



Connections Newsletter

We've got lots of updates to tell you about and will continue to make improvements in the new ICE year – 2019/2020

G99/G98 – we have created a new webpage to explain the G99/G98 applications changes for our generation customers

G59 and G83 Generator requirements are changing

Generators will need to provide more information and meet new requirements if connecting, applying for a new connection, or modifying their connection after requirements.

G99 Key facts

New ENA forms and information

You will need to complete your G99 standard application form if applying after 27th April. Any G99 application forms received after 27th April will not be accepted by SSEN.

Documents

- 02 Apr 2019
DCC G5-G99 Single Full guide
August 2018 complete
4 MB
- 03 Apr 2019
DCC G5-G98 Multiple Premises Full
Guide
1 MB
- 03 Apr 2019
DCC G99 Tables B & E Summary August
2018 complete
20 KB

 www.ssen.co.uk/G99G98Requirements/

For ICP and IDNO customers we have produced a:

How to Guide

Apply and track your project online:

We have produced a new 'how to' guide which shows you how to apply and track your projects online for Point of Connection projects – download the guide on our [website](#).



Network Design Policy Updates

Following the creation of a dedicated webpage for network design policy updates our registered customers now receive automated e-mail alerts for network policy updates

If you wish to receive these, please contact:

connectionsfeedback@sse.com



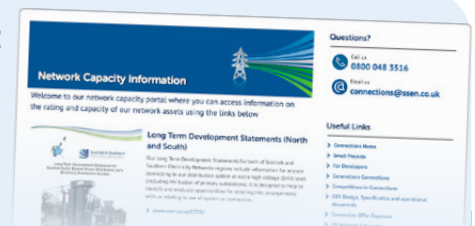
Flexible Connections improvements

From April 2019 you will be able to request a flexible connection immediately, without the need to obtain a standard connection quotation first, cutting down the time to quote and COE fee associated with the old process by 50%. SSEN has improved the process and policies behind it based on your feedback, improving your experience in areas where constraints are already identified, and your options should we identify new constraints as we progress your connections quotation.



Website improvement – Network Capacity Information:

We have a new 'Network Capacity Information' web page where you can access network rating and loading information, as well as demand and generation availability heat maps and other network capacity information on our network assets.



Network Capacity Information

click here to view the new web page



Online application process – we’ve made improvements!

We committed to enhance our online application process to expand the generation and storage options. We have also reviewed and improved the information available for mixed generation/demand connections (e.g. housing with solar panels) to provide better information for customers wishing to apply online.

In December 2018 we implemented improvements to our online application process allowing customers to provide details of any generation or energy storage they were planning to connect and include this information under a single online demand connection application. In response to stakeholder requests we also amended our online distributed generation application process allowing customers to apply for a modification to an existing energised connection (e.g. adding energy storage to an existing solar farm installation) without having to request a new connection to our network.

Plot no	Combined Load (kW)	Connection type	Electric Vehicle Charging List (kW)	Installed Generation (kW)	Maximum Export (kW)	Inverter Name	Min Generation (kW)	Energy Storage (kWh)
1	3	Single Phase	0	2.5	2		2	0
2	3	Single Phase	0	2.5	2		2	0
3	3	Single Phase	0	2.5	2		2	0
4	3	Single Phase	0	2.5	2		2	0
5	3	Single Phase	0	2.5	2		2	0
6	3	Single Phase	0	2.5	2		2	0
7	3	Single Phase	0	2.5	2		2	0
8	3	Single Phase	0	2.5	2		2	0
9	3	Single Phase	0	2.5	2		2	0
10	3	Single Phase	0	2.5	2		2	0
11	3	Single Phase	0	2.5	2		2	0
12	3	Single Phase	0	2.5	2		2	0
13	3	Single Phase	0	2.5	2		2	0
14	3	Single Phase	0	2.5	2		2	0
15	3	Single Phase	0	2.5	2		2	0
16	3	Single Phase	0	2.5	2		2	0
17	3	Single Phase	0	2.5	2		2	0
18	3	Single Phase	0	2.5	2		2	0
19	3	Single Phase	0	2.5	2		2	0
20	3	Single Phase	0	2.5	2		2	0
21	3	Single Phase	0	2.5	2		2	0
22	3	Single Phase	0	2.5	2		2	0
23	3	Single Phase	0	2.5	2		2	0
24	3	Single Phase	0	2.5	2		2	0
25	3	Single Phase	0	2.5	2		2	0
26	3	Single Phase	0	2.5	2		2	0
27	3	Single Phase	0	2.5	2		2	0
28	3	Single Phase	0	2.5	2		2	0
29	3	Single Phase	0	2.5	2		2	0
30	3	Single Phase	0	2.5	2		2	0
31	3	Single Phase	0	2.5	2		2	0
32	3	Single Phase	0	2.5	2		2	0
33	3	Single Phase	0	2.5	2		2	0
34	3	Single Phase	0	2.5	2		2	0
35	3	Single Phase	0	2.5	2		2	0
36	3	Single Phase	0	2.5	2		2	0
37	3	Single Phase	0	2.5	2		2	0
38	3	Single Phase	0	2.5	2		2	0
39	3	Single Phase	0	2.5	2		2	0
40	3	Single Phase	0	2.5	2		2	0
41	3	Single Phase	0	2.5	2		2	0
42	3	Single Phase	0	2.5	2		2	0
43	3	Single Phase	0	2.5	2		2	0
44	3	Single Phase	0	2.5	2		2	0
45	3	Single Phase	0	2.5	2		2	0
46	3	Single Phase	0	2.5	2		2	0
47	3	Single Phase	0	2.5	2		2	0
48	3	Single Phase	0	2.5	2		2	0
49	3	Single Phase	0	2.5	2		2	0
50	3	Single Phase	0	2.5	2		2	0
51	3	Single Phase	0	2.5	2		2	0
52	3	Single Phase	0	2.5	2		2	0
53	3	Single Phase	0	2.5	2		2	0
54	3	Single Phase	0	2.5	2		2	0
55	3	Single Phase	0	2.5	2		2	0
56	3	Single Phase	0	2.5	2		2	0
57	3	Single Phase	0	2.5	2		2	0
58	3	Single Phase	0	2.5	2		2	0
59	3	Single Phase	0	2.5	2		2	0
60	3	Single Phase	0	2.5	2		2	0
61	3	Single Phase	0	2.5	2		2	0
62	3	Single Phase	0	2.5	2		2	0
63	3	Single Phase	0	2.5	2		2	0
64	3	Single Phase	0	2.5	2		2	0
65	3	Single Phase	0	2.5	2		2	0
66	3	Single Phase	0	2.5	2		2	0
67	3	Single Phase	0	2.5	2		2	0
68	3	Single Phase	0	2.5	2		2	0
69	3	Single Phase	0	2.5	2		2	0
70	3	Single Phase	0	2.5	2		2	0
71	3	Single Phase	0	2.5	2		2	0
72	3	Single Phase	0	2.5	2		2	0
73	3	Single Phase	0	2.5	2		2	0
74	3	Single Phase	0	2.5	2		2	0
75	3	Single Phase	0	2.5	2		2	0
76	3	Single Phase	0	2.5	2		2	0
77	3	Single Phase	0	2.5	2		2	0
78	3	Single Phase	0	2.5	2		2	0
79	3	Single Phase	0	2.5	2		2	0
80	3	Single Phase	0	2.5	2		2	0
81	3	Single Phase	0	2.5	2		2	0
82	3	Single Phase	0	2.5	2		2	0
83	3	Single Phase	0	2.5	2		2	0
84	3	Single Phase	0	2.5	2		2	0
85	3	Single Phase	0	2.5	2		2	0
86	3	Single Phase	0	2.5	2		2	0
87	3	Single Phase	0	2.5	2		2	0
88	3	Single Phase	0	2.5	2		2	0
89	3	Single Phase	0	2.5	2		2	0
90	3	Single Phase	0	2.5	2		2	0
91	3	Single Phase	0	2.5	2		2	0
92	3	Single Phase	0	2.5	2		2	0
93	3	Single Phase	0	2.5	2		2	0
94	3	Single Phase	0	2.5	2		2	0
95	3	Single Phase	0	2.5	2		2	0
96	3	Single Phase	0	2.5	2		2	0
97	3	Single Phase	0	2.5	2		2	0
98	3	Single Phase	0	2.5	2		2	0
99	3	Single Phase	0	2.5	2		2	0
100	3	Single Phase	0	2.5	2		2	0

As a direct result of customer feedback, we have developed a Summary Document to be issued with our generation quote letters!

As part of our review of our connection offer documentation we have replaced the previous accompanying letter with a new two-page summary document extracting the key information from the formal offer, which our customers highlighted was of most value to them. This was launched in December 2018 and has been well received, with customer feedback being very positive.

The summary document includes the key information that customers require in a more accessible and shorter format.



We now offer 'virtual surgery' webinars

We rolled out our "virtual surgery" webinars in December 2018, these allow online meetings where customers were able to discuss their projects, share graphical information online and engage with key personnel from the comfort of their own office. This valuable addition to our stakeholder engagement offering has been very well received by all who participated. If you would like to arrange a virtual surgery, please contact:

 connectionsfeedback@sse.com

Wayleave Review

We have published our Wayleaves review interim report:

 [Click here to view](#)

We hope to make the wayleave process more transparent, easier to understand and improve cycle times for customers.



We will be publishing our new commitments for 2019/2020 soon!

We would really like your feedback and comments on what we are planning to deliver in 2019/2020 to make the connections service we offer better for our customers.

We have created a survey for you to complete and also have the chance of winning an Apple iPad 6th generation! [Click here to take part.](#)

Keep up to date in 2019 by joining our LinkedIn Group - **SSEN Connections Engagement**



Our commitments for 2019/20

Commitment	Start Date	End Date	Status
Improve the wayleave process	1/1/2019	31/12/2019	On Track
Reduce connection times	1/1/2019	31/12/2019	On Track
Improve customer communication	1/1/2019	31/12/2019	On Track
Reduce connection costs	1/1/2019	31/12/2019	On Track
Improve the wayleave process	1/1/2019	31/12/2019	On Track
Reduce connection times	1/1/2019	31/12/2019	On Track
Improve customer communication	1/1/2019	31/12/2019	On Track
Reduce connection costs	1/1/2019	31/12/2019	On Track