

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 9th
Flexible Connections workshop and ICP/IDNO workshop - Dewars Centre, Perth

February 21st
Connections Surgery - Dundee

February 28th
Connections Customer Steering Panel meeting - Station Hotel, Perth



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 an additional workshop in Dundee. 82% of our customers found the workshop to be 'beneficial and informative'. If you missed these you can find the presentation slides and the minutes from each event online 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!

✓ Scotland Build 2016



✓ Black Isle Show 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

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.

We often attend forums where we interact with our industry colleagues. Stewart Reid – Head of Asset Management & Innovation recently spoke at the ENA DG forum in Glasgow.



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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