

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

Response received by email dated 22 July 2015 from Anna Cameron Associate CMS

Ofgem have published an [open letter](#) seeking your views and feedback on our plans. They are keen to hear your thoughts on any aspect of our plans and specifically welcome your views on the following questions:

- Are you satisfied that SSEPD has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?

I know that SSE hold regular connection surgeries, allowing various customers at different stages of development to speak directly to staff dealing with the connection. Feedback from our clients (acting as a legal advisor) is that these are very useful. On the negotiation side, I have found SSE to be very responsive and timely in responding to queries or concerns that we have – and able to attend meetings with parties for joint discussion when necessary.

Dissemination of information via social media is very helpful – I can read updates from SSE on LinkedIn to keep up on news, or events at which it will be possible to speak with staff.

I had specifically spoken to an SSE staff member about the staff contact maps covered in the “Looking Forward Report 2015 – 2016” – and was pleased to see this taken on board as a strategy to be implemented. I am certain that the clarity on staff contacts will improve engagement with customers and consultants, and enabling increased discussion.

- Do you agree that SSEPD has a comprehensive work plan of activities (with associated delivery dates) that will meet the requirements of its connection stakeholders? If not, has SSEPD provided reasonable and well-justified reasons? What other activities should the DNOs do?

Yes – I think the “Looking Forward Report 2015 – 2016” clearly sets out SSE’s activities and aims, and timescales within which these will be delivered. Coming back to the staff contacts map, the process seems to be progressing very quickly from discussion with an SSE staff member – and SSE have been in touch about developments directly.

As a legal advisor to developers and funders on renewable installations, I am most concerned with delivery dates within connection documentation. SSE have always had a comprehensive understanding of the requirements here (more so than other DNOs), and seem to consistently deliver. Where changes or amendments sought aren’t possible, we receive an explanation for this.

- Do you consider that SSEPD has set relevant outputs that it will deliver during the regulatory year (eg key performance indicators, targets, etc.)?

By publishing reports such as the “Looking Forward Report 2015 – 2016”, this sets out the work plan in detail, together with targeted outputs and will enable customers to hold SSE accountable should they fail to deliver on the various projects throughout the year. This level of transparency is very helpful.

- Would you agree that the SSEPD’s proposed strategy, activities and outputs have been informed and endorsed by a broad and inclusive range of connection stakeholders? If they have not been endorsed, has SSEPD provided robust evidence that it has pursued this?

My experience, already mentioned, has certainly been that SSE have taken on board comments and suggestions from customers and consultants – and implemented these where possible. The extension to heat maps is something that I know a lot of customers were interested in, and now a target for SSE during 2015 – 2016. This is very encouraging. Again, as I’ve mentioned, where SSE are unable to take comments on board, or to work with certain suggestions, we’ve been able to get explanatory feedback from them.

I would like to ask that you kindly respond to Ofgem by sending any comments to connections@ofgem.gov.uk by 4th August 2015.

As we are keen to act on your feedback please include us in your response by emailing us at connectionsfeedback@sse.com