

## Response template – Incentive on Connections Engagement

Question	Response																																		
<b>About you and your work</b>																																			
1. What is the name of your company?	Noveus Limited																																		
2. Which DNO's ICE submission is your response related to?  <b>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.</b>  If you wish to provide a response to the ICE submission of more than one DNO, please use a separate template for each DNO.	SSE Networks, Southern																																		
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?	<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"><b>Metered Demand Connections</b></td><td>Low Voltage (LV) Work</td><td>1</td><td>0.5</td></tr> <tr> <td>High Voltage (HV) Work</td><td>2</td><td>1</td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td>4</td><td>100</td></tr> <tr> <td>EHV work and above</td><td></td><td></td></tr> <tr> <td rowspan="2"><b>Metered Distributed Generation (DG)</b></td><td>LV work</td><td></td><td></td></tr> <tr> <td>HV and EHV work</td><td></td><td></td></tr> <tr> <td rowspan="3"><b>Unmetered Connections</b></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	<b>Metered Demand Connections</b>	Low Voltage (LV) Work	1	0.5	High Voltage (HV) Work	2	1	HV and Extra High Voltage (EHV) Work	4	100	EHV work and above			<b>Metered Distributed Generation (DG)</b>	LV work			HV and EHV work			<b>Unmetered Connections</b>	Local Authority (LA) work			Private finance initiatives (PFI) Work			Other work		
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## Consultation questions

### Section 1: Looking Back report 2017/18

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

#### Your engagement with the DNO

1. How many DNO stakeholder engagement events have you been invited to this year? (This can include engagement outside official events)	none	1	2	3 X	4	5	6	>6
2. How many DNO Stakeholder events have you been to? This can also include meetings outside of official engagement events	none	1 X	2	3	4	5	6	>6
3. Tell us about how the DNO engaged with you a) What did the DNO do? b) How did the DNO do it c) Did the DNO have a robust engagement strategy?	The DNO issued a series of emails for different events in respect to connections. As an existing customer I receive an invitation from time to time. I am not sure on how robust the strategy is, but suffice to say many stakeholders attend the meetings. The challenge is often timing and travel, with the availability it should be possible to have webinars and virtual meetings which would be more inclusive.							

#### The DNO's work plan

4. <b>Objectives:</b> Have you seen the DNOs work plans? a) Does it take into consideration your needs? If so, how? b) If it doesn't please explain why	Yes. These are available on the website, SSEN does not distribute routinely so the onus is on the stakeholder to maintain an active search for when information is issued. SSEN could consider a prompt email to existing customers when publications are available. I have not been a consultee on the work plan having not been issued with a draft for comment. The pyramid of engagement tends to involve only very few stakeholders to determine direction rather than gauge a wider perspective.
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5. <b>Actions:</b> Do you think the DNO has delivered its work plan? <b>a)</b> How has the DNO done this? <b>b)</b> If you do not think the DNO has delivered its work plan, please explain why	Yes in part. I recognise many of the actions that SSEN have undertaken. I have noticed some of the changes to processes, although the change has not been communicated at the time it has been completed. By example, the quality of the commercial information within quotation offers has been greatly improved. Conversely, the programme information remains very high level and the detail in cost out-turns is rarely provided. There are other actions which are more based on my own experiences and I haven't had the opportunity to address with SSEN outside the project team.			
6. <b>Outputs:</b> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why	Yes in part, from reading the SSEN report I believe them to be appropriate.			
Your feedback on performance				
7. Do you think the DNO's strategy, activities and outputs have taken into account ongoing feedback from broad and inclusive range of connections stakeholders?	As mentioned above, there are a number of fora which take place but emphasis on attendance is more with the stakeholder to find out and request. The breadth of stakeholders based on the meeting I have attended was representative of a wide range of customers, generation, consultants, load customers.			
8. How satisfied are you with the DNO's overall performance?	Very unsatisfied	not satisfied	satisfied	very satisfied
			X	
9. General feedback	If SSEN are to get a full picture of stakeholder needs they need to be more proactive with customers and issue information on the improvements to connections more widely, could every applicant have an opportunity to give feedback? I have never been surveyed by SSEN but that may be the luck of the draw on a random survey for connections customers.			

## Section 2: Looking Forward plans 2018/19

### We want your views on what the DNO aims to achieve in the coming year

10. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	The work plan seems quite general which may reflect the strategic forum views; the level of detail compared to other DNOs does not have the same breadth or depth. I have experienced different issues which are not reflected here, but my issues may not be experienced by others.
11. 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 licensee provided reasonable and well-justified reasons? What other activities should the DNOs do?	<p>The plan does not appear to be great in depth although several relevant subjects are covered. A lot of the feedback is quite general but this may mean a lot more to those who attended. By example – SSEN do not seem to tackle the frustration of MPANs not being issued until a connection agreement is signed. This does not happen with other DNOs.</p> <p>The on line ability to request attendance at a meeting or subject matter is good, but it needs to be more proactive in seeking and reaching out to customers not relying on the customer knowing a meeting or forum is arranged, and having to access via the website. (Ofgem could take note also)</p>
12. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (eg key performance indicators, targets, etc.)?	The areas of focus appear to be on the right track, if the consultation with stakeholders was broadened other items may need to be included.
13. Would you agree that the DNO 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 licensee provided robust evidence that it has pursued this?	The SSEN strategy may be fit for purpose with the stakeholders who attended and agreed the plan, to my knowledge the draft plan was not widely circulated to all customers for comment, but may have been posted on the website for customers to find.

## **Annex 1 - Consultation on the Incentive of Connections Engagement (ICE)**

- 1.1. We would like to hear the views of interested parties in relation to any of the issues set out in our open consultation letter.
- 1.2. The questions we have asked are directly linked to the minimum criteria set out in the ICE guidance document. You can find this on our website.
- 1.3. If you have any questions on this document please contact:  
  
ICE Team  
Ofgem, 10 South Colonnade, Canary Wharf, E14 4PU  
0207 901 7000  
[Connections@Ofgem.gov.uk](mailto:Connections@Ofgem.gov.uk)
- 1.4. **Responses should be sent by e-mail by 20 July 2018 to the address above.**
- 1.5. Unless marked confidential, all responses will be published by placing them in Ofgem's library and on its website [www.ofgem.gov.uk](http://www.ofgem.gov.uk). Respondents may request that their response is kept confidential. Ofgem shall respect this request, subject to any obligations to disclose information, for example, under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.
- 1.6. Respondents who wish to have their responses kept confidential should clearly mark the document/s to that effect and include clear reasons for confidentiality. Respondents are asked to put any confidential material in the appendices to their responses.
- 1.7. Next steps: We will consider the responses to this consultation and these will be used alongside other evidence for our assessment of the ICE plans.
- 1.8. Each of the questions asked by this consultation is set out in the template above.
- 1.9. Please ensure that you **indicate the DNO or specific licence area** to which your experiences relate. You can refer to annex 2 for a map of the DNO's licence areas. Please note, Northern Ireland is not subject to this consultation.

1.10. When considering your responses to these questions, please consider your experiences, the actions that the DNO has undertaken or committed to undertake, and the actions that you consider it could reasonably undertake.

**1.11. Please make sure you highlight which year a specific event happened in. The regulatory year runs from 1 April to 31 March**

## **Annex 2 – DNO's Licence Areas Map and List**



## ELECTRICITY DISTRIBUTION NETWORKS

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- Scottish & Southern Electricity Networks
  - SP Energy Networks
  - Electricity North West
  - Northern Powergrid
  - UK Power Networks
  - Western Power Distribution
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	Distribution network owner	Distribution network operator
1.	Electricity North West Limited	Electricity North West Limited
2.	Northern Powergrid	Northern Powergrid (Northeast) Limited Northern Powergrid (Yorkshire) plc
3.	Western Power Distribution	Western Power Distribution (West Midlands) plc Western Power Distribution (East Midlands) plc Western Power Distribution (South Wales) plc Western Power Distribution (South West)
4.	UK Power Networks	London Power Networks plc South Eastern Power Networks Eastern Power Networks plc
5.	SP Energy Networks	SP Distribution plc SP Manweb plc
6.	Scottish & Southern Electricity Networks	Scottish Hydro Electric Power Distribution plc Southern Electric Power Distribution plc