About SSEN

Who we are and what we do.

Scottish and Southern Electricity Networks (SSEN) is the trading name of the two Distribution and one Transmission businesses that form part of the FTSE-50 energy company, SSE. This report focuses on the two Distribution businesses, Scottish Hydro Electric Power Distribution plc (SHEPD), that operates to the north of the central belt of Scotland, and Southern Electric Power Distribution plc (SEPD) that operates in central southern England, as shown on the map opposite.

Together, these networks serve almost 3.9 million homes and businesses, from the bustle of west London to the smallest villages in the Highlands and Islands of Scotland.

Our primary focus is to ‘provide a safe and reliable supply’ by investing in and maintaining the systems of overhead lines, underground and subsea cables that transport electricity to homes and businesses as well as ensuring ongoing and continuous improvement of the service we offer our customers.
Purpose of this report

As a Distribution Network Operator (DNO), our commitment to safe working and public safety remains a top priority, whilst ensuring we provide a reliable supply of electricity for the communities we serve. We are a regulated networks business, working in accordance with legislation, our licences and the regulatory framework, whilst ensuring we always put the customer at the heart of everything we do.

This is the fifth Access Statement we have produced in response to the 2015 UK Regulators’ Network (UKRN) project on cross-sector infrastructure interactions. Its purpose is to raise the profile of how our organisation supports infrastructure investment across the UK, and how parties can seek information when working near our assets.

This statement is intended for four key audiences:

- **Network operators** – providing the opportunity to review and improve business performance through comparison and structured dialogue with customers.
- **Customers** – providing comparative information across different network operators and sectors and enabling customers to feedback experiences and suggestions for improvement.
- **Regulators and government** – providing further evidence to allow judgement on whether we have successfully led on a self-regulatory and proportionate response to UKRN’s 2015 review.
- **Investors and funders of infrastructure** – providing the opportunity to assist with the assessment of risk for existing or new projects which may encounter our assets.

We continue to ensure that we provide access to our expertise and network information as easily and simply as possible, whether it be for a new connection, diversion of supply or safety related queries, and thus we provide a wealth of information on our website.

www.ssen.co.uk/NetworkAccessStatement/
Our services

We provide several services which support infrastructure providers. These include:

- Diversions of our network if a project may affect our existing equipment

- Disconnection and de-energisation of services as required to facilitate customers’ own internal electrical works

- Overhead line surveys for projects which may require working near to overhead lines and where there is a risk of contact with the wires (known as GS6 Surveys)

- Supporting projects when required to dig near to underground cables (known as HS(G)47 Surveys)

- Shrouding overhead lines to protect customers’ staff from harm when working near overhead lines

- Proving that cables are dead or out of commission when they are located

- Resolving any issues regarding asset damage in the course of business.
Performance metrics 2019/20

**Accessing our Network Records**

- **NETWORK RECORDS REQUESTED**
  - 3,546 Manual Request
  - 450,339 Online Request (self-service)

- **AVERAGE TIME TO PROVIDE NETWORK RECORDS**
  - 3 working days Manual Request
  - <10 minutes Online Request (self-service)

**General Enquiries***

- 8,260 Jobs completed
- **19.65 days** Average time taken to complete

**Distribution Connections**

- 27,192 Quotes for connections to our Distribution Networks issued
- 12,865 Connections projects delivered on our Distribution Networks

**Customer Complaints**

- 14,143 Complaints received
- 88.41% Resolved within 1 working day

**Appointments**

- 99.5% Of timed appointments booked were met

**Call Handling**

- 689,128 Total calls from customers to our Customer Contact Centres and Connections Contact Centre

**Time to Quote and Time to Connect**

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<thead>
<tr>
<th></th>
<th>SHEPD</th>
<th>SEPD</th>
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<tr>
<td><strong>SHEPD</strong></td>
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<tr>
<td>Single Connection</td>
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<tr>
<td>Time to Quote</td>
<td>7.90</td>
<td>7.37</td>
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<tr>
<td>Time to Connect</td>
<td>31.57</td>
<td>35.55</td>
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<tr>
<td>2-4 Connections</td>
<td></td>
<td></td>
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<tr>
<td>Time to Quote</td>
<td>12.33</td>
<td>11.13</td>
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<tr>
<td>Time to Connect</td>
<td>47.44</td>
<td>42.47</td>
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<tr>
<td><strong>SEPD</strong></td>
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<tr>
<td>Single Connection</td>
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<tr>
<td>Time to Quote</td>
<td>7.37</td>
<td>8.94</td>
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<tr>
<td>Time to Connect</td>
<td>35.55</td>
<td>42.47</td>
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<tr>
<td>2-4 Connections</td>
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<tr>
<td>Time to Quote</td>
<td>11.13</td>
<td>6.94</td>
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<tr>
<td>Time to Connect</td>
<td>45.04</td>
<td>34.87</td>
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**Broad Measure Scores**

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<thead>
<tr>
<th><strong>BROAD MEASURE OF CUSTOMER SERVICE SCORE</strong></th>
<th>SHEPD</th>
<th>SEPD</th>
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<tr>
<td>Supply Interruptions</td>
<td>9.23/10</td>
<td>8.67/10</td>
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<td></td>
<td>9.16/10</td>
<td>8.64/10</td>
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<td>9.21/10</td>
<td>8.73/10</td>
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**Connections Engagement**

- **12,025** stakeholders engaged with through external events and webinars
- **1,953** stakeholders engaged with through our own engagement

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*General Enquiries include De-energisation, Shrouding, Overhead Line Assessment, Substation Access, Temporary Access, Underground Cable Assessment / Cable Trace, Installing Bird Inhibitors, Tree Cutting (non-emergency) and Pole Assessments.

Cross-sector Infrastructure Report 2019/20: Working near our infrastructure
Clients’ feedback

We are committed to listening to our clients and working to improve our processes and the services we provide.

In 2019/20, we have continued our work with key stakeholder groups, the valuable feedback received is integral to the decisions that we make as a business and this year we have held joint events with our industry colleagues, UKPN and SPEN on Electric Vehicles, and in March this year we held a Flexibility for Investors webinar which was well received and attended by customers from all of our Stakeholder groups, such as Commercial and Industrial consultancies, Distributed Generation, Local Authorities, Community Energy Groups and Housing Developers).

Stakeholder and Customer engagement information available at:
https://www.ssen.co.uk/StakeholderEngagement/

Engagement sessions

- **226** Number of engagement sessions held
- **17** webinars
- **12** events
- **44** surgeries
- **153** meetings (pre-application, portfolio and project meetings)

Social

- **38,043** Social media followers
- **5,270** SSEN Community LinkedIn
- **15,412** Twitter
- **519** Connections Engagement LinkedIn
- **16,842** Facebook

Satisfaction score

- Avg. satisfaction score across all events and webinars: **8.7/10**

Stakeholders

- **655** New connections stakeholders added to database

Connections

- Increased minor connections satisfaction:
  - 2018-19: **87%**
  - 2019-20: **89%**

- Reduced Connections complaints:
  - 2018-19: **1124**
  - 2019-20: **817**

Our Stakeholders

- Scottish & Southern Electricity Networks

Stakeholders

- Governments and Parliaments
- Trade bodies and trade unions
- Independent Connections Providers & Independent DNOs
- Environmental groups
- Local Authorities

Cross-sector Infrastructure Report 2019/20: Working near our infrastructure
Meeting the good practice principles

**OUR RESPONSE**

Clear visibility of our plans and proposals for our infrastructure helps to deliver efficient completion of works whilst minimising disruption to those affected. Stakeholders and interested parties can access our long-term development statements easily from our website across both of our licence area.

www.ssen.co.uk/LTDS/

**OUR RESPONSE**

Our approach to efficiency, economy and safety does not just apply to one job or customer, we are constantly striving to improve and find new opportunities. Due to a combination of complexity and cost, a project to replace 33kv isolators and associated plant alongside rail lines on the Isle of Wight was previously difficult to implement. However, one of our Major Project Managers recognised an opportunity when South West Rail announced plans to invest £26m into the rail infrastructure on the Island. The team made a huge effort to find a contract partner to mobilise, order all the materials and engage with the rail companies to coordinate our works at short notice.

During the project we have worked closely with the rail team to turn the power off to the track when they needed it, meanwhile making use of the quiet track, established site welfare and shared an ecologist to reduce our project costs. While there is still work to do, we’re confident the project will complete in early 2021, saving our business over £150k in track possessions and providing a more safe and secure supply of electricity to our customers. We do everything we can to ensure that no one comes to harm as a result of our infrastructure, and support customers with safety information through our website: www.ssen.co.uk/WorkingSafely/

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**PRINCIPLE 1:**

The role of infrastructure network operators

Infrastructure network operators recognise: the stewardship role they play in developing, owning and operating our national infrastructure; and that effective planning and delivery of new infrastructure, across all sectors, benefits everyone.

**PRINCIPLE 2:**

Efficiency, economy and safety

Without prejudicing the needs of customers or funders, or its statutory duties including safety, network operators of in-situ assets should act with efficiency and economy when interacting with customers.
### Meeting the good practice principles

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<tr>
<th>PRINCIPLE 3:</th>
<th>Transparent processes and practice</th>
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<tr>
<td><strong>OUR RESPONSE</strong></td>
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<tr>
<td>We continue to work collaboratively with cross sector industries to deliver new or increased capacity connections to their estates. When approached to provide connections, for example by Rail, Water and Telecoms industries, SSEN promoted early engagement via pre-application meetings and workshops to identify appropriate and viable locations to mitigate unnecessary applications, and the associated costs and resources of each party. These meetings are key in cementing open and meaningful relationships which contribute to understanding delivery programmes and business specific processes at the earliest opportunity for all parties. Following acceptance, projects including the Emergency Services and Rural Network Telecommunications are included within recurring portfolio reviews to ensure all aspects of each connection are managed efficiently. Whether it be the sole responsibility of SSEN to deliver the connection, or shared with the customer’s appointed Independent Connection Provider, by working closely together we are able to progress discussions in a transparent environment for design, wayleaves, consents, programme and costs, which ultimately ensure connections are delivered on time and at cost for the connecting customer. All of our processes are clearly defined and available on our website. These include small and large projects, developers, single customers, diversions, new connections and alterations. Visit <a href="http://www.ssen.co.uk/Connections/">www.ssen.co.uk/Connections/</a> for more information.</td>
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<tr>
<th>PRINCIPLE 4:</th>
<th>Clear, transparent and appropriate pricing</th>
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<tr>
<td><strong>OUR RESPONSE</strong></td>
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<tr>
<td>We have a dedicated section on our website Connections Information – Performance, Standards &amp; charges (ssen.co.uk) to provide customers with all the information they need to know on how we develop our costs, obtain no obligation cost estimations and our guaranteed standards of performance. We continue to provide access to our electronic network records free of charge where possible. If we are not able to provide this service for free, we will provide a clear explanation why. See our ‘update to key process changes section’ for more information on accessing our records.</td>
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<tr>
<th>PRINCIPLE 5:</th>
<th>Continuous learning and best practice</th>
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<tr>
<td><strong>OUR RESPONSE</strong></td>
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<tr>
<td>Our ethos is to continuously drive improvements in all we do, including how we interact with our customers and stakeholders. Taking on board customer feedback, we have continued to outperform customer service targets set by Ofgem during RIIO-ED1, increasing satisfaction levels from 84.5% at the start of RIIO-ED1 to 89.3%. Our ‘Voice of the Customer Programme’, which comprises partly of Touch Point Surveys, was shortlisted as a finalist at UK Customer Satisfaction Awards for Best Use of Customer Insight. For more information visit <a href="http://www.ssen.co.uk/StakeholderEngagement/">www.ssen.co.uk/StakeholderEngagement/</a></td>
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### Cross-sector Infrastructure Report 2019/20: Working near our infrastructure
Major infrastructure projects

Highways England:

Our scope: Network Reinforcement
Project costs: £22.4m
Status: Execution phase. 132kV cable ducting complete. Main connection due to start Jan 2021.

Since 2017, we have been carrying out precursory work for a Customer Connection Project with Highways England who are building a new 2.9km by-pass tunnel to ease traffic congestion at a notorious bottleneck next to Stonehenge. The Project is following SSE’s Large Capital Project (LCP) Governance Framework, and given the Stonehenge project is our largest in-flight Customer Connection project at £22.4m, it has given our customer, Highways England, the reassurance that the work we are carrying out for them is being done to the highest standards.

To date, we have worked with Highways England on project feasibility, optioneering, route development and have started carrying out reinforcement work to our network to ensure capacity for their heavy duty machinery such as tunnel bores and concrete batching plant. Despite the added complexities of Covid-19, towards the end of 2019/20, we have continued to work safely with our contractor partners, Instalcom, who are the first to use our new Connections Framework as part of this project.

Critical National Infrastructure Operators:

Our scope: Dyce – Kingseat 33kV Cable Reinforcement
Project costs: £2.24M
Status: Project complete

A major project to reinforce the network between Dyce Grid and Kingseat Primary, due to an increase in demand in the area, was completed in 2019/20. The project required interactions with numerous stakeholder groups including Local Authority Planning and Environmental departments to ensure all relevant permits were in place, as well as interactions with local land owners and critical national infrastructure operators.

The route of the upgraded cable crossed the main Oil and Gas pipelines from Peterhead, operated by Ineos and Shell, so it was paramount we maintained a good working relationship with both companies to obtain the correct records of pipeline locations and to ensure site attendance when excavating near the pipelines.
## Major infrastructure projects (cont’d)

### Esso Southampton to London (Heathrow) Underground Fuel Pipeline Project:

**Our scope:** Work closely with ESSO to mitigate risk to our network and deliver connections, disconnections and diversions to enable our customer to successfully complete their project.

**Programme:** 2019-2023

**Status:** Design and investigation stage

**Project costs:** £1M

Esso are laying a new underground pipeline from Southampton to London’s Heathrow Airport. The pipeline is passing through three SEPD regions, namely Wessex, South East and Thames Valley. It will run adjacent to, and across, our existing networks at numerous locations, and requires a collaborative approach from ourselves and ESSO to ensure a full understanding of the planned works to ensure the safety of all involved and no disruption to our customers. The works will include new connections to Esso assets along the route of the pipeline and the proposed construction hubs.

SSE have been aiding with the feasibility studies for the point of connections and other associated works. Diversions works at all voltages, from LV up to and including 132kVA above ground, as well as underground, will ensure reduced risk to our network and improved safety of all involved in the project. SSEN is working closely with Esso to identify the risks and how best to eliminate/reduce/manage them.

### Electrification of Railway:

**Our scope:** Survey 161 locations where our conductors cross the railway line. Identified 59 that required diversion and deliver

**Programme:** 2014-2022

**Status:** 57 diversions complete. Two 132kva diversions remain on plan to complete end 2021

**Project costs:** £20M

We have worked with Network Rail over the past six years surveying, designing and delivering diversion and connection works, which have allowed them to electrify their main rail line running between London (Paddington) and Wales (Cardiff). Currently our customer is successfully operating the line, bringing benefit to the communities along the route with improved journey times and service from a rail perspective, but also the reduction in diesel emissions, improving environment and complementing SSEN’s and Government goals to achieve ZERO carbon ambitions.

It is our plan to complete the works in the first quarter of 2022, that will have no impact on the running of the rail line, but will allow SSEN to meet standard clearances between our apparatus and the new apparatus installed by Network Rail.
Update to key process changes

In October 2019, we partnered with an external provider to allow anyone to access information on the location of our assets quickly and easily online.

Line Search Before You Dig is designed to be used by anyone that needs to know where our utility assets are, to work safely, and to help minimise the risk of disruption to customer supplies.

Customers now have access to all of the below utility information by following one simple online process:

- Transmission and Distribution assets across the Highlands and Islands of Scotland
- Our Distribution assets in Central Southern England
- Our Distribution ‘out of area’ assets across the rest of the UK.

The registration process is quick and easy, just visit: www.linesearchbeforeudig.co.uk/

Key Highlights

New online service to request network records

Results in less than 10 minutes compared with up to 3 working days to access the asset information through the manual request process

Statistics

3.91 minutes average response time

184,345 enquiries since October go live of online service

50% increase in monthly enquiries in March 2019/20 since go live in October

Monthly enquiries

New registrations

01/01/20 - 26,373
01/11/19 - 32,527
01/02/20 - 31,988
01/03/20 - 41,242
01/04/20 - 31,602

10/2019 – 2,353
11/2019 – 1,568
12/2019 – 832
01/2020 – 1,119
02/2020 – 895
03/2020 – 723
Contacting us

This report, associated documents and relevant contact details can be found at ssen.co.uk/NetworkAccessStatement/

@twitter.com/ssencommunity

ssen.co.uk

facebook.com/ssencommunity

Media enquiries should call SSE’s Press Office:
+44 (0)345 0760 530

instgram.com/ssencommunity

Investor enquiries should be emailed:
ir@sse.com

linkedin.com/company/ssencommunity