



Generation Frequently asked questions



How can I make payment?

Payment details can be found on the acceptance page of your offer. We also accept payments over the phone - 0800 197 5527 (credit card limit is £5 000.00).

How can I request invoice for my payment?

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

How can I assign/novate a contract to different contracted party.

Please email your contract manager or commercial.contracts@sse.com with the details of the new company (company name, postal address and registered company number) and we will issue an assignment agreement/novation, which will require to be signed by previous contracted party, new company and countersign by us.

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 Generation Availability Map can be found at www.ssen.co.uk/generationavailability. Alternatively, you may wish to attend one of our Connections Surgeries or submit a formal application.

When can I expect my offer?

We aim to have quotes sent to you as soon as possible however it will depend on our GS timescales – otherwise check website and contact your relevant Contract manager?

Can I pay a smaller deposit?

Yes. We may allow 10k upon acceptance – no works will commence but payment may be required if reinforcements triggered.

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

Within Reason. 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.

Can I change generation technology after accepting my offer?

Depends. If your change is considered a 'Material Change' (perhaps a separate guidance is/could be available and referred to here?) then your offer cannot be amended and a new application will be required. Some changes, such as synchronous generation but from a different fuel source may be allowed.

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.

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.

How to get my export MPAN?

Prior to connection, your export MPANs, where applicable, will be requested by the Scottish and Southern Electricity Networks Contracts Manager. Once MPANs are raised, the Contracts Manager will issue them to you by email and you will need to register with an electricity supplier.

