Scottish and Southern Electricity Networks

We own and operate two electricity distribution licence areas, one in the north of Scotland and the other in central southern England.

Scottish Hydro Electric Power Distribution (SHEPD) - operates in the north of Scotland and safely delivers electricity to around 770,000 customers across a quarter of the UK landmass. Southern Electric Power Distribution (SEPD) - operates in central southern England and safely delivers electricity supplies to more than 3 million customers.

We offer a range of connection services for customers including unmetered connections enabling the connection of streetlights, street furniture (broadband cabinets), advertising units, bus stops and CCTV cameras.

This guide outlines the process customers will need to follow if their existing unmetered connection is damaged and requires a reconnection.

The Process

If your unmetered asset is damaged or knocked down and requires replacement or repair, you will need to follow the process below:

1. The asset owner will need to contact us on 105 (or 0800 072 7282 in southern England, 0800 300 999 north Scotland) to request a disconnection to allow the asset to be re-placed or fixed.

2. We will attend the site to complete the disconnection and make the area safe.

3. The asset owner will then need to submit a new connection application to reconnect the supply:

   a. Please contact Connections & Engineering (0800 048 3516) to submit a new application form, or apply online.

   b. We will design and issue a new quotation to you within 25 working days in line with our Guaranteed Standards of Performance.

   c. Should you wish to proceed, upon acceptance and payment received we will schedule the works to be completed.
# Contacts

## Connections & Engineering

**Applications:** 0800 048 3516  
connections@ssen.co.uk  

**Acceptances:** 0800 197 5527  
quote.acceptance@ssen.co.uk  

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<th>South Design</th>
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