



Demand Frequently asked questions



How do I pay for my quote?

Usually you will need to pay for your connection in full when you accept your quotation. If the charge is greater than £100,000 you can request a plan of scheduled payments.

How can I make payment?

Payment can be made by cheque, bank transfer, debit/credit card or online if you made a web application. Payment details can be found on the acceptance page of your offer. Please note, there is a £5,000 limit when paying by debit/credit card online and over the phone.

What capacity is available on the Network?

Our website contains some useful tools to allow you to assess the capacity available on our Network. Our Network Capacity Map can be found at www.ssen.co.uk/ContractedDemand. Alternatively, you may wish to attend one of our Connections Surgeries or submit a formal application.

When can the work be done?

Once your acceptance payment has been received; your local Project Manager will contact you within 7-15 working days to schedule in the work. For smaller projects, we aim to connect within 30-40 working days. We are unable to provide a time frame for larger projects as this will depend on works required.

How can I request invoice for my payment?

An invoice can be requested from your Commercial Contract Manager or send an email to commercial.contracts@sse.com. We will not be able to provide a VAT receipt when the invoice is issued.

Can a site visit be done?

A site visit is not always required for the quotation, information is usually obtained at the initial contact to provide an accurate offer. However after acceptance your Project Manager shall discuss coming to meet you on site.

Why can you not liaise with the other utility companies so that all my works can be done together?

Once your quote has been accepted and payment made, the local Team Manager will endeavour to work with other utilities however sometimes scheduling will not always be compatible.

Can I reserve my capacity until I am ready to use it?

We expect full capacity to be used upon energisation as close to the estimated connection date as possible – if you only construct a portion of the total generation capacity you may be allowed up to 12 months to build the rest – conditions apply. Please speak with your Commercial Contract Manager.

Do SSEN fit my meter?

No the customer will need to appoint their own electricity supplier who will arrange for a meter to be fitted.

How can I cancel my project?

We will require a written confirmation to be sent by post/email that the project has terminated. We will issue a refund minus Assessment & Design fee and any costs spent on the project.

The final refund value will be confirmed by your Commercial Contract Manager/Project Manager

