

# Connections Customer Charter

## Our promise to you...

We are committed to providing the highest quality of service, putting our customers at the very heart of our business. We will keep you informed and updated throughout the connection journey, deal with any issues fully and resolve them quickly. We will always listen to you to ensure your requirements are fully understood.

### 1. Initial Contact



- You can communicate with us in a number of different ways to suit your needs, i.e. phone or online
- We will confirm with you how you wish to be communicated with
- We will be polite, helpful and professional
- We will deal with your request in a timely manner, efficiently and effectively

### 2. Confirming Requirements and Producing Quotes



- We will listen to your needs and discuss the most suitable options
- We will confirm next steps and the timeframe of your chosen option
- We will advise of any third party wayleaves and key consents that may be required
- We will provide you with our most competitive quote and we will contact you to explain the charges

### 3. Progress with Works



- We will organise a site visit to discuss the accepted scope of the connection works
- We will provide an estimated timeframe for completion of the connection works based on the design
- We will provide progress updates on delivery of the connection works and inform you of any changes to the proposed works

### 4. Energise connection



- We will agree a planned connection date with you and give you adequate notification before we energise your connection
- On receipt of your full postal address and on agreement of your planned connection date, where required, we will issue you with a meter point administration number (MPAN)
- We will be available 365 days a year to respond to any notified fault on our electricity infrastructure up to your meter point

### 5. What to do if things go wrong...



- If things go wrong, or the service you have received isn't as you would expect, you can contact us in a number of different ways. We aim to resolve all complaints at first point of contact. Visit [www.ssen.co.uk/Connections/](http://www.ssen.co.uk/Connections/) and follow the links to 'Contacts Guide - South' or 'Contacts Guide - North'
- We will investigate, provide an explanation and take remedial action to resolve your complaint
- We will escalate your complaint, in line with our complaint handling process, if we are unable to resolve the problem to your satisfaction

