

**From:** Connections

**Sent:** 08 June 2022 12:07

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** \*\*\* [REDACTED] \*\*\* New Connection \*\*\*MISSING INFORMATION\*\*\* [REDACTED]

Good Afternoon,

Thank you for your online application for a **New Connection** under job reference [REDACTED].

In order to progress your application please kindly provide the following details:

- Site layout plan showing the proposed supply position
- Confirmation of the heating type
- If you are planning on installing any EV charging points or heat pumps, please arrange for your installer(s) to complete the attached ENA single install form/ multi-install spreadsheet as appropriate
- Please confirm if the required load is [REDACTED] kVA as noted on your application as this is a large load usually more in line with commercial connections. If [REDACTED] kVA is not required, please let us know the correct load required in kVA
- Should [REDACTED] not be the landowner we will need a signed Letter of Authority from the landowner granting your company permission to apply on their behalf
- The following information for the swimming pool and for any other equipment running on the connection that would use a pump, motor or welder, for each such piece of equipment:

**Single/Three Phase:**

**Starting Current (in amps):**

**Starting Method:** (*Soft Start/Direct on Line/Star Delta*)

**Rating (in kW):**

**Starts per hour:**

We need to identify three key roles on every project to ensure that the right matters are handled by the right people. This includes the **Connecting Customer** (the person or company who will ultimately use the connection), **Commercial Contact** (the person or company appointed by the Connecting Customer to manage the job on their behalf) and **Payer** (the person or company appointed by the Connecting Customer to manage the finances on the job).

From the information you have provided to date, we have assumed the following:

Connecting Customer: [REDACTED]

Commercial Contact: [REDACTED]

Payer: [REDACTED]

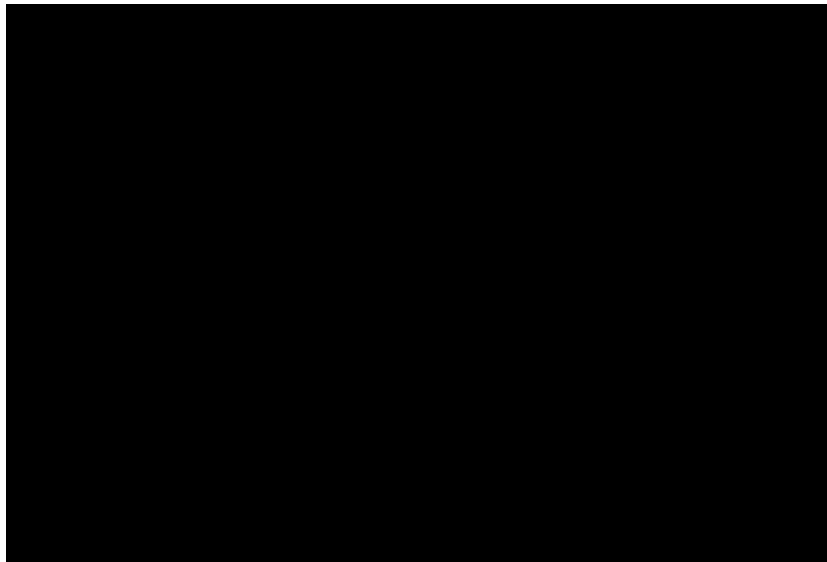
If the above is incorrect, or if you would like to change any of the above named parties, please let us know. Further information about these roles can be found at the following address:

[www.ssen.co.uk/our-services/new-supplies/contracted-parties/](http://www.ssen.co.uk/our-services/new-supplies/contracted-parties/).

Please note that we require all of the above information in order to progress your job to a local connections quoter. If you are unable to provide the above information, please do not hesitate to contact us so that we can discuss the available options with you.

Alternatively, if you are not ready to connect for some time, please let us know as we may be able to issue you with a budget estimate. A budget estimate can be ideal if you are looking to get an indication of costs, however, please be aware that the estimation does not include a network study and cannot be progressed further; a formal quotation would need to be generated.

Please find below a copy of the site boundary drawing, if this boundary does not cover your site and needs amending, please advise us as soon as possible so you receive the most accurate quotation.



Please be aware that Connection Offer Expenses, where applicable, will be due to be paid for the provision of this Connection Offer. Where applicable this will be payable even if you do not wish to accept your Connection Offer. If you cancel your applications within 14 days, you will not be liable for any Connection Offer Expenses. However, where applicable, if you cancel after this point you will be required to pay the full amount. For further information on Connection Offer Expenses, including where charges are applicable, you can find our Connection Offer Expenses user guide [here](#).  
[www.ssen.co.uk/our-services/service-information/connection-offer-expenses-and-charges/](http://www.ssen.co.uk/our-services/service-information/connection-offer-expenses-and-charges/)

For any future requests you can apply online at [www.ssen.co.uk/our-services/](http://www.ssen.co.uk/our-services/) or by telephone on 0800 048 3516 (option 2).

Kind Regards



Connections & Engineering Advisor

**Scottish and Southern Electricity Networks**  
Walton Park

Walton Road  
Cosham PO6 1UJ

T: 0800 048 3516

My working week is [REDACTED]



Did you know you can find useful information and apply for your works at [www.ssen.co.uk](http://www.ssen.co.uk)



If you are looking for a new connection, did you know that you have a choice?  
For more information please visit –

[www.ssen.co.uk/our-services/new-supplies/find-an-icpidno-you-have-a-choice/](http://www.ssen.co.uk/our-services/new-supplies/find-an-icpidno-you-have-a-choice/)

If you have an enquiry, please call **Connections and Engineering:** 0800 048 3516  
E-Mail: [connections@sse.com](mailto:connections@sse.com)

If you would like to make a payment, please contact **Quote Acceptance:** 0800 197 5527  
E-Mail: [quote.acceptance@sse.com](mailto:quote.acceptance@sse.com)



Please confirm the name and address of the person paying, if different from Applicant

We aim to provide you with a ten out of ten service at all times and in order to continue to improve our service we may pass on your details to a third party for a survey. If you wish to opt out of this survey please respond to this e-mail with the subject 'opt out', we will ensure that your details are not passed on.

