

Connections Newsletter

We have delivered our quarter one commitments!

Mains phasing information



Where requested, we will provide mains phasing information prior to any works commencing on site

Where we have ICP/IDNO applications or a customer accepts the non-contestable element of our connection offer, we now have a note on our system reminding delivery team managers to discuss mains phasing during their initial contact call with the customer. This is to avoid works being built and then finding out that the network phasing is not compatible with the work.

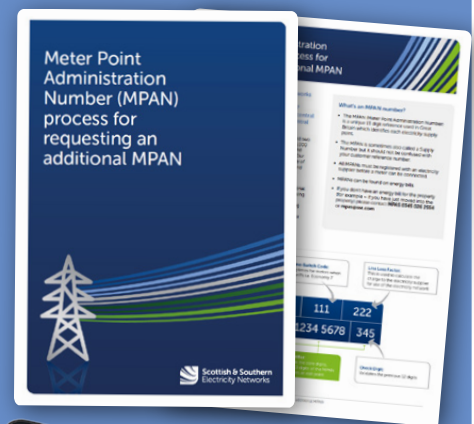
The sheet also includes a tick box to highlight whether mains phasing is standard or non-standard. If at the initial call the phasing is not known, then it will be escalated and progressed so that you will receive the right information.

Enhancement to MPAN Process



We will make it more visible how customers can request new or additional MPANs

A new MPAN guide has been produced that explains how you can request new or additional MPANs. This new guide will complement the suite of guides already available on our website [click here to view](#)



ADDED BONUS

We have also introduced an online 'Events Request' form

Our customers can now tell us which topics or events they would like us to cover and host. This means we can focus on providing workshops that you really want and facilitating beneficial learning opportunities. We will continue to provide updates on our business at the events and will let you know about any changes we have made in our processes. [Click here](#) to suggest an event!



We encourage and support competition in connections and like our customers to engage, interact and network with us and with each other!

We are establishing dedicated ICP/IDNO forums in the north and south – through which ICP's and IDNO's will be invited to share their thoughts and views and discuss with each other topics that they wish to see on the agenda.

ICPs and IDNOs - we need you to drive forward the first meetings and tell us what you want on the agendas. Please contact connectionsfeedback@sse.com for your suggestions.

We've had a good start

We've been engaging with you in lots of different ways.....

At workshops, by webinar and through our newly introduced 'pre-application' meetings

We'll continue to host events and workshops where we can meet with our customers face to face - [Register by clicking here](#)

We will host a variety webinars to allow customers to dial in and share our screens - [Click here](#) to find out when the next WebEx is planned.



If you have a new project or just need advice, we will arrange pre-application meetings on capacity, constraints, reinforcements and other factors that could affect project viability. Email connectionsfeedback@sse.com to find out more.



Go Ultra Low (GUL) Cities Event 12th July 2018

Frank Clifton, our Innovation Strategy Manager, and Ian Jessiman, Lead ICE Strategy Manager gave presentations on connecting electric vehicles to

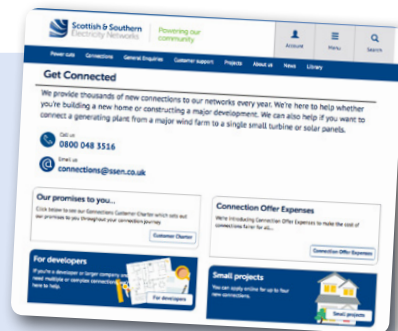
the network at the Go Ultra Low (GUL) Cities Event hosted by Dundee City Council. This was attended by UK and Scottish Government officials, local authority representatives from across the UK and also attracted speakers from New Zealand and Finland, amongst others.

The event culminated the next day in the official opening of one of Dundee City Council's landmark EV charging hubs located at Princes Street which incorporates three 22kw and six 50kW charging stations, solar PV canopies and a 60kW energy storage unit.

For SSEN the event was very successful as it gave us the opportunity to emphasise the importance of early engagement (promoting pre-application meetings), to understand customer requirements and to remove any myths on how difficult it is to get connected to our network.

We were also pleased to work closely with Dundee City Council in helping deliver a key component in the City's EV charging infrastructure.

What do you think of our website? We want your feedback!





Do you have any suggestions or ideas for us to improve our connections website?
www.ssepd.co.uk/Connections/

One of our ICE commitments for 2018/2019 is to 'Review our Connections Website'.

We will carry out a detailed review of our connections website to ensure this is easy to navigate, is intuitive and that relevant documents and information are easily accessible.

We need our customers to tell us:

-  Is our website easy to navigate?
-  What information would you like to access within 3 clicks?

Please email your thoughts to connectionsfeedback@sse.com

Upcoming Events

29th August – Connections Surgery, Glasgow

30th August – Joint ICP/IDNO event with SP Energy, including the CiC forum – HVDC Centre, Cumbernauld




6th September - Quotation, Design and Application Process workshop (including Connection Offer Expenses and Interactivity) – this will be hosted as a WebEx

13th September – Wayleave workshop – Perth office

18th September – Unmetered Forum – Perth office

26th September – Connections Surgery – Perth office

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