

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?	Dandara Limited			
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.	No.			
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.	Southern Electric Power Distribution plc South of England			
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	Circa 400 domestic plots per year	Circa 400 domestic plots per year
		High Voltage (HV) Work	Circa 400 domestic plots per year	Circa 400 domestic plots per year
		HV and Extra High Voltage (EHV) Work	N/A	N/A
		EHV work and above	N/A	N/A
	Metered Distributed Generation (DG)	LV work	N/A	N/A
		HV and EHV work	N/A	N/A
	Unmetered Connections	Local Authority (LA) work	10 street lights associated	10 street lights associated

			with highway works	with highway works
		Private finance initiatives (PFI) Work	N/A	N/A
		Other work	N/A	N/A

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?	<p>A) Answered questions on technical problems I was encountering, including signposting me to the correct technical department within the DNO. Explained best practice and processes involved.</p> <p>B) Online webinars, drop in sessions, open lines of communications based on engagement contact.</p> <p>C) Yes, they in my opinion have set a presedent in terms of stakeholder engagement for other utility providers (telecom and water) to follow. SSEN were the first in my experience to offer regular, USEFUL, engagement. They always request feedback and listen to it, actioning it within their strategy.</p>							

The DNO's work plan

4. <i>Objectives:</i> 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.	<p>A) Yes, they are well aware of the key factors involved with residential developers, including cost, security of supply, early engagement and environmental factors. Stakeholder led strategy.</p> <p>B) N/A – I am extremely satisfied with SSEN's engagement, which in my opinion is exemplary.</p>
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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>A) Yes, I feel that it has since it has regular engagement and I have also seen a development in terms of costs. It used to be a grand total sum of money for costs and now it is a full itemised breakdown.</p> <p>B) N/A</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>It is not really for me to say or judge the KPI's, however when I have seen statistics been shown by SSEN, they have not been statistics for statistics sake and clearly demonstrate that their strategy is working e.g. a reduction in complaints, an increase in attendance to stakeholder events, an increase in satisfaction etc.</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, even though I sit and attend their events as a residential developer / client, I also see IDNOs attending the event who I also work alongside on my projects. As such, I feel the DNO answers and addresses a broad and inclusive range of stakeholders.</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>X</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>As above – exemplary.</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, they are already tackling the challenges I am seeing such as renewables and electric car charging.</p>
<p>11. Do you agree that the DNO has a comprehensive work plan of activities (with associated delivery dates) that will meet the</p>	<p>Yes</p>

requirements of its connection stakeholders? If not, has the DNO provided reasonable and well-justified reasons? What other activities should the DNO do?	
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.)?	Yes
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?	Yes