

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?	Centrica Business Solutions			
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.	<p>This response is non-confidential and may be published.</p> <p>Any DNO wishing to discuss our response may contact me at helen.stack@centrica.com.</p>			
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 .	SSEN – all areas			
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?	<p>a) & b) – SSEN is one of the most proactive DNOs in engaging through ICE. As in 2018, SSEN contacted us following our 2019 ICE consultation response to explore our comments in more detail. This is useful. SSEN has also offered to discuss comments made during stakeholder session off-line.</p> <p>SSEN provides news letters and ran a number of physical and online seminars during this period.</p> <p>SSEN held the Connections Customer Steering Panel webinars (split into sectors e.g. DG and I&C) to run through an ICE update and other key policy developments a few weeks before this consultation came out.</p> <p>c) – Yes SSEN has a robust engagement strategy at multiple levels i.e. individual through to sector engagement.</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</p> <p>a) – Addresses our needs in a number of ways, from making it clearer who to contact to, webinars on G99 changes, sharing information on SSEN's EV strategy and flexible connections. Plus a number of information improvements.</p>							

<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>Yes</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 – the output measures were much more specific than those offered by several other DNOs. The report suggests SSEN met the outputs and we don't have any reason to disagree with that.</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>We have some frustrations about the quality of SSEN's network data at lower voltage levels – I've been given an example of SSEN not knowing the size of its own cable connecting an existing site where we were installing LCT equipment and asking us to provide this information. The cable concerned had been sealed by SSEN and was inaccessible to us. We did find a work-around using our own monitoring equipment and therefore did not escalate it further. The purpose of this comment is to encourage improvements to data quality at lower voltages.</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, and we support the new engagement model of fewer but but better "quality" events, where "quality" represents the usefulness of the updates provided.</p>
<p>11. Do you agree that the DNO has a comprehensive work plan of activities (with</p>	<p>Yes – in that the activities presented should help improve our connections experience.</p>

<p>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>Network data - We have had experienced some challenges with network data in the SSEN region – especially at LV level. I think this may be being addressed elsewhere by SSEN – but improving data quality for connecting customers is not* part of the Looking Forward plan and perhaps should be.</p> <p>*There is a looking forward action to increase regularity of demand and generation heat map updates and we welcome that.</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 – the outputs are very specific and also relevant for connecting customers.</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</p>

