PROCESS GUIDE FOR
FAST TRACK RECONNECTION TO CRITICAL
TELECOMMUNICATIONS ASSETS
(STREET FURNITURE)
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 metered and unmetered connections to telecommunications street furniture (e.g. broadband cabinets).

This guide outlines the process customers will need to follow if their existing metered or unmetered connection to their telecommunications asset has been disconnected – following a third party damaged or knock down during a Road Traffic Accident (RTA) – and requires an urgent reconnection.

Fast Track Reconnection Process Guide

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Fast Track Reconnection Process for Critical ‘Metered’ Telecommunications Assets

If your metered telecommunication asset is damaged or knocked down and requires urgent 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 central southern England, or 0800 300 999 in north of Scotland) to request a disconnection to allow their metered asset to be replaced or repaired.

2. We will attend the site to complete the disconnection of the metered supply to the telecommunication asset and make the area safe.

3. The asset owner will then need to submit a new connection application to reconnect the metered supply to their telecommunication asset:
   
a. Please use our online application service for the fast track reconnection of your metered telecommunication asset. See details on how to use this online service on next pages.

   b. We will issue a ‘Small New Connection’ type of Quote letter to you within 2 working days for the reconnection works of your metered telecommunication asset.

   c. Should you wish to proceed, upon acceptance and payment received we will schedule the reconnection works to be completed within 5 working days.
Applying online

1. Getting started – Creating a profile

Before you can make an application online you first have to create a profile. This section shows how easy this is to set up.

Firstly, access our connections website at www.ssen.co.uk/connections/ and select the “Account” tab on the right-hand side of the header and click on the “Register” button.

This will open a profile registration questionnaire which you should complete and submit.

If you wish others to be able to access your online profile and receive updates, then please consider registering a group email account and password. You are now registered and can apply for your reconnections online.
2. Accessing ‘Online Applications’ from ‘Your profile’

This section shows you how to access the online application service from your online profile page.

Again this starts with accessing our connections website on www.ssen.co.uk\connections and selecting the “Account” tab but this time click the “Sign In” button to log into your account using your registered email address and password.

If you have previously registered an account and have not used this for the last 2 years your account may have been deactivated and you will need to “re-register” using the link above.

Once you have logged in to your account you will see your profile page which you can update if required.
Your profile page also allows you to access and track your previous projects ("Job Tracking"), to make a new application ("Make Application"), and to view our upcoming customer engagement events ("View all events").

From your profile page click on the “Make Application” button to apply for a “Fast Track Reconnection” to a telecommunication asset.

This opens a new “Online Applications” page allowing you to choose the type of connection or service you would like to apply for.
3. Making an application for a ‘Fast Track Reconnection’ to a metered telecommunication asset

From the “Online Applications” page you can apply for a “Fast Track Reconnection” to a metered telecommunication asset which has been damaged or knocked down, by selecting the appropriate link, i.e. online application for a “Small New Connection”. Click on the “Apply Online” button.

For all reconnection applications, we first need to confirm that we are the Distribution Network Operator (DNO) for the area in question. To allow us to confirm this you will be asked to provide either a postcode or town and county where the reconnection is to be made, then click on the “Check” button.

If your details are confirmed to be in area, then click the “Continue” button.
Once it is confirmed that we are the DNO operating in the area in question, you will be asked for more information on the location and type of connection you would like us to provide. This is a four-stage process and includes providing your details, the details of the site address, customer and site contacts, style of property (i.e. ‘other’ for a street furniture) and connection loads required (i.e. ‘existing load’ figure, if known, for the reconnection of existing load).

You can also upload your supporting documents such as site layout and location plan, additional information such as photographs of your damaged or knocked down telecommunication asset, and any necessary correspondence at the end of the process.

They next few pages will walk through the information you need to provide us to allow us to quote for the reconnection of your metered telecommunication asset.

(a) Providing your site address information

As you have already provided the postcode for your site, the site address map will display the general location of your site. You will be asked to draw the boundary of your site (i.e. the location around your street furniture where the reconnection is to take place) by dropping pins in a clockwise manner (double click to drop a pin). Drop a minimum of 3 pins (up to 10 pins) before selecting the “Draw boundary” button to highlight your site area.

Once you have drawn your site boundary confirm this by ticking the box under the map.

If you make a mistake in drawing the boundary you can clear the boundary information using the “Clear boundary” button on the right side of the map and start again.

There are also help links and contact details for our Connections and Engineering team if you need any assistance.

You will then be asked to confirm the property number or name (if known) and the property address where the reconnection is required (mandatory).

Note: The reconnection being at the location of where your telecommunication asset is installed, the property address details will have to be the closest to your street furniture.
Save your progress now (by clicking on the “Save progress” button) so the details you have entered will be available to you next time you log in (in case you wish to leave the online application and complete it later). Click on the “Next” button to go onto the next page.

(b) Providing your correspondence address and contact information

Once your site information is confirmed you will then be asked to provide your correspondence address and contact details. If you have previously made an online application, or have simply registered and created a profile, those details will have been saved.

You can click on the “Use my Address” button and the “Use my contact details” button to auto-populate these fields. You will also be asked to select your preferred method of contact and how you wish to receive your quote.
At any stage of your online application you can save your progress (by clicking on the “Save progress” button), go back to the previous page (by clicking on the “Back” button), or go onto the next page (by clicking on the “Next” button), without losing the information you have already entered.

(c) Providing the customer details and site contact details

Once your site and correspondence information is confirmed you will then be asked to provide the customer details (i.e. customer type and their name). If you are the customer, again, you can click on the “Use my contact details” button to auto-populate these fields.

In the drop-down menu for “Customer Type” – select ‘Commercial’.

You will also be able to tick or untick the “Customer Satisfaction Survey” box as you wish.
Once the customer details have been confirmed you will then be asked to provide the site contact details. If you are managing your own project, please, tick the box.

In the “Are you the property land owner?” field – select ‘No’.

If you are not the property land owner, we will need a letter of authority from the land owner to confirm that you can apply for the connection. You can upload this at the end of the application process along with your other supporting documents.

**Note:** The letter of authority is only relevant for a new connection, not for an existing connection that needs to be reconnected following a temporary disconnection.

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(d) Confirming your reconnection requirements

To allow us to provide the most appropriate reconnection information you will need to confirm the “Application set up” details as follows:

- In the “Quote type” field – select ‘Formal quotation’;
- In the “Number of properties” field (i.e. number of street furniture you wish to reconnect) – enter/select ‘1’ (i.e. 1 reconnection); and
- In the “Microgeneration” field – leave the tick box ‘unticked’ as this field does not apply for the reconnection of a telecommunication asset installed in a street furniture.
Once the application set up details have been confirmed you will then be asked to describe the type of work you need us to carry out and to provide the property details as follows:

- In the “Please describe the type of work you need” field – type the ‘SSEN FAULT NUMBER’ (which you were provided with by our Emergency Service Centre when you contacted us to disconnect your damaged/knocked down telecommunication asset), then type the wording ‘KNOCKDOWN FIBRE CABINET’, and finally type the wording ‘URGENT RECONNECTION REQUEST’;

- In the “Please select type of premises” field – select ‘Other’ (for a street furniture);

- In the “If other, please add a description” field – type the wording ‘METERED STREET FURNITURE’;

- In the “Please enter the total load you need for this property” field – you can enter ‘0’ kW (as this is for a reconnection of an existing load), or the existing load figure if known (e.g. ‘0.5’ kW);

- In the “Number of bedrooms per property” field – enter ‘0’, as this field is not applicable for the reconnection of a street furniture (note: this is a mandatory field which needs a figure to be entered);

- In the “Please indicate method of heating” field – select ‘Other’, as this field is not applicable for the reconnection of a street furniture and would prompt further information to be entered that is not necessary.
Once the property details have been confirmed you will then be asked if you require an additional load.

**Caution:** Do not click on the “Create additional Load” button, as this would prompt further information to be entered that is not necessary.

Just click on the “Next” button.
(e) Uploading supporting documentation

If you have recently received planning permission for your development, please provide the Local Authority details and planning permission reference in the fields provided below.

**Note:** The Local Authority details and planning permission reference are only relevant for a new connection, not for an existing connection that needs to be reconnected following a temporary disconnection, so you can leave these fields blank.

You can upload your supporting documents such as site layout and location plan, additional information such as photographs of your damaged or knocked down telecommunication asset, and any necessary correspondence.

You can also add any other additional information in the “Additional Information” field as you see fit where this is relevant to the reconnection of your metered telecommunication asset.

Once uploaded, your supporting documents will appear in each relevant field above.
(f) Submitting your application

You are now ready to submit your application but before you do, you can use the tabs on the summary page to do a final check of “Your details”, “Site details”, “Application setup”, “Property details”, “Additional loads”, and “Supporting documents” you have uploaded.

If you are happy with the information you have provided, click on the “Confirm” button.

Well done, you have now submitted your online application and have been allocated a project reference number as shown below. We will be in touch shortly to discuss your requirements.

You can now click on the “Finish” button.
Next steps...

You will receive an automated email with your project reference number.

You will need to forward this automated email onto the “Fast Track Reconnections” email address provided below, so that your urgent reconnection request can be dealt with appropriately.

In the subject of the email, you will need to include the following information: ‘FAULT No. XXXXXX – KNOCKDOWN CABINET – METERED RECONNECTION – PROJECT No. XXXXXX’.  

FastTrackReconnections@sse.com

You shall receive a Quotation within 2 working days for the reconnection works of your metered telecommunication asset.

The Quotation you will receive will require to be accepted and paid for the reconnection works of your metered telecommunication asset to take place.

You can choose to accept and pay online via a credit or debit card as soon as you receive your Quotation. The acceptance will then be rapidly processed, and the reconnection project will be passed onto the Delivery Team. This is the quickest option.

Or you can choose other methods of payments such as making a bank transfer, or sending a cheque, or requesting an invoice. You will then need to confirm your acceptance and method of payment to our Quote Acceptance Team by sending an email to quote.acceptance@ssen.co.uk.

Should you wish to proceed, upon acceptance and payment received we will schedule the reconnection works to be completed within 5 working days.
Fast Track Reconnection Process for Critical ‘Unmetered’ Telecommunications Assets

If your unmetered telecommunication asset is damaged or knocked down and requires urgent 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 central southern England, or 0800 300 999 in north of Scotland) to request a disconnection to allow their unmetered asset to be replaced or repaired.

2. We will attend the site to complete the disconnection of the unmetered supply to the telecommunication asset and make the area safe.

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

   a. Please use our online self-quoting service for the fast track reconnection of your unmetered telecommunication asset.

      See details on how to use this online service on next pages.

   b. You will be able to self-quote for the reconnection works of your unmetered telecommunication asset.

      You will receive the automated ‘Unmetered Connection’ type of Quote letter directly into your email box upon confirmation of your self-quote online.

   c. Should you wish to proceed, upon acceptance and payment received we will schedule the reconnection works to be completed within 5 working days.
Applying online

1. Getting started – Creating a profile
Refer to page 4 of this guide.

2. Accessing ‘Online Applications’ from ‘Your profile’
Refer to page 5 and page 6 of this guide.

3. Making an application for a ‘Fast Track Reconnection’ to an unmetered telecommunication asset

From the “Online Applications” page you can apply for a “Fast Track Reconnection” to an unmetered telecommunication asset which has been damaged or knocked down, by selecting the appropriate link, i.e. “Unmetered Connection”. Click on the “Find out more” button.

This opens the “Unmetered connections” page allowing you to choose the type of service you would like to apply for. Look for the “Self-quote for unmetered connections services” section and then click on the “Online self-quoting” link.
For all reconnection applications or self-quotes, we first need to confirm that we are the Distribution Network Operator (DNO) for the area in question. To allow us to confirm this you will be asked to provide either a postcode or town and county where the reconnection is to be made, then click on the “Check” button.

If your details are confirmed to be in area, then click the “Continue” button.
Once it is confirmed that we are the DNO operating in the area in question, you will be asked for more information on the location and type of connection you would like us to provide. This is a four-stage process and includes providing your details, the details of the site address, customer and site contacts, and the type of unmetered works.

You can also upload your supporting documents such as site layout and location plan, additional information such as photographs of your damaged or knocked down telecommunication asset, and any necessary correspondence at the end of the process.

They next few pages will walk through the information you need to provide to self-quote the reconnection of your unmetered telecommunication asset.

(a) Providing your site address information

As you have already provided the postcode for your site, the site address map will display the general location of your site. You will be asked to place the pin to show us the exact location of your street furniture where the reconnection is to take place.

Once completed, you are required to confirm this is accurate by ticking the box under the map.

There are also help links and contact details for our Connections and Engineering team if you need any assistance.

![Site address map](image)

You will then be asked to confirm the property number or name (if known) and the property address where the reconnection is required (mandatory).

**Note:** The reconnection being at the location of where your telecommunication asset is installed, the property address details will have to be the closest to your street furniture.
Save your progress now (by clicking on the “Save progress” button) so the details you have entered will be available to you next time you log in (in case you wish to leave the online application and complete it later). Click on the “Next” button to go onto the next page.
Providing your correspondence address and contact information

Once your site information is confirmed you will then be asked to provide your correspondence address and contact details. If you have previously made an online application, or have simply registered and created a profile, those details will have been saved.

You can click on the “Use my Address” button and the “Use my contact details” button to auto-populate these fields. You will also be asked to select your preferred method of contact and how you wish to receive your quote.

At any stage of your online application you can save your progress (by clicking on the “Save progress” button), go back to the previous page (by clicking on the “Back” button), or go onto the next page (by clicking on the “Next” button), without losing the information you have already entered.
(c) Providing the customer details and site contact details

Once your site and correspondence information is confirmed you will then be asked to provide the customer details (i.e. customer type and their name). If you are the customer, again, you can click on the “Use my contact details” button to auto-populate these fields.

In the drop-down menu for “Customer Type” – select ‘Commercial’.

You will also be able to tick or untick the “Customer Satisfaction Survey” box as you wish.

Once the customer details have been confirmed you will then be asked to provide the site contact details. If you are managing your own project, please, tick the box.

In the “Are you the property land owner?” field – select ‘No’.

If you are not the property land owner, we will need a letter of authority from the land owner to confirm that you can apply for the connection. You can upload this at the end of the application process along with your other supporting documents.

Note: The letter of authority is only relevant for a new connection, not for an existing connection that needs to be reconnected following a temporary disconnection.
(d) Confirming your general requirements

To allow us to provide the most appropriate reconnection information you will need to confirm “Your general requirements” details as follows:

- In the “Asset owner” field – select the owner of the assets to be reconnected from the dropdown list – if the asset owner is not listed please click the “Apply” button to request the organisation is added, and in the meantime please use the standard online application facility (Online application);
- In the “Highway Type” field – select ‘Existing’;
- In the “Region” field – the relevant region will be automatically selected (i.e. England or Scotland); and
- In the “Job Description” field – type the ‘SSEN FAULT NUMBER’ (which you were provided with by our Emergency Service Centre when you contacted us to disconnect your damaged/knocked down telecommunication asset), then type the wording ‘KNOCKDOWN FIBRE CABINET’, and finally type the wording ‘URGENT RECONNECTION REQUEST’.
Once your general requirements details have been confirmed you will then be asked to describe the type of works you need us to carry out as follows:

- In the “No of New Connections” field – enter ‘1’ (i.e. 1 reconnection);
- In the “No of Disconnections” field – leave blank;
- In the “No of Transfers” field – leave blank; and
- In the “No of Road Crossings” field – leave blank.
Then click the “Calculate” button.

The estimated price of the reconnection (excluding VAT) will then appear.

Once your work types details have been confirmed you will then be presented with your payment options.

You can choose to pay online via a credit or debit card or you can choose other methods of payments such as making a bank transfer, or sending a cheque, or requesting an invoice.

If you choose to request an invoice, you must tick the “Invoice request” box.

You have the possibility to enter your purchase order number in the “Purchase order number” field, if you already have one.
Uploading supporting documentation

If you have recently received planning permission for your development, please provide the Local Authority details and planning permission reference in the fields provided below.

Note: The Local Authority details and planning permission reference are only relevant for a new connection, not for an existing connection that needs to be reconnected following a temporary disconnection, so you can leave these fields blank.

You can upload your supporting documents such as site layout and location plan, additional information such as photographs of your damaged or knocked down telecommunication asset, and any necessary correspondence.

You can also add any other additional information in the “Additional Information” field as you see fit where this is relevant to the reconnection of your unmetered telecommunication asset.
Once uploaded, your supporting documents will appear in each relevant field above.
(f) Submitting your self-quote

You are now ready to submit your application for a self-quote but before you do, you can use the tabs on the summary page to do a final check of “Your details”, “Site details”, and “Supporting documents” you have uploaded.

If you are happy with the information you have provided, click on the “Confirm” button.

Well done, you have now submitted your online self-quote and have been allocated a project reference number as shown below. We will be in touch shortly to discuss your requirements.

You can now click on the “Finish” button.
Next steps...

You will receive an automated email with your project reference number and your self-quote will be enclosed with the email.

You will need to forward this automated email onto the “Fast Track Reconnections” email address provided below, so that your urgent reconnection request can be dealt with appropriately.

In the subject of the email, you will need to include the following information: ‘FAULT No. XXXXXX – KNOCKDOWN CABINET – UNMETERED RECONNECTION – PROJECT No. XXXXXX’.

FastTrackReconnections@sse.com

The Quotation you have received via the online service directly into your email box will require to be accepted and paid for the reconnection works of your unmetered telecommunication asset to take place.

You can choose to accept and pay online via a credit or debit card as soon as you receive your Quotation. The acceptance will then be rapidly processed, and the reconnection project will be passed onto the Delivery Team. This is the quickest option.

Or you can choose other methods of payments such as making a bank transfer, or sending a cheque, or requesting an invoice. You will then need to confirm your acceptance and method of payment to our Quote Acceptance Team by sending an email to quote.acceptance@ssen.co.uk.

Should you wish to proceed, upon acceptance and payment received we will schedule the reconnection works to be completed within 5 working days.
Contacts

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