

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](#)

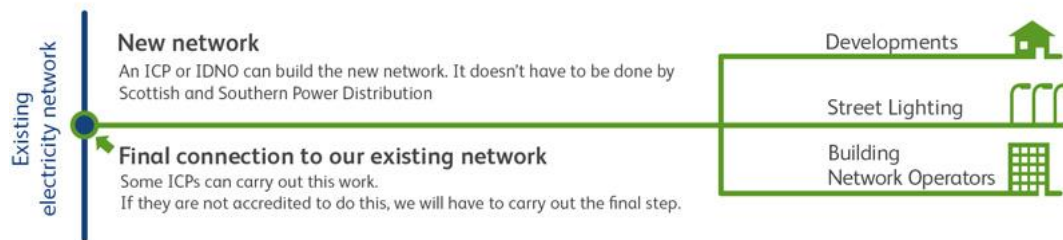
Make GIS mapping 'shape' files available to all customers

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.



Display flexible connections and active solutions management teams online

Our Active Solutions Team is a new team, appointed to roll out certain proven innovations that require more support once they have been installed and commissioned. They are currently responsible for rolling out Active Network Management and other types of flexible connections across both our distribution areas, north and south for the benefit of your connections and to the UK customer in general. You can find their contact details on www.ssen.co.uk/GenerationConnectionsHome.

Display contract novation process online

Novation and Assignment are a means of transferring a party's rights and obligations under a contract to a third party. Following a consultation with our stakeholders we have published our Novation guide along with a template online for customers to use. This guide can be found at www.ssen.co.uk/GenerationConnectionsHome.

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.

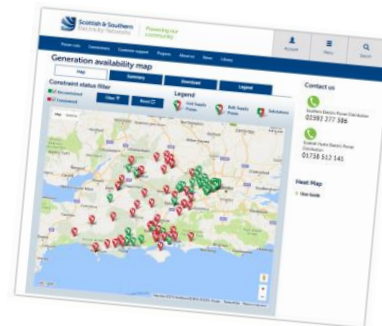
Create commissioning documents and guidebook

We have created a guide which includes the technical documents required to commission a Microgeneration connection and information where to find the documents required for commissioning secondary substations. This document can be found on our ['Generation page'](#) under our witness testing guide.



Provide visibility of quoted jobs on our heat map

We have updated our heat maps to show all of our quoted jobs along with the current connected/contracted jobs. This includes quotes that have been issued but have not yet been accepted or lapsed. Each project has been allocated to their relevant Grid Supply Point to provide you with an insight to the level of interest from generation customers looking to connect in certain areas. Our heat map can be found [here](#).



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.

Provide an updated guide to advise who you should contact to arrange a witness test

To make it clear who you need to contact to arrange a witness test in the North of Scotland we have reviewed our process and created a useful guide for customers. This guide can be found on our web page [useful documents](#) under help with application forms.

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.

State available options for transmission-constrained projects

Your connection might be constrained due to the transmission network therefore we have provided within your connection offer a link to our new alternative generation connections webpage where we explain the options available for alternative connection solutions. You can find the information [here](#).

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](#).

Update Distribution Generation Quotation Letter

We received feedback in the last couple of months that you would like us to further improve our DG quotation letter. We listened and improved our letter to also provide within the front page summary the import capacity and the quotation expiry date. We went back to the customers who requested this and they advised that it meets their expectations. You shall be seeing these changes with any new DG quotations you receive.

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