

## Response template – Incentive on Connections Engagement

Question	Response																																		
<b>About you and your work</b>																																			
1. What is the name of your company?	MJS Grid 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.	SP Manweb  SPEN																																		
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>0</td><td>00</td></tr> <tr> <td>High Voltage (HV) Work</td><td>0</td><td>0</td></tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td><td>0</td><td>0</td></tr> <tr> <td>EHV work and above</td><td>0</td><td>0</td></tr> <tr> <td rowspan="2"><b>Metered Distributed Generation (DG)</b></td><td>LV work</td><td>0</td><td>0</td></tr> <tr> <td>HV and EHV work</td><td>40</td><td>1000</td></tr> <tr> <td rowspan="3"><b>Unmetered Connections</b></td><td>Local Authority (LA) work</td><td>0</td><td>0</td></tr> <tr> <td>Private finance initiatives (PFI) Work</td><td>0</td><td>0</td></tr> <tr> <td>Other work</td><td>0</td><td>0</td></tr> </tbody> </table>	Type of connection		Total number of connections	Total MVA of connections	<b>Metered Demand Connections</b>	Low Voltage (LV) Work	0	00	High Voltage (HV) Work	0	0	HV and Extra High Voltage (EHV) Work	0	0	EHV work and above	0	0	<b>Metered Distributed Generation (DG)</b>	LV work	0	0	HV and EHV work	40	1000	<b>Unmetered Connections</b>	Local Authority (LA) work	0	0	Private finance initiatives (PFI) Work	0	0	Other work	0	0
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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	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?	<p>Provided invites to attend Engagement events using various electronic communication – e-mail and generic on linked-in</p> <p>I had been trying to get invited or registered with SPEN as a stakeholder to get invited to the various Steering groups or forums for nearly a year. The people I spoke to within SPEN asking about this didn't have any idea on who I needed to speak to or how I could register which was really disappointing. I had to eventually request contact details from another party who sits on the SPEN steering group.</p> <p>Once I was registered the team were very good at inviting me to the various engagement events, etc.</p> <p>Need to ensure internal teams are aware of the engagement team and who to contact.</p>							

#### The DNO's work plan

4. <b>Objectives:</b> Have you seen the DNOs work plans?	As I have only recently joined the mailing list, etc. I haven't looked back at last years plan and reviewed the position.
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<p><b>a)</b> Does it take into consideration your needs? If so, how?</p> <p><b>b)</b> If it doesn't please explain why</p>				
<p>5. <b>Actions:</b> Do you think the DNO has delivered its work plan?</p> <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>6. <b>Outputs:</b> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Please explain why</p>				
<b>Your feedback on performance</b>				
<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>Since my recent involvement, SPEN seem keen to listen to my feedback and where possible, action those points.</p>			
<p>8. How satisfied are you with the DNO's overall performance?</p>	very unsatisfied	not satisfied	satisfied	very satisfied
		X		
<p>9. General feedback</p>	<p>As an 'educated' stakeholder, I have had to learn very quickly to deal with the SPEN RaDAR system to action and deal with my schemes.</p> <p>There is no guidance available and it is not user friendly at all.</p> <p>As we almost always have to use a generic email in-box to communicate with SPEN, it is very difficult to get hold of the parties dealing with schemes, and therefore someone to take ownership of queries, and as such no engagement is possible with the teams to answer simple questions and explain processes.</p>			

## 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?	Now I am involved in the system and know who to approach, I feel that as an individual they are willing and able to engage, listen and learn.  If I was new to the sector, I would struggle to get information from them or understand how to engage as a stakeholder. This needs to be improved on.
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?	Agree on these points being relevant for the segments I am interested in.
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.)?	Setting time deadlines are a good measure, but it needs to be ensured that this is not at the detriment of being able to deliver a worthwhile product/service, 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	I have been asked to review the ICE plan and have no issues with it.

licensee provided robust evidence that it has pursued this?	
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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