

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?	Electrical Testing Ltd (Represented by James Barker, Chief Engineer & Compliance)																										
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.	There is no reason for my response to be treated as confidential and I am entirely comfortable with full transparency of my comments.																										
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.	<p>SSE ICE Initiative(s)</p> <p>19.08 (2019). Following User Acceptance testing, we will implement our new GIS system for external users.</p> <p>19.09 (2019). We will host training sessions for stakeholders on how to use our new GIS system.</p>																										
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 <table border="1"> <tr> <td rowspan="4">Metered Demand Connections</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">Metered Distributed Generation (DG)</td> <td>LV work</td> <td></td> <td></td> </tr> <tr> <td>HV and EHV work</td> <td></td> <td></td> </tr> <tr> <td>Unmetered Connections</td> <td>Local Authority (LA) work</td> <td>>500</td> <td></td> </tr> </table>	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	>500		Total number of connections	Total MVA of connections
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		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
								✓
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
								✓
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) The DNO gave a very suitable introduction to a new GIS system and the chance to provide feedback on it. Very flexible solutions were available to enable suitable training.</p> <p>b) Engagement was carried out through face to face workshops and webinars for remote access.</p> <p>c) Yes, the engagement strategy was very robust and successful. Communication efforts were commendable throughout the delivery of the initiative.</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>Yes, there are a number of initiatives which would prove to be advantageous. One example of particular interest would be ICE Initiative 20.05, 'We will redesign and update our Unmetered webpage including information on unmetered MPANs and connecting onto an existing asset'.</p> <p>a) This initiative is very relevant to our business, so it certainly takes into consideration our needs.</p> <p>b) Not Applicable</p>
5. <i>Actions:</i> Do you think the DNO has delivered its work plan?	<p>a) Yes, I absolutely believe that SSE have delivered their work plan in this period.</p> <p>b) Not Applicable</p>

<p>a) How has the DNO done this?</p> <p>b) If you do not think the DNO has delivered its work plan, please explain why.</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>Yes, I am entirely satisfied that the outputs were appropriate and suitably met by the DNO. All milestones in relation to the initiative concerned were achieved on target.</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, I firmly believe that SSE have continued to ensure that they actively engage with a diverse range of stakeholders. The efforts made during normal circumstances is always commendable and this has not suffered even during the complexities introduced by COVID-19. In my opinion SSE have adapted to the pandemic situation and enhanced their efforts for engagement by introducing alternative options for effective communication.</p>			
<p>8. How satisfied are you with the DNO's overall engagement performance? Please tick one box.</p>	very unsatisfied	not satisfied	satisfied	very satisfied
				✓
<p>9. General feedback – please provide any further feedback on the DNO's 2019/20 engagement performance not covered in your responses above.</p>	Not Applicable			

<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, very much so. The willingness to engage with a range of stakeholders has been clearly evident in my opinion.</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? If not, has the DNO provided reasonable and well-justified reasons? What other activities should the DNO do?</p>	<p>Yes, I believe that this is well documented within the DNO's looking forward report.</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, again these are well documented and updates/achievements are shared accordingly at suitable intervals.</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, I believe that this is the case. Having been involved with SSE stakeholder workshops and participating within a scrutiny panel, I am able to see how the development of initiatives have evolved from initial conception to completion and the relevance that these have across the range of stakeholders.</p>