SSEN Distribution

MAJOR CONNECTIONS ANNUAL REPORT

2025 - 2026

Scottish & Southern Electricity Networks

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1. FOREWORD BY THE DIRECTOR OF CONNECTIONS

Enabling connections; supporting sustainable growth

It's been a year of strong delivery in the connections sector. Across our network areas, we've continued to invest in the network, develop smarter solutions and improve the way we support customers. Together, these efforts are helping more projects move from ambition to reality, supporting economic growth, decarbonisation and thriving communities.

Alongside this, the industry has been progressing through the Connections Reform process. As a Distribution Network Operator, our role has been to support customers through a complex transition while continuing to deliver the services they rely on.

I'm particularly proud of the improvements we've made within our own business over the past year. We've enhanced customer journeys, strengthened our communications and made it easier for customers to understand how their applications are progressing. Behind the scenes, we've also streamlined our processes, helping requests move forward more efficiently and effectively.

These improvements are making a difference. Customer satisfaction is increasing, particularly across our central southern England network area.

Thank you to everyone who has taken the time to share feedback with us. Whether positive or challenging, it is helping us improve and deliver a better experience.

The year ahead promises to be equally significant. We'll continue supporting customers as projects progress through the next stages of development, while also introducing new innovations to improve the connections experience. This will include a new bespoke assessment of EHV quotes with clear assessment of risk factors which could impact the costs or timescales included within it, to help guide our customers.

I'd like to thank you, our customers, for your support, your challenge, your ideas and your continued involvement which is helping us make year on year improvements in the service we provide. I'm proud of the progress we've made and excited about building on this next year and across the rest of RIIO-ED2 to deliver excellent service to our customers.

THIS YEAR IN MAJOR CONNECTIONS

- Customer Satisfaction Scores up 1% in SSEH and 7% in SSES
- Faster Quote times by 27% in SSEH and 5% in SSES
- Faster Connection times by 7% in SSEH and 8% in SSES
- NEW Refreshed application forms
- NEW Improved diversions and disconnections process

ABOUT SSEN

We are Scottish and Southern Electricity Networks Distribution (SSEN). We are the Distribution Network Operator (DNO) responsible for delivering power to 3.9 million homes and businesses across central southern England and the north of Scotland.

Our network serves some of the UK's most remote communities and also some of the most densely populated. Our two networks cover the greatest land mass of any of the UK's DNOs, covering 72 local authority areas and 75,000km² of extremely diverse terrain. Through our Priorities Services Register, we help customers who may need additional support and partner with trusted and expert organisations in a range of initiatives to assist those living in fuel poverty. SSEN is part of SSE plc, a UK-listed energy company that operates throughout the UK and Ireland. SSE develops, owns and operates low carbon energy assets including onshore and offshore wind, hydro power, electricity transmission and distribution networks (SSEN), alongside providing energy products and services for businesses. As a provider of critical national infrastructure, SSE and its businesses play a vital role in accelerating the transition to a net zero world at a national and local level.

Unless otherwise stated the narrative included within the report applies to both SHEPD and SEPD. Performance scores are noted for SHEPD and SEPD separately, and referred to as SSEH and SSES respectively in tables.

North of Scotland
SHEPD / SSEH LICENCE AREA

OUR SSEN DISTRIBUTION NETWORK AT A GLANCE

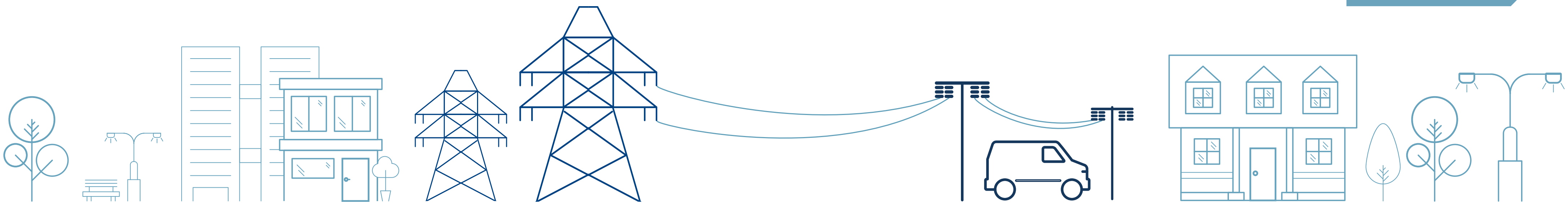
Nearly **4 million** homes and businesses

Over **128,000km** of overhead lines and underground cables

Over **460km** of subsea cables powering our island communities

Over **4,400** employees across the country

Central Southern England
SEPD / SSES LICENCE AREA



3. INTRODUCTION

Our Major Connections Annual Report details the performance of both our licence areas: Southern Electric Power Distribution (SEPD) in central southern England and Scottish Hydro Electric Power Distribution (SHEPD) in Scotland.[1]

The Major Connections Incentive (MCI) was introduced by Ofgem to drive Distribution Network Operators ('licensees') to deliver quality services to customers seeking Major Connections in RIIO-ED2.[2]

This involves evaluating overall customer satisfaction with the connections process, the timeliness of connections, and the provision of information to Major Connections customers. The incentive is reputational where Ofgem has deemed that adequate competition exists within specific market segments. Further details can be found in Ofgem's Governance document available on its website here.[3]

Table 1 details where the incentive is reputational or financial.

Financial | Reputational

SEGMENT	RMS	DESCRIPTION OF WORKS	SSEH	SSES
Metered Demand Connections (M)	Low Voltage	**LV Work:** LV Connection activities involving only LV work, other than in respect of the Excluded Market Segments.	Financial	Financial
	High Voltage	**HV Work:** LV or HV connection activities involving HV work (including where that work is required in respect of connection activities within an Excluded Market Segment).	Financial	Reputational
	High Voltage and Extra High Voltage	**HV and EHV Work:** LV or HV Connection activities involving EHV work.	Financial	Reputational
	Extra High Voltage and above	**EHV work and above:** EHV and 132kV connection activities.	Financial	Reputational
Distributed Generation Connections (DG)	Low Voltage	**LV work:** LV connection activities involving only LV work.	Financial	Financial
	High Voltage and Extra High Voltage	**HV and EHV work:** any connection activities involving work at HV or above.	Reputational	Reputational
Unmetered Connections (UM)	Local Authority (LA)	**LA Work:** new connection activities in respect of LA premises.	Financial	Reputational
	Private Finance Initiatives (PFI)	**PFI work:** new connection activities under PFIs.	Financial	Reputational
	Other	**Other work:** all other non-LA and non-PFI Unmetered connections work.	Financial	Financial

Table 1: A description of works in various Relevant Market Segments (RMS).

[1] *Unless otherwise stated the narrative included within the report applies to both SHEPD and SEPD. Performance scores are noted for SHEPD and SEPD separately, and referred to as SSEH and SSES respectively in tables.*
[2] *RIIO-ED2 (also referred to as ED2) refers to the current Electricity Distribution Price Control Regulation administered by Ofgem.*
[3] *https://www.ofgem.gov.uk/sites/default/files/2024-04/Major%20Connections%20Governance%20Document%20V1.2.pdf.*

4. STAKEHOLDER ENGAGEMENT

Engaging closely with our Major Connections stakeholders underpins the work we do. We use insight and collaborative partnerships to achieve positive and tangible outcomes for customers, stakeholders and society.

In 2025/26 we have continued to ensure that stakeholders have a clear insight into our priorities and can see how their feedback has shaped them. We have embedded a clear process and structure around stakeholder engagement, which enables feedback from our stakeholders to drive our priorities. Stakeholders have told us that they like to be able to shape our priorities and then see progress on how we are delivering them. Consequently, we have embedded the following structure around our engagement:

- At market segment level, we hold specific and targeted focus groups and forums throughout the year to collect feedback, provide progress updates, and ensure targeted engagement on key topics. This provides us with a wide range of feedback, which we review to understand the common aspects and distil into a set of priorities.
- Our Connections Expert Panel is crucial in reviewing proposed priorities and validating our progress, including our Major Connections Commitments.
- Our annual Connections Customer Conferences provide opportunities to further test our priorities with a wider group of stakeholders, provide updates on progress against agreed commitments and share information to improve customer experience.

Engagement Process

Market Segment Engagement	SSEN Distribution Proposes Actions	SSEN Distribution Connections Expert Panel	Annual Connections Customer Conference
Each of our key market segments* give feedback at dedicated focus groups and forums.	SSEN Distribution takes feedback and makes proposals on actions/commitments to take forward.	Created with key representatives from each market segment to validate feedback and help SSEN set priorities/ commitments.	Held to highlight commitments and report on progress to ensure customers are aware of actions being taken.

** Market segments include Local Authorities, Distributed Energy Resources (DER), Low Carbon Technologies (LCTs), Housing Developers, Independent Connection Providers (ICPs)/Independent Distribution Network Operators (IDNOs), Electric Vehicle Charging Point Operators.*

481
Total customers attended events

5
Connections Reform webinars held

3
Expert Panel Sessions

992
Newsletter subscribers

9/10
Connections Surgery rating

336
Webinar attendees

8.2/10
Connections Customer Conference score – SHEPD and SEPD

6
Recorded webinars added to our Vimeo

100%
of conference attendees supported our commitments approach

57
Engagement sessions

46
Online events

457
Connections surgeries

24
Connections Reform Drop-in sessions

6
Forums

11
Focus Groups

9
Completed Commitments

5. OUR PERFORMANCE IN RELATION TO THE MAJOR CONNECTIONS CUSTOMER SATISFACTION SURVEY

In the third year of RIIO-ED2, we delivered a sustained improvement in our Major Connections Customer Satisfaction Survey (MCCSS) performance. Our Financial Incentive scores reached 9.00 in SHEPD and 8.44 in SEPD, compared to Ofgem's baseline target of 7.41. This demonstrates consistent progress and reflects the positive impact of targeted improvements to our customer experience, particularly within SEPD.

Surveys are issued within ten working days of each stage's completion and responses are analysed by our Customer Strategy Team to identify trends and where actions are needed. This feedback is placed alongside what we receive directly from stakeholders via various engagement forums. Our improvements this year translate directly into better outcomes for our customers, including clearer communication, greater confidence in the connections process, and a more consistent and supportive experience from application through to delivery.

Customer Journey and Communications

This year we focused on reviewing and redesigning the end-to-end communications journey across Major Connections. The aim was to provide customers with a clearer, more consistent and more reassuring experience, regardless of where they are in their connections journey.

REVIEW	REDESIGN	TRAIN	STANDARDISE	IMPROVE
We reviewed and catalogued all customer-facing communications, developing detailed communication journey maps, enabling us to systematically review and improve all core materials, including emails, letters, leaflets, website content and videos.	We redesigned key forms, including the 5+ Connections application form, as well as Novation and Assignation forms, making them simpler and easier to complete.	In parallel, we introduced consistent conversation training for our application and quoting teams, equipping colleagues to better support customers in understanding their requirements and next steps.	We also standardised processes across licence areas, replacing Assignation with Novation in the North to create a more consistent and straightforward experience across SHEPD and SEPD.	We redesigned the OK to Connect letter, simplifying language and improving clarity.

This work resulted in a more transparent and straightforward customer journey, helping customers better understand requirements, reduce confusion and progress their projects with greater confidence.

5. OUR PERFORMANCE IN RELATION TO THE MAJOR CONNECTIONS CUSTOMER SATISFACTION SURVEY (continued)

Process Improvements: Diversions and Disconnections

- We enhanced our Diversions and Disconnections processes by addressing gaps and inconsistencies identified through customer insight. This included improving guidance available to customers, strengthening website content and introducing a more structured and consistent end-to-end process.
- We also simplified internal ways of working to improve operational efficiency and support a smoother experience for customers. As part of these improvements, we introduced designed diversion quotation letters in Q1 2026/27, making them clearer, more streamlined, and easier for customers to understand.

These changes have improved clarity, reduced delays, and helped deliver a more positive and efficient customer journey.

Customer Journey Mapping

- We refreshed our Customer Journey Maps to ensure that our processes remain aligned with industry developments and internal processes while continuing to prioritise customer experience.
- By keeping our journey maps up to date, we are better positioned to deliver a service that is not only compliant but also intuitive and responsive to customer needs, helping customers navigate an increasingly complex connections landscape with greater ease.

Delivery Experience

- Our Large Capital Delivery teams completed additional customer service training to strengthen how they engage with customers throughout the delivery phase of projects.
- This ensures that the quality of customer experience is maintained beyond the initial stages of the journey and through to completion. For customers, this results in more proactive communication, clearer updates during delivery, and a more professional and supportive experience at a critical project stage.

6. MCCSS SCORES SSEH

FINANCIAL INCENTIVE (FI)

Table 2: Overall MCCSS scores (out of 10) for SSEH in contestable and non-contestable activities subject to financial penalty.[4]

	SSEH		
	2023/24	**2024/25**	**2025/26**
Overall MCCSS (Target – 7.41)	**8.50**	**8.89**	**9.00**
Metered Demand LV	8.67	8.71	9.04
Metered Demand HV	8.45	8.80	8.91
Metered Demand HV and EHV	7.64	8.70	8.22
Metered Demand EHV and Above	X	X	X
Distributed Generation LV	8.56	9.24	9.32
Unmetered Local Authority	9.50	10.00	8.57
Unmetered PFI	X	X	X
Unmetered Other	10.00	9.17	9.75

REPUTATIONAL INCENTIVE (RI)

Table 3: Overall MCCSS scores (out of 10) for SSEH in contestable and non-contestable activities subject to reputational penalty.

This year SHEPD had its highest score in ED2 under FI.

	SSEH		
	2023/24	**2024/25**	**2025/26**
Overall MCCSS (Target – 7.41)	**7.65**	**7.95**	**7.69**
Distributed Generation HV and EHV	7.65	7.95	7.69

[4] *Overall data for both SSES and SSEH has met statistical robustness checks under the Financial Incentive and Reputational Incentive scores.*
X This indicates that while the RMS is subject to the relevant incentive, no data is available since no jobs were surveyed under these Market Segments in 2025/26.

7. MCCSS SCORES SSES

FINANCIAL INCENTIVE (FI)

	SSES		
	2023/24	2024/25	2025/26
Overall MCCSS (Target – 7.41)	**7.14***	**7.92**	**8.44**
Metered Demand LV	6.69	7.49	8.29
Distributed Generation LV	7.52	8.38	8.56
Unmetered Other	5.00	7.85	8.42

Table 4: Overall MCCSS scores (out of 10) for SSES in contestable and non-contestable activities subject to financial penalty.[5]

REPUTATIONAL INCENTIVE (RI)

	SSES		
	2023/24	2024/25	2025/26
Overall MCCSS (Target – 7.41)	**7.20***	**7.48**	**8.11**
Metered Demand HV	7.31	7.42	8.12
Metered Demand HV and EHV	8.00	7.10	8.43
Metered Demand EHV and Above	7.50	9.40	9.00
Distributed Generation HV and EHV	6.19	7.83	7.67
Unmetered Local Authority	2.00	8.00	7.60
Unmetered PFI	X	X	X

Table 5: Overall MCCSS scores (out of 10) for SSES in contestable and non-contestable activities subject to reputational penalty.

This year saw marked improvement in our SEPD region. We share best practice across both licensees to drive performance.

[5] Overall data for both SSES and SSEH has met statistical robustness checks under the Financial Incentive and Reputational Incentive scores.

** Rounded figure.*

X This indicates that while the RMS is subject to the relevant incentive, no data is available since no jobs were surveyed under these Market Segments in 2025/26.

8. PERFORMANCE METRICS: MCTTQ AND MCTTC

The MCTTQ and MCTTC metrics provide valuable operational insight into our quote and delivery timelines.

MAJOR CONNECTIONS TIME TO QUOTE (MCTTQ)

Reflects the average time taken from application receipt to a quote being issued.

MAJOR CONNECTIONS TIME TO CONNECT (MCTTC)

Measures the average duration from acceptance to physical connection.

As shown in Table 6, in both licence areas our MCTTQ and MCTTC timescales have largely improved compared to 2024/25.

Region	SSEH						SSES					
Performance Metric	**MCTTQ**			**MCTTC**			**MCTTQ**			**MCTTC**		
RMS	**23-24**	**24-25**	**25-26**	**23-24**	**24-25**	**25-26**	**23-24**	**24-25**	**25-26**	**23-24**	**24-25**	**25-26**
Metered Demand LV	18.29	15.63	13.88	130.62	143.38	126.45	17.05	14.16	14.78	151.39	145.59	131.77
Metered Demand HV	27.32	23.75	19.30	167.50	208.18	191.31	24.74*	22.28*	23.96*	281.16*	311.49*	274.36*
Metered Demand HV and EHV	52.44	47.34	44.20	325.16	311.39	302.82	53.10*	48.91*	56.60*	551.50*	422.21*	352.36*
Metered Demand EHV and Above	N/A	N/A	N/A	N/A	N/A	N/A	61.64*	59.59*	59.67*	170.33*	207.00*	N/A*
Distributed Generation LV	31.44	27.06	20.77	128.21	171.18	182.52	27.48	11.41	8.87	144.18	113.37	128.09
Distributed Generation HV and EHV	57.14*	53.63*	N/A*	161.35*	266.47*	N/A*	55.49*	47.36*	N/A*	294.77*	334.17*	N/A*
Unmetered Local Authority	6.96	8.05	3.80	61.28	59.12	66.43	14.18*	10.00*	9.07*	166.25*	93.00*	97.02*
Unmetered PFI	25.00	N/A	N/A	87.00	N/A	N/A	2.00*	5.00*	5.00*	146.00*	N/A*	N/A*
Unmetered Other	16.61	10.74	5.44	99.46	106.28	68.54	12.41	9.91	7.58	175.92	138.01	96.42

Table 6: MCTTQ and MCTTC (in Working Days) within SSEH and SSES from 2023/24 to 2025/26.

9. LOOKING BACK – PROGRESS ON DELIVERABLE OUTPUTS OVER RIIO-ED2

Back in 2021, we set out specific outputs for connections service, as part of our RIIO-ED2 business plan. The actions shown in Table 7, alongside our commitments detailed below, are designed to support our overall aim of delivering high quality services to our Major Connections customers. We set an ambitious target of 9/10 for customer satisfaction from Major Connections customers by the end of RIIO-ED2. This year we reached this target under FI in SHEPD. We are confident that the sustained improvements we've made in SEPD will allow us to reach this target in ED2.

Area	RIIO-ED2 Target	Summary of Progress	
Connections Process	Improve the end-to-end process (application, design, quote and connection) for all our connections and introduce automated quotation services for domestic Low Carbon Technology (LCT) and minor connections customers by 2025.	Completed in 2023-2024. This involved us improving our end-to-end process, including application, design, quote and connection	✓
Service Standards for Major Connection Customers	Deliver high quality services to our major connections customers achieving a customer satisfaction of 9/10 or above by the end of ED2.	Over 2025/26, we have worked to improve service standards for Major Connection Customers by: ■ Reviewing the end to end communications journey for Major Connections customers. ■ Completing phase two of the Major Connections Review. This involved building enhanced quote checks into the Large Capital Delivery workflow and undertaking a review of protection requirements. ■ Refreshing our Customer Journey Maps to reflect the Distribution Governance and Investment Framework (DGIF) and introduce some of the wider Connections Reform changes. This work contributed to higher MCCSS scores in 2025/26 compared to the previous year.	✓
Guaranteed Standards of Performance (GSOPs)	Meet our licence obligations for connections GSOPs on an ongoing basis and aim to reduce the number of failures over the period.	We have met our licence obligations for all connections GSOP standards across budget estimates, quotations, customer contact and work commencement, completion and energisation.	✓

Table 7: Progress on Deliverable Outputs over RIIO-ED2 for Major Connections.

10. LOOKING BACK – OUR COMPLETED COMMITMENTS

As reported in last year's submission, our stakeholders helped us identify and set the following commitments for 2025/26. We successfully delivered against these commitments to drive improvements for our customers.

Feedback	Commitment	Completed	What we have delivered
Provide greater transparency around key focus areas	Create a commitments tracker to be shared with Expert Panel.	June 2025	We shared our commitments tracker with our Expert Panel in June 2025 and provided a further update at subsequent meetings.
Improve transparency around Design costs	Carry out a deep dive of design costs to increase quote accuracy.	September 2025	We commissioned internal and external experts to review our design costs and make recommendations to drive improvements.
Improve accuracy and consistency around flexible connection offers	Develop full process mapping for 2-3 different flexible products including data mapping to ensure new products are fully embedded as BAU.	September 2025	We completed process mapping for Active Network Management (ANM) and Technical Limits which has been rolled out to internal staff to improve consistency.
Streamline the process for financial closure of connections projects	Outline clear roles and responsibilities and milestones around project closure to give customers clarity.	July 2025	We mapped out the operational closure process and set out roles and responsibilities.
Give more regular and structured communication regarding improvement plans	Create detailed market segment focus groups which meet at least twice a year, to enhance communication on improvements.	July 2025	In 2025/26 we ran two series of focus groups across major connections market segments, namely Local Authorities, Distributed Energy Resources, Housing Developers, ICPs & IDNOs.
Improve communication of changes in project scope and delivery	Deliver a bespoke training programme, developed by our customer strategy team to all our EHV project managers in our SEPD region.	July 2025	We deployed training to our EHV project managers in our southern central England licence area This will be refreshed on an ongoing basis.
Communicate price changes more clearly	Deliver a bespoke webinar highlighting changes in delivery frameworks in our SHEPD region and any impact on customers.	August 2025	We ran a Grid Supply Point (GSP) Framework customer webinar which set out the drivers, benefits and scope of this change and impact on our customers. The webinar is available on our Vimeo page.[6]
Improve assessment of communications and protection requirements at quote stage	Embed a more detailed review of protection requirements and resource for EHV connections as part of quote process.	SEPD March 2025 SHEPD January 2026	This work forms part of our standard processes in both our licence areas.
Provide information resources for the diversions process	Develop and publish an online video for the minor connections diversion process to inform customers.	December 2025	We have produced a bespoke video on the diversions process which can be viewed on our website.[7]

[6] https://vimeo.com/1185967230/971bb429b3?share=copy&fl=sv&fe=ci.
[7] https://www.ssen.co.uk/our-services/existing-electricity-supplies/diversions.

11. LOOKING AHEAD - OUR COMMITMENTS FOR 2026/27

We've already worked with our stakeholders to set our commitments for 2026/27 as part of our strategy to deliver further tangible improvements for our Major Connections Customers.

Feedback	Commitment	Target Date
Increase level of ambition within connection offers	Develop the concept and pilot an 'energisation window' with stakeholders post-detailed design to highlight ambition in connection offers.	December 2026
Give detailed information on Distribution Use of System (DUoS) charging	Host a dedicated DUoS insights session with stakeholders to help them understand how DUoS is calculated and the tools available to enable calculation of DUoS impacts.	July 2026
Update connection offer templates	Implement a more customer-friendly Major generation connections offer document which clearly explains terms and conditions in plain English and highlights key risks and uncertainties within the offer.	September 2026
Offer earlier oversight of feasibility to de-risk quotes	Trial providing a one page risk assessment for EHV offers and access to an early feasibility product to assess those risks and provide greater certainty on the quote.	March 2027
Improve disconnections and diversions service	Utilise customer feedback to implement changes to the disconnections and diversions process and improve visibility for customers.	March 2027
Provide regular project status updates	Trial a standard project status report at a regular cadence.	March 2027

Owing to delays in the Connections Reform programme, we are carrying over the below commitment into 2026/27 to maximise stakeholder benefit.

Feedback	Commitment	Target Date
Offer updated Grid Supply Point reinforcement plans, the amount of Super Grid Transformers that are being replaced and their associated dates	Update Grid Supply Point reinforcement plans and the amount of Super Grid Transformers that are being replaced and their associated dates to give customers better oversight.	March 2027

FEEDBACK

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