

Response template – Incentive on Connections Engagement

- 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 [here](#).
- 1.3. If you have any questions on this document, please contact connections@Ofgem.gov.uk.
- 1.4. **Responses should be sent by e-mail by 28 August 2020 to the address above.**
- 1.5. Unless marked confidential, all responses will be published by placing them in Ofgem's library and on our 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.
- 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. We ask you to consider this carefully as sharing the comments with the relevant DNO may help improve their performance and ensure a transparent and effective ICE process. Respondents are asked to put any confidential material in the appendices to their responses.
- 1.7. 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 below.
- 1.9. **Please ensure that you indicate the DNO or specific licence area** to which your experiences relate. Each DNO is group and individual DNO is listed on our [here](#). Please note that 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: response template

About you and your work				
What is the name of your company?	Th Greater South East Energy Hub			
Is your response confidential? Please explain which parts and why. For a fair process, we prefer the DNOs to be able to respond to any comments made, particularly if they are negative. Please consider carefully before marking any part of your response confidential.	We are happy for our response to be shared with Scottish & Southern Electricity Networks.			
Which DNO's ICE submission is your response related to? If you wish to provide a response to the ICE submission of more than one DNO group, please use a separate template for each group.	Scottish & Southern Electricity Networks			
What type of connection do you generally require? For each type of connection, how many applications have you made in the past year, and what is the total MVA (Mega Volt Ampere)?	Type of connection		Total number of connections	Total MVA of connections
	Metered Demand Connections	Low Voltage (LV) Work		
		High Voltage (HV) Work		
		HV and Extra High Voltage (EHV) Work		
		EHV work and above		
	Metered Distributed Generation (DG)	LV work		
		HV and EHV work		
	Unmetered Connections	Local Authority (LA) work		
		Private finance		

		initiatives (PFI) Work		
		Other work		

Section 1: Looking Back report 2019/20

We want your views on how well the DNOs have engaged with connections stakeholders over the last regulatory year

1. How many of the DNO's stakeholder engagement events have you been invited to this year? (This can include engagement outside official events.) Please tick a box.	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. Please tick a box.	none	1	2	3	4	5	6	>6
								X
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 GSE Energy Hub have had really positive engagement with SSEN, including at a EV Workshop we ran which involved a range of local authority stakeholders as well as SSEN and National Grid. SSEN's input into this workshop (which included a presentation and discussion forums) was very positively received by a number of other stakeholders who also attended. This was reflected in individual follow up discussions between these stakeholders and SSEN. SSEN have also recognised the value of the Energy Hub due to our connections and communication channels, in being able to work together to actively engage stakeholders, especially public sector organisations. The Energy Hub has also attended and helped to raise awareness of SSEN's engagement events through our network of stakeholders. At these events SSEN has actively sought feedback on performance and future working through online polls and specific feedback from attendees.							

The DNO's work plan

4. Objectives: Have you seen the DNOs work plans and the objectives they outline? a) Does it take into consideration your needs? If so, how? b) If it doesn't please explain why.	Yes. These have been shared at a number of engagement events (face-to-face and online) which the GSE Energy Hub have attended. In information circulated, SSEN have highlighted the engagement and continued joint working with the Energy Hub as part of their future working. This helps the Energy Hub to maximise opportunities to broker discussions between stakeholders and SSEN – which in turn has the potential to help drive local energy projects forward.
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<p>5. <i>Actions:</i> Do you think the DNO has delivered its work plan? a) How has the DNO done this? b) If you do not think the DNO has delivered its work plan, please explain why.</p>	<p>Not had sufficient involvement to comment on all aspects of the workplan, but SSEN appear to have engaged stakeholders in their plans from the number of events. webinars and other communications received. This has also included stakeholders which the GSE Eneergy Hub have referred to SSEN.</p>			
<p>6. <i>Outputs:</i> Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Did the DNO meet these outputs? Please explain why.</p>	<p>See above.</p>			
<p>Your feedback on the DNOs stakeholder engagement performance</p>				
<p>7. Do you think the DNO's strategy, activities and outputs have taken into account ongoing feedback from a broad and inclusive range of connections stakeholders?</p>	<p>Yes.</p>			
<p>8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.</p>	<p>very unsatisfied</p>	<p>not satisfied</p>	<p>satisfied</p>	<p>very satisfied</p>
<p>9. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.</p>	<p>The GSE Energy Hub have developed a very good working relationship with SSEN. So far, we have found them to be very open to engagement and proactive in finding the most effective ways engaging stakeholders – hence engagement with the Energy Hub as one of these channels.</p>			

<p>Section 2: Looking Forward plans 2020/21</p>	
<p>We want your views on what the DNO aims to achieve in the coming year</p>	
<p>10. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?</p>	<p>Yes, based on experience so far.</p>
<p>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?</p>	<p>Yes, there are a series of stakeholder events with regular communication to stakeholders.</p>

<p>If not, has the DNO provided reasonable and well-justified reasons? What other activities should the DNO do?</p>	
<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.)?</p>	<p>Yes. From the information seen so far communicated at the stakeholder forums the GSE Energy Hub have attended.</p>
<p>13. Would you agree that the DNO's proposed strategy, activities and outputs have been informed and endorsed by a broad and inclusive range of connection stakeholders? If not, has the DNO provided robust evidence that it has pursued this engagement?</p>	<p>Yes. The Energy Hub have attended and help generate attendance to a number of SSEN's stakeholder events and we have likewise engaged them where appropriate in events and discussions with specific stakeholders around a range of projects and themes, relating to SSEN's activities.</p>