

Frequently Asked Questions Housing Developers



This is the FAQ document for Housing Developers which was created in accordance with SSEN's 2021-22 ICE Workplan commitment 21.04: We will create a frequently asked questions (FAQ) document for Housing Developer stakeholders.

How do I arrange a pre-application meeting for a new development?

You can request a pre-application meeting by visiting the SSEN website and filling out the [Connections Meeting Request form](#). This can be done via our [online event](#) calendar or via our [Contact Connections](#) section.

You can also view our [Connections Meetings leaflet](#) to find out more about what information you need to provide in advance, and what information you can expect to receive from the meeting.

What does SSEN need from us?

We need a completed application form to provide details of the type and size of the connection(s) you require. You will also need to include:

- *A site location plan*
 - *A site layout plan – this should include your proposed meter location(s)*
 - *An Energy Networks Association (ENA) EV/HP application form if you are installing electric vehicle (EV) charging and/or heat pump installations*
 - *A manufacturer's specification sheet for any electric boilers, generation units or similar electrical equipment*
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How do I calculate the kVA load that I will require for my development?

We are currently working to update our online diversity calculator as part of our ICE Commitments for 2021-22. This particular commitment is 21.18: We will create an online calculator for EV and Heat Pump diversity factors. Once published, this will help you determine your overall load requirements and allow you to consider a number of variables for each plot such as electric heating, EV charge points and other high load items. When this is available to use on our website, we'll inform our customers.

In the meantime, please feel free to contact our Account Management team at commercial.contracts@sse.com.

What types of quotations do you provide?

If you are at an early stage of purchasing a site or planning a development, we can provide you with an estimate of likely service costs through either a budget estimate or a feasibility study. Budget estimates are free of charge but do not include a network assessment so only give a rough estimate of any wider network reinforcement that might be required.

Feasibility studies are chargeable but allow up to three load configurations to be assessed for a site and include the cost of any network reinforcement required. Feasibility studies are not offers to connect but they are valuable in assessing connection options, allowing you to choose which option you would like to progress to a formal quotation.

If you have finalised your requirements and are ready to enter into a contract with us to provide your connection, we can give you a formal quotation.

For more information on the different types of quotes we provide, please see [our website](#).

Will my quotation include everything?

The quotation will include everything based on the initial request.

Your quotation will include a breakdown of the costs for the “contestable” works (i.e. the works required from the point of connection on our network to your point of supply) and the “non-contestable” works (i.e. the final connection to the network and any reinforcement required) which we would undertake.

This allows you to choose if you would like an Independent Connection Provider (ICP) or Independent Distribution Network Operator (IDNO) to deliver the contestable element of your connection or if you would be happy for us to undertake all of the works. To find out more about choosing an ICP or IDNO for your project, visit [our website](#).

How long will it take to get a connection offer?

The maximum timescales for issuing a connection quotation offer from us receiving all the relevant information are in line with Industry Guaranteed Standards. The timescale depends upon the type of connection:

Demand Timescale

- Single domestic low voltage (LV) service demand connection or alteration (including moving a meter): **5 working days**
- Small project demand connection (domestic developments of 2 - 4 units requiring no LV network extension; or 1 - 4 units requiring LV network extension; or single premises of any kind requiring 1 or 3 phase connections, in all cases involving LV only and whole current metering): **15 working days**
- Other LV connections with LV works: **25 working days**
- Connections involving high voltage (HV) works: **35 working days**
- Connections involving extra high voltage (EHV) works: **65 working days**

Generation Timescale

- Other LV connections with LV works: **45 working days**
 - Connections involving high voltage (HV) works: **65 working days**
 - Connections involving extra high voltage (EHV) works: **65 working days**
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What are Connection Offer Expenses (COE)?

COE are the costs that we incur in producing your Connection Offer, including registering the application, carrying out network studies, preparing the design for your connection and issuing the connection offer. COE charges are payable even if you do not wish to accept your Connection Offer.

You can read more about this on [our website](#), and we also have [a guide](#).

What kind of application do I need for a temporary supply?

An application for a Temporary Building Supply (TBS) follows the same process as an application for a permanent supply. It is simply called 'temporary' as it is used for a short time whilst the development is underway and will be removed at the end of the works.

You can [apply for this online](#) and provide the plans as required, or offline by providing a completed application form with details of the type and size of the connection(s) you require, along with:

- A Site Location Plan at 1:2500 or 1:1250 scale
- A Site Layout Plan – indicating your proposed meter location(s)

For more information, visit [our website](#).

What kind of application do I need to relocate a streetlight?

This would be applied for via the Unmetered application process. For more information on our Unmetered Connections and application process, visit the [Unmetered webpage](#).

If the streetlight is adopted by the Local Authority, you will need to apply to them to have it relocated. They will then contact us to help with any disconnection and reconnection works.

Do I need to know what kind of electric heating I require before making an application?

Yes, it would be necessary for our designers to understand the capacity required for the heating technology being installed (electric panel heating, air source heat pumps etc.) to allow them to prepare a suitable connection design. This information should be available from the heating contractor or manufacturer's technical specifications.

How long will my quotation be valid for?

Your quotation will be valid for 90 days, but if you need additional time to consider your options we may, subject to certain criteria being met, be able to revalidate your quotation for a further 90 days.

We are only able to revalidate a quote once, meaning that if, after the extended period, you are still not able to proceed you will need to make a new application.

When will I need to pay for my connection?

Typically, you will need to pay in full when you accept your quotation.

If the charge is greater than £100,000 you can request a plan of scheduled payments. Your Account Manager can help with setting up scheduled payments. Account Manager contact details can be found by downloading the relevant Contact and Escalation Guide on our [Contact Connections webpage](#).

We have three different guides:

- One for our [Northern Scotland \(SHEPD\)](#) licence area
- One for our [Central Southern England \(SEPD\)](#) licence area

- One for [ICPs and IDNOs](#)
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Will earthing be provided with my connection?

We will provide an earth terminal for all new connections unless the premises or installation is not suitable to be earthed to our network. The earth terminal will normally be of the combined neutral and earth type (TN-C-S), although, there may be occasions when we only offer a separate neutral and earth connection (TN-S). Where the premises or installation is not suitable for us to provide an earth terminal (such as temporary builders supplies, temporary buildings, swimming pools and the like) you will need to provide your own earth (TT).

Where there is an existing supply to be building which is under renovation, we would not change the type of earthing currently in use. This could be TN-S, TN-C-S or TT.

What size is my current supply?

An electrician would be able to let you know this information. However, if a photo of the supply is sent to connections@sse.com, we would be able to determine if it is single or three phase (100A) supply. If, however, it is a Current Transformer (CT) set up, the kVA would be confirmed by our authorised.capacity@sse.com department.

What is the best way to apply and secure the total capacity for large, staged developments knowing it won't all be used/built right away? For example, one large development that is made up of smaller parcels, i.e. Phase 1 is X number of houses by X date, Phase 2 is more houses and a shop by X date, and so on.

If you are considering a phased development, we would be happy to discuss this at a pre-application meeting so that our designers can have a full appreciation on how your project is to be built out and the likely timescale. You can request a meeting by completing a connections meeting request form as described in an earlier question.

You would then have the choice either to apply to connect the individual phases as these progress and take the risk that network capacity will be available or, preferably, apply for the full capacity required so that we can ensure that the network infrastructure being designed and installed in the early stages of the development is sufficient to support the completed development.

Reserving the full capacity at the start of the project would also allow any required network reinforcement to be carried out, avoiding the possibility of multiple upgrades of the wider network, which may be the case if the phases were to be applied for separately.

If you apply for the full capacity but expect the build out period to be longer than 12 months, your Connection Offer will allow us the opportunity to revisit the connection costs for any unfinished works at yearly intervals to ensure these continue to reflect our current charges.

Typically, we issue one connection offer for the full capacity and then the phases are applied for as and when required and taken off the full capacity.

Do we have to use SSEN as the Connections Provider?

No, you can choose who you would like to carry out your connection (including SSEN). Other companies who provide a connections service are known as Independent Connection Providers (ICPs) or Independent Distribution Network Operators (IDNOs). To find out more about choosing an ICP or IDNO for your project visit [our website](#).

What happens next?

We have flowchart which explains the end-to-end process of Large or Multiple Connections. You can find this on our [website](#).