



**SPEN / SSEN ICP/IDNO
Stakeholder Workshop
The Grange Manor
Wednesday 9th October 2019
09:00 – 13:00**

Welcome and Introductions

Euan Norris



Company Representatives

SPEN

- Euan Norris** - Stakeholder and Community Manager
- Eddie Mulholland** - District General Manager
- Gerry Boyd** - Commercial and Innovation Manager
- Craig Graham** - Head of Design and Planning
- Constance Caskie** - Commercial Manager SPD
- Susan Miller** - RAdAR Business Analyst
- Holly Goodwin** – Senior Design Engineer
- Stuart Walker** - Stakeholder Manager

SSEN

- Richard Chandler** – Head of Connections Delivery
- John Baker** – Procedures and Investigations Manager
- Shaun Mitchell** – GIS Business Implementation Mngr
- Maryline Guinard** – Commercial Policy Analyst (CiC)
- Sian Hughes** – ICE Team Lead
- Gary Thomson** – Competition in Connections
- Mark Westwood** – Account Manager
- Bryan Doyle** – Network Connections Designer
- Helene Bjørndal Fosse** – Connections Engagement Coordinator



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Safety Contact

Richard Chandler – Head of Connections Delivery SHEPD



Agenda



09:00 Registration & Refreshments

09:30 Welcome & Introductions

09:40 ICE & Business Update

10:00 Breakout Sessions

SSEN: G81 Documents

SSEN: New GIS

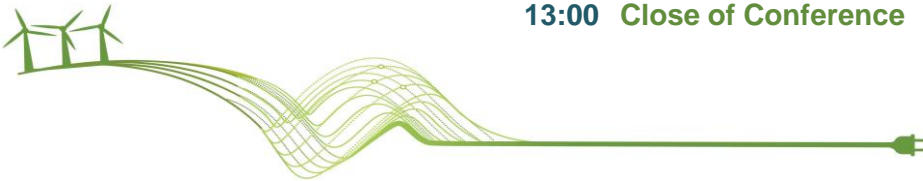
SPEN: RAdAR

SPEN / SSEN: Update on G98 / G99 Consultation

12:00 Closing Remarks

12:10 Networking Lunch

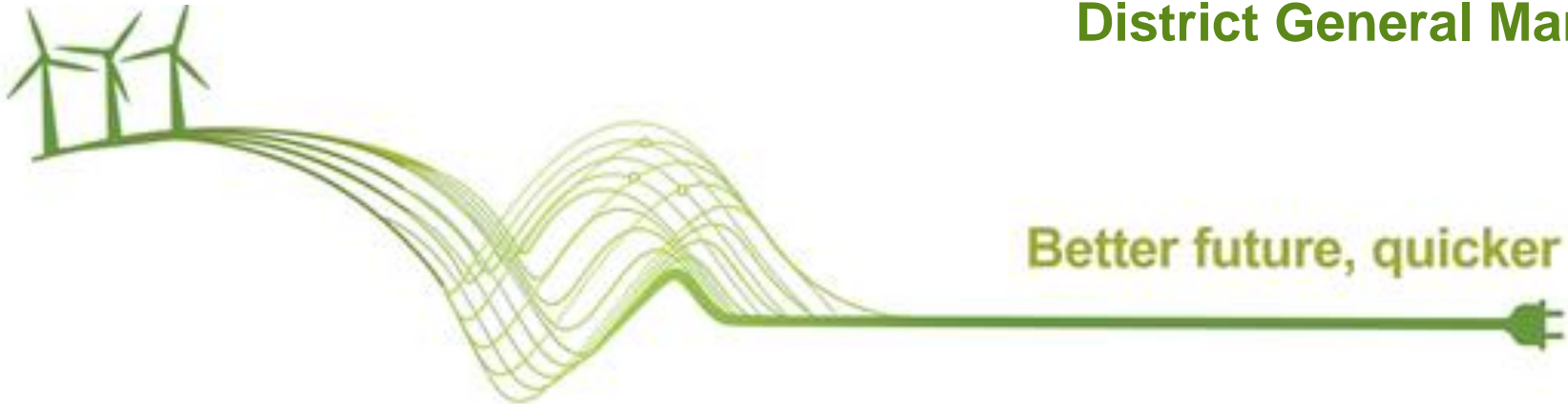
13:00 Close of Conference





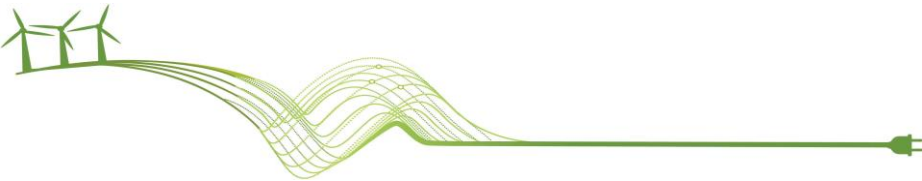
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**SPEN ICE & Business Update
Eddie Mulholland
District General Manager**



Business Update - SPEN

- **Health & Safety** – Focus on “situational awareness” following number of accidents and incidents related to slips, trips and falls
- **Customer Service** – SPEN currently **No 1** UK DNO across “Broader Measures of Customer Satisfaction”, with an average score of 9.2 / 10
- **RIIO-T2** – Negotiation and consultation on-going around next price control review. New Transmission regulatory period commences April 2021 with Distribution being April 2023



Better future, quicker

ICE Update - SPEN

- **14** actions identified for 2019/20
- **3** actions completed YTD
- **11** remain on target for delivery 2019/20

- **Key ICP / IDNO Actions**
 - Customer Journey on Web
 - RAdAR 12 Point Improvements / Workshops
 - Pre-Quotation Discussions
 - Policy Updates x 6
 - Project Management Training & Support
 - Development of key stakeholder Partnerships
 - Heat Map Enhancements
 - Delivery of Low Carbon Futures Conference



Better future, quicker

Incentive on Connections Engagement (ICE)

Sian Hughes – Lead ICE Manager



Scottish & Southern
Electricity Networks

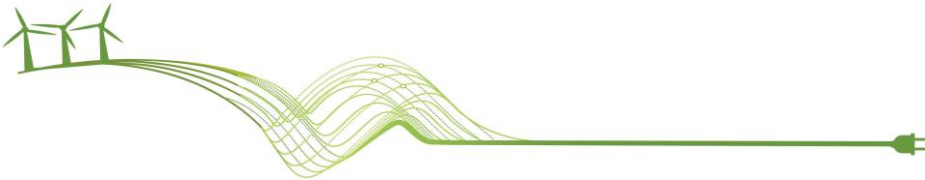
Sli.do Poll – Question 1



Do you believe SP Energy Networks is fulfilling its ICE Action Commitments?

Choices

- Completely
- Mostly
- Don't Know
- Partially
- Not At All



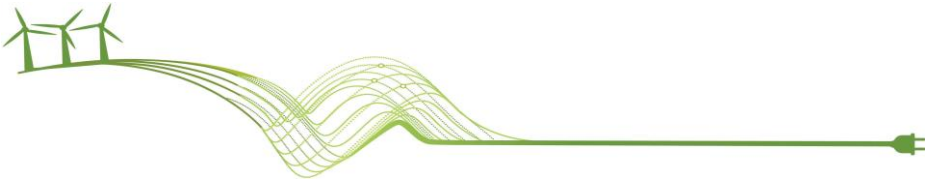
Sli.do Poll – Question 2



Do you believe SSEN is fulfilling its ICE Action Commitments?

Choices

- Completely
- Mostly
- Don't Know
- Partially
- Not At All



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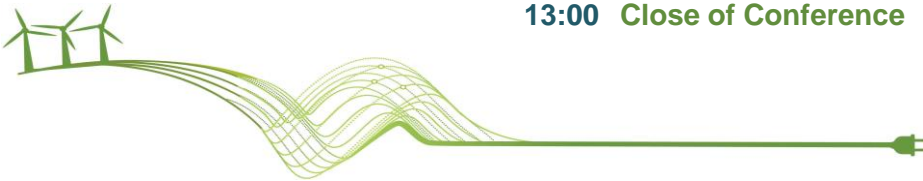
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Q&A and Closing Remarks Euan Norris

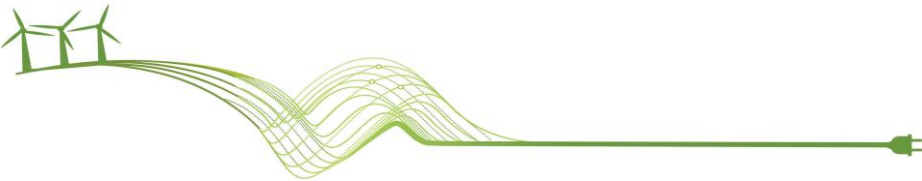


Sli.do Poll – Question 3

Have the Break out session from SP Energy Networks Help with your understanding of the RAdAR and G98 / 99 Challenges?

Choices

- Completely
- Mostly
- Partially
- Not At All
- Don't Know

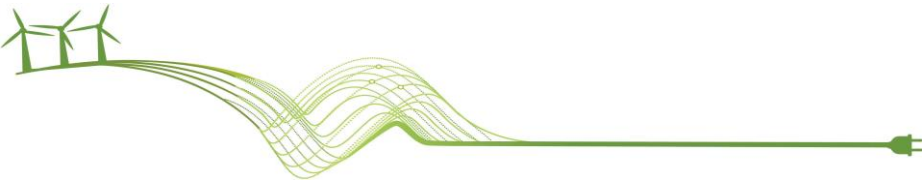


Sli.do Poll – Question 4

Have the Break out session from SSEN Helped with your understanding of the GIS, G81 & G98 / 99 Challenges?

Choices

- Completely
- Mostly
- Partially
- Not At All
- Don't Know



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