



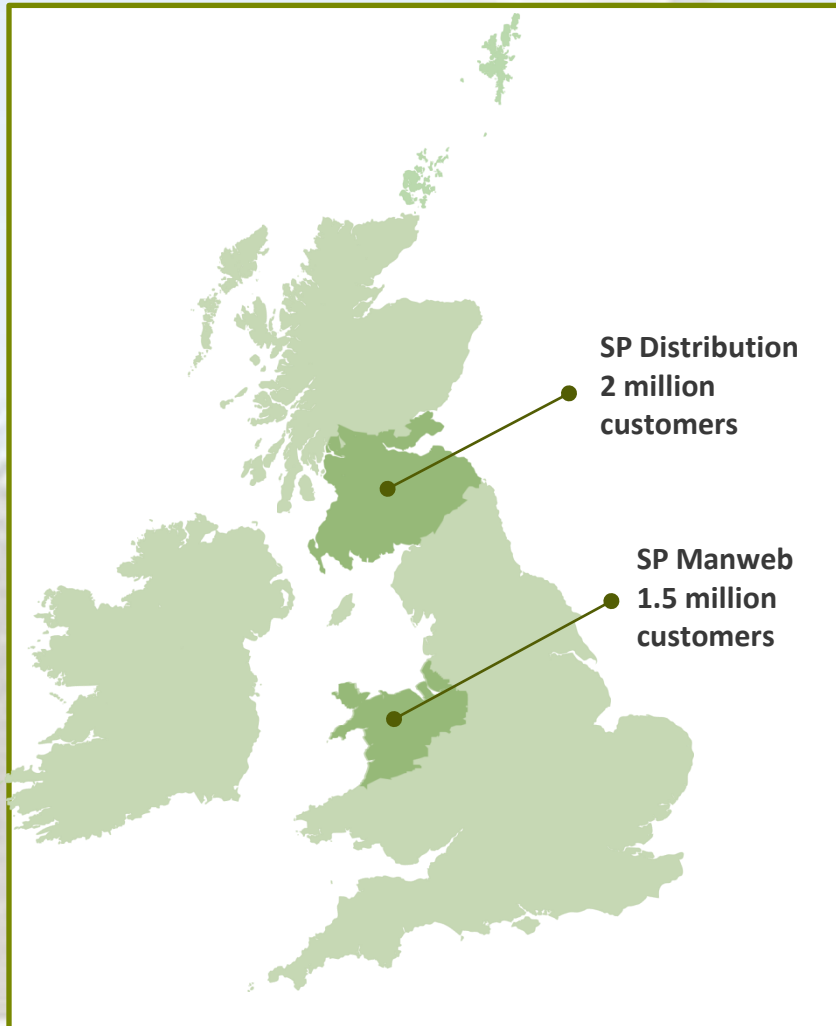
**SP ENERGY
NETWORKS**

Distributed Generation Forum – 2012

Paul Brown
Director - Connections

30th October 2012
Cardiff

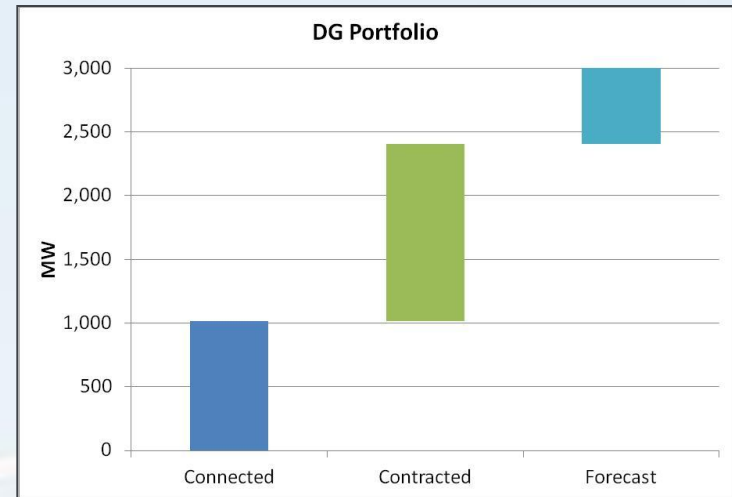
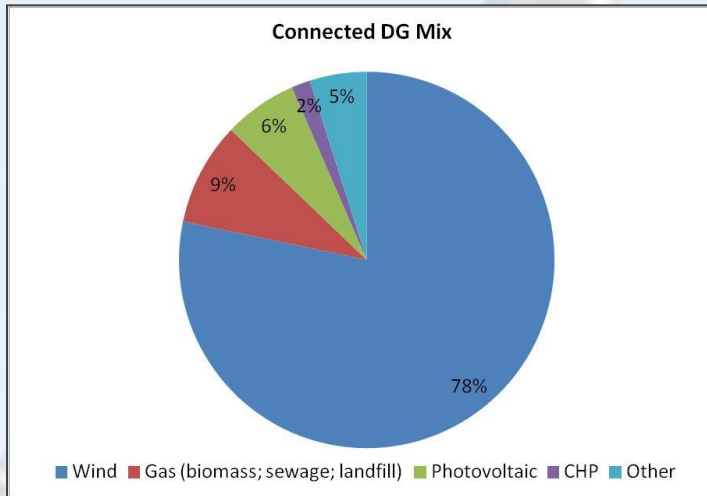
SP Energy Networks



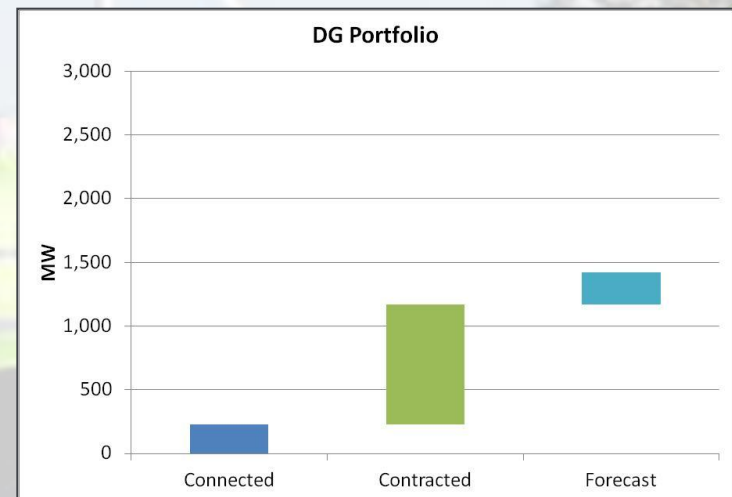
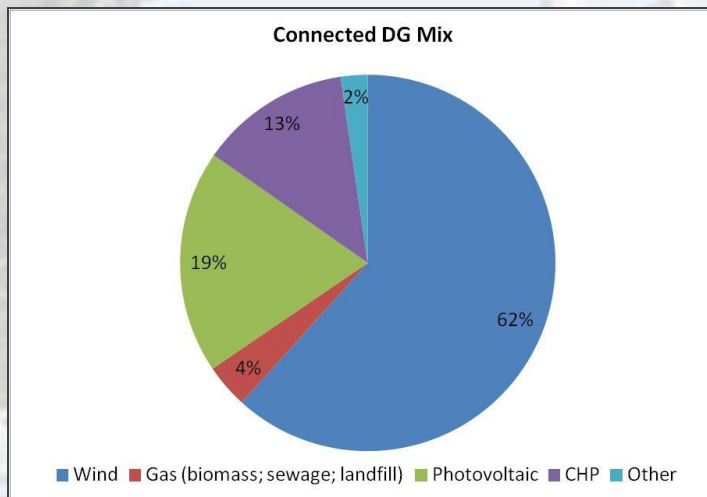
- We have 3 licences
 - SP Transmission
 - SP Distribution
 - SP Manweb
- We serve 3.5million direct customers
- With a population of 8million in area
- We own, maintain and operate;
 - 30,000 ground mounted substations (a sub-station for every 100 customers)
 - 40,000km overhead lines (once round the 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.....

Simplify the
application process

Provide you with
more information

Make your quote
easier to
understand

Improve our
customer service

Why? Because you said.....

- “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”

- “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”

- “where can I connect? why can’t you tell me?”
- “what are the limitations on the system?”

- “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