

Delivering our commitments to you

July - September, Quarter 2

Connections Engagement Half Year Update

Since the publication of our last report in May we have already delivered 21 of our commitments for the year and are on target to meet all of the pledges detailed in our work plan by the end of the financial year. Throughout this period our focus has remained on the four key areas our customers told us were important to them.

- Our application processes
- Information provision
- Innovation
- Customer Service

Below you will find a link to our ICE page where you will find the half year update which looks back at our progress and how we have adapted to embrace customer feedback along the way:

[Connections Engagement Half Year Update](#)

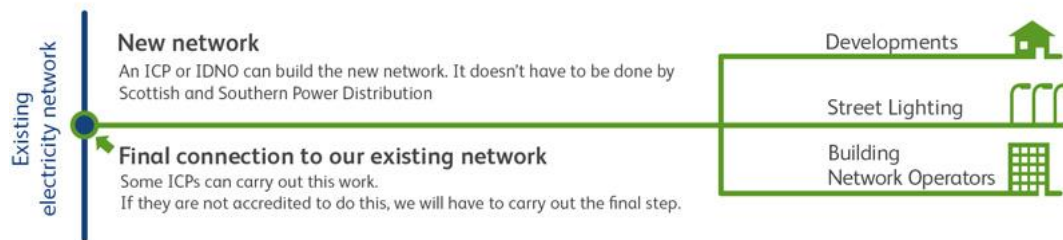
Make GIS mapping 'shape' files available to all customers

A new process has been put in place to supply GIS shape files via file transfer, the process guide can be found at www.ssen.co.uk/connections/usefuldocuments under 'Network Maps' filter.

A shape file is a GIS vector data format for storing the location, shape, and attributes of geographic features. In this case, the features are the various assets that make up the Scottish and Southern Electricity Networks network, and when loaded into a Geographical Information System will relate to positions on Earth's surface.

Clarify what contestable and non-contestable works are

We have updated the 'You have a choice' leaflet to include a table that summarises elements of work as contestable or non-contestable. The document can be downloaded on our ['You Have a Choice'](#) webpage.



Improved contact regarding planned outages

When we plan outages that will interrupt your power supply we will provide non-domestic customers with 30 calendar days' notice and domestic customers with 7 calendar days' notice. This should allow you to make alternative arrangements or schedule any maintenance work in during the time of interruption.

Project evaluation card

To gain the most out of each connection experience we have created a questionnaire for you to evaluate our performance. This will be provided once the quotation has been accepted and when the works have been completed. The card shall make it easy for you to voice any concerns you had during the process or to comment on anything you thought went particularly well. This is part of our continuous improvement drive and all feedback will be taken into consideration when deciding on future changes.





Guidance on recharging of additional legal costs

To ensure our Land Rights, Wayleave and Legal guide is kept current we have reviewed the content upon your request and included additional information on the possible additional legal costs which may impact your connection. You can view our new guide [here](#).

Enabling intermediate payment to progress wayleaves/legal/ harmonic studies in advance

On acceptance of your quotation you will have the option should you wish to make an advance payment to progress aspects of your connection early. Depending on your chosen option this could start the wayleave survey process or the harmonic studies in the early stages of your connection. To find out more please contact your commercial Contract Manager, commercial.contracts@sse.com.

Review all projects over £1 million within 6 months of completion

To reflect the complexity of some of the largest new connection projects we deal with we now offer you the opportunity of a face-to-face meeting within 6 months of your project completing. This will allow you the opportunity to feedback to us about your connections experience, build a better working relationship and ensure we both understand and agree what should be expected from start to finish throughout the connection process. Commercial staff shall be taking the lead in organising these meetings.

Create process flow chart for tasks to be undertaken to deliver your connection following project acceptance

We have created flow charts for all types of connections to provide you with a high level view of the different tasks and stages your new connection shall follow. These flow charts are available on our website and will also reference other guides available at different stages of the connection process. The process flowcharts can be found on each market specific webpage and in our [useful documents](#) page.

Improve the Alternative Provider Register

We have enhanced our Alternative Connection Provider Register on our website to allow Alternative Provider's that are only NERS accredited for electrical design work to register as 'live' in our area. This includes details for you to contact the Alternative Provider directly. You can view the Alternative Provider Register by following this [link](#).

You have received this email because you are subscribed to Scottish and Southern Energy Power Distribution Connections Mailing List.

[Please follow this link if you wish to unsubscribe](#)