

## Connections Newsletter

# ENERGY MADE BETTER

We're pleased to publish our spring connections newsletter. We'll produce a newsletter every quarter to keep you up to date with our news, progress on our plans and keep you informed of changes in our connections process.

### Steering Panel for Connection Customers

#### 'You said, we did'

Reporting back to connections stakeholders



**We had our second Connections Customer Steering Panel meetings in February where we invited our panel members to comment on our draft commitments for 2016/2017.**

The days were interactive between panel members and our members of staff, we received a range of new

ideas and suggestions that our panel members put forward for us to add to our commitments for 2016/17. We were pleased to showcase our 'You said, we did' booklet at the second of our Connections Customer Steering Panel meetings. The booklet was used to report back to our steering panel members, highlighting that we are

listening to our customers and acting on what they say. By actively listening to our connection stakeholders through discussion and by placing their needs at the center of our business we can ensure that our processes are fit for purpose.



### Events Calendar

We had a series of very successful engagement events which in total – north and south were attended by 277 customers. The sessions focussed on issues that are relevant to each of our three customer groups; generation, demand and unmetered customers. Each day provided the opportunity for learning and discussion and covered a broad range of subjects including the connections process and legal and compliance issues.

We have received excellent feedback from attendees about the information provided and what they would like to see at our future events. We have updated our events for 2016/17. You can see our list of events on our website at [www.ssepd.co.uk/stakeholderevent/basicsearch/](http://www.ssepd.co.uk/stakeholderevent/basicsearch/) or contact [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

We continue to hold regular Connections Surgeries giving our customers an opportunity to drop in and meet with us. Whether you're considering applying for a new connection, wish to discuss an offer you've received, or would like to explore alternative options for your connection, we're here to help and can set up meetings with our Contract Managers, Designers and Project Managers, allowing interaction



to discuss any connection or contract query you may have. We have added even more surgery dates to our Events Calendar - [www.ssepd.co.uk/stakeholderevent/basicsearch/](http://www.ssepd.co.uk/stakeholderevent/basicsearch/) or contact [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

We are planning to attend external energy events in 2016; these are also on our events calendar. It will be great to see as many customers as we can at these events and are always happy to meet up.

# Delivering on our commitments



LATEST UPDATES!

## Incentive on Connections Engagement

### ■ Consortia register

We now have a consortia register on-line where you can register your interest for exploring the potential to set up a consortium to enable developers to share the cost of reinforcement. Please visit the SSEPD website to find out more;

[www.ssepd.co.uk/GenerationAvailabilityMap/?mapareaid=1](http://www.ssepd.co.uk/GenerationAvailabilityMap/?mapareaid=1)

### ■ Information Updates

To improve the way we communicate to our stakeholders we have created a scrolling news widget and a mailing list which you can subscribe to on our website. Both will keep you updated on:

- Our quarterly connections newsletters and heat map updates
- Progress with our Plans and Commitments; updating you when new customer friendly guides are published,
- when commitments have been delivered and when new web site functionalities have gone live
- Policy updates; to keep you informed of any regulatory changes to policy or when documents are published for consultation

Both can be found on our webpage [www.ssepd.co.uk/ICE/](http://www.ssepd.co.uk/ICE/)

### ■ Improved Communal Metering Policy

By reviewing our communal metering policy we have introduced the concept of Building Network Operator. To assist developers who wish to go down this route we have created a user friendly customer Guide – now on the website under our Latest News!

### ■ Extend support to evening and weekends

Businesses no longer operate 9-5 and we are now available for customers when you need to speak to us about your projects as well as continuously improving our website and processes to enable more customers to self-serve.

### ■ Commissioning assistance

When works on site have been completed to connect a generator, there can be a requirement for SSEPD staff to witness your commissioning engineer while they test the protection systems associated with the generator. This is to ensure it operates correctly. We have produced a guide to inform customers of what to expect when witnessing different types of connection;

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

### ■ Wayleaves guide for new connections

Customers have feedback that a delay in the progress of your connection due to the wayleaves and legal process is very frustrating. For this reason we set out to improve our wayleaves and legal providing clarity in the information we provide. We have:

- Looked internally to consolidate our process and questioned our overall approach. This has led us to lower the minimal requirements to secure equipment on third party land.
- Following this we have also created a guide that tells you about the process and what you need to do at any particular time

The guide can be found on [www.ssepd.co.uk/LandRights/](http://www.ssepd.co.uk/LandRights/)

### ■ Downloadable KMZ file

We have recently introduced a downloadable kmz file which can be overlaid onto google earth showing substation locations. This downloadable file can be found by going to our Generation heatmap page and clicking on the download tab, follow this link:

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

You will need to decide which area is of interest - North/South and wait for the map to be uploaded before you can see the download tab.

### ■ Demand Load Calculator

We have introduced a demand load calculator; this provides an indication of your potential capacity requirements based on information provided by you.

This can be found on our website; [www.ssepd.co.uk/demandcalculator/](http://www.ssepd.co.uk/demandcalculator/)



## Follow us online!



Join our LinkedIn group



SouthernElecPD Facebook



SouthernElecPD Twitter

We have created an online Survey that can be accessed through [this link](#).

The Survey invites stakeholders to answer a series of questions based on what we have delivered so far, in terms of our 2015-16 Workplan of activities.

## Generation connections

A significant part of our work is connecting new generation plants. This is anything from solar panels to wind farms.



[Generation connections](#)

## ICPs and DNOs

## Unmetered connections

## For developers

If you're a developer or larger company and you need multiple or complex connections, we're here to help.



- [Multiple connections](#)
- [Diversions](#)
- [Customer Connection managers \(PDF\)](#)

## Opening up to competition in connections

Update

- Visit and inspect retro charges
- Extension of contestable works
- Streamlined design approval
- Alternative provider visibility to inspection and monitoring
- Improved quote pack
- Alternative provider delivering reinforcement



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)