

Connections Newsletter

Happy New Year to our connection customers

Our customers are at the heart of everything we do. By acting on your feedback, we have made some significant progress on improving our connections service. We have ambitious and innovative plans for 2017 to further improve your connections experience and continue to provide opportunities for you to engage with us.



Some fantastic new commitments delivered

Process Flow charts for each type of connection are now available

www.ssen.co.uk/connections/usefuldocuments/

Improved contact regarding planned outages. We will provide non domestic customers with 30 calendar days notice when we plan to interrupt your power supply

Guide to assignment is now online

www.ssen.co.uk/GenerationConnectionsHome/

Upcoming Events



February 8th

Connections Surgery - Reading

February 1st

Flexible Connections workshop and ICP /IDNO workshop - Double Tree by Hilton – Chilworth

February 15th

Connections Customer Steering Panel meeting - The Ark Conference Centre, Basingstoke



Are you involved in Community Energy?

Could you help other communities connect to our network by providing information about your experience of getting connected?

If the answer to the above is yes please contact our Community Account Manager - Community.energy.champion@sse.com

We have been working hard to keep you engaged and informed!



**KEEP
CALM
AND
STAY
INFORMED**

Our customers have been asking us to provide more information and advice about wayleaves. As a result, we organised four workshops in each of our four regions. We had experts on hand to answer questions in an open forum and covered topics on Section 37, work required for ICPs and IDNOs and substation plans. Each workshop was very well attended with 84% of our customers finding them to be 'beneficial and informative'. If you missed these you can find the presentation slides on our website

www.ssen.co.uk/stakeholderevent/Media/?EventId=133

We had a busy autumn – attending external events and talking to our colleagues in the energy community!



We exhibited at

✓ Energy 2016

✓ UK Construction Week

✓ London Build 2016

2017

Keep in touch with what we are doing in 2017 – via our Events Calendar

www.ssen.co.uk/stakeholderevent/basicsearch/

or email

connectionsfeedback@sse.com

Engaging Communities in Network Innovation

Oxford and Manchester

It was great to work in partnership with Regen South West and Energy Networks Association to help run this event with our Steve Atkins (Lead Commercial Contracts Manager) facilitating group discussions. We looked at how to positively engage local communities and highlighted the exciting new innovation projects already taking place with communities. Both events were supported by Community Energy England, Scotland and Wales and other DNO's.



DNO Collaboration meetings

The Incentive on Connections teams within the six major DNO's meet periodically to share best practice and to discuss areas for possible future collaboration. Scottish and Southern Electricity Networks hosted the last meeting with Gary Bartlett (Commercial Manager) in the chair - hot topics included engagement, battery storage & flexible connections. We also looked ahead to next year's connections customer work plan – working to improve the experience of connection customers.

Follow us online!

 LinkedIn SSEN - Connections Engagement

 [facebook.com/ssencommunity](https://www.facebook.com/ssencommunity)

 twitter.com/ssencommunity



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