SP ENERGY NETWORKS

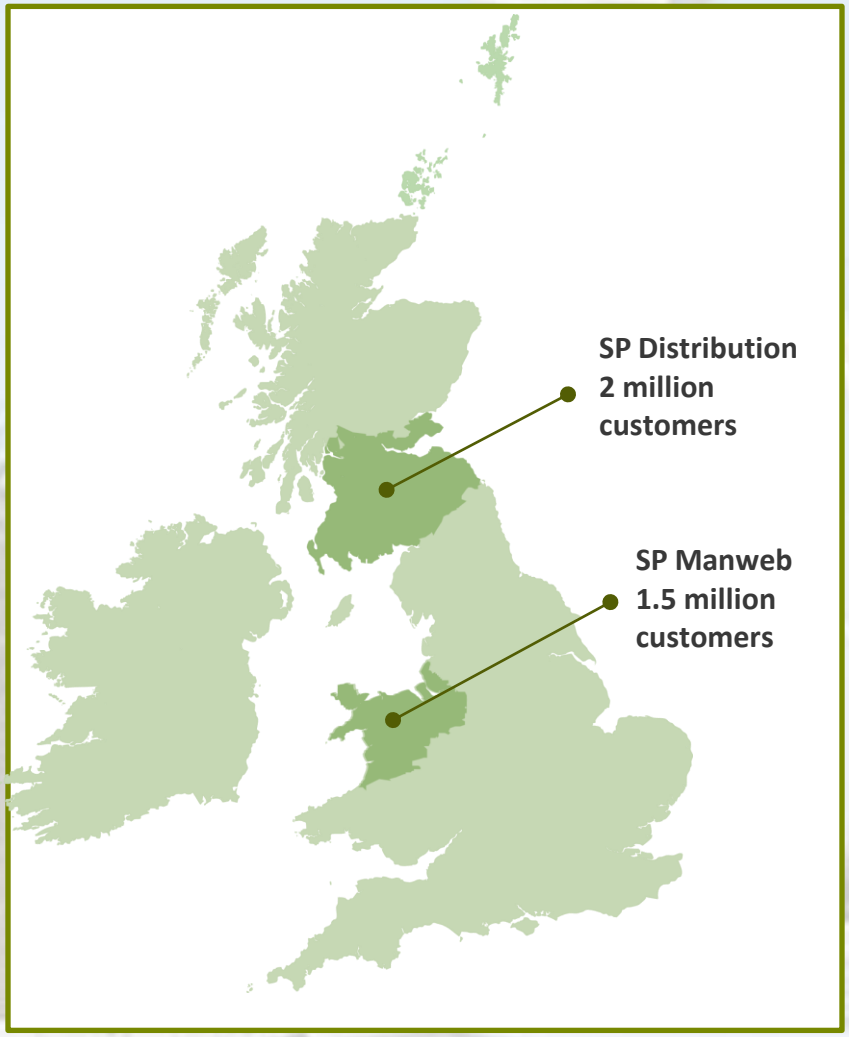
Distributed Generation Forum – 2012

Paul Brown
Director - Connections

12th November 2012

Glasgow

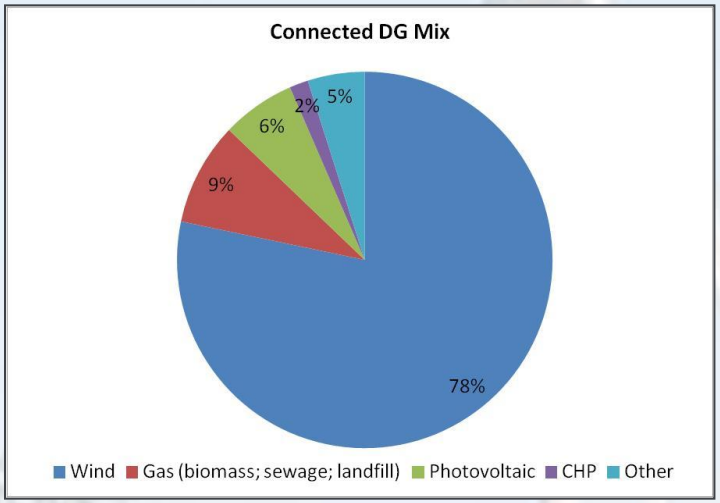
SP Energy Networks

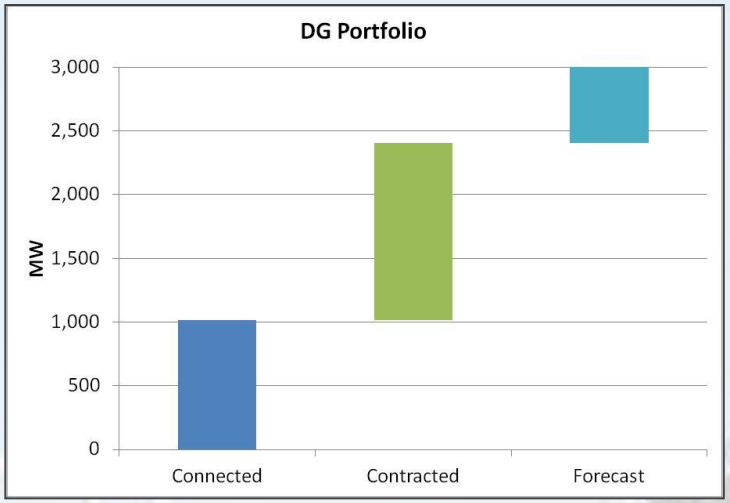


- We have 3 licences
  - SP Transmission
  - SP Distribution
  - SP Manweb
- We serve 3.5million direct customers
- With a population of 8million in area
- We own, maintain and operate;
  - 30,000 ground mounted substations (a sub-station for every 100 customers)
  - 40,000km overhead lines (once round the globe)
  - 70,000km underground cables (almost twice round the globe)
- We are investing;
  - £5bn between now and 2020 in our assets

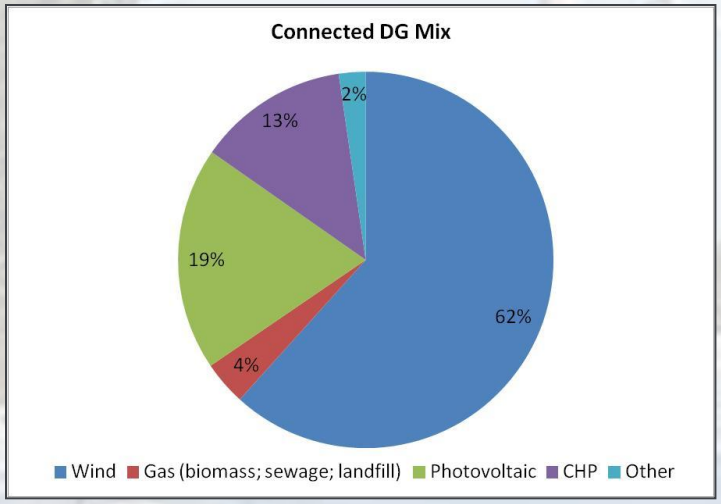
DG - Portfolio

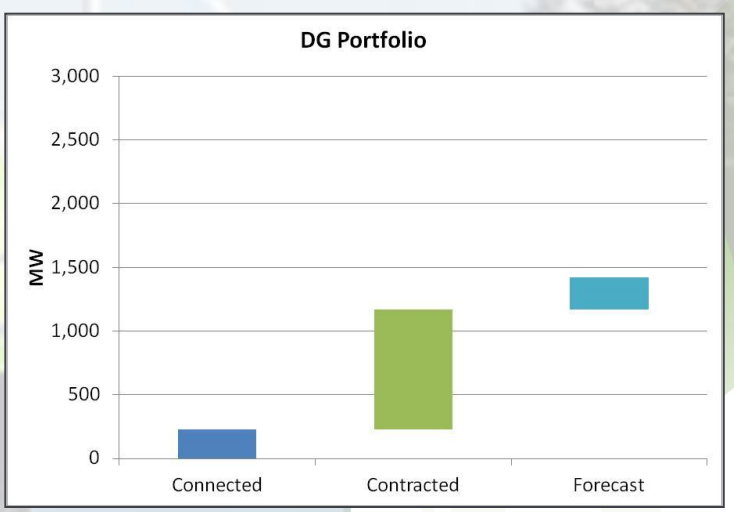
SP Distribution





SP Manweb





Your Feedback

We will…..	Why? Because you said……
Simplify the application process	• "why do I need to complete such a complex application form? I don't even know which turbine I'm using yet" • "you are hampered by a large volume of speculative enquiries"
Provide you with more information	• "why does it cost so much? There is an overhead line running through the adjacent field" • "I need options, but I'm concerned that I lose my place in the queue"
Make your quote easier to understand	• "where can I connect? why can't you tell me?" • "what are the limitations on the system?"
Improve our customer service	• "I can never get a hold of someone that can answer my questions" • "it feels like I only ever get my quote in 65 days"

We're Acting on Your Feedback (1)

Simplify the Application Process

WE'VE DONE…..

- Implemented a 'triage' to assess your requirements
- Up skilled an additional 20 staff

WE'RE DOING…..

- Developing a database of turbine types to minimise your workload
- Reviewing options for on-line application
- Developing our feasibility product to meet your requirements

Provide you with more Information

WE'VE DONE…..

- Given you 'heat maps' and an indicative quote tool on our DG website
- Provided you with access to our GIS maps
- Held technical workshops

WE'RE DOING…..

- Reviewing options for interactive GIS mapping and on-line quote facility
- Seeking to provide you with 'heat maps' down to 11kV

We're Acting on Your Feedback (2)

Make your quote easier to understand

WE'VE DONE…..

- Provided greater clarity of works & charges within your quote letter
- Made available indicative costs prior to your quote being issued
- Supported your offer with a route map

WE'RE DOING…..

- Developing a suite of guidance notes to accompany your offer
- Using your feedback to further refine the content of your offer

Improve our Customer Service

WE'VE DONE…..

- Improved communication links
- Dedicated Account Managers for our high volume customers
- Held our own DG forums and customer workshops

WE'RE DOING…..

- Expanded our service, making contact with you to discuss
  - Your application within 5 days of receipt
  - Your offer within 5 days of issue
- Provide regular updates on progress

Innovation in Connections

ARC (Accelerating Renewable Connections)

- Matching local generation with local demand
- Actively managing the Transmission boundary
- Empowering customers with greater information

Active Network Management

Dynamic Rating

In Summary

We have >1.2GW of DG connected

We have 2.3GW contracted, with a with a further 1GW forecast

We have responded to your feedback but we recognise that there is more to do

Innovation is key to continued success