

Response template – Incentive on Connections Engagement June 2017

Question	Response																																		
About you and your work																																			
1. What is the name of your company?	<i>Utility Customer Service Management Ltd</i>																																		
2. Which DNO's ICE submission is your response related to (see Annex 2 for DNO map)? Please indicate clearly in your response to the questions below whether your comments refer to the DNO's plans as a whole, or to one of the DNO's licence areas. If you wish to provide a response to the ICE submission of more than one DNO, please use a separate template for each DNO.	<i>Scottish & Southern Energy Networks - Southern Region only</i>																																		
3. What type of connection do you generally require? And for each type of connection, how many connection applications, including total MVA (Mega Volt Ampere) of connections have you made in the past year? Please note that we will assess storage within the relevant metered generation market segment.	<table border="1"> <thead> <tr> <th colspan="2">Type of connection</th><th>Total number of connections</th><th>Total MVA of connections</th></tr> </thead> <tbody> <tr> <td rowspan="4">Metered Demand Connections</td><td>Low Voltage (LV) Work</td><td><i>300</i></td><td><i>1</i></td></tr> <tr> <td>High Voltage (HV) Work</td><td><i>10</i></td><td><i>7</i></td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td><i>N/A</i></td><td></td></tr> <tr> <td>EHV work and above</td><td><i>N/A</i></td><td></td></tr> <tr> <td rowspan="2">Metered Distributed Generation (DG)</td><td>LV work</td><td><i>5</i></td><td></td></tr> <tr> <td>HV and EHV work</td><td><i>10</i></td><td></td></tr> <tr> <td rowspan="3">Unmetered Connections</td><td>Local Authority (LA) work</td><td></td><td></td></tr> <tr> <td>Private finance initiatives (PFI) Work</td><td></td><td></td></tr> <tr> <td>Other work</td><td></td><td></td></tr> </tbody> </table>	Type of connection		Total number of connections	Total MVA of connections	Metered Demand Connections	Low Voltage (LV) Work	<i>300</i>	<i>1</i>	High Voltage (HV) Work	<i>10</i>	<i>7</i>	HV and Extra High Voltage (EHV) Work	<i>N/A</i>		EHV work and above	<i>N/A</i>		Metered Distributed Generation (DG)	LV work	<i>5</i>		HV and EHV work	<i>10</i>		Unmetered Connections	Local Authority (LA) work			Private finance initiatives (PFI) Work			Other work		
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Consultation questions

Section 1: Looking Back report 2016-17

We want your views on how well the DNOs have performed over the last year

1. Are you satisfied that the DNO had a comprehensive and robust strategy for engaging with connections stakeholders? Do you consider that the DNO implemented its strategy? If not, are you satisfied that the DNO has provided a reasonable and well-justified explanation?	<p><i>We remain concerned over minor issues such as on application forms SSEN asks the preferred method on contacts and then appears to ignore what applicants say.</i></p> <p><i>We also find their approach to HMO's (House of Multiple Occupancy) quite different to other DNO's and whilst not wrong, is very confusing to Customers and sometimes irrational given the backdrop of how BNO systems have evolved.</i></p>
2. Are you satisfied that the DNO had a comprehensive work plan of activities (with associated delivery dates) to meet the requirements of its connections stakeholders? Do you consider that the DNO delivered its work plan? If not, are you satisfied that the DNO has provided a reasonable and well-justified explanation?	
3. Do you consider that the DNO's work plan provided relevant outputs (eg key performance indicators, targets etc.)? Are you satisfied that the DNO has delivered these outputs? If not, do you view the reasons provided to be reasonable and well justified?	
4. Do you agree that the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders? If not, has the DNO provided reasonable justification?	

The following two questions refer to the specific areas we discuss in our letter – meeting the needs of all types of connections customers, and connecting when the networks are constrained.

5. Do you consider that the DNO's activities and outputs over the past year were adequate in meeting the needs of all types of connection customers, including the particular needs of newer types of connection customers?	
6. Do you consider that the DNO's activities and outputs over the past year were adequate in meeting the needs of customers looking to connect when the networks are constrained?	

Section 2: Looking Forward plans 2017-18

We want your views on what the DNOs aim to achieve in the coming year

7. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	<i>Whilst SSEN has issued contact details of some staff, there remain very little clarity for stakeholders in terms of hierarchy within SSEN and in particular, areas of responsibility.</i>
8. 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 DNOs do?	<i>There is still inconsistencies in the business such as the issue of MPAN's, for one scheme SSEN will insist on having full postal addresses and on another they will be happy to issue based on plot numbers and sometimes even less.</i>
9. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (eg key performance indicators, targets, etc.)?	<i>We have noticed the pace of Customer / stakeholder focus has increased in the last year which is encouraging.</i>

<p>10. 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 they have not been endorsed, has the DNO provided robust evidence that it has pursued this?</p>	
<p>The following two questions refer to the specific areas we discuss in our letter – meeting the needs of all types of connections customers, and connecting when the networks are constrained.</p>	
<p>11. Do you consider that the DNO's planned activities and outputs will be sufficient to meet the needs of all types of connection customers, including the particular needs of newer types of connection customers? What other activities should the DNO undertake in this area?</p>	
<p>12. Do you consider that the DNO's planned activities and outputs will be sufficient to meet the needs of customers looking to connect when the networks are constrained? What other activities should the DNO undertake in this area?</p>	

