

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?	Prior May 2021 Persimmon Homes Post May 2021 Thakeham Group			
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			
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.	Scottish and Southern Electricity Networks			
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	0	0
		High Voltage (HV) Work	9 HV POCs	15
		HV and Extra High Voltage (EHV) Work	0	0
		EHV work and above	0	0
	Metered Distributed Generation (DG)	LV work	0	0
		HV and EHV work	0	0
	Unmetered Connections	Local Authority (LA) work	250 Approx.	<50kVA
		Private finance initiatives (PFI) Work	0	0
		Other work	0	0

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
								X
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
					X			
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) SSENs ICE Team present on previous year commitments, as to what the ICE Team have managed to implement into their business, collectively, from the stakeholder engagement groups over the year. The focus; to not only better working reports but processes throughout the connections journey, both business sector specific and company wide. SSEN engage with us stakeholders to find out what we think of the implemented commitments i.e. How are they working, are the processes easy and understandable, is the website navigation capabilities and interactivity suitable, has online content of the application journey improved our knowledge on the processes, are help guide videos of operational elements assisting construction staff in the way intended etc. – A very effective and pragmatic approach, that has most certainly proved successful (For myself in terms of the online portal application being more tailored for purpose and quality results on 2 major schemes where we had junior construction staff that required a helping hand in getting site ready to enable physical works to proceed).</p> <p>b) SSEN have focused on what matters most to their stakeholders and people, which they have impressively delivered through swift adaptation to digital engagement, as a result of the COVID pandemic –</p> <ul style="list-style-type: none"> • Website Interactivity (Heats Maps, MPANs, Unmetered Supplies, EV) • Website & Youtube guide journeys (application & delivery) 							

	<ul style="list-style-type: none"> • Teams meetings and an interactive app (Slido) so to not only present and inform, but engage in live sessions with stakeholders • Webinars • Additional focus stakeholder group sessions • Work-shop days/surgeries where they focus on particular categories of work and the journey – application, legal, design and delivery • Customer Steering Panel Meetings <p>c) SSEN have and continue to work with stakeholders to create a robust oriented 3 tier engagement model under their previous engagement commitment, that enables the connections team to engage via strategic, organisational and operational tiers both internally and externally, being us stakeholders (Housing Developers, DG, CICs, ICPs & IDNOs and LAs & EGs). The 1st stage is engagement to obtain ongoing feedback, internally & externally, on what commitments might be and the priorities of these. 2nd stage sees the collation, refinement and communication (stakeholder meetings) on the mutual commitment decisions being made and input into their business model, to deliver on all fronts of the connections journey. The 3rd stage process sees SSEN deliver information on the processes and changes of implemented commitments focusing on applications, design, delivery & engagement.</p>
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The DNO's work plan

<p>4. <i>Objectives:</i> Have you seen the DNOs work plans and the objectives they outline?</p> <p>a) Does it take into consideration your needs? If so, how?</p> <p>b) If it doesn't please explain why.</p>	<p>SSEN always publish to their stakeholders, work plans and objectives, so to reassure us that our concerns are the core focus of their mission to deliver time and time again, inline with legislation and regulation;</p> <ul style="list-style-type: none"> • Reform Pre-Development Enquiry process through specified team contact, instead of application process, to ensure stakeholder needs are fully understood and met down the line via application submission • Service Alteration guide creation to help understand requirements and processing stages of such applications • Electricity supplier identification – A self-serve web function for us to access information quick and easily • Improve connections contact and escalation guide – Provided a clearer reporting structure of contact groups broken down in categories i.e. General Enquiries, Emergency Works, Complaints, Feedback etc. • Create bullet-point information & illustrative guides and Frequently Asked Questions documents for different
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	<p>categories, specific connection type applications, unmetered supplies, EV, alterations etc.</p> <ul style="list-style-type: none"> • Connection Offer Expense breakdowns to better understand associated costs within quotations • Design Approval consultation for stakeholder feedback • Updating Connections stakeholders on Decarbonisation of Heat in relation to our connections journey • Increase regularity of demand and generation heat map updates to ensure we are getting the most up to date information so to deliver on our schemes <p>The list is extensive but streamlined to be 100% effective and delivered in planned and timely stages throughout their business. To date, there have been 27 core completed commitments on target that included independent audits too, an exceptional achievement!</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 delivered, constantly improving and continue to do so through massive results driven collaboration. To date, not just the most exemplary DNO, but have created the most successful business engagement strategy within the multi-utilities sector (I can afford to make such a bold statement as have worked in multi-utilities for close on two decades dealing with them all; DNOs, IDNOs, ICPs, GDNs, IGTs, FNPs etc.)</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>SSEN don't just consider our needs within their work plans, allot of SSEN work plans are co-created with us stakeholders and their people, so have the desired effect majority of the time. If for any reason SSEN is unable to deliver on any intended improvement they are very open as to why the target has not been met, as well as how they are going to resolve or what their plan B is, in line with our requirements.</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>SSENs 3 tier engagement model, was created based on previous engagements and commitments, its core purpose is to take into account ongoing feedback from us stakeholders in an ever-evolving environment.</p>

8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.	very unsatisfied	not satisfied	satisfied	very satisfied
				X
9. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.	SSEN has managed to delivery time and time again, year after year, pioneering in customer engagement because they put their hands up when they have made mistakes, reassure and reinstall confidence tin their customers in resolving issues and focus the companies future around what their people and stakeholders need to deliver on every aspect of electricity			

Section 2: Looking Forward plans 2021/22

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

10. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	Yes
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?	Yes
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.)?	Yes
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?	Yes

Section 3 (optional): Other comments and considerations

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

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?

SSEN work exceptionally hard to work with their people and stakeholders, considering all proposals and ideas in an inclusive process whilst still working to meet the wider targets for our nation:

Cutting their carbon intensity by 60%, targeted for 2030, to meet the UKs net zero emission targets

Treble renewable energy output, targeted for 2030, meeting yearly outputs, working to lead as a DNO in the sustainable focused future

Working toward their group Fair Tax and a real Living Wage target, working to pay the right level of tax at the right time and to ensure fair pay through their supply chain through to delivery