

Scottish and Southern Electricity Networks – Looking Back to 2019-20

About you and your work																											
1. What is the name of your company?	BUUK Infrastructure																										
2. 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. So please consider carefully before marking any part of your response confidential.'	This response is not confidential. We have not completed section 4 as this part is commercially sensitive. We feel that this has no bearing on our comments and as this is commercially sensitive, we do not feel it is appropriate to share this data widely.																										
3. 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 and Southern Electricity Networks																										
4. What type of connection do you generally require? 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>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></td> </tr> <tr> <td>High Voltage (HV) Work</td> <td></td> </tr> <tr> <td>HV and Extra High Voltage (EHV) Work</td> <td></td> </tr> <tr> <td>EHV work and above</td> <td></td> </tr> <tr> <td rowspan="2">Metered Distributed Generation (DG)</td> <td>LV work</td> <td></td> </tr> <tr> <td>HV and EHV work</td> <td></td> </tr> <tr> <td rowspan="3">Unmetered Connections</td> <td>Local Authority (LA) work</td> <td></td> </tr> <tr> <td>Private finance initiatives (PFI) Work</td> <td></td> </tr> <tr> <td>Other work</td> <td></td> </tr> </tbody> </table>			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	
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Section 1: Looking Back report 2019/20								
<i>We want your views on how well the DNOs have engaged with connections stakeholders over the last regulatory year</i>								
5. 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
6. 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
7. Tell us about how the DNO engaged with you: j) What did the DNO do? k) How did the DNO do it? l) Did the DNO have a robust engagement strategy?	Engagement with SSEN is primarily via stakeholder workshop events where various people from our IDNO and ICP business are invited. We also have bilateral meetings with their operational teams to discuss connection issues. The structure of their engagement with us seems robust and has a strategy. SSEN have recently introduced a user group process where they have been chairing meetings with customers. This has worked well, and we have been actively involved in this process.							
The DNO's work plan								
8. <i>Objectives:</i> Have you seen the DNOs work plans and the objectives they outline? g) Does it take into consideration your needs? If so, how? h) If it doesn't please explain why.	Yes, SSEN have always put together work plans and objectives. Some of this is similar to other DNOs in that it is about holding meetings, rather than actions. We are generally satisfied that they are taking into account the customers views and acting on them.							
9. <i>Actions:</i> Do you think the DNO has delivered its work plan? g) How has the DNO done this? h) If you do not think the DNO has delivered its work plan, please explain why.	Yes, we are pleased with the work that SSEN is undertaking. From an ICE point of view, they are very engaging and have continued to build robust processes into their business over the last few years.							

10. Outputs: Were the outputs (KPIs, targets etc) in the DNO's work plan appropriate? Did the DNO meet these outputs? Please explain why.	Yes, SSEN measure against the plans and provide data to demonstrate what they have achieved. Their plans are normally quite comprehensive and detailed.			
Your feedback on the DNOs stakeholder engagement performance				
11. 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?	Yes, we see that SSEN has improved their service over the last few years and that they are listening to their customers views. We also see SSEN undertaking quick win solutions that are more reactive to stakeholders' comments from the workshops and unfortunately never makes it into the workplan so there is no credit for this work. We see this as a failing of the ICE process.			
12. How satisfied are you with the DNO's overall engagement performance?	very unsatisfied	not satisfied	satisfied	very satisfied
			x	
13. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.	SSEN have made a number of changes within their business this year and we can see that this has improved their service to customers. We are pleased that they have listened and are dealing with the issues identified. We are also seeing engagement at the highest level within their organisation and this is showing significant improvement in commitment throughout their organisation.			

Scottish and Southern Electricity Networks – Forward Looking to 2020-21

Section 2: Looking Forward plans 2020/21	
We want your views on what the DNO aims to achieve in the coming year	
1. Are you satisfied that the DNO has a comprehensive and robust strategy for engaging with connection stakeholders and facilitating joint discussions where appropriate?	SSEN have set out clear deliverables for IDNO in their ICE workplan for 2020/21. The plan clearly demonstrates the customer types that will benefit from the individual commitment. This approach should be considered by other DNOs to provide simple high-level overview.
2. 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 DNO provided reasonable and well-justified reasons? What other activities should the DNO do?	Yes, these are a reasonable set of activities and clearly set out which IDNO will be affected.
3. Do you consider that the DNO has set relevant outputs that it will deliver during the regulatory year (e.g. key performance indicators, targets, etc.)?	There is now more clarity on the individual commitments where a number of these are relevant to ICP/IDNO. If improvements are identified through the ICE period, there is not a mechanism for the DNO to amend their ICE plan. Equally, if tasks are identified that cannot be completed in a 12 month ICE period then these are not recorded as the DNO knows they are unable to achieve them in a 12-month timescale but knows this will happen over 24 months. As this is beneficial to the customer, it should be being recorded and the ICE process should accommodate this.
4. 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?	We have been engaged with the development of SSEN's ICE strategy via their engagement days, but there was not a great deal of other customers present at these. Maybe a different form of engagement, co-ordinated across all DNOs, with fewer meetings with multiple DNOs at the same location at the same time would be a better approach to engaging customers.

	It would also be useful for the DNO to meet with more customers bilaterally as we find this particularly useful. Perhaps offering to meet at their premises rather than asking for customers to come to them, would encourage this.
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