA
		HV and EHV work	2	4MVA
	Unmetered Connections	Local Authority (LA) work	0	0
Private finance		0	0	

		initiatives (PFI) Work		
		Other work		

Section 1: Looking Back report 2020/21

We want your views on how well the DNOs have engaged with connections stakeholders over the last regulatory year

1. How many of the DNO's stakeholder engagement events have you been invited to this year? (This can include engagement outside official events.) Please tick a box.	none	1	2	3	4	5	6	>6
								✓
2. How many DNO Stakeholder events have you been to? This can also include meetings outside of official engagement events. Please tick a box.	none	1	2	3	4	5	6	>6
								✓
3. Tell us about how the DNO engaged with you: a) What did the DNO do? b) How did the DNO do it? c) Did the DNO have a robust engagement strategy?	<p>a) SSEN invited FES to various Stakeholder meetings by email, confirming time and date. Within the email it would detail the purpose of the meeting i.e. 'ICP and IDNO Stakeholder Meeting'</p> <p>b) With the majority of people working from home, SSEN set up a Microsoft teams meeting for each Stakeholder meeting. Under the circumstances SSEN with any other option to have dialogue with FES.</p> <p>c) Prior to any of our stakeholder meetings, SSEN would issue a kind reminder and an agenda a couple of days prior to the meeting which was beneficial. Each meeting followed the agenda and to the timescales allocated to the meeting. SSEN also facilitated any feedback from each stakeholder and encouraged input from all attendees.</p>							

The DNO's work plan

4. <i>Objectives:</i> Have you seen the DNOs work plans and the objectives they outline? a) Does it take into consideration your needs? If so, how?	Yes, the important factor is the introduction of new technologies, SSEN are aware of the support they need to provide when it comes to designing networks to accommodate battery, PV, ASHP etc. Particularly the Digital EV and Heat Pump calculator
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<p>b) If it doesn't please explain why.</p>				
<p>5. <i>Actions:</i> Do you think the DNO has delivered its work plan? a) How has the DNO done this? b) If you do not think the DNO has delivered its work plan, please explain why.</p>	<p>SSEN have improved on many deliverables through the last year. Improved and continuous engagement via meetings, email alerts and newsletter all add value to the process.</p> <p>Specifically, the creation of an ICP / IDNO escalation guide that was published, could potentially introduce FES and other ICPs to new clients.</p> <p>Furthermore, providing more clarity on Connection Offer Expense (COE*) which FES also issue on to clients during application stage, charges and the application process can be confusing. The publications SSEN produce provide the client a reference point for all to follow.</p>			
<p>6. <i>Outputs:</i> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Did the DNO meet these outputs? Please explain why.</p>	<p>Yes, as above many clients, especially new client are unaware of the process involved to facilitate a connection. SSEN publishing information which details step by step guide provides the client with a level of understanding.</p>			
<p>Your feedback on the DNOs stakeholder engagement performance</p>				
<p>7. Do you think the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders?</p>	<p>Yes. When reviewing the strategy, outputs and activities, there is a clear mixture of targets that try to cover all stakeholders. This is obviously from feedback from a wide range of stakeholders.</p>			
<p>8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.</p>	<p>very unsatisfied</p>	<p>not satisfied</p>	<p>satisfied</p>	<p>very satisfied</p>
				<p>✓</p>

<p>9. General feedback – please provide any further feedback on the DNO’s 2019/20 engagement performance not covered in your responses above.</p>	<p>I think during the circumstances with Covid etc, SSEN done an exceptional job utilising Microsoft team to maintain the engagement with all stakeholders, the quality of the content and delivery of each meeting was great and which should be recognised and applauded.</p>
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Section 2: Looking Forward plans 2021/22

We want your views on what the DNO aims to achieve in the coming year

<p>10. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?</p>	<p>Yes, keep up the stakeholders meeting, great way for each stakeholder including SSEN to be kept up to date. Hopefully, meetings can take place face to face, even if its annually and have the meeting online quarterly.</p>
<p>11. Do you agree that the DNO has a comprehensive work plan of activities (with associated delivery dates) that will meet the requirements of its connection stakeholders? If not, has the DNO provided reasonable and well-justified reasons? What other activities should the DNO do?</p>	<p>DNO work plan meets the stakeholders’ requirements. The process associated with facilitating a connection must be made simple, which I feel SSEN will address.</p> <p>Focusing on the education around the new technology is also a major item to focus on. Battery Storage, EV, PV are all new, providing education to all stakeholder on how SSEN expect to manage the new technologies is essential. Great to see on the new work plan.</p>
<p>12. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (eg key performance indicators, targets, etc.)?</p>	<p>Yes, as per above good to see new technologies on there.</p>
<p>13. Would you agree that the DNO’s proposed strategy, activities and outputs have been informed and endorsed by a broad and inclusive range of connection stakeholders? If not, has the DNO provided robust evidence that it has pursued this engagement?</p>	<p>Yes, the outputs cover a wide range of actions which can easily be identified as feedback from a wide range of stakeholders.</p>

Section 3 (optional): Other comments and considerations

This is an opportunity for you to provide extra feedback on specific areas

<p>14. Would you like to share any other comments or any further considerations on how you think DNOs could better meet the needs of all customer types?</p>	
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