

Response template – Incentive on Connections Engagement

Question	Response																																		
About you and your work																																			
1. What is the name of your company?	Utility Customer Service Management Ltd																																		
2. Which DNO's ICE submission is your response related to? 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.	Scottish & Southern Electricity Networks – Southern licence area only.																																		
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">Metered Demand Connections</td><td>Low Voltage (LV) Work</td><td>300</td><td>1</td></tr> <tr> <td>High Voltage (HV) Work</td><td>10</td><td>7</td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td>N/A</td><td></td></tr> <tr> <td>EHV work and above</td><td>N/A</td><td></td></tr> <tr> <td rowspan="2">Metered Distributed Generation (DG)</td><td>LV work</td><td>5</td><td></td></tr> <tr> <td>HV and EHV work</td><td>10</td><td></td></tr> <tr> <td rowspan="3">Unmetered Connections</td><td>Local Authority (LA) work</td><td>20</td><td>0.25</td></tr> <tr> <td>Private finance initiatives (PFI) Work</td><td>N/A</td><td></td></tr> <tr> <td>Other work</td><td>N/A</td><td></td></tr> </tbody> </table>	Type of connection		Total number of connections	Total MVA of connections	Metered Demand Connections	Low Voltage (LV) Work	300	1	High Voltage (HV) Work	10	7	HV and Extra High Voltage (EHV) Work	N/A		EHV work and above	N/A		Metered Distributed Generation (DG)	LV work	5		HV and EHV work	10		Unmetered Connections	Local Authority (LA) work	20	0.25	Private finance initiatives (PFI) Work	N/A		Other work	N/A	
Type of connection		Total number of connections	Total MVA of connections																																
Metered Demand Connections	Low Voltage (LV) Work	300	1																																
	High Voltage (HV) Work	10	7																																
	HV and Extra High Voltage (EHV) Work	N/A																																	
	EHV work and above	N/A																																	
Metered Distributed Generation (DG)	LV work	5																																	
	HV and EHV work	10																																	
Unmetered Connections	Local Authority (LA) work	20	0.25																																
	Private finance initiatives (PFI) Work	N/A																																	
	Other work	N/A																																	

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	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	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?	<p><i>A – SSEN have a comprehensive schedule of engagement events and these are issued to stakeholders and available on their website.</i></p> <p><i>B – Unfortunately, on at least one occasion, SSEN published and scheduled an event and then changed the date which was not good for attendees who needed to travel to such event and book accommodation.</i></p> <p><i>C – On this we feel it is poor. On at least one occasion, the Company made a significant change in policy (directly related to connections) with zero (to our knowledge) consultation – ironically, it is an area we have in the past pressed strongly for a policy change and it appears SSEN bear no consideration to the needs of Customers and Stakeholders and makes such decisions in isolation of both.</i></p> <p><i>It could be said we have been "spoilt" by the strong commitment towards active engagement on such matters by other DNO's.</i></p>							

The DNO's work plan

<p>4. Objectives: Have you seen the DNOs work plans?</p> <p>a) Does it take into consideration your needs? If so, how?</p> <p>b) If it doesn't please explain why</p>	<p>Yes</p> <p><i>A – No. We pressed very strongly to have a contact list issued by SSEN early on in the stakeholder process - we have since had cause to use it twice. The first time and despite a number of attempts, our calls/emails were not returned. On the second attempt, we again needed to chase and the response was both rude and dismissive.</i></p> <p><i>B – Pockets of SSEN (few) appear to be committed to Customer Service but there appears to be no overarching emphasis towards Customer Service.</i></p>			
<p>5. Actions: Do you think the DNO has delivered its work plan?</p> <p>a) How has the DNO done this?</p> <p>b) If you do not think the DNO has delivered its work plan, please explain why</p>				
<p>6. Outputs: Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why</p>				
<p>Your feedback on performance</p>				
<p>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?</p>	<p><i>No – based on our experience.</i></p>			
<p>8. How satisfied are you with the DNO's overall performance?</p>	<p><i>very unsatisfied</i></p>	<p><i>not satisfied</i></p>	<p><i>satisfied</i></p>	<p><i>very satisfied</i></p>

9. General feedback	
---------------------	--

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?	No
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?	<i>We now need to be convinced that there is value in stakeholder engagement with SSEN and whilst some further engagement is planned, we reserve judgement based on past experience.</i>

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.)?	
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?	

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
- 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. 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.