



Flexible connections process steps

1. Purpose

The document sets out the roles, responsibilities and interactions between the SP ENW DSO and DNO teams in flexible connections activity. This is an internal summary document, published for transparency. The current version of this document is stored on the SP ENW corporate database. Any copy in electronic or printed format may be out of date.

2. Roles and responsibilities

DNO Connections Quotation team – customer engagement, receive and assess applications, network studies, connections design

DSO Capacity Strategy team – stakeholder engagement, forecasting, endorsement of flexibility suitability

DNO strategic planning team – network studies, flexible connection suitability, post-acceptance review, needs papers

DNO Project Management Office, Connections Delivery and Operations teams – Delivery

DSO Load-Related Investment team – Delivery tracking

DSO Flexibility team – Flexibility product development, annual curtailment reporting

3. Process steps

3.1. Engagement

Connections and DSO teams undertake pre-application and ongoing strategic engagement with customers and stakeholders. The DSO Technical and Commercial teams use these insights and work with wider industry groups to [develop flexible access products and policies](#). Information is shared on a regular basis including at monthly DSO DNO Decision Group meetings.

3.2. Application

[Connections applications](#) are received by the connections quotation teams and a network study/point of connection assessment is carried out.

- For smaller connections this is undertaken by the connections design team.
- For demand connections greater than 300kVA this is carried out by the strategic planning team.

- For generation connections greater than 50KW the connections design team conducts the LV assessment and the strategic planning team assesses the impact on the HV network.

The results of the study set out if reinforcement works are required and are captured via the R-Form process ([CP285](#)).

The DSO team has access to the R-Form database to ensure that this information is incorporated into the forecasting process.

Alongside this the connections designer and the strategic planning engineer will also assess whether the application might be suitable for a flexible connection offer.

If the customer has not specifically requested a flexible connection option but the network study indicates that this might be a suitable solution, the strategic planning engineer will notify the connections team in order for them to raise this with the customer. In the meantime, to meet Guaranteed Standards timescales, an offer is prepared based on the customer's original request.

Upon discussion and confirmation from the customer that they would be interested in a flexible connection offer the connections designer will raise a new quotation request to facilitate the flexible connection design offer.

3.3. Quotation

The outputs of the network study, alongside SP ENW's flexible connections guidance and ANM guidance documents, are used by the connections team to develop the connections design options and issue an offer to the customer.

It is possible that reinforcement may be identified from a post acceptance study. Any offer that requires a post acceptance study will make this clear to the customer.

3.4. Acceptance

Once an offer is accepted by the customer the connections team will advise if a post-acceptance review is required.

The post-acceptance review is completed by the relevant strategic planning team (EHV or HV), and issued to the connections delivery team, the DSO team, and the PMO team.

For HV projects the outcome of the post-acceptance review is a report which confirms or updates the quoted reinforcement requirements. It is issued to the DSO team to verify that flexibility has been appropriately considered and to endorse the reinforcement spend. Connections delivery maintains an HV reinforcement tracker to monitor progress.

For EHV projects the outcome of the post-acceptance review is a needs paper, and the decision-making process is managed through an online workflow where the needs paper is reviewed by the following teams.

- DNO Asset Management team – enters the scheme into the approvals process and is responsible for managing and reporting on the overall network investment programme
- DSO Capacity Strategy team – confirms that optioneering across asset solutions is adequate and meets stakeholder needs, and that flexibility has been appropriately considered (in coordination with DSO commercial team)
- DSO Load Investment team – reviews against existing load-related investment programme and the implications of any variance to the original programme and budget. Tracks delivery plan and programme delivery against budget
- DNO Head of Strategic Planning – approves proposed solutions
- Head of DSO – approves reinforcement/flexibility solution spend
- DNO Head of Capital Delivery – responsible for managing the planning and delivery of the solution

3.5. Delivery

Once the relevant approvals have been provided the project proceeds to delivery. For HV projects this is undertaken by the connections team, for EHV projects the PMO team manages the delivery.

The connections team maintains the flexible connections database which is shared with the DSO team on a quarterly basis using a standard proforma.

3.6. Monitoring

On an annual basis the DSO flexibility team undertakes the curtailment reporting process for customers with flexible connection agreements. Connection agreements are received via the Flexible Contracts mailbox and are saved in a central Flexibility Agreements folder. A master database is maintained to extract and record key data from each agreement, ensuring information is readily accessible and consistently captured.

The curtailment report due date is calculated as 12 months from receipt of the original agreement.

Using operational data, the DSO flexibility team calculates the level of curtailment experienced by the customer over the reporting period, informed by the agreed curtailment forecast, and applicable index. This assessment is used to confirm whether curtailment levels remain within those specified in the connection agreement. The resulting curtailment report is then issued to the customer to provide formal confirmation of curtailment experienced and compliance with contractual limits.