

Competition in Connections Code of Practice Reporting Requirements

Scottish Hydro Electric Power Distribution plc (SHEPD)
and
Southern Electric Power Distribution plc (SEPD)

30th September 2026



Introduction

A requirement of the Competition in Connections Code of Practice is that DNOs report annually to demonstrate its compliance with the Code of Practice as required by Standard Licence Condition 52.

This template has been developed in conjunction with stakeholders to help facilitate common reporting. It is deemed that completion of this template shows that the DNO has fulfilled the specific requirements identified in the Code of Practice in the following paragraphs:

9.1. Each DNO shall publish an annual report by the end of September each year to demonstrate their compliance with this code of practice. This report shall include reporting on the volume of inspections by the DNO on connections completed by all parties (including the DNO's own business or affiliates and competitors).

9.2. The report will include such detail on processes and procedures and available metrics to demonstrate the DNO is providing the equivalent level of service to independents as to them undertaking connection activities themselves for each of the Input Services.

DNOs must also meet Ofgem obligations on reporting included in Standard Licence Condition 45, Data Assurance requirements. This condition requires the DNO to undertake processes and data assurance activities. These are to reduce the risk (and subsequent impact and consequences) of any inaccurate or incomplete reporting or misreporting of information to Ofgem. The DNO must undertake a risk assessment of each submission and set out its data assurance activities to manage the risk, which may include independent review. The DNO must have in place and maintain appropriate systems, processes, and procedures to enable it to perform its obligations.

To ensure consistency of reporting, quantitative information included in this report will generally relate to the previous regulatory year (1 April to 31 March inclusive).

The format of the template includes the specific obligations that DNOs must report on as a direct extract from the Code of Practice, shown in a blue box. Note that the subsequent paragraph references contained in this document relate to those in the Code of Practice and are therefore not sequential. DNOs should complete the black part of the template to demonstrate compliance. This could include narrative, examples, reference to other documents, web links etc.



Change Control

Version number	Date	Brief description of change
1.0	11/07/2016	Reporting Requirements template approved by Ofgem
2.0	18/01/2017	Changes made to text to bring in line with changes made within the main Competition in Connections Code of Practice document.



4.3 The Connection Application

4.3.2 On receiving a Connection request, the DNO will provide the Customer with a detailed explanation of the competitive Connections market and ICPs that may be available in their Distribution Services Area.

Information on the Competition in Connections and Alternative Providers is made available from the earliest stages of the customer journey through our website content, as outlined below, and continues throughout the formal connection application into quotation process.

Prior to a formal application being submitted, we also offer a range of data services and connection surgeries to support customers during the pre-application stage of their connection.

Our formal connections process starts when a request for a connection is made to us by post, email, online or telephone application. All applications are initially registered on our Customer Relationship Management (CRM) system.

For applicable Relevant Market Segments, customers are informed that they have a choice of provider for elements of the connection works. This information is communicated from the start of the customer journey, including online application webpages containing "Did you know you have a choice?" messaging and links to our dedicated [Find an ICP/IDNO You have a choice](#) webpage, where our "You have a choice" factsheet can be downloaded. This factsheet describes the types of works Alternative Providers can do. Please see the supporting evidence, published on our website with these Reporting Requirements at [Competition in connections code of practice](#), to see an example of our confirmation email.

Our dedicated [Find an ICP/IDNO You have a choice](#) webpage also directs the customer to our own Alternative Providers' register via a [Find an ICP/IDNO](#) hyperlink on the webpage, as well as the Lloyd's Register Quality Assurance (LRQA)'s website where National Electricity Registration Scheme (NERS) Accredited Independent Connection Providers (ICPs) can be found. It also links to Ofgem's website where a list of all Independent Distribution Network Operators (IDNOs) is provided.

This ensures that on receiving a connection request, we have provided the customer with a detailed explanation of the competitive connections market alongside contact details for Alternative Providers that may be available in our Distribution Service Areas.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Connection Application Confirmation Email Redacted
- You Have a Choice factsheet-ssn-distribution-connection-choices-final-v5

4.3.3 In addition, each DNO will ensure that its website contains consistent and clear information for Connection Customers that enables them to access the competitive Connections' market.

We provide clear and consistent information on our website for connection customers to access the competitive connections market, including: -

- A dedicated [Find an ICP/IDNO You have a choice](#) webpage explaining customer's options which includes a downloadable "You have a choice" factsheet. This is supplemented by a direct link to LRQA's website (www.lrqa.com/en-gb/utilities/ners/search/) to find all NERS Accredited ICPs, and a direct link to the Ofgem's website (www.ofgem.gov.uk/publications/list-all-electricity-licensees-including-suppliers) to find all licensed IDNOs.



- A dedicated [Alternative Provider search](#) webpage with our own Alternative Provider Register where ICPs and IDNOs may register their contact details together with the areas they work in and assets they work on, using our online [Alternative Provider Registration](#) form.

4.3.4 Where the Customer makes a request to the DNO for a Connection in a Relevant Market Segment, the DNO shall provide the Customer with a Convertible Quotation. The Customer can either accept the Convertible Quotation or provide the Point of Connection to an ICP in order to obtain a competitive quote for the Contestable Works. The Customer can then choose whether it wants the DNO or an ICP to carry out all or some of the Contestable Work.

When a customer applies for a connection in any of the Metered Relevant Market Segments, we provide the customer with a fully Convertible Quotation. This includes all the relevant charges which are broken down into Contestable and Non-Contestable charges. This allows the customer to either accept the Quotation for us to complete all the works involved in the connection (i.e., “All Works” Offer) or appoint us to deliver the Non-Contestable elements of the project that only we are able to perform (i.e. “Non-Contestable Works Only” Offer), allowing the customer to appoint an ICP to complete the remainder.

As the Convertible Quotation is fully transferable, there are no additional costs and no requirement to submit a further application. Any queue management is based on the single application.

Where a customer applies for a connection in any of the Unmetered Relevant Market Segments, as all tasks are already fully Contestable, the Connection Offer Acceptance is for “All Works” only. This means if the customer accepts the “All Works” quotation, then we will complete the entirety of the Contestable Works. However, the Unmetered Quotation includes an explanation on the option of choosing an alternative provider to carry out the entirety of the works. Please refer to the Unmetered Connections Quote Letter enclosed as supporting evidence.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Connection Including Reinforcement Quote Letter Redacted
- Connection Including Diversion Quote Letter Redacted
- Unmetered Connections Quote Letter Redacted

4.3.5 As part of producing a Convertible Quotation the DNO will determine:

- ☐ *the Point of Connection to its Distribution System;*
- ☐ *whether any reinforcement of the existing Distribution System is required;*
- ☐ *whether part of the Distribution System needs to be diverted;*
- ☐ *the Convertible Quotation the DNO issues shall contain details of:*
 - *the charges for the Non-Contestable Works;*
 - *the charges for Contestable Works;*
 - *the work and costs of providing the new Connection; and*
 - *the options the Customer has for accepting the quotation or progressing with an ICP.*

We determine the following information and include it in our Convertible Quotations: -

- the Point of Connection to our Distribution System;



- whether any reinforcement of the existing Distribution System is required; and
- whether part of the Distribution System needs to be diverted.

The Convertible Quotation issued also contains a detailed breakdown of: -

- the charges for the Non-Contestable Works;
- the charges for Contestable Works;
- the work and costs of providing the new connection;
- the options available to the customer to either accept an “All Works” Offer or “Non-Contestable Only” Offer to progress with an Alternative Provider; and
- a link to the LRQA webpage (www.lrqa.com/en-gb/utilities/ners/search/).

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Connection Including Reinforcement Quote Letter Redacted
- Connection Including Diversion Quote Letter Redacted

4.3.6 The charges for the Non-Contestable Works in a Convertible Quotation shall be comparable irrespective of whether an ICP or the DNO undertakes the Contestable Works.

The charges for the Non-Contestable Works in our Convertible Quotations are fully comparable across the Acceptance options. Should a customer accept the ‘All Works’ option, or the “Non-Contestable Works Only” option, the non-contestable costs are the same.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Connection Including Reinforcement Quote Letter Redacted
- Connection Including Diversion Quote Letter Redacted

4.5 Determining whether an ICP can undertake assessment of POC

4.5.2 The DNO will publish circumstances, and the reasons why, where an Accredited ICP cannot undertake the assessment of the Point of Connection. The ICP will be unable to determine the Point of Connection because the DNO:

- *has not made sufficient information available; and/or*
- *has stated that only it can undertake the assessment.*

We support Accredited ICPs in undertaking Point of Connection assessments across a range of connection types and market segments. To provide transparency, where this is not possible, we publish the circumstances and reasons why a POC assessment must instead be undertaken by SSEN. These circumstances are principally governed by the voltage of the proposed connection, the size of local assets and the type of connection being made.

This information is published on our secure website and includes a “Standard Design Matrix for POC Assessment” and a “POC Self Identification and Self Design Approval Guidance”.

The relevant screenshots associated to the website links below can be found in the enclosed supporting document “SSEN Website Information Screenshots”.

Refer to: -

- ❖ screenshot No. 1: [Competition in connections](#)
- ❖ screenshot No. 2: [Tools and resources](#)
- ❖ screenshot No. 3: [Alternative Provider Network Information](#)

- ❖ screenshot No. 4: [Sign in to your account](#)
- ❖ screenshot No. 5: [Competition in Connections secure access request](#)
- ❖ screenshot No. 6: [G81 Library](#)
- ❖ screenshot No. 7: [POC Self Identification Matrix & Self Design Approval Guidance](#)

The “POC Self Identification and Self Design Approval Guidance” is also published on our website at [Competition in connections code of practice](#), [Competition in connections useful documents](#), and [POC Self Identification Matrix & Self Design Approval Guidance](#).

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment
- POC Self Identification and Self Design Approval Guidance
- SSEN Website Information Screenshots

4.6 DNO Input Services where the ICP determines the POC

4.6.1 The DNO will make available access to such information as the ICP is reasonably likely to require in order to assess the Point of Connection. This information will be available on an equivalent basis as it is to the DNO, normally on a 24/7 basis. The information will enable ICPs to either:

- i) self-select a Point of Connection in combination with the Standard Design Matrix (see section 4.9 below); or*
- ii) carry out assessment and design of the Point of Connection using the DNO's standards and process utilizing the technical competency of the ICP's design team (see section 4.10 below).*

We provide a dedicated, secure, Web Portal, available on a 24/7 basis, where network information is available to enable Alternative Providers to identify a Point of Connection via the Standard Design Matrix or through the DNO's standards and process utilising technical competency. An account login is required for Alternative Providers to access the secure Web Portal for security reasons. Once access is granted, a provider will have access to this information 24/7.

Refer to 4.6.2 for further details.

The relevant screenshots associated to the website links below can be found in the enclosed supporting document “SSEN Website Information Screenshots”.

Refer to: -

- ❖ screenshot No. 1: [Competition in connections](#)
- ❖ screenshot No. 2: [Tools and resources](#)
- ❖ screenshot No. 3: [Alternative Provider Network Information](#)
- ❖ screenshot No. 4: [Sign in to your account](#)
- ❖ screenshot No. 5: [Competition in Connections secure access request](#)
- ❖ screenshot No. 6: [G81 Library](#)
- ❖ screenshot No. 7: [POC Self Identification Matrix & Self Design Approval Guidance](#)
- ❖ screenshot No. 8: [Network Geographical Information System \(GIS\)](#)
- ❖ screenshot No. 9: [Electric Office \(EO\) Web](#)
- ❖ screenshot No. 10: [Network Rating and Loading Information](#)
- ❖ screenshot No. 11: [HV Network Schematics](#)
- ❖ screenshot No. 12: [\[External\] Networks Commercial Network Schematic Extranet - Home](#)
- ❖ screenshot No. 13: [Near Real-time Data Access \(NeRDA\) portal](#)
- ❖ screenshot No. 14: [SSEN Distribution Data Portal](#)

- ❖ screenshot No. 15: [NeRDA Opengrid Dashboard - Data Asset - SSEN Distribution Data Portal](#)

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment
- POC Self Identification and Self Design Approval Guidance
- SSEN Website Information Screenshots

4.6.2 Such information will include:

- - *geographical network records showing the location, size and type of assets;*
- - *load information for the Distribution System, including guidance on the rules to be applied when allocating demand diversity of new and existing Customers to circuits;*
- - *relevant design standards and documents (e.g. the Energy Network Association's engineering recommendation G81);*
- - *asset sizes and ratings;*
- - *network operational diagrams.*

We have made available to Alternative Providers the below information on an equivalent basis to that available to our own connections business, on a 24/7 basis, subject to authorised access being granted first where applicable. Access permissions can only be granted by staff members during normal working hours.

The relevant screenshots associated with the website links below can be found in the enclosed supporting document “SSEN Website Information Screenshots”.

Geographical network records showing the location, size and type of assets:

Refer to: -

- ❖ screenshot No. 8: [Network Geographical Information System \(GIS\)](#)
- ❖ screenshot No. 9: [Electric Office \(EO\) Web](#)

Load information for the Distribution System, including guidance on the rules to be applied when allocating demand diversity of new and existing customers to circuits:

Refer to: -

- ❖ screenshot No. 10: [Network Rating and Loading Information](#)
- ❖ screenshot No. 13: [Near Real-time Data Access \(NeRDA\) portal](#)
- ❖ screenshot No. 14: [SSEN Distribution Data Portal](#)
- ❖ screenshot No. 15: [NeRDA Opengrid Dashboard - Data Asset - SSEN Distribution Data Portal](#)

The Near Real-time Data Access (NeRDA) Portal contains EHV/HV datasets from the Supervisory Control and Data Acquisition (SCADA) system, LV datasets from LV Monitoring devices, and Load modelling data. There are two ways to access the data using the NeRDA Portal: navigating to and around substations within the Portal itself or via Application Programming Interface (API) Access.

A “NeRDA Data Extraction Tool” is available from the [NeRDA Opengrid Dashboard](#) (available from the SSEN Distribution Data Portal), and it includes a user guide. This “NeRDA Data Extraction Tool” is to be used in conjunction with the “Transformer Rating and Loading Tools”, which are available from our secure Web Portal at www.ssen.co.uk/our-services/competition-in-connections/alternative-provider-network-information/network-rating-and-loading-information/. The “Transformer Rating and Loading Tools” include built-in technical guidance.

The rules to be applied when allocating demand diversity of new and existing customers to circuits (i.e., After Diversity Maximum Demand – ADMD) are set out in our planning standards published in our [G81 Library](#).



Relevant design standards and documents (e.g. the Energy Network Association's engineering recommendation G81):

Refer to: -

- ❖ screenshot No. 6: [G81 Library](#)

Asset sizes and ratings:

Refer to: -

- ❖ screenshot No. 10: [Network Rating and Loading Information](#)
- ❖ screenshot No. 13: [Near Real-time Data Access \(NeRDA\) portal](#)
- ❖ screenshot No. 14: [SSEN Distribution Data Portal](#)
- ❖ screenshot No. 15: [NeRDA Opengrid Dashboard - Data Asset - SSEN Distribution Data Portal](#)

Network operational diagrams:

Refer to: -

- ❖ screenshot No. 11: [HV Network Schematics](#)
- ❖ screenshot No. 12: [\[External\] Networks Commercial Network Schematic Extranet - Home](#)

The “[External] Networks Commercial Network Schematic Extranet” SharePoint site contains PDF print copies of our network operational diagrams held in our internal live system called “PowerOn”, which is an Advanced Distribution Management System (ADMS) software platform only available to SSEN Distribution’s employees. The PDF print copies are extracted once a month from the live system and uploaded onto the “[External] Networks Commercial Network Schematic Extranet” SharePoint site for third party access, accompanied by a published timestamp.

Third party access is granted to Alternative Providers upon access requests received by the Connections Policy team at connections.policy@sse.com, and successful completion of the vetting process (which includes checking of the NERS Register on LRQA’s website). A Connections Policy team member will then add the requesters manually to the Microsoft Office 365 SharePoint Online “SSE PLC” tenant as “Visitors [Read]”. This will then provide the requesters with equivalent 24/7 access to the PDF print copies of our network operational diagrams.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

4.8 Point of Connection Accreditation

4.8.2 Each DNO will, at least annually, assess the areas where accreditation is not available and ensure that the NERS Accreditation Body is aware of these omissions from the overall NERS scheme. Once these have been identified the DNOs will work with NERS to put in place the appropriate scope changes or additions to increase areas of accreditation where practicable.

We are an active member of the NERS Advisory Panel (NERSAP), which has actively reviewed and assessed the Competition in Connections Code of Practice (CiCCoP) for additions to or omissions from the NERS scheme.

Reviewing the NERS scheme and NERS Requirements document remains a standing task for NERSAP, on an annual basis, as detailed in the enclosed minutes.

The ICP NERS Forums are held three times each year, providing ICPs with an opportunity to raise queries, concerns or requests relating to accreditation scopes and areas where accreditation may not currently be available. Following these forums, the NERS Advisory Panel (NERSAP) meets, in which we attend with representation, to consider the matters raised, including opportunities to

expand accreditation scopes where practicable. This provides a process for identifying any gaps within the NERS accreditation scheme and consider any potential scope additions or changes.

The latest version of the NERS Requirements document (version 10) was published on LRQA's website in March 2025. This document is enclosed as supporting evidence.

The standing NERS Strategy Working Group (which is a sub-group of NERSAP) has been created to carry out a strategic review of the NERS scheme and consider if it is fit for purpose.

We also engage actively in the process of NERS scope review as part of the CiCCoP Panel, with an annual review of scope being a standing item on the panel agenda. The NERSAP secretary is invited to attend the CiCCoP Panel as an observer.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- NERSAP Minutes July 2025 FINAL
- NERSAP Minutes Nov 2025 FINAL
- NERSAP Minutes March 2026 FINAL
- NERS-Requirements-Documents-V10-GB-2025

4.9 POC assessment Using Standard Design Matrix

4.9.1 Some Point of Connection designs can be determined using a Standard Design Matrix. To facilitate this, the DNO shall publish an up-to-date Standard Design Matrix for use by the ICP. Figure 3 below sets out the key process steps in using the Standard Design Matrix.

Some Point of Connection designs may be determined using a Standard Design Matrix. To facilitate this, a Standard Design Matrix is published on our secure website for use by Accredited ICPs. The Standard Design Matrix is a controlled document, subject to our formal Group Document and Records Management Standard. As a result, the document is subject to periodic review and governance oversight to ensure it remains current, accurate and fit for purpose.

The Standard Design Matrix uses inputs from SSEN planning standards and may be used to identify a Point of Connection. Changes to the underlying planning standards, updates to G81 documents or wider industry changes progressed through established industry governance processes (such as DCRP and G81 review activities) may trigger updates to the Standard Design Matrix. Once changes are approved, documents are updated and published through SSEN's formal document controls and G81 Library processes.

The relevant screenshots associated to the website links below can be found in the enclosed supporting document "SSEN Website Information Screenshots".

Refer to: -

- ❖ screenshot No. 1: [Competition in connections](#)
- ❖ screenshot No. 2: [Tools and resources](#)
- ❖ screenshot No. 3: [Alternative Provider Network Information](#)
- ❖ screenshot No. 4: [Sign in to your account](#)
- ❖ screenshot No. 5: [Competition in Connections secure access request](#)
- ❖ screenshot No. 6: [G81 Library](#)
- ❖ screenshot No. 7: [POC Self Identification Matrix & Self Design Approval Guidance](#)

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment
- POC Self Identification and Self Design Approval Guidance



- SSEN Website Information Screenshots

4.9.2 To allow the ICP to use the Standard Design Matrix the DNO will provide the following;

- *the process to be applied when using the Standard Design Matrix;*
- *a Standard Design Matrix that will assist in assessing the capacity that can be connected to an existing network;*
- *capacity data to be used within the Standard Design Matrix; and*
- *geographical network data to allow the ICP to check where the Point of Connection is to be located on the DNO's Distribution System.*

The Standard Design Matrix includes details of the process to be applied to identify a Point of Connection including the process in assessing load and capacity data.

This Standard Design Matrix may be used, in conjunction with the capacity data and geographical network data; also available to Alternative Providers on our secure website.

The relevant screenshots associated to the website links below can be found in the enclosed supporting document "SSEN Website Information Screenshots".

Refer to: -

- ❖ screenshot No. 6: [G81 Library](#)
- ❖ screenshot No. 7: [POC Self Identification Matrix & Self Design Approval Guidance](#)

Capacity data:

Refer to: -

- ❖ screenshot No. 10: [Network Rating and Loading Information](#)
- ❖ screenshot No. 13: [Near Real-time Data Access \(NeRDA\) portal](#)
- ❖ screenshot No. 14: [SSEN Distribution Data Portal](#)
- ❖ screenshot No. 15: [NeRDA Opengrid Dashboard - Data Asset - SSEN Distribution Data Portal](#)

Geographical network data:

Refer to: -

- ❖ screenshot No. 8: [Network Geographical Information System \(GIS\)](#)
- ❖ screenshot No. 9: [Electric Office \(EO\) Web](#)

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment
- POC Self Identification and Self Design Approval Guidance
- SSEN Website Information Screenshots

4.11 Information Exchanges

4.11.1 The ICP and DNO shall each use their reasonable endeavours to exchange information required to determine the Point of Connection. The information from the ICP will be provided at the following stages:

- *Point of Connection Notice – when the ICP commences investigating a Point of Connection;*
- *Point of Connection Issue – when the ICP issues a quotation to a Customer; and*



- *Point of Connection Acceptance – when the Customer accepts the quotation issued by the ICP.*

4.11.4 *The DNO will ensure that all relevant information is made available to the ICP either on-line or on request.*

In order to facilitate the exchange of information required when ICPs determine the Point of Connection, we provide an online portal, accessible through our website, which enables ICPs to submit Point of Connection Notices. This is the same online portal used for Point of Connection applications. The Point of Connection Notice portal is accessible to ICPs and IDNOs via the following link: [POC Self Identification Matrix & Self Design Approval Guidance](#), and then selecting "Submit POC Notice Here".

This allows ICPs and IDNOs to provide information to us during the following key stages: -

- Point of Connection Notice – when the Alternative Provider commences investigating a Point of Connection;
- Point of Connection Issue – when the Alternative Provider issues a quotation to a customer; and
- Point of Connection Acceptance – when the customer accepts the quotation issued by the Alternative Provider.

Using this process, we are able to provide the ICP with all relevant information required, either online or as a consequence of requesting this via the key stages above, including: -

- if Extra High Voltage (EHV) reinforcement is required;
- any relevant rebate or cost apportioned second comer costs under Electricity (Connection Charges) Regulations (ECCR);
- contracted but not connected load that may be required to be included in an ICP's assessment and design;
- other known network constraints that may impinge on the connection;
- any planned but not yet completed reinforcement together with its timescale; and
- any interactivity with the connection, as it occurs.

4.12 Self Determination Information

4.12.1 *Each DNO will publish when an ICP can self-determine their own POC utilising the common template below.*

Market Segment	Self Determination Available (Yes/No)	Comment
LV demand		
HV demand		
HVEHV demand		
EHV132 demand		
DG LV		
DG HVEHV		
UMS LA		
UMS Other		
UMS PFI		



We have published on our website the circumstances where Alternative Providers can self-determine their own POC, utilising the common template.

Table 1 below is extracted from the "POC Self Identification and Self Design Approval Guidance" published on our website, where it can be downloaded at [Competition in connections code of practice](#), [Competition in connections useful documents](#), and [POC Self Identification Matrix & Self Design Approval Guidance](#).

Table 1 – The market segments where an ICP can self-determine their own POC		
Market Segment	Self-determination available (Yes/No)	Comment
LV demand	Yes	Available for demand connection projects where Distribution Works at LV are involved.
HV demand	Yes	Available for demand connection projects where Distribution Works at HV are involved.
HVEHV demand	No	Not available for demand connection projects where Distribution Works at EHV are involved, due to the technical nature of the Distribution System, the complexity of designs, and the significant impact on the network.
EHV132 demand	No	Not available for demand connection projects where Distribution Works at EHV or 132kV are involved, due to the technical nature of the Distribution System, the complexity of designs, and the significant impact on the network.
DG LV	No	Not available for DG connection projects where: • ENA EREC G98 type of micro-generating plant is present (including electricity storage devices); • ENA EREC G99 type of power generating plant is present (including electricity storage devices); and • Distribution Works at LV are involved, due to the significant impact on the network (including a high level of interactivity).
DG HVEHV	No	Not available for DG connection projects where: • ENA EREC G98 type of micro-generating plant is present (including electricity storage devices); • ENA EREC G99 type of power generating plant is present (including electricity storage devices); and • Distribution Works at HV or EHV are involved, due to the significant impact on the network (including a high level of interactivity).
UMS LA	Yes	Available for unmetered connection projects where Distribution Works at LV are involved, though the POC determination process is not applicable for UMS market segments.
UMS Other	Yes	
UMS PFI	Yes	

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- POC Self Identification and Self Design Approval Guidance

4.12.2 Each DNO will publish the criteria by which an ICP can determine their own POC utilising a Standard Design Matrix utilising the common template below.



Criteria	Measurement	Comment
Connection capacity		
Distance to substation		
Service cable length		
Transformer capacity		
Asset types excluded		

We have published on our website the criteria by which Alternative Providers can determine their own POC utilising a Standard Design Matrix, utilising the common template.

Table 2 below is extracted from the "POC Self Identification and Self Design Approval Guidance" published on our website, where it can be downloaded at [Competition in connections code of practice](#), [Competition in connections useful documents](#), and [POC Self Identification Matrix & Self Design Approval Guidance](#).

Our Standard Design Matrix is published on our secure website.

The relevant screenshots associated to the website links below can be found in the enclosed supporting document "SSEN Website Information Screenshots".

Refer to: -

- ❖ screenshot No. 1: [Competition in connections](#)
- ❖ screenshot No. 2: [Tools and resources](#)
- ❖ screenshot No. 3: [Alternative Provider Network Information](#)
- ❖ screenshot No. 4: [Sign in to your account](#)
- ❖ screenshot No. 5: [Competition in Connections secure access request](#)
- ❖ screenshot No. 6: [G81 Library](#)
- ❖ screenshot No. 7: [POC Self Identification Matrix & Self Design Approval Guidance](#)

Table 2 – Criteria by which an ICP can self-determine their own POC

Criteria	Measurement	Comment
Connection capacity	Connection capacity ≤ 1MVA	Dependent on POC voltage. <i>[This means it is dependent on the Relevant Market Segment as set out in Table 1 in Appendix A of the "POC Self Identification and Self Design Approval Guidance" document (REF-NET-COM-001).]</i>
Distance to substation	Not Applicable <i>[No measurement set out for this criteria.]</i>	Design assessment using suitable analysis tools required for any extension greater than 10 metres.
LV Service cable length	Service cable length ≤ 30m	Lengths greater than 30 metres require design assessment using suitable analysis tools.
LV Distributor cable length	Distributor cable length ≤ 30m	Lengths greater than 30 metres require design assessment using suitable analysis tools.
Transformer capacity	Transformer capacity ≤ 50kVA or ≤ 23kVA/phase	Existing transformer load assessment required where connection is greater than 23kVA/phase after diversity maximum demand (ADMD).
Asset types excluded	Connections involving EHV or 132kV assets. DG connections.	ENA EREC G98 type of micro-generating plant (including electricity storage devices). ENA EREC G99 type of power generating plant (including electricity storage devices).

Note: For the criteria by which an ICP can self-determine their own POC, refer to the Matrix that is published on our [website](#) (TG-NET-ENG-005 SSEN Standard Design Matrix for POC Assessment).

Supporting Evidence



- CiCCoP Index of Supporting Evidence
- Standard Design Matrix for POC Assessment
- POC Self Identification and Self Design Approval Guidance
- SSEN Website Information Screenshots

Note: The facility for all ICPs to undertake their own POC determination for all Low Voltage (LV) demand and High Voltage (HV) demand projects has existed since November 2015. Most ICPs continue to request that we carry out this task. Table 1 below shows information on self-determination of Points of Connections, duplicated for both SHEPD and SEPD.



Table 1: Information on Self Determination of Points of Connection – SHEPD Licensed Area

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes	Available for LV works.	556	97	0	0
HV demand	Yes	Available for HV works.	1,349	141	0	0
HVEHV demand	No	Not applicable for EHV works, due to technical nature, complexity of designs, and significant impact on network.	120	20	0	0
EHV132 demand	No	Not applicable for EHV and 132kV works, due to technical nature, complexity of designs, and significant impact on network.	27	11	0	0
DG LV	No	Not applicable for DG due to significant impact on network (including high level of interactivity).	2,483	20	0	0
DG HVEHV	No	Not applicable for DG due to significant impact on network (including high level of interactivity).	269	54	0	0
UMS LA	Yes	Available for Unmetered works at LV, though the POC determination process is not applicable for Unmetered market segments.	256	0	0	0
UMS Other	Yes		231	2	0	0
UMS PFI *	Yes		0	0	0	0

***Note:** Currently, there are no Unmetered Private Finance Initiatives in the North of Scotland.

Table 1: Information on Self Determination of Points of Connection – SEPD Licensed Area

Market Segment	Self Determination Available (Yes/No)	Comment	Number of DNO Quotes Issued	Number of SLC15 Quotes Issued	Number of Self Determined by Standard Design Matrix	Number of Self Determined by Technical Competence
LV demand	Yes	Available for LV works.	2,427	946	0	1
HV demand	Yes	Available for HV works.	2,008	1,033	0	0
HVEHV demand	No	Not applicable for EHV works, due to technical nature, complexity of designs, and significant impact on network.	78	90	0	0
EHV132 demand	No	Not applicable for EHV and 132kV works, due to technical nature, complexity of designs, and significant impact on network.	48	33	0	0
DG LV	No	Not applicable for DG due to significant impact on network (including high level of interactivity).	13,065	100	0	0
DG HVEHV	No	Not applicable for DG due to significant impact on network (including high level of interactivity).	245	243	0	0
UMS LA	Yes	Available for Unmetered works at LV, though the POC determination process is not applicable for Unmetered market segments.	206	48	0	0
UMS Other	Yes		525	54	0	0
UMS PFI	Yes		2	0	0	0

4.13 Connection Design

4.13.2 In designing the Connection the ICP shall take account of any reasonable requirements of the DNO, and all of the DNO's design standards in place at the time. All relevant design standards and specifications, such as G81, will be made available.

We set out details of any requirements on our website, including planning and design standards and specifications. There are links to the relevant planning and design standards and specifications published on our secure website at [G81 Library](#). The G81 Library provides ICPs with a single source of approved G81 framework documents together with applicable SSEN planning, design, technical and operational standards, maintained through our formal document control and review processes. Access to these documents is provided through our website upon account registration.

We signpost an email address (G81.Feedback@sse.com) in the published G81 Library for Alternative Providers to contact the Asset Policy team who are responsible to manage this library, if they wish to comment on any of our updates or have a query on our engineering documents.

The Asset Policy team provides documents roll out updates where any existing G81 documents have been updated or any new G81 documents have been created. These "[SSEN G81 website rollout](#)" updates are published in the G81 Library here: [Recently Updated Documents and Documents for Comment](#). The Stakeholder Engagement team circulate these updates via email to all customers who have an account login to the G81 Library.

The relevant screenshots associated to the website links below can be found in the enclosed supporting document "SSEN Website Information Screenshots".

Refer to: -

- ❖ screenshot No. 1: [Competition in connections](#)
- ❖ screenshot No. 2: [Tools and resources](#)
- ❖ screenshot No. 3: [Alternative Provider Network Information](#)
- ❖ screenshot No. 4: [Sign in to your account](#)
- ❖ screenshot No. 5: [Competition in Connections secure access request](#)
- ❖ screenshot No. 6: [G81 Library](#)

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

4.13.3 Where the Connection Works are to be adopted by an IDNO, the DNO shall not require unduly onerous boundary requirements between the IDNO's network and the DNO's Distribution System. Where the DNO requires additional assets to be provided at the boundary (other than those it would require if it was connecting the Connection Works to its own Distribution System) the DNO shall set out the reasons.

We comply with the Energy Networks Association (ENA)'s Engineering Recommendation G88 which sets out the "Principles for the planning, connection and operation of electricity distribution networks at the interface between distribution network operators (DNOs) and independent distribution network operators (IDNOs)". Compliance with these requirements is achieved through our published design standards TG-NET-SST-003 and TG-NET-SST-012, which define the ownership boundaries and responsibilities for connections between SSEN and IDNO networks. TG-NET-SST-012 applies to Low Voltage and 11kV connections, whilst TG-NET-SST-003 applies to connections between 6.6kV and 132kV. These standards are made available through our online G81 Library, ensuring the applicable requirements are transparent and accessible to ICPs and IDNOs.

We do not impose additional boundary requirements on IDNO adopted connections beyond those that would ordinarily apply to equivalent connections adopted by SSEN.



At Low Voltage, no additional boundary equipment is required unless, in limited circumstances, an SSEN-led Enhanced Scheme necessitates additional boundary assets for technical or operational reasons. In such cases, these assets are funded by us in accordance with the Connection Charging Methodology and Statement (CCMS).

At High Voltage, Extra High Voltage or 132kV interfaces, additional metering or operational equipment may be required to comply with the Distribution Code or network operational requirements. Where such equipment is required on SSEN-led Enhanced Scheme, it is specified and funded by us in accordance with the Connection Charging Methodology and Statement (CCMS).

Our relevant planning and design standards which cover boundary equipment are published in our [G81 Library](#) and are listed below: -

- [TG-NET-SST-003 - Ownership Boundaries and Responsibilities for EHV Connections - Design Standard](#)
- [TG-NET-SST-012 - Ownership Boundaries and Responsibilities for Connections between Low Voltage and 11kV - Design Standard](#)

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

4.16 Design Approval

4.16.3 DNOs shall complete and publish the following standard tables on their website.

The proposed tables would be set out as follows:

Table One – The market segments where the ICP is able to self-approve its designs

Market Segment	Self Approval Available (Yes/No)	Comment
LV demand		
HV demand		
HVEHV demand		
EHV132 demand		
DG LV		
DG HVEHV		
UMS LA		
UMS Other		
UMS PFI		

Table Two - Qualifying criteria that will apply to allow an ICP to move between the different levels of design approval



Level	Criteria	
1		
2		
3		
etc	<i>ICP fully able to self-approve contestable designs*</i>	
*If applicable		

We have published on our website the standard design approval tables, utilising the common template.

Tables 3 and 4 below are extracted from the "POC Self Identification and Self Design Approval Guidance" published on our website, where it can be downloaded at [Competition in connections code of practice](#), [Competition in connections useful documents](#), and [POC Self Identification Matrix & Self Design Approval Guidance](#).



Table 3 – The market segments where an ICP can self-approve their own contestable designs

Market Segment	Self-approval of designs available (Yes/No)	Comment
LV demand	Yes	Available for demand connection projects where Distribution Works at LV are involved.
HV demand	Yes	Available for demand connection projects where Distribution Works at HV are involved.
HVEHV demand	No	Not available for demand connection projects where Distribution Works at EHV are involved, due to the technical nature of the Distribution System, the complexity of designs, and the significant impact on the network.
EHV132 demand	No	Not available for demand connection projects where Distribution Works at EHV or 132kV are involved, due to the technical nature of the Distribution System, the complexity of designs, and the significant impact on the network.
DG LV	Yes	DG LV – Available for DG connection projects where: • ENA EREC G98 type of micro-generating plant is present (including electricity storage devices) for single and multiple premises [single or multi-phase, 230/400 V, AC up to and including 16 A per phase]; and • Distribution Works at LV are involved.
	No	DG LV – Not available for DG connection projects where: • ENA EREC G99 type of power generating plant is present (including electricity storage devices); and • Distribution Works at LV are involved, due to the significant impact on the network.
DG HVEHV	Yes	DG HV – Available for DG connection projects where: • ENA EREC G98 type of micro-generating plant is present (including electricity storage devices) for single and multiple premises [single or multi-phase, 230/400 V, AC up to and including 16 A per phase]; and • Distribution Works at HV are involved.
	No	DG EHV – Not available for DG connection projects where: • ENA EREC G98 type of micro-generating plant is present (including electricity storage devices); and • Distribution Works at EHV are involved, due to the significant impact on the network.
	No	DG HV and DG EHV – Not available for DG connection projects where: • ENA EREC G99 type of power generating plant is present (including electricity storage devices); and • Distribution Works at HV or EHV are involved, due to the significant impact on the network.
UMS LA	Yes	Available for unmetered connection projects where Distribution Works at LV are involved, though the design approval process is not applicable for UMS market segments.
UMS Other	Yes	
UMS PFI	Yes	



Table 4 – Qualifying criteria that will apply to allow an ICP to move between the different levels of design approval

Level	Criteria
1	If an ICP has suitable NERS accreditation (i.e. relevant 'Electrical Design of Distribution Networks' scopes), the ICP is fully able to self-approve their own contestable designs. Caution: We limit this to specific voltages and defined capacities.
2	N/A
3	N/A
etc.	ICP fully able to self-approve contestable designs*
*If applicable	

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- POC Self Identification and Self Design Approval Guidance

4.16.4 Where an ICP, having met the criteria set out by the DNO, undertakes design approval of the Connection Works the ICP shall not require design approval from the DNO. However, the ICP may still ask the DNO to approve or validate the design.

As detailed in section 4.16.3 of this report, we only require that an ICP is suitably NERS Accredited for them to undertake their own design approval for all LV and HV Demand projects and unmetered projects.

However, where an ICP specifically requests that we approve their design, they may request this on a job-by-job basis. Where this is requested, this is carried out within the required timescale as set out in our licence.

Note: The facility for all ICPs to undertake self-approval of their own designs for all LV demand and HV demand projects has existed since November 2015. Although many ICPs initially continued to request that we carry this task out, there are several ICPs opting to self-approve their design, particularly in the SEPD area. Table 2 (following section 4.16.8 of this report) shows information on self-approval of designs, duplicated for both SHEPD and SEPD.

4.16.6 Where the design approval for Contestable Works is to be undertaken by an Accredited ICP, the ICP shall nevertheless submit the approved design to the DNO for inspection. As construction shall not need to wait to commence, such inspection shall not unduly delay the ICP in carrying out its works. Such inspection shall not exceed the level of inspection the DNO employs in its own connection services. To assist the inspection, the DNO may request the ICP to provide additional information. Where the inspection identifies non-conformance with the DNO's design standards or there was an issue with the POC, the DNO shall notify the ICP of such non-compliances and any required corrective actions. The DNO shall be entitled to re-inspect the design following completion of the corrective actions by the ICP.

Where the design approval for the Contestable Works is to be undertaken by a NERS Accredited ICP, we have in place a process for ICPs to submit their design for information.



Where, during the review of the design submitted for information, any non-conformance with design standards or issues with POCs are identified, we have in place a process to inform the ICP/IDNO by email of any non-conformity together with the corrective actions required. The ICP does not need to wait for the feedback on our inspection of their design. The inspection is no more onerous than required of our own business. We provide a documented process for the submission of Design Reviews in TG-NET-ENG-045. Design submissions are made through our designated inbox nc.connections@sse.com and are accompanied by a Design Authority Review (DAR) log, enabling submissions to be recorded, managed and tracked throughout the review process.

Design reviews of ICP self-approved designs are undertaken through the same Design Authority review process used for design approvals done by SSEN. As construction does not need to await completion of the design review, the review process does not unduly delay the ICP in commencing or carrying out its works.

Where the review identifies non-conformance with SSEN design standards, accepted design deviations or Point of Connection requirements, the ICP or IDNO is notified of the non-compliance and any corrective actions required. Constructive feedback will be provided to the ICP regarding the designs that do not satisfy the required standards. The designs may require to be resubmitted following completion of the necessary corrective actions.

Our relevant technical design standard which covers the design review process for ICP/IDNO design submissions is published in our [G81 Library](#) and is listed below: -

- [TG-NET-ENG-045 - Design Review Process for ICP and IDNO Design Submissions](#)

4.16.8 If the DNO has any concerns as to the competency of the Accredited ICP this must be highlighted to the NERS Accreditation Body and the ICP.

We continue to engage with ICPs to resolve issues should any concerns arise around competency. Should this not resolve matters, we will inform the NERS Accreditation Body of any concerns with a specific ICP. Additionally, we also work closely with the NERS Accreditation Body on an ongoing basis identifying and reinforcing best performance by individual ICPs.

We follow the NERS Accreditation Body's escalation process which is included in Appendix 1 (Accreditation Management Arrangements – A1.10 NERS Investigation Process) of their [NERS Requirements Document](#) published on their website, in their [NERS resources](#) section.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- NERS-Requirements-Documents-V10-GB-2025



Table 2: Information on Self Approval of Designs – SHEPD Licensed Area

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes	Available for LV works.	35	10
HV demand	Yes	Available for HV works.	30	2
HVEHV demand	No	Not applicable for EHV works, due to technical nature, complexity of designs, and significant impact on network.	2	0
EHV132 demand	No	Not applicable for EHV and 132kV works, due to technical nature, complexity of designs, and significant impact on network.	7	0
DG LV	Yes	Available for G98 micro-generating plant and LV works.	4	2
	No	Not applicable for G99 power generating plant and LV works, due to significant impact on network.		
DG HVEHV	Yes	Available for G98 micro-generating plant and HV works.	22	1
	No	Not applicable for G98 micro-generating plant and EHV works, due to significant impact on network.		
	No	Not applicable for G99 power generating plant and HV and EHV works, due to significant impact on network.		
UMS LA	Yes	Available for Unmetered works at LV, though the design approval process is not applicable for Unmetered market segments.	0	0
UMS Other	Yes		0	0
UMS PFI *	Yes		0	0

***Note:** Currently, there are no Unmetered Private Finance Initiatives in the North of Scotland.

Table 2: Information on Self Approval of Designs – SEPD Licensed Area

Market Segment	Self Approval Available (Yes/No)	Comment	Number of SLC15 Designs Approved	Number of Self Approved Designs
LV demand	Yes	Available for LV works.	371	209
HV demand	Yes	Available for HV works.	276	170
HVEHV demand	No	Not applicable for EHV works, due to technical nature, complexity of designs, and significant impact on network.	17	0
EHV132 demand	No	Not applicable for EHV and 132kV works, due to technical nature, complexity of designs, and significant impact on network.	7	0
DG LV	Yes	Available for G98 micro-generating plant and LV works.	10	10
	No	Not applicable for G99 power generating plant and LV works, due to significant impact on network.		
DG HVEHV	Yes	Available for G98 micro-generating plant and HV works.	41	13
	No	Not applicable for G98 micro-generating plant and EHV works, due to significant impact on network.		
	No	Not applicable for G99 power generating plant and HV and EHV works, due to significant impact on network.		
UMS LA	Yes	Available for Unmetered works at LV, though the design approval process is not applicable for Unmetered market segments.	0	0
UMS Other	Yes		0	0
UMS PFI	Yes		0	0

4.18 Final Connection

4.18.1 The DNO shall set out the processes for facilitating the provision and registering of MPANs for premises that will connect to Connection Works that the DNO will adopt.

4.18.2 The DNO will provide this service in the same manner that it would provide to either a customer directly or its own business.

4.18.3 The ICP will be provided with any data or contact details of the DNO's MPAN creation team.

We have an established process of registering MPANs associated with all new connections.

We provide the service of facilitating and registering MPANs to an ICP in the same manner that we provide it to customers applying directly to our own connections business. Our project management system uses the same integration to our centralised MPAN creation systems on an equivalent basis, across all appropriate market segments. This ensures MPAN(s) are created through the same systems and procedures, providing an equivalent service to ICPs, and our own connections business. For connections of 69kVA and below, ICPs may alternatively complete an MPAN request form and submit it directly to our dedicated MPAN creation team for processing.

This process is common across all market participants.

Specific MPAN process guides have been created to cover different market segments, including a dedicated MPAN process guide for ICPs and a guide for requesting an additional MPAN. These MPAN process guides are published on our website ([What is an MPAN?](#)) and the guides contain our MPAN creation team's email address.

5.1 Accreditations

5.1.3 In all cases where NERS accreditation is not available DNOs will work with the scheme administrator to implement a scope change to cover the relevant activity consistent with the Relevant Objectives in section 2.3.

We are an active member of the NERS Advisory Panel (NERSAP), which has actively reviewed and assessed the Competition in Connections Code of Practice (CiCCoP) for additions to, or omissions from, the NERS scheme. We are committed to continuing this role; working closely with the NERS Accreditation Body should the scope change or any relevant activities be identified.

Reviewing the NERS scheme and NERS Requirements document remains a standing task for NERSAP, on an annual basis, as detailed in the enclosed minutes.

The latest NERS Requirements document has been enclosed as supporting evidence.

The standing NERS Strategy Working Group (which is a sub-group of NERSAP) was created to carry out a strategic review of the NERS scheme and consider if it is fit for purpose.

We engage actively in the process of NERS scope review as part of the CiCCoP Panel, with an annual review of scope being a standing item on the panel agenda. The NERSAP secretary is invited as an observer to the CiCCoP Panel.

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- NERSAP Minutes July 2025 FINAL
- NERSAP Minutes Nov 2025 FINAL
- NERSAP Minutes March 2026 FINAL
- NERS-Requirements-Documents-V10-GB-2025

5.2. Authorisations

5.2.2. Training and / or authorisations relating to G39 authorisations accepted by a given DNO shall be accepted by other DNOs

We do not reject authorisations issued by other DNOs relating to G39. We recognise and accept training and/or authorisation given by other DNOs in accordance with ENA Engineering Recommendation G39.

G39 authorisations are typically issued through nationally recognised competency arrangements, such as the Highway Electrical Registration Scheme (HERS), in a manner comparable to the independent accreditation principles applied through the LRQA National Electricity Registration Scheme (NERS). As a result, SSEN does not require duplicate authorisation solely because work is being undertaken within our Distribution Service Areas.

Further details are contained within our published "G39 Authorisation – SSEN Statement", available on our website at [Unmetered Connections](#), and [Competition in connections](#). Our published statement is set-out below:

Scottish and Southern Electricity Networks (SSEN) operates in-line with the detail and requirements of ENA Engineering Recommendation (EREC) G39 (Electrical safety in the planning, installation, commissioning and maintenance of public lighting and other street furniture) in regard to providing 'recognised Third Parties' with access to specified SSEN distribution system assets positioned at the interface with Third Party assets and systems.

Respectively in terms of the scope of ENA EREC G39, this relates to Third Party street furniture assets (e.g. a lighting column) and the directly related SSEN electricity supply assets at the interface position between the two systems. In regard to SSEN assets this means the in-series controlling fuse or switch, usually contained within a low voltage 'cut-out' type arrangement.

This arrangement is put in place to facilitate safe working on Third Party owned street furniture with regard to the scope of ENA EREC G39. In practice this means that recognised Third Parties are automatically provided access to operate the SSEN in scope assets, i.e. remove and replace a controlling fuse or switch. Under this arrangement all Third Party operations are to be completed in accordance with the Third Party's operational safety management systems, i.e. rules, procedures, training, authorisations, etc.

In regard to what is meant by the term 'recognised Third Parties' – access to SSEN assets under this arrangement is granted to persons employed and/or contracted by Third Parties to operate on street furniture under the ownership/control of the respective Third Party. Under this arrangement Third Parties and the persons they employ, or contract shall effectively be accredited under a nationally recognised training scheme, such as the Highway Electrical Registration Scheme (HERS).

SSEN reserves the right to audit this arrangement in exercising its duty of care responsibilities towards persons not in SSEN employment. When such audits are completed Third Parties are required to provide unrestricted access to information within the scope of ENA EREC G39 and this arrangement.

5.2.3. The following options for authorisation of ICP employees will be available, subject to agreement between the ICP and the DNO in consideration of the type of work being undertaken and in accordance with the specific DNO requirements for each option and published on its website:

- *Option 1 - ICP authorisation of ICP Employees and Contractors*



- *Option 2 - DNO authorisation of ICP Employees*
- *Option 3 - Transfer of Control*

We facilitate all three authorisation options for ICP employees. We offer the facility for an ICP to be authorised under our Operational Safety Rules (OSRs) and will also recognise an ICP's own Distribution Safety Rules (DSRs).

This approach is recognised and documented. The documentation is provided for all interested parties on our secure website at [G81 Library](#).

The relevant screenshots associated to the website links below can be found in the enclosed supporting document "SSEN Website Information Screenshots".

Refer to: -

- ❖ screenshot No. 1: [Competition in connections](#)
- ❖ screenshot No. 2: [Tools and resources](#)
- ❖ screenshot No. 3: [Alternative Provider Network Information](#)
- ❖ screenshot No. 4: [Sign in to your account](#)
- ❖ screenshot No. 5: [Competition in Connections secure access request](#)
- ❖ screenshot No. 6: [G81 Library](#)

Some additional information regarding Option 1 (ICP authorisation of ICP Employees and Contractors), Option 2 (DNO authorisation of ICP Employees), and Option 3 (Transfer of Control), regarding the Model Distribution Safety Rules (MDSRs), and regarding where Alternative Providers can send their own DSRs via email address for review, is published on our website at [Competition in connections](#), and [Safety rules and authorisations](#).

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

Note: Table 3 below shows information on authorisations, for both SHEPD and SEPD.



Table 3: Information on Authorisations – SHEPD and SEPD Licensed Areas

Activities	Option 1- ICP (Yes/No)	Option 2 – DNO (Yes/No)	Option 3 – Transfer of control (Yes/No)	Comments
LV Works	Yes	Yes	Not Applicable	Option 3 does not apply to LV Works and LV Operations.
LV Operations	Yes	Yes	Not Applicable	
HV Works	Yes	Yes	Yes	
HV Operations	Yes	Yes	Yes	
EHV Works	Yes	Yes	Yes	
EHV Operations	Yes	Yes	Yes	
Unmetered Works	Yes	Yes	Not Applicable	Option 3 does not apply to Unmetered Works (i.e., LV works) and Unmetered Operations (i.e., LV Operations).
Unmetered Operations	Yes	Yes	Not Applicable	

6.1 Auditing

6.1.2. Auditing is undertaken to assess and validate the ability of ICPs to undertake specified NERS activities. ICPs Accredited under NERS will be subject to the audit provisions of NERS. DNOs are not required to, and will not, without reasonable cause, undertake additional audits of NERS Accredited ICPs.

All audits to assess and validate the ability of ICPs to undertake specified NERS activities are solely carried out by LRQA (current NERS Accreditation Body) as part of the NERS process. We do not undertake out any audits on NERS Accredited ICPs working in our Distribution Service Area.

6.1.3. Where a DNO elects to provide its own ICP Accreditation (either where there is no accreditation available under NERS for particular activities or as an alternative to NERS in agreement with the ICP) the DNO shall undertake its own surveillance and assessment. In these cases, the arrangements should be consistent with the arrangements used by the DNO for its own Connection Works and for its sub-contracted works and shall be not more onerous than that used by NERS.

We have chosen not to provide our own ICP Accreditation. We believe that all areas are available for accreditation under NERS, and do not believe that it would be appropriate or efficient to establish an alternative to NERS accreditation.



6.2. Inspection

6.2.1. DNOs shall be entitled to inspect ICP works. However, DNOs should be mindful of their obligations in respect of competition in Connections and should therefore consider appointing independent inspectors to undertake this activity. In any case, such inspection should not unduly restrict or delay the Accredited ICP from undertaking work and must be no more onerous than the quality assurance regime used for the DNO's own Connections' activities.

6.2.3. If the DNO identifies a non-conformance, the DNO shall specify what the non-conformance is and set out the corrective actions that need to be undertaken. On completion of the corrective actions, the ICP shall advise the DNO and the DNO shall be entitled to revisit the site and carry out a further inspection.

SHEPD's Quality and Technical Inspectors undertake all inspections on Contestable Works which are carried out by an Alternative Provider or SHEPD's own connections business in the north of Scotland. As such the same standards are applied consistently for ICPs and our own work.

SEPD's Connections Technical Delivery Engineers undertake all inspections on Contestable Works which are carried out by an Alternative Provider or SEPD's own connections business in central southern England. As such the same standards are applied consistently for ICPs and our own work.

It should be noted that, inspections relate to projects, but connections relate to exit points. Consequently, there is no direct correlation between number of inspections and number of exit points as a single project may be for 100 houses which constitute 100 exit points.

Note: Table 4 below shows information on inspections, duplicated for both SHEPD and SEPD.

Table 4: Information on Inspections – SHEPD Licensed Area

	Number of Inspections Made	% of inspections made*	Number of Connections made (exit points)**	Comments
DNO	548	88.4%	5,367	
ICPs	72	11.6%	244	

Table 4: Information on Inspections – SEPD Licensed Area

	Number of Inspections Made	% of inspections made*	Number of Connections made (exit points)**	Comments
DNO	945	67.4%	9,628	
ICPs	457	32.6%	9,767	

Comments:



* The figures for '% of inspections made' are calculated as follows: -

- **'% of inspections made' – 'DNO':**
= Number of Inspections Made (DNO) ÷ Total Number of Inspections Made (DNO+ICPs) x 100
- **'% of inspections made' – 'ICPs':**
= Number of Inspections Made (ICPs) ÷ Total Number of Inspections Made (DNO+ICPs) x 100

** The figures for 'Number of Connections made (exit points)' are composed of the following: -

- **'Number of Connections made (exit points)' – 'DNO'**
= Total number of metered MPANs which have been connected/energised by DNO + Total number of unmetered tasks carried by DNO (i.e., new connections, transfers and disconnections) which have impacted the exit points
- **'Number of Connections made (exit points)' – 'ICPs'**
= Total number of metered MPANs which have been connected/energised for/by ICPs + Total number of Point of Connections (POCs) which have been connected/energised for/by ICPs (if 'Total number of metered MPANs which have been connected/energised' for/by ICPs is unknown) + Total number of unmetered tasks carried out by ICPs (i.e., new connections, transfers and disconnections) which have impacted the exit points

7.2 Land Rights

7.2.1 The DNO will publish criteria which trigger the need for Land Rights relating to assets they will adopt or require access to, which shall be no more onerous than those it would seek for its own Connections activities.

The land rights requirements applied to assets to be adopted by, or rights to be granted to, SSEN are the same whether a connection is delivered by SSEN or an Alternative Provider. The requirements are driven by the nature and operation of the assets and are not made more onerous because an Alternative Provider is involved. We publish our criteria, guidance and template documentation to provide transparency and consistency of approach.

The land rights requirements, relating to assets to be installed or adopted by us for new connections, are published on our website ([Land rights](#); [Land rights new connections](#); and [Land rights documents](#)).

Guidance on wayleaves and consenting activities is published on our website ([Guidance for Independent Connection Providers undertaking Wayleaves and Consenting activities](#)).

7.2.2 Subject to and in accordance with the terms of the agreed and applicable incorporated process, the IDNO will be able to negotiate on behalf of the DNO where IDNO and DNO dual use land right agreements are required so that they can secure the rights required for the connection and extension of the network.

SEPD have in place an incorporated process which allows an IDNO to negotiate on behalf of SEPD for dual use land right agreements as required.



As a result of the structure of the conveyancing system in Scotland, the incorporated process is not applicable for SHEPD. In Scotland, IDNOs are able to negotiate directly with landowners to secure the land rights required for their network infrastructure. The IDNO, or its appointed agent, undertakes the negotiations and completes the necessary conveyancing documentation. Whilst the legal mechanism differs from that used in England and Wales, the outcome is the same and the IDNO can secure the rights required for the connection and extension of the network. The land rights required to be registered with [Registers of Scotland](#). SSEN supports this process through published guidance and template documentation. IDNOs can utilise the lease / sub-lease templates published on our website ([Land rights documents](#)) to negotiate the land rights on behalf of SHEPD.

Note: Registers of Scotland (RoS) maintains public registers of land, property and other legal documents in Scotland. The Keeper of the Registers of Scotland is directly accountable to the Scottish Parliament.

7.2.3 DNOs shall provide model standard Land Rights documentation for use by ICPs. The ICP may prepare the legal documentation for the Land Rights for the signature or authorisation of the DNO.

We have provided a full suite of model standard Land Rights documentation for use by ICPs/IDNOs. Using these, an Alternative Provider may prepare the legal documentation for the Land Rights to be signed by us. These documents are published on our website ([Land rights](#); [Land rights new connections](#); and [Land rights documents](#)).

7.4 Adoption

7.4.2 The ICP will provide the DNO all as-laid drawings and test certificates as specified by the DNO. This information should be no more onerous than the information provided by the DNO's own Connections' activities.

Our requirements for as-laid drawings and test certificates are common across both our own connections activities and those carried out by Alternative Providers.

The common process documents, including G81 design and operational documents for comment, and information on recently updated documents, govern the activities of our own connections business and Alternative Providers and are available on our secure website at [G81 Library](#).

The relevant screenshots associated to the website links below can be found in the enclosed supporting document "SSEN Website Information Screenshots".

Refer to: -

- ❖ screenshot No. 1: [Competition in connections](#)
- ❖ screenshot No. 2: [Tools and resources](#)
- ❖ screenshot No. 3: [Alternative Provider Network Information](#)
- ❖ screenshot No. 4: [Sign in to your account](#)
- ❖ screenshot No. 5: [Competition in Connections secure access request](#)
- ❖ screenshot No. 6: [G81 Library](#)

There is also a Network Adoption Process Flowchart (for Metered Connections), and a Bilateral Connection Agreement (BCA) Process Flowchart (for IDNOs), which are both published on our website, where they can be downloaded at [Competition in connections useful documents](#).

Supporting Evidence

- CiCCoP Index of Supporting Evidence
- SSEN Website Information Screenshots

10. Dispute Resolution

10.1. The DNO's complaints process will be used where any party considers that a DNO is not meeting their obligations under this code of practice. The complaints process will include appropriate levels of escalation within the DNO organisation. Each DNO shall publish their complaints resolution process on their website.

We are committed to offering our customers the very best in customer service and we encourage feedback, especially if things have gone wrong. We have a common complaint handling process which is applicable to all types of complaint.

All our staff are trained to offer the best possible customer service and do their utmost to help the customer. If they need to involve or escalate to their manager, they will do so to ensure the matter is resolved as quickly as possible. As part of the complaint handling process, we will offer the customer a full explanation. We will also take remedial action and may award compensation in appropriate circumstances.

We have a 'Dispute Resolution' process outlined on our dedicated 'Competition in Connections Code of Practice' webpage ([Competition in connections code of practice](#)).

In addition to the above, we also provide consistent clear, well sign-posted and robust information on our website regarding complaints including: -

- a dedicated 'Customer Support' webpage ([Customer support](#));
- a dedicated 'Compliments' webpage ([Team recognition](#)) for when things go right;
- a dedicated 'Complaints' webpage ([Complaints](#)) which includes a link to our "[Complaints Handling Process](#)" guide; and
- a dedicated 'Ombudsman service' webpage ([Ombudsman services](#)).

We also provide a customer support portal on our website for customers to raise complaints ([Raise a Complaint \(custhelp.com\)](#)) and compliments ([Raise a Compliment \(custhelp.com\)](#)).

