

Connections Newsletter

ENERGY MADE BETTER

You've spoken – we've acted!

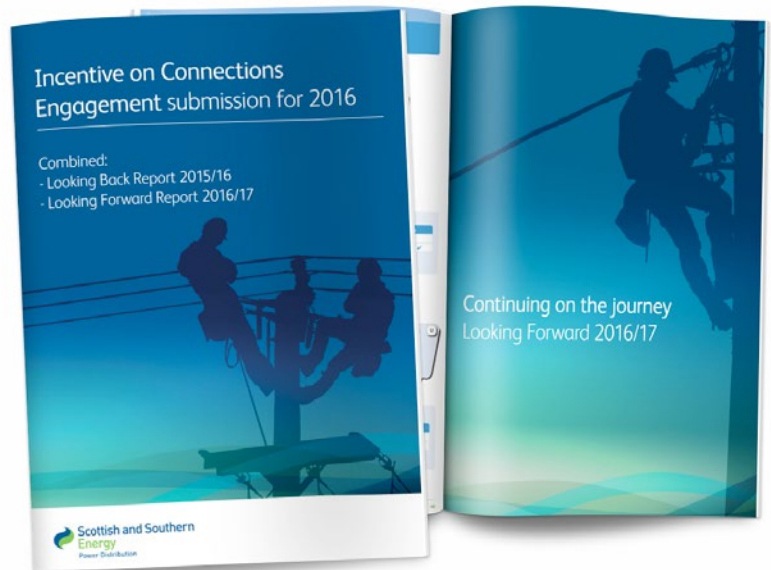
Our improvement plans for connections customers 2016/17

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 www.ssepd.co.uk/ICE or contact a member of our team who can post a copy to you; 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/

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

NEW

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



We will be hosting two events at Discovery Point, Dundee;

- **Microgeneration Engagement Day** – 23rd August 2016
- **Large Demand Engagement Day** – 14th September 2016

Throughout the day presentations will be held on subjects that you have requested, including any policy updates and changes with our internal processes that we feel would be of interest. To register for any of the above either follow the link www.ssepd.co.uk/stakeholderevent/basicsearch or email our engagement team at connectionsfeedback@sse.com



Our **Unmetered Engagement day** will be held on 6th September at the Dundee Science Centre.

The day will include brief presentations from SSEPD staff and others on key topics, with the opportunity for questions, answers and interaction. We will also update you on key improvements we have made within the unmetered market segment.

What have we been doing to engage you?



Events Calendar

SHEPD charges ahead with Distribution Use of System (DUoS) charges workshop

Our Charging team held a workshop which focussed on the difference between Connection and Distribution Use of System (DUoS) charges. We provided guidance on how you can calculate these charges which in turn will assist you in making an informed decision regarding their connections proposal. If you would like to receive indicative DUoS charges for your project please contact angus.rae@sse.com

Wayleaves Workshops

Feedback from our engagement days is that you would like a wayleave workshop. We heard and we acted. We held two wayleaves workshops at our Inverness depot in June. Our wayleave officers ran the workshops as open forums and provided more clarity to you on the topics most important to you. Section 37 consents, work required for ICPs and IDNOs and substation plans. We are planning on running additional workshops shortly



Engagement Days

We hosted two engagement days at Edinburgh Zoo in June 2016. One was for our Distributed Generation customers and the other for our Independent Connection Providers and Independent Distributed Network Operators. Both were attended by a large number of customers.

Each of the days provided various breakout sessions to encourage discussions with us and other customers, lots of information was shared including changes made with the new Code of Practice (CoP). One customer commented at the ICP/IDNO Engagement day – “some very interesting facts regarding network access and system data via the website.”



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

All-Energy Renewable energy event

We exhibited at All-Energy, the UK's largest renewable energy event in May 2016. The event allows the entire spectrum of the renewables industry to showcase their energy solutions. SSEPD exhibit at events to allow customers to speak to us about their grid connections and offer help and advice about future connections and innovation. We had a full, busy 2 days meeting current and new customers.




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/ to view or email our team to send to you. connectionsfeedback@sse.com

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SSEPD - Connections Engagement

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You can reach us by emailing  connectionsfeedback@sse.com with any thoughts and ideas or if you are simply interested in keeping up to date with our progress throughout the year.

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 