

Connections Newsletter

ENERGY MADE BETTER

We're excited to publish our Autumn 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.

New Steering Panel for Connections Customers Launched

Last month saw the launch of a new group aimed at gathering the views and ideas of connections customers. This is a key part of SSEPD's plans to expand opportunities for customers and stakeholders to engage with our business.

The new Connections Customer Steering Panel will meet in England and Scotland several times a year. Glasgow and Winchester hosted the first two meetings and was attended by over forty customers from a range of backgrounds.

Attendees took the opportunity to share their views with us via breakout sessions on a range of topics including our plans and commitments for 2015/16.



Glasgow Steering Panel

Customers were encouraged to identify future priorities for SSEPD in relation to improving the way we deliver connections to customers and areas where they feel further work is required to help move the business forward.

Colin Nicol, Managing Director of

Networks addressed the Panel and committed to attending all future meetings, whilst emphasizing the importance of having an ongoing dialogue with our customers. Colin explained that the panel provided a key insight into areas that customers believe require improvements, including the accessibility of our people and information on our Network.

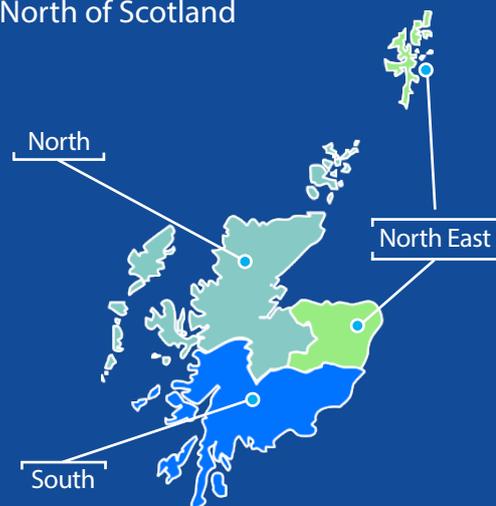
Mark Rough, Director of Commercial and Connections, Chairman of the Panel spoke at both events on SSEPD's strategy and plans aimed at improving service to customers. Mark highlighted SSEPD's commitment to act on feedback received and the importance of ensuring that customers feel they have a presence in SSEPD and are receiving the service that they need. Mark explained that moving forward our plans and commitments will continue to have an increased focus on delivery to ensure the customer receives their connection.

The next meetings will be held in February 2016. If you are interested in being a part of our new panel please contact :

connectionsfeedback@sse.com

New regional structure

North of Scotland



Introducing the new community connections manager

We now have a dedicated Account Manager for community groups that wish to connect to the network, which was put in place as part of our plans and commitments for 2015/16.

Kirsty Stephen is responsible for looking after all community projects in the SHEPD area, including speaking to you face-to-face to ensure that all aspects of your quote have been explained and understood prior to work commencing.



Kirsty Stephen

“ In my new role I will be out and about meeting community groups to discuss their connection applications and help them with any queries they may have. By doing this, I'm hoping to make the whole process, from start to finish, more simplified and customer-focussed. ”

You can contact Kirsty on:
community.energy.champion@sse.com

Delivering on our commitments

In our Looking Forward Report 2015/2016 we recognise that there is always more we can do to improve our business, this is highlighted in our extensive list of commitments for the forthcoming year. To keep you up to date, we have listed a sample of the commitments we have already fulfilled and implemented for the current period.



Events Calendar

Surgeries

Plans are already underway to facilitate more surgeries in 2016 and we plan to continue to offer these as a way of meeting face to face and discussing your on going projects

If you are interested in attending any of the these events, please contact connectionsfeedback@sse.com

Dedicated Account Manager for Community Projects

Our dedicated Community Champions are now in place within SEPD and SHEPD, responsible for looking after all community connections projects.

Customer Connections Managers (for large demand)

Our newly appointed Customer Connections Managers are located at each our regional offices provide a point of contact to help liaise with large demand connection customers.

Enhancing the alternative providers register

We have improved our existing alternative providers register to allow customers to search for alternative providers based on the area they work in and the services that they offer. The register also makes it easier to chose and contact an alternative provider. Their contact details are provided so you can make contact with them directly.

Improve methods of payment online

It is important that our customers have a range of payment methods. As a result of customer feedback we now provide Swift code and IBAN details on our payment details page on our SSEPD website.

Extending our online application process for unmetered customers

Customers can currently apply online for the majority of their connection projects. We have extended this to include applications for unmetered connections to ensure that unmetered customers can also take advantage of the online job tracker.



We understand that opening the market to competition will be highly beneficial to customers, ensuring that their connections are delivered in a safe, timely and cost effective manner. We also know that ensuring customers are aware of their option to choose will guarantee that they can take full advantage of this. Therefore, we are committed to facilitating an open and competitive market.

- ✓ All emails from connection and engineering team are sent with a link to the 'You have a choice leaflet'
- ✓ All customers accepting and paying for non-contestable quotes are offered further assistance with options
- ✓ Improvements have been made to the Alternative Providers register

UPDATE

Our plans and commitments

As a result of asking you what you thought we could improve on, we produced our looking forward report in May this year. Nearly six months on we have produced an update to give you an overview of our progress against the commitments delivered to date.

www.ssepd.co.uk/ice



We are committed more than ever to improve the way we work and the information we provide but we need your feedback.

If you would like to be kept up to date with news, upcoming events and provide us with any feedback please contact us:

connectionsfeedback@sse.com

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