

Internal Only

SPEN has requested our feedback on their engagement with us as a customer for the connection of renewable energy projects. We have been dealing with SPEN for a number of years now as the first of our wind farms was connected in the SPEN region in 2006 and since then we have connected another 5 projects with a capacity of approximately 140MW.

Dealing with Scottish Power Distribution has definitely improved a lot the last few years with the Project Manager (PM) taking a far more proactive role and engaging with the customer a lot better than in the past. I believe SPEN has moved on from the old days of utility companies and have evolved to a far better organisation that better understand the commercial world we operate in and the customer needs.

The PMs have been proactive in organising meetings, informing us of the progress of the works and anything that is relevant to our project. SPEN is also organising a number of stakeholder events bringing in people from different departments in one room for a few hours to interact with the customers which is great and helps a lot in the overall process. From what I have seen SPEN is proactively taking steps to improve topics raised in stakeholder events and one great example is the introduction of the heat maps when everybody was asking for more clarity about where they could connect.

Websites can be tricky to access and I personally rely more on group emails sent by SPEN informing us about new material available that might be of interest. From the experience we have from dealing with other DNO's I think SPEN are doing a great job to engage with the customer and provide useful information.

Should you require anything further regarding this matter please do not hesitate to contact me.