

Open letter consultation on the Incentive on Connections Engagement:
Looking Forward reports 2015/16

Response received by email dated 4 August 2015 from TUSC re SP Energy Networks
Sirs

Please find our response to SP Energy Networks' submission:

Q1

We believe that SP Energy Networks has a comprehensive and robust strategy for engaging with connection stakeholders, especially via the implementation of its new geographical business model. Our experience of Scottish Power however, is that the practical implementation of what are often excellent policies are not put into practice e.g. the SP Energy Networks Grantors' Charter.

Q2

SPEN has comprehensive work plans that if delivered will meet the requirements of its connections stakeholders. We repeat our concerns over delivery.

Q3

Yes, SPEN has set relevant outputs to monitor delivery throughout the regulatory year, however, it must continue to increase its efforts to ensure that when an existing process is improved or altered it is highlighted to stakeholders e.g. Quote+ system. This service improved greatly over the past 12 months, however, we are not sure it had the exposure it deserved.

Q4

SPEN have endeavoured to use the feedback on its work plans to show that its strategy activities and outputs have been informed and endorsed by a broad range on connections stakeholders. Upon closer examination however, it seems to us that its work plans have only been directly informed by a total of 73 stakeholders which equates to less than 4% of those that SPEN states were given the opportunity to engage. We feel therefore that SPEN needs to work harder on obtaining feedback.

Kind regards

Steve Gist
Director

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