

## Connections Newsletter

# ENERGY MADE BETTER

### You've spoken – we've acted!

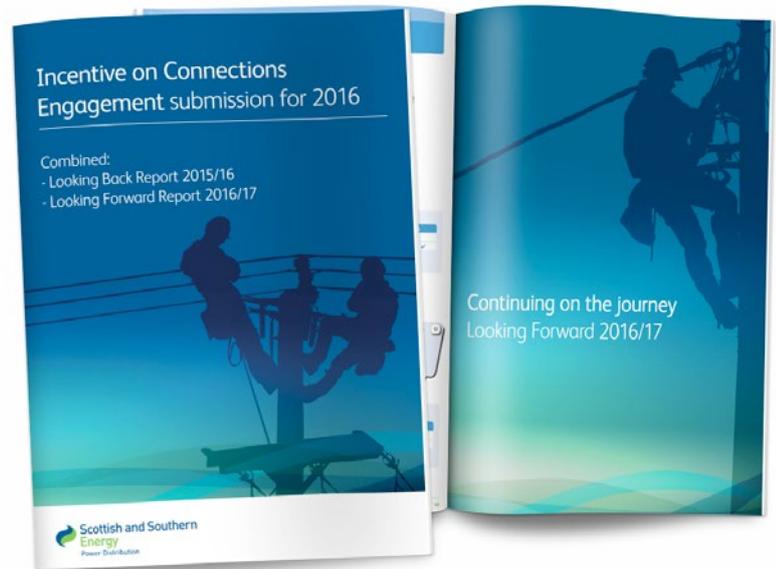
#### Our improvement plans for connections customers 2016/17

We published our Connections Engagement Report 2016/17 in May. It looks back at our progress made over the past year and our work plan of commitments that we plan to deliver over the coming year that are designed to improve the experience of getting a connection by SSEPD.

The work plan has been inspired by active engagement and consultation with you and is informed by what you have told us we need to do.

We have grouped initiatives around the following themes:-

- Customer service
- Information provision
- The application process
- Getting connected
- Choice in connections
- Innovation



Please view on our website <https://www.ssepd.co.uk/ICE> or contact a member of our team who can post a copy to you; [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)



Our Alternative Provider Register will be updated very soon to allow ICPs/IDNOs to register as active in our area if they have NERS accredited for electrical design work. This has been delivered 4 months early. Please view our website for a list of Alternative Providers in our area.

[www.ssepd.co.uk/AlternativeProviderSearch/](http://www.ssepd.co.uk/AlternativeProviderSearch/)

Website 'Logout' Change, currently you are logged out after 20minutes of inactivity.

From the 1st September this shall be increased to **60minutes**.

**NEW**



 **Marwell Zoo**

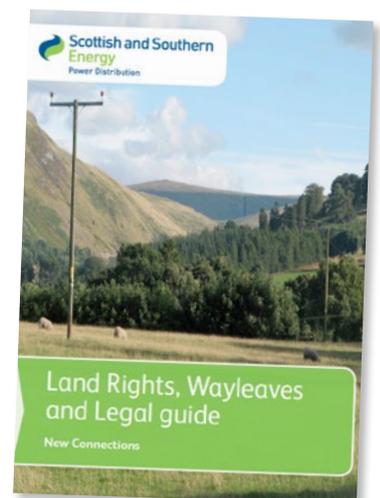
#### What are we planning?

We will be hosting our **Microgeneration Engagement Event** at Marwell Zoo in Hampshire on 13th September.

We are holding 4 **Wayleaves workshops** in our 4 regions, Thames Valley, Ridgeway, South East and Wessex – details are on the SSEPD website – or follow this link;

[www.ssepd.co.uk/stakeholderevent/basicsearch/](http://www.ssepd.co.uk/stakeholderevent/basicsearch/)

You can also email our engagement team at [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)



# What have we been doing to engage you?



## Events Calendar

### SEPD charges ahead with battery storage workshops

Battery storage technology is gathering more and more interest among SEPD's customer base and so, following on from this increasing demand for knowledge, our Connections team recently hosted two Battery Storage Workshops at its Portsmouth offices.

Customers and stakeholders from across SEPD's distribution area in central southern England came along to the workshops to learn more about how battery storage technology works - the installation process and



also the benefits that it can bring, whether on a small scale microgeneration project or a larger, distributed generation development.

Battery storage technology enables customers to store up unused electricity during the day and then use it at a later date. Depending on the tariff the customer has with their own supplier; this can potentially reduce their individual electricity costs and help them get the best out of their equipment.

Both events featured talks from various members of SEPD's Connections team, with topics including design considerations and the application process, and also presentations by colleagues from SEPD's Future Networks team who gave updates on the company's own range of Energy Storage products.

### Engagement Days

We hosted two engagement days at the Ark Conference Centre in Basingstoke. One was for our **Distributed Generation (DG)** customers and the other for our **Independent Connection Providers and Independent Distributed Network Operators**.

Each of the days provided various break out sessions to encourage discussions with us and other customers, lots of information was shared including changes made with the new Code of Practice.. We were very happy to include Mark Baker and Grahame Neale from National Grid in our DG event – they delivered an extremely useful presentation.



### Connection Customers Steering Panel meets for the third time

June 2016 saw the third round of meetings of SSEPD's Connections Customer Steering Panel. This is a high level forum launched by Colin Nicol in September 2015 designed to increase the influence of connections customers over our connections service and wider business strategy.

Panel meetings were held in Reading and Ratho and were attended by a broad range of connections customers including Independent Connection Providers and Independent Network Operators alongside generation, demand and unmetered customers.

This time we tried something a bit different inviting three of our key stakeholders to give us feedback via presentations on areas we could improve. Presentations were made by Andy Poole (FSB), David Overman (GTC) and James Buchan (Local Energy Scotland). The sessions also included a business update from Andy Huthwaite, Director, Commercial & Connections and closing remarks from our MD Colin Nicol. "We'd like to thank all our customers who attended the sessions. Your feedback on our service will continue to help shape our business". If you did not attend but are interesting in joining our Panel please contact [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)



### SSEPD staff at the NFU safety day

SSEPD staff were delighted to attend and exhibit at the NFU safety day held in Marlborough. Safety is our number one priority and to be invited to take part at this event proved to be a great opportunity to highlight this to members of the farming community. Our presence was well received and we were able to establish relationships and offer contacts within our business.

We always post the presentation slides we use from our engagement days on our Events Calendar for those customers who missed any of our engagement days or would just like the information – please visit [www.ssepd.co.uk/stakeholderevent/basicsearch/](http://www.ssepd.co.uk/stakeholderevent/basicsearch/) to view or email our team to send to you. [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)



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We encourage you to comment on any aspect of our service you feel we could improve on. Please send your thoughts to our team at;

[connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

