

Cross-sector Infrastructure Report

Working near our infrastructure

2018-19



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Context

Scottish and Southern Electricity Networks (SSEN) operate the transmission network for the north of Scotland as well as two electricity distribution areas in the north of Scotland and central southern England. Together these networks supply electricity to over 3.8 million homes and businesses.

Scottish Hydro Electric Power Distribution (SHEPD)

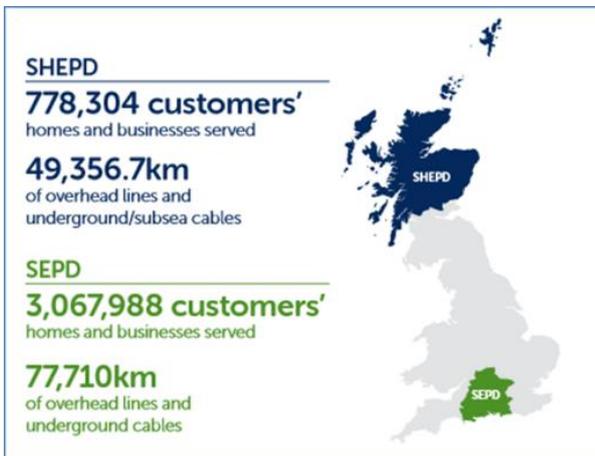
We deliver electricity to 778,304 customers across a quarter of the UK landmass which attracts unique challenges both in terms of distance and location. As well as the major towns and cities of Aberdeen, Dundee, Inverness and Perth, we connect to most Scottish islands with over 100 subsea cable links, including the Inner and Outer Hebrides, Arran and the Orkney Islands. We also serve the Shetland Islands, which runs as a separate electrical system without a connection to the mainland.

Southern Electric Power Distribution (SEPD)

This is the larger of our two distribution networks and delivers electricity supplies to 3,067,988 customers. It covers an area ranging from rural communities in Dorset, Wiltshire, Gloucestershire and Oxfordshire, to towns and cities including Bournemouth, Oxford, Portsmouth, Reading, Southampton, and parts of West London. We also distribute electricity to and across the Isle of Wight.

Scottish Hydro Electric Transmission (SHET)

We own and maintain the 132kV, 275kV and 400kV electricity transmission network which has the same geographical location of SHEPD. This network consists of underground cables, overhead wooden poles, steel towers and electricity substations, and it extends over a quarter of the UK land mass across some of its most challenging terrain. We take the electricity generated from onshore windfarms, hydro power stations and other generators and transport it at high voltage and extra high voltage over long distances through our transmission network to areas of demand around our towns and cities.



Purpose

As a Transmission (TO) and Distribution Network (DNO) Operators, SSEN's 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.

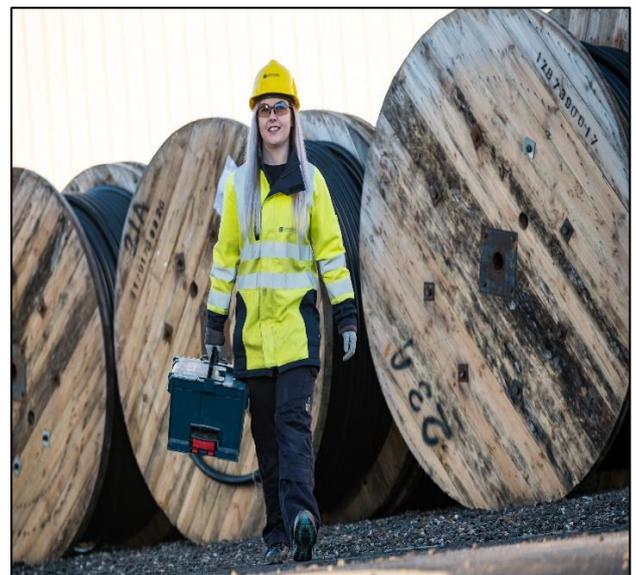
This is the fourth Access Statement we have produced in response to the 2015 UK Regulators' Network (UKRN) project on cross-sector infrastructure interactions. Its purpose is to raise the profile of how our organisation supports infrastructure investment across the UK, and how parties can seek information 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 are committed to ensure that we provide access to our expertise and network information as easy and simple 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 and infrastructure providers' staff from harm when working near overhead lines;
- Proving that cables are dead or out of commission when they are located; and
- Resolving any issues regarding asset damage in the course of business.



Performance Metrics

Accessing information on our infrastructure

Network records served		Average time to provide records	
Manual Request	Online (self-service)	Manual Request	Online (self-service)
10,277	663,888	3 working days	1 working day
		Target 3-5 working days	Target 3-5 working days

General Enquiries¹

Jobs Completed	Average time taken to complete
8,732	18.7 days

Distribution Connections

Quotes for connections to our Distribution Networks issued

28,930

Connections projects delivered on our Distribution Networks

11,308

		Average number of working days				
		Business Plan Target	Actual 2015/16	Actual 2016/17	Actual 2017/18	Actual 2018/19
SHEPD						
Single Connection	Time to Quote	7.90	2.50	3.60	4.22	2.86
	Time to Connect	31.57	31.5	30.00	27.84	22.10
2-4 Connections	Time to Quote	12.33	5.10	7.22	9.02	5.34
	Time to Connect	47.44	40.2	40.44	28.76	27.8
SEPD						
Single Connection	Time to Quote	7.37	2.66	2.70	3.41	3.11
	Time to Connect	35.55	33.18	44.3	45.71	31.84
2-4 Connections	Time to Quote	11.13	6.94	7.33	9.28	8.65
	Time to Connect	42.47	45.04	63.68	64.01	40.29

¹ 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.

Performance Metrics continued

Transmission Connections

Connection offers to our Transmission Network issued

81

Connections Engagement

Engagements carried out with our customers and stakeholders

7,352

Appointments

Of timed appointments booked were met

99.6%

Call Handling

Calls from customers, averaging over 1,677 per day

612,155

Customer Complaints

Complaints received

16,726

Resolved within 1 working day

89.10%

Complaints received for cross-sector infrastructure interactions

Zero

Broad Measure Scores

Broad Measure of Customer Satisfaction Score

SHEPD

Supply Interruptions

9.19/10

Connections

8.96/10

General Enquiries

9.16/10

SEPD

Supply Interruptions

8.79/10

Connections

8.42/10

General Enquiries

8.5/10

As a regulated business, Ofgem measures customer satisfaction across all DNOs through the Broad Measure surveys. In 2018/19 we saw an improvement in both of our Distribution Operating areas from our previous year.

Clients' feedback

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

A stakeholder feedback forum was introduced as part of our Networks Access Statement. This forum gives our clients' the opportunity to provide feedback or ask questions regarding the statement. In August 2018, we asked our Stakeholder Advisory Panel to provide feedback on our Annual Business Plan Commitment report which is produced in October of each year and has a similar format to our Cross-sector Infrastructure Annual Report. The panel felt the report delivered on the commitments made in 2017 and that we should continue to ask for feedback on our Cross-sector Infrastructure Annual Report through our website.

Stakeholder and Customer engagement information available at

<https://www.ssen.co.uk/StakeholderEngagement/>

Principle Stakeholder Engagement Map



Meeting the good practice principles

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 1:
The role of infrastructure network operators



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.

Principle 2:
Efficiency, economy and safety



Network operators should establish and follow a process to manage interactions that is transparent, easy to follow, appropriately resourced and commits to explicit service standards appropriate to the customers and projects concerned, supported by the provision of accurate information about the operators' network, safety or process as necessary.

Principle 3:
Transparent processes and practice



Any fees or charges to customers should be clearly explained, reflect reasonable and appropriate cost and risk, without exploiting unfair commercial advantage, and where reasonable facilitate efficient planning and delivery of infrastructure projects.

Principle 4:
Clear, Transparent and Appropriate Pricing



The lessons and experiences of best practice in managing interactions within the firm, based on measurable performance where possible, and outside are pro-actively gathered and applied, with a commitment to training and support of staff managing interactions.

Principle 5:
Continuous learning and best practice



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.

<https://www.ssen.co.uk/LTDS/>

**Principle 1:
The role of
infrastructure
network
operators**



Our approach to efficiency and economy does not just apply to one job or customer. As part of the Great Western Electrification (GWE) project, we assigned a project manager who understood the problems and supported them to find solutions. We continue to be involved with other large-scale projects, including Heathrow's Third Runway, M4 & M27 Smart Motorway and HS2.

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.

<https://www.ssen.co.uk/WorkingSafely/>

**Principle 2:
Efficiency,
economy and
safety**



All of our processes are clearly defined and available on our website where we have defined processes for a number of activities and customers. These include small and large projects, developers, single customers, diversions, new connections and alterations.

<https://www.ssen.co.uk/Connections/>

**Principle 3:
Transparent
processes and
practice**



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 'Key Changes to Process' within this report for more information.

**Principle 4:
Clear,
Transparent
and
Appropriate
Pricing**



Our ethos is to continuously drive improvements in all we do, including how we interact with our customers and stakeholders. We are very aware that we have an important part to play in securing the long-term social and economic health of communities in our operational areas. The industry regulator, Ofgem, measures customer satisfaction across all the DNOs and it is one of our most important measures of performance. Our Broad Measure scores are noted in the Performance Metric section of this report.

**Principle 5:
Continuous
learning and
best practice**



Key changes to process

We have continued to make progress to improve on our performance in Connections, General Enquiries, Complaints and access to our infrastructure information.

In 2018 we completed a review of the end to end customer journey for minor connections to identify areas of improvement and gaps in our process. This included an analysis of feedback we have received from our Broad Measure surveys. Following on from this review we restructured our connections delivery business and processes early in 2018/19. This has allowed for a more regional and localised approach to our customer connections, ensuring a greater level of proactive contact with our customers, whilst recognising that customers across different areas will have distinct challenges and therefore need to provide flexible levels of support.

Dial Before You Dig (DBYD) is changing and we have begun moving our DBYD services to an external provider Line Search D. The DBYD service 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.

We're committed to continually improving the service we provide to our customers and moving to the new provider gives customers one place to access all utility information, making it simpler and quicker to acquire the data needed to carry out works safely and efficiently. Once the full transition is complete, service users will only need to follow one process with the new provider to obtain all our utility information. This will include our;

- 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

There will be a transition period between 11 and 21 October 2019. The registration process is quick and easy, and can be done by visiting:

<https://www.lineearchbeforeudig.co.uk/>



Contacting Us

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



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 facebook.com/ssencommunity	 Media enquiries should call SSE's Press Office: +44 (0)345 0760 530
 instagram.com/ssencommunity	 Investor enquiries should be emailed: ir@sse.com
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