

Connections update

Issue 17 | Autumn 2017

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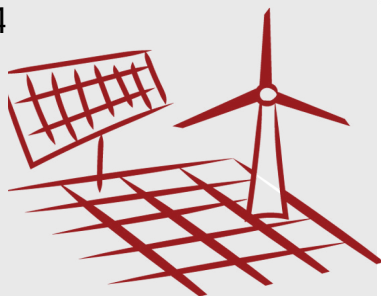
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Welcome to the Autumn 2017 edition of Connections update.

In the coming years, more and more people will own electric and driverless cars, use smart appliances in their homes, and generate, store and sell their own electricity. UK Power Networks is setting out how we will enable people, communities and business to benefit from such technologies, while continuing to provide safe, reliable services for all our customers.

We will transform from being a Distribution Network Operator (DNO) which simply manages the network, to become a Distribution System Operator (DSO) which enables a smart, flexible system that responds to customers' needs.

Our vision for the future, outlined in our Future Smart consultation, proposes radical changes to enable electricity networks to keep up with the needs and expectations of consumers, and outlines how people and their use of new technologies will be at the heart of the new electricity system. We've launched our consultation at a time when the UK's transition to a low-carbon economy is revolutionising electricity production, distribution and consumption.

The consultation is open until Friday 15 September 2017 and we welcome your comments. You will find the consultation on our Future Smart website.

Mark Adolphus
Director of Connections

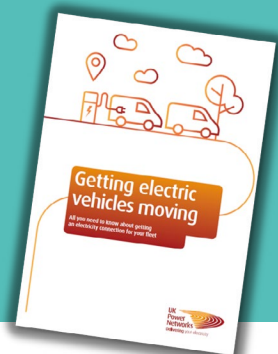


Getting electric vehicles moving...

We recognise that fleet operators may wish to explore the electric option when renewing/replacing their fleet. As your local electricity network operator, we want to support the transition to electric vehicles.

To find out more, including what you need to consider and the connection process, we have created a guide about getting an electricity connection for your fleet.

You will find the guide on our website. If you have any questions which are not covered in the guide, please get in touch via: electricvehicle@ukpowernetworks.co.uk



did you know...

Enabling competition in connections

Customers have often told us they're unable to find an Independent Connection Provider (ICP) to carry out small connections under 70kVA. We have come up with an innovative way to help resolve this.

It means that ICPs, who have the required scope to carry out connection activity, can undertake this type of work more quickly, at a more competitive price for the customer.

We have developed a new spreadsheet tool for single phase or three phase service connections under 70kVA, including Self-Determination of Point of Connection, Self-Approval of Design and Self Connect in a simple administrative process.

The ICP can copy relevant plans, diagrams and our standard designs into the spreadsheet and choose materials from customised selection lists. Once the ICP has submitted the completed document, UK Power Networks will carry out a network integrity check and confirm that the point of connection chosen by the ICP is acceptable and work can proceed, subject to agreeing a connection date.

We held individual meetings with two ICPs that expressed an early interest, followed by a wider workshop on 20 July where representatives from five ICPs worked one-to-one with our design team to understand how to use the tool.

One of the attendees, Jamie Berry, of Cable Test, commented: *"The opportunity to review one-to-one with a UK Power Networks designer was useful and this activity will help us tremendously."*

Online solution introduced for access to plans

We are pleased to confirm that in line with our Service Development Plan initiative 3.17, the self-service online portal where you request plans of our network, through LineSearch (LSBUD), is now live.

If you do not already have an account with LSBUD you'll need to create one, which can be done via their website.

On their website, you will also find a short demonstration video which will explain how you can use the system.

Please note that in some cases you may have to pay, see costs below.

- Domestic customers - Free
- Local authorities/utilities and contractors excavating on behalf of those above - Free
- Commercial use - £50 inclusive of VAT, this price per area circle diameter (min 25m – max 1.13km), Line (min 5m – max 5km), Area (min 5m² – max 1km²)

Pricing will be reviewed on an annual basis and we are currently working on a discount scheme for heavy users. Details of this will be communicated in the near future.

The UK Power Networks team will still be available to answer questions and can be contacted by calling 0800 056 5866 (choose option 1) or by sending an email to plans@ukpowernetworks.co.uk

We do hope that the introduction of this online solution will make the process to request and receive our network plans straightforward.

As always we are interested in your feedback. Please contact us at networkskeyaccounts@ukpowernetworks.co.uk



Secondary substation design update...

UK Power networks has recently revised some aspects of the secondary substation designs and produced a new standard EDS 07-3102 (replaces EDS 07-0102) to provide a more structured approach.

All drawings have been renumbered and the drawings for glass reinforced plastic (GRP) and small freestanding brick-built substations revised. The other freestanding brick-built, integral and basement drawings generally remain unaltered.

This is supported by a revised pre-design requirements standard EDS 07-3101 (replaces EDS 08-0142) which focuses on substation selection/location, land rights and risk assessment etc.

The associated earthing arrangements and parameters have also been updated; and now include the use of BS EN 50522 safety limits and an improved approach to the assessment of network contribution.

A new standard covering substation electrical services (EDS 07-1119) has been produced to provide a consistent approach to substation power and lighting requirements.

For further information on the changes and their impact please refer to documents and drawings available from the G81 library via our website.

New fast-track application process for connecting small-scale electricity storage

Electricity storage captures energy produced, for use at another time. It allows customers to store electricity generated off peak for use at peak times when it is more valuable to the customer or the network. It can also be a significant solution for renewable energy, allowing electricity generated when it is windy or the sun is shining, to be released on demand.

We are currently leading the development of guidance for connecting small-scale electricity storage to the distribution network. The guidance, which will be published by the Energy Networks Association, will provide a uniform approach to the process.

Barry Hatton, Director of Asset Management at UK Power Networks, said: *"UK Power Networks is embracing the future of energy distribution and generation, and this move underlines our commitment to listening to our customers and delivering practical solutions."*

"Small-scale electricity storage in people's homes and businesses is predicted to grow in the coming years and we have taken another step to facilitate it by making it quicker and easier to connect to our network."

The new application process has been welcomed by members of the electricity storage industry.

How electricity is generated, distributed, stored and consumed is rapidly changing and in July we set out how it will enable a smart, flexible system that responds to customers' needs in its Future Smart consultation, see FutureSmart.ukpowernetworks.co.uk

We are also part of the Open Networks Project, led by the Energy Networks Association, which is a major initiative to re-define how energy networks will operate in the future as we head into a new smart era. The changes it will make will give the UK's households, businesses and communities the ability to take advantage of a new range of energy technologies and services to take control of their energy and lower their costs, including renewable generation, battery storage and electric vehicles.

To find out more please see our website.

Dates for your diary

- Thursday 14 September | Connections Customer forum
- Friday 15 September | Embracing Competition workshop
- Wednesday 4 October | Major Connections Design workshop
- Wednesday 4 October | Technical Sourcing and Standards workshop

We use a tool called EventBrite for event registration. Look out for your invite to register. To find information from previous events, please see our website.



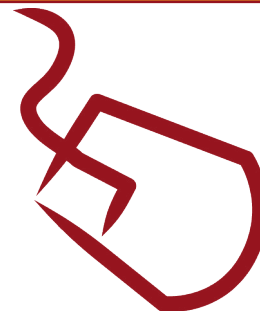
Info at your fingertips

Keep up-to-date with how we are progressing with our Service Development Plan.

On our website, we have a dedicated 'Incentive on Connections Engagement (ICE) reports' area, which houses all of our ICE documents including; Service Development Plan 2017/18 and our quarterly progress updates.

These documents will provide the latest information on each of our improvement initiatives for 2017/18 and signpost any other relevant information, such as consultation documents.

You will find this on our 'Listening to our Connections Customers' page on ukpowernetworks.co.uk.



Your connections

Meet the people that work with you to get the job done...

Oz Ali, Project Designer

Collaborating with customers is vitally important to my role to ensure we provide a design solution that meets their requirements. Our customers are the essence of our business; therefore it is vital we keep their wants and needs at the forefront of our minds throughout the design process.



Kelly Dunston, Commercial Project Manager

Collaborating with customers ensures projects run smoothly and we align goals at an early stage to avoid issues closer to energisation. By building these relationships we assist with other queries, ultimately speeding up response time to offer excellent customer service. As we transition to a Distribution System Operator (DSO) there will be more opportunities we can offer customers to optimise their connections.



Jack Ward, Project Designer

Working with customers is important in order to get a better insight into their needs and manage their expectations. It enables me to provide a tailored solution to what they would like. Collaborating closely hopefully leads to getting it right first time, resulting in improved customer service and satisfaction.



Flexible Distributed Generation fee reduced

We have successfully insourced the ability to complete Flexible Distributed Generation (FDG) feasibility studies and therefore are able to share the savings with our customers.

The original payment was £4,325 + VAT and the new payment is £2,590 + VAT, a 40% saving!

We continue to accept the old application forms

through this transition period but will send customers a revised 'FDG payment request form' with the new amount. We will continue to notify customers via the Distributed Generation (DG) mailing list when new FDG zones open.

To find out more and access application forms please visit our FDG web pages and email any questions to DG-Q&A@ukpowernetworks.co.uk.

