Newsletter for our Unmetered connection customers

We are excited to publish our first newsletter for Unmetered connections customers, letting you know of changes that have been implemented.

As part of our overall connection strategy, we are focussed on continuously improving the service you receive from us. To support this we have been working hard on delivering an innovative self quoting facility on our web site for unmetered connection services.

The following newsletter will explain:

• How to build your own quote and pay for your unmetered service online
• Our workshop for unmetered connections customers
• What we are doing to improve our service

Online self quoting

You can now build your own quote online and pay for it within minutes if you are a Local Authority, a Parish Council or a Private Finance Initiative.

To build your quote you need to start by clicking on the ‘Online self quoting’ link on the below page. You will then be asked to either log in or register at the top right of the page.

Start your journey here: www.ssepd.co.uk/UnmeteredSupplies
Once registered you will start the online process by inserting either the postcode of an address close to where you will be connecting the street furniture, or the town and county. This is just so we can verify you are in our Distribution area.

Basic contact information and details are required so that we can ensure we have the correct details for invoicing, and we are contacting the correct person after you have accepted the quote.

**Your general requirements page**

This is where you will enter who the Asset Owner is, what type of highway connection it falls into, the grid reference and job description.

If the owner of the unmetered assets you need a quote for is not on the list please use the ‘Apply’ button to send us their details (see below). We will normally add new Asset Owners to our list within two hours of receipt of your request.
Self Quoting Unmetered Process

After entering the details of the work you require, press Calculate and you will be presented with your estimate of costs. You can then press Continue to view payment options available to you.

Once you’ve paid for the work, you will be able to track your project online and see the name and contact details of the person who will be delivering your project.
Engaging with our unmetered connection customers

SSEPD held an engagement workshop for unmetered customers in the south of England on the 19th of January at our Walton Park offices. The event, the first of its kind to be held in our southern distribution area, was aimed at engaging with this key group of customers. This engagement workshop allowed us to gain a better understanding of what these customers would like us to improve in some areas of our connections business.

We are committed to offering engagement opportunities to the full range of our connections customers and had previously identified we needed to do more to actively seek out the views of our unmetered customers.

The event, which was attended by numerous stakeholders from a range of background including local authorities, featured a mix of presentations from SSEPD staff on policy and processes relating to unmetered connections.

Following pre-event consultation with attendees to identify preferences, breakout sessions were held on the following topics:
- Fault Repair
- Change of Service Type and Quote for Works
- SSEPD Website and move to a self quote system
- Industry Guidelines and SSEPD Policy

The main issues raised on the day by stakeholders were: who is responsible for fault restoration and how are we performing; access to technical information on our website; useful links; and inventory management. The feedback and minutes of this meeting can be found by searching for the event on our events calendar and by clicking on the event media button.

The event also featured a presentation and question and answer session from guest speakers Lindsay McGregor and Toby Tucker (UK Lighting Board).

Attendees at the event were asked if they would like us to consider holding a similar event or dedicated forum for unmetered customers in future and the response was positive. We are currently reviewing feedback to identify areas for future work by SSEPD and plan to hold a similar event later in the year.
What we are doing to improve

Based on historical queries and comments at the workshop, customers told us that preparing standard inventories is a challenge and to help we are implemented the following:

• We will work in partnership with other Distribution Network Operators and the Scottish Future Trust in their role-out of a dedicated street furniture toolkit to assist local authorities in upgrading their existing lighting stock to LED.

• We will assist local authorities and developers in identifying, recording and declaring their inventory returns, including reviewing any historical records and speaking with customer’s maintenance contractors.

• We will improve the information we provide when issuing our connection agreements including an easy to navigate spreadsheet to find charge codes and switch regimes.

For feedback on this Newsletter please email connectionsfeedback@sse.com

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www.ssepd.co.uk/connections