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## **Appendix F: Recent Connections Stakeholder Events**

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Activity and purpose	Timing, location and number of attendees	Feedback	What changed
<p><b>Connections Events – offering information on our connections process and inviting feedback on area’s which need improvement</b></p> <p>(This pulls together the activities identified, north and south, by Operations, Commercial, Customer Service and Systems Planning)</p> <ul style="list-style-type: none"> <li>▪ Stakeholders aware of full process including company and regulatory restrictions, timescales.</li> <li>▪ Suggested changes relating to RIIO-ED1 rolled out to encourage understanding and comment.</li> </ul> <p>Feedback on key sections of process obtained to support business change plans.</p>	<p><b>SEPD</b></p> <ul style="list-style-type: none"> <li>▪ Appleton and Eaton (17)</li> </ul> <p><b>SHEPD</b></p> <ul style="list-style-type: none"> <li>▪ Perth Depot 05/06/13 (3)</li> <li>▪ Torrachilty 20/06/13 (25)</li> <li>▪ Inverness 10/09/13 (13)</li> <li>▪ Aberdeen 12/09/13 (8)</li> <li>▪ Fort William 24/10/13 (0)</li> <li>▪ Oban 25/10/13 (10)</li> <li>▪ Western Isles 01/10/13 (13)</li> <li>▪ Kirkwall 08/10/13 (7)</li> <li>▪ Pitlochry 10-11/10/13 (500)</li> </ul>	<p>Included such things as:</p> <ul style="list-style-type: none"> <li>▪ More Personal contact between SSEPD and customer at feasibility stage</li> <li>▪ More info on how Transmission upgrade is affecting timescales for connections</li> <li>▪ Guidance documents for Generation / Minor &amp; Major customers process and definition</li> <li>▪ Explain IDNO/ICP and nested networks</li> </ul>	<ul style="list-style-type: none"> <li>▪ Portfolio meetings with Major customer</li> <li>▪ Greater understanding of industry regulations improving overall customer satisfaction</li> <li>▪ Production of New Connections guides, You have a choice leaflet, My Generation leaflet</li> <li>▪ Greater awareness of SSEPD business improving brand recognition.</li> </ul>
<p><b>Minor Connections Stakeholder Engagement Days (South)</b></p> <p>3 Regional Engagement Days where local developers / companies / customers will be</p>	<p>01 September – 31 October 2013</p> <p>Eastleigh New Connections Event</p>	<p>Feedback around:</p> <ul style="list-style-type: none"> <li>▪ Changes we have made in response to feedback</li> <li>▪ Initial contact with the connections and</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduction in number of non competent applications</li> <li>▪ Reduction in complaints</li> <li>▪ Provided clarity to small-medium connections</li> </ul>

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<p>invited along to discuss our procedures and connections processes</p>	<p>26/09/13 (4)</p> <p>Lambourne New Connections Event 02/10/13 (2)</p> <p>Ascot Minor connections Event 09/10/13 (12)</p>	<p>engineering team and what details are required to move forward with the job</p> <ul style="list-style-type: none"> <li>▪ The quotation process for small and large connections</li> <li>▪ Wayleaves</li> <li>▪ Project delivery</li> <li>▪ Disconnections process</li> <li>▪ Competition in connections</li> <li>▪ Individual stakeholder issues such as specific jobs, budget quotes, regulation, reinforcement and monitoring of cost apportionment, business separation, quote validity, diversions, regulation and guaranteed standards.</li> </ul>	<p>customers on our new connections process, regulation relating to the process</p>
<p><b>Major Connections Stakeholder Engagement Days</b></p> <p>One central engagement day where larger developers were invited along to discuss our procedures and connections processes</p>	<p><b>Newbury Major Connection Event</b></p> <p>15/10/13 (3)</p>	<ul style="list-style-type: none"> <li>▪ There was a strong feeling amongst major connections stakeholders that SSEPD should be engaging with technically competent stakeholders that have a large involvement within the industry and fully understand the policies and</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clarify our new connections process, regulation relating to the process, changes we have made in response to feedback so far and encouraging further feedback on our process and future plans</li> <li>▪ Reduction in number of non</li> </ul>

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		<p>regulations, when looking at making changes to policies, processes etc.</p>	<p>competent applications</p> <ul style="list-style-type: none"> <li>▪ Reduction in complaints</li> </ul>
<p><b>DG Engagement Days</b></p> <p>3 engagement days where small scale and large scale DG developers / companies / customers come along to discuss our procedures and connections processes</p>	<p><b>Thatcham small scale DG events</b> 7,8, 9, 14,15, 16/02/12 (91)</p> <p><b>Newbury small scale DG events</b> 11-12/11/13 (34)</p> <p><b>Large scale DG event</b> 17/04/13</p>	<ul style="list-style-type: none"> <li>▪ How we can improve our customer service</li> <li>▪ How DNOs could help to promote the connection of renewable generation</li> <li>▪ The cost apportionment rules for network reinforcement don't provide a level playing field for demand and generation connections</li> <li>▪ Improve communications with customers from application to connection and commissioning</li> <li>▪ Improve website</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduction in number of non competent applications</li> <li>▪ Reduction in complaints</li> <li>▪ Identify areas in our business processes where improvements can be made</li> <li>▪ Gain a better understanding of how the services we provide are perceived by customers</li> <li>▪ Educate distributed generation customers on SSEPD business activities and the beginning to end process of G83 and G59 applications</li> <li>▪ Further changes since 2012 event have been updated to customers via newsletter mail shots and will be included in discussions at future DG events</li> <li>▪ Share information with stakeholders regarding</li> </ul>

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			protection and commissioning <ul style="list-style-type: none"> <li>▪ Allow opportunity for open technical discussion about any keys issues stakeholders have</li> </ul>
<p><b>Orkney ANM Dissemination Event</b></p> <p>Event on Orkney to give interested customers an opportunity to review the success of Active Network Management and integrating this into a Business as Usual Model</p>	<p><b>Sharing learning with other DNOs</b> London May 2012 (50)</p> <p><b>Dissemination Event</b> Orkney September 2013 (40)</p>	<ul style="list-style-type: none"> <li>▪ Other DNOs have implemented ANM following the events</li> </ul>	<ul style="list-style-type: none"> <li>▪ Classroom style engagement session to enable attendees to see the applicability of Active Network Management within their own business.</li> </ul>
<p><b>Local Authority liaison meetings</b></p> <p>Share feedback on performance under Unmetered Connections Service standards</p>	<p>Bi Annual, May and November</p>		<ul style="list-style-type: none"> <li>▪ Timely connections</li> <li>▪ Improved the efficiency of the connections process</li> <li>▪ To co-ordinate our network investment plans with connection customers development plans and Local Authority Development Plans</li> </ul>
<p><b>Unmetered Connection Event</b></p>	<p>Newbury unmetered connection event</p>	<ul style="list-style-type: none"> <li>▪ Individual stakeholder issues relating to specific</li> </ul>	<p>Clarified the following for attendees:</p>

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<p>Providing unmetered connections customers with information on our unmetered connections process, MSIDs, regulation and guaranteed standards relating to the process, encouraging feedback on our process and future plans</p>	<p>15/10/13 (15)</p>	<p>jobs</p>	<ul style="list-style-type: none"> <li>▪ MPANs and inventory</li> <li>▪ Guaranteed Standards of Performance</li> <li>▪ Your choices – DNO, ICP, RAJ</li> <li>▪ The process of using an ICP</li> <li>▪ Accreditation, auditing, access and adoption</li> </ul>
<p><b>DG Forum</b></p> <p>We arranged this event in collaboration with Scottish Power to deliver a presentation to industry DG customers. Update on improvements over the past year and Director Level Keynote Speech.</p>	<p>Glasgow October 2013 (120)</p>	<ul style="list-style-type: none"> <li>▪ Recognition of the improvements we have made on feedback from Ofgem DG Forum</li> <li>▪ Very positive feedback on our commitments and changes we have implemented as part of our DG Improvement Plan</li> <li>▪ Pleased that we have increased the number of account managers making it easier to communicate with us</li> </ul>	<ul style="list-style-type: none"> <li>▪ Our DG Improvement plan is available on our website. Changes include: extending our acceptance period and improving the format and style of the connection offer.</li> </ul>
<p><b>ENA Distributed Generation Technical Forum</b></p> <p>Requested by Distributed Generation operators and installers to discuss technical issues with the connection of DG to DNO</p>	<p>London 27/08/13 (16)</p>	<p>DNOs were asked to come back with an industry response in relation to issues raised by DG operators and installers in relation to G83, G59</p>	<ul style="list-style-type: none"> <li>▪ Better understanding of the DNOs position by the DG operators and installers</li> <li>▪ Meeting resolved 3 issues with a further 7 issues to be</li> </ul>

Activity and purpose	Timing, location and number of attendees	Feedback	What changed
networks			looked at future meetings.
<p><b>Presentation at Scottish Hydro Renewable Energy Conference (SHREC)</b></p> <p>Presentation to potential applicants to explain the connections process in detail prior to submission of a formal application</p>	<p>Inverness May 2013 (250)</p>	<ul style="list-style-type: none"> <li>▪ Presentation dispelled a lot of the myths that it is hard to make a connection application</li> <li>▪ We are making it easy for customers to get in touch with the right people</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduction in number of non competent applications.</li> <li>▪ We now have regular contact with landowners, small and large scale DG developers working in our area</li> </ul>
<p><b>All Energy</b></p> <p>Trade stand at All Energy event in Aberdeen. Key Commercial and Future Networks staff available to answer customer enquiries and assist with application process</p>	<p>Aberdeen May 2013 (open industry event)</p>	<ul style="list-style-type: none"> <li>▪ Presentation dispelled a lot of the myths that it is hard to make a connection application</li> <li>▪ We are making it easy for customers to get in touch with the right people</li> <li>▪ Individual stakeholder issues relating to specific sites/jobs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduction in number of non competent applications.</li> <li>▪ We now have regular contact with landowners, small and large scale DG developers working in our area</li> <li>▪ Embedded Generation User Guide produced to help guide customers through the connection process</li> </ul>
<p><b>Scottish Renewables Working Group</b></p> <p>Presentation at each meeting to the group on improvements introduced since the previous meeting. Actively listen to group issues or concerns to develop working</p>	<p>Glasgow Bi Monthly (20-30 attendees per meeting)</p> <p>Glasgow 04/12/12, 12/03/13, 02/05/13,</p>	<p>The working group have raised the following issues for resolution:</p> <ul style="list-style-type: none"> <li>▪ Payment Schedules</li> </ul>	<ul style="list-style-type: none"> <li>▪ We have adopted a fairer deposit policy that has been well received by the group</li> <li>▪ We have introduced a policy to protect small DG</li> </ul>

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solutions	21/06/13, 14/08/13 and 02/10/13	<ul style="list-style-type: none"> <li>▪ Urgent clarity on CMP192 underwriting requirements</li> <li>▪ The importance of innovative network solutions</li> <li>▪ Customer engagement</li> <li>▪ Information provision</li> <li>▪ Legacy Contracts</li> </ul>	<p>customers from CMP192 liabilities on a temporary basis – we have also agreed to be involved in a CUSC mod group</p> <ul style="list-style-type: none"> <li>▪ We are about to introduce Active Network Management as a Business as Usual option</li> <li>Customer engagement</li> <li>▪ We have increased the resource of Account Managers significantly and committed to engage in more ways, as per the customer preference</li> <li>▪ We have committed to spend £1M to develop heat-maps, further to customer request. We have also removed the cost for Budget Estimates and reduced the cost of Feasibility Studies</li> <li>▪ We have dedicated resource to tackle the legacy contracts issue and already recovered 40MW's that was not being utilised but had been contracted</li> </ul>



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<p><b>National Farmers Union Conference</b></p> <p>Presentation to potential applicants to explain the connections process in detail prior to submission of a formal application. Focusing on issues affecting farmers relating to embedded generation connections</p>	<p>Edinburgh May 2013 (60)</p>	<ul style="list-style-type: none"> <li>▪ Presentation dispelled a lot of the myths that it is hard to make a connection application</li> <li>▪ We are making it easy for customers to get in touch with the right people</li> <li>▪ Invited to attend 2014 conference and a regional meeting in Aberdeen</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduction in number of non competent applications.</li> <li>▪ We now have regular contact with landowners, small and large scale DG developers working in our area</li> <li>▪ Commitment from SSEPD to put together a timeline/step-by-step guide on what actions need to be taken on the customer side to achieve a successful grid connection.</li> </ul>
<p><b>Community Energy Scotland Annual Conference</b></p> <p>Provided clarity to small-medium connections customers on our new connections process, regulation relating to the process</p>	<p>Perth 06/11/12 (100)</p>	<ul style="list-style-type: none"> <li>▪ We need to make it easier for developers of small scale generation to communicate with us</li> </ul>	<ul style="list-style-type: none"> <li>▪ A central email address set up (<a href="mailto:community.energy.champion@sse.com">community.energy.champion@sse.com</a>) to make sure community enquiries are handled effectively</li> </ul>
<p><b>Our Programme of Listening for RIIO-ED1</b></p> <p>Our regulator, Ofgem, has asked us to prepare a business plan, for the period 1 April 2015 to 31 March 2023, which takes</p>	<p><b>Telephone and Street Survey</b> June –July 2012 (1212)</p> <p><b>Our First</b></p>	<ul style="list-style-type: none"> <li>▪ Details of stakeholder feedback and our business response to each element of the consultation can be found on our website.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Developed a business plan, for the period 1 April 2015 to 30 March 2023 which balances our stakeholders' views against the things we need to do to ensure our</li> </ul>

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<p>the low carbon future and other regulatory changes in to account.</p> <p>We were determined to place the needs of our customers and stakeholders at the centre of our planning to ensure our distribution networks are fit for purpose.</p>	<p><b>Consultation</b> Sept-Nov 2012 (116)</p> <p><b>6 Focus Groups and one-to-one interviews with key stakeholders</b> Nov-Dec 2012 (117)</p> <p><b>Online Survey</b> Dec-March 2012 (106)</p> <p><b>Our Second Consultation</b> Feb-March 2013 (67)</p> <p><b>Two Parliamentary Events (Holyrood and Westminster)</b> March 2013 (21)</p> <p><b>Two Stakeholder Events (Perth and Newbury)</b> March 2013 (52)</p>		<p>network operates effectively and efficiently.</p>
<p><b>Our post RIIO-ED1 business plan submission Programme of Listening</b></p> <p>Gathering quantitative and qualitative</p>	<p><b>Your Future Energy Network website survey</b> July - Oct 2013</p>	<ul style="list-style-type: none"> <li>▪ Stakeholders are supportive for each of the 12 commitments within SSEPD's RIIO-ED1</li> </ul>	<ul style="list-style-type: none"> <li>▪ To develop a business plan, for the period 1 April 2015 to 30 March 2023 which balances our stakeholders' views against the things we</li> </ul>

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<p>support for our RIIO-ED1 business plan commitments</p>	<p>(513)</p> <p><b>Facebook poll</b> July -Sept 2013 (56)</p> <p><b>Interviews with key stakeholders</b> July - Oct 2013 (19)</p> <p><b>Survey of domestic customers across SEPD and SHEPD</b> July – Sept 2013 (2737)</p>	<p>business plan.</p> <ul style="list-style-type: none"> <li>▪ The 12 commitments resonate strongly with customers and stakeholders, with the overwhelming majority of those consulted saying that the commitments are important to them personally.</li> <li>▪ Most customers and stakeholders agree that it is important to consult, as well as the consultation itself being seen as an important mechanism for improving customer relations.</li> <li>▪ The methodological approach to the consultation was strongly endorsed by customers and stakeholders alike, with the vast majority not only enjoying the experience of taking part but also seeing the overall approach as effective and informative.</li> </ul>	<p>need to do to ensure our network operates effectively and efficiently.</p>

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<p><b>Establish a Customer Voice Group in SHEPD and SEPD</b></p> <ul style="list-style-type: none"> <li>▪ Provide feedback on the effectiveness of SSEPD initiatives and methods of addressing stakeholder issues/concerns</li> <li>▪ Act as a 'sounding board' for new ideas</li> <li>▪ Advise/draw attention to key issues of current or emerging stakeholder concern</li> <li>▪ Influence SSEPD strategic objectives and future investment plans</li> <li>▪ Support and facilitate joint-working between SSEPD and consumer groups</li> <li>▪ Offer advice on any other issues that may be referred to it by SSEPD</li> </ul>	<p>Meeting in Glasgow and London in December 2013 (13)</p>		

