

# Connections Newsletter

## Events, workshops and Steering Panel meetings – we've been busy!

Continuous engagement with our customers is very important to us. We like to keep you updated and informed about new information and any changes in our processes.

We have hosted a range of events including 'Unmetered' and 'Wayleave' workshops, an Online Application Process webinar and a joint event with SP Energy Networks. Keep an eye on our Events Calendar - [click here to view](#) – this highlights our planned events for the coming year and allows you to register.



### Update on Connection Offer Expenses

We are currently applying COE to HV, EHV and 132kV Generation Offers. We intend to extend this to HV, EHV and 132kV Demand Offers from 14th November 2018.

#### What does this mean?

You may be charged for the costs of preparing your connection offer, even if you do not wish to accept.

We will tell you at the point of application that you may incur these charges and give you a 'cooling off period' where you can cancel without charge. Our charges are readily available and on our web site, alongside a handy customer guide explaining our process for Connection Offer Expenses.

[Download our guide](#)

### Upcoming Events

Thu 08 Nov 2018 - Wayleaves Workshop - Aberdeen

Tue 13 Nov 2018 - Connection Offer Expenses for Demand connections

Tue 20 Nov 2018 - Connections Engagement Day

Thu 29 Nov 2018 - Securities and Liabilities: joint SSEN SHE Transmission and National Grid workshop

At this workshop we will be discussing our on-going 'Wayleave Review' with our customers and asking for their feedback.



Register to join the  
**Connection Offer  
Expenses Webinar**



We are hosting this webinar on 13th November - sign up to learn more!

[Use this link](#) to register

  
**KEEP  
CALM  
AND  
COMPLY WITH  
GDPR**

### We want to keep our customers informed and updated.

We do this in many ways – through newsletters, emails and social media and by engaging with our customers at events and workshops or online through webinars. Make sure you and your colleagues keep in contact with us by registering to 'opt in' – [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

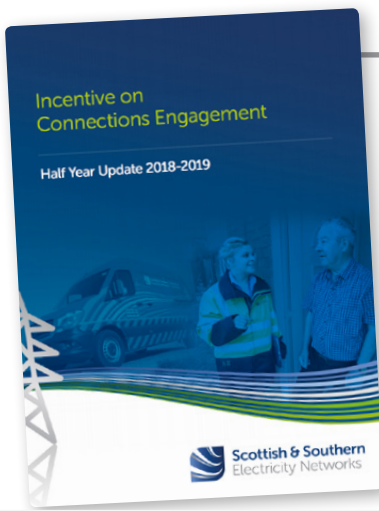
You can unsubscribe at any time by clicking the "Unsubscribe" link in any of our emails or by emailing [unsubscribe@sse.co.uk](mailto:unsubscribe@sse.co.uk).

### We need your feedback!

You told us you wanted to see outputs from our actions. We've now published our **Half Year Update** with access to all of our completed outputs so far.

**Tell us what you think** of our outputs and services to date.





## Our Half Year Update is available to view from 31st October 2018

This is the combined Scottish Hydro Electric Power Distribution and Southern Electric Power Distribution half year update on our Incentive on Connections Engagement (ICE) 2018-2019 work plan.

In this report we introduce two new commitments to customers this year:

- To provide guidance and a process to customers affected by street furniture knockdowns
- To develop a guide for customers wishing to install a charging point at home, at their workplace or on the street

We also plan to amend two further actions;

- Quote letters - provide a summary document, designed to be shorter and more accessible, providing key information relating to the connection
- GIS – we are inviting customers to take part in 'user acceptance testing'

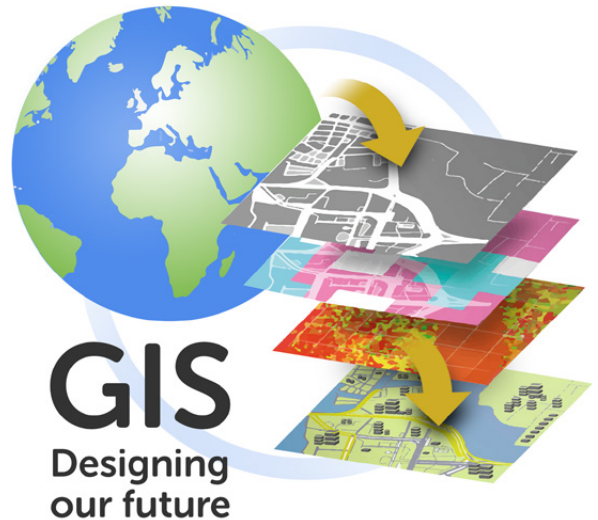
You can view this on our website

[Click here](#), alternatively you can request a copy by contacting; [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)

## GIS 'user acceptance testing' – sign up and help test our new system!

We are keen to involve customers in planned areas of improvement and have invited many customers that we have recently engaged with to take part in GIS demo testing – this will give them the earliest possible sight of functionality. We identified software issues in the development of our new GIS system which means that delivery will now be delayed by three months. We thought it would be a good idea to use the extra time by offering customers the opportunity to undertake 'user acceptance testing'. The testing is intended to be completed remotely, using test data, replicating how they would access the new system once implemented. We engaged with customers at our recent Connections Customer Steering Panel meetings (both north and south), showing them the prototype version of the system.

If you would like to take part in the 'user acceptance testing' – there is still time! Please contact [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)



Our customers are at the heart of everything we do – feedback is vital in our decision making process – please keep providing your feedback and any comments you have on the Half Year Report – let us know!



We've updated our staff contact guides – you can now have the direct contact details of the people you really need to speak to!

### Contacts Guide - North

Find out who you need to contact regarding your new connection or project in northern Scotland.

Scotland



[Click here](#) or contact [connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com) for a copy.

We use social media for updates and networking – follow us on



### Connections Customer Steering Panel meetings - OVERVIEW

Further to our recent meetings in England and Scotland, we have produced an overview of the feedback that was gathered and invite our panel members to review the document and see what happens next: [Click here](#) - we look forward to any additional comments.