

## Response template – Incentive on Connections Engagement

Question	Response																												
<b>About you and your work</b>																													
1. What is the name of your company?	AMP Energy Services Ltd																												
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.	SSEN  (Our dealings with SSEN have almost all been in relation to the SEPD – "southern" - licence area.)																												
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></td><td></td></tr> <tr> <td>High Voltage (HV) Work</td><td></td><td></td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td></td><td></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>2  (not in SSEN region)</td><td>24  (not in SSEN region)</td></tr> <tr> <td></td><td>Local Authority (LA) 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			High Voltage (HV) Work			HV and Extra High Voltage (EHV) Work			EHV work and above			<b>Metered Distributed Generation (DG)</b>	LV work			HV and EHV work	2  (not in SSEN region)	24  (not in SSEN region)		Local Authority (LA) work		
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	<b>Unmetered Connections</b>	Private finance initiatives (PFI) Work						
		Other work						
<b>Consultation questions</b>								
<b>Section 1: Looking Back report 2017/18</b>								
<b>We want your views on how well the DNOs have performed over the last regulatory year</b>								
<b>Your engagement with the DNO</b>								
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
				x				
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
	x							
3. Tell us about how the DNO engaged with you <b>a)</b> What did the DNO do? <b>b)</b> How did the DNO do it <b>c)</b> Did the DNO have a robust engagement strategy?	SSEN's looking back gives what appears to be an accurate account of what, when and how they engaged with DG connection customers.  SSEN do engage with DG connection customers but not as much as some other DNO's.							
<b>The DNO's work plan</b>								
4. <b>Objectives:</b> Have you seen the DNOs work plans? <b>a)</b> Does it take into consideration your needs? If so, how? <b>b)</b> If it doesn't please explain why	We are familiar with SSEN's 2017/18 work plan. It addressed a number of areas that we believed were in need for improvement but on the whole it appeared to be more a case of numerous 'small steps' than any one 'big leap forward'.							
5. <b>Actions:</b> Do you think the DNO has delivered its work plan?	In their looking back report SSEN appear to have been honest about which initiatives/actions have been completed, partially completed or extended.							

<p><b>a)</b> How has the DNO done this?</p> <p><b>b)</b> If you do not think the DNO has delivered its work plan, please explain why</p>	<p>However, whilst it is clearly demonstrable that much work was done in the year (and we have no reason to challenge whether specific actions were completed), we remain concerned that it is still too difficult to a.) collate information in respect to the location and capacity of existing electrical infrastructure and b.) have a timely and meaningful conversation with the system planners to validate the information and ascertain the latest situation.</p>			
<p>6. <i>Outputs:</i> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why</p>	<p>In order to be meaningful the KPI's needed to say what the base level was and what was achieved in the period. For instance, one of the KPI's was "Reduction in time taken to provide a quote" but no detail was given about either the baseline or the level achieved.</p> <p>Also, we feel there is too much emphasis placed on the offer of a meeting (e.g. connection surgeries, post offer meeting with Commercial Contract Manager) being the best way to demonstrate engagement. Whilst there is a time and a place for a face to face meeting, often what we need initially is the ability to engage in a timely and meaningful way by phone or email. Unfortunately this can often be much harder than it should be.</p>			
<p><b>Your feedback on performance</b></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>It would appear that the actions/initiatives in 2017/18 were shaped by customer feedback but as customers we do not have any power to insist that SSEN tackles a particular issue or makes a particular improvement. The ability to pick up a phone and quickly discuss our requirements with a system planner (meaningfully and in a timely manner) is still our number one priority and whilst this is touched by certain initiatives/actions it was not as front and centre as we would have liked.</p>			
<p>8. How satisfied are you with the DNO's overall performance?</p>	<p>very unsatisfied</p>	<p>not satisfied</p>	<p>satisfied</p>	<p>very satisfied</p>
		<p>x</p>		
<p>9. General feedback</p>	<p>It is still too difficult to a.) collate information in respect to the location and capacity of existing electrical infrastructure and b.) have a timely and meaningful conversation with the system planners to validate the information and ascertain the latest situation.</p> <p>We still feel that not enough is being done on the following:</p>			

1. Thorough analysis of precisely what generation capacity is connected to SSEN's network (connected *and* operational)
2. Releasing (and discounting from load flow modelling) generation capacity that is not used
3. Managing and ultimately cancelling accepted offers where no progress towards connection can be demonstrated
4. Publishing results of Statement of Works/Mod Apps at GSP's and resulting headroom (or lack of)
5. Providing direct access to system planners (where appropriate) as opposed to filtering information and dialogue through Commercial Contract Managers

Other feedback:

Positive:

1. The Generation Availability Map on the website is generally good. (But as with other such offerings, the concept of "Red, Amber, Green" is probably now too crude an indication of whether or not the opportunity exists to connect any generation and as such, whilst we will use this tool, it is no substitute for talking to someone about connection possibilities in a given area.

Negative:

1. They did not consult with stakeholders prior to re-introducing A&D fees (however, of all the DNO's, WPD's new charging regime seems the most considered)
2. They do not offer a formal application service whereby, prior to confirming the import/export capacity required, a customer can ask the

	<p>DNO to investigate a range of export/import capacity options for a premises and identify the various different connection solutions in detail.</p> <p>3. Staged payments should be possible on all grid offers. Payment on acceptance must be justifiable. If the works are not going to proceed for sometime it is not reasonable for the DNO to demand that monies associated with works are paid on acceptance.</p>
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## 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?	SEN is OK at facilitating engagement with customers but we feel there is room for improvement.
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?	SEN appears to have a detailed plan of activities for the coming year but most of the actions/initiatives appear to be an evolution or continuation of last years rather than anything new.
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.)?	<p>On the whole the KPI's in the plan are associated with customers satisfaction at workshops/forums.</p> <p>We welcome the KPI committing to reduce the time it takes to issue connection offers but we feel this could have been more ambitious.</p>
13. Would you agree that the DNO proposed strategy, activities and outputs have been informed and endorsed by a broad and	We have no reason to doubt that SEN's actions/initiatives have been informed by stakeholders but we have no way of knowing if they have been actively endorsed

<p>inclusive range of connection stakeholders? If they have not been endorsed, has the licensee provided robust evidence that it has pursued this?</p>	
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## 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